

June 4, 2024

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 24-40

The purpose of this All County Letter is to provide counties with information regarding enhancements to the Case Management Information and Payrolling System (CMIPS), the Electronic Services Portal, and the new CMIPS Services Portal to allow counties to generate electronic forms and collect electronic signatures from In-Home Supportive Services recipients and providers.



KIM JOHNSON
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DEPARTMENT OF SOCIAL SERVICES
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GAVIN NEWSOM
GOVERNOR

June 4, 2024

ALL COUNTY LETTER NO. 24-40

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

SUBJECT: CASE MANAGEMENT INFORMATION AND PAYROLLING
SYSTEM SERVICES PORTAL AND ELECTRONIC FORMS

REFERENCE: [ALL COUNTY LETTER NO. 22-75 \(AUGUST 31, 2022\)](#);
[ALL COUNTY INFORMATION NOTICE NO. I-11-23](#)
[\(MARCH 21, 2023\)](#); [ALL PLAN LETTER NO. 21-004](#)
[\(MAY 3, 2022\) DEPARTMENT OF HEALTH CARE SERVICES](#)

The purpose of this All County Letter (ACL) is to provide counties with information regarding enhancements to the Case Management Information and Payrolling System (CMIPS), the Electronic Services Portal (ESP), and the new CMIPS Services Portal (CSP) to allow counties to generate electronic forms and collect electronic signatures from In-Home Supportive Services (IHSS) recipients and providers.

BACKGROUND

In response to counties' request for electronic forms, the California Department of Social Services (CDSS) worked with the County Welfare Directors Association (CWDA), counties, and Public Authorities to develop a solution to improve communications between county staff and recipients and providers. As a result, the CDSS has established a statewide implementation of electronic forms and electronic signatures for IHSS program forms.

As part of the statewide implementation of electronic forms and signatures for IHSS program forms, the CDSS established the Electronic Forms Initiative. This initiative includes the document import functionality described in [ACL No. 22-75](#), the ESP Message Center functionality described in [All County Information Notice I-11-23](#) and the CSP. This initiative promotes statewide uniformity and consistency for all counties.

During the development of the document import functionality, the CDSS collaborated with counties and CWDA to identify the required set of forms that would be used

statewide and made available in an electronic format as part of the Electronic Forms Initiative. This would also eliminate the need for individual county-created forms. To implement the initiative, a new portal, the CSP, has been created and new screens have been added in CMIPS and the ESP Message Center, providing a new method for county workers to send IHSS forms and to collect electronic signatures remotely for those forms. The Electronic Forms Initiative will provide benefits similar to those of electronic timesheets, including reduced mailing time and costs, providing electronic field validation to ensure forms are complete, and reduced processing timeframes.

ELECTRONIC FORMS (E-FORMS)

The e-forms are IHSS forms that are generated from CMIPS for electronic delivery and completion. These e-forms can be completed by recipients, their authorized representative, and providers, remotely through the ESP, or in-person with the assistance of an IHSS county worker using the newly created CSP on an internet-enabled device. The CSP is a web-based application that can be accessed from outside the county's network allowing CMIPS users to access electronic forms while using a county provided device such as a tablet, laptop, or other mobile device with standard internet access. Logging into the CSP requires the county worker's CMIPS User ID, password, and a secondary verification code sent to their pre-defined email address, or phone number.

The e-forms are available in the following languages: English, Spanish, Chinese, Armenian, Cambodian, Farsi, Korean, Russian, Tagalog, and Vietnamese. Additional languages will be added in the future as referenced in [All Plan Letter 21-004](#) from the Department of Health Care Services. It is recommended that counties begin using the CSP and e-forms now that they are available.

