

June 10, 2020

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 20-65

This All-County Letter (ACL) provides counties with information about the Timesheet Signatory Identification Process on the IHSS Electronic Services Portal



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ALL COUNTY LETTER (ACL) NO. 20-65

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

SUBJECT: CMIPS/ESP TIMESHEET SIGNATORY IDENTIFICATION

REFERENCE: [ALL COUNTY LETTER 18-59](#) (July 6, 2018); [ALL COUNTY LETTER 19-115](#) (December 17, 2019); [ALL COUNTY LETTER 20-04](#) (January 6, 2020)

The purpose of this ACL is to inform counties of the Timesheet Signatory identification process in the Electronic Services Portal (ESP) and to provide instructions on county action needed for a successful implementation. Counties are to review and make corrections to the Timesheet Signatory entries listed at the Contacts Screen in the Case Management Information and Payrolling System (CMIPS) **by September 1, 2020**. The implementation of the timesheet signatory feature in ESP is scheduled to be released **September 25, 2020**.

BACKGROUND

ACL 18-59 provided guidance for In-Home Supportive Services (IHSS) applicant or recipient designation of an authorized representative for purposes of the IHSS program including signing timesheets on behalf of an IHSS recipient. When a recipient or their legal representative decides to designate an individual to sign a provider's timesheet on their behalf, the recipient or their legal representative must complete and submit the SOC 839 Form Part C. Upon receipt of a completed SOC 839 Form, county IHSS program staff are required to enter the Timesheet Signatory information in CMIPS.

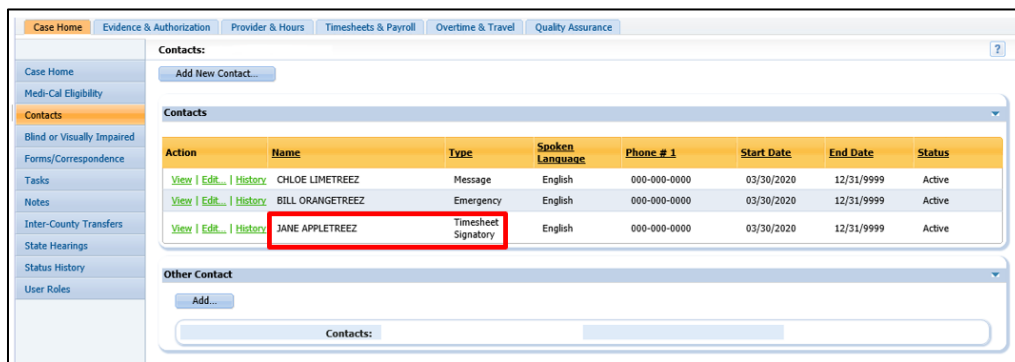
With the required implementation of the Electronic Visit Verification (EVV) program, CDSS and counties continue to work with providers and recipients to enroll them in ESP or the Telephone Timesheet System (TTS) so that they can submit, verify and approve EVV information electronically. If the recipient has an active timesheet signatory entered in CMIPS, TTS will contact the Timesheet Signatory listed in CMIPS for timesheet

review and approval as explained in ACL 19-115. However, currently there is no method for a Timesheet Signatory to identify themselves when logging into ESP on behalf of the recipients. With release 1.26, a User Identification screen will be implemented on ESP and will display the name of the timesheet signatory and the recipient.

During development, it was noticed that many timesheet signatory name entries in CMIPS will require updates from the counties for the timesheet signatory identification process to work appropriately. Name entries must be corrected in order to display the correct name for a single individual on the User Identification screen, to allow the timesheet signatory to correctly identify themselves. Detailed instructions for the data clean-up effort are provided in the later section of this ACL.

ESP Timesheet Signatory Identification

If the recipient has an active timesheet signatory entered in CMIPS (Figure 1), the ESP will display information on the User Identification screen entry so the recipient or timesheet signatory user can identify themselves before being allowed to access the recipient's ESP account.



Action	Name	Type	Spoken Language	Phone # 1	Start Date	End Date	Status
View Edit History	CHLOE LIMETREEZ	Message	English	000-000-0000	03/30/2020	12/31/9999	Active
View Edit History	BILL ORANGETREEZ	Emergency	English	000-000-0000	03/30/2020	12/31/9999	Active
View Edit History	JANE APLETREEZ	Timesheet Signatory	English	000-000-0000	03/30/2020	12/31/9999	Active

Figure 1 – Active Timesheet Signatory in CMIPS

The name of the recipient and name of the Timesheet Signatory that has been entered in CMIPS will display on the User Identification screen (Figure 2). After making a selection and clicking the Continue button, the recipient or timesheet signatory will be able to access the Recipient's account in the ESP. Selecting Cancel will return the user to the login screen.

