

# July 7, 2020 Board of Supervisor Meeting Item #22

Oral Report from the Department of Social  
Services Aging and Adult Services Branch on the  
implementation of the federally mandated  
Electronic Visit Verification for  
In-Home Supportive Services providers.



# Monterey County In-Home Supportive Services (IHSS) Electronic Visit Verification

- Emily Nicholl, IHSS/Public Authority Program Manager
- Nick Ledo, Public Authority Management Analyst
- Diana Jimenez, Aging & Adults Services Deputy Director

# In-Home Supportive Services

- ▶ The In-Home Supportive Services (IHSS) Program helps eligible aged, blind and disabled individuals who are unable to remain safely in their own homes without this assistance.
- ▶ IHSS is an alternative to out-of-home care.



# Authorized Services

## Personal Care:

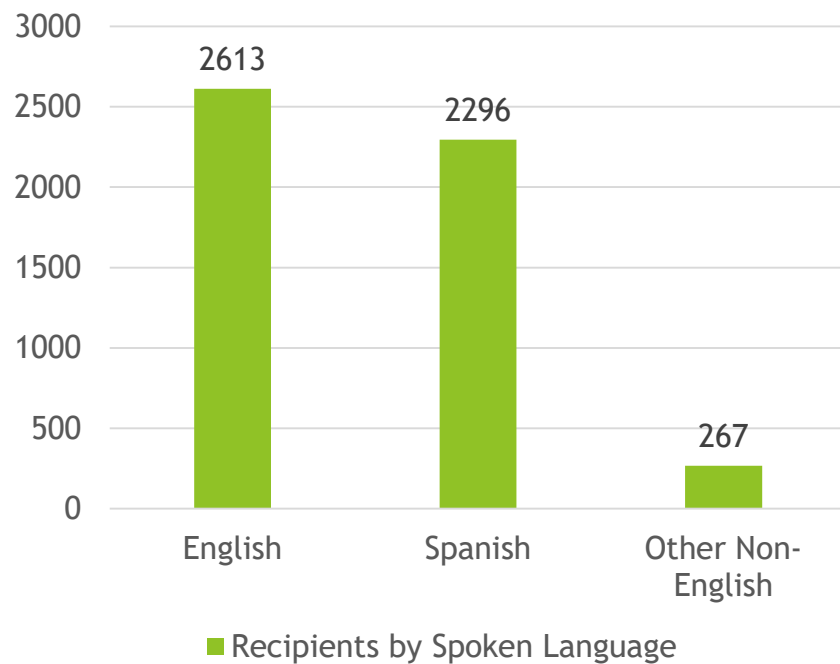
- Ambulation
- Bathing and grooming
- Dressing
- Bowel, bladder and menstrual
- Repositioning
- Care and Assistance w/Prosthesis
- Feeding
- Respiration
- Paramedical Services
- Medical Accompaniment
- Protective

## Domestic:

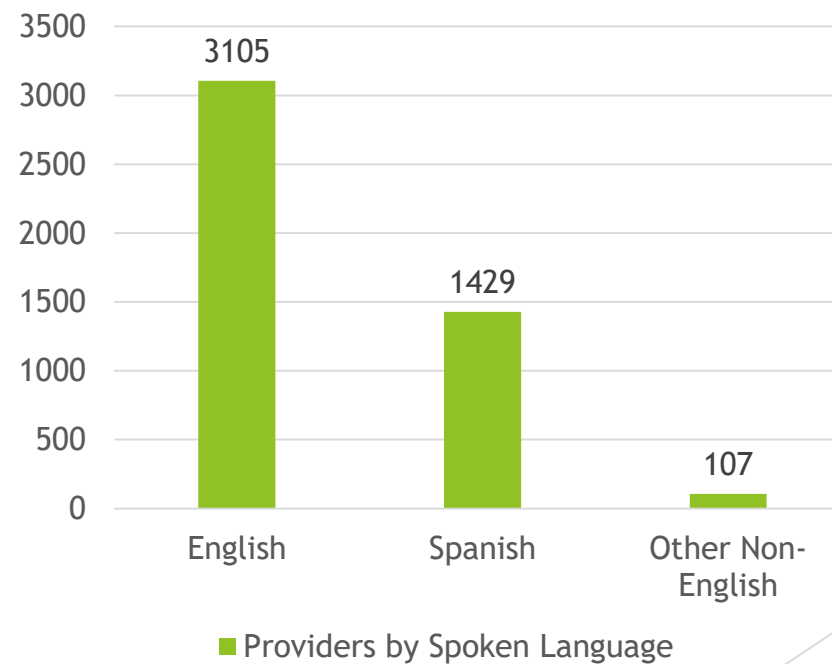
- Housework
- Laundry
- Shopping
- Meal preparation and cleanup

