





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

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In-Home Supportive Services (IHSS) Program/CMIPS II Project
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(SEIU ULTCW)

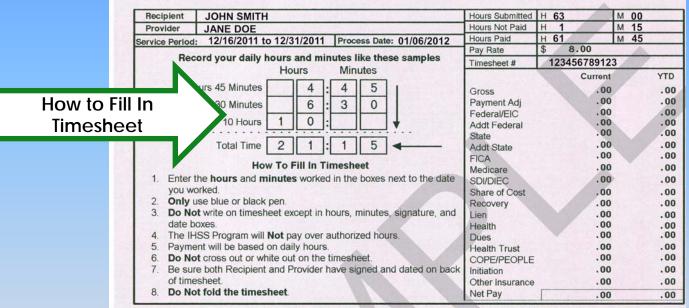
Changes to IHSS

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

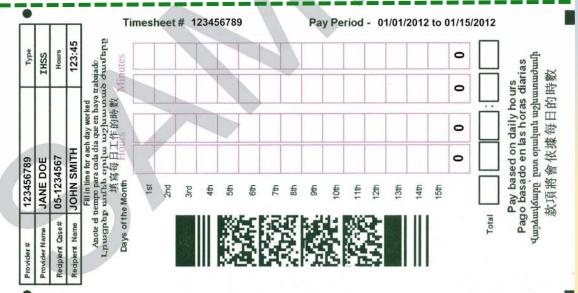
In this presentation, you will learn about:

- 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)



Detach timesheet before mailing (Save the top portion for your information)



Gross/Net income and deduction information



Complete and mail the bottom of your timesheet only.

New Timesheet (Front)

Provider ID
Provider Name
Recipient Case Number
Recipient Name

 Provider #
 123456789
 Type

 Provider Name
 JANE DOE
 IHSS

 Redpient Case #
 05-1234567
 Hours

 Redpient Name
 JOHN SMITH
 123:45

Anote el tiempo para cada día que en haya trabajado. Lpungphp milbh opijun m2/mmmub dunth 填寫每日工作的時數

Days of the Month

2nd 2nd 4th 5th 5th 7th

123456789

Pay Period - 01/01/2012 to 01/15/2012

Barcode

Pay based on daily hours Pago basado en las horas diarias Վարձավճարը՝ ըստ օրական աշխատաժամի 款項將會依據每日的時數

0

0

Provider Authorized Hours (for the month)*

Timesheet number & Pay Period

New Timesheet (Back)

Cómo llenar el reporte de horas trabajadas

- Anote las horas y minutos trabajados en las casillas al lado de la fecha en que trabajó.
- Solamente use una pluma con tinta azul o negra.
- Solamente escriba en las casillas para horas, minutos, firma y fecha del reporte de horas trabajadas.
- El Programa de Servicios de Apoyo en el Hogar (IHSS) no pagará más de las horas autorizadas
- El pago estará basado en las horas diarias.
- No tache ni use corrector blanco en el reporte de horas trabajadas.

 Asegúrese que el beneficiario y el proveedor hayan firmado y puesto la fecha en el reverso del reporte de horas trabajadas
- No doble el reporte de horas trabajadas.

Ինչպես լրացնել ժամանակացույցը

- Ներմուծեք աշխատած ժամերև ու րոպեները ձեր աշխատած օրվա ամսաթվի կողքը՝ քառակուսու մեջ։ Օգտագործեք միայն կապույտ եւ սեւ գրիչ։

- օգտագորօսք պրայս գապույն ու սու գլորչ։ Մի գրեք ծամացուցակի վրա, բացի ժամերից, բոպեներից, ստորագրությունից եւ ամսաթվից։ IHSS ծրագիրը լիազորված աշխատաժամից դուրս չի վձարի։ Վարձավձարը կլինի ըստ օրական աշխատաժամի։ Մի գծեք կամ սպիտակացրեք ժամացուցակի վրա։ Համոզված եղեք որ եւ սպասարկողը, եւ ստացողը ստորագրեն եւ ամսաթիվը նշեն ժամացուցակի ետեւում։

如何填寫時間表

- 在你工作日期旁的方匣填寫工作的時數和分鐘。
- 供的使用藍色或黑色鋼筆。 除了在時數,分鐘、簽名,和日期的方匣外,不要在時間表其它地方書寫。 HSS計劃不會支付多過特許的時數。
- 款項將會依據每日的時數
- 不要在時間表上刪劃或使用塗改液. 確定接受者和服務提供人在時間表背面簽名和填上日期

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

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.

