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GAVIN NEWSOM
GOVERNOR

August 31, 2022

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 22-75

This All-County Letter (ACL) provides information regarding In-Home Supportive Services (IHSS), Case Management, Information and Payrolling System (CMIPS) enhancements to introduce a document management system that allows CMIPS users to upload and maintain selected IHSS Program forms as part of the CMIPS electronic record.



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ALL COUNTY LETTER (ACL) NO. 22-75

TO: ALL COUNTY WELFARE DIRECTORS
ALL IHSS PROGRAM MANAGERS

SUBJECT: **DOCUMENT IMPORT FUNCTIONALITY FOR THE CASE
MANAGEMENT, INFORMATION AND PAYROLLING SYSTEM
(CMIPS) FOR IN-HOME SUPPORTIVE SERVICES (IHSS) AND
WAIVER PERSONAL CARE SERVICES (WPCS) PROGRAMS**

REFERENCE: [ALL-COUNTY LETTER 18-59 IMPLEMENTATION OF
ASSEMBLY BILL \(AB\) 1436 - IHSS: AUTHORIZED
REPRESENTATIVE; WELFARE AND INSTITUTION CODE-10851;
ALL COUNTY LETTER 15-26 RECORDS RETENTION](#)

This All-County Letter (ACL) provides information regarding In-Home Supportive Services (IHSS), Case Management, Information and Payrolling System (CMIPS) enhancements to introduce a document management system that allows CMIPS users to upload and maintain selected IHSS Program forms as part of the CMIPS electronic record.

BACKGROUND

The IHSS program utilizes many CMIPS produced forms for business processes associated with health care certification, authorizations, and agreements. As a result, county staff spends considerable time and resources managing paper case files. To enhance statewide efficiency, security, and convenience, California Department of Social Services (CDSS) has enhanced CMIPS with a document import solution.

DOCUMENT IMPORT FUNCTIONALITY

Document Import capabilities will allow each county the option to use CMIPS as a document management system. This will provide counties a central location for storage, sharing, and archiving (delete/replace) of specific case related forms for the recipient and provider electronic case records. Document import grants CMIPS users the ability to import approved scanned State forms, directly into CMIPS which can be viewed, printed, and saved upon request. Users with view-only permissions will be allowed to view and download imported documents, as they are restricted from importing and archiving files in CMIPS.

Additional CMIPS document import benefits:

- CMIPS users have efficient access to stored IHSS forms when the forms are used by IHSS county staff with different roles or business needs.
- Provides a secure electronic filing structure to make IHSS forms easier to access.
- Encourages the use of standardized IHSS forms for statewide use.
- Eliminates the need to store paper forms in case files.

Document Import – Retention Period and Eligible Forms

Once uploaded, document import files will be stored in CMIPS and will meet the retention requirements set forth in the Welfare and Institution Code 10851 referenced in [All County Letter 15-26](#).

There are 12 recipient case forms and five (5) provider forms eligible for upload. Users will see uploaded copies of these forms in the CMIPS record on the Attachments screen.

Only one copy of each form listed below will be allowed to be uploaded for each recipient case or for each active provider on a case; where the most recently uploaded version replaces the previous version in the CMIPS record.

CMIPS will retain a single version of the following forms:

Recipient Forms

- SOC 295/SOC 295L - Application for In-Home Supportive Services
- SOC 332/SOC 332L - Recipient/Employer Responsibility Checklist
- SOC 821 - Assessment of Need for Protective Supervision
- SOC 825 - Protective Supervision - 24-Hours-A-Day Coverage Plan
- SOC 864 - Individualized Back-Up Plan and Risk Assessment
- SOC 873/SOC 873L - Health Care Certification Form

Provider Forms

- SOC 426 - Provider Enrollment Form
- SOC 846 - Provider Enrollment Agreement
- SOC 2305 - Request for Exemption from Workweek Limits for Extraordinary Circumstances (Exemption 2)
- SOC 2308 - Exemption from Workweek Limits for Extraordinary Circumstances Approved Exemption Provider Agreement
- SOC 2313 - Exemption from Workweek Limits for Extraordinary Circumstances (Exemption 2) State Administrative Review Request Form

In certain circumstances more than one copy of specific forms may be uploaded. For instance, if a recipient has multiple active providers, they are required to submit an IHSS Program Recipient Designation of Provider (SOC 426A) for each provider.

