

December 8, 2020

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 20-137

This All-County Letter (ACL) provides information to counties regarding the process put in place to approve or reject pending electronic timesheets when the recipient is on leave of absence or deceased.



KIM JOHNSON
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



GAVIN NEWSOM
GOVERNOR

December 8, 2020

ALL COUNTY LETTER NO. 20-137

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

SUBJECT: COUNTY APPROVAL PROCESS FOR ELECTRONIC
TIMESHEETS FOR RECIPIENTS ON LEAVE OF ABSENCE OR
DECEASED

REFERENCE: [ACIN I-43-20 \(June 1, 2020\)](#)

The purpose of this All County Letter (ACL) is to inform counties of the implementation of a process in the Case Management Information Payrolling System (CMIPS) for the county In-Home Supportive Services (IHSS) staff to approve or reject pending electronic timesheets submitted by the providers when the recipient is on leave of absence or deceased. This new process in CMIPS was released July 24, 2020.

BACKGROUND

As Electronic Services Portal (ESP) and Telephonic Timesheet System (TTS) usage grows, improving the experience for providers and recipients as well as meeting the county business need is a priority to the California Department of Social Services (CDSS). Therefore, CDSS added a new feature in CMIPS to allow county staff to review and take needed actions to the electronically submitted timesheets when recipients are unable to complete the action.

Updates to the County Timesheet Review Process for On Leave or Deceased Recipients

Currently counties provide assistance with timesheet approval or rejection when a recipient is deceased or is on leave and there is no other authorized representative involved in the recipient's care. A new functionality has been added in CMIPS to allow the County IHSS staff to approve or reject timesheets that have been submitted through the ESP or Telephone Timesheet System (TTS) by a provider when a recipient has been indicated as either on leave or deceased. Please note that this new functionality

does not change county business process. Counties should continue to follow their existing business practices to review, approve and or reject timesheets as they do today.

New Task for County Timesheet Review

A new task "*Timesheet(s) submitted for Recipients who is either Deceased or on Leave. Please review timesheet(s) and submit for approval or reject the timesheet(s).*" will be generated to the Timesheet Eligibility Errors work queue when the following conditions are met:

- A timesheet has been submitted for approval through ESP or TTS and the status in CMIPS is *Pending Recipient Electronic Review*, and
- The Recipient:
 - is indicated on the Person Home screen as deceased with a Death Outcome of "Deceased - No Overpayment", "Deceased - Overpayment, Recovery Initiated", or "Deceased - Overpayment, Fraud Referral Initiated", OR
 - has been placed on Leave status.

If additional timesheets are submitted and the task is still open, a new task does not generate. The existing task will stay open until actions are taken on all the timesheets that meet the criteria for county review. The task will close once all timesheets in *Pending Recipient Electronic Review* are approved or rejected, whether by the Case/County worker or Timesheet Signatory.

NOTE: A task will also generate if there is a Timesheet Signatory designated in CMIPS. Counties should take needed actions following their existing business practices.

The Process for County Timesheet Review for Deceased or On Leave Recipient

First Step

The first step in the process is when the County receives the task, and the county worker reviews and takes action on the task. When the Primary Action link is clicked on the task the "Timesheet Search" screen will display, and the County worker can review the timesheets currently in Pending Recipient Electronic Review status.

Once the timesheet is reviewed, the County worker can click either the "Submit Timesheet for Approval" button or the "Reject Timesheet" button. (see Figure 1)

The screenshot displays a web application interface for managing timesheets. At the top, there are tabs for 'Case Home', 'Evidence & Authorization', 'Provider & Hours', 'Timesheets & Payroll', 'Overtime & Travel', and 'Quality Assurance'. The 'Timesheets & Payroll' tab is active. Below the tabs, there is a 'View Timesheet:' section with 'View Timesheet Details' and 'History' buttons. The 'View Timesheet Details' button is highlighted. To the left of the main content area is a sidebar menu with options: 'Payment Search', 'Timesheet Search' (highlighted), 'Timesheet Issuance', 'Timesheet Manual En...', 'Paid Hours', 'Special Transactions', 'Payment Corrections', 'Overpayment Recove...', 'Advance Pay Recon...', and 'Preferences'. The main content area is divided into 'Manage' and 'Details' sections. The 'Manage' section contains two buttons: 'Submit Timesheet for Approval' (with a checkmark icon) and 'Reject Timesheet' (with an 'X' icon). These buttons are enclosed in a black rectangular box. The 'Details' section displays various fields for the timesheet, including Provider Number, Recipient Number, Type (IHSS Arrears), Status (Pending Recipient Electronic Review), Print Method (Electronic), Service Period From (08/01/2020), Timesheet Number, Received Date, Provider Name, Recipient Name, Remaining Hrs (HH:MM), Status Date, Print Date, Service Period To, Legacy Timesheet Number, and Mode of Entry.