Declaro que la información en este reporte de horas trabajadas es verdadera y correcta. Entiendo que cualquier declaración falsa puede ser enjuiciada bajo las leves federales y estatales y que si me condenan de fraude, es posible que también esté sujeto a sanciones civiles.

Ես հայտարարում եմ, որ այս հաշվեցուցակում ներկայացված տեղեկությունը ձշմարիտ և ձշգրիտ է։ Ես հասկանում եմ, որ լուրաքանչյուր կեղծ հայտարարություն կարող է հետապնդվել դատական կարգով Դաշնային և Նահանգային օրենքների համաձայն, և, եթե ես դատապարտվեմ խարդախության համար, ապա ես կարող եմ նաև ենթարկվել քաղաքացիաիրավական պատժամիջոցների։

我聲明在這時間表的資料是真實和正確的.我明白任何偽造的申請會被聯邦和州法律所檢控,而且如果詐騙罪 名成立,我可能也將受到民事處罰.

Mail Detached Timesheet To: IHSS Timesheet Processing Facility, PO BOX 2380 Chico, CA 95927-2380

Recipient Recipient Signature Signature

Provider Provider Signature Signature

Instructions on how to complete the timesheet in Spanish, Armenian and Chinese



Timesheet with missing signatures will be rejected and your payment will be delayed!

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 <u>MAILED</u> to the IHSS Timesheet Processing Facility in the envelope provided.

Your local IHSS office will no longer accept timesheets.

Timesheet Processing Facility

Provider mails timesheet

Timesheet arrives at the Timesheet Processing Facility (TPF)

Timesheet is scanned and processed

CMIPS II sends information electronically to the State Controller's Office (SCO)

SCO mails warrants and direct deposit statements

Direct deposit accounts are credited. Correctly completed timesheets can take up to 10 business days to process.

Timesheets with Errors

Provider mails timesheet

Timesheet arrives at the TPF

TPF scans and timesheet but it has an error.

Timesheet is sent back to Los Angeles electronically

Depending on the error, LA will mail a replacement timesheet to the provider

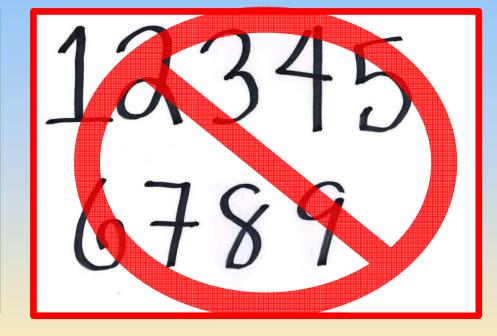
If there is an eligibility problem, the county determines next steps.

Completing the new timesheet

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

12345

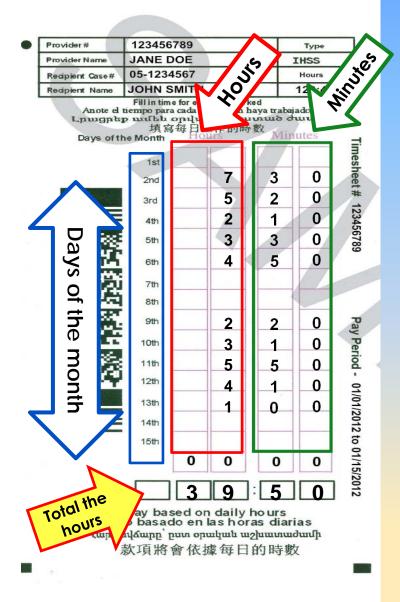
6789



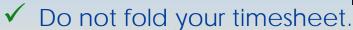


If numbers are not written clearly on the new timesheet, your paycheck will be delayed.

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.