Multiple copies of each form listed below will be allowed to be uploaded for each recipient case or for each active provider on a case.

CMIPS will retain multiple versions of the following forms:

Recipient Forms

- SOC 321- Request for Order and Consent - Paramedical Services
- SOC 426A - Recipient Designation of Provider
- SOC 838 - IHSS Recipient Request for Assignment of Authorized Hours to Providers
- SOC 839 - IHSS Designation of Authorized Representative
 - Refer to [ACL 18-59](#) for more information on multiple submissions of the SOC 839
- SOC 839A - IHSS Cancellation of Authorized Representative
- SOC 450 - Voluntary Services Certification

Note: The CDSS will continue to work with counties to evaluate the need to add additional forms to the document import list. Counties may also follow their existing business process to submit system change request.

DOCUMENT IMPORT PROCEDURES

Effective August 29, 2022, CMIPS users will notice an “Attachments” link on the left navigation bar of the Case Home (recipient) or Person Home (provider) screen in CMIPS. Once county staff receives an eligible document to import, they will follow their county business process to scan and save the selected document(s) for upload.

Once the document is scanned and saved on the user’s local computer, the user will navigate to the Case Home or Person Home tab and click the “Attachments” link located in the left navigation bar (see Figure 1A and Figure 1B).

Case Home:

Case Number: [REDACTED]
 Recipient Name: [REDACTED]
 IHSS Referral Date: 07/08/2021
 IHSS Application Date: 07/08/2021
 Medi-Cal Eligibility Referral Date: 07/08/2021
 Medi-Cal Initial Eligibility Notification Date: 07/08/2021
 In-Home Visit Date: 07/08/2021
 Interpreter Available: No
 Number of Household Members: 1
 Number of Active Providers: 1

Status: Eligible
Status Date: 07/08/2021
Resource Suspension End Date:
County: Yolo
District Office: S7 01 District Office
Case Owner:
Companion Case: No
State Hearing: No
Mail Designee: TEST TESTER

Figure 1A. Recipient Case Home Screen Attachments Link in the Left Navigation Bar

Provider Details:

Enrollment

[Edit...](#)

Eligible: Yes	Ineligible Reason:
SOC 426 - Provider Enrollment: Yes	DOJ Background Check: Yes
SOC 846 - Overtime Agreement: Yes	SOC 846 - Provider Agreement: Yes
Provider Orientation: Yes	Provider Orientation Date:
Effective Date: 01/01/2022	Enrollment County: Los Angeles
Provider Enrollment Begin Date: 05/05/2022	Number of Active Cases: 0
Updated By:	Provider Enrollment Due Date: 08/03/2022
DOJ Counties:	Last Updated: 05/05/2022 12:47

Figure 1B. Provider Person Home Screen Attachments Link in the Left Navigation Bar

On the Attachments screen users will select the Upload File button to begin the document import process (see Figure 2).

CMIPS Case Management Information Payroll System II

Case Number [Search Icon] Welcome [User Icon]

SW - Home SW - Team and Workloads My Workspace My Cases Inbox Caseload By Users

My Workspace Person Search X [Redacted]

Weekly Maximum (HH:MM) : 00:00
Number of Active Cases : 0
Weekly Travel Hours (HH:MM) : 00:00
Eligible : Yes
Enrollment Effective Date : 01/01/2022

Person Home Provider Payroll & Timesheet Overtime & Travel Time

Attachments: [Redacted]

Upload File...

