WELCOME TO THE
ELECTRONIC VISIT VERIFICATION (EVV) OVERVIEW OF LOCATION CHECK-IN & CHECK-OUT FOR NON-LIVE-IN IHSS/WPCS PROVIDERS

Presented By:

California Department of Social Services (CDSS)

CMIPS & Systems Enhancement Branch

2024

IHSS IN-HOME SUPPORTIVE SERVICES

CDSS Adult Programs Division

What We Will Cover

- The IHSS/WPCS EVV System

- IHSS EVV Options including the IHSS EVV Mobile Application

- Check-In/Check-Out using the IHSS EVV Mobile App, Electronic Services Portal (ESP), and Telephone Timesheet System (TTS)

- Timesheet Adjustments

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The IHSS/WPCS EVV System

The federal 21st Century Cures Act requires IHSS/WPCS providers to check-in and out and the beginning and end of each workday in real-time and electronically confirm the geo-location of In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) when services are being provided in the recipient's home. The intention of this federal requirement is to ensure that IHSS and WPCS recipients are receiving the care they need in their home or community.

Effective July 1, 2023, all IHSS/WPCS providers who <u>do not</u> self-certify they live with the recipient they work for, or Non-Live-In IHSS/WPCS providers, are required to check in and out from the location where services are provided at the beginning and end of each workday and identify if they are providing services in the "community" or in the recipient's "home."

The <u>EVV requirement to check-in and out only impacts non-live-in providers</u>. Live-in providers and recipients are **not** affected by this change.

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IHSS EVV Options

- IHSS EVV Mobile App

- ESP and TTS

- Non-Live-In IHSS/WPCS Providers can check-in/check-out of each workday using any of the following options:

  - ➢ IHSS EVV Mobile App, ESP, TTS

- Devices you can use during check-in and check-out:

What This Means

- At ***the start and end time of each workday***, providers who do not live with the recipient they are providing services for are required to check-in and check-out using the IHSS EVV Mobile Application, ESP, or TTS.

- Geo-location is only electronically confirmed at the time a provider checks-in and checks-out when selecting 'home.'

- Geo-location ***is not collected throughout*** the day or when a provider identifies as being in "the community" when they check in or out.

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What This Means (continued)

- Non-live-in providers who provide IHSS and WPCS services to a recipient that is associated with both IHSS and WPCS programs, are required to check-in & check-out for both programs separately.

- The check-in and check-out information will conveniently auto-populate on your electronic timesheet.

- There are no penalties if a provider makes a mistake during check-in & check-out. Providers can fix check-in and out and location on their electronic timesheet all the way up to when they submit their timesheet to their recipient for approval just like today.

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IHSS EVV MOBILE APP

To make it easy for providers, CDSS created the IHSS EVV Mobile App to allow providers to check-in and check-out.

The mobile app **_is not_** tracking a provider's location throughout the day.

Geo-location is only electronically confirmed at the time a provider checks-in and checks-out when selecting 'home.'

The mobile app is easily accessible through any internet enabled device such as your smart phone or tablet.

IHSS EVV MOBILE APP Requirements

To use the IHSS EVV Mobile App, Non-Live-In IHSS/WPCS Providers must first:

- Download the free IHSS EVV Mobile App. through Apple's App Store for iOS devices, or the Google Play Store for Android devices.

- Access the mobile app using the same ESP username and password. There is no need to re-register.

Users can search for the app. using the following keywords:

- IHSS, EVV, EVV App, IHSS App, WPCS, CDSS, EVV Mobile, or Electronic Visit Verification

- Select **California's** IHSS Program EVV Solution for IHSS/WPCS Providers

- To install, click on any of the following icons/graphics:

IHSS EVV MOBILE APP Onboarding Screen(s)

After installing the IHSS EVV Mobile app, providers will access the **Onboarding screen(s)** when you _**first**_ open the mobile app.

The Onboarding screen(s) displays features of the application and a walkthrough of how the app works.
To navigate the screens, you can select the **Next button**.
To bypass the Onboarding screen(s) and go directly to the **IHSS EVV Login screen**, select the **Login link** in the upper right-hand corner.
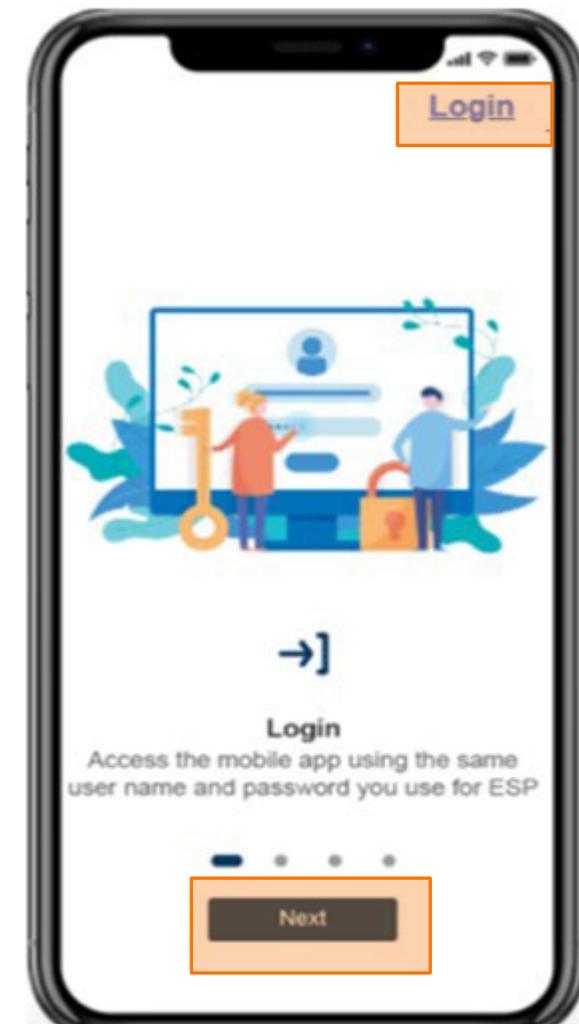
ELECTRONIC VISIT VERIFICATION LOCATION CHECK-IN/CHECK-OUT

IHSS EVV MOBILE APP

Check-In

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IHSS EVV MOBILE APP: Welcome Home Screen

Log in to the IHSS EVV Mobile App using your ESP username and password.

