

December 9, 2025

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

You are receiving this notice because the California Department of Social Services (CDSS) has identified that you are not using an Electronic Visit Verification (EVV) method to check in and out. **If you actively use an electronic method to check-in and out, self-certify that you live with your recipient by submitting an SOC 2298 form, or select that you live with your recipient each time you access your timesheet, you may disregard this notice.**

Am I required to check-in and out?

EVV is mandatory and a condition of employment. All IHSS/WPCS providers that do not self-certify they live with their recipient(s) are required to check-in and out at the beginning and end of each workday and indicate if they are providing IHSS/WPCS services in the recipient's "home" or in the "community." If you work for more than one recipient, check-in and out is required for each recipient.

How do I check-in and out?

You may use the following options to check-in and out:

- The Electronic Services Portal (ESP) or IHSS EVV Mobile Application (App) using a smartphone, tablet, laptop, or any app-enabled device. The free IHSS EVV Mobile App can be found and installed from your device's app store. The ESP website address is <https://www.etimesheets.ihss.ca.gov/login>.
- The IHSS Telephone Timesheet System (TTS) uses the recipient's landline telephone. The telephone number for the TTS is (833)-DIAL-EVV or (833) 342-5388.

You must use one of these options to check-in and out each workday to comply with the federal EVV requirement, and these can be used interchangeably.

What if I need help?

CDSS has posted easy-to-follow training materials including step-by-step guides, quick reference sheets, Frequently Asked Questions (FAQs), and a recorded informational video. Please visit the [CDSS EVV](https://www.cdss.ca.gov/inforesources/cdssprograms/ihss/evvhelp) website by clicking the link or by visiting <https://www.cdss.ca.gov/inforesources/cdssprograms/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.

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.