# Our Providers and Recipients

## 5176 Eligible IHSS Recipients



## 4641 Active Providers







# Electronic Visit Verification

- ▶ Electronic Visit Verification (EVV) is a federal mandate required for all states to implement by 1/1/21
- ▶ Federal penalties apply if states do not meet federal requirements

# Electronic Visit Verification

With EVV, providers will now be required to indicate on their timesheets....

- ▶ Start time
- ▶ End time
- ▶ Location of service (home, community or both)





# Electronic Visit Verification

EVV will replace paper timesheets across the state. Providers and recipients can submit and approve timesheets....

- ▶ Online
- ▶ By telephone

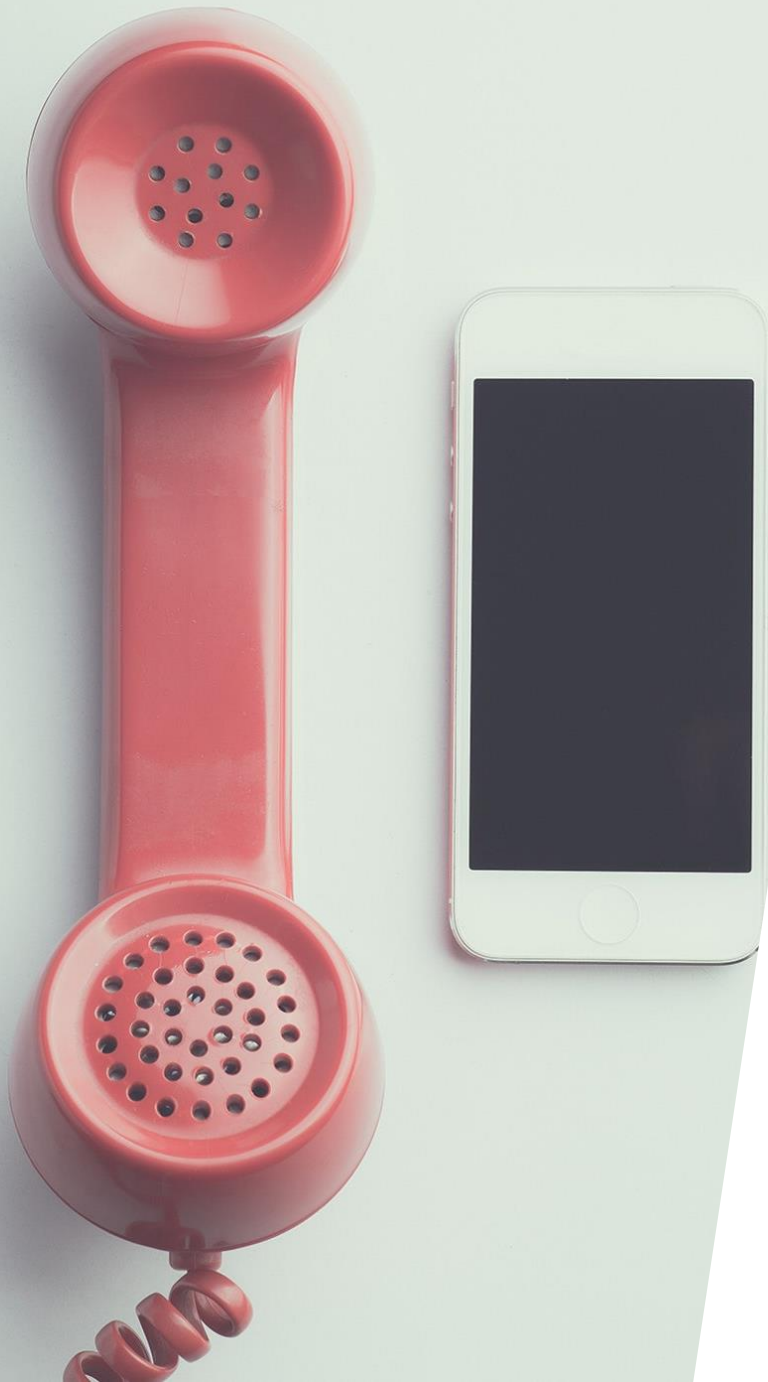




# Benefits of Electronic Timesheets (ETS)

- ▶ Reduction in timesheet errors
- ▶ Eliminates counties having to reissue/replace paper timesheets
- ▶ Reduction in overtime violations for providers
- ▶ Providers get faster payments and no longer have to pay postage





## Electronic Visit Verification (EVV)

- ▶ Monterey County is in the Third Wave of counties implementing EVV, beginning 5/1/20
- ▶ By the end of this year, all IHSS recipients and providers in the County must be using electronic or

# EVV Efforts

At first office visit with Payroll staff, providers have been assisted to sign up for Electronic Timesheets since August 2019

A light green arrow pointing downwards, indicating a flow from the first step to the second.

New Provider Orientation incorporates information on EVV

A light orange arrow pointing downwards, indicating a flow from the second step to the third.

EVV Workgroup established in September 2019

# EVV Efforts

- ▶ iPads are available for use by clients in each of our offices
- ▶ Designated staff have been performing outreach to providers and recipients, including home visits to sign recipients up
- ▶ 2 additional temporary Office Assistants hired with state funding





# EVV Trainings

- ▶ Since Spring 2019, Payroll staff have provided group Electronic Timesheet classes for providers and consumers
- ▶ In January 2020, classes expanded to include staff at all levels providing trainings in Marina, Salinas, and King City, 3-4 trainings a week



# COVID-19 Impacts on EVV Roll-out

- CDSS continues to roll out EVV, including sending letters in April to recipients and providers
- All in-person outreach has been suspended, including trainings, iPad lending, and home visits
- Telephone outreach continues, and the number of enrollments have been increasing by approximately 2% each week for the past several months