E-FORMS IN THE CASE MANAGEMENT INFORMATION AND PAYROLLING SYSTEM

County users can select the form(s) in CMIPS that need to be reviewed and signed by a recipient or provider. The following recipient e-forms are available for selection:

- CR 6181 - Interpreter Services Statement and Confidentiality Agreement
- SOC 295, SOC 295L - Application for In-Home Supportive Services
- SOC 332, SOC 332L - IHSS Recipient/Employer Responsibility Checklist
- SOC 426A - IHSS Program Recipient Designation of Provider
- SOC 450 - Voluntary Services Certification
- SOC 825 - Protective Supervision 24-Hours-A-Day Coverage Plan
- SOC 838 - IHSS Recipient Request for Assignment of Authorized Hours to Providers
- SOC 839 - IHSS Designation of Authorized Representative
- SOC 839A - IHSS Designation of Signatory for Timesheets and Other Provider-Related Documents (TRPD)

- SOC 839B - IHSS Cancellation of Authorized Representative/Timesheet and Provider-Related Documents (TRPD) Signatory
- SOC 864 - IHSS Program Individualized Back-Up Plan and Risk Assessment

Please note: For the SOC 864, in the event there have been no reported changes in the Individualized Back-Up Plan and Risk Assessment from the previous year, the county user or recipient can select the *No* option in the *Instructions* section. Doing this takes the user directly to the *Agreement and Signatures* section, which allows county users and recipients to sign and submit the form confirming there is no change.

County users can view previous uploaded versions of the SOC 864 or any electronic version of the SOC 864 in CMIPS in the *Attachments* tab in the *Case Home* screen as described in [ACL No. 22-75](#) and later in this ACL in the *Accepting An E-Form In CMIPS* section. Counties should ensure recipients requiring a SOC 864 are provided a completed copy that the recipient may post in a visible location.

The following provider e-forms are available in the four threshold languages:

- SOC 426 - IHSS Program Provider Enrollment Form
- SOC 846 - In-Home Supportive Services (IHSS) Provider Enrollment Agreement
- SOC 2255 - IHSS Program Provider Workweek & Travel Time Agreement
- SOC 2305 - IHSS Program Request for Exemption from Workweek Limits for Extraordinary Circumstances (Exemption 2)
- SOC 2308 - IHSS Program Exemption from Workweek Limits for Extraordinary Circumstances Approved Exemption Provider Agreement

E-Forms requiring a third-party signature are recipient IHSS forms that require signatures from persons outside of the IHSS program (e.g., a doctor or licensed medical professional). The process for completing and submitting these forms will be discussed later in this ACL. The following are recipient e-forms requiring a third-party signature that are available for selection in the case management system:

- SOC 321 - Request for Order and Consent – Paramedical Services
- SOC 821 - Assessment of Need for Protective Supervision for In-Home Supportive Services Program
- SOC 873, SOC 873L - In-Home Supportive Services (IHSS) Program Health Care Certification Form
- SOC 874, SOC 874L - In-Home Supportive Services (IHSS) Program Notice to Applicant of Health Care Certification Requirement

SENDING E-FORMS IN THE CASE MANAGEMENT INFORMATION AND PAYROLLING SYSTEM

County users can send e-forms via a new *Electronic Forms* screen. The new *Electronic Forms* screen is accessed on the *Case Home* screen for recipients, and the *Provider* tab for providers, by selecting the *Electronic Forms* tab on the *Forms/Correspondence* screen (See Figure 1) in CMIPS from the left navigation pane. The *Electronic Forms* screen allows county users to create, edit, send, review, and approve or reject electronic forms. The *Electronic Forms* screen, like the *Forms/Correspondence* screen, will maintain a history of electronic forms. When generating an electronic form, CMIPS will pre-populate specific data fields and allow county users to add additional information to the form.

