

July 17, 2024

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 24-49

This All County Letter serves to inform counties of a new Standardized Employment Verification Letter and Wage Verification Form to respond to requests for In-Home Supportive Services provider employment and wage verifications.



KIM JOHNSON
DIRECTOR

CALIFORNIA HEALTH & HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



GAVIN NEWSOM
GOVERNOR

July 17, 2024

ALL COUNTY LETTER NO. 24-49

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

SUBJECT: IN-HOME SUPPORTIVE SERVICES/WAIVER PERSONAL CARE
SERVICES EMPLOYMENT AND WAGE VERIFICATION
STANDARDIZED FORMS

REFERENCE: [ALL COUNTY LETTER 24-28 \(APRIL 15, 2024\)](#)

The purpose of this All County Letter (ACL) is to inform counties of a new standardized Employment Verification Letter and Wage Verification Form that has been added to the Electronic Services Portal (ESP) and the Case Management and Information Payrolling System (CMIPS) to respond to requests for In-Home Supportive Services/Waiver Personal Care Services (IHSS/WPCS) provider employment and wage verifications.

Background

As the primary point of contact, In-Home Supportive Services (IHSS) County and Public Authority teams are responsible for responding to employment and wage verification requests for IHSS providers. To complete this task, county and public authority teams have developed their own response procedures and form letters utilizing the available payment screens or reports in CMIPS. As a result, there are inconsistencies across the state in what information is provided.

To ensure statewide consistency, streamline the process and reduce county workload, CDSS has created a new standardized Employment Verification Letter and Wage Verification Form for counties to use when responding to verification requests. As of June 24, 2024, the Employment Verification Letter and Wage Verification Form is also available in ESP for providers to download independently as needed.

Employment Verification Letter and Wage Verification Form

The standardized Employment Verification Letter and Wage Verification Form is now available for county use in CMIPS. The Employment Verification Letter (Figure 1)

provides employment information commonly requested for IHSS/ WPCS providers. The letter contains self-populated fields and displays the provider's current employment status for the date range requested.

IN-HOME SUPPORTIVE SERVICES (IHSS) / WAIVER PERSONAL CARE SERVICES (WPCS) EMPLOYMENT and WAGE VERIFICATION INFORMATION FORM							
04/11/2024	Name:						
	Last 4 of SSN:						
	Provider Number:						
To whom it may concern:							
<p>We received your request for wage/employment verification for the above named In-Home Supportive Services (IHSS) Provider. The California Department of Social Services (CDSS) or County is not the employer of record for IHSS or Waiver Personal Care Services (WPCS) providers, and cannot provide information regarding employee performance, medical conditions, or leave balances because IHSS providers are employed by the person receiving IHSS. IHSS and WPCS providers are neither county, Public Authority, nor state employees. However, CDSS does perform IHSS/WPCS provider payroll functions on behalf of the employer(s) of record (the IHSS recipient).</p> <p>The payroll records for the IHSS/WPCS Provider identified above were reviewed. Please accept this letter as verification of employment and wages.</p>							
<table border="1"><tr><td colspan="2">Title: IHSS/WPCS Care Provider</td></tr><tr><td>Begin Date:</td><td>End Date:</td></tr><tr><td colspan="2">Employment Status:</td></tr></table>		Title: IHSS/WPCS Care Provider		Begin Date:	End Date:	Employment Status:	
Title: IHSS/WPCS Care Provider							
Begin Date:	End Date:						
Employment Status:							
<p>IHSS/WPCS providers are paid semi-monthly. The first pay period is from the 1st to the 15th. The second pay period is from the 16th to the last day of the month. Providers are typically paid in arrears.</p> <p>IHSS/WPCS providers are paid for services performed for their recipients, and also may be eligible to receive payment for travel time, and sick leave.</p> <p>Hours worked may vary and are determined by the person receiving care. Providers receive overtime pay after working 40 hours within a week (Sunday -Saturday) at the rate of time and a half. Provider hourly wage rates are set according to the county they provide service in.</p> <p>If you have questions about this verification, please contact the IHSS Provider indicated above.</p> <p>Thank you.</p>							

Figure 1 - Employment Verification Form

The "Title" will display *IHSS, WPCS or IHSS/WPCS Care Provider* depending on the programs the Provider works for.

