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July 14, 2017

ALL-COUNTY LETTER NO.: 17-76

TO: ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY IHSS PROGRAM MANAGERS

SUBJECT: **IMPLEMENTATION OF THE ELECTRONIC TIMESHEET  
WEBSITE FOR IN-HOME SUPPORTIVE SERVICES AND  
WAIVER PERSONAL CARE SERVICES PROVIDERS AND  
RECIPIENTS**

REASON FOR THIS TRANSMITTAL

- ☐ State Law Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order
- ☐ Clarification Requested by One or More Counties
- ☒ Initiated by CDSS

The purpose of this All-County Letter (ACL) is to inform counties of the implementation of the new Electronic Timesheet Service (ETS) that allows In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) providers and recipients to submit and approve timesheets online via a smartphone, tablet or personal computer. This ACL describes the high-level functionality of the ETS and provides information regarding the new functionality in the Case Management, Information and Payrolling System (CMIPS) which is being implemented to support the ETS.

**BACKGROUND**

The California Department of Social Services (CDSS) has implemented a new optional service that reduces the time for an IHSS or WPCS timesheet to be received at the centralized Timesheet Processing Facility (TPF) by eliminating the reliance on the United States Postal Service. The ETS is an easy to use, self-service portal that allows IHSS and WPCS providers and recipients to self-register, enroll, submit timesheets, review and approve timesheets and check timesheet and payment status. The ETS interfaces with CMIPS to transmit timesheet and payment data.

To enroll in the ETS, both the provider and the recipient must be a current active IHSS or WPCS program participant in eligible status, possess a valid email address, have internet access, and have access to a smartphone, tablet or personal computer.

For those recipients without access to a smartphone, tablet or personal computer, the existing Telephone Timesheet System (TTS), originally developed for Blind and Visually Impaired (BVI) recipients, has been modified to allow electronically submitted timesheets to be telephonically approved. Enrollment in the TTS for the ETS is the same as it is for the BVI population and is described in a later section of this ACL.

## **ELECTRONIC TIMESHEET WEBSITE**

The pilot phase for the ETS began on June 5, 2017, in Riverside, Sacramento and Yolo counties, with a phased implementation to the entire state expected to begin in August 2017. As part of the pilot phase, IHSS and WPCS providers in the three (3) pilot counties are able to enroll and use the ETS to electronically submit Arrears, Supplemental, and reconciling Advance Pay timesheets. The ETS allows for IHSS and WPCS providers and recipients to perform the following:

- Register and enroll to electronically submit and approve timesheets
- Enter time worked and submit timesheets
- Approve and/or reject electronically submitted timesheets
- View the previous three (3) months of timesheet history
- Stop electronic timesheets

### **Registering on the ETS Website**

To utilize the ETS, providers and recipients must follow the steps to create an account as a new user. The ETS allows for both the provider and recipient to register independently, but the design of the system also allows a provider to enroll and send an email invitation to their recipient through the ETS if the recipient's email address is available in CMIPS. When the recipient does not have an email address listed in CMIPS, the provider can send the invitation to themselves, and assist the recipient with the registration process. The ETS is a completely optional service and the IHSS or WPCS recipients **must** enroll to approve electronic timesheets for their providers. If the recipient does not enroll, the provider will not be eligible to use ETS to submit timesheets, but can still use the service to view timesheet history. Recipients must enroll in either the ETS or in the TTS to electronically approve timesheets for their providers. More information on the TTS option is discussed later in this ACL.

### **Creating a User Account**

To register for an account, the provider and the recipient must have their first name, last name, provider or case number, date of birth and last four numbers of their Social Security Number (SSN). The information the provider or recipient enters into the ETS *Registration* screen must match the information in CMIPS, if it does not, an error will display and they will not be allowed to register. If the provider or recipient

receives this registration error, they must contact the county to have the information updated in CMIPS before they can attempt to register again.

Once the identity of the provider or recipient is verified by the ETS they will be prompted to enter a username, password and their email address. The username is case sensitive and must be at least six characters long. Passwords are also case sensitive and must be at least eight characters in length and must include a combination of letters and at least two numbers. The password and email address must be entered twice on the screen to confirm they are both correct as entered. The password is required to be reset every 180 days. The countdown appears on the log-in screen and begins 14 days prior to the expiration of the password. The system remembers the last 10 passwords and will not allow them to be reused. Once the username, password and email address are accepted by the ETS, the provider or recipient must complete three (3) security questions. Once the registration process is complete, the ETS will send a confirmation email to the provider or recipient with instructions on how to verify the new account. The email contains a link that is valid for three (3) hours after the email is generated, if the provider or recipient does not click the link and finish the enrollment process they will need to register again.

Once a provider completes the registration process, a list of all of their recipients they work for will populate and they will be able to send an invitation to any of their recipients who have not yet enrolled in the ETS. Recipients who are successfully enrolled for the ETS will only be able to view providers who are also enrolled in the ETS. Recipients only need to opt in once, any newly hired provider that enrolls in the ETS will automatically be viewable by the recipient in the ETS.

