

September 5, 2018

ALL COUNTY LETTER NO.: 18-103

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY IN-HOME SUPPORTIVE SERVICES PROGRAM
MANAGERS

SUBJECT: IMPLEMENTATION OF INACTIVATION FUNCTION IN CASE
MANAGEMENT, INFORMATION AND PAYROLLING
SYSTEM FOR IN-HOME SUPPORTIVE SERVICES
RECIPIENTS

REFERENCE: [ALL-COUNTY LETTER \(ACL\) NO. 17-76](#)

The purpose of this All-County Letter (ACL) is to inform counties of the implementation of the ability to permanently inactivate, in the Case Management, Information and Payrolling System (CMIPS), a recipient electronic timesheet account registered in the In-Home Supportive Services (IHSS) Electronic Services Portal (ESP).

BACKGROUND

The California Department of Social Services (CDSS) has implemented a new function in CMIPS to aid counties in the management of recipient accounts in ESP. The ESP is meant to be a self-service application that recipients can use to approve timesheets electronically submitted by their provider(s) and manage their own accounts. Currently, a county worker can temporarily stop electronic timesheets for a recipient who no longer wants to use ESP. This functionality was not meant to be a permanent solution and allows a recipient the flexibility to opt back in to use electronic timesheets through ESP. Counties expressed a concern that this could lead to potential fraud if the account information has been compromised. As a result, CDSS has modified CMIPS with the ability for counties to permanently inactivate an electronic timesheet account for a recipient in CMIPS and the ability to restore the account at the recipient's request.

CMIPS MODIFICATIONS

ESP Account Inactivation

To inactivate a recipient ESP account, the county worker must select the “IHSS Website Registration” link on the left-hand navigation menu on the “Timesheets & Payroll” tab which will open the *IHSS Website Registration* screen. The county worker must select the new “Inactivate IHSS Website Registration” link (see Figure 1) and the new *Inactive Recipient IHSS Website Registration* pop-up will display (see Figure 2). Counties are required to enter the reason why a recipient requested their account to be inactivated in the “Comments” field, before they can select “Yes” on the screen and complete the inactivation. The comments field can accommodate up to 1000 characters. The CMIPS user role associated with the functionality is Payroll User Role.

The screenshot shows the 'IHSS Website Registration' screen. The left-hand navigation menu is visible, with 'IHSS Website Registration' highlighted. The main content area displays the 'Inactivate IHSS Website Registration...' link, which is highlighted with a red box. Below this link, there is a 'History' button. The registration details for 'Recipient111' are shown, including the Registration Date (11/15/2017), Status (Active), and Website User Name (Recipient111). The Updated By field shows 'WEBSITE USER'. A 'Comments' field is located at the bottom of the screen.

Figure 1 – Inactivate IHSS Website Registration Screen

The screenshot shows the 'Inactivate Recipient IHSS Website Registration' pop-up screen. The title bar reads 'Inactivate Recipient IHSS Website Registration:'. The main text asks 'Do you want to Inactivate the IHSS Website registration for this recipient?'. Below this text are two buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a red box. Below the buttons is a 'Comments' field with a red asterisk indicating it is a required field.

Figure 2 – Inactivate Recipient IHSS Website Registration Pop-up Screen

When the IHSS Website registration for a recipient has been inactivated, they are prevented from logging into the IHSS Website, and another account cannot be established for that case number. The username associated to the inactivated account will also be locked, and cannot be used by another user. If the recipient attempts to access their ESP account after the inactivation, they will receive this error message: "This User account has been inactivated. Please contact your County IHSS office for further assistance."

Once the ESP account is inactivated in CMIPS, a letter is generated and sent to the county printer to be mailed or given to the recipient, In-Home Supportive Services (IHSS) or Waiver Personal Care Services (WPCS) Recipient Confirmation of Inactivation in Electronic Services Portal (SOC 2321), informing the recipient their IHSS Website account has been inactivated. Once the form is generated, it will be available as a printable PDF on the *Forms/Correspondence* screen for that case.

When the recipient's ESP account is inactivated, the associated provider will be unenrolled from electronic timesheets only, but will still have access to their ESP account. An email will be generated to the provider(s), informing them that their recipient is no longer participating in electronic timesheets. All timesheets with a print method of "Electronic" that are in "Issued" status or "Pending Electronic Recipient Review" will be re-generated as replacement paper timesheets.

