

October 19, 2021

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

**EXECUTIVE SUMMARY**

**ALL COUNTY LETTER NO. 21-126**

The purpose of this All County Letter (ACL) is to describe the changes made to the Electronic Services Portal (ESP), and the Case Management, Information and Payrolling System (CMIPS), regarding a new process for In-Home Supportive Services Program (IHSS) providers who wish to change their residence and/or mailing address and/or telephone number and for recipients who wish to change their telephone number only via a self-service tool within the ESP.



**KIM JOHNSON**  
DIRECTOR

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**DEPARTMENT OF SOCIAL SERVICES**  
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**GAVIN NEWSOM**  
GOVERNOR

October 19, 2021

ALL COUNTY LETTER NO. 21-126

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

**SUBJECT: IHSS PROVIDER ADDRESS AND TELEPHONE NUMBER CHANGE  
AND IHSS RECIPIENT TELEPHONE NUMBER CHANGE VIA THE  
ELECTRONIC SERVICES PORTAL**

**REFERENCE:** [ACL 12-55 \(November 1, 2012\)](#), [ACL 13-53 \(June 26, 2013\)](#)

The purpose of this All County Letter (ACL) is to describe the changes made to the Electronic Services Portal (ESP), and the Case Management, Information and Payrolling System (CMIPS), regarding a new process for In-Home Supportive Services Program (IHSS) providers who wish to change their residence and/or mailing address and/or telephone number and for recipients who wish to change their telephone number only via a self-service tool within the ESP.

This ACL will also provide information about the new task generated to the Provider Management Work Queue when a provider address and/or telephone number update is completed using ESP and the provider's residence and/or mailing address is not in California.

It should be noted that IHSS provider's will be able to change their residence and/or mailing address and/or telephone number and recipient's will be able to change their telephone number via ESP beginning on **October 22, 2021**.

### **BACKGROUND**

IHSS recipients and providers, as employers/employees, are responsible for maintaining their current address and telephone number with their county IHSS office. Under the current process, recipients and providers who would like to update their address and/or telephone number contact their county IHSS office and submit a

completed *In-Home Supportive Services Program Provider or Recipient Change of Address and/or Telephone* (SOC 840 form).

As usage of ESP continues to grow, increasing self-service options for providers and recipients is a priority to the California Department of Social Services (CDSS). Providing self-service options reduces workload for county staff and allows faster access to information and resolutions for recipients and providers. Therefore, CDSS added a new self-service feature in ESP that allows a provider, who is an ESP user, to update the address and/or telephone number currently on file in CMIPS. This new added feature will also allow a recipient to update their telephone number(s) currently on file in CMIPS. Recipients and providers are not required to complete their address and/or telephone number changes using ESP. If the recipient or provider contacts the county to make any changes to their address and/or telephone number, counties should continue to use their existing business practice of completing the SOC 840 form.

It should be noted that recipients will only be able to utilize this self-service option via ESP to update their telephone number(s) currently on file in CMIPS. Recipients will need to continue to contact their assigned case worker to make any changes to their current address and have a responsibility to report changes to their household composition. Existing business practices should continue to be followed when updating a recipient's address on their case.

### **ESP-PROVIDER ADDRESS/TELEPHONE NUMBER CHANGE OPTION**

The ESP has been enhanced with a process to allow providers to view and update their residence and/or mailing address and/or telephone number without contacting their county IHSS office. This process requires providers to enter and confirm the address and/or telephone number change is correct prior to submitting the changes. After confirming and submitting the address changes on ESP, the information is sent to CMIPS for validation and processing. CMIPS uses the United States Postal Service (USPS) Address Verification system to validate if a provider has entered a valid USPS address. The USPS validation occurs in real-time and is updated in CMIPS within fifteen minutes from the time the provider has made the changes in ESP. Counties are not required to request or complete a paper SOC 840 form when a provider completes an address and/or telephone number change through ESP.

It should be noted that, a provider that has a "pending" status in CMIPS will also be able to use ESP to update their address/telephone number, once they have registered to use ESP.