### Entering Time

Once a provider and recipient are enrolled in the ETS, the provider will be able to submit their timesheets online. To submit a timesheet online, the provider must first log-in and select the recipient from the *Time Entry: Recipient Selection* screen. The *Time Entry: Recipient Selection* screen will show all recipients for which a provider works and their E-Timesheet enrollment status. On this screen a provider can invite a specific recipient to enroll in the ETS, view a recipient's ETS invitation status, and view the status of the most recent payment made for each of their recipients. To submit an electronic timesheet, the provider must click the arrow on the appropriate recipient record and the *Time Entry* screen will display. The *Time Entry* screen displays the following information:

- Timesheet dropdown box – includes all available timesheets for the current and prior pay periods that are available to be submitted online.
- Available Hours – the recipient's authorized hours available for the month minus any hours that have been paid. This field is like the "Remaining Hours"

on the paper timesheet, but it is updated in real time whenever a timesheet is processed for payment on the recipient case.

- Current Timesheet Total – will be blank until the provider enters daily hours on the electronic timesheet
- Workweeks – there will be a line for each workweek in the pay period.

To enter time, the provider must click the downward facing arrow to expand the workweek to show the individual days. To enter daily hours, the provider must first click the day they wish to enter time. Once the day is selected, a pop-up window will display and the provider enters their time in HH:MM format. Once the time entry is complete, the provider selects the “Save” link and repeats these steps for each day they worked in the pay period. These time entries can be changed at any time until the timesheet is submitted to the recipient.

One of the benefits of the ETS is that the system performs the same business rules and edits used for paper timesheets as the provider enters their time instead of waiting for the timesheet to be submitted. Providers are not allowed to submit their final timesheet for recipient approval until the timesheet is error free. This functionality is meant to reduce and/or eliminate timesheet exceptions and errors that need to be corrected by county staff. The following are examples of the potential edits a provider might receive as they are entering their time:

- Hours claimed exceed remaining recipient authorized hours
- Hours claimed exceed remaining provider assigned hours
- Hours exceed 24 hours in a day
- Hours claimed for first pay period exceed 70 percent of total recipient authorized hours
- Timesheet received prior to the end of the pay period
- No remaining recipient authorized hours
- No remaining provider assigned hours
- Hours claimed exceed weekly maximum (possible violation)
- Hours claimed exceed monthly overtime maximum (possible violation)
- Hours exceed overtime exemption limitation (possible violation)

Once the provider has entered their daily entries and the timesheet has been edited by the provider appropriately, they select the “Submit Timesheet” button, electronically sign the timesheet and the recipient will receive an email advising them that there is a timesheet available for review.

#### Approving a Timesheet

To approve an electronically submitted timesheet, the IHSS or WPCS recipient must log into their account in the ETS. After successfully logging in, the recipient will

automatically land on the *Provider Timesheets: Provider Selection* screen that lists all of their providers who have elected to submit electronic timesheets. Each provider record on this screen will include the provider's name, provider number, and a message stating whether there is a timesheet to review or not. To review an electronically submitted timesheet the recipient must click the arrow on the right side of the provider record to be taken to the *Provider Timesheets* screen. The *Provider Timesheets* screen displays the following information:

- Timesheet dropdown box – includes all available timesheets for the current and prior pay periods that are available to be reviewed and approved online.
- Hours Submitted – the total number of hours submitted on the timesheet.
- Workweeks – there will be a line for each workweek in the pay period that includes the number of claimed hours for each week included on the submitted timesheet.

To approve a timesheet, the recipient must select the pay period and timesheet type from the "Timesheet" dropdown menu. For most recipients, the only timesheet type available will be "IHSS", but if a recipient has both IHSS and WPCS hours, or the provider serves only WPCS hours, an additional timesheet type of "WPCS" will be available. Once the recipient has selected the timesheet to be reviewed they can click the downward facing arrow to expand each workweek and verify the daily hours entered on the timesheet. If the recipient wants to approve the timesheet, after reviewing the daily and total weekly hours, they must select the "Approve Timesheet" button and electronically sign the timesheet. If the recipient disagrees with the hours claimed on the timesheet they must select the "Reject Timesheet" button and then be prompted to select the reason for the rejection. An electronic timesheet can be rejected for one of the following reasons:

- Hours claimed were not correct
- This was not my provider
- Other reason

After the recipient takes the action of approving or rejecting the provider's timesheet(s), the ETS will send the appropriate email informing the provider of the recipient's decision. These automated email messages are not meant to replace the communication that happens between a provider and a recipient. Providers and recipients should be working together to resolve any timesheet issues. If a timesheet is rejected the provider should talk with their recipient, make the necessary changes and resubmit the timesheet for approval.

### Timesheet History

One of the features of the ETS is the ability for an IHSS or WPCS provider to view the most recent three (3) months of their timesheet and payment history. Providers

do not need to be enrolled in the ETS system to use the timesheet history functionality, but they must be a registered user of the ETS system.

To view payment history, the provider must click on the “Menu” in the top right corner of the screen and select the “Timesheet History” link from the main menu. Once the link is selected, the *Timesheet History* screen will display with a list of all the recipients the provider works for. To see the timesheet history, the provider must select the downward facing arrow at the end of the recipient record they wish to view. Once selected, the screen will display the previous six (6) pay periods that were processed for the recipient.

