



CDSS

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DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**

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EDMUND G. BROWN JR.  
GOVERNOR

December 26, 2014

TO: ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY IHSS PROGRAM MANAGERS

SUBJECT: SERVICE REQUEST PROCESS AND WRIT OF MANDAMUS  
SPECIAL TRANSACTIONS PROCESS

This letter is to inform counties of the California Department of Social Services (CDSS) Service Request (SR) process and the revised CDSS Writ of Mandamus Special Transaction request process and appropriate use.

The CDSS' Adult Programs Division (APD), Fiscal, Administrative and Systems Bureau, CMIPS and Systems Operations Unit (Systems Unit) has been handling an increasing number of Special Transaction requests unrelated to conversion. The APD, Quality Assurance and Improvement Bureau, Program Integrity Unit (PIU) conducted an analysis of the completed Writ of Mandamus Special Transaction requests to determine the frequency of non-conversion related special transaction payment requests. Based on this analysis, a standardized process has been created to integrate the PIU into the review process.

The CDSS only Writ of Mandamus Special Transaction is a reimbursement mechanism available in the Case Management Information and Payrolling System II (CMIPS II) for correcting legitimate pay deficiencies when appropriate, or paying providers when ordered by a court or as the result of a State Hearing decision, but the recipient is deceased and the provider was never paid for services he/she provided while the recipient was living.

The Writ of Mandamus Special Transaction requests will continue to be submitted to the Systems Unit, which will perform an initial review of each request and either process the request or forward it to PIU for a determination of validity based on the In-Home Supportive Services (IHSS) program policies, rules and regulations. PIU will review the request and return it to the Systems Unit with a recommendation to either process or reject the transaction. The Systems Unit will respond to the requesting county via the CMIPS II Help Desk, notifying the county of the outcome.

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Continued inappropriate use of the Writ of Mandamus Special Transaction process may result in a request for a Quality Improvement Action Plan that will be initiated by the PIU to address the inappropriate use.

In order to better support this process, all requests must be submitted to the CMIPS II Help Desk to obtain a SR number and to ensure that the request is not one that could be rectified by the county with assistance from Help Desk personnel. The Help Desk should be contacted prior to finalizing the case update when it is apparent that there is an issue that cannot be rectified by the county.

Once the Help Desk staff has determined that a CDSS only Writ of Mandamus Special Transaction is required, the Help Desk will send the county a response with instructions for submitting a request to CDSS. The Help Desk determination only means the case cannot be updated, it does not mean the request complies with IHSS policy and program rules and will be processed by CDSS.

County staff will be required to gather all necessary information and documentation prior to submitting a Writ of Mandamus Special Transaction request to CDSS along with the SR number assigned. Instructions and necessary documents are found on the CDSS website at: <http://www.cdss.ca.gov/cmipsiiextranet>.

CDSS will respond to incomplete requests with a message indicating that the county will have 48 hours to submit the missing information. If information is not received within the 48 hours, the request will be rejected and the SR will be closed.

Submissions through email must have the associated SR number entered on the email subject line. If submitting sensitive information, it is required the attached documents are password protected and a secondary email is sent with the password to access the documents. Both emails should contain the SR number in the subject line. Responding information from CDSS will also have the SR number in the subject line.

Faxed or mailed submissions should contain a cover sheet with the SR number for reference. The cover sheet should also have a county contact telephone number or email address for issue resolution purposes.

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Once an outcome has been reached by CDSS, the CMIPS II Help Desk will be notified and will in turn notify the county contact initiating the SR.

If you have questions regarding this letter, please contact the CMIPS and Systems Operations Unit at (916) 551-1003 or via e-mail at [CMIPSII-Request@dss.ca.gov](mailto:CMIPSII-Request@dss.ca.gov).

Sincerely,

***Original Document Signed By***

EILEEN CARROLL  
Deputy Director  
Adult Programs Division

c: CWDA