Action	Form Name	Uploaded By	Uploaded Date	Status	Description

Figure 2. Attachments screen - Upload File

After clicking the Upload File button, the Upload a File pop-up appears. The CMIPS user will select the name of the document from the drop-down menu (Figure 3) and type an optional description of the form in the Description field (Figure 4). Although the description field is optional, users are encouraged to add identifying information into the field (up to 256 characters) such as, the form signatory (e.g. Provider Name/Number, Guardian Name, Authorized Rep Name).

Upload a File: [Redacted]

* required field

Upload a File

Upload Attachment: * Browse...

Form: *

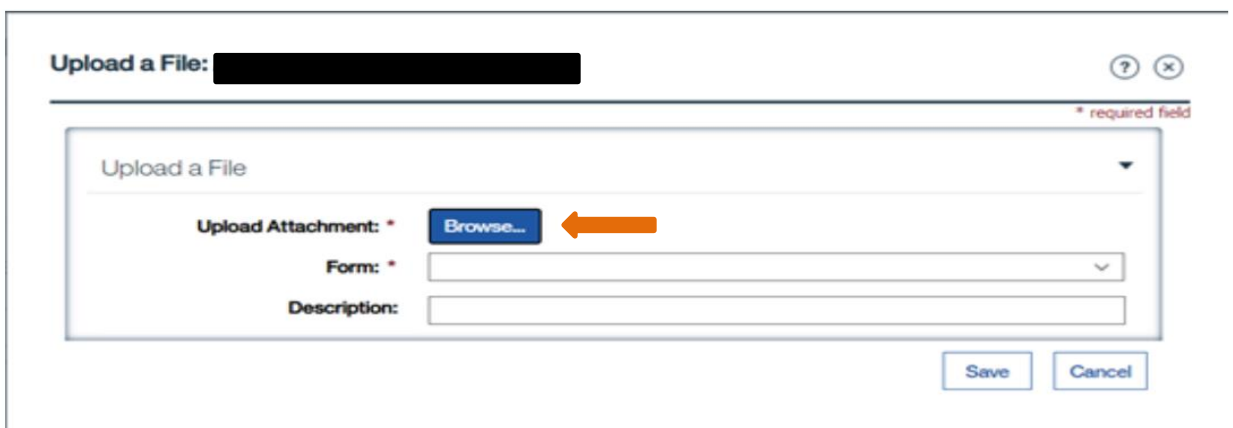
- SOC 426 - Provider Enrollment Form
- SOC 846 - Provider Enrollment Agreement
- SOC 2305 - Request for Exemption from Workweek Limits for Extraordinary Circumstances (Exemption 2)
- SOC 2308 - Exemption from Workweek Limits for Extraordinary Circumstances Approved Exemption Provid...
- SOC 2313 - Exemption from Workweek Limits for Extraordinary Circumstances (Exemption 2) State Administ...

Figure 3. Upload a File Pop-up Screen – Form Name



The screenshot shows a web-based dialog box titled "Upload a File:". The dialog has a header bar with a question mark icon and a close icon (X). Below the header, there is a red asterisk and the text "* required field". The main content area is titled "Upload a File" and contains three fields: "Upload Attachment: *" with a blue "Browse..." button, "Form: *" with a dropdown menu, and "Description:" with a text input field. An orange arrow points to the "Description:" text input field. At the bottom right of the dialog are "Save" and "Cancel" buttons.