The "Begin Date" displays the initial hire date from the Provider Details screen in CMIPS.

The "End Date" displays the date that an inactive provider was terminated from their last case. The End Date will be blank for a provider assigned as Active or on Leave on any case.

Providers who are currently assigned as Active or On Leave on any case will display as *Active* for their Employment Status.

Providers who are terminated on all cases they have been previously assigned to will display as *Inactive* for their Employment Status.

Providers who have no history of being assigned to any case will display as *No Record of Employment as an IHSS/WPCS Provider* for their Employment Status.

The Employment Verification Letter can be created on its own or can include a Wage Verification Form if requested.

The Wage Verification (Figure 2) Form is included as additional pages to the Employment Verification Letter.

Provider Name			000012345		Payments Issued: 01/01/2022 - 04/11/2024		
Pay Period	Issued Date	Warrant	Gross	Total Hours	Rate	Hours Paid as Overtime	Overtime Rate
12/01/2021	01/10/2022	00000000	\$ 0000.00	00:00	\$ 00.00	00:00	\$0.000
12/16/2021	01/06/2022	00000000	\$ 0000.00	00:00	\$ 00.00	00:00	\$0.000
01/01/2022	01/21/2022	00000000	\$ 0000.00	00:00	\$ 00.00	00:00	\$0.000

Figure 2 – Wage Verification Form

The Wage Verification Form lists all warrants issued to the provider in a time frame selected by the provider or county user using Start and End dates. The length of the time frame is limited to the current year, plus previous two calendar years.

Details included for each warrant on the Wage Verification form includes:

- Pay Period
- Issued Date
- Warrant Number
- Gross Payment
- Total Hours Paid
- Rate
- Hours Paid as Overtime
- Overtime Rate

If there are no payments issued to the provider in the time frame selected, a message will display on the wage verification list, *“There are no payments issued to the provider in the date range selected.”*

Issued Dates for Advance Pay providers are determined by the dates they submit their reconciling timesheets, similar to how wages are reported for their W-2 tax forms.

Requesting Employment and Wage Verifications in the Case Management and Information Payrolling System

A “Print Verification Form...” button (Figure 3) has been added to the Payment Search screen for providers in Case Management and is available to all County/WPCS CMIPS security roles.

