

April 10, 2025

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 25-22

The purpose of this All County Letter (ACL) is to inform counties about the implementation of the Multiple Wage Rates (MWR) automation solution in Case Management, Information and Payrolling System (CMIPS), developed to address the increasing demands of paying In-Home Supportive Services (IHSS) providers and Waiver Personal Care Services (WPCS) providers different wage rates within the same month as a result of the statewide implementation of the Back-Up Provider System (BUPS), to minimize manual process for IHSS staff both at the county and the state, and to ensure timely payroll processing.



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GAVIN NEWSOM
GOVERNOR

April 10, 2025

ALL COUNTY LETTER NO. 25-22

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

SUBJECT: MODIFICATIONS TO THE CASE MANAGEMENT, INFORMATION,
AND PAYROLLING SYSTEM FOR MULTIPLE WAGE RATES FOR
IN-HOME SUPPORTIVE SERVICES PROVIDERS AND WAIVER
PERSONAL CARE SERVICES PROVIDERS

REFERENCE: [ALL COUNTY LETTER \(ACL\) 11-12 \(JANUARY 26, 2011\)](#);
[ACL 16-01 \(JANUARY 7, 2016\)](#); [ACL 20-29 \(MARCH 30, 2020\)](#);
[ACL 20-139 \(DECEMBER 17, 2020\)](#); [ACL 22-18 \(MARCH 9, 2022\)](#);
[ACL 22-25 \(MARCH 18, 2022\)](#); [ACL 22-65 \(AUGUST 2, 2022\)](#); AND
[ACL 22-105 \(DECEMBER 7, 2022\)](#); [ASSEMBLY BILL 135](#);
[SENATE BILL 187 \(CHAPTER 50, STATUTES OF 2022\)](#);
[WELFARE AND INSTITUTIONS CODE SECTION 12300.5 AND](#)
[SECTION 12300.6](#)

The purpose of this All County Letter (ACL) is to inform counties about the implementation of the Multiple Wage Rates (MWR) automation solution in Case Management, Information and Payrolling System (CMIPS), developed to address the increasing demands of paying In-Home Supportive Services (IHSS) providers and Waiver Personal Care Services (WPCS) providers different wage rates within the same month as a result of the statewide implement of Back-Up Provider System (BUPS), to minimize manual process for IHSS staff both at the county and the state, and to ensure timely payroll processing.

BACKGROUND

On July 16, 2021, Assembly Bill 135 was signed by Governor Gavin Newsom, which added [Welfare and Institutions Code \(WIC\) Section 12300.5](#), allowing the California Department of Social Services (CDSS), in consultation with stakeholders, to create the framework for a permanent Back-Up Provider System (BUPS).

On June 30, 2022, Governor Newsom signed into law [Senate Bill 187 \(Chapter 50, Statutes of 2022\)](#), which added [WIC Section 12300.6](#). This section establishes the framework for an ongoing BUPS for IHSS that was implemented on October 1, 2022. Under the BUPS, a

recipient would be eligible to receive temporary IHSS or WPCS from a back-up provider if they have an urgent need for personal care services that cannot be met by an existing provider, or the urgent need cannot be met because the recipient is transitioning to home-based care and does not yet have an identified provider.

Pursuant to WIC Section 12300.6(f), back-up providers are paid a wage differential that is two dollars (\$2.00) above the current county or public authority locally negotiated wage rate for an IHSS/WPCS provider.

Currently, CMIPS does not have the ability to pay a provider different wage rates within the same month. As a result, counties were required to submit a payment request to CDSS if a provider's status changed from a back-up attendant to back-up provider, or back-up provider to a regular provider, or vice versa, to ensure the provider was appropriately compensated. The changes to CMIPS will allow county workers of the IHSS/WPCS programs to assign back-up providers and back-up attendant providers at the regular pay rate if the recipient hires them permanently. These changes will allow providers to be paid at multiple wage rates during a single month.

