



# New In-Home Supportive Services (IHSS) Timesheet Process

Department of Public Social Services  
In Home Support Supportive Services (IHSS) Program/CMIPS II Project  
Personal Assistance Services Council (PASC)  
SEIU United Long Term Care Workers (SEIU ULTCW)

# In this presentation, you will learn about:

- Changes to the IHSS Timesheet Process:
  - Sample new timesheet
  - Where to send your new timesheet
- How to:
  - complete the new timesheet correctly
  - avoid timesheet rejection & obtain a replacement timesheet
  - complete a change of address

# Changes to IHSS Provider Timesheets

- In July 2013, Los Angeles County IHSS will implement a new computer system that will improve timesheet & payroll processing.
- The entire state of California will use the same computer system.
- The IHSS timesheet will be completely different.
- Local IHSS Offices will no longer process IHSS timesheets.

# Where do I send the **new timesheet** for processing?

IHSS Timesheet Processing Facility  
P.O. Box 2380  
Chico, CA 95927-2380

Your local IHSS office will not be able to process IHSS timesheets. All timesheets must be **MAILED** to the IHSS Timesheet Processing Facility.

Sending your timesheet to the local IHSS office will **DELAY** your paycheck.

# How do I report a Change of Address?

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY  
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

**IN-HOME SUPPORTIVE SERVICES (IHSS) PROGRAM  
PROVIDER OR RECIPIENT  
CHANGE OF ADDRESS AND/OR TELEPHONE**

1. CHECK ONE BOX ONLY:  
 PROVIDER     RECIPIENT

2. PROVIDER NUMBER OR RECIPIENT CASE NUMBER

3. NAME      FIRST      MIDDLE      LAST      COUNTY NAME

4. HOME ADDRESS      STREET      CITY      STATE      ZIP CODE

5. MAILING ADDRESS      STREET      CITY      STATE      ZIP CODE

6. NEW HOME ADDRESS      STREET      CITY      STATE      ZIP CODE

7. NEW MAILING ADDRESS      STREET      CITY      STATE      ZIP CODE

8. TELEPHONE NUMBER  
 HOME       WORK       CELL

9. NEW TELEPHONE NUMBER  
 HOME       WORK       CELL

SIGNATURE      DATE

- You will need to complete a new form, the SOC 840.
- Once you complete the form, you will mail it to your local IHSS office.
- The form is available:
  - Online at the DPSS website at <http://dpss.lacounty.gov/dps/s/ihss/default.cfm>
  - or
  - By contacting your Provider Clerk

Do not send your change of address form with your timesheet.

**Sending the change of address form with your timesheet will delay your paycheck.**

# New Timesheet (Front)

How to Fill In Timesheet

Recipient	JOHN SMITH			Hours Submitted	H 63	M 00
Provider	JANE DOE			Hours Not Paid	H 1	M 15
Service Period:	12/16/2011 to 12/31/2011		Process Date:	01/06/2012		
Record your daily hours and minutes like these samples				Hours Paid	H 61	M 45
				Pay Rate	\$ 8.00	
				Timesheet #	123456789123	
				Current		YTD
4 Hours 45 Minutes				Gross	.00	.00
6 Hours 30 Minutes				Payment Adj	.00	.00
10 Hours				Federal/EIC	.00	.00
Total Time				Addt Federal	.00	.00
				State	.00	.00
				Addt State	.00	.00
				FICA	.00	.00
				Medicare	.00	.00
				SDI/DIEC	.00	.00
				Share of Cost	.00	.00
				Recovery	.00	.00
				Lien	.00	.00
				Health	.00	.00
				Dues	.00	.00
				Health Trust	.00	.00
				COPE/PEOPLE	.00	.00
				Initiation	.00	.00
				Other Insurance	.00	.00
				Net Pay	.00	.00

Gross, net and deduction information

- How To Fill In Timesheet**
1. Enter the **hours** and **minutes** worked in the boxes next to the date you worked.
  2. **Only** use blue or black pen.
  3. **Do Not** write on timesheet except in hours, minutes, signature, and date boxes.
  4. The IHSS Program will **Not** pay over authorized hours.
  5. Payment will be based on daily hours.
  6. **Do Not** cross out or white out on the timesheet.
  7. Be sure both Recipient and Provider have signed and dated on back of timesheet.
  8. **Do Not fold the timesheet.**

Detach timesheet before mailing (Save the top portion for your information)



Provider #	123456789	Type	IHSS
Provider Name	JANE DOE	Hours	123:45
Recipient Case #	05-1234567		
Recipient Name	JOHN SMITH		

Fill in time for each day worked  
 Anote el tiempo para cada día que en haya trabajado.  
 L-pungpitap unah, epulur unah, unah unah chunfbrn  
 填寫每日工作的時數

Timesheet # 123456789      Pay Period - 01/01/2012 to 01/15/2012

Days of the Month	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th	15th
Hours															
Minutes															
Total															

Pay based on daily hours  
 Pago basado en las horas diarias  
 款項將會依據每日的時數

You only need to complete and mail the bottom of your timesheet.

