

# Eastern Sierra IHSS Newsletter

Alpine, Inyo & Mono Counties

## FALL 2023

## announcements

- Call IHSS Help Desk with any timesheet questions: 866. 376.7066
- Are you signed up for the Access & Functional Needs registry and/or emergency notifications in your county?

## Emergency Notification and Access and Functional Needs (AFN) Registry

The purpose of the AFN Registry is to identify the needs of individuals with disabilities before, during, and after disasters. Get registered today!

### **Alpine County:**

530.694.2235

Call Rebecca Dominguez or Heather Dobbs  
(Alpine County Social Services)

- [alpinecountyca.gov/list.aspx](http://alpinecountyca.gov/list.aspx)
- [douglascounty.onthealert.com/Terms/Index/?ReturnUrl=%2F](http://douglascounty.onthealert.com/Terms/Index/?ReturnUrl=%2F)

If your county doesn't have an AFN Registry, sign up for emergency notifications!

### **Inyo County:**

760.872.2121

- [tinyurl.com/inyoalerts](http://tinyurl.com/inyoalerts)

### **Mono County:**

Ready Mono

- [ready.mono.ca.gov](http://ready.mono.ca.gov)

## Provider Training

How do I register for EVV? How do electronic timesheets work? What services have been authorized for my Recipient, and what does that mean? What is the best way to resolve conflicts between Providers and Recipients? If you have questions or concerns, your Registry staff is available to help

you. **We offer one-on-one training opportunities, if requested.** Training sessions can be held either in-person or via Zoom. Please contact your local Registry office for more information, or to schedule a training.

● [Go to QR code at end of newsletter for more information](#)

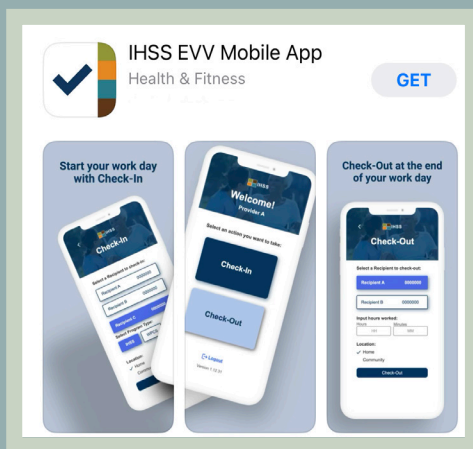
# Electronic Visit Verification (EVV)

As of July 1st, 2023, all non-live in Providers are required to check in when they begin to provide authorized services to their Recipient, and check out at the end of their shift.

There are three EVV options for Providers to choose from:

- **Mobile APP**
- **Electronic Services Portal (ESP)**
- **Telephone Timesheet System (TTS)**

Mobile APP and Electronic Service Portal (ESP) users can download the free IHSS EVV Mobile App through Apple's App Store or the Google Play Store for Android devices. Providers can easily find the app by searching for the following keywords: *IHSS, EVV, EVV app, EVV Mobile, or Electronic Visit Verification*. Since many other states are using similar apps, California Providers should choose the following apps:



## Apple Devices:

California's In-Home Supportive Services (IHSS) Program, Electronic Visit Verification (EVV) Solution for IHSS and WPCS Providers.



## Android Devices:

California's EVV Solution for IHSS and WPCS providers to Check-In & Check-Out.

Providers who are already registered for ESP will use the same log in Username and Password for the IHSS EVV Mobile App. **It is VERY important that Providers enable their Location settings on their phone if using either the app or ESP.** This is to verify the Providers' location, using geo-location, at the time of check-in and check-out. The app **does not** track the Providers location between these two events.

When checking in/out the Provider will record their location as either Home or Community. Geo-location will only be used when Home is selected. Providers will be given the option to record the hours worked at the time of check-out, or they can record their hours at a later time.

## Telephone Timesheet System (TTS)

The third option for Provider's is to use TTS. When checking in/out at the Recipient's Home the Recipient's landline phone must be used. This is to record an electronic geo-location. Providers can use their own cell phones when checking in/out in the Community as geo-location is not needed for this option. If the Recipient does not have a landline, the Provider **must** use ESP or the IHSS EVV Mobile App for checking in/out.