Each pay period listed on the screen is a link and the provider can click on any one to view the details. The expanded *Timesheet History* screen displays the details for the chosen warrant in the following three sections:

- Overview – includes the pay period, timesheet number, pay rate, hours submitted, hours not paid (if any), total hours paid and overtime hours paid.
- Payment Details – includes the warrant number, issue date, direct deposit indicator, payment status and a current and year-to-date earnings statement.
- Timesheet Details – includes the date the timesheet was signed by the provider and the recipient, total hours by workweek and each workweek can be expanded to show daily hours.

This screen works the same way as the other screens in the ETS where providers must click on the downward facing arrows to expand the sections on the screen.

### Stopping Electronic Timesheets

Providers and recipients always have the option to opt out of the ETS at any time. To opt out of the ETS, providers and recipients must select the “Stop Timesheets” link in the main menu. Providers have the option to choose which recipient(s) for whom they want to stop using electronic timesheets. If a recipient opts out of the ETS they are stopping electronic timesheets for all of their providers.

After the user selects the “Stop Timesheets” link, the *Stop Electronic Timesheets* screen will display and a reason for stopping electronic timesheets, and the user must make a selection to confirm they want to opt out. Once the provider or recipient confirms that they no longer want to use electronic timesheets, the ETS will automatically send confirmation emails to all the affected recipients and/or providers. If a provider or recipient is having difficulty stopping electronic timesheets, functionality has been added to CMIPS that allows a county or WPCS user to perform this function on behalf of the provider or recipient. The new functionality is described later in this ACL.

## **TELEPHONE TIMESHEET SYSTEM**

Some recipients may not be able to use the ETS because they do not have access to a smartphone, tablet or personal computer, or because they are just not comfortable using or are unable to use the internet. These recipients were taken into consideration during the design of the ETS. To accommodate this population of recipients, the CDSS has expanded the functionality of the current TTS, originally implemented for the BVI recipients, to be used for approving electronic timesheets. The TTS is an automated system that calls a recipient when their provider submits an electronic timesheet through the ETS. The TTS will read the daily or weekly entries on the timesheet, depending on the recipient's preference, and the recipient will have the option of approving or rejecting the timesheet over the telephone. The TTS works the same way for both the ETS and BVI recipients with one exception: electronically submitted timesheets are held indefinitely until the recipient approves them through the TTS, whereas the timesheets submitted for BVI review are automatically released.

The enrollment process for the TTS is the same for the ETS as it is for the BVI. To enroll in the TTS, the recipient needs to contact their local county IHSS office to receive a Recipient Authentication Number (RAN) which will be used to confirm the recipient's identity when they are using the TTS. A new screen has been created in CMIPS to allow counties to assign a RAN when it is requested by the recipient. If counties are contacted by a BVI recipient that has already opted into the TTS, the county should take no action and the recipient will automatically receive calls for electronic timesheets submitted through the ETS.

### **User Role for the ETS**

County and WPCS users have the ability to create and manage a RAN in CMIPS. The user roles that are allowed to perform these functions are the same as those who create and manage RANs for BVI recipients. County staff will need to have one of the following user roles to manage the RANs for the ETS:

CASEMGMTPROVMGMTROLE  
PROVIDERMGMTROLE  
CROSSCOUNTYPAYROLLROLE

For WPCS the ability to manage RANs for the ETS was added to the existing role for WPCS users, no special access is required.

### **Creating a RAN**

To begin the process of assigning a RAN, the county or WPCS user must access the *Recipient E-Timesheet Enrollment* screen by selecting the "E-Timesheet Enrollment"

link from the left-hand navigation menu in the “Timesheets & Payroll” tab on the recipient case and the *Recipient E-Timesheet Enrollment* screen displays as shown below (See Figure 1).

The screenshot shows a web application interface for case management. At the top, there's a navigation bar with tabs: "My Workspace", "My Cases", "Inbox", and "Caselead By Users". Below this, a sub-navigation bar shows "My Workspace" and "1469745 - Bill Mapletree". The main content area displays the recipient's profile for "Bill Mapletree", including address (3636 Oaktree Street, Anytown CA 95899), birth date (04/14/1948), age (69), gender (Male), and contact information (phone 530-000-4604, email uat20cdss@gmail.com). To the right, authorization details are shown: "Authorization Start Date : 01/01/2017", "Auth To Purchase After Adjusted Hours (HH:MM): 264:03", "Weekly Authorized Hours (HH:MM): 66:01", "Monthly OT Max (HH:MM): 104:03", and "IHSS Paid Hours (HH:MM) : 00:00". Below the profile, a tabbed interface shows "Case Home", "Evidence & Authorization", "Provider & Hours", "Timesheets & Payroll" (selected), "Overtime & Travel", and "Quality Assurance". The "Timesheets & Payroll" tab contains a "Recipient E-Timesheet Enrollment" section with a "New..." button and a "Case Providers" button. Below this is a table titled "Recipient E-Timesheet Enrollment" with columns: Action, E-Timesheet Option, Number Of Providers, Created By, From, and To. The table contains one row: "View", "IHSS Website", "1", "ETS USER", "05/11/2017", and "12/31/9999". A left-hand navigation menu lists various functions: "Payment Search", "Timesheet Search", "Timesheet Issuance", "Timesheet Manual Entry", "Paid Hours", "Special Transactions", "Payment Corrections", "Overpayment Recoveries", "Advance Pay Recon Acti...", and "E-Timesheet Enrollment" (highlighted).