# New Timesheet (Front)

Provider ID  
 Provider Name  
 Recipient Case Number  
 Recipient Name

Provider #	123456789	
Provider Name	JANE DOE	IHSS
Recipient Case#	05-1234567	Hours
Recipient Name	JOHN SMITH	123:45

Fill in time for each day worked  
 填寫每日工作的時數

Days of the Month	Hours	Minutes
1st		
2nd		
3rd		
4th		
5th		
6th		
7th		
8th		
9th		
10th		
11th		
12th		
13th		
14th		
15th		
16th		
17th		
18th		
19th		
20th		
21st		
22nd		
23rd		
24th		
25th		
26th		
27th		
28th		
29th		
30th		
31st		

Total  Hours  Minutes

Barcode

Timesheet # 123456789  
 Pay Period - 01/01/2012 to 01/15/2012

Provider  
 Authorized Hours  
 (for the month)\*

Enter time  
 (hours & minutes)  
 Barcode

Timesheet number  
 Pay Period

Your Consumer will tell you the hours you are authorized to work for the month.

Claiming too many hours on any pay period will delay your paycheck!



# New Timesheet (Back)

## Cómo llenar el reporte de horas trabajadas

1. Anote las **horas y minutos** trabajados en las casillas al lado de la fecha en que trabajó.
2. **Solamente** use una pluma con tinta azul o negra.
3. **Solamente** escriba en las casillas para horas, minutos, firma y fecha del reporte de horas trabajadas.
4. El Programa de Servicios de Apoyo en el Hogar (IHSS) **no** pagará más de las horas autorizadas.
5. El pago estará basado en las horas diarias.
6. **No** tache ni use corrector blanco en el reporte de horas trabajadas.
7. Asegúrese que el beneficiario y el proveedor hayan firmado y puesto la fecha en el reverso del reporte de horas trabajadas.
8. **No doble el reporte de horas trabajadas.**

## Ինչպես լրացնել ժամանակացույցը

1. Ներմուծեք աշխատած ժամերն ու րոպեները ձեր աշխատած օրվա ամսաթվի կողքը՝ բառակառու մեջ:
2. Օգտագործեք միայն կապույտ կամ սև գրիչ:
3. Մի գրեք ժամացուցակի վրա, բացի ժամերից, րոպեներից, ստորագրությունից և ամսաթվից:
4. IHSS ծրագիրը լիազորված աշխատատեղից դուրս չի վճարի:
5. Կարձակաբար կլինի ռոտ օրական աշխատատեղի:
6. **Մի գծեք** կամ սպիտակացրեք ժամացուցակի վրա:
7. Համոզված եղեք որ եւ սպասարկողը, եւ ստացողը ստորագրեն և ամսաթիվը կշեն ժամացուցակի ետևում:
8. Մի ծալեք ժամացուցակը:

## 如何填寫時間表

1. 在你工作日期旁的方匣填寫工作的時數和分鐘。
2. 只能使用藍色或黑色鋼筆。
3. 除了在時數、分鐘、簽名、和日期的方匣外，不要在時間表其它地方書寫。
4. IHSS計劃不會支付多過特許的時數。
5. 款項將會依據每日的時數。
6. 不要在時間表上刪劃或使用塗改液。
7. 確定接受者和服務提供人在時間表背面簽名和填上日期。
8. 請勿摺疊時間表。

Detach Timesheet before mailing (Save the Top portion for your information)

I declare that the information on this timesheet is true and correct. I understand that any false claim may be prosecuted under Federal and State laws and that if convicted of fraud, I may also be subject to civil penalties.

Declaro que la información en este reporte de horas trabajadas es verdadera y correcta. Entiendo que cualquier declaración falsa puede ser enjuiciada bajo las leyes federales y estatales y que si me condenan de fraude, es posible que también esté sujeto a sanciones civiles.