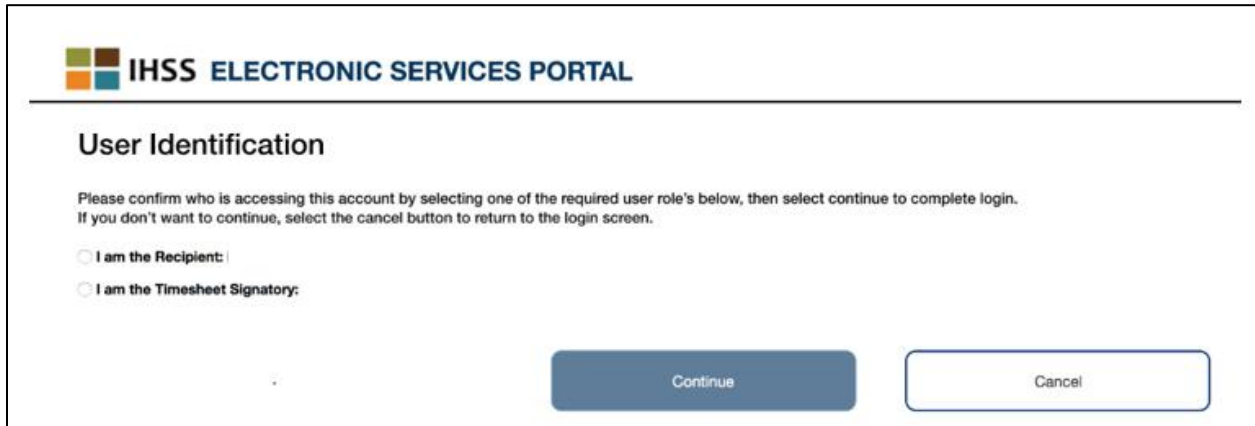
The screenshot shows the 'User Identification' screen of the IHSS Electronic Services Portal. At the top left is the IHSS logo, followed by the text 'IHSS ELECTRONIC SERVICES PORTAL'. Below this is a section titled 'User Identification'. A paragraph of instructions reads: 'Please confirm who is accessing this account by selecting one of the required user role's below, then select continue to complete login. If you don't want to continue, select the cancel button to return to the login screen.' There are two radio button options: 'I am the Recipient:' and 'I am the Timesheet Signatory:'. At the bottom right, there are two buttons: a blue 'Continue' button and a white 'Cancel' button with a blue border.

Figure 2 – User Identification Screen on ESP

If there is no active Timesheet Signatory entered in CMIPS, the User Identification screen will not display.

County Timesheet Signatory Name Clean-Up

The timesheet signatory name field in CMIPS must only have a first name, last name and, if needed, a suffix. There should not be more than one person's name in the timesheet signatory field. Also, there should not be any other type of relationship indicators, additional comments or notes in the timesheet signatory name field.

Examples of Timesheet signatory name entries that are to be updated include:

- Entries that contain multiple individuals' names such as "*Jane and John*"
- Entries that contain the personal relationship to the recipient such as "*Jane and John – Brother and Sister*"
- Entries that contain a description of the signature style such as "*Jane – Signs with a X*"
- Entries that contain all other information that is not the single timesheet signatory's first name, last name, or suffix.

Displaying additional information that is not the single timesheet signatory's name can cause confusion to the user and/or not allow the signatory to appropriately identify themselves at login.

A file will be placed on the SAFE Server that includes a list of cases that have a timesheet signatory indicated. Counties will use this list to determine where updates are needed to ensure the names are entered correctly. Again, corrections to the Timesheet Signatory entries listed at the Contacts Screen in CMIPS must be completed **by September 1, 2020**.

Updates that have been made to the Contacts screen in CMIPS can assist with this name clean-up. New fields such as "Relationship" and "Comments" have been added when updating contact records. Additionally, an "Other Contacts" cluster has been added for miscellaneous contact information the county wishes to record. Counties should not attempt to capture other information beside a contact's name in the name field. Additional information currently entered in the name field should be removed and entered into one of these new fields as applicable.

If you have any questions regarding the modifications described in this ACL, please contact the Adult Programs Division via email at: CMIPSI-Requests@dss.ca.gov.

Sincerely,

Original Document Signed By:

DEBBI THOMSON
Deputy Director
Adult Programs Division

c: CWDA