



Public Authority

Care Communications

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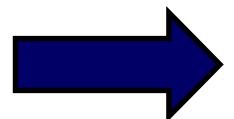
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Electronic Visit Verification

Electronic Visit Verification (EVV) is a federal law that requires IHSS and WPCS to check **IN** and **OUT** after each shift by using either the IHSS EVV ESP Mobile app, the Electronic Service Portal or Telephone Timesheet System (TTS; using the recipients landline telephone).

- This change went into effect on 7/1/2023 for **ONLY** non-live in providers. .
- Check-in at the beginning of each shift in real time
- Check-out at the end of each shift in real time
- Identify location when checking in or out as either at the recipient's home or in the community.
- **IHSS EVV ESP Mobil app is available on your app store!!**
- Resources are available on the [CDSS](#) and IHSS [PA](#) websites
- The system will only capture location when the provider checks in and out. They system **will not** track the provider's location or movements throughout the day.
- The EVV system will allow a provider to fix an error if they forget to check in or out.



EVV Resources:

[English](#)

[Spanish](#)

Employment Verification

IHSS/WPCS providers who are in need of an employment verification have two different ways of obtaining one.

1. Call payroll at 209-468-1706
2. On the Electronic Service Portal website under the financial tab

Two verifications are available via ESP:

1. The **“Employment Verification”** option is a document that confirms the employment status of a provider without wage information. It also includes a general description of pay details.
2. The **“Employment and Wage Verification”** option includes employment status above and also includes the wage information details (e.g., gross dollars earned, gross overtime earned, rate of pay, and payment details).

Timesheet Help

Are you in need of assistance completing your ESP/TTS timesheet? We currently have information timesheet videos on our [website](#), virtual timesheet training classes, as well as individual help.

To inquire about upcoming timesheet training classes please visit our [website](#) and for individual help contact Nicole by [email](#) or phone; 209-468-1747.

Provider Pay Rate

Effective 1/1/2025 the new provider pay rate will increase to \$17.00 per hour making the over time rate \$25.50 per hour.

Timesheet Training

Do you need help learning how to properly complete your timesheet and avoid possible violations or delay in processing? Attend one of our timesheet training classes!

Training Topics Include:

- How to register for ESP (Electronic Service Portal)
- Common issues while registering for ESP
- T/S entry
- EVV (Electronic Visit Verification)
- Common timesheet problems
- Timesheet Tips

Upcoming Schedule:

1/14/2025 @ 10 am

2/27/2025 @ 10:30 am

These trainings are not mandatory or paid but if you are interested in attending a Timesheet Training class please contact Nicole to register.

nlinsenbigler@sjgov.org

209-468-1747

Staff Contact Information

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