



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF SOCIAL SERVICES
IN-HOME SUPPORTIVE SERVICES
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ELECTRONIC VISIT VERIFICATION (EVV)

WHAT IS ELECTRONIC VISIT VERIFICATION (EVV)?

As of July 1, 2023, all IHSS and WPCS providers who do not live with their recipient are required to check-in and out at the beginning and end of each workday and indicate if services are being provided in the home or community.

Non-Live-in Providers are able to check-in and out using either the new IHSS EVV Mobile Application (App), the Electronic Services Portal (ESP), or the Telephone Timesheet System (TTS) using the recipient's landline telephone. Check-in, check-out and location information will populate on the provider's electronic timesheet automatically, saving time for providers when submitting timesheets at the end of the pay period.

IS EVV MANDATORY?

Yes! Federal law requires EVV systems electronically capture the location of IHSS / Waiver Personal Care Services (WPCS) providers at the start and end of each workday to ensure the recipients are receiving services in their home.

HOW DO I CHECK IN?

At the start and end time of each workday, providers are required to check-in and check-out using the TTS, new IHSS EVV Mobile Application, or ESP.

TELEPHONE TIMESHEET SYSTEM (TTS):

Use recipient's landline telephone to access the TTS by dialing:
(833) DIAL-EVV or (833) 342-5388

Be pre-registered with the TTS and login using your 9-digit provider number and 4-digit passcode and follow the prompts. For this option, the provider *must* use the recipient's landline telephone when calling in TTS to check-in and check-out.

IHSS EVV MOBILE APPLICATION:

Download the free IHSS EVV Mobile App. through Apple's App Store for iOS devices, or the Google Play Store for Android devices. Access the mobile app using the *same* ESP username and password. Once logged in, you will be taken to the IHSS EVV Mobile App Welcome Home screen and begin following the prompts. Be sure to *enable your location*.

ESP (ELECTRONIC SERVICES PORTAL):

[Log into ESP](#) using the same ESP username and password. Click on Check-In/Out box and begin following the prompts. Remember to *enable your location* (this may request special permissions from your internet browser; select *allow* to enable permissions).

FOR MORE INFORMATION:

Visit: [CDSS Electronic Visit Verification \(EVV\) for Recipients and Providers Info Page](#)

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