Action	E-Timesheet Option	Number Of Providers	Created By	From	To
<a href="#">View</a>	IHSS Website	1	ETS USER	05/11/2017	12/31/9999

**Figure 1 - Recipient E-Timesheet Enrollment screen**

To create a RAN, the county or WPCS user must select the “New” button and the *Create Recipient E-Timesheet Enrollment* pop-up screen displays as shown below (See Figure 2). To assign a RAN, the county or WPCS user must select “Telephonic System” in the “E-Timesheet Option” dropdown menu and then assign the “Recipient Authentication Number.” The RAN is a four-digit number chosen by the recipient and entered into the “RAN” field by the county or WPCS user. To prevent possible errors and misunderstandings, the county or WPCS user should read the number back to the recipient to confirm what was entered into CMIPS. Once the RAN is confirmed, the county or WPCS user will select the “Save” button and the information will be updated.



The screenshot displays a software interface for managing cases. The main window shows a case for '1469745 - Bill Mapletree'. A modal window titled 'Create Recipient E-Timesheet Enrollment: Bill Mapletree 1469745' is open. The modal contains the following fields:

- Recipient E-Timesheet Enrollment:** A dropdown menu.
- E-Timesheet Option:** A text input field with a red asterisk and a required field icon.
- Recipient Authentication Number:** A text input field with a red asterisk and a required field icon.

At the bottom of the modal are 'Save' and 'Cancel' buttons. The background interface includes a navigation menu on the left with options like 'Payment Search', 'Timesheet Search', and 'E-Timesheet Enrollment'. The top right shows authorization details for the case.

**Figure 2 - Create Recipient E-Timesheet Enrollment screen**

### Modifying a RAN

When the county or WPCS receives a request from a recipient to update a RAN, they must access the *Recipient E-Timesheet Enrollment* screen by selecting the “E-Timesheet Enrollment” link from the left-hand navigation menu in the “Timesheets & Payroll” tab on the recipient case, the same as they would to create a RAN. Once the *Recipient E-Timesheet Enrollment* screen displays, the county or WPCS user must select the “Edit” button to access the *Modify Recipient E-Timesheet Enrollment* screen as seen below (See Figure 3). If the “Edit” button does not appear the recipient has not opted into the TTS and does not have a RAN. In this instance, the county or WPCS user must assign a new RAN. The county or WPCS user can only update the RAN field on the *Modify Recipient E-Timesheet Enrollment* screen, and should follow the same process as they did to create the RAN, including confirming with the recipient the RAN number is entered correctly on the screen prior to clicking the “Save” button.

Modify Recipient E-Timesheet Enrollment: Bill Mapletree 1469745

\* required field

**Details**

Created By: JODI MCBROOM

From: 06/02/2017

To: 12/31/9999

**Recipient E-Timesheet Option**

E-Timesheet Option: Telephonic System

Recipient Authentication Number: \*

Save Cancel

**Figure 3 - Modify Recipient E-Timesheet Enrollment screen**

### Unlocking a RAN

The TTS was built with functionality that locks a recipient out of the system if they enter the wrong RAN three times in a row. When this happens, a task is generated to the Timesheet Eligibility Errors Work Queue and the county or WPCS user must resolve the task and unlock the recipient's RAN by contacting the recipient and assigning a new RAN.

## **CMIPS MODIFICATIONS**

The following screens have been modified or added to display data related to the ETS. No screenshots have been provided for existing screens where fields have been added. Many of these fields are for information only, are not editable and do not change the functionality of the screens. A screenshot has been included to provide additional details to county and WPCS users with any new screens added to CMIPS as part of the implementation of the ETS. If county or WPCS users have additional questions about the CMIPS screens they should contact the CMIPS II Help Desk or refer to the User's Manual.

### Person Home – Recipient and Provider

A new field, "IHSS Website User," has been added to the *Person Home* screens for both recipients and providers to indicate whether a recipient or provider is registered with the ETS.

### Recipient Case

A new link, “E-Timesheet Enrollment” has been added to the left-hand navigation menu in the “Timesheets & Payroll” tab. When the “E-Timesheet Enrollment” link is selected the *Recipient E-Timesheet Enrollment* screen displays. In addition to county and WPCS users being able to assign a RAN, inactivate and edit the recipient’s ETS status on this screen, county and WPCS users can also view the following by selecting the various links on the screen:

- Current Recipient E-Timesheet Enrollment
- Recipient E-Timesheet Enrollment History
- Number of Providers Enrolled in ETS with this Recipient
- Case Provider’s E-Timesheet Status
- Begin Date of Recipient’s ETS Enrollment

### Change Electronic Timesheet Option Confirmation

When a county or WPCS user receives contact from a BVI recipient who is requesting a RAN, but is enrolled in the ETS and their “Timesheet Option” is designated as “IHSS Website,” the system will automatically change the “Timesheet Option” to “Telephonic System.” When a user clicks the “Save” link on the *Create Blind or Visually Impaired* or on the *Modify Blind or Visually Impaired* screens and the recipient currently has an Electronic Timesheet Option of ‘IHSS Website’ the user will be presented with the *Change Electronic Timesheet Option Confirmation* screen and they must select the “Yes” button to make the change.