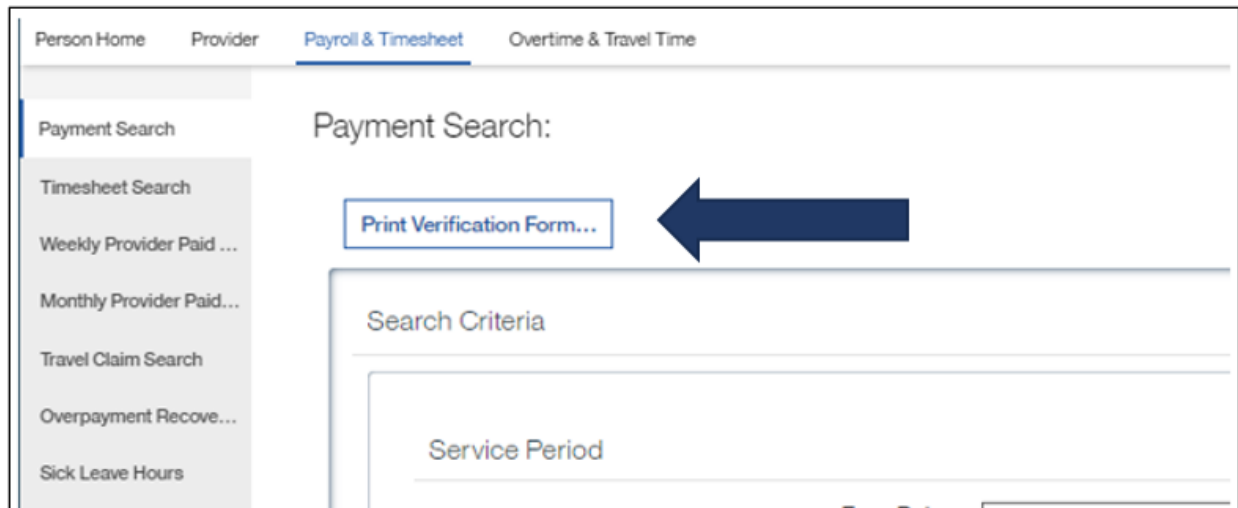


Figure 3 – Print Verification Form

County users may select from an Employment Verification Letter, or Employment Verification Letter with Wage Verification. If also requesting a wage verification, users must enter From and To Dates. (Figure 4)

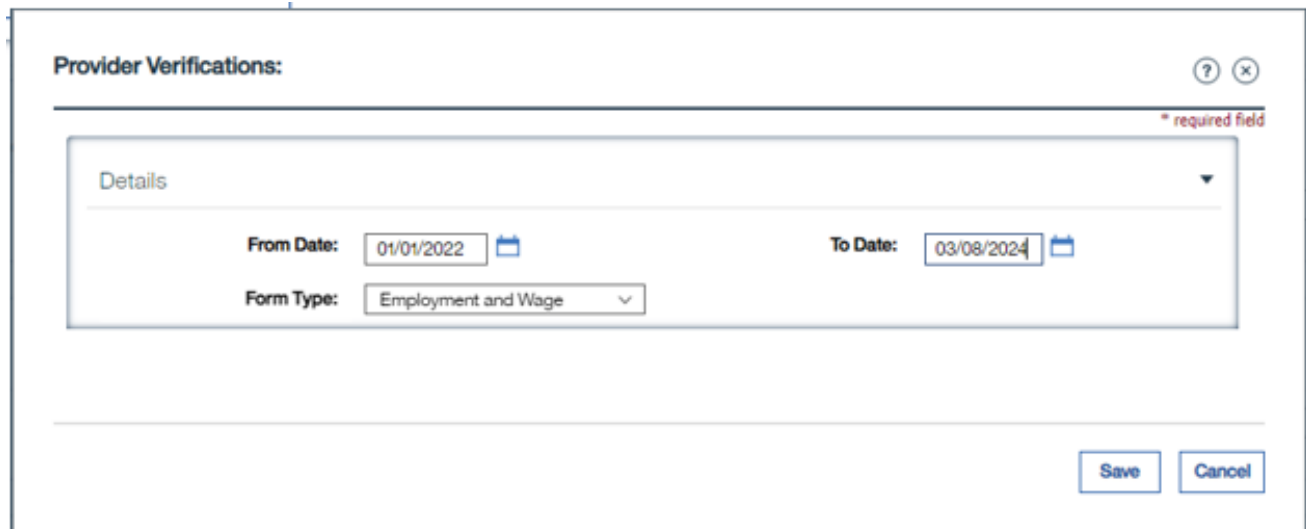


Figure 4 – Provider Verifications Popup

After clicking the save button, you will automatically be taken to the Form/Correspondence screen (Figure 5 on next page) to download the requested form.

Action	Name	Language	Status	Date Time
View Edit...	Employment And Wage Verification	English	Pending	02/15/2024 09:28
View Edit...	Employment Verification	English	Pending	02/15/2024 09:28

Figure 5 – Provider Forms/Correspondence

A form will be in Pending status once requested. The batch cycle to print requested the requested forms runs every 15 minutes. Forms will print to the CMIPS printer assigned to the user who requests the form. The form is saved on the Forms screen can be viewed and printed on demand again if needed.

Users must be assigned to a CMIPS printer for the requested form to generate and print at the completion of the batch cycle. Users should contact their county security officers to be assigned to a CMIPS printer as described in [Chapter 10 - System Security Section 3.1.4](#) of the CMIPS User Manual.

