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March 1, 2018

The Honorable Richard Pan, M.D.  
Chair, Senate Budget and Fiscal Review Subcommittee #3  
State Capitol, Room 5114  
Sacramento, CA 95814

**Re: In-Home Supportive Services – Addressing the Automation Backlog**

Dear Senator Pan:

On behalf of the California State Association of Counties (CSAC), I write to express our SUPPORT for the stakeholder proposal from the County Welfare Directors Association (CWDA) to provide \$2.5 million General Fund to address the backlog of pending automation changes in the In-Home Supportive Services (IHSS) automation system known as Case Management, Information and Payrolling System (CMIPS). This budget request would leverage a 50 percent federal match and bring in an additional \$2.5 million in federal funds to ensure county social workers can adequately serve IHSS consumers and providers.

The California Department of Social Services (CDSS) has continually deferred dozens of technological change requests identified by county users designed to improve the consumer and provider experience for IHSS. The state has undertaken big changes to CMIPS spurred by legislative action and interest – Fair Labor Standards Act system changes, the development of electronic timesheets – but insufficient funding for these big changes has delayed the adoption of key county priorities in CMIPS. Resulting from the CMIPS change request backlog, counties face the following:

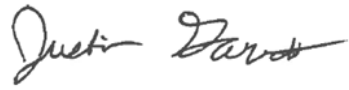
- an inability to adequately meet consumers' and providers' need for information,
- an inability to monitor program efficiency to support timely service authorizations for consumers,
- increased workload to manage locally designed workarounds to perform daily tasks, and
- inefficient manual paperwork processes that increase program costs and take away social workers' time to work directly with consumers and providers.

To end the CMIPS change request backlog and support county social workers' ability to serve IHSS consumers and providers, we support CWDA's request for:

1. A one-time appropriation of \$2.5 million General Fund (totaling \$5 million with federal financial participation) to address the existing CMIPS change request backlog.
2. An ongoing set-aside of 5 percent of the CMIPS maintenance and operations budget to fund county priorities.
3. Trailer bill language requiring that all new legislatively-required CMIPS changes be fully funded outside of the maintenance and operations budget.

This proposal will address the backlog in the IHSS automation system and allow county social workers to reinvest valuable time on the consumers and providers of IHSS that would otherwise be lost navigating a difficult computer system. It is for these reasons that CSAC supports the proposal to provide \$2.5 million General Fund to address the CMIPS change request backlog. Should you have any questions about our position, please do not hesitate to contact me at (916) 650-8117 or [jgarrett@counties.org](mailto:jgarrett@counties.org). Thank you.

Sincerely,

A handwritten signature in black ink that reads "Justin Garrett". The signature is written in a cursive, flowing style.

Justin Garrett  
Legislative Representative

cc: Honorable Members, Senate Budget and Fiscal Review Subcommittee #3  
The Honorable Holly Mitchell, Chair, Senate Budget and Fiscal Review Committee  
Theresa Pena, Consultant, Senate Budget and Fiscal Review Committee  
Rebecca Hamilton, Senate Republican Fiscal Office  
Will Lightbourne, Director, Department of Social Services  
Robert Smith, Department of Social Services  
Kristin Shelton, HHS, Department of Finance  
Jay Kapoor, HHS, Department of Finance  
County Welfare Directors Association