



IHSS Payroll Process

California Department of Social Services
Adult Programs Division

November 1, 2016

In-Home Supportive Services

- IHSS is the largest HCBS program in the United States
 - 500,000+ consumers
 - 400,000+ providers
- Hallmark of IHSS program is that it affords consumers the ability to live safely in their own homes and avoid institutionalization
- IHSS has grown and evolved over the past 40 years and has served hundreds of thousands of Californians

IHSS and CMIPS II

- The Case Management and Information Payrolling System (CMIPS II) processes over **13 million** timesheets per year for almost half a million IHSS cases – and growing
 - CMIPS II pays more employees than the State of California, University of California, and California State University systems combined
 - CMIPS II was updated and centralized in 2013 to accommodate growing need in IHSS program

Timesheets processed

- **100% of all IHSS Timesheets submitted without errors are processed within 10 days of receipt at the TPF – this is over 1.1 million timesheets monthly.**
- Timely payment can be achieved by avoiding these common timesheet errors identified on next slide:

Additional Research shows top 5 reasons for timesheets in pending include:

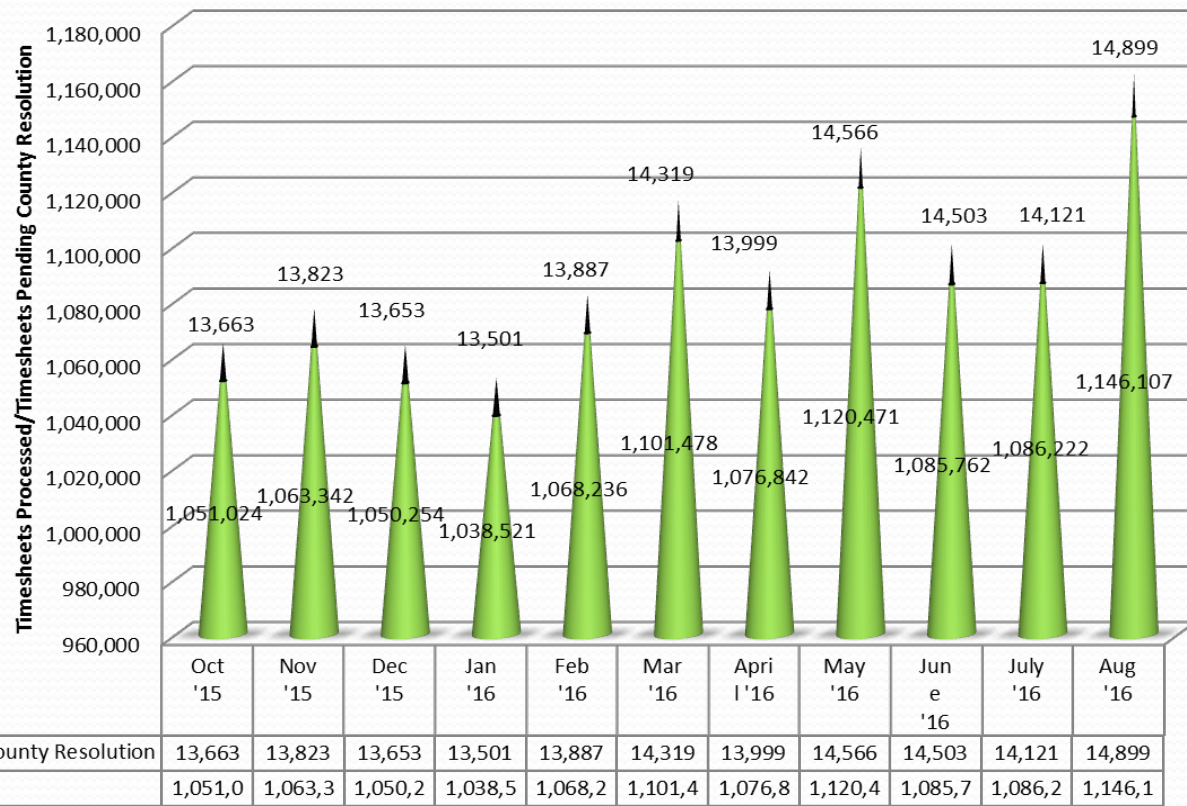
- “Exceptioned” out because the provider had been terminated and was not eligible to be paid.
- Duplicate timesheets that were already paid.
- Blank timesheets.
- Missing provider signatures.
- Unreadable.