An update in a future release is planned to allow a user with no CMIPS printer assigned to generate the form so that it can be viewed and printed on demand.

The CMIPS Users can refer to [Chapter 8 – Payroll Section 2.3 in the User Manual](#) for complete instructions on printing employment and wage verification forms.

Providers Requesting Employment and Wage Verifications in the Electronic Services Portal

The Employment/Wage Verification screen has been added to the Financial Menu on the ESP as another self-service option to providers with ESP access. Providers will be able to request and download the same standardized Employment Verification and Wage Verification Form that is available to counties.

A “What’s New” message will be posted to inform providers on ESP to learn about the new self-service option:

XX/XX/XXXX – Employment and Wage Verifications

You now have the ability to download Employment and Wage Verification forms directly through the IHSS ESP on the Wage/Employment Verifications screen in the Financial menu.

Employment and Wage Verification forms provide information about your current employment status and payroll history as an IHSS/WPCS provider.

Visit the Verifications Training page to learn how to download employment and wage verifications.

A new wage verifications training entry will also be posted to the Training screen with step-by-step instructions for downloading an Employment/Wage verification form:

How to Request an Employment Verification Letter and Wage Verification

1. *Click the Financial menu item and select Wage/Employment Verifications*
2. *Select Request New Verification*
3. *Select Employment Verification Letter or Employment Verification Letter and Wage Verification*
 - *If selecting Employment Verification Letter, select Employment Verification Letter and select Request Verification*
 - *If selecting Employment Verification Letter and Wage Verification, select a Start Date, and End Date. Then select Request Verification. All payments issued to you in the date range you select will be listed on the Wage Verification.*
4. *Select the Download button in the Requested Verifications section to download your Verification form on the Employment/Wage Verifications screen.*
 - *A form in Pending Status may not be ready to download for a few minutes. You will receive an email or text message once your form is ready to download.*

Once providers submit a request for a form on ESP, they will be notified on-screen that it may take a few minutes for the form to be ready for download and that an email or text message will be sent to the provider to inform them their verification form is ready to download.

An email message with the subject line “Verification Document Ready for Download” will be sent to providers once the form is available to be downloaded.

The message in the body of the email and text message is the same:

*“Your <Employment, Employment/Wage> verification form is now ready for download on the IHSS Electronic Services Portal (ESP).
Access the Employment/Wage Verification screen to download your requested form.”*

A form that is not available for download yet will display as Pending Status in the Requested Verifications section of the Employment/Wage Verification Screen.

No updates are made to Case Management, such as a Case Note when a provider uses the self-service option on the ESP.

In-Home Supportive Services/Waiver Personal Care Services Employment/Wage Verification Request Form

The [IN-HOME SUPPORTIVE SERVICES \(IHSS\) / WAIVER PERSONAL CARE SERVICES \(WPCS\) EMPLOYMENT / WAGE VERIFICATION REQUEST FORM \(SOC 2301A\)](#) is available for download on the [CDSS Forms/Brochures](#) page for providers who wish to submit a paper request form to counties for an Employment/Wage verification.

County Responsibilities

While IHSS/WPCS providers will have self-service options on the ESP to create the verification forms, counties are responsible for providing these forms when requested. Counties must obtain a signed authorization to release information if the county is being asked to send the employment verification to a third party.

Counties and public authorities may follow existing procedures when providing requested information to entities. The Employment Verification Letter and Wage Verification Request form contain employment and payroll information for both the IHSS and WPCS programs in all counties the provider has worked to ensure the provider is receiving a complete Employment and Wage Verification Form. The form can't be modified to include only payroll information from one county or program the provider worked in.

If wages need to be verified prior to the dates available on the verification form, providers with access to the ESP can download earning statements in any pay period where they have been issued payment. Providers who received W-2 tax forms are able to download their W-2 for the most recent four tax years on the ESP.

Counties should continue to use existing procedures to assist providers when assistance is needed.

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