Additionally, if a recipient chooses to hire their back-up provider as their regular, permanent provider, counties cannot process the change until the beginning of the next month. When an IHSS recipient tried to hire a back-up provider through the Electronic Services Portal (ESP), the provider could only be hired as a regular provider. This created an issue because the back-up provider could not be paid the correct differential rate. Furthermore, when the back-up provider's hours were exhausted, county workers had to submit a request to CDSS for the payment to be adjusted to the appropriate rate. This added extra work for the county and caused delays in processing payments to the provider. The changes being made to CMIPS will allow county workers to assign providers to the appropriate Provider Type to ensure they are compensated accurately and timely. The enhancements to CMIPS are scheduled to be released in production on April 26, 2025.

COUNTY RESPONSIBILITIES

In operating the BUPS, counties and public authorities shall be responsible for:

- Recruiting, enrolling, and making reasonable efforts to identify and recruit any available provider, to the extent possible, into the county BUPS.
- Responding to recipient requests for an emergency back-up provider.
- Referring recipients to one or more back-up providers, if available and consistent with the recipient's preferences and needs. This shall not be construed to require the county or public authority to ensure the provision of BUPS in the event the county or public authority is unable to locate an available provider for referral.
- Entering information into CMIPS for purposes of tracking and making payments to back-up providers.

When counties receive a request for a back-up provider and have determined the recipient is eligible for back-up provider hours, based on criteria established in [ACL 22-65](#), county workers shall utilize the process outlined in this ACL to assign a back-up provider to a case.

Subsequently, when the county is notified that the recipient has decided to hire their back-up provider as their ongoing provider, the county worker shall end-date the back-up provider segment and create a new provider hours segment.

Please note: if the provider type is not updated, the provider will automatically be compensated at the regular county rate for hours claimed that exceed the allotted back-up provider hours.

MODIFICATION AND ENHANCEMENTS TO CASE MANAGEMENT INFORMATION AND PAYROLLING SYSTEM



When a provider is assigned as a Back-Up Provider (BUP) or a Back-Up Attendant Provider (BUAP), to the recipient's case, providers that are registered with the Electronic Services Portal (ESP) will receive an email notification to inform them of their new role. Providers that are not registered with ESP will receive a system-generated paper mailing notification (CMIPS 0006). The CMIPS 0006 notification will be generated and printed at the local county printer.


ASSIGN CASE PROVIDER SCREEN


The Case Providers Screen in CMIPS displays a list of providers assigned to a case. From this screen, users can assign a case provider, modify provider records, inactivate providers from the case, view personal records, and view workweek agreement records. To ensure appropriate compensation for providers when assigning them to a case, modifications have been made to the IHSS and WPCS Hours sections of *the Assign Case Provider Screen* in CMIPS (see Figure 1). The Back-Up Provider check box has been removed, and the following fields have been added:

- Provider Type:
 - Regular Provider (default selection)
 - Back-Up Provider
 - Back-Up Attendant Provider (available to Los Angeles County only)
- Differential Pay Rate – This field will reflect the pay rate of \$2.00/hour if the Provider Type is Back-Up Provider and \$3.00/hr if the Back-Up Attendant Provider is selected by Los Angeles County
- Max Differential Pay Rate Hours (HH:MM) – This field allows the county to assign the number of hours for the Back-up provider.


Details

Provider Name: *  

Relationship to Recipient: * 

Print Initial Timesheet: * Electronic 

Timesheet Review: ☐

Provider has Workweek Agreement with Travel: * 

County Use Comments:

The screenshot displays two sections: "IHSS Hours" and "WPCS Hours".

IHSS Hours Section:

- Provider Type:** * Regular Provider (dropdown menu, indicated by a red arrow)
- Begin Date:** (calendar icon)
- End Date:** (calendar icon)
- Pay Rate:** \$0.00 (text input, magnifying glass icon)
- Differential Pay Rate:** \$0.00 (text input, indicated by a red arrow)
- Assigned Hours (HH:MM):** (time input)
- Max Differential Pay Rate Hours (HH:MM):** (time input, indicated by a red arrow)
- Provider Assigned Hours Form:** ☐

WPCS Hours Section:

- WPCS Provider Type:** * Regular Provider (dropdown menu)
- WPCS Begin Date:** (calendar icon)
- WPCS End Date:** (calendar icon)
- WPCS Pay Rate:** \$0.00 (text input, magnifying glass icon)
- WPCS Differential Pay Rate:** \$0.00 (text input)
- WPCS Max Differential Pay Rate Hours (HH:MM):** (time input)