### **ESP-RECIPIENT TELEPHONE NUMBER CHANGE OPTION**

The ESP has been enhanced with a process to allow recipients to view and update their telephone number(s) without contacting their county IHSS office. This process requires recipients to enter and confirm the telephone number change(s) are correct prior to submitting the changes. After confirming and submitting the address and/or telephone number change(s) on ESP, the information is sent to CMIPS for validation and processing. Counties are not required to request or complete a paper SOC 840 form when a recipient completes their telephone number change through ESP.

### **CMIPS UPDATES-PROVIDER**

When a provider successfully updates their residence and/or mailing address and/or telephone number using ESP, the information is sent to CMIPS. Once the address and telephone number change has been processed, the Person Home Screen will be updated automatically in CMIPS.

Once a provider updates their address and telephone number in ESP, CMIPS will automatically generate and add a Person Note to the provider's Person Record in CMIPS as indicated below.

The following is an example of the person note(s) that will be generated in CMIPS:

#### **Telephone Number Change Update(s):**

On 1/4/2021 12:35:42 the following phone number update(s) were made by this provider using ESP:

- Provider Number: 123456789
- Provider Name: Jane Doe
- Delete Cell Phone: (111) 123-4567 Primary :No
- Update Home Phone: (111) 789-1011 Primary: Yes
- Add Other Phone: (111) 567-8910 Primary: No

**Address Change Update(s):**

On 2/1/2021 15:00:20 the following address change(s) were made by this Provider using ESP:

- Provider Number: 123456789
- Provider Name: Jane Doe
- Residence and Mailing Address: 1234 Main Street Georgetown TX 78628-2121

After an address and/or telephone number change has been successfully processed and applied using ESP, the provider will receive a confirmation email. The email will confirm that their new address and/or telephone number change has been successfully recorded. It also instructs the provider to contact their county IHSS office if they have any questions or if they did not perform the action.

If a providers address change cannot be successfully processed, the provider will receive an email that their address change could not be processed at this time using ESP. The email instructs the provider to either contact the county IHSS office to make the address change; or, access the link to the SOC 840 form in the email message to download, complete and submit the form to the county IHSS office for processing.

**CMIPS UPDATES-RECIPIENT**

When a recipient successfully updates their telephone number using ESP, the information is sent to CMIPS. Once the telephone number change has been processed, the Case Home Screen will be updated automatically in CMIPS.

Once a recipient updates their telephone number in ESP, CMIPS will automatically generate and add a Case Note to the recipients Case Notes Record in CMIPS as indicated below.

The following is an example of the case notes that will be generated in CMIPS:

**Telephone Number Change Update(s):**

On 1/4/2021 12:35:42 the following phone number update(s) were made by this recipient using ESP:

- Case Number: 1234567

- Recipient Name: Jane Doe
- Delete Cell Phone: (111) 123-4567 Primary :No
- Update Home Phone: (111) 789-1011 Primary: Yes
- Add Other Phone: (111) 567-8910 Primary: No

After a telephone number change has been successfully processed and applied using ESP, the recipient will receive a confirmation email. The email will confirm that their new telephone number change has been successfully recorded. It also instructs the recipient to contact their county IHSS office if they have any questions or if they did not perform the action.

### **Out of State Address Change Task**

When a provider completes an address change request via ESP and the providers new address is not located within California, the address is updated in CMIPS; however, a task is generated to the Provider Management Work Queue. County workers should follow their existing business process to verify if the providers residence or mailing address information is correct and if the providers employment should continue. If the providers new address is determined to be incorrect, counties should follow their existing business processes and ensure the address is corrected in CMIPS.

If you have any questions or need additional guidance regarding the information in this letter, contact the Adult Programs Division, CMIPS and Systems Enhancements Branch at (916) 651-1069 or at the following email address: [CMIPSI-Requests@dss.ca.gov](mailto:CMIPSI-Requests@dss.ca.gov).

Sincerely,

### ***Original Document Signed By***

DEBBI THOMSON  
Deputy Director  
Adult Programs Division

c: CWDA