



July 18, 2023

TO: Non-Live-In In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) Providers:

We know there has been some confusion about the new Electronic Visit Verification (EVV) requirements that began on July 1, 2023, for non-live-in providers. The California Department of Social Services is sending this notice to help non-live-in IHSS/WPCS providers better understand the new requirements and answer some common questions, as well as provide some helpful tips.

Question: Am I required to do EVV and check-in and out?

Answer: Yes, if you are receiving this notice, it is because our records indicate that you have not self-certified that you live with one or more of the IHSS recipients you work for. All non-live-in providers are required to check-in and out at the beginning and end of each workday, as well as identify if their day begins or ends in the recipient's "home" or in the "community."

Question: I couldn't check-in or out on a day. Does this mean I won't get paid?

Answer: No, you will be paid for the services you provide. If you make a mistake, or forget to check-in or out on a day, or had a technical issue that kept you from being able to check-in or out, it can be corrected before submitting your timesheet. In these cases, you will need to manually enter your check-in and out time and location on your electronic timesheet, using the Electronic Services Portal (ESP) or Telephone Timesheet System (TTS), for any day you worked.

Question: Will I get in trouble if I do not check-in or out?

Answer: The federal government requires all non-live-in providers to use EVV and it is a condition of employment. There are no penalties for forgetting to check-in/out on a day or correcting mistakes on your timesheet, you will still be paid.

Question: Can I still get a violation for overtime?

Answer: EVV does not change the overtime rules. The easiest way to prevent overtime violations is to use the ESP because the system will warn you if you are going to get a violation. **It is important that you read all prompts when you are submitting your timesheet, you may miss important messages that could result in an overtime violation** or delay your timesheet from being processed.

Question: I have been using the ESP to submit my timesheet. Do I have to use the Telephone Timesheet System (TTS) to check-in and out?

Answer: No, using the TTS is NOT required. If you have been using the ESP to submit your timesheets, you can continue to use ESP to check-in and out by accessing the ESP on your smartphone, tablet, or laptop from the recipient's home or in the community. You may also use the IHSS EVV Mobile App. These are the easiest ways to check-in and out.

Question: I don't see my recipient listed when I go to check-in or out. Is there something wrong?

Answer: If you have self-certified that you live with your recipient by selecting "Yes" when asked if you live with your recipient when accessing your electronic timesheet for the first time at the beginning of the pay period, **you will not see your recipient listed if you select check-in/out.**

Question: I accidentally selected "Yes" that I live with my recipient and now I can't check-in or out. Am I going to get in trouble?

Answer: No, mistakes happen. If you selected "Yes," that you live with your recipient when accessing your timesheet for the first time for the pay period by mistake, go ahead and complete the timesheet provided for the pay period. When the system asks you the same question for the next pay period, make sure you select "No." You will then be able to check-in and out beginning the next pay period. There are no penalties for mistakes with check-in and out.

Question: I am getting an EVV006 Error Message when I try to check-in or out. What does this mean?

Answer: If you see an **EVV006 Error Message** when you try to check-in/out with the IHSS EVV Mobile App or ESP, it may be because you have both the IHSS EVV Mobile App and your ESP account open at the same time. Close one and you will be able to check-in/out.

Helpful Tips:

- The IHSS EVV Mobile App and ESP are the easiest ways to check-in and out. If you have a problem with your device or slow internet speed that causes the IHSS EVV Mobile App to be slow, you are able to use the ESP on your smartphone, tablet, or laptop.
- At the end of each pay period, you will still need to review, make any corrections, and submit your timesheet the same way you did before July 1, 2023. Timesheets cannot be submitted using the IHSS EVV Mobile App.



Do you need more help?

CDSS has posted easy-to-follow training materials on how to use all of the EVV systems. Materials include step-by-step guides, quick reference sheets, recorded webinars and a link to the live webinar schedule. Please visit the [CDSS EVV website](#) by clicking the link or by visiting <https://www.cdss.ca.gov/inforesources/cdss-programs/ihss/evvhelp> for more information.

The IHSS Service Desk is also available to provide assistance and can be contacted at 1-866-376-7066, Monday – Friday, 8:00 a.m. to 5:00 p.m. Please note, due to a high call volume there may be longer than normal wait times.

Also, did you know that IHSS has an official Facebook page? Follow us at <https://www.facebook.com/In-Home-Supportive-Services-118066766246175/> and keep up-to-date with information about the IHSS program and other important community resources.