If a Provider forgets to check out at the end of their shift, the system will automatically check them out at 11:59pm. There is no penalty for this.

For further information and step-by step instructions, please visit: [www.cdss.ca.gov/inforesources/cdss-programs/ihss/evvhelpp](http://www.cdss.ca.gov/inforesources/cdss-programs/ihss/evvhelpp) Providers can also call the IHSS Service Desk for additional help.

They can be reached at 866.376.7066 and are available between the hours of 8:00a-5:00p, Monday-Friday.

# Medi-Cal Renewal

As of April 1, 2023, Medi-Cal has resumed its normal renewal processes. If you have Medi-Cal, you MUST reapply starting this year. If you have questions, contact your county social service office or email Jake Maxwell at [jmaxwellcss@gmail.com](mailto:jmaxwellcss@gmail.com).

## *Paid Sick Leave*

All IHSS providers will accrue annual sick leave after working 100 hours by providing authorized services for one or more IHSS Recipients. Once the annual sick leave hours are accrued, the provider must work an additional 200 hours providing services to any IHSS recipient(s), or actively work for a period of 60 calendar days from the date on which the provider accrued his/her annual paid sick leave hours, whichever comes first, before they can use them. A Provider who completes the hours, or time requirements, will continue to accrue hours of paid sick leave each State Fiscal Year. At the end of each State Fiscal Year, June 30th, any unused paid sick leave will expire.

The annual IHSS Provider Paid Sick Leave hours for Fiscal Year 2023/2024 are 24 hours beginning July 1st, 2023. For those Providers who met the requirements before June 30th, 2023, and has not used any Paid Sick Leave hours during July 2023, should have a total of 24 hours available to them to use between July 1st, 2023 and June 30th, 2024.

*For further information, please visit: [www.cdss.ca.gov/inforesources/ihss-providers/resources/sick-leave](http://www.cdss.ca.gov/inforesources/ihss-providers/resources/sick-leave)*

## **IHSS ADVISORY COMMITTEE: WE NEED YOU!**

If you are a current or former IHSS Recipient or Provider and would like to become more involved with your local IHSS program, Community Service Solutions is looking for IHSS Advisory Committee members (in both Alpine & Inyo Counties). We are particularly interested in Recipients joining! A stipend will be paid to participating members. The Committee meets four times per year, in person or by zoom. We want to hear from you! Please contact either of our offices if you are interested.

# COMMUNITY SERVICE SOLUTIONS *and resources*



## **ALPINE** *provider registry*

530.694.1240  
alpineihss@gmail.com

(Mon-Fri 9:00a-1:00p)

**Physical:**  
14831 HWY 89  
Markleeville, CA 96120

**Mailing:**  
P.O. Box 451  
Markleeville, CA 96120

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**Health and Human  
Services:**  
530.694.2235

**Behavioral  
Health Services:**  
530.694.1816

## **INYO** *provider registry*

760.872.2121  
inyoihss@gmail.com

(Mon-Fri 8:00a-4:30p)

407 W. Line Street #3  
Bishop, CA 93514

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**Health and  
Human Services:**  
760.873.6364

**Senior Center:**  
760.873.5240

**Bishop Wellness Center:**  
760.873.8039

## **MONO** *provider registry*

775.392.0055  
monoihssregistry@gmail.com

(Mon-Fri 8:30a-4:30p)

**Physical:**  
1701 County Rd. Suite A  
Minden, NV 89423

**Mailing:**  
P.O. Box 346  
Coleville, CA 96107

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**Social Services:**  
760.924.1770

**Senior Center:**  
530.495.2323



- Eastern Sierra IHSS Website
- IHSS Career Pathways
- Ready Mono
- Inyo Alerts
- Alpine County Alerts
- Douglas County Alerts
- CSS Website
- CDSS Webinars & Trainings
- EVV Info by UDW  
(Alpine & Mono County)
- EVV info by SEIU (Inyo County)
- Facebook
- Instagram
- Eastern Sierra Resources Website