Timesheet exceptions

- Timesheets with errors typically comprise 1.3% – or 14,000 – of all monthly timesheets. These timesheets are sent to counties for human handling
- Of the 1.3% or 14,503 timesheets with errors that were sent to counties in June 2016:
 - 16.8%, or 2439, were resolved same day
 - 68.3%, or 9,908, were resolved within 1-10 business days
 - 2.7%, or 384, were processed between 11 - 30 days
 - 12.2%, or 1,772, were still pending resolution on July 11, 2016
 - Only 223 timesheets were in the county queue for more than 20 days

Average Timesheet Processing by Month (All Counties)

100% of Timesheets Processed within 10 business days Submitted with/out errors
1.3% of Timesheets Have Errors - are "excepted" to counties for human handling



Common timesheet exceptions to Counties (1.3%)

- Tasks in CMIPS are sent to county workers to resolve timesheet exceptions.
 - **Timesheet Errors** - Tasks related to errors on a timesheet. Errors can include missing numbers, no time entered, no provider signature, more than 24 hours entered on a single date.
 - **Timesheet Eligibility Errors** - Tasks related to problems with recipient and/or provider eligibility during the service period for which time worked was submitted
 - **Timesheets on Hold** - Tasks related to timesheets held for signature verification and worker holds.
 - **Timesheets Over 70%** - Tasks related to timesheets where over 70% of the total authorized hours are worked in the Part A period.
 - **Payroll Supervisor** - If a task is not reserved from the county work queues within three business days, the task will be escalated to the Payroll Supervisor work queue.

Timesheet exceptions

- Most common reasons for processing delays at the county level:
 - Inability to reach the provider
 - Reissuance of timesheet
 - Timesheet task not closed in CMIPS by county

Other payment delay factors

- USPS Mail time
 - The 10-day clock to be paid begins when the timesheet reaches the TPF in Chico. It **does not** begin when the timesheet is mailed.
 - The State of California, CDSS, vendors, etc., have no control over the United States Postal Service.
- Holidays that impact mail delivery
 - Labor Day weekend 2016 – TPF staff worked overtime to help alleviate backlog
 - Other State Partners do not work on State Holidays
- Human error (provider, consumer, TPF)
- Delays in DOJ background checks

LA Timesheet USPS Incident

- In May 2015, CDSS was alerted that 65,000 fewer timesheets were received at the TPF in Chico. These missing timesheets were traced to the Los Angeles area.
- **CDSS launched a thorough investigation with LA DPSS and USPS. During the immediate investigation, it was determined there was no issue with the Case Management and Information Payrolling System (CMIPS) or the equipment utilized to process timesheets at the TPF. It appeared to be an external issue occurring outside of the system.**
- On June 4, 2015, CDSS learned that a mail truck carrying all 65,000 missing timesheets was unaccounted for from May 18 to June 2, thus delaying timesheet delivery in Chico.

LA incident

- This isolated experience was caused by a United States Postal Service error, not CDSS or CMIPS II.
- Actions Taken by CDSS after this incident:
 - CDSS implemented a change in the tracking and monitoring process to ensure that anomalies were detected early if the TPF received a lower than expected timesheet volume for any county.
 - Additionally, CDSS opened a change request to modify CMIPS to allow the ability to issue replacement timesheets by county in a bulk manner
- Incident highlighted the need to reduce reliance on USPS for IHSS payroll needs.