### Inactivate Recipient Electronic Timesheet Enrollment

Counties and WPCS users may receive a contact from a recipient who wants to stop electronic timesheets. To stop electronic timesheets, the county or WPCS user must select the “E-Timesheet Enrollment” link in the left-hand navigation menu in the “Timesheets & Payroll” tab. When the *View Recipient E-Timesheet Enrollment* screen displays they must select the “Inactivate” button and select “Yes” on the *Inactivate Recipient E-Timesheet Enrollment* pop-up screen. Once inactivated the recipient will stop receiving emails and communication from the ETS immediately.

### Provider E-Timesheet Enrollment List

A new “E-Timesheet Enrollment” link has been added to the left-hand navigation menu in the “Payroll & Timesheets” for the provider. When the “E-Timesheet Enrollment” link is selected the new *Provider E-Timesheet Enrollment List* screen displays (See Figure 4). This screen lists all of the cases associated with the provider for which the provider is submitting electronic timesheets. It will indicate if the provider currently uses the ETS with this recipient and the method used by the

recipient to review electronic timesheets. The case number in the list is a hyperlink that, when selected, will take the user to the Case Home screen of the recipient.

Case Number	Recipient Name	Case Status	E-Timesheet Status	E-Timesheet Option
1469745	Mapletree, Bill	Eligible	Yes	Telephonic System

**Figure 4 - Provider E-Timesheet Enrollment List screen**

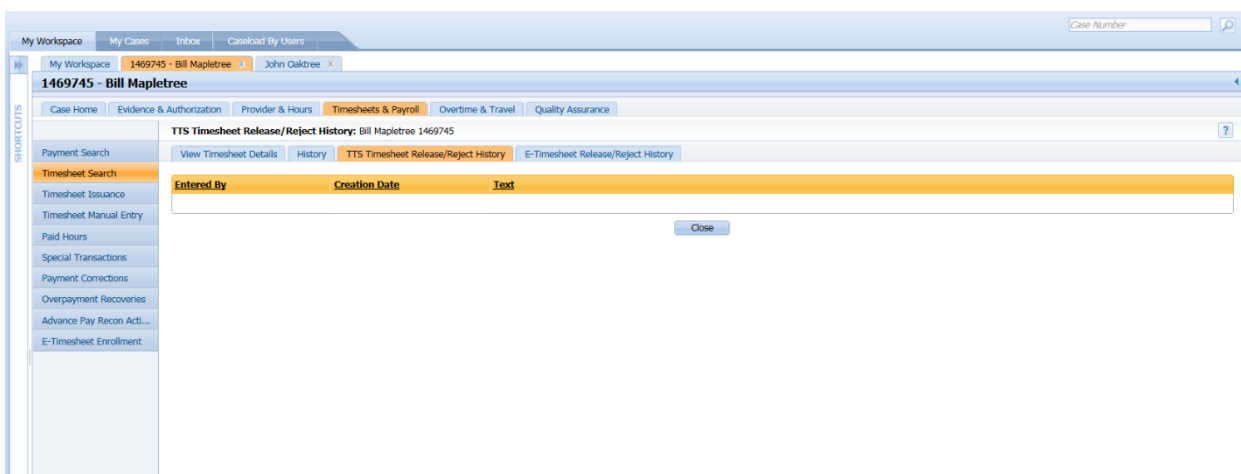
### View Timesheet

The existing *View Timesheet* screen in CMIPS has been modified to include the following:

- “Mode of Entry” field now includes a value for “Electronic” submission of a timesheet.
- All fields using “Blind and Visually Impaired (BVI)” in their titles related to the TTS have been renamed to “TTS” and will be displayed for BVI and E-Timesheet Recipients with an option of the Telephonic System as follows:
  - The “Blind and Visually Impaired (BVI) Timesheet Release/Reject History” hyperlink has been renamed to “TTS Timesheet Release/Reject History.”
  - The “Release BVI Timesheet” hyperlink has been renamed to “Release TTS Timesheet.”
  - The “Reject BVI Timesheet” hyperlink has been renamed to “Reject TTS Timesheet.”
  - “BVI Recipient Timesheet Processing Details” cluster has been renamed to “TTS Recipient Timesheet Processing Details.”
  - “Processed by BVI Assistance Line Agent” field has been renamed to “Processed by TTS Assistance Line Agent.”
- A new Cluster has been added for Electronic Timesheet Signature data.