Figure 1 – Submit Timesheet for Approval or Reject Timesheet for Recipient

To approve the timesheet, the County worker shall click the “Submit Timesheet for Approval” button and a task for “Review Timesheet Approval Request” will be added to the County’s Payments Pending Approval work queue.

To reject the timesheet, the County worker shall click the “Reject Timesheet” button. The rejected timesheet then goes back to the provider and the provider is notified by email the timesheet has been rejected. In this situation, the County worker shall communicate with the provider to discuss why the timesheet was rejected.

The following user roles can complete the first step to approve or reject a timesheet on behalf of a recipient who is either on Leave status, or has been indicated as deceased:

- CASEMANAGEMENTROLE
- CASEMANAGEMENTSUPERVISORROLE
- CASEMANAGEMENTWITHAPPROVALROLE
- CASEMGMTPROVMGMTROLE
- CASEMGMTWITHAPPROVALPROVMGMTROLE
- CASEMGMTPAYROLLROLE
- CASEMGMTPROVMGMTPAYROLLROLE
- CROSSCOUNTYPAYROLLROLE
- PROVIDERMGMTPAYROLLMGMTROLE
- TIMESHEETROLE
- WPCSRROLE
- CASEMGMTPAYROLLAPPROVERROLE

- CASEMGMTPROVMGMTPAYROLLAPPROVERROLE
- PAYROLLMGMTROLE
- PROGRAMMGMTROLE
- PROVIDERMGMTPAYROLLAPPROVERROLE
- CASEMGMTWITHAPPROVALPAYROLLAPPROVERROLE
- CASEMGMTWITHAPPROVALPAYROLLROLE
- CASEMGMTWITHAPPROVALPROVMGMTPAYROLLAPPROVERROLE
- CASEMGMTWITHAPPROVALPROVMGMTPAYROLLROLE
- PAYROLLROLE

Second Step

If the timesheet is approved by the County worker in the first step, a second step is required to complete the approval process. Once the County worker in the first step submits a timesheet for approval, a task “Review Timesheet Approval Request” will be added to the County’s *Payments Pending Approval* work queue. A second County worker must access the *View Timesheet* screen to approve the timesheet using the “Approve Timesheet” link in the task.

Once the timesheet is reviewed by the second County worker, they can click either the “Approve Timesheet” button or the “Reject Approval Request” button. (see Figure 2)

Details	
Provider Number:	Provider Name:
Recipient Number:	Recipient Name:
Type: IHSS Arrears	Remaining Hrs (HH:MM):
Status: Pending Recipient Electronic Review	Status Date:
Print Method: Electronic	Print Date:
Service Period From: 08/01/2020	Service Period To:

Figure 2 – Approve Timesheet and Reject Approval Request for Recipient

To approve the timesheet, the County worker performing the second step shall click the "Approve Timesheet" button. Approving the timesheet releases it for payroll processing.

To reject the timesheet, the County worker performing the second step shall click the "Reject Approval Request" button. Rejecting the timesheet approval request returns the timesheet back to the original county reviewer who performed the first step. Once the original county reviewer receives the timesheet, they shall either submit the timesheet for approval again or reject the timesheet, returning it to the provider.

The following user roles can complete the second step to approve or reject a timesheet on behalf of a recipient who is either on Leave status, or has been indicated as deceased:

- CROSSCOUNTYPAYROLLROLE
- WPCSROLE
- CASEMGMTPAYROLLAPPROVERROLE
- CASEMGMTPROVMGMTPAYROLLAPPROVERROLE
- PAYROLLMGMTROLE
- PROGRAMMGMTROLE
- PROVIDERMGMTPAYROLLAPPROVERROLE
- CASEMGMTWITHAPPROVALPAYROLLAPPROVERROLE
- CASEMGMTWITHAPPROVALPROVMGMTPAYROLLAPPROVERROLE

Counties should continue to follow existing county business processes when determining to pay hours to a provider after a recipient's death.

Questions regarding the information transmitted in this ACL may be directed to the Adult Programs Division, CMIPS and Systems Enhancements Branch, at the following email address: CMIPSII-Requests@dss.ca.gov.

Sincerely,

Original Document Signed By

DEBBI THOMSON
Deputy Director
Adult Programs Division

c: CWDA