

Register for the IHSS Electronic Services Portal (ESP) for Recipient

Approving OR Rejecting Timesheets

Step 1: Register for the Electronic Services Portal (ESP)

1. Go to www.etimesheets.ihss.ca.gov
2. Click "Register Here"
3. Select that you are a "Recipient"
4. You'll need your **7-digit Recipient Number** (found on the paperwork you received from IHSS)
5. Enter your email address and create security questions
6. Check your email (and spam folder) for a verification message from "IHSS Website" and **click the link** to verify
7. Once verified, log in and complete your profile
https://www.youtube.com/watch?v=7L_R4AqN9pc&t=63s

Video Tutorial: Approving or Rejecting Timesheets

<https://www.youtube.com/watch?v=6AHshB9qTA8>

<https://www.ocihsspa.com/provider/electronic-timesheets-payroll>

Recipient's Checklist: How to Report a New Hire

Follow these steps to link your new caregiver to your case so they can receive their electronic timesheets and get paid on time. You only need to choose **one** of the options below.

Option 1: Fast Track Online (Recommended)

Log into your **Electronic Services Portal (ESP)** account to add your new caregiver digitally:

- **Website:** www.etimesheets.ihss.ca.gov/login

Option 2: Submit by Email

Email a completed **Statement of Reporting Changes (SRC)** form directly to the accounting team:

- **Email Address:** ihssaccountinginbox@ssa.ocgov.com

Option 3: Submit by Fax

Fax your completed **Statement of Reporting Changes (SRC)** form to either department:

- **IHSS Accounting Fax:** (714) 825-3001
- **Public Authority Fax:** (714) 825-3212

Option 4: Report by Phone

Call the local enrollment office at **714-825-3195**. Please have the following information filled out and ready before you call:

- Caregiver's Full Name: _____
- Caregiver's 9-Digit Provider Number: _____ (Example: 001234567= 9 digits)
- Caregiver's Phone Number: _____
- Start Date: _____

Approving or Rejecting Timesheets

Every pay period, you must review your caregiver's tracked hours to approve them for payment or reject them if corrections are needed. You can manage this online or by phone.

Managing Timesheets Online (ESP)

- **Portal Login:** Sign up or log in at www.etimesheets.ihss.ca.gov/login to instantly view pending timesheets.
- **Helpful Walkthroughs:**
 - [OC IHSS PA Timesheet & Payroll Video](#) (Local step-by-step tutorial)
 - [ESP English Approving Timesheets Video](#) (State video guide)

Managing Timesheets by Phone (TTS)

If you do not use a computer or smartphone, you can approve timesheets using the automated **Telephone Timesheet System (TTS)**.

- **To Enroll in TTS:** Call **1-833-342-5388**.
 - **What you need to register:**
 - Your personal **Registration Code**
 - Your **Recipient Number**
 - Your **Social Security Number**
- **Video Tutorial:** [Telephone Timesheet System for Recipients Guide](#)

Reporting Separation: If either you or your caregiver decides to **stop working together**, you are required to report this separation immediately to avoid payroll issues.

Call **IHSS Accounting (714-825-3251)** or **IHSS PA Provider Enrollment (714-825-3195)**.

In-Home Supportive Services (OC IHSS)

**2020 W Walnut St,
Santa Ana, CA 92703
Phone: 714-825-3000**

Payroll/timesheet: IHSS Accounting 714-825-3251

Recipient: Reporting new caregiver: 714-825-3195

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Caregiver/Recipient: Training video from DMC: [IHSS Timesheet Training - Zoom](#)

How to Approve Timesheets in TTS



Electronic Visit Verification – Recipient Factsheet Telephone Timesheet System (TTS)

How to Register in TTS:

- a. Dial (833) DIAL-EVV or (833) 342-5388 for TTS.
- b. Press **3** for Registration.
- c. Enter your 6-digit registration code (which was mailed to you), your 7-digit case number, and your date of birth.

NOTE: If you do not have your Registration Code, you can contact your county IHSS office or the IHSS Service Desk at (866) 376-7066 for assistance. Agents are available at the help desk Monday – Friday from 8am to 5pm.