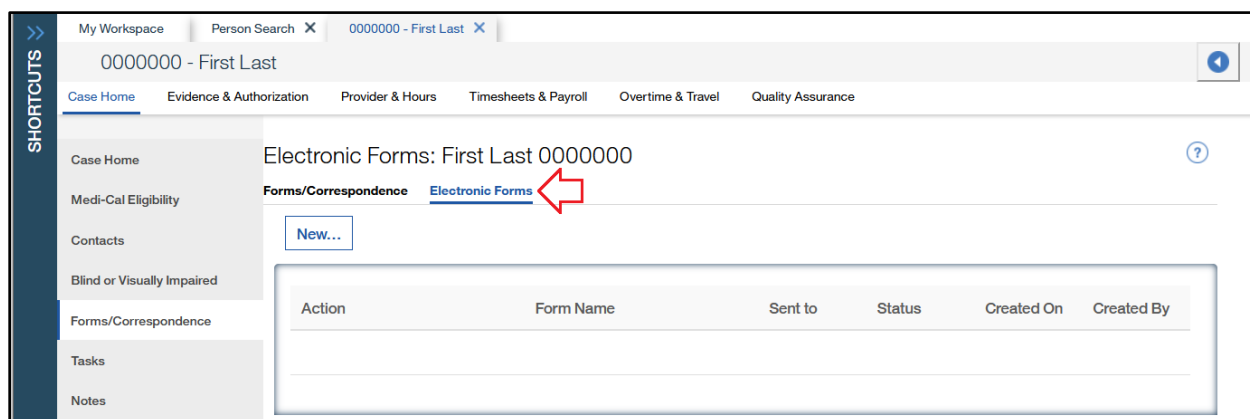
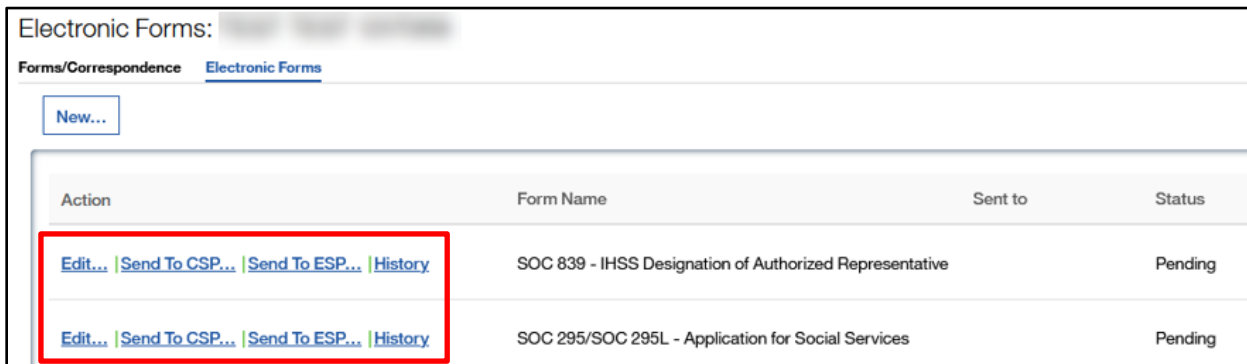


Figure 1- Electronic Forms Screen in CMIPS

When a county user selects the *New...* button on the *Electronic Forms* screen, the *Create Electronic Form* pop-up screen will be displayed where county users can select one or more of the forms listed using the check boxes to the left of the form name. The *Language* field defaults to the recipient's or provider's written language if that language has a translated option available. The county user may select a different language from the list to generate the electronic form in that language. After choosing any of the available forms and selecting the *Save* button, those form(s) are created in *Pending* status. County users will see any *Pending* forms that they created (See Figure 2 on the next page) on the *Electronic Forms* screen. County users will have the option to *Edit*, *Send To CSP*, *Send To ESP* or view the *History* of the electronic form in *Pending* status by selecting the corresponding action link.



