



Dear IHSS/WPCS Providers,

During the timesheet submission peak days, if you get this message, “We are experiencing a high volume of users. Please come back in 60 minutes.” or find that the system is moving very slowly, it is best to log off and come back later in the day to submit your timesheet. **Do not repeatedly click on or refresh the page.** This will slow down the system.

There is no cutoff time for submitting timesheets, providers can submit their timesheets throughout the day, and they will be processed.

Here are some important things you should know:

- **DO NOT repeatedly click on and refresh the page to try and make the system run faster.** This doesn't work and makes the problem worse.
- **There are over 500,000 people using the ESP to submit and approve timesheets.** When everybody logs in at the same time it makes the system run slow. If you notice that it is taking a long time for the website to load, then log off and come back later. This will not delay your payment.
- Timesheets submitted at midnight on the first day of the pay period do not get processed any faster than those submitted later
- **The state has 10 days to issue payments to providers after we receive an approved and correct timesheet.** Your payment will not be late if you wait to submit your timesheet.
- **It is important to note that even when providers experience system slowness, they are getting paid faster. Providers who submit their timesheets electronically, with direct deposit, are getting paid within 3-4 business days.** You don't need a bank account to sign up for direct deposit.

You can use a reloadable pay card that can be purchased or contact your union, both SEIU and UDW have pay cards available for their members.

- Providers who use paper timesheets must wait 2-3 days of mail time before the Timesheet Processing Facility receives their timesheet, and the timesheet still needs to be processed when it's received. **Providers who use paper timesheets usually receive their payments 6-8 days after they mail their timesheet.**
- **Providers do not have to wait to submit their timesheets.** For example: If a provider completes their work for the pay period on the 13th of the month, they do not have to wait until the end of the pay period and should submit their timesheet on the last day they worked. There are no penalties for doing this. The system will hold the timesheet and process it on the first day of the next pay period, along with the rest of the timesheets received that day.
- Lots of people call the help desk and the State when the system is running slowly, and this can cause long wait times and busy signals. **Please be patient.** The county, the IHSS Service Desk and the State cannot help you if the system is running slowly or is unavailable.

We apologize for the frustration and inconvenience that the ESP issues have caused. We are doing everything we can to make the system better for you. We appreciate your patience and understanding.

Sincerely,

California Department of Social Services