- d. Create your 4-digit passcode by entering it on your keypad.

PASSCODE: _____

NOTE: YOU SHOULD NEVER SHARE YOUR PASSCODE WITH ANYONE.

How to Approve Timesheets in TTS:

- a. The TTS will call you when you have a timesheet to review. If you have caller ID, it will show (833) 342-5388. If you miss the call, or you don't want to wait to receive a call, you can call the TTS at (833) DIAL-EVV or (833) 342-5388 at any time.
- b. Log in with your 7-digit case number and 4-digit passcode.
- c. Once you log in, press **1** to review pending timesheets from the Activity Menu.
- d. The TTS will tell you which provider and pay period you are reviewing.
- e. You can choose to review daily hours, weekly hours or total hours.
- f. You should review the information entered on the timesheet, including the Hours Worked for each workweek.
- g. After your timesheet review is complete you can approve your provider's timesheet by pressing **1**.
- h. The TTS will read the Declaration Statement to you. If you are sure the information entered on the timesheet is true and correct, you will need to enter your 4-digit passcode followed by the **#** key to complete the approval of the timesheet.
- i. Once the timesheet is approved you can request that a paper copy be mailed to you.



Where and How to Recruit a Caregiver

- **In-Home Supportive Services (IHSS)** maintains a registry list that can be requested (the list depends on availability); to obtain this list, you can call your office's **Registry Training Specialist (RTS)**.

Orange County IHSS Main Office

- **Address:** 2020 W Walnut St, Santa Ana, CA 92703

Key Department Lines

Department	Phone Number	Purpose / Scope
OC IHSS Office	714 825 3000	General information
IHSS Public Authority - Registry	714/825-3174	Requesting caregiver leads
IHSS Accounting	714-825-3251	Payroll, timesheet errors, and proration questions.
IHSS Public Authority - Provider Enrollment	714-825-3195	General registry onboarding, username retrieval, and recipients reporting a new caregiver.

- **Referrals from family and friends:** Don't be afraid to let those around you know that you are looking for a care provider to help you. They might be interested in themselves or know of someone interested in working as a care provider. (If they are not already IHSS approved but are interested, please contact our PAS team; they can assist with the process.)
- **Reach out to your community:** Walk around your neighborhood and community. Flyers can be posted within your complex, local laundry mats, supermarkets, community centers, colleges, or church bulletins. (We can help create a flyer for you to share and post.)
- **Online Job Post:** Use websites like Indeed, Care.com, Craigslist, and Monster.com to create a personalized job post with your specific needs for a caregiver.
- **Social media:** Use social media platforms like Facebook to reach more people. You can create job posts on your page and ask those who know to please share your post with those they know. You can also create posts on some of the many local city job pages and caregiver communities on Facebook.
- If you need assistance learning how to create a post or learning how to use a computer or tablet, please contact us. We are happy to connect you with one of our IL Instructors who can help.

Post Example 1:

- Currently looking for a caregiver in the city of Anaheim; no experience is necessary. Will be providing care for a person with disabilities three times a week, 5 hours per day. Hours and days are flexible; it would be a great part-time job for students or working parents.
- Tasks include:

Housekeeping & Cooking
Medication Management
Dressing / Bathing
Driving to and from Appointments

Errands and Shopping
Lifting / Transporting clients, etc.
Job Types: Part-time
Pay: \$18.90

- If interested, please contact: 714 - 000 - 0000
- Email: _____
- I look forward to working with you.

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Post Example 2: (From Gemini 😊)

We are seeking a **reliable, empathetic, and experienced** caregiver to provide dedicated in-home support for [Client/Loved One: e.g., an elderly woman with early-stage Alzheimer's] in [Your City/Neighborhood]. This role is vital in ensuring their safety, comfort, and well-being.

Responsibilities (What You Will Be Doing)

- Assist with **Activities of Daily Living (ADLs)**: Bathing, dressing, grooming, and personal hygiene.
- **Medication Reminders** and logging.
- **Meal Preparation** (breakfast and lunch) and light housekeeping (laundry, tidying up living spaces).
- Provide **Companionship** and engage in meaningful activities (e.g., reading, puzzles, going for short walks).
- **Safe Mobility Assistance** and transferring.
- Transportation to and from medical appointments (reliable car and clean driving record required).