Once logged in, you will be taken to the IHSS EVV Mobile App **Welcome Home screen**.

You will be asked to select the action you want to take: Check-In or Check-Out. To check-in, click on the **Check-In link.**
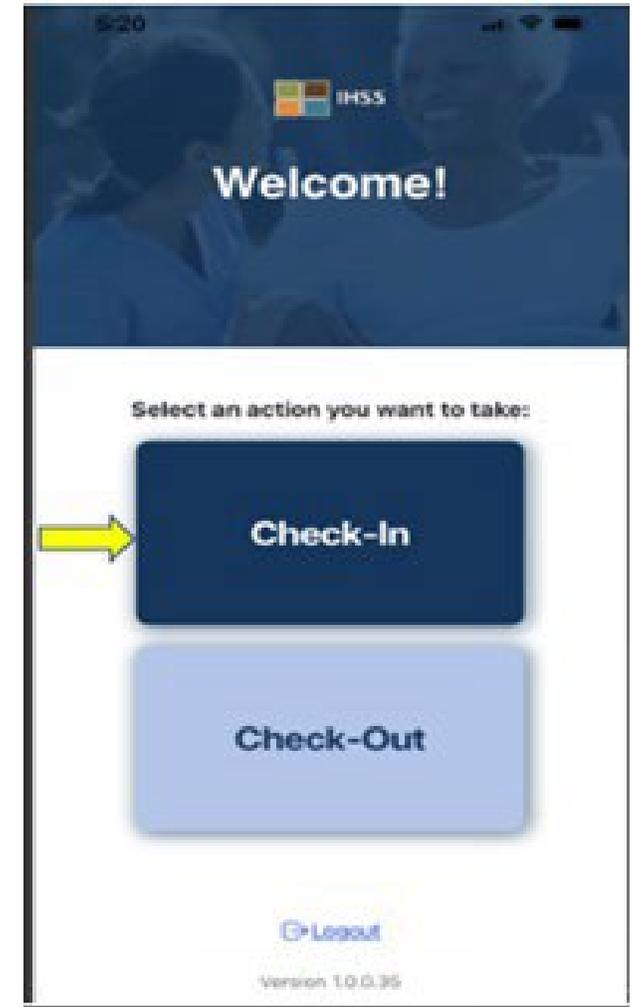
IHSS EVV MOBILE APP: Enable Location

After clicking on Check-In, you will be prompted to enable your location. In order to navigate to the Check-In or Check-Out screens, location services must be enabled for the device. Select "**Enable**" to proceed.

Geo-location is only be electronically confirmed when a provider checks-in or out when selecting 'home.'
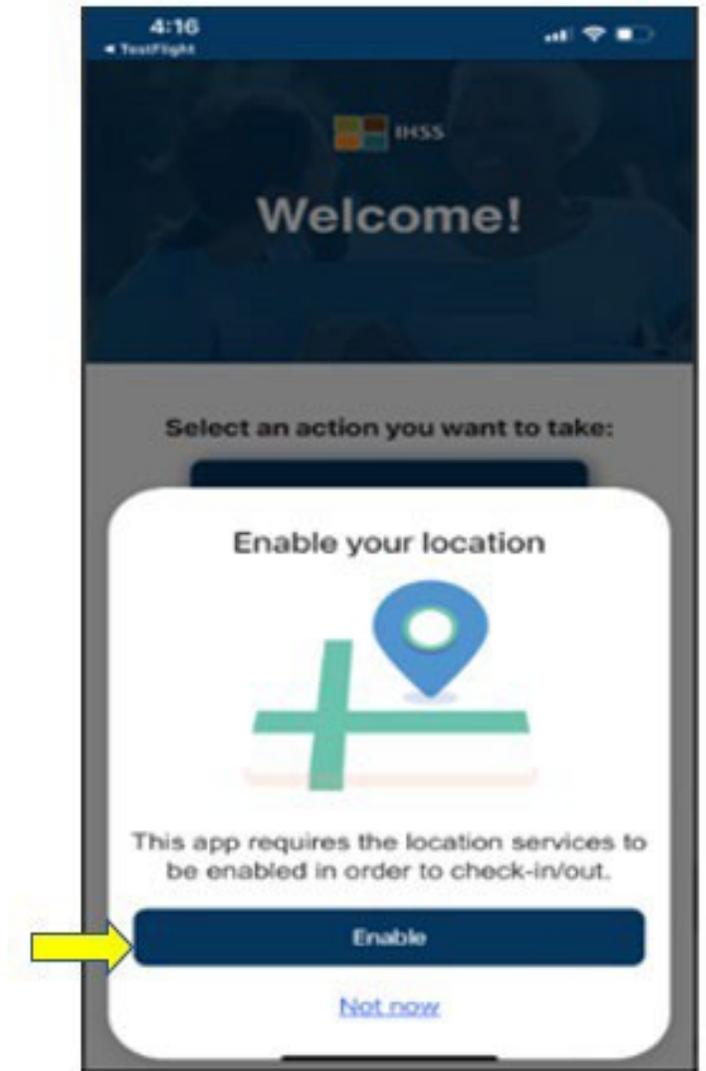
IHSS EVV MOBILE APP: Enable Location (continued)

After clicking on "Enable," you will be asked to:

- Allow IHSS EVV Mobile App to use your location? (iPhone users)

- Allow IHSS EVV Mobile App to access this device's location? (Android users)

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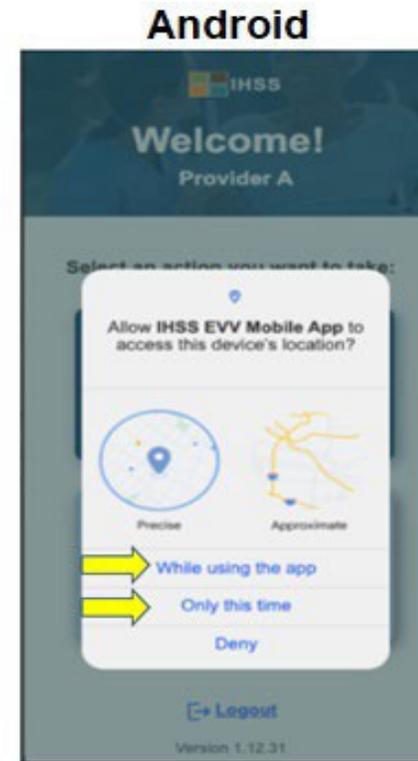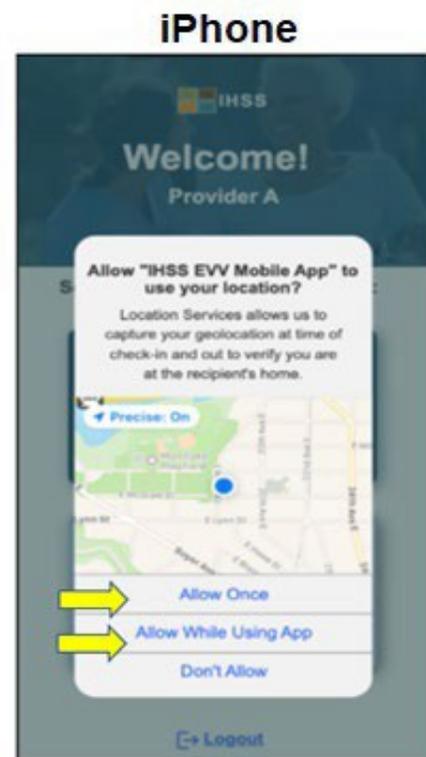
IHSS EVV MOBILE APP: Enable Location (continued)

To continue, you must select either:
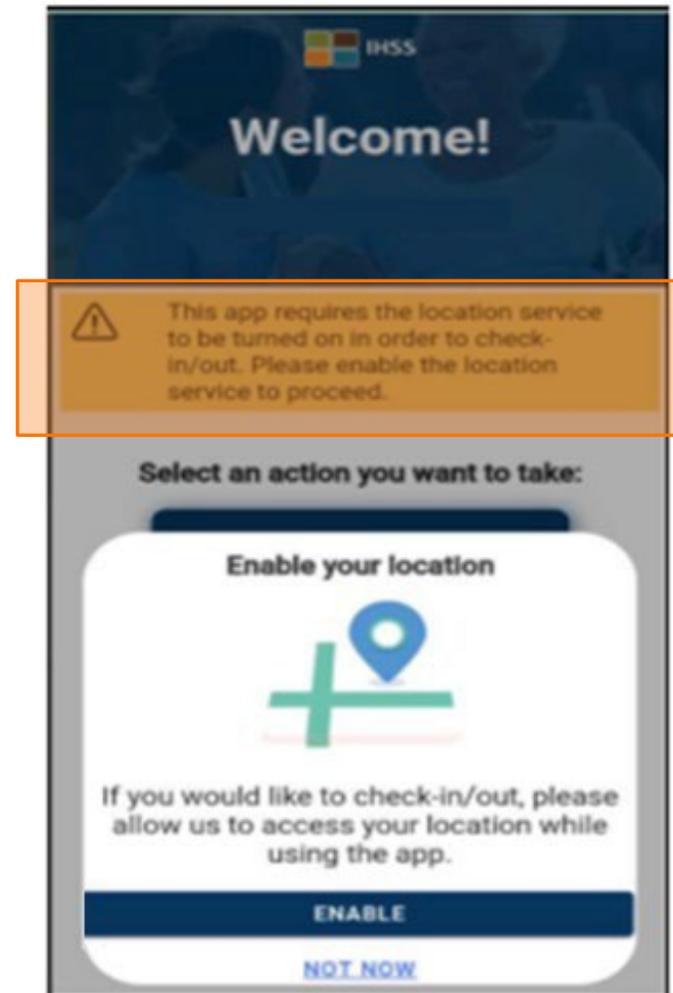
Allow Once or Allow While Using App (iPhone users)

While using this app or Only this time (Android users)

- **Allow Once/Only this time**: Allows the IHSS EVV Mobile App to use location services once for the app. If you choose this option, you will be prompted again if you re-access the app.

- **Allow While Using App/While using this app**: Allows the IHSS EVV Mobile App to use location services when you're using the app to check in. If you choose this option, you will not be asked each time you access the app to enable location services.

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IHSS EVV MOBILE APP: Location Not Enabled

What happens if you choose not to enable, share, or deny access to your location?

- You will receive a warning message asking you to turn on your location.

- You will not be able to continue with the Check-In/Check-Out process.
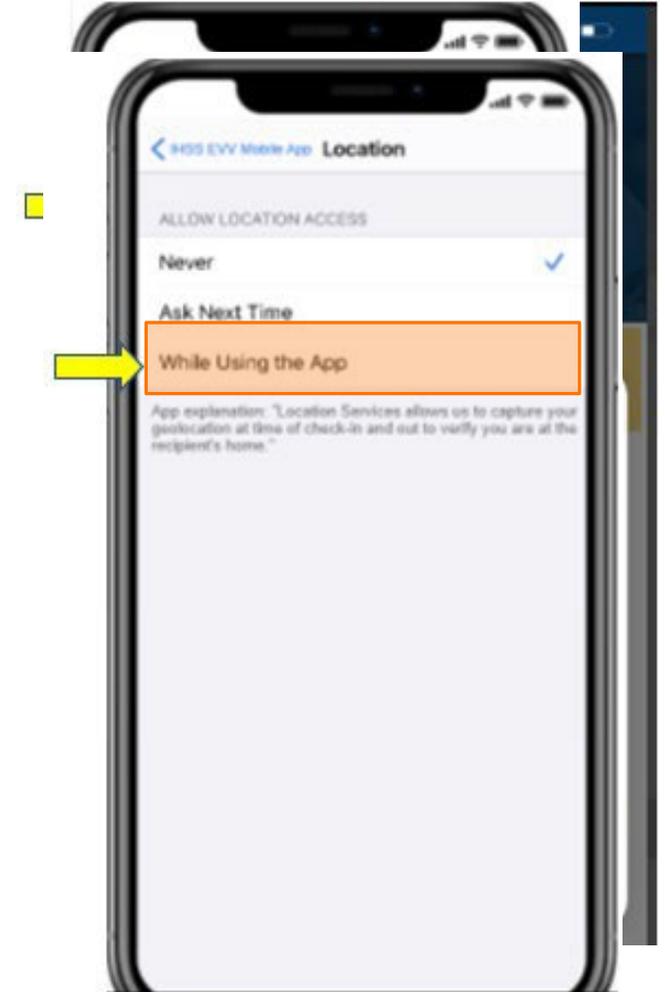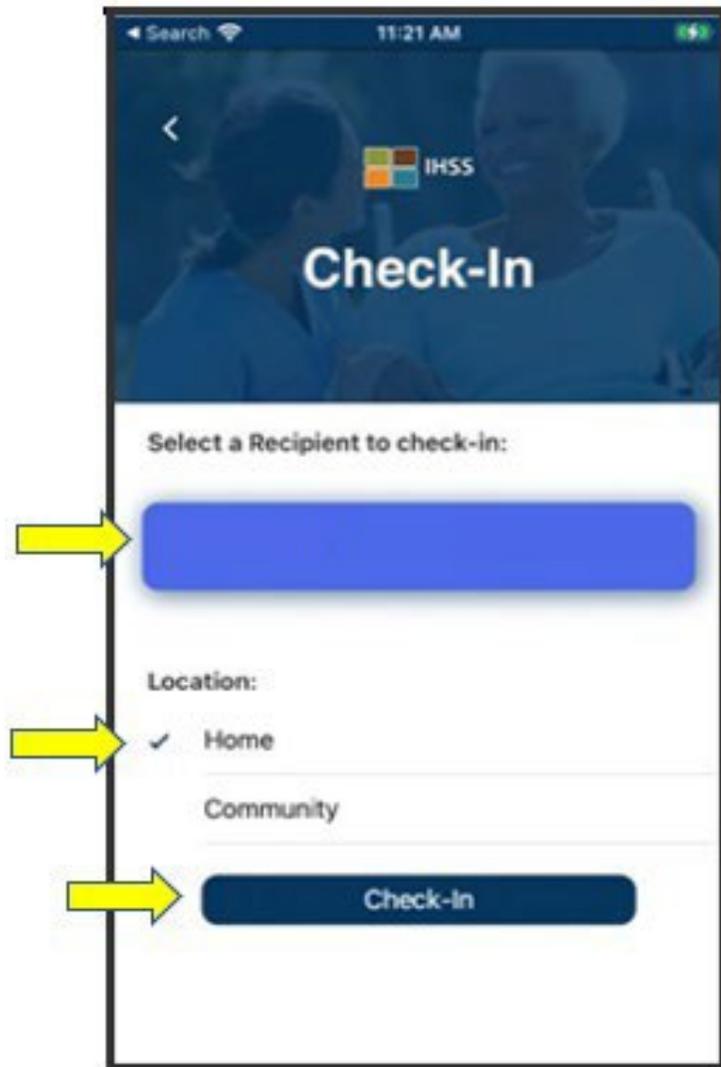
If you have not shared your location with the app or you've disabled precise location, you will receive a pop-up message asking you to enable your location in Settings.

To enable your location in settings:

- Select "Open Settings,"

- Click on "Location,"

- Then select "While using the App" to allow location access.

Check-In Using the IHSS EVV MOBILE APP: Check-In Screen

On the Check-In screen, you will see the name(s) of the recipient(s) that you work for. You will need to:

- Select the recipient you want to check-in for,

- Select the **Location: Home** or **Community**,

- Click on the **Check-In** button.

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Check-In Using the IHSS EVV MOBILE APP: Check-In Screen (continued)

If a recipient is enrolled in both programs (IHSS & WPCS), the select **Program Type** option will be displayed on the Check-In screen.

You will select either **IHSS** or **WPCS** per check-in.
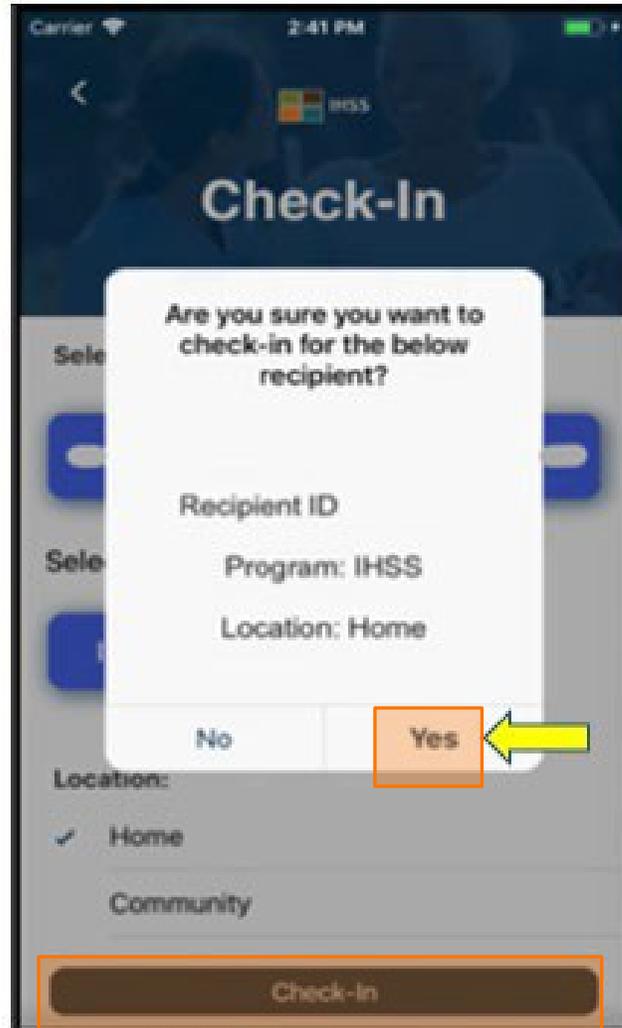
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IHSS EVV MOBILE APP: Check-In Confirmation

IHSS EVV MOBILE APP:
Check-In Confirmation Screen
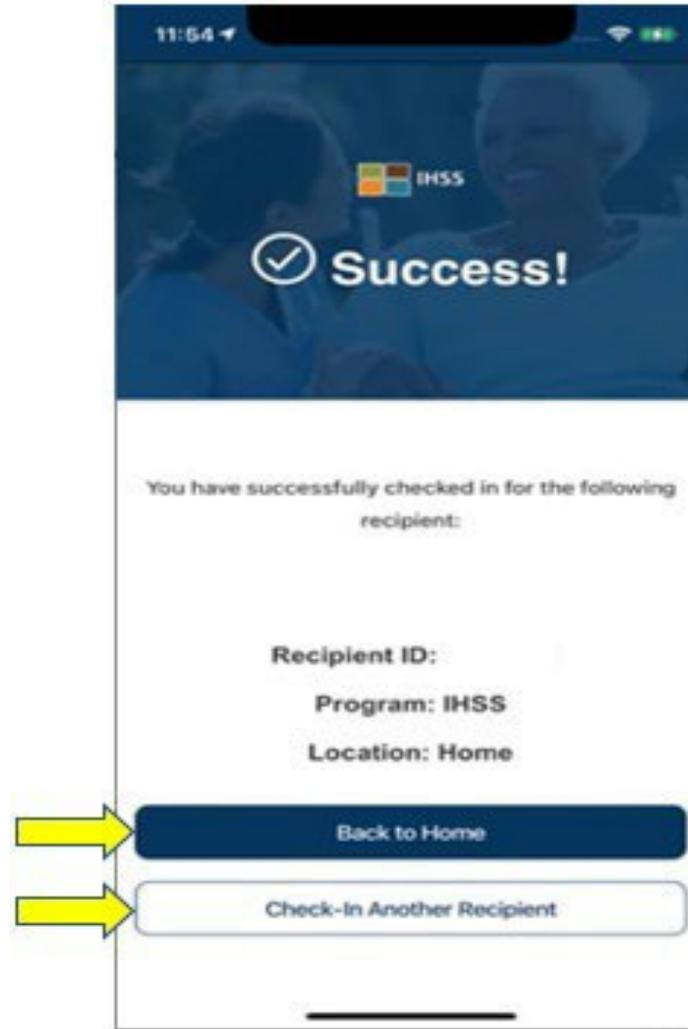
ELECTRONIC VISIT VERIFICATION LOCATION CHECK-IN/CHECK-OUT

IHSS EVV MOBILE APP

Check-Out

IHSS EVV MOBILE APP: Welcome Home Screen

Once you log in, you will be taken to the IHSS

EVV Mobile App **Welcome Home screen**.

You will be asked to select the action you want

to take: Check-In or Check-Out. To check-out,

click on the **Check-Out link.**

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Check-Out Using the IHSS EVV MOBILE APP: Check-Out Screen

On the Check-Out screen, you will see the name(s) of the recipient(s) that you work for. You will need to:

- Select the recipient you want to check-out for,

- Input **Hours Worked** (optional),

- Select the **Location: Home** or **Community**,

- Click on the **Check-Out** button.

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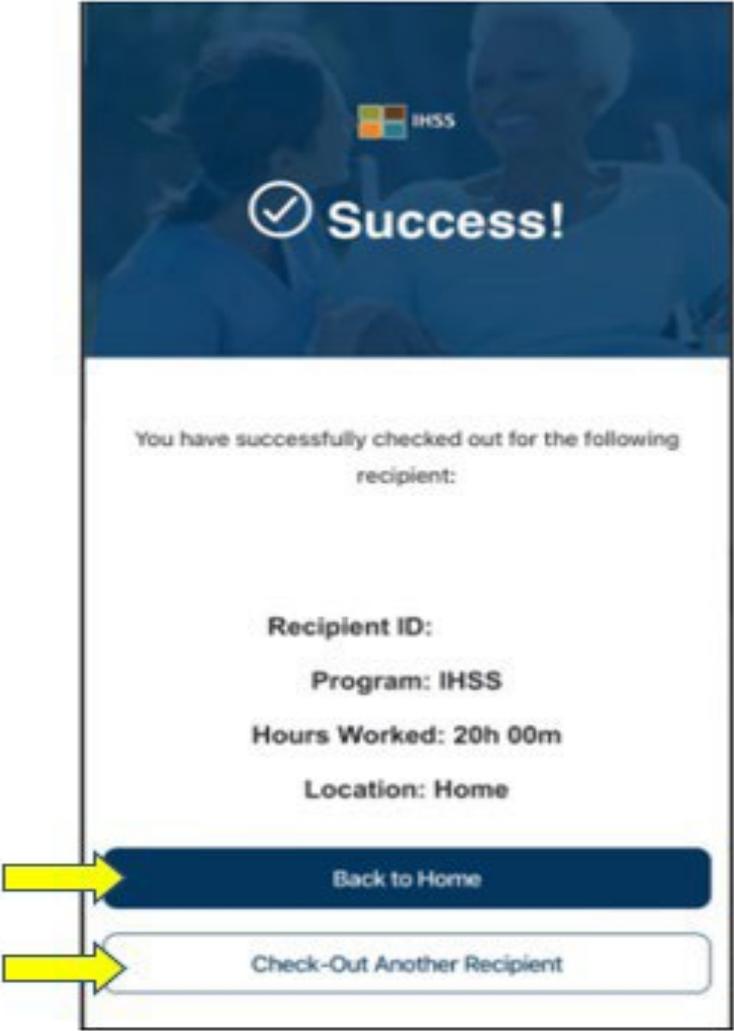# Check-In Using the IHSS EVV MOBILE APP: Check-Out Screen (continued)

If a recipient is enrolled in both programs (IHSS & WPCS), the select **Program Type** option will be displayed on the Check-Out screen.

You will select either **IHSS** or **WPCS** per check-out.

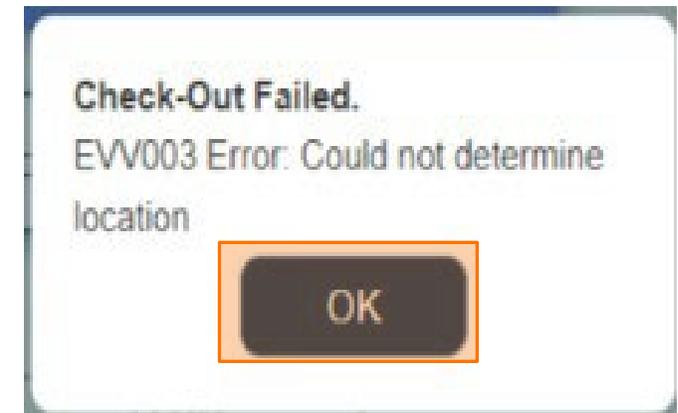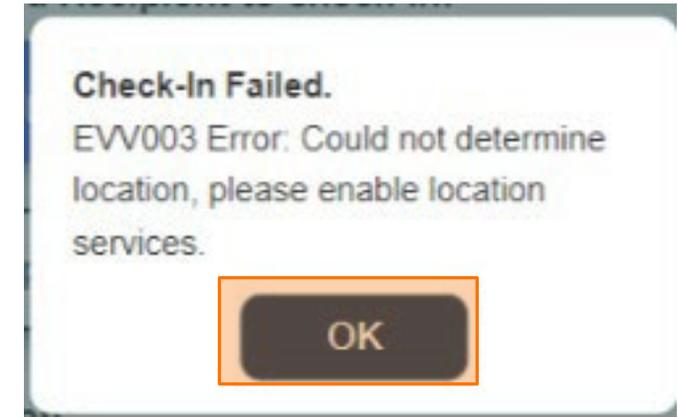# IHSS EVV MOBILE APP: Check-Out Confirmation
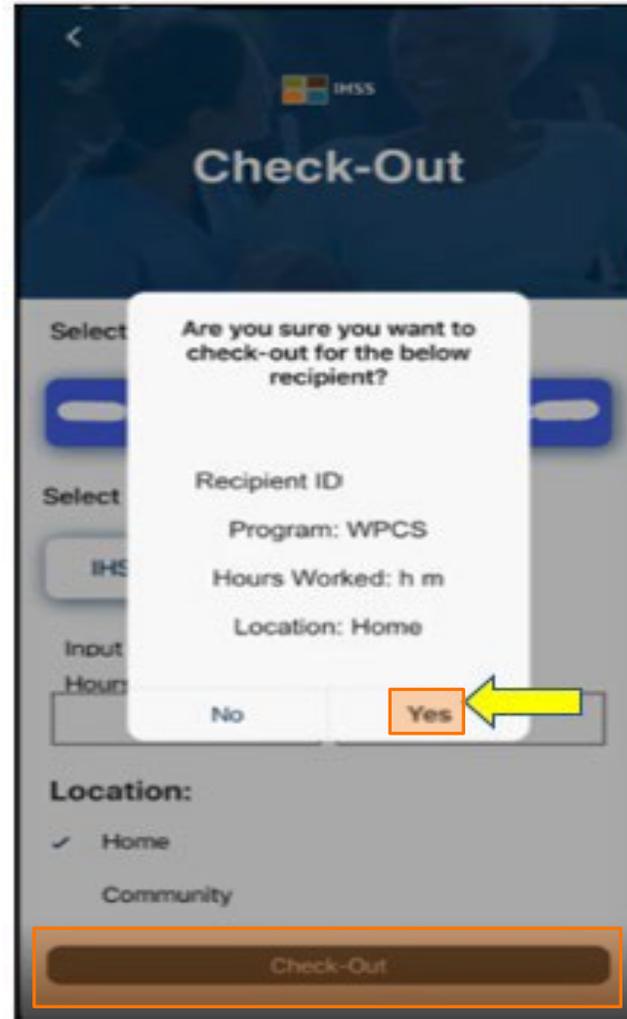
IHSS EVV MOBILE APP:
Check-Out Confirmation Screen

Error Messages: Check-In and Check-Out Failed Pop-up

The following IHSS EVV Check-In and Check-Out Failed pop-up message will display when you intentionally turn off the geo-location or when your device has lost internet connection during check-in and/or check-out.

When this occurs, you will need to click on the "OK" button and you will navigate back to the IHSS EVV Check-In or Check-Out Recipient Selection screen to enable your location or try again.

Check-In Failed.
EVV003 Error: Could not determine location, please enable location services.

OK

Check-Out Failed.
EVV003 Error: Could not determine location

OK

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Check-In Using the ESP

Check-In Using the ESP (continued)

Enable Location in the ESP

Enable Location in the ESP (continued)

ESP: Check-In Screen

ESP: Check-In Screen (continued)

ESP: Check-In/Check-Out Fields

Program Type: Identifies what program you work for, either **IHSS** or **WPCS**.

Location: The location of where the service begins/ends for that workday. The options available to select are **Home** or **Community.**

Home: Services were provided in the recipient's home.

Community: Services were provided outside of the recipient's home.

Hours Worked: The hours and minutes that were worked that day.

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ESP: Check-In Confirmation

ESP: Check-In Confirmation Screen

ELECTRONIC VISIT VERIFICATION LOCATION CHECK-IN/CHECK-OUT

ELECTRONIC SERVICES PORTAL

Check-Out

www.etimesheets.ihss.ca.gov

Let's Get Started!

Check-Out Using the ESP

Check-Out Using the ESP (continued)

ESP: Check-Out Screen

ESP: Check-Out Screen (continued)

ESP: Check-Out Confirmation

ESP: Check-Out Confirmation Screen

IHSS ELECTRONIC SERVICES PORTAL

👤 Holly Banyantreez ▾   📞 Contact Us   ⊡ Logout

Time Entry ▾   Financial ▾   Resources ▾

Check-Out Confirmation

You have successfully checked out for the following Recipient:

CHAD OLIVETREEZ

Recipient ID:

Program: IHSS

Hours Worked: 01h 30m

Location: Home

➡️ **Back to Home**

➡️ Check-Out Another Recipient

Privacy Policy 🗗 | CDSS | Notice on Collection 🗗

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Timesheet Adjustments

What if I forget to check-in and/or check-out?
You can check-in as soon as you remember. If you forget to check-out the system will populate a 11:59 pm end time on your timesheet. You are able to adjust your start time and end time on your timesheet any time before submission.

What if I checked-out and I go back to work?
You are able to check-in and check-out again. The system will capture the earliest check-in time and the latest check-out time.

What if I submitted my timesheet to my recipient and notice an error?
This is not any different than it is today. Your recipient is able to reject your timesheet for adjustments any time prior to approving it.

There are no penalties for providers if you make a mistake during check-in/check-out.

If a provider no longer works for a recipient and the recipient shows up as one of their active recipients, the provider should contact their Local County IHSS Office for further assistance.

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Check-In/Check-Out Adjustments

ESP → Time Entry → Timesheets Link → Enter Time → Select Recipient → Select Pay Period → Select Workweek→ Select Day
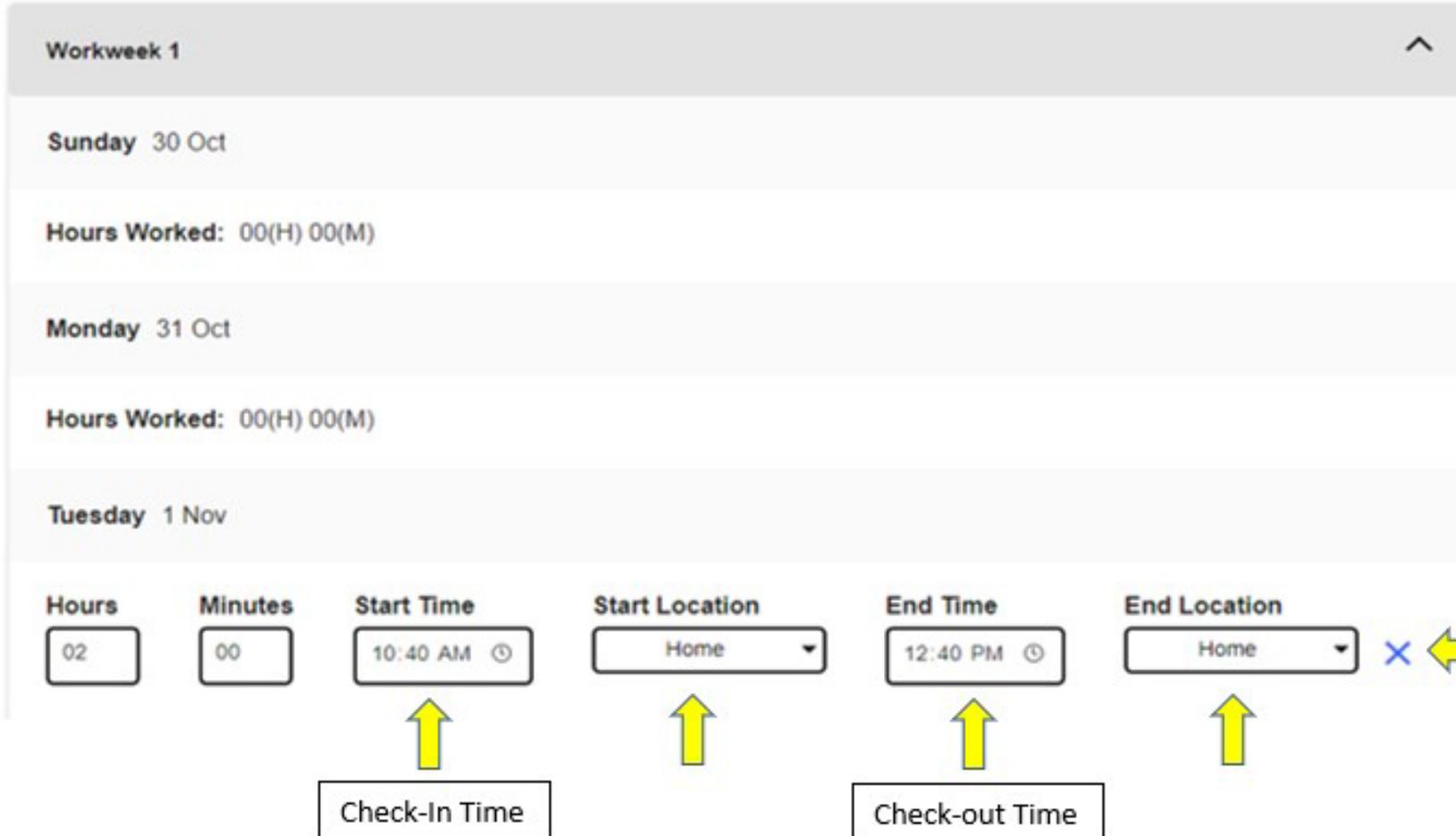
Workweek 1	^
Sunday 30 Oct	
Hours Worked: 00(H) 00(M)	
Monday 31 Oct	
Hours Worked: 00(H) 00(M)	
Tuesday 1 Nov	

Hours	Minutes	Start Time	Start Location	End Time	End Location	
02	00	10:40 AM ⊙	Home ▼	12:40 PM ⊙	Home ▼	✕

Check-In Time

Check-out Time

To edit the **check-in time**, click on the **start time field** to change the time.

To edit the **check-out time**, click on the **end time field** to change the time.

To edit the **check-in location**, click on the drop-down box under **start location**.

To edit the **check-out location**, click on the drop-down box under **end location**.

To **delete the check-in & check-out** entry entirely, click on the blue "X" on the right-hand side of the screen. This will clear out all fields, which will clear out the check-in/check-out time.

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THINGS TO REMEMBER

- Providers will electronically submit their timesheets the same way they do today, through the Electronic Services Portal (ESP) and/or the Telephone Timesheet System (TTS).
- Providers are still paid for hours worked not time between your check in and out.
- There are no penalties for making an error during check-in/check-out.
- Geo-location is only electronically confirmed at the time the provider checks-in and checks-out from the recipient's home.
- If you selected that you lived with your recipient in error, you will not be able to check-in and out for that pay period and that recipient's name will not display.

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THINGS TO REMEMBER (CONTINUED)

- Geo-location is not collected throughout the day or when a provider identifies as being in "the community" when they check-in or out.

- The check-in and check-out information entered in the ESP and IHSS EVV Mobile App will auto-populate on provider's electronic timesheet.

- **There are no impacts to recipients**. The check-in and check-out requirement does not change recipient's services, how you provide recipient services, or how recipients will approve timesheets.

- **Live-in providers are not required to check-in or check-out.**

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TTS: Check-In

To **check-in** using the TTS option, Non-Live-In IHSS/WPCS Providers

must:

- Use recipient's landline telephone to access the TTS by dialing:

  (833) DIAL-EVV or **(833) 342-5388**.

- Be registered with the TTS and login with your 9-digit provider

  number and 4-digit passcode.

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TTS: Dialing In

(833) DIAL-EVV or (833) 342-5388

After you have dialed the phone number, the TTS will give you the following prompts:

Thank you for calling the IHSS Telephone Timesheet System. Please select your preferred language from the following options, you may make your selection at any time.
For English, press '1'
For Spanish, press '2'
For Armenian, press '3'
For Chinese, press '4'

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TTS: Recipient/Provider Selection

After you have selected your preferred language, the TTS will prompt you to select if you are a recipient or provider.

As a provider, on your telephone keypad, press '2'.

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TTS: Main Menu

You will be taken to the Main Menu. The TTS will give you the following prompt:

This is the Main Menu. Please select from the following options. You may make your selection at any time:
Press '1' to Log in
Press '2' to Reset your passcode
Press '3' for Registration

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TTS: Logging In

To Log in to your TTS account:

Press '1' on your telephone keypad.

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TTS: Provider & Passcode Number

After selecting the log in option, the TTS will give you the following prompts to enter your 9-digit provider number and 4-digit passcode:

> Please enter your 9-digit provider number followed by the pound (#) key. Your provider number is located on any provider paperwork you have received.

> Using your telephone keypad, please enter your 4-digit passcode followed by the pound (#) key.

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TTS: Activity Menu

After you have successfully logged in to your account, you will be taken to the Activity Menu. The TTS will give you the following prompts:

Welcome to the Activity menu.

Press '1' to enter time for today

Press '2' to enter time for a previous day

Press '3' to review a timesheet history

Press '4' to submit a timesheet for recipient review

Press '5' to review and take action on a rejected timesheet

Press '6' to check-in for a Recipient

Press '7' to check-out for a Recipient

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TTS: Recipient Selection

You will be taken to the Recipient Selection option. The TTS will give you the following prompt:

> Would you like to check in for <Your recipient's name>?
> Press '1' for Yes or
> Press '2' for No

TTS: Recipient Selection (continued)

To check-in for your selected recipient:

Press '1' for Yes.

If your selected recipient is associated with both IHSS and WPCS programs and you provide both IHSS and WPCS services to them, you will be required to check-in for both programs separately.

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TTS: Location Selection
Home or Community

Next, you will be taken to the Location selection option. The TTS will give you the following prompt:

Please choose the location you are checking in from.
Press '1' for Home or
Press '2' for Community

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TTS: Check-In Confirmation

The TTS will ask you to verify if your check-in entry is correct or if you would like to edit the entry with the following prompt:

You are checking in for:
- Recipient's name
- Recipient's case number
- Program Type: IHSS or WPCS
- Location: Home or Community

If this is correct, press '1', or press '2' to edit this entry.

TTS: Check-In Confirmation (continued)

To confirm the check-in information is correct:

Press '1' for the selected recipient.

Your check-in has been saved! You will return to the Activity menu.

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TTS: Activity Menu

After you have successfully logged in to your TTS account, you will be taken to the Activity Menu. The TTS will give you the following prompt:

Welcome to the Activity menu.

Press '1' to enter time for today

Press '2' to enter time for a previous day

Press '3' to review a timesheet history

Press '4' to submit a timesheet for recipient review

Press '5' to review and take action on a rejected timesheet

Press '6' to check in for a Recipient

Press '7' to check out for a Recipient

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TTS: Recipient Selection

You will be taken to the Recipient Selection option. The TTS will give you the following prompt:

Would you like to check-out for <Your recipient's name>?
Press '1' for Yes or
Press '2' for No

TTS: Recipient Selection (continued)

To check-out for your selected recipient:

> Press '1' for Yes.

If your selected recipient is associated with both IHSS and WPCS programs and you provide both IHSS and WPCS services to them, you will be required to check-out for both programs separately.

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TTS: Location Selection
Home or Community

Next, you will be taken to the Location selection option. The TTS will give you the following prompt:

Please choose the location you are checking out from.
Press '1' for Home or
Press '2' for Community

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TTS: Check-Out Confirmation

The TTS will ask you to verify if your check-out entry is correct or if you would like to edit the entry with the following prompt:

> You are checking-out for:
> - Recipient's name
> - Recipient's case number
> - Program Type: IHSS or WPCS
> - Location: Home or Community
>
> If this is correct, press '1', or press '2' to edit this entry.

To confirm the check-out information is correct, press '1'.

TTS: Check-Out Confirmation (continued)

TTS will ask you to enter your hours that were worked for the day with the following prompt:

Please enter your hours worked as a two-digit number. For example, if you worked four hours, you would enter '04'. Enter your hours worked followed by the pound (#) key.

TTS will list the hours you've entered and ask if they are correct or if you would like to edit the entry.

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TTS: Check-Out Confirmation (continued)

If you confirm that the hours entered are correct, the TTS will ask you to enter your minutes with the following prompt:

> Please enter your minutes worked as a two-digit number. For example, if you worked thirty minutes you would enter '30'. Enter your minutes worked followed by the pound (#) key.

TTS will list the minutes you've entered and ask if they are correct or if you would like to edit the entry.

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Timesheet Adjustments

What if I forget to check-in and/or check-out?

Just check-in as soon as you remember. If you forget to check-out the system will populate a 11:59 pm end time on your timesheet. You are able to adjust your start time and end time on your timesheet any time before submission by selecting option #2 (Entering Time for a Previous Day) from the activity menu option in TTS.

What if I checked-out and I go back to work?

You are able to check-in and check-out again. The system will capture the earliest check-in time and latest check-out time.

What if I submitted my timesheet to my recipient and notice an error?

This is not any different than it is today. Your recipient is able to reject your timesheet for adjustments any time prior to approving it.

There are no penalties for providers if you make a mistake during check-in or check-out.

If a provider no longer works for a recipient and the recipient shows up as one of their active recipients, the provider should contact their Local County IHSS Office for further assistance.

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THINGS TO REMEMBER

- Providers will electronically submit their timesheets the same way they do today, through the ESP and/or the TTS.

- Providers are still paid for hours worked not time between your check in and out.

- There are no penalties for making an error during check-in and check-out. Providers can fix entries all the way up to when they submit their timesheet to their recipient for approval.

- For TTS, the provider must use the recipient's landline telephone when calling in TTS to check-in and check-out.

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THINGS TO REMEMBER (continued)

- Geo-location is only electronically confirmed at the time the provider checks-in and out from the recipient's home and not collected throughout the day or when a provider identifies as being in "the community" when they check in or out.
- The check-in and check-out information will auto-populate on the provider's electronic timesheet.
- **There are no impacts to recipients**. Does not change recipient's services or how you provide them.
- **Live-in providers are not required to check-in or check-out.**
- If you selected that you lived with your recipient in error, you will not be able to check-in and out for that pay period and that recipient's name will not display.

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THANK YOU FOR ATTENDING

For additional information and resources:

http://www.cdss.ca.gov/inforesources/ESPhelp

For IHSS Service Desk:

(866) 376-7066

Monday to Friday 8:00am – 5:00pm

Electronic Services Portal (ESP):

www.etimesheets.ihss.ca.gov

Telephone Timesheet System (TTS):

(833) DIAL-EVV or (833) 342-5388

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