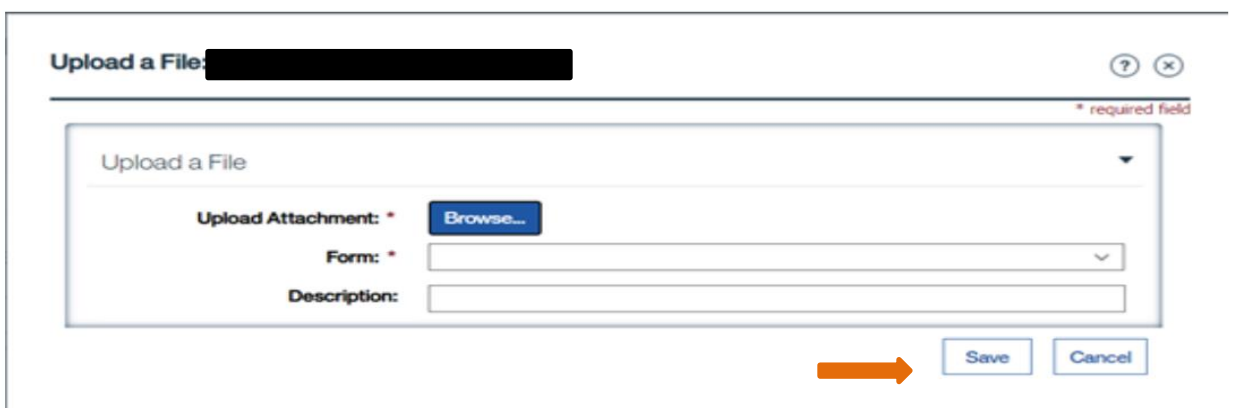
Figure 4. Upload File – Form Description Field



The screenshot shows the same "Upload a File:" dialog box. In this view, an orange arrow points to the blue "Browse..." button next to the "Upload Attachment: *" label. The "Form:" and "Description:" fields are also visible, along with the "Save" and "Cancel" buttons at the bottom right.

Figure 5. Upload File – Browse Option

After the document is selected, the user will be returned to the Upload a File pop-up screen where they will click "Save" to import the document into the CMIPS record (see Figure 6).

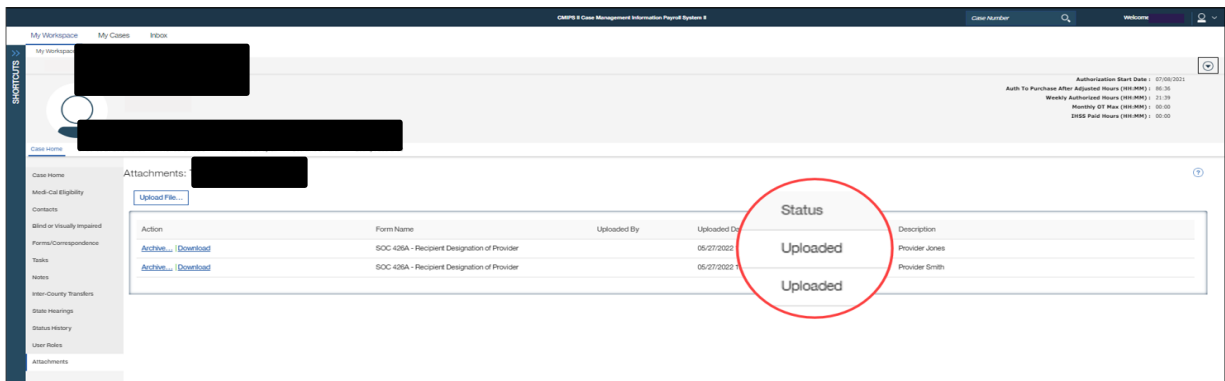


The screenshot shows the "Upload a File:" dialog box. An orange arrow points to the "Save" button at the bottom right of the dialog. The "Upload Attachment:", "Form:", and "Description:" fields are visible, as is the "Cancel" button next to the "Save" button.

Figure 6. Upload File – Save Option

Once the file is saved, the document will have a Pending Scan status and will not attach to the case record until the system scans the document for any malware or viruses. If the document contains a virus the file will not be uploaded to CMIPS and the status will be updated to Scan Failed. If a document fails the virus scan, then the user should contact their county Information Technology staff to remove the corrupted content from the document before reattempting to import the file.