Schedule & Compensation

- **Schedule**: [Specify Days, e.g., Monday, Wednesday, Friday] from [Start Time] to [End Time].
- **Total Weekly Hours**: [e.g., 24 hours per week]
- **Compensation**: [Specify Pay Rate, e.g., \$18 - \$22 per hour] based on experience.

Preferred Qualifications

- Experience with [Specific Condition: e.g., dementia, Parkinson's care].
- Certified Nursing Assistant (CNA) or Home Health Aide (HHA) certification.
- Non-smoker.

Dayle McIntosh Center

Resource Guide

The following resources are available to support consumers with a range of needs, including in-home care, food access, transportation, benefits, and legal advocacy.

General Resources & Navigation

211 OC – Resource Search

Connects Orange County residents to health and human services resources, including housing, food, mental health, and more.

Phone: 2-1-1

Website: 211oc.org/content/search-for-resources.html

OC Office on Aging – Navigate Resources

Online navigator tool to find local programs and services for older adults and people with disabilities in Orange County.

Website: navigateresources.net/ocoaging

OC Office on Aging

Provides a broad range of programs and services for older adults and adults with disabilities in Orange County.

Toll-Free: (800) 510-2020

Website: officeonaging.ocgov.com

OC Aging and Disability Resource Connection (ADRC)

A one-stop connection to long-term services and supports for older adults and individuals with disabilities in Orange County.

Phone: (714) 480-6450

Website: adrcoc.org

Additional Assistance

Multipurpose Senior Services Program (MSSP) – CalOptima

For CalOptima members. Provides social and healthcare management services to help older adults remain at home and delay placement in a nursing facility.

Phone: (714) 347-5780

Website: caloptima.org – MSSP

OC Caregiver Resource Center

Provides support, education, and resources for family caregivers in Orange County.

Phone: (714) 446-5030

Website: caregiveroc.org

IHSS Connect – Caregiver Registry

Online registry connecting IHSS recipients with caregivers. Free to sign up; please check if any fees may apply.

Website: ihssconnect.com

Note: Contact: support@ihssconnect.com

Care.com – Caregiver Registry

Online marketplace for finding caregivers. A monthly service fee applies.

Website: care.com

Transportation

OC ACCESS – ADA Paratransit (OCTA)

Shared-ride, curb-to-curb paratransit service for individuals with disabilities who are unable to use regular OC Bus fixed-route service. Rides must be booked 1–3 days in advance.

Phone: (877) 628-2232 | Phone: (714) 560-5956 (Eligibility)

Website: octa.net/OC-ACCESS

Abrazar, Inc. – Senior Transportation Programs

Door-to-door, wheelchair-equipped transportation for seniors and their caregivers to medical appointments (dialysis, therapy, dental, lab work, prescription pick-ups) and to social/recreational activities. Programs include Senior Non-Emergency Medical Transportation (SNEMT), Senior Mobility Program, and Adult Day Health Care transportation, serving central, west, and north Orange County. Rides for medical appointments generally require 5 days' advance notice; suggested donation of \$2 per one-way trip.

Phone: (714) 893-3581 | Senior Mobility Program: (714) 702-1586

Website: abrazarinc.com

Food Services

Project Food Box

Delivers fresh produce boxes to Medi-Cal recipients at no cost.

Phone: (949) 673-0783

Website: projectfoodbox.org

Meals on Wheels

Delivers pre-prepared meals to homebound individuals at low or no cost.

Toll-Free: (888) 998-6325

Website: mealsonwheelsamerica.org

CalFresh

Monthly food assistance benefits for individuals and families with low incomes who meet federal eligibility requirements.

Toll-Free: (877) 847-3663

Website: cdss.ca.gov/calfresh

Updated: July 1, 2026

Benefits & Financial Assistance

BenefitsCal

State of California's one-stop portal to apply for and manage CalFresh, Medi-Cal, CalWORKs, and other benefit programs.

Website: benefitscal.com

HICAP – Health Insurance Counseling & Advocