New Timesheet Process for In-Home Supportive Services (IHSS)

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On **September 3rd, 2013**, Los Angeles County IHSS will implement a new computer system that improves timesheet & payroll processing – **Case Management, Information and Payrolling System II (CMIPS II)**.

- All California counties will use the same computer system.
- The IHSS timesheet will be different.
- You can no longer submit timesheets to the local office.
- Your provider number will change (no longer your social security number).
- Your consumer’s case number will change.
In this presentation, you will learn about:

• Changes to the IHSS Timesheet Process:
  – About the new IHSS timesheet
  – Where to send your new timesheet
    • Centralized Timesheet Processing Facility (TPF) in Chico, California.

• How to:
  – Complete the new timesheet correctly.
  – Avoid timesheet rejections & obtain a replacement timesheet.
  – Complete a change of address.
New Timesheet (Front)

How to Fill In Timesheet

1. Enter the hours and minutes worked in the boxes next to the date you worked.
2. Only use blue or black pen.
3. Do Not write on timesheet except in hours, minutes, signature, and date boxes.
4. The IHSS Program will Not pay over authorized hours.
5. Payment will be based on daily hours.
6. Do Not cross out or white out on the timesheet.
7. Be sure both Recipient and Provider have signed and dated on back of timesheet.
8. Do Not fold the timesheet.

Gross/Net income and deduction information

Complete and mail the bottom of your timesheet only.
### New Timesheet (Front)

<table>
<thead>
<tr>
<th>Provider ID</th>
<th>Provider Name</th>
<th>Recipient Case Number</th>
<th>Recipient Name</th>
<th>Provider Authorized</th>
<th>Hours (for the month)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>123456789</td>
<td>JANE DOE</td>
<td>05-1234567</td>
<td>JOHN SMITH</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Bar code:

**Timesheet number & Pay Period**

- Timesheet # 123456789
- Pay Period: 01/01/2012 to 01/15/2012

Pay based on daily hours

Pago basado en las horas diarias

款項將會依據每日的時數
New Timesheet (Back)

CÓMO LLENAR EL REPORTE DE HORAS TRABAJADAS

1. Anote las horas y minutos trabajados en las casillas al lado de la fecha en que trabajó.
2. Sólo llene el reporte con tinta azul o negra.
3. Sólo llene el reporte en las casillas para horas, minutos, firma y fecha del reporte de horas trabajadas.
4. El Programa de Servicios de Apoyo en el Hogar (IHSS) no pagará más de las horas autorizadas.
5. El pago estará basado en las horas digitas.
6. No tache ni use corrector blanco en el reporte de horas trabajadas.
7. Asegúrese que al beneficiario y el proveedor han firmado y puesto la fecha en el reverso del reporte de horas trabajadas.
8. No doble el reporte de horas trabajadas.

Tiempos de trabajo con firmas faltantes.

-timesheet with missing signatures will be rejected and your payment will be delayed!

INSTRUCTIONS ON HOW TO COMPLETE THE TIMESHEET IN SPANISH, ARMENIAN AND CHINESE

I declare that the information on this timesheet is true and correct. I understand that any false claim may be prosecuted under Federal and State laws and that if convicted of fraud, I may also be subject to civil penalties.

Detache Timesheet before mailing (Save the Top portion for your information)

Recipient Signature

Provider Signature

Recipient Date

Provider Date

-Do Not Fold Timesheet-
Where do I mail the new timesheet for processing?

IHSS Timesheet Processing Facility
P.O. Box 2380
Chico, CA  95927-2380

All new timesheets must be MAILED to the IHSS Timesheet Processing Facility in the envelope provided.

Your local IHSS office will no longer accept timesheets.
Direct deposit accounts are credited. Correctly completed timesheets can take up to 10 business days to process.
If there is an eligibility problem, the county determines next steps.
Completing the new timesheet

Scanning equipment will be “reading” the new timesheet. It is important that you “print” your numbers.

If numbers are not written clearly on the new timesheet, your paycheck will be delayed.
How to complete the **new timesheet**

- Use **black ink**. Using any other color pen or pencil will delay your payment.
- Enter the hours you worked next to the date worked.
- Enter time in hours and minutes (HH:MM) like a digital clock: **No more decimals!**
- Total the hours worked.
- Do not write more than 24 hours in a work day.
- Do not fold your timesheet.

Your **IHSS** Recipient will tell you the hours you are authorized to work.

Claiming more hours than you are authorized to work on any pay period **will delay your paycheck!**
When completing the **new timesheet**

**Remember to:**

- Test your pen before completing your timesheet
- Write only **one** number per box
- **Stay within the lines**
- Sign and date the back of the **timesheet!** (you and the recipient)
How to avoid timesheet rejections:

- Do not use fractions (1/2, 3/4), decimals (1.25) or symbols (x, *, -, /).
- Do not erase, write-over, or scribble on the timesheet.
- Do not use correction fluid (white-out) to correct a mistake.
- Do not include anything else with the timesheet (Change of Address form or notes to your Social Worker).

Making any of these mistakes will cause your timesheet to be rejected and your paycheck will be delayed.
What if I make a mistake on my timesheet?

1. Submit your timesheet anyway

Draw a line through your mistake and correct the hours. But do not initial the correction.

2. Or you can request a replacement timesheet

Call your local IHSS Customer Service Hotline or IHSS Provider Clerk to request a replacement timesheet.

IHSS Customer Service Hotlines

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burbank</td>
<td>(866) 544-9048</td>
</tr>
<tr>
<td>Chatsworth</td>
<td>(888) 822-9622</td>
</tr>
<tr>
<td>Lancaster</td>
<td>(866) 514-9911</td>
</tr>
<tr>
<td>El Monte</td>
<td>(888) 322-2204</td>
</tr>
<tr>
<td>Pomona</td>
<td>(866) 465-0905</td>
</tr>
<tr>
<td>Metro</td>
<td>(866) 512-2857</td>
</tr>
<tr>
<td>Hawthorne</td>
<td>(866) 512-2856</td>
</tr>
<tr>
<td>Rancho Dominguez</td>
<td>(888) 896-0044</td>
</tr>
</tbody>
</table>
When do I mail timesheets?

- Mail your timesheet at the end of the pay period.
- Keep track of the hours you worked on a calendar, so that you can enter the time you worked correctly.

If you send your timesheet BEFORE the end of the pay period, your timesheet will be rejected causing payment delay!
# When to mail your timesheet

<table>
<thead>
<tr>
<th>Month/Year</th>
<th>Mail the Part A (1-15\textsuperscript{th}) timesheet on:</th>
<th>Mail the Part B (16-30/31\textsuperscript{st}) timesheet on:</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 2013</td>
<td>April 15\textsuperscript{th}</td>
<td>April 30\textsuperscript{th}</td>
</tr>
<tr>
<td>May 2013</td>
<td>May 15\textsuperscript{th}</td>
<td>May 31\textsuperscript{st}</td>
</tr>
<tr>
<td>June 2013</td>
<td>June 15\textsuperscript{th}</td>
<td>July 1\textsuperscript{st}*</td>
</tr>
<tr>
<td>July 2013</td>
<td>July 15\textsuperscript{th}</td>
<td>July 31\textsuperscript{st}</td>
</tr>
<tr>
<td>August 2013</td>
<td>August 15\textsuperscript{th}</td>
<td>August 31\textsuperscript{st}</td>
</tr>
<tr>
<td>September 2013</td>
<td>September 16\textsuperscript{th} *</td>
<td>September 30\textsuperscript{th}</td>
</tr>
<tr>
<td>October 2013</td>
<td>October 15\textsuperscript{th}</td>
<td>October 31\textsuperscript{st}</td>
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</tr>
<tr>
<td>December 2013</td>
<td>December 16\textsuperscript{th} *</td>
<td>December 31\textsuperscript{st}</td>
</tr>
</tbody>
</table>

\* The 15\textsuperscript{th} or the 30\textsuperscript{th}/31\textsuperscript{st} of the month falls on a Sunday or a Holiday
What will NOT change:

You will continue receiving your timesheet in the mail with your paycheck or your paystub if you receive direct deposit.

If your timesheet has **no mistakes**, you should receive your payment within **10 business days**.

If it has been more than **10 business days from the day you mailed your timesheet** and you **have not** received your payment, please contact your local IHSS office.
What if I have any “old” timesheets?

- If you have any of the old timesheets, please send them **immediately** to:

  Los Angeles County DPSS  
  P.O. Box 77906  
  Los Angeles, CA 90007

- Complete the timesheet as you do currently.
How can I find out the status of the new IHSS timesheet?

- After September 2013, by calling your local IHSS Customer Service Hotline or your Provider Clerk.
  - Please allow at least 14 days from the day you mailed your timesheet before you call to find out the status.

- You can also call the State’s Help Desk at (866) 376-7066
  - The help desk will be available Monday through Friday from 8:00 a.m. to 5:00 p.m. The help desk will provide limited information regarding:
    - Was the timesheet received? When was it received?
    - Has the timesheet been processed?
    - Was the timesheet rejected*?
    - Was a paycheck issued?

*The help desk will not provide you the reason why the timesheet was rejected or your paycheck amount.

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Which one is **correct**?
## To Review

### DO’s

- Complete your timesheet carefully and timely.
- Write the time in hours and minutes (HH:MM).
- Only use **black ink**.
- Write only **one** number per box.
- Remember that the timesheet needs to be **signed and dated by you and your recipient**.
- Send your timesheet at the **end of the pay period**.

### DON’Ts

- Do not use any colored pen or pencil to complete your timesheet.
- Do not use **decimals (1.18)**.
- Do not erase, write-over, or scribble over the boxes in the timesheet.
- Do not write outside the **box**.
- Do not write over the boxes containing zeros (0).
- Do not fold the timesheet.
- **Do not send your timesheet early!**
How do I report a **Change of Address**?

- You will need to complete a new form, **The Provider or Recipient Change of Address and/or Telephone form (SOC 840)**.

- The SOC 840 is available:
  - Online at the DPSS website at [http://dpss.lacounty.gov/dpss/ihss](http://dpss.lacounty.gov/dpss/ihss)
  - By contacting your Provider Clerk

- Once you complete the form, mail it to your local IHSS office.

  **Do not send your Change of Address form with your timesheet.**

  **Sending the change of address form with your timesheet will delay your payment.**
Questions?

This presentation, along with additional information is available to you 24 hours a day, seven days a week at:
http://dpss.lacounty.gov/dpss/ihss/default.cfm