(Figure 1- Assign Case Provider Screen)

CREATE PROVIDER HOURS SCREEN

Additionally, provider hours can be assigned using the *Create Provider Hours Screen*. Similar changes have been made to this screen for IHSS/WPCS to remove the Back-up Provider checkbox and capture the following (see Figure 2):

- Provider Type:
 - Regular Provider
 - Back-up Provider
 - Back-up Attendant Provider (Los Angeles County only)
- Max Differential Pay Rate
- Max Differential Pay Rate Hours (HH:MM)

The screenshot shows the "Create Provider Hours" screen with a "Provider Hours" section.

Provider Hours Section:

- Provider Type:** * Regular Provider (dropdown menu, indicated by a red arrow)
- Begin Date:** * 12/19/2024 (calendar icon)
- End Date:** (calendar icon)
- Pay Rate:** * \$0.00 (text input, magnifying glass icon)
- Differential Pay Rate:** \$0.00 (text input, indicated by a red arrow)
- Assigned Hours (HH:MM):** (time input)
- Max Differential Pay Rate Hours (HH:MM):** (time input, indicated by a red arrow)
- Provider Assigned Hours Form:** ☐

Buttons at the bottom: Save, Save & New, Cancel.

(Figure 2 - Create Provider Hours Screen)

VIEW CASE PROVIDER SCREEN

The Back-up Provider column was replaced by the Provider Type column in the *View Case Provider Screen* in the Provider Hours Section. The Differential Pay Rate Column was also added to the View Case Provider Screen in the Provider Hours section, between the Pay Rate and Status columns so the county can see the assigned differential pay rate depending on the Provider Type selection. Provider Type can be regular provider (\$0.00), back-up provider (\$2.00), or back-up attendant provider (\$3.00) (Los Angeles only) (see figure 3).

Provider Hours								
Action	Begin Date	End Date	Provider Type	Assigned Hours	Pay Rate	Differential Pay Rate	Status	
Edit...	02/01/2025	12/31/9999	Back-up Provider	89:40	\$19.00	\$2.00	Active	
Edit...	01/01/2025	01/31/2025	Regular Provider	89:40	\$19.00	\$0.00	Active	
Edit...	09/01/2024	12/31/2024	Regular Provider	89:40	\$18.50	\$0.00	Active	

(Figure 3 - View Case Provider Screen)

VIEW DIFFERENTIAL PAY RATE HOURS HISTORY SCREEN

A *View Differential Pay Rate Hours History Screen* was added to CMIPS for IHSS/WPCS that allows the county to view the history of providers that were assigned as a back-up provider or back-up attendant provider to the case. This screen is intended to be used as a reference for the counties in case any issues arise regarding differential pay rates. The View Differential Pay Rate Hours History Screen can be accessed from the View Case Provider Screen and shows the following fields (See Figure 4):

- Action
- Provider Type
- Begin Date
- End Date
- Max Differential Pay Rate Hours
- Remaining Differential Pay Rate Hours

Differential Pay Rate Hours History					
Action	Provider Type	Begin Date	End Date	Max Differential Pay Rate Hours	Remaining Differential Pay Rate Hours
Edit...	Back-up Provider	01/01/2025	12/31/9999	12:00	01:13

(Figure 4 - Differential Pay Rate Hours History Screen)

MODIFY DIFFERENTIAL PAY RATE HOURS

A new screen has been added to CMIPS to be able to adjust the back-up provider hours as needed. For example, if the county initially set the Max Differential Pay Rate Hours at 40 hours but realizes it should have been 50 hours, the county can go into this screen and make the changes as applicable. The Modify IHSS/WPCS *Differential Pay Rate Hours Screen* contains the following fields (see Figure 5):

- Provider Type
- Begin Date
- End Date
- Max Differential Pay Rate Hours (HH:MM) (This is the only field on the screen that can be edited.)