Electronic Forms: [Redacted]

Forms/Correspondence Electronic Forms

[New...](#)

Action	Form Name	Sent to	Status
Edit... Send To CSP... Send To ESP... History	SOC 839 - IHSS Designation of Authorized Representative		Pending
Edit... Send To CSP... Send To ESP... History	SOC 295/SOC 295L - Application for Social Services		Pending

Figure 2 - Forms in Pending Status on Electronic Forms Screen

County users must then choose a delivery method for the e-form(s) to be completed by the recipient or provider. The options are electronic delivery to the recipient/provider via the ESP, or via the CSP where a county user can gather an electronic signature using a device such as a tablet, laptop, or other mobile device with standard internet access. When a county user selects *Send To CSP* the *Send Electronic Form to CSP* pop-up screen will display. From this screen, county users can send the e-form(s) to their CSP account or another county user's CSP account to review with recipients or providers during in-person visits, assessments, and reassessments. Selecting *Send To ESP* will display the *Send Electronic Form to ESP* pop-up screen, which will enable e-form(s) to be sent electronically to the recipient/provider via the ESP to view and electronically sign the forms.

After sending the e-form, the form's status will update to *Sent* on the *Electronic Forms* screen in CMIPS. The *Sent to* column will display who the e-form was sent to, either the county user, the recipient, or the provider. Whether the e-form is sent to a county user in the CSP, or to a recipient or provider in the ESP, county users can resend the e-form by either method. County users can resend it to their CSP account or change who the e-form was sent to in the CSP by selecting the *Resend to CSP* link and searching for a different county user from the *Send Electronic Form to CSP* pop-up screen. County users can resend the e-form to a recipient or provider in the ESP by selecting the *Resend to ESP* link.

ACCESSING E-FORMS IN THE CASE MANAGEMENT INFORMATION AND PAYROLLING SYSTEM SERVICES PORTAL

Once an e-form is sent to the CMIPS Services Portal (CSP) from CMIPS, a county user can access the form(s) through their CSP account while on an in-person home visit, or assessment interview. Prior to accessing the CSP, county users need to set up their CSP account. An e-forms job aid providing detailed instructions regarding setting up a CSP account is available on the CommsHub.

The CSP login screen is located at <https://www.csp.ihss.ca.gov/login>. To log in to the CSP, county users will use the same *CMIPS User ID* and *Password* that is used for accessing CMIPS (See Figure 3). For password issues, contact your county's CMIPS Security Administrator.