### *TTS Release/Reject History*

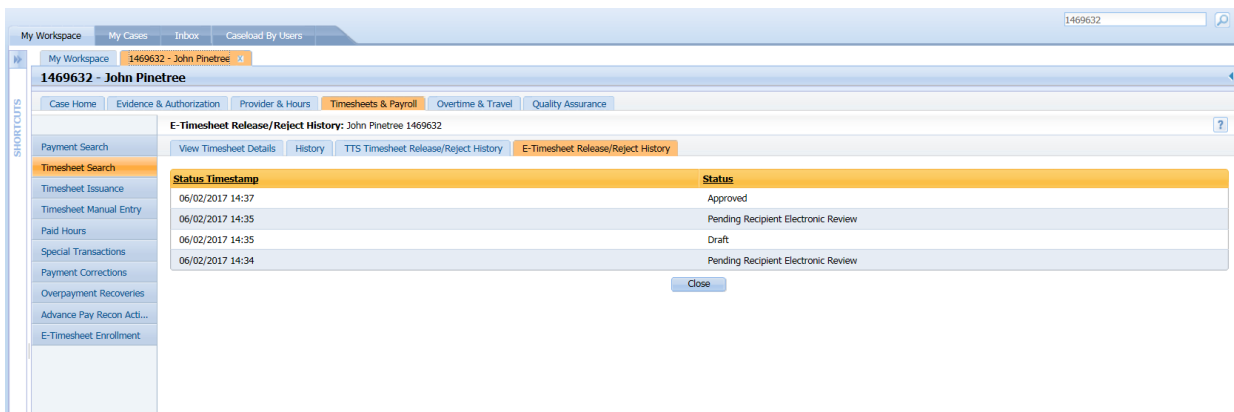
A new screen has been added to track the release/reject history of a BVI or ETS timesheet that is processed through the TTS or the TTS Assistance Line. The “TTS Release/Reject History” tab can be found by selecting the “Timesheet Search” link in the “Timesheets & Payroll” tab on the recipient case. When the “TTS Timesheet Release/Reject History” link is selected on the *View Timesheet* screen, the *TTS Timesheet Release/Reject History* screen displays (See Figure 5). This screen displays the release or reject action taken for a BVI Timesheet or Electronic Timesheet.



**Figure 5 - TTS Timesheet Release/Reject History screen**

### *Electronic Timesheet Release/Reject History*

A new screen has been added to track the release/reject history of an electronic timesheet. The “Electronic Timesheet Release/Reject History” tab can be found by selecting the “Timesheet Search” link in the “Timesheets & Payroll” tab on the recipient case. When the user selects the “E-Timesheet Release/Reject History” tab the *E-Timesheet Release/Reject History* screen will display with a list of all status history, including the date and time, for a specific timesheet (See Figure 6).



**Figure 6 - E-Timesheet Release/Reject History screen**

### Tasks and Notifications

The following tasks have been modified as part of the implementation of the ETS:

- A task will be triggered to the case owner when CMIPS receives notice that the phone number used to reach a BVI or ETS recipient is incorrect. The case owner must update the primary phone number of the recipient to close this task.
- A task will be triggered to the Timesheet Eligibility Errors Work Queue when CMIPS receives notice that a recipient has entered an incorrect RAN three times in a row and has been locked out from using the TTS. The user must update the recipient's RAN to close this task.

### Timesheet Issuance

The *Timesheet Issuance* screen works the same way as it did prior to the implementation of the ETS. Functionality has been added to alert a county or WPCS user that they are issuing a timesheet for a provider that has enrolled in the ETS. There are situations where a provider that is using the ETS may need a replacement paper timesheet for a pay period. If the county or WPCS user is taking the action to replace a timesheet, and both the provider and recipient are enrolled in the ETS, they will receive a message asking if the provider wants to stop using the electronic timesheet system. In most cases the county or WPCS user will select "No," the paper timesheet will be generated and the provider's ETS enrollment will continue. The county or WPCS user should only select "Yes" if the provider has communicated that they want to stop electronic timesheets. If the county or WPCS user indicates "Yes" they will receive a pop-up message asking them to confirm this action before the paper timesheet is generated. If "Yes" was selected in error or stops electronic timesheets in error, they must contact the provider to notify them to re-enroll.

### Email Communication

The ETS was designed to be a self-service application where providers and recipients can electronically submit and approve timesheets independently on their own. The ETS automatically sends email communications to providers and recipients to both support and keep them informed throughout the various functions and processes.

Providers receive all email communications in English, while the recipients receive emails in the threshold languages of English, Spanish, Armenian and Chinese. All of the emails sent by the ETS are related to a specific provider/recipient relationship and can be generated multiple times if a provider works for multiple recipients or if the recipient has multiple providers working for them. A recipient will not receive emails if they are using the TTS to review and approve electronic timesheets.

Providers are sent emails for the following reasons:

- Registration - Account Verification – is sent when the provider initially enrolls in the ETS. The provider must click the link in the email and finish the registration process within three (3) hours, if not, they will have to re-register.
- E-Timesheet Invitation – No Recipient Email – is sent when the provider has invited a recipient to enroll in the ETS and there is no recipient email address available in CMIPS. Providers are directed to share the information with their recipient and discuss enrollment in the ETS.
- Notification of Recipient Enrollment – is sent when the recipient successfully enrolls in the ETS and advises the provider that they may now submit their timesheets electronically.
- Notification of Stop E-Timesheet by Recipient – is sent when a recipient has elected to stop using electronic timesheets. This email advises the provider that replacements for all outstanding timesheets, with this recipient, will be placed in the mail by the print vendor in three (3) business days.
- Notification on Timesheet Approval – is sent when the recipient approves the provider's timesheet.
- Notification of Timesheet Rejection – is sent when the recipient rejects an electronically submitted timesheet. The provider should work with the recipient to correct the error and resubmit the timesheet.
- Notification of Payment - is sent when the payment information is sent to the State Controller's Office to be issued.
- Notification of No Recipient Action on Submitted Timesheet – is sent to the provider when the recipient has not taken action on an electronically submitted timesheet. The email advises the provider to work with the recipient to resolve the issue and directs the provider to request a paper timesheet if necessary.