CDSS is here to help

How the department assists providers and consumers with the payroll process

Timesheet assistance

- CDSS is committed to avoiding errors and making sure providers are paid on time with the following services:
 - Provider Help Desk
 - Provider training materials and videos

Timesheet assistance

- Providers have the ability to check the status of where their timesheet is in process – for ex. receipt at TFP
 - Call the Provider Help Desk:
(866) 376-7066
- The Provider Help Desk received an average of 50,600 calls per month between August 2015 and August 2016.
- If a provider has not received his or her paycheck within 10 days of the timesheet reaching the TPF, the provider can do the following:
 - Contact the county IHSS office
 - Note: The county can issue a replacement timesheet

Provider Help Desk

The CMIPS II IHSS Provider Help Desk supports provider direct deposit, timesheet status in CMIPS II application system, lien and wage garnishments inquiries.

Direct Deposit

- If a provider would like to apply for Direct Deposit
- How to obtain a Direct Deposit Enrollment Form
- How to complete the Direct Deposit Enrollment Form
- How long it takes to Process the Direct Deposit Enrollment Form
- If the Direct Deposit form was received

Basic Lien and Wage Garnishment

- Who a lien is from and how to make payment arrangements
- How much a lien is and how much they have contributed to the lien.
- Verify if a Modification or Cancellation has been processed on a Lien
- Obtain Lien Holders Information (Name & Contact Number)

Timesheet Status

- If a timesheet has been received at TPF and receipt date
- If a timesheet has been processed
- If a warrant or direct deposit has been issued for the timesheet and issue date. If a warrant is issued, staff can advise the callers that the check was issued and if it does not arrive within 10 business days of the issue date, the provider needs to contact the counties for further action. If a direct deposit has been issued, staff can advise the caller that the payment has been sent to the account and to contact the bank for more information.

Timesheet training

- Currently new providers attend a Provider Orientation which was updated with handouts for FLSA.
- CDSS will release a new provider orientation video in early 2017. This video will include:
 - Detailed instructions for providers on how to complete timesheets
 - Resources and technical assistance information for providers
- All existing FLSA and timesheet-related training materials provided to participants are available on the CDSS website at: <http://www.cdss.ca.gov/agedblinddisabled/PG3651.htm>

Planned improvements

Electronic timesheets and other plans to streamline the IHSS payroll process

Electronic timesheets

- For providers and consumers who choose to use it, our plan will deliver a simple, easy-to-use electronic timesheet option so that our providers get paid faster.
- Electronic Timesheet Benefits:
 - Faster Payment
 - Ensures accurate timesheet entry and submission (i.e. upfront error handling prompts)
 - Eliminates the need to mail in paper timesheets
 - Ability to better manage overtime rules

Electronic timesheets

- Provider will be able to:
 - Enroll in Electronic Timesheets for their Recipients
 - Enter time and submit timesheets
 - Electronically sign timesheet
 - View Timesheet History and Payment Details
 - View status of timesheets
 - Receive email notifications throughout the process

Electronic timesheets

- Recipient will be able to:
 - Choose to enroll in E-Timesheets online or through the Telephonic Timesheet System (TTS)

Electronic timesheets

- With Online Enrollment a Recipient will:
 - Receive email notification of timesheets ready for review
 - Verify timesheet details
 - Reject an incorrect timesheet
 - Approve and Electronically sign timesheet
- With TTS Enrollment a Recipient will:
 - Receive a telephone call when a timesheet is ready for review
 - Verify timesheet details
 - Reject an incorrect timesheet
 - Approve and Electronically sign timesheet
 - Receive TTS Help Desk assistance for timesheet action if needed

Electronic timesheets

- Implementation Timeline:
 - Recipient & Provider Design Input: October 2016
 - Stakeholder Focus Groups with Labor Organizations and Recipients: December 2016
 - Stakeholder Review: February 2017
 - Pilot: May 2017
 - Full Rollout: Late June 2017

Other future improvements

- Direct Deposit
 - Currently 32% of providers use direct deposit.
 - CDSS will continue work with stakeholders to increase the number of providers enrolled in direct deposit.
- EBT/Debit card concept
 - CDSS is exploring options to ease quick delivery of pay similar CalFresh EBT cards or other debit cards for providers who do not have bank accounts.