Modify WPCS Differential Pay Rate Hours: ? ×

Differential Pay Rate Hours

Provider Type: Back-up Provider Begin Date: 02/01/2024 End Date: 12/31/9999 Max Differential Pay Rate Hours (HH:MM): 00:00

Save Cancel

(Figure 5 - Modify Differential Pay Rate Hours Screen)

NEW SPECIAL TRANSACTION TYPE

With the implementation of the MWR solution, provider payments with a differential pay rate will be issued in two separate warrants, one with the regular pay rate and another with the differential pay. When a provider submits a timesheet, all hours will be initially paid at the default county rate. If any of those hours are associated with the BUP/BUAP assignment types, CMIPS will generate a separate warrant to pay those hours at the differential rate. If a back-up provider submits more than the Max Differential Pay Rate Hours or the recipient's back-up provider hours have been exhausted, the provider will be paid at the regular county rate for the excess hours. For example, a provider is assigned to a recipient's case as a back-up provider from 11/1/2023 – 11/4/2023, and the provider submits a timesheet for a total of 30 hours for November Part A, but the recipient only has 25 back-up provider hours remaining. The CMIPS will process the timesheet, and the 5 hours will be paid at the regular county pay rate, and 25 hours will be paid at the \$2.00 differential rate.

A new Back-up Provider Differential (BUPD) special transaction type has been added, which will be used when a provider is owed differential pay. For example, if the county is informed that a provider was incorrectly assigned as a regular provider for hours worked as a back-up provider, the county can issue a BUPD special transaction to pay the appropriate differential hours retroactively.

The *View Special Transaction Screen* has been updated to reflect the new special transaction, Types of Back-Up Provider Differential, Back-up Attendant Differential (Los Angeles only), and the Reissue button (see Figure 6). In a scenario where a Special

Transaction warrant issued to pay the differential hours is undeliverable, counties can utilize the reissue button to reissue the same Back-Up Provider Differential payment to the provider.

View Special Transaction:

Manage

Reissue...

View Payment Details...

Details

Service Period

From Date: 02/01/2024 To Date: 02/15/2024

Payee Name: S

Amount: \$0.00

Type: Back-up Provider Differential

Rate Override: \$0.00

Hours (HH:MM): 41:00

Special Transaction Number:

Status: Processed

Status Date: 12/12/2024

Program: WPCS

Hours Paid at Overtime Rate: 01:00

Time Entries

Submitted By:

Approved By/Rejected By:

Comments

Close

(Figure 6 - View Special Transaction Screen)

VIEW TIMESHEET SCREEN

A new Related Special Transaction field has been added under the Recipient Name and above the Status Date on the *View Timesheet Screen* (See Figure 7).

The "Related Special Transaction" provides a link to the Special Transaction that was generated to pay the differential hours.

Details	
Provider Number:	Provider Name:
Recipient Number:	Recipient Name:
Type: IHSS Awaits	Related Special Transactions: Back-up Attendant Program
Status: Processed	Status Date: 12/12/2024
Print Method: Electronic	Print Date: 12/12/2024
Service Period From: 10/01/2024	Service Period To: 10/15/2024
Timesheet Number:	Legacy Timesheet Number:
Received Date: 12/12/2024	Mode of Entry: TFF
Large Font Timesheet: No	Late Submission Release Date:

Time Entries [HHMM]	
Case Hours Paid (HHMM): 43:00	Case Hours Not Paid (HHMM): 00:00
Hours Paid at Overtime Rate(HHMM): 03:00	

(Figure 7- View Timesheet Screen)

ELECTRONIC SERVICES PORTAL PAYMENT PROCESSING

In the Electronic Services Portal (ESP), providers will be able to see details related to each payment in the Financial tab. They will also receive email or text message notifications based on their communication preference regarding the new special transaction payment.

MODIFICATIONS TO DATA DOWNLOADS

To assist counties with the back-up provider tracking, the following CMIPS data downloads have been modified to include fields for Provider Type, Differential Pay Rate, Max Differential Pay Rate Hours, and Remaining Differential Pay Rate Hours:

- Provider Management - DATAWLDPROV (Daily and Monthly)
- Terminated Provider Management - DATAWLDTRMPROV (Monthly)

If you have any questions regarding the contents of this ACL, please direct them to the CMIPS and System Enhancements Branch at CMIPSII-Requests@dss.ca.gov.

Sincerely,

Original Document Signed By

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

cc: CWDA