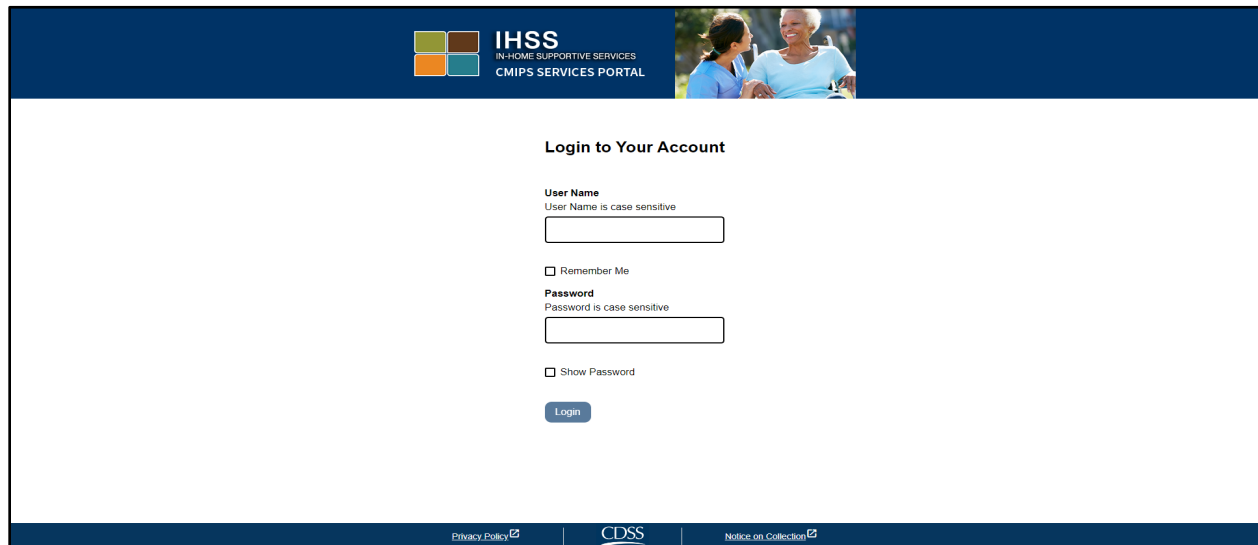


Figure 3 – CMIPS Services Portal Login Screen

To complete the process to log into the CSP, county users are taken to the *Two-Step Verification* screen. When a county user sets up their CSP access, the county user must establish a two-step verification method from the available options: by cell phone (voice call or text), email, or both. A county user will be required to successfully complete the two-step verification process every time they access the CSP.

After successfully logging in and entering a verification code, county users will be taken to the CSP home screen to view-the *Recipient/Provider Selection* screen options (See Figure 4 on the next page). This screen displays a list of recipients and/or providers that have *in-progress* e-forms sent to the county user's CSP account awaiting completion. County users can narrow the search by selecting the person type, either recipient or provider, and entering the case or provider number or the last name of the recipient or provider.

Figure 4 – Recipient/Provider Selection Screen

Selecting the blue arrow button under the *Forms Center* header (See Figure 4) takes the user to the selected *Recipient Forms Center* screen (See Figure 5) or *Provider Forms Center* screen.

Figure 5 – Recipient Forms Center Screen

The recipient's or provider's Form Center displays the individual e-forms in the CSP for the selected recipient or provider. Unopened e-forms are displayed in bold font. Selecting the row for an e-form displays a link to open the e-form and allows a county user to complete the e-form with the recipient or provider. After filling out the form and having the recipient or provider sign the e-form by checking the *Acknowledgment Checkbox*, county users can click on the *Save* button to save any information entered. The CSP e-forms go through electronic validation to prevent users from electronically

signing incomplete forms. County users can then click the *Submit* button at the end of the form to submit the form to CMIPS for review.

ACCESSING E-FORMS IN THE ELECTRONIC SERVICES PORTAL FOR RECIPIENTS AND PROVIDERS

After generating and sending an e-form to the Electronic Services Portal (ESP) from CMIPS, the recipient or provider will receive a message in their ESP Message Center and an email or text notification based on their preference set up in the *Notification Preference* section on the *My Preference* screen in their ESP account. Recipients and providers can choose to be notified by email, text, or both. The email/text notification will direct the recipient or provider to log in to the ESP to view the e-form.

The ESP Message Center will include a new header for *Electronic Forms* messages in addition to the existing *Inbox* header. Any unopened *Electronic Forms* messages are displayed in bold. Messages that were sent with a *High Priority* designation will display a red exclamation point to the left of the ESP message. Selecting the message will expand the message displaying the name of the form, the due date, and a link to complete the e-form along with instructions about how to complete and return e-forms via the ESP.

After filling out the form and signing the e-form by checking the *Acknowledgment Checkbox*, recipients and providers can click on the *Submit* button at the end of the form. The ESP e-forms go through electronic validation to prevent the recipient/provider from electronically submitting an incomplete form. After signing and submitting, the e-form is sent to CMIPS for review by the case owner.

NOTE: An IHSS Electronic Forms/E-Forms Recipient and Provider User Guide can be found on the CommsHub.

