



STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street, MS 8-17-12, Sacramento, CA 95814



EDMUND G. BROWN JR.
GOVERNOR

March 8, 2013

ALL-COUNTY INFORMATION NOTICE NO.: I-12-13

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY IHSS PROGRAM MANAGERS

Reason For This Transmittal

- State Law Change
- Federal Law or Regulation Change
- Court Order or Settlement Agreement
- Clarification Requested by one or More Counties
- Initiated by CDSS

SUBJECT: COUNTY ASSISTANCE VOICEMAIL BOX
AND CASE MANAGEMENT AND INFORMATION PAYROLLING
SYSTEMS I & II (CMIPS I/II) COUNTY REQUEST EMAIL ADDRESS

The purpose of this letter is to notify county In-Home Support Services (IHSS) programs of the County Assistance Voicemail Box and new email address for questions relating to the Case Management, Information and Payrolling Systems I and II (CMIPS I/II). Both of these points of contact are maintained by California Department of Social Services (CDSS) staff to provide assistance to county employees with systems related questions when needed.

The County Assistance Voicemail Box can be reached at (916) 551-1003. County staff may use this number when they need additional direction regarding cases in either CMIPS I or CMIPS II or when assistance is needed to perform tasks for which they are not authorized. A detailed message including pertinent case numbers, a description of the situation and call back number should be left. CDSS staff check messages left on this line daily and return calls within 24 to 48 hours. This number should not be used for questions regarding technical issues with either CMIPS I or CMIPS II such as password resets, step-by-step instructions for transactions, etc. These questions should still be handled through the respective CMIPS I or CMIPS II help desks:

CMIPS I Help Desk: 1 (866) 740-2189
CMIPS II Help Desk: 1 (877) 844-5844

The CMIPS II Request email address is also available to counties who wish to submit questions electronically to CMIPSII-Requests@dss.ca.gov. Any questions or requests submitted to the County Assistance Hotline may also be submitted to this email address. Email requests should contain the same case numbers, description of the situation and return contact information as the voicemail box. Do not send provider and/or recipient social security numbers to this email address.

County staff should not give these phone numbers or email address to providers for any reason. If you have any questions regarding the use of either the voicemail box or email address, please contact Andrew Hoover, Analyst, Adult Programs Systems Unit, at (916) 651-2862

Sincerely,

Original Document Signed By:

EILEEN CARROLL
Deputy Director
Adult Programs Division