



Media Release

California Department of Social Services

FOR IMMEDIATE RELEASE
September 16, 2013

Contact: Michael Weston
(916) 657-2268

Michael.weston@dss.ca.gov

State Begins Processing New Timesheets for More than 100,000 Los Angeles County IHSS Care Providers

*System Centralizes Information, Providing Improved Program Functionality for
Recipients and Providers*

Sacramento – The State, together with a number of partners, has implemented a new statewide computer system for the In Home Supportive Services (IHSS) program. The system provides modern web-based case management functionality for IHSS recipients and sophisticated processing of payroll for IHSS providers.

The computer system, called the Case Management Information and Payroll System II (CMIPS II), went live in Los Angeles County September 3, 2013. Beginning this week, the State will be processing the first batch of timesheets for more than 100,000 IHSS care providers in Los Angeles County through the system.

“Taking this system live in the State’s largest county is an exciting step for the CMIPS II project,” said California Department of Social Services Director Will Lightbourne. “We are using technology to automate the case management and payroll functions, allowing the focus to turn to the services that allow so many people to remain safely in their homes.”

Public outreach notices were mailed in August to IHSS providers and recipients in Los Angeles County in advance of the September 3, 2013, launch date. These notices advise providers and recipients about the CMIPS II timesheet and provide instructions for completing a timesheet and sending it to the processing facility.

Providers who have already undergone training on the new timesheets are ready for the change. Providers who have not reviewed the training materials are encouraged to take a few minutes to understand the new process.

Now, providers will mail their timesheets directly to the timesheet processing facility located in Chico, California, where they are scanned electronically. This eliminates the need for timesheets to be hand keyed in individual county offices twice a month, as was required with the previous system. The scanning process also allows county workers to view the timesheet electronically in a timely manner so they can assist providers to resolve any timesheet issues.

Additionally, a training video is available in four languages (English, Spanish, Chinese, and Armenian) to assist IHSS recipients and providers in navigating the new timesheet process. You can view those videos at the following link:

[In-Home Supportive Services \(IHSS\) Providers Resources.](#)

IHSS providers or recipients who have questions regarding timesheets or payroll should contact their local county IHSS office. Questions regarding direct deposit, wage garnishments, and CMIPS II timesheet status should be directed to the Provider Help Desk at (866) 376-7066.

The CMIPS II system is now running in 34 counties throughout the state. The remaining 24 counties will go live later this year. Once fully operational, the new system will process about 800,000 timesheets per month.

IHSS is a Federal/State health and social service program that provides personal care and domestic services for eligible individuals who are aged, blind, or disabled so they may remain safely in their home. The IHSS Program is available in all 58 counties, has been in operation for nearly 40 years and is the largest program of its kind in the United States.

IHSS program has more than 360,000 care providers serving the full caseload of 447,000 recipients.

You can also visit the California Department of Social Services website at <http://www.cdss.ca.gov> .

###