REVIEWING SUBMITTED CASE MANAGEMENT INFORMATION, AND PAYROLLING SYSTEM SERVICES PORTAL AND ELECTRONIC SERVICES PORTAL E-FORMS IN CMIPS

Once an electronic form has been completed, signed, and submitted via the CSP or the ESP, the status of the form will change in CMIPS to *Ready for Review* on the *Electronic Forms* screen. County users will have the option to view, accept, reject, or view the history of the electronic form in the *Ready for Review* status by selecting the corresponding action link. County users can review a PDF of the e-form by selecting the *View* link from the *Action* column on the *Electronic Forms* screen. After review, users can accept or reject the form by selecting the '*Accept...*' or '*Reject...*' links from the *Action* column.

If an e-form is submitted via the CSP by someone other than the Case Owner, a task is sent to the Case Owner. If an e-form is submitted via the CSP by the Case Owner a

task is not generated. If an e-form is submitted via the ESP by a recipient or provider, a task for review is generated in CMIPS. If the e-form is for a recipient, the task goes to the Case Owner's Work Queue. If the e-form is for a provider, the task goes to the new Provider Electronic Forms work queue. The e-form tasks will display a *Primary Action* item to review the e-form and there is no escalation process. Once the county user selects the task, they can scroll down to *Primary Action* section that lists the link to the *Electronic Form for Review*.

County users that have access to the existing Provider Management work queue as of the February 2024 e-forms implementation will automatically be given access to the Provider Electronic Forms work queue. Additionally, the county's Work Queue Administrator for the Provider Management work queue will be made the administrator for the Provider Electronic Forms work queue. After the e-forms initial implementation in February 2024, the county will be responsible for adding/removing CMIPS User IDs in the Provider Electronic Forms work queue manually through their local CMIPS Security Administrator.

ACCEPTING AN E-FORM IN THE CASH MANAGEMENT INFORMATION, AND PAYROLLING SYSTEM

An e-form acceptance signifies the acceptance by the Case Owner that the form is completed. This is a separate process from recipient case approval/renewal or provider enrollment approval. Selecting *Accept* for an e-form in *Ready For Review* status displays and renders the e-form as a PDF file stored on the *Completed Electronic Forms* screen (See Figure 6) on the *Attachments* tab.

The screenshot displays the 'Completed Electronic Forms' screen within the CMIPS system. The interface includes a sidebar on the left with navigation links: Case Home, Medi-Cal Eligibility, Contacts, Blind or Visually Impaired, Forms/Correspondence, Tasks, Notes, Inter-County Transfers, State Hearings, Status History, User Roles, Attachments (selected), and Message Center. The main content area is titled 'Completed Electronic Forms:' and features a search criteria section with 'From Date' and 'To Date' input fields, a calendar icon, and 'Search' and 'Reset' buttons. Below the search section is a table with the following data:

Action	Form Name	Sent to	Status
View History	SOC 838 - IHSS Recipient Request For Assignment of Authorized Hours For Provider	[Redacted]	Accepted
View History	CR 6181 - Interpreter Services Statement and Confidentiality Agreement	[Redacted]	Accepted

Figure 6 – Completed Electronic Forms Screen

County users can view or print PDF copies of previously accepted e-forms from the *Completed Electronic Forms* screen. The *Completed Electronic Forms* screen shows (by default) the prior three months of accepted e-forms.

After an e-form submitted from the CSP or the ESP has been accepted in CMIPS, the recipient or provider will receive a message in their ESP Message Center and an email/text notification. The email/text notification will direct the recipient or provider to log in to the ESP to view the completed electronic form. The ESP message will include the name of the form and a link to view or download a PDF copy of the e-form.

REJECTING AN E-FORM IN THE CASE MANAGEMENT INFORMATION AND PAYROLLING SYSTEM

Reasons forms may be rejected can include, but are not limited to, incomplete information, not being returned in a timely manner, and services no longer needed. Similar to the paper forms process, delays in e-form completion may impact recipient case approval/renewal or provider enrollment. If a Case Owner finds it necessary to reject a form, the Case Owner will follow their current county business process for rejecting forms. Counties should work with the recipient or provider to resolve the issue.

