

April 15, 2024

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 24-28

This All County Letter provides clarification regarding areas of responsibility for the In-Home Supportive Services (IHSS) Service Desk and counties when assisting IHSS recipients and providers.



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DIRECTOR

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April 15, 2024

ALL COUNTY LETTER NO. 24-28

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

SUBJECT: CLARIFICATION OF IN-HOME SUPPORTIVE SERVICES SERVICE
DESK AND COUNTY RESPONSIBILITIES

REFERENCE: [ALL COUNTY INFORMATION NOTICE I-05-19 \(JANUARY 19, 2019\);](#)
[ALL COUNTY LETTER NO. 13-53 \(JUNE 26, 2013\)](#)

The purpose of this All County Letter (ACL) is to inform counties of the areas of responsibility between the In-Home Supportive Services (IHSS) Service Desk and county IHSS offices.

BACKGROUND

County IHSS staff are the first point of contact for inquiries from program applicants, recipients, and providers. They are responsible for informing and educating IHSS recipients and providers on IHSS program eligibility, payroll policy and requirements, and other areas of county responsibilities. As the primary point of contact, county IHSS staff are responsible for responding to questions in these areas and should be making every effort to answer IHSS recipient and provider questions, including allocating staff to do so.

To assist providers, and reduce county workload, the California Department of Social Services (CDSS) implemented the IHSS Service Desk to assist counties by having CDSS-contracted staff take recipient and provider calls and answer basic payroll questions. The IHSS Service Desk was also expanded to provide assistance with the Electronic Services Portal (ESP), Telephone Timesheet System (TTS), Electronic Visit Verification (EVV), and the IHSS EVV Mobile Application.

The IHSS Service Desk hours of operation are 8:00 a.m. to 5:00 p.m., Monday through Friday excluding holidays. Counties should not routinely refer or transfer callers to the IHSS Service Desk if they are able to access the information necessary to assist the caller.

IN-HOME SUPPORTIVE SERVICES SERVICE DESK RESPONSIBILITIES

To ensure caller privacy, data security, and compliance, the IHSS Service Desk agents must first verify the caller's identity before they are able to provide assistance. Recipients or providers who are unable to accurately respond to identification verification questions will be referred to their local county IHSS office for assistance.

The IHSS Service Desk can assist verified callers with the following inquiries:

- Provider payment status questions
- Travel claim form status
- Sick Leave claim forms and general information regarding sick leave rules
- Direct Deposit enrollment (New/Change/Cancel) status, and related general information
- Provider Live-In Self Certification (SOC 2298/2299) status and questions
- The ESP, IHSS EVV Mobile App, and TTS general information and technical assistance
- General recipient and provider information about the One-Time Verification Code sent by text message, phone call, or email to recipients and providers when using the ESP or updating an email address
- Wage garnishment inquiries
- The ESP self-service function for Wage and Employment Verification

Note: Additional resources for recipients and providers can be found at the CDSS website: [In-Home Supportive Services \(IHSS\) Program](#) page.

COUNTY RESPONSIBILITIES

As the primary point of contact for recipient and provider inquiries, counties are responsible for answering questions which include but are not limited to:

- Program and Medi-Cal eligibility, authorized hours clarification, and Share of Cost (SOC) information/details
- Recipient information inquiries including case status, care concerns, additional assistance, hours, fraud, elder abuse, etc.
- Updates to timesheet signatory identification/information and forms
- Recipient/provider information updates (e.g., provider number, case number, misspellings, or name updates, etc.)
- Provider or recipient updates to address, email, or phone number through a local IHSS office will follow current county practice (One-Time Verification Code not required)
- Assisting providers with timesheet approval and processing on a deceased recipient case
- Assisting recipients with locating and hiring a new provider
- Provider authorized services to be performed, enrollment information, eligibility status, fingerprint information, and other general questions about the provider enrollment process
- W-2, W-2 Correction, W-2 Duplicate, FICA information and/or requests

- Obtaining, receiving, and processing a W-4 or DE-4 Form
- Completing the appropriate forms to become eligible for Travel Pay
- Advance Pay payment inquiries
- Overpayments
- Live-in Provider Self-Certification (SOC 2298)
- The ESP account that has been deactivated
- The TTS address and phone number changes, registration codes, and passcodes
- Lost timesheets, requests for supplemental timesheets, initial timesheets, and replacement timesheets
- Lost warrants, replacement warrants, stale dated warrants, stop payment requests, and special transactions
- Questions regarding the remittance advice (e.g., hours, hours paid, hours remaining, gross amount paid, net amount paid, taxes, deductions, etc.)
- General information and case/provider specific information regarding overtime violations and disputes, including appeals notifications
- All IHSS Overtime Extraordinary Circumstances Exemptions (Exemption 2)
- Verification of wages and/or employment for providers choosing not to use the ESP self-service wage/employment verification functionality

Occasionally, the IHSS Service Desk receives calls from providers and recipients that are inappropriately referred by the counties. As a result, callers are often referred back to their county IHSS offices for appropriate follow-up. Counties are required to screen and intervene for all calls and inquiries *prior* to referring IHSS recipients and/or providers to the IHSS Service Desk or to CDSS. Counties shall not refer callers to the State Controller's Office or the Case Management Information and Payrolling System (CMIPS) Service Desk for any payroll or CMIPS questions. If county staff require technical assistance with answering IHSS program-related questions that the program manager is unable to assist with, they should utilize their existing processes to submit questions to the appropriate area within the Adult Programs Division at CDSS. For CMIPS-related questions and issues, counties should open tickets with the CMIPS Service Desk, and unresolved tickets should be escalated through the existing process.

If you have any questions or need additional guidance regarding the information in this letter, contact the CMIPS & System Enhancements Branch at (916) 651-1069 or at CMIPSII-Requests@dss.ca.gov.

Sincerely,

Original Document Signed By

LEORA FILOSENA, P.M.P.
Deputy Director
Adult Programs Division