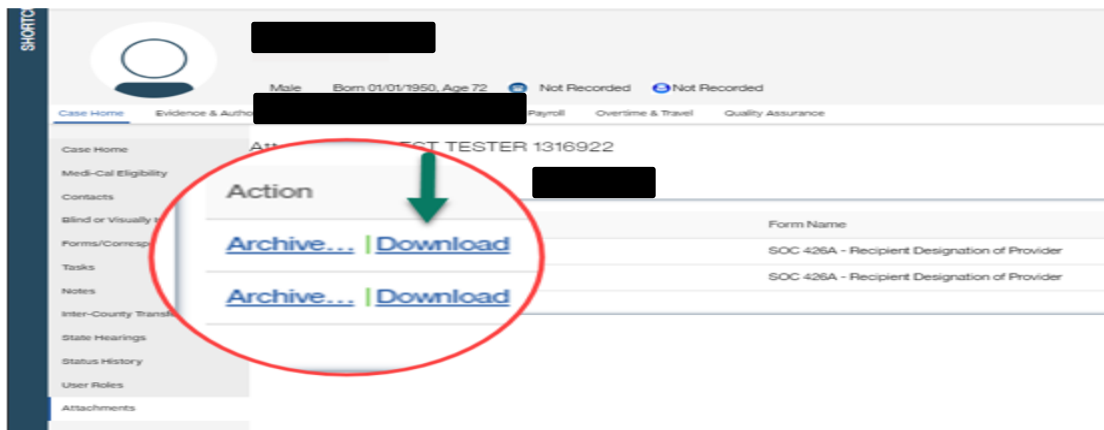
If the document does not contain a virus, the document status will change from Pending Scan to Uploaded and the document will be attached to the case record (see figure 7). The document status change occurs in real-time; however, the user will need to refresh the CMIPS screen to view the status update.



Action	Form Name	Uploaded By	Uploaded Date	Status	Description
Archive... Download	SOC 426A - Recipient Designation of Provider		05/27/2022	Uploaded	Provider Jones
Archive... Download	SOC 426A - Recipient Designation of Provider		05/27/2022	Uploaded	Provider Smith

Figure 7. Upload File – Status

In order to view, print or save the document, the user must select the Download link located under the action column on the Attachments screen (see figure 8). Once the download link is selected a Save window will appear, where the user can download the document to a location on their computer. After the document is saved, users can view or print the document upon request.



Action	Form Name
Archive... Download	SOC 426A - Recipient Designation of Provider
Archive... Download	SOC 426A - Recipient Designation of Provider

Figure 8. Download Link

Document Import Archive and Restore Functionality

CMIPS does not validate the contents of an uploaded document. For example, if a user labels a document SOC 321 when uploading an SOC 821, the system will not have the ability to validate if the user uploaded an SOC 321. However, if a document is uploaded in error, a user can correct this error by utilizing the archive feature to remove the erroneous document.

For the purposes of CMIPS Document Import, archiving is a tool to be used to delete and replace certain documents. CMIPS users may *only* utilize the archive link in the following circumstances:

1. When the authorization date on an uploaded form has expired and/or there is an updated version to upload; a user can utilize the archive link to replace the older version with the updated version.
2. If a user uploads a document in error, or the document was mislabeled upon uploading; a user can utilize the archive link to remove the incorrect file and upload the correct document.

Once a file has been uploaded, it appears on the Attachments screen. To archive the form, click the “Archive” link in the Action column (see figure 9). When a file is marked as archived, the process is completed during the nightly batch cycle, where the document is removed from the Attachments screen.

