



June 22, 2022

Attention IHSS/WPCS Providers

Subject: View Your Direct Deposit Remittance Advice/Pay Stub at the ESP

Effective July 1, the Remittance Advice (RA) statements, also known as “the pay stub”, for providers who receive their IHSS/WPCS payments using direct deposit will be delayed. Due to a national paper supply shortage, the State Controller’s Office (SCO) will not be able to send the RA statements/pay stubs in a timely manner.

This will not affect your IHSS/WPCS paper warrant or direct deposit payments. You will continue to receive your paper paycheck like you do now. Deposit payments will continue to be posted.

Providers that do not receive RA statements/paystub in the mail can view, download and/or print their RA statements/pay stub in the Electronic Services Portal (ESP) by using the following steps:

1. Log into your ESP account
2. Click on the *Financial* tab at the top of the ESP landing page
3. Select *Recent Payments* from the sub menu
  - The most recent payment will display if it was made in the last 14 days
  - If no recent payment was made in the last 14 days, you can enter the payment date you are seeking
4. Select *View Payment Detail* in the blue section
5. Select either email or download or print in the blue section

For ESP questions please contact the IHSS Service Desk at (866) 376-7066 during normal business hours of 8 am – 5 pm Monday through Friday, excluding major holidays.