Ես հայտարարում եմ, որ այս հաշվեցուցակում ներկայացված տեղեկությունը ճշմարիտ և ճշգրիտ է: Ես հասկանում եմ, որ յուրաքանչյուր կեղծ հայտարարություն կարող է հետապնդվել դատական կարգով Դաշնային և Նահանգային օրենքների համաձայն, և, եթե ես դատապարտվեմ խարդախության համար, ապա ես կարող եմ նաև ենթարկվել քաղաքացիաիրավական պատժամիջոցների:

我聲明在這時間表的資料是真實和正確的。我明白任何偽造的申請會被聯邦和州法律所檢控，而且如果詐騙罪名成立，我也可能也將受到民事處罰。

Mail Detached Timesheet To: IHSS Timesheet Processing Facility, PO BOX 2380 Chico, CA 95927-2380

<b>Recipient Signature</b>		<b>Provider Signature</b>	
Recipient Signature	Date	Provider Signature	Date

-Do Not Fold Timesheet-



Missing signatures  
will cause your  
timesheet to be  
rejected and your  
paycheck will be  
delayed!



# How to complete the new timesheet

Provider #	123456789	Type
Provider Name	JANE DOE	IHSS
Recipient Case#	05-1234567	Hours
Recipient Name	JOHN SMITH	123:45

Fill in time for each day worked  
 Anote el tiempo para cada día que en haya trabajado.  
 Լրացրեք ամեն օրվա աշխատանք ժամերը  
 填寫每日工作的時數

Days of the Month	Hours	Minutes	
1st			
2nd			
3rd	7	3	0
4th	5	2	0
5th	2	1	0
6th	3	3	0
7th	4	5	0
8th			
9th			
10th	2	2	0
11th	3	1	0
12th	5	5	0
13th	4	1	0
14th	1	0	0
15th			
	0	0	0

Timesheet # 123456789  
 Pay Period - 01/01/2012 to 01/15/2012

Total the hours

Pay based on daily hours  
 Pago basado en las horas diarias  
 արձակմանը ըստ օրական աշխատածամի  
 款項將會依據每日的時數

- Only use **black ink** to complete your timesheet.
- Using any other color pen or pencil will delay your paycheck.
- Make sure to total the hours worked.



# How do I write the time worked in the new timesheet?

Provider #	123456789	Type	
Provider Name	JANE DOE	IHSS	
Recipient Case #	05-1234567	Hours	
Recipient Name	JOHN SMITH	12	

Fill in time for each day.   
 Anote el tiempo para cada día.   
 填寫每日工作的時數

Days of the Month	Hours	Minutes	Minutes
1st			
2nd			
3rd	7	3	0
4th	5	2	0
5th	2	1	0
6th	3	3	0
7th	4	5	0
8th			
9th			
10th	2	2	0
11th	3	1	0
12th	5	5	0
13th	4	1	0
14th	1		
15th			
Total	0	0	0

Timesheet # 123456789  
 Pay Period - 01/01/2012 to 01/15/2012


Pay based on daily hours  
 Pago basado en las horas diarias  
 款項將會依據每日的時數

- Enter the hours you worked next to the date you worked.
- Enter the time just like it looks on a digital clock.
- Do not write more than 24 hours in a work day.
- **Do not use decimal points!**

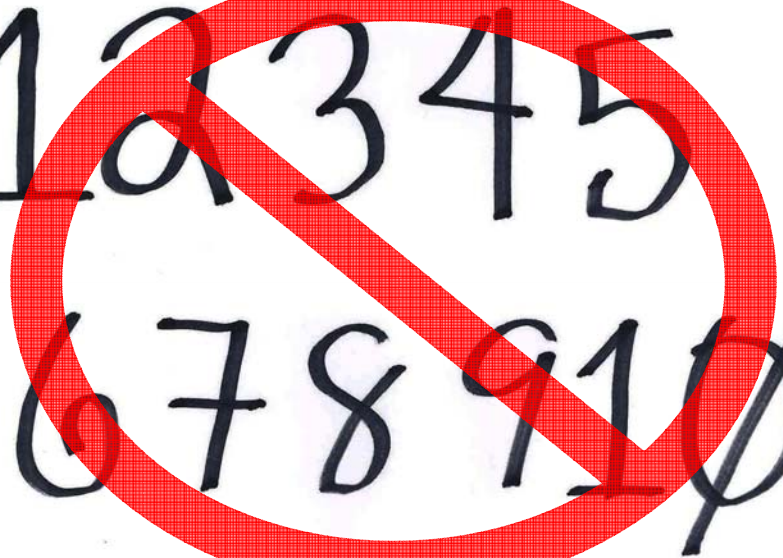


# Completing the new timesheet

Scanning equipment will be “reading” your timesheet.  
It is important that you write your numbers clearly.



1 2 3 4 5  
6 7 8 9 10



1 2 3 4 5  
6 7 8 9 10

If numbers are not written  
clearly on the new timesheet,  
your paycheck will be delayed.

# How to fill out the **new timesheet** correctly

Provider #	123456789	Type
Provider Name	JANE DOE	IHSS
Recipient Case #	05-1234567	Hours
Recipient Name	JOHN SMITH	123:45

Fill in time for each day worked  
Añote el tiempo para cada día que en haya trabajado.  
Լրացրեք ամեն օրվա աշխատած ժամերը  
填寫每日工作的時數

of the Month	Hours	Minutes
1st	1	30
2nd		
3rd	2	45
4th		
5th	1	0
6th		
7th	3	15
8th	2	00
9th		
10th		
11th		
12th	2	15
13th	1	30
14th		
15th		
Total	0	0

Timesheet # 123456789  
Pay Period - 01/01/2012 to 01/15/2012

Pay based on daily hours  
Pago basado en las horas diarias  
Հարձակվածը ըստ օրական աշխատածամի  
款項將會依據每日的時數

CORRECT

- Enter time worked in **hours and minutes** (HH:MM)
  - **No more decimal points!**
- Stay within the lines
- Write only **one** number per box
- Test your pen before completing your timesheet
- Remember to **sign the timesheet!** (you and the recipient)
- **Do not use whiteout!**





# Mistakes to avoid

- Do not use fractions (1/2, 3/4), decimals (1.25) or symbols (x, \*, -, /)
- Do not erase, write-over, scribble or strike a line over the boxes in the timesheet
- Stay within the box
- Do not write over the boxes that contain zeros (0)
- Do not include **anything else** with the timesheet (change of address form or notes to your Social Worker)

**INCORRECT**

Provider #	123456789	Type
Provider Name	JANE DOE	IHSS
Recipient Case #	05-1234567	Hours
Name	JOHN SMITH	123:45

Fill in time for each day worked  
note el tiempo para cada día que en haya trabajado.  
ապրեք ամեն օրվա աշխատած ժամերը  
填寫每日工作的時數

Days of the Month	Hours	Minutes
1st	X	X
2nd	1	.25
3rd	3	20
4th		
5th	2	1/2
6th		
7th	4	15
8th		
9th		
10th		
11th	HOSPITAL	
12th	I	I
13th	I	I
14th		
15th	0	20
16th	0	41

Timesheet # 123456789

Pay Period - 01/01/2012 to 01/15/2012

Making any of these mistakes will cause your timesheet to be rejected and your paycheck will be delayed.



# When do I mail timesheets?

## March 2013

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1 8:00	2 4:30
3 4:30	4 8:00	5 8:00	6 4:15	7 5:45	8 3:15	9 4:30
10 4:30	11 8:00	12 8:00	13 4:00	14 6:00	15 3:15	16



- Remember to send your timesheet at the end of the pay period.
- Keep track of the hours you worked on a calendar, so that you can enter the time you worked correctly.

If you send your timesheet **BEFORE** the end of the pay period, your timesheet will be rejected causing payment delay!



# When to mail your timesheet

Month/Year	Mail the Part A (1-15 <sup>th</sup> ) timesheet on:	Mail the Part B (16-30/31 <sup>st</sup> ) timesheet on:
April 2013	April 16 <sup>th</sup> *	April 30 <sup>th</sup>
May 2013	May 15 <sup>th</sup>	May 31 <sup>st</sup>
June 2013	June 15 <sup>th</sup>	July 1 <sup>st</sup> *
July 2013	July 15 <sup>th</sup>	July 31 <sup>st</sup>
August 2013	August 15 <sup>th</sup>	August 31 <sup>st</sup>
September 2013	September 16 <sup>th</sup> *	September 30 <sup>th</sup>
October 2013	October 15 <sup>th</sup>	October 31 <sup>st</sup>
November 2013	November 15 <sup>th</sup>	November 30 <sup>th</sup>
December 2013	December 16 <sup>th</sup> *	December 31 <sup>st</sup>

\* The 15<sup>th</sup> or the 30<sup>th</sup>/31<sup>st</sup> of the month falls on a Sunday or a Holiday

# What if I make a mistake on my timesheet?

- Submit your timesheet anyway.
  - Neatly cross over your mistake and correct the hours. **The hours need to be clearly visible.**

If you submit a timesheet with mistakes, your timesheet may still be rejected if the hours claimed are unreadable. You may need to complete another timesheet. **This can cause a delay in your paycheck.**

If a replacement timesheet is needed, the IHSS office will mail one to you.

- You may also request a **replacement timesheet**.
  - Please contact your local IHSS Customer Service Hotline or Provider Clerk so that a replacement timesheet can be mailed to you.