Selecting *Reject* for an e-form in *Ready For Review* status will display the *Reject Electronic Form* pop-up screen. The *Reject Electronic Form* pop-up screen allows the county user to *Reject Form* or *Edit and Resend* the e-form. If the county user chooses to reject the e-form, they are prompted to enter a comment stating why the e-form was rejected. The *Comments* field is limited to 200 characters. No further editing, accepting, or rejecting of this e-form is permitted after it is rejected.

Selecting the *Edit and Resend* button places the e-form back in *Pending* status and returns the user to the *Electronic Forms* screen. This allows additional edits to be made to the form with the option to send it to their CSP account to access while on an in-person home visit or assessment interview, or send the e-form to the recipient or provider for additional information through the ESP. After resending the e-form through the ESP, the recipient or provider will receive a message in their ESP Message Center and an email or text notification will be sent to them based on their communication preference. The email/text notification will direct the recipient or provider to log in to the ESP to view the electronic form that was returned to them to add the additional information. The ESP message will include the name of the form and a link to complete the form and resubmit it.

E-FORMS REQUIRING A THIRD-PARTY SIGNATURE

E-forms requiring a third-party signature are IHSS recipient forms that require signatures from persons outside of the IHSS program (e.g., a doctor or medical professional). The e-forms requiring a third-party signature are delivered electronically from CMIPS to recipients via the ESP Message Center. As previously mentioned in this ACL, the e-forms requiring a third-party signature are SOC 321, SOC 821, SOC 873 and SOC 873L, and SOC 874 and SOC 874L. County users can send these e-forms requiring a third-party signature using the existing *Forms/Correspondence* screen in

CMIPS. The *Forms/Correspondence* screen is accessed on the *Case Home* screen for recipients in CMIPS from the left navigation pane. When the above forms are sent to a recipient's ESP and the written language indicated in CMIPS is a supported threshold language other than English, recipients will receive two forms in their ESP Message Center: An English version to provide to the third-party, and another in their supported threshold language.

When a user selects the *New...* button on the *Forms/Correspondence* screen, the *Create Form* pop-up screen will be displayed. From there, county users can select *e-form requiring a third-party signature* one at a time by checking the box to the left of the form name. The *Print* field provides users the option to send the form electronically to recipients by selecting *Send Electronic Copy to ESP* from the drop-down menu. When generating an *e-form requiring a third-party signature*, CMIPS will pre-populate known data fields, and county users will not be able to edit the information. After choosing one of the available forms and selecting the *Save* button, the selected form is updated to a status of *Sent to ESP*.

After generating and sending an *e-form requiring a third-party signature* to the recipient's ESP account from CMIPS, the recipient will receive a message in their ESP Message Center and an email or text notification will be sent to the recipient based on their communication preference. The email/text notification will direct the recipient to log in to the ESP to view the message. The *e-forms requiring a third-party signature* will be delivered to the existing Inbox folder in the ESP Message Center. Selecting a message will expand the message displaying the name of the form, the due date, and a link to the *e-form requiring a third-party signature* for downloading and printing. The *e-forms requiring a third-party signature*, such as the SOC 873 In-Home Supportive Services (IHSS) Program Health Care Certification Form, can be provided to the doctor/medical professional once the form is downloaded and saved or printed by the recipient.

Once completed and signed by the third-party, recipients must return the form to their county IHSS office. County users shall then upload the signed form into CMIPS using the Document Import process as described in [ACL No. 22-75](#).

Additional resources (e-Forms Job Aid, CMIPS Self-Paced Training, CMIPS User Manual) are available to learn more about e-Forms and the CSP. Questions regarding the content of this ACL may be directed to the Systems Operations and Training Bureau within the Adult Programs Divisions' CMIPS and System Enhancements Branch at CMIPSI-Requests@dss.ca.gov.

Sincerely,

Original Document Signed By

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

cc: CWDA