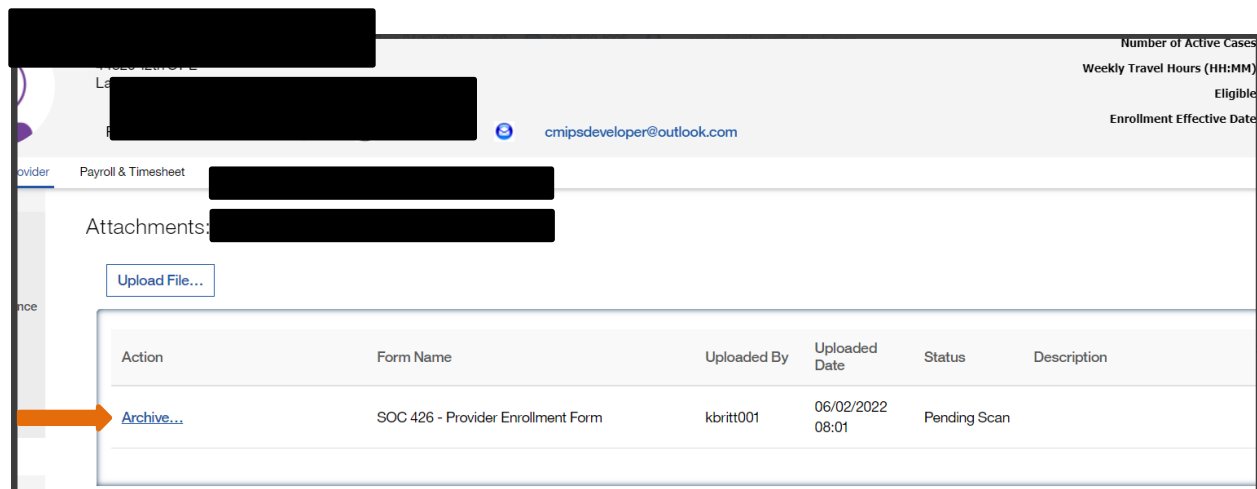
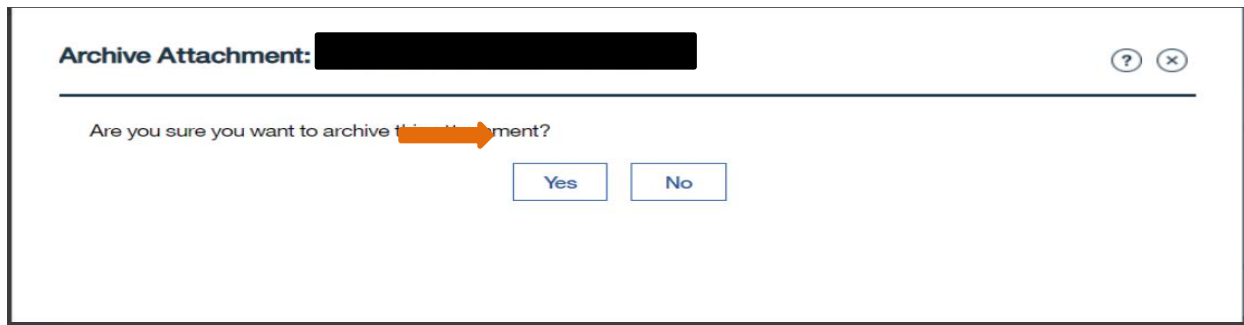


Figure 9: Attachments Screen

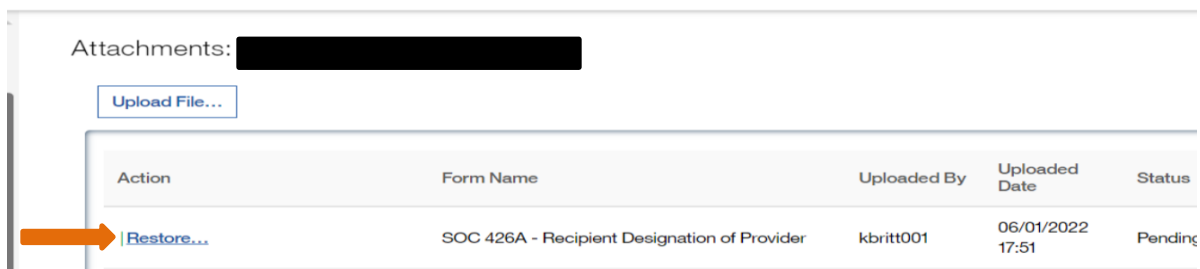
After the user selects the archive option, an Archive Attachment Confirmation pop-up appears (see figure 10), where the user will select “Yes” to confirm the archive request.