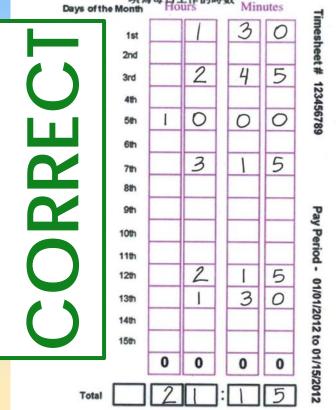


Your **IHSS** Recipient will tell you the hours you are authorized to work.

Claiming more hours than you are authorized to work on any pay period will delay your paycheck!

When completing the new timesheet

Provider#	123456789	Туре
Provider Name	JANE DOE	IHSS
Recipient Case:	05-1234567	Hours
Redpient Name	JOHN SMITH	123:45



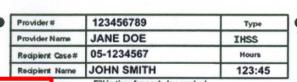
Pay based on daily hours
Pago basado en las horas diarias
Վարձավմարը՝ ըստ օրական աշխատաժամի
款項將會依據每日的時數

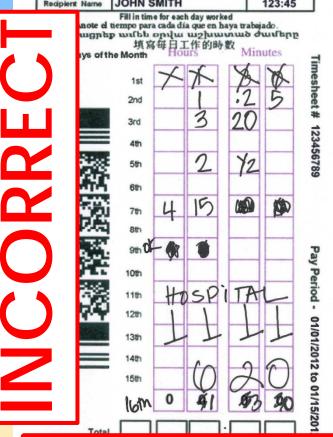
Remember to:

- ✓ 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:





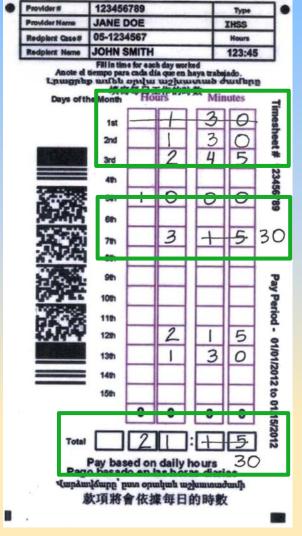
- Do not use fractions (1/2, 3/4),
 decimals (1.25) or symbols (x, *, -, /).
- Do not erase, write-over, or scribble on the timesheet.
- Do not use correction fluid (white-out) to correct a mistake.
- Do not include anything else with the timesheet (Change of Address form or notes to your Social Worker)

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

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

Burbank	(866) 544-9048
Chatsworth	(888) 822-9622
Lancaster	(866) 514-9911
El Monte	(888) 322-2204
Pomona	(866) 465-0905
Metro	(866) 512-2857
Hawthorne	(866) 512-2856
Rancho	
Dominguez	(888) 896-0044

When do I mail timesheets?

March 2013

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					8:00	4:30
3 4:30	4 8:00	5 8:00	6 4:15	7 5:45	8 3:15	9 4:30
10 4:30	8:00	12 8:00	13 4:00	14 6:00	15 3:15	16

- Mail your timesheet <u>at the end of the pay period</u>.
- 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 <u>BEFORE</u> the end of the pay period, your timesheet will be rejected causing payment delay!

When to mail your timesheet

Month/Year	Mail the Part A (1-15 th) timesheet on:	Mail the Part B (16-30/31st) timesheet on:	
April 2013	April 15 th	April 30 th	
May 2013	May 15 th	May 31st	
June 2013	June 15 th	July 1st*	
July 2013	July 15 th	July 31st	
August 2013	August 15 th	August 31st	
September 2013	September 16 th *	September 30 th	
October 2013	October 15 th	October 31st	
November 2013	November 15 th	November 30 th	
December 2013	December 16 th *	December 31st	

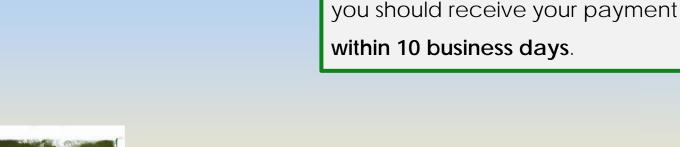
^{*} The 15th or the 30th/31st of the month falls on a Sunday or a Holiday

What will NOT Change:

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

wing your timesheet in check or your direct deposit.

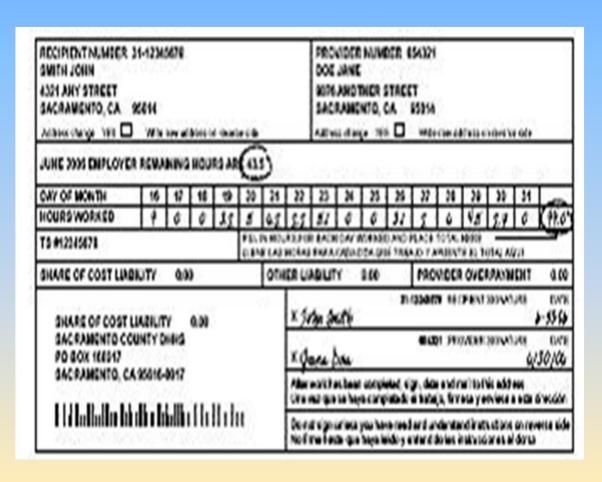
If your timesheet has no mistakes, you should receive your payment within 10 business days.





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?

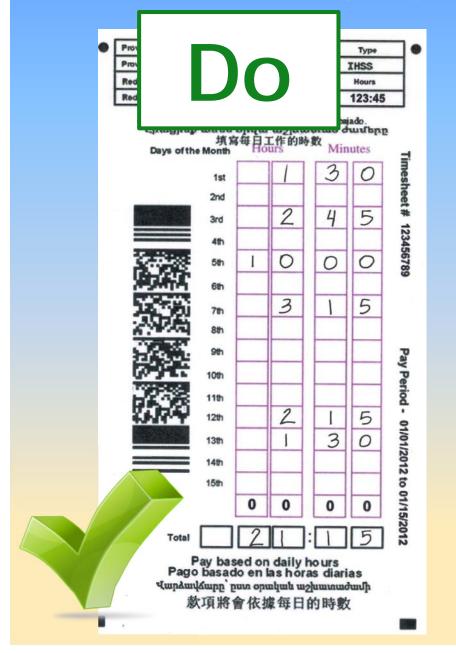
- After September 2013, by calling your local IHSS Customer Service Hotline or your Provider Clerk.
 - Please allow at least 14 days from the day you mailed your timesheet before you call to find out the status.

Burbank	(866) 544-9048
Chatsworth	(888) 822-9622
Lancaster	(866) 514-9911
El Monte	(888) 322-2204
Pomona	(866) 465-0905
Metro	(866) 512-2857
Hawthorne	(866) 512-2856
Rancho Dominguez	(888) 896-0044

- 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.

Which one is **correct**?



DON'T



To Review

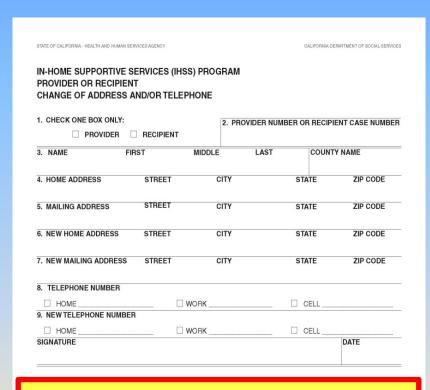
DO's

- ✓ 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

- X Do not use any colored pen or pencil to complete your timesheet.
- X Do not use decimals (1.18).
- X Do not erase, write-over, or scribble over the boxes in the timesheet.
- X Do not write outside the box.
- X Do not write over the boxes containing zeros (0).
- X Do not fold the timesheet.
- X <u>Do not send your timesheet</u> <u>early!</u>

How do I report a Change of Address?



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

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

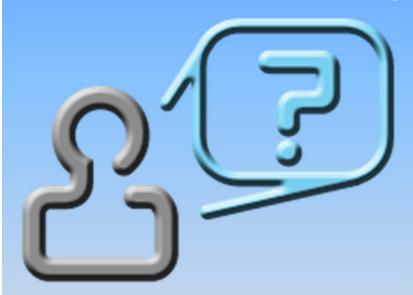
SOC 840 (10/12)

- 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

Or

- By contacting your Provider
 Clerk
- Once you complete the form, mail it to your local IHSS office.

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