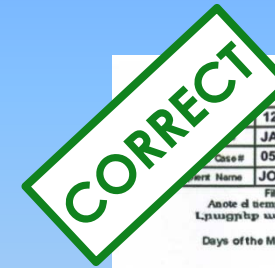
## IHSS OFFICES

Burbank	(866) 544-9048
Chatsworth	(888) 822-9622
Lancaster	(866) 514-9911
El Monte	(888) 322-2204
Pomona	(866) 465-0905
Metro	(866) 512-2857
La Cienega	(888) 896-0044
Hawthorne	(866) 512-2856

# New IHSS Timesheet Process



You will continue receiving your timesheet in the mail or with your paystub if you receive direct deposit.



If your timesheet has no mistakes, you should receive your paycheck **within 14 days**.

123456789	Type
JANE DOE	IHSS
Case# 05-1234567	Hours
Server Name JOHN SMITH	123:45

Fill in time for each day worked  
 Anote el tiempo para cada día que en haya trabajado.  
 Լրացրե՛ք առե՛նք օրվա աշխատանք ժամերը  
 填寫每日工作的時數

Days of the Month	Hours	Minutes
1st	1	30
2nd		
3rd	2	45
4th		
5th	1	0
6th		
7th	3	15
8th	2	0
9th		
10th		
11th		
12th	2	15
13th	1	30
14th		
15th		
Total	00	00

Timesheet # 123456789  
 Pay Period - 01/01/2012 to 01/15/2012

Pay based on daily hours  
 Pago basado en las horas diarias  
 Կարգավճարը ըստ օրական աշխատանքի  
 款項將會依據每日的時數



If it has been more than two weeks from the day you mailed your timesheet and you **have not** received your paycheck, please contact your local IHSS office.

# How can I find out the status of my timesheet?

**After** August, 2013, you can find out the status of your **new timesheet** by calling the State's Help Desk at **(866) 776-0930**

The help desk will be available Monday through Friday from 8:00 a.m. to 5:00 p.m. and it can help you with the following questions:

- Was the timesheet received at the Timesheet Processing Facility (TPF)? When was it received?
- Has the timesheet been processed?
- Was the timesheet rejected?
- Was a paycheck issued?

**For additional information or any other questions you must call your Provider Clerk.**

# Which one is correct?

## Do

Prov		Type	
Prov		S	
Red		urs	
Recipient Name	JOHN SMITH		123:45

Fill in time for each day worked  
Anoté el tiempo para cada día que en haya trabajado.  
Լրացրեք առևն օրվա աշխատած ժամերը  
填寫每日工作的時數

Days of the Month	Hours	Minutes	Minutes
1st	1	3	0
2nd			
3rd	2	4	5
4th			
5th	1	0	
6th			
7th	3	1	5
8th	2	0	0
9th			
10th			
11th			
12th	2	1	5
13th	1	3	0
14th			
15th			
Total	0	0	0

Timesheet # 123456789

Pay Period - 01/01/2012 to 01/15/2012

Pay based on daily hours  
Pago basado en las horas diarias  
Վարձավճարը ըստ օրական աշխատածամի  
款項將會依據每日的時數



## DON'T

Recipient Name	JOHN SMITH		123:45
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Fill in time for each day worked  
Anoté el tiempo para cada día que en haya trabajado.  
Լրացրեք առևն օրվա աշխատած ժամերը  
填寫每日工作的時數

Days of the Month	Hours	Minutes	Minutes
1st	X	X	X
2nd	1	.2	5
3rd	3	20	
4th			
5th	2	1/2	
6th			
7th	4	15	
8th			
9th			
10th			
11th	HOSPITAL		
12th	I	I	I
13th	I	I	I
14th			
15th	0	20	
16th	0	41	40
Total			

Timesheet # 123456789

Pay Period - 01/01/2012 to 01/15/2012

Pay based on daily hours  
Pago basado en las horas diarias  
Վարձավճարը ըստ օրական աշխատածամի  
款項將會依據每日的時數



# To Review

## Do's

- Complete your timesheet carefully.
- Write the time in hours and minutes (HH:MM).
- Use **black ink** only.
- Write only **one** number per box.
- Remember that the timesheet needs to be **signed by you and your recipient**.
- Send your timesheet at the **end of the pay period**.

## Don't's

- Don't **write the time worked in decimals (1.18)**
- Don't **erase, write-over, scribble** or **strike a line over** the boxes in the timesheet
- Don't write outside the **box**
- Don't write over the boxes containing zeros (0)
- **Don't send your timesheet early!**
- Don't write outside the boxes



Questions?