The image shows a confirmation dialog box titled "Archive Attachment:". The title bar includes a question mark icon and a close icon. The main text asks, "Are you sure you want to archive this attachment?". Below the text are two buttons: "Yes" and "No". An orange arrow points to the "Yes" button.

Figure 10: Archive Attachment Confirmation Pop-Up

After confirming the archive request, the Archive link is changed to Restore. (see figure 11). Users can restore a pending archive request by selecting the restore link located left of the form name on the Attachments screen. This function will delete the pending archive request and the document will remain on the Attachments screen. The restore option can only be performed by a user on the same day the document was marked for archive and before the nightly batch occurs.



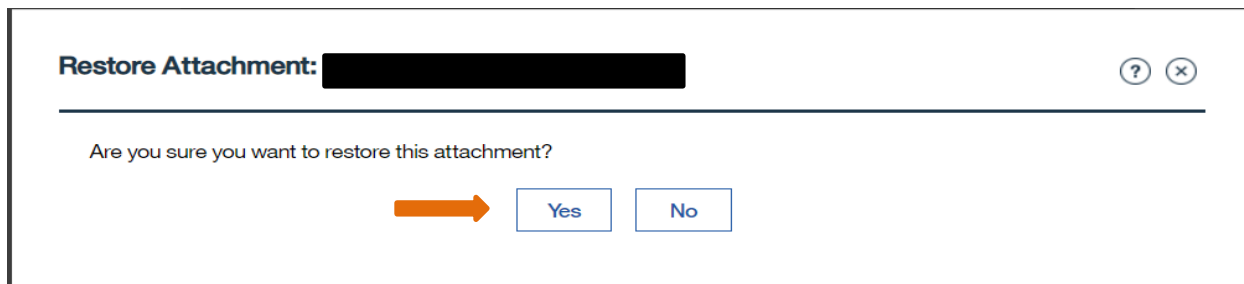
The image shows the "Attachments:" section of a user interface. It includes an "Upload File..." button. Below it is a table with the following data:

Action	Form Name	Uploaded By	Uploaded Date	Status
Restore...	SOC 426A - Recipient Designation of Provider	kbritt001	06/01/2022 17:51	Pending

An orange arrow points to the "Restore..." link in the Action column.

Figure 11: Attachments Screen

After the user selects the restore option, the Restore Attachment Confirmation pop up appears where the user will select the “Yes” to confirm the document restore request (see Figure 12).



The image shows a confirmation dialog box titled "Restore Attachment:". The title bar includes a question mark icon and a close icon. The main text asks, "Are you sure you want to restore this attachment?". Below the text are two buttons: "Yes" and "No". An orange arrow points to the "Yes" button.

Figure 12: Restore Attachment Confirmation Pop Up

If a user archives a single upload document and uploads a new document on the same day, the document marked for archive will archive immediately instead of during the nightly batch and will no longer display.

If a user archives a file in error and is unable to restore the document before the nightly batch occurs, the user will need to make a request through their Program Manager to submit a CMIPS Service Desk ticket to retrieve the archived document. After the Service Desk ticket has been created, the requested document(s) will be provided to the county within 7-10 calendar days.

Additional enhancements to document import functions, which include a history screen to view archived documents, are anticipated in the fall of 2022.

Questions regarding the information transmitted in this ACIN 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:

LEORA FILOSENA
Deputy Director
Adult Programs Division

c: CWDA

Attachments: None