

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814



Dear In-Home Supportive Services (IHSS) Provider:

The California Department of Social Services (CDSS) is pleased to tell you that Direct Deposit of payroll checks is now available for IHSS providers.

What is Direct Deposit?

Direct Deposit is an optional way to receive your IHSS payroll checks. With Direct Deposit, your IHSS payroll check is deposited directly into your checking or savings account instead of being sent to you through the mail. Your paychecks can be deposited into your account at a bank, savings and loan or credit union.

To keep track of your pay, you will receive a Direct Deposit Remittance Advice that will look like and contain the same information as the Statement of Earnings (pay stub) you currently receive attached to your IHSS payroll check. With your pay stub you will also receive a new timesheet for the next pay period.

If you want to continue to receive your payroll checks by mail you do not need to complete the enclosed form or take any action. However, if you want your payroll checks to go directly to your bank through Direct Deposit you will need to fill out and return the enclosed "In-Home Supportive Services Provider Direct Deposit Enrollment/Change/Cancellation Form."

What are the advantages of Direct Deposit?

- ✓ Your payroll checks can't get lost in the mail or stolen from your mailbox, purse or pocket.
- ✓ You may have access to your money sooner because you don't have to wait for the check to come in the mail.

Who is eligible for Direct Deposit?

- ✓ All IHSS providers are eligible for Direct Deposit if they:
 - have a checking or savings account,
 - are presently receiving paper checks twice a month, and
 - have worked for the IHSS program for at least 90 days.
- ✓ If your recipient pays you directly (Advance Pay) you are not eligible for Direct Deposit.
- ✓ In order to continue your Direct Deposit eligibility, you must submit your timesheets for each recipient promptly following the end of each pay period.

What happens if I stop working for a recipient?

- ✓ Providers who stop working for a recipient will be paid by Direct Deposit if they submit their timesheet within 60 days of their last pay period. **If you do not submit any timesheets for 60 days, your Direct Deposit will be automatically cancelled.**
- ✓ Instead you will receive a paper check by mail for any timesheet submitted after this 60-day period.
- ✓ If you are cancelled from Direct Deposit and want to use Direct Deposit again, you will be required to re-enroll by submitting a new enrollment form.

How do I enroll in Direct Deposit?

- ✓ To enroll you must complete the enclosed Direct Deposit Enrollment/Change/Cancellation Form. Follow the directions provided on the form.

- ✓ **Please note that a separate enrollment form must be completed for each recipient for whom you provide IHSS services.** For additional forms you may access our website at www.dss.cahwnet.gov and click on the tab labeled "Forms/Brochures" to download the enrollment form. If you prefer, you may also call the Provider Direct Deposit Help Desk toll free at (866) 376-7066 and ask that a form be sent to you.

What do I do if I work for more than one recipient?

- ✓ If you work for more than one recipient and want to use Direct Deposit, you must fill out and submit a separate enrollment form for each recipient for whom you work and want your wages directly deposited.

Additional Information on Direct Deposit

- ✓ All Direct Deposit enrollments will be handled in one central location. **Please do not call your county office as they will not be able to help you with the Direct Deposit enrollment process.**
- ✓ If you have additional questions or problems after talking with your Bank, you can contact the Provider Direct Deposit Help Desk toll free at (866) 376-7066. The Provider Direct Deposit Help Desk can send you additional forms and assist you in filling out your form.
- ✓ When you call the Provider Direct Deposit Help Desk you will need to have your IHSS Statement of Earnings (pay stub) or other document in front of you that shows the name and case number for each recipient case that you are calling about. You must have this information for the Help Desk to be able to assist you.

When can I expect my first Direct Deposit transaction to be credited to my Bank account?

- ✓ You will continue to receive paper checks by mail until your Direct Deposit account has been established.
- ✓ It may take up to 60 days from the time you send your enrollment form until your first Direct Deposit is made.

What happens if I close my account or change my Bank?

- ✓ Notify the Direct Deposit Processing Center toll free at (866) 376-7066 immediately if you change your account number or Bank. You will need to complete and sign a new Direct Deposit Enrollment/Change/Cancellation Form. The Direct Deposit Processing Center can send you a new form or you may access the forms at the website shown above. Return the completed form to the Direct Deposit Processing Center at P. O. Box 1600, Rancho Cordova, California 95741-1600.
- ✓ **Do not close your old account until you have received your first payment in your new account.**