If the county is contacted by a recipient who is not enrolled in ESP and informs the county that they do not want to use electronic timesheets in the future, the county worker will complete the same steps in CMIPS to prohibit an ESP account from being created in the future.

ESP Account Reactivation

Once an ESP account has been inactivated in CMIPS, the recipient must contact the county to have it reactivated if they change their mind. If a county receives a request to reactivate an ESP account, they must access the "IHSS Website Registration" link on the left-hand navigation menu on the "Timesheets & Payroll" tab. This opens the *IHSS Website Registration* screen. The county worker must select the new "Reactivate IHSS Website Registration" link (see Figure 3) and the new *Reactivate Recipient IHSS Website Registration* pop up will display (see Figure 4). Counties are required to enter the reason why a recipient requested their account to be reactivated in the "Comments" field, before they can select "Yes" on the screen and complete the reactivation. The comments field can accommodate up to 1000 characters. After the account has been reactivated in CMIPS, the recipient must go through the online registration process again as a first-time user.

Figure 3 - Reactivate IHSS Website Registration Screen

Figure 4 - Reactivate Recipient IHSS Website Registration Pop-up Screen

IHSS Website Registration History

All history related to the registration, inactivation, and reactivation of an ESP account can be viewed by selecting the “History” link on the *IHSS Website Registration* screen (See Figure 5). Once selected the IHSS Website Registration History screen will display the following information:

- Registration Date - The date the recipient registered on the IHSS Website.
- Status – The status types can be: blank, active, inactive or reactivated.
- Status From Date - The date the status changed from active to inactive.
- Status To Date - The end date of current status.
- Website User Name - The user name for the recipient registration.
- Updated By - The name of a county worker or website user.
- View Comments - The link will display any comments that were entered during the Inactivation or Reactivation confirmation by the county worker.

Registration Date	Status	Status From Date	Status To Date	Website User Name	Updated By	Action
08/03/2016	Inactive	08/03/2016	04/06/2018			View Comments...
08/03/2016	Active	08/03/2016	04/06/2018			View Comments...

Figure 5 - IHSS Website Inactivation and Reactivation History Screen

Modification of the E-timesheet Enrollment

As part of the changes implemented in CMIPS, the “Inactivation” link on the existing *View Recipient E-Timesheet Enrollment* screen has been renamed to “Stop E-Timesheets”.

ETS HELP DESK ASSISTANCE

If a recipient with an inactivated ESP account contacts the help desk, the help desk representative will be unable to find the account. These callers will be referred to the appropriate county for assistance.

NEW SOC 2321 FORM

The CDSS has created SOC 2321 Form (see Figure 6). This form will be automatically generated by CMIPS whenever a recipient is inactivated from ESP to notify a recipient that the ESP account is inactive per their request.

If the recipient’s account is reactivated, they will get the appropriate forms once they enroll in ESP as a new user.

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.

Sincerely,

Original Document Signed by:

DEBBI THOMSON
Deputy Director
Adult Programs Division

**IN-HOME SUPPORTIVE SERVICES (IHSS) OR WAIVER PERSONAL CARE
SERVICES (WPCS) RECIPIENT CONFIRMATION OF INACTIVATION IN
ELECTRONIC SERVICES PORTAL**

(ADDRESSEE)

COUNTY OF: _____

Recipient: _____

Case No: _____

Notice Date: _____

To: IHSS or WPCS Recipient:

This notice is being sent to you from the California Department of Social Services (CDSS) to let you know that your account in the Electronic Services Portal (ESP) has been **turned off** per your request and your provider will start receiving paper timesheets.

By taking this action you will not be able to review and approve your provider's timesheet(s) electronically by using the ESP. If you change your mind and decide to use the ESP to review and approve your provider's timesheet(s) electronically again then you must contact your local County In-Home Supportive Services (IHSS) office to have your account **turned back on**.

You do not have to use the ESP to approve your provider's electronic timesheets. If you want your provider to be able to use the ESP, you can choose to use the Telephone Timesheet System (TTS) to review their timesheets instead. If you want to use TTS, please contact your local County IHSS office to get a Recipient Authentication Number (RAN).

If you received this notice and you did not choose to turn off your Electronic Services Portal, please contact your local County IHSS office or the WPCS hotline.