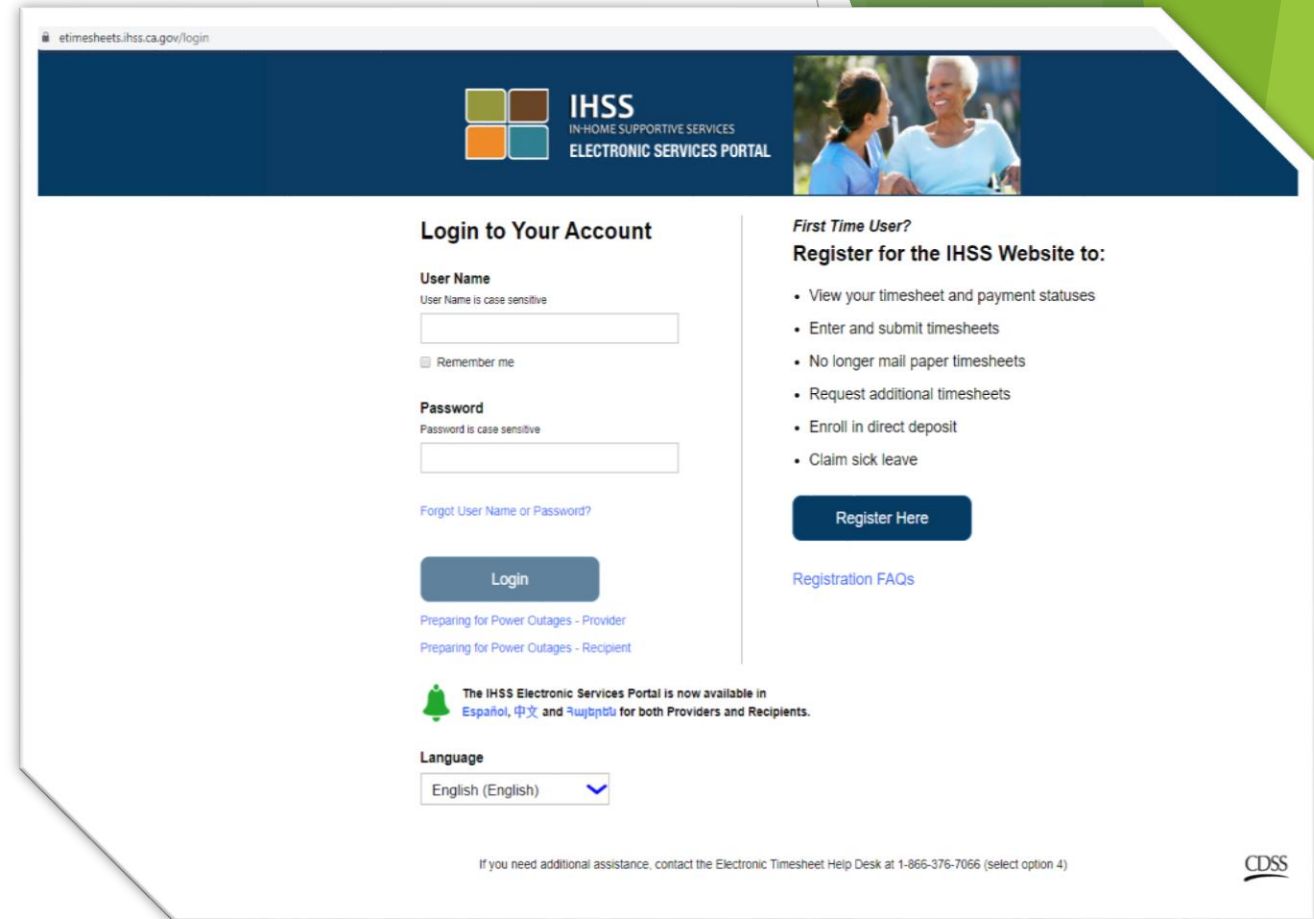
## Additional EVV Challenges

- ▶ 10,000 providers and recipients must shift from using paper timesheets to using telephone or electronic timesheets by 12/31/20
- ▶ Currently 85% are using one of these two methods (up from 20% in Summer 2019)
- ▶ EVV is available in English, Spanish, Armenian and Chinese



# EVV Challenges

- ▶ For providers, using electronic or telephone timesheets will be a condition of employment
- ▶ For recipients, there are very few exceptions to this mandate
- ▶ Language, age and geographic isolation all have an impact



The screenshot shows the login page for the IHSS Electronic Services Portal. The header includes the IHSS logo and a photo of a caregiver and a recipient. The main content area is divided into two sections: 'Login to Your Account' and 'First Time User? Register for the IHSS Website to:'. The login section has fields for 'User Name' and 'Password', both with case sensitivity warnings, a 'Remember me' checkbox, a 'Forgot User Name or Password?' link, and a 'Login' button. Below the login button are links for 'Preparing for Power Outages - Provider' and 'Preparing for Power Outages - Recipient'. The registration section lists benefits of using the portal, such as viewing timesheets and payment statuses, and includes a 'Register Here' button and a 'Registration FAQs' link. At the bottom, there is a language selection dropdown set to 'English (English)' and a footer with contact information for the Electronic Timesheet Help Desk.

etimatesheets.ihss.ca.gov/login

**IHSS**  
IN-HOME SUPPORTIVE SERVICES  
ELECTRONIC SERVICES PORTAL

**Login to Your Account**

**User Name**  
User Name is case sensitive

☐ Remember me

**Password**  
Password is case sensitive

[Forgot User Name or Password?](#)


[Preparing for Power Outages - Provider](#)

[Preparing for Power Outages - Recipient](#)


**First Time User?**  
**Register for the IHSS Website to:**

- View your timesheet and payment statuses
- Enter and submit timesheets
- No longer mail paper timesheets
- Request additional timesheets
- Enroll in direct deposit
- Claim sick leave

[Registration FAQs](#)

 The IHSS Electronic Services Portal is now available in [Español](#), [中文](#) and [Русский](#) for both Providers and Recipients.

**Language**

English (English) 

If you need additional assistance, contact the Electronic Timesheet Help Desk at 1-866-376-7066 (select option 4)

CDSS



## How You Can Help

- ▶ Recognize that this is a federal mandate that must be implemented
- ▶ Advise constituents of the opportunities for telephone assistance in signing up for EVV
- ▶ Refer to the Payroll Department at 831-755-4466 for more information



# QUESTIONS??