- Password Reset – is sent when the provider requests to reset their password through the ETS. The provider must click the link in the email and reset their password in the ETS.
- Notification of Password Change – is sent when a provider's password has been successfully changed on the ETS.
- Notification of Available Timesheet – is sent to the provider to advise them that a timesheet is available for a pay period.
- Notification of Stop E-Timesheet by System – this email is sent when the county took an action, at the request of the recipient, to stop electronic timesheets or when the provider moves to a county that has not implemented the ETS during the pilot phase of the ETS implementation.
- Notification of Email Address Update – is sent when the provider's email address is updated in the ETS. The email advises the provider to contact the county or the Electronic Timesheet Help Desk if they did not ask for the change.

Recipients who are enrolled in the ETS are sent emails for the following reasons:

- E-Timesheet Recipient Invitation – is sent to the recipient when one of their provider's invites them to enroll in the ETS. The recipient will only receive this email if they have an email address in CMIPS.
- Registration - Account Verification – is sent when the recipient initially enrolls in the ETS. The recipient must click the link in the email and finish the registration process within three (3) hours, if not, they will have to re-register.
- Notification of Timesheets to Review – is sent when a provider submits a timesheet through the ETS.
- Notification of Stop E-Timesheet by Provider - is sent when a provider has elected to stop using electronic timesheets. It advises the recipient that after the current pay period the provider will begin to use paper timesheets again. The email also states that their provider can submit any outstanding timesheets online, and they will be notified for review.
- Password Reset – is sent when the recipient requests to reset their password through the ETS. The recipient must click the link in the email and reset their password in the ETS.
- Notification of Password Change – is sent when a recipient's password has been successfully changed on the ETS.
- Notification of Stop E-Timesheet by System – this email is sent when the county took an action, at the request of the provider, to stop electronic timesheets or when the recipient moves to a county that has not implemented the ETS during the pilot phase of the ETS implementation.
- Notification of Email Address Update – is sent when the recipient's email address is updated in the ETS. The email advises the recipient to contact the



county or the Electronic Timesheet Help Desk if they did not ask for the change.

- Notification of Additional Provider Enrollment – is sent to the recipient when one of their providers enrolls in the ETS. The email advises the recipient that all outstanding timesheets are available to be submitted through the ETS for this provider.

### Data Downloads

The data downloads have been modified as follows:

- DATADWLDPROV has been modified to include the provider's E-Timesheet Status information related to the associated recipient
- DATADWLDPART 4 has been modified to include the recipient's E-Timesheet option.
  - DATADWLDDTS has been modified to include:
    - Timesheet mode of entry
    - E-Timesheet signature data
    - TTS review information
  - AUTH\_HOURS has been modified to deliver minutes
  - PROCESSED\_DATE has been modified to deliver the date that timesheet completes processing in case management and is sent to payroll
  - WARRANT\_CREATED\_DT will be added to report when the payroll payment request is completed

## **SUPPORTING PROVIDERS AND RECIPIENTS ON THE ETS**

### ETS Help Desk

The CDSS has created a new help desk to assist IHSS and WPCS providers and recipients with their questions regarding the ETS. The ETS Help Desk can be reached during business hours at 1-866-376-7066, Option 4 for electronic timesheet assistance.

The hours of operation for the ETS Help Desk are:

- Monday – Friday – 8:00 a.m. – 6:00 p.m. PST

The ETS Help Desk will provide the majority of the support related to the ETS because it is a stand-alone website that is not connected to CMIPS. The ETS Help Desk provides assistance in English, Spanish, Armenian and Chinese and will assist providers and recipients with the following types of calls:

- Enrollment
- Registration
- Connectivity
- Navigation
- Password reset
- System performance
- General questions

### TTS Help Desk

The existing TTS Help Desk is being expanded to assist recipients who opt into the TTS to approve electronically submitted timesheets. The TTS Help Desk can be reached at 1-844-576-5445. The scope of the Help Desk remains the same as it did when it was established for BVI recipients. The hours of the Interactive Voice Response (IVR) portion, that performs the automated calling function of the TTS have been expanded as follows:

- Monday – Friday – 8:00 a.m. – 7:00 p.m. PST
- Saturday – 8:00 a.m. – 5:00 p.m. PST

The TTS agents will be available to assist recipients with the TTS related questions during the following hours:

- Monday – Friday – 8:00 a.m. – 5:00 p.m. PST

The hours of operation for both the IVR and the TTS Help Desk are being reviewed through the pilot phase of the ETS and will be expanded based on the rate of the TTS usage.

### County Support

The ETS was built to be recipient and provider centric and easy to use. As a result, the anticipated effect on county workload is expected to be minimal. Counties and WPCS users do not have access to the ETS screens and application so the assistance they can provide providers and recipients regarding the application is limited. However, there are still some support activities the counties and WPCS users will be required to perform include the following:

- RAN Management – Counties and WPCS users will have to assist recipients with creating and resetting their RANs. This also includes resolving tasks received in the Timesheet Eligibility Queue that are triggered when a recipient is locked out of the TTS.

- Data Mismatch Resolution - Counties and WPCS users will be required to help resolve data mismatches when providers and recipients are attempting to register in the ETS. Data mismatches can be caused by keying errors by the provider or recipient, or incorrect data in CMIPS that may not have been updated. The ETS Help Desk will attempt to assist the ETS users by checking for keying errors but are unable to update information in CMIPS if it is incorrect. County and WPCS users will be expected to help providers and recipients clarify the correct information and appropriately update the CMIPS application as needed.
- Stopping Electronic Timesheets at Recipient and/or Provider Request – The ETS is meant to be a self-service application but counties may still receive calls from recipients and providers who no longer want to use the ETS and are requesting the county or WPCS to terminate their enrollment. In these cases, the county or WPCS user should access the appropriate screens in CMIPS and perform the action. It is important to note that when a recipient terminates their ETS enrollment the provider reverts to paper timesheets immediately. If the action is taken in the middle of a month, the county or WPCS user will have to issue paper timesheets to the provider for any outstanding timesheets for that month.
- Issuing a One-Time Paper Timesheet at Provider Request – There may be occasions where a provider requests a paper timesheet for a pay period even though they are enrolled in the ETS. This process is the same as issuing replacement timesheets to a provider who has not enrolled in the ETS. The only difference is the county or WPCS user will see a pop-up confirmation screen asking if the provider wants to stop electronic timesheets. The user should select “No” and issue the paper timesheet unless the provider has explicitly said that they want to discontinue their enrollment in the ETS.
- Provider and Recipient Eligibility Questions – Counties and WPCS users will still receive calls related to provider and recipient eligibility, authorized hours, etc. These questions should not be any different than the questions already being received for paper timesheets.
- Erroneously Terminated Providers - If a county or WPCS user terminates an ETS enrolled provider in CMIPS, the ETS automatically terminates their enrollment to submit electronic timesheets and sends an informing email to the provider. If the termination action was taken in error the county or WPCS user must contact the provider after their eligibility is corrected in CMIPS and advise them to re-enroll in the ETS.

### State Support

The CDSS, in conjunction with the CMIPS vendor, held in-person learning sessions about the ETS for IHSS and WPCS providers in the pilot counties in April and May 2017. A live demonstration was shown to participants and CDSS provided handouts

to IHSS and WPCS providers and recipients that provided details on how to register for the ETS.

The CDSS will be providing additional webinars for counties, recipients and providers to support the statewide implementation of the ETS. Each webinar will provide an overview of how recipients and providers register for the ETS, submit time, approve timesheets and view timesheet history. In addition to the handouts and webinars, CDSS also has created a series of webcasts designed to provide a “walk through” of the various areas of the ETS for IHSS and WPCS providers and recipients, as well as county staff. County and WPCS users are encouraged to review the webcasts to acquaint themselves with the ETS application. In addition to the webcasts, CDSS will also be posting [\*Frequently Asked Questions and Helpful Hints\*](#) documents. These materials will be published on the CDSS website at the following link:

<http://www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/Timesheet-Information>

This webpage was developed by CDSS to provide flexibility and the ability to reach as many IHSS and WPCS recipients and providers as possible. The CDSS will continue to develop tools and update the materials as necessary to provide as much training and support as possible to make the implementation of the ETS a success.

## **ADDITIONAL POLICY INFORMATION FOR COUNTIES**

### **Email Accounts**

To enroll for ETS both the recipient and the provider must have separate email accounts, regardless of the recipient and provider relationship. This includes situations where the provider is a parent provider of multiple minor children or a spouse.

### **Timesheet Signatories**

There is no current functionality in the ETS to designate timesheet signatories, authorized representatives, conservators and guardians. In these instances, the person with the authority to sign the timesheet will have to enroll in the ETS as if they are the recipient and approve the ETS timesheets as if they are the recipient. Timesheet signatories, regardless of relationship, should have an IHSS Recipient Timesheet Signature Authorization (SOC 839) on file with the county as it is assumed that this individual is already signing the paper timesheets.

The CDSS policy is in the process of further defining the regulations around timesheet signatories. Any changes will be updated as appropriate and transmitted in a future ACL.

*Images of Electronically Submitted Timesheets*

County and WPCS users will not be able to view or print an image of an electronically submitted timesheet. If a county or WPCS user needs to provide timesheet information as part their duties as custodian of records they should print the existing *View Timesheet* screen which displays the daily hours entered and indicates that the timesheet was electronically signed by both the recipient and the provider. The ability to view and print an electronically submitted timesheet is scheduled to be implemented in the Fall of 2017.

If you have questions or comments regarding the WPCS mentioned in this ACL please contact the WPCS Hotline at (916) 552-9214 or Sonya Basinger, WPCS Analyst, via email at [sonya.basinger@dhcs.ca.gov](mailto:sonya.basinger@dhcs.ca.gov).

If you have questions or comments regarding this ACL, please contact the Adult Programs Division, County Assistance Line at (916) 551-1003 or via email at: [CMIPSII-Requests@dss.ca.gov](mailto:CMIPSII-Requests@dss.ca.gov).

Sincerely,

***Original Document Signed By:***

DEBBI THOMSON  
Deputy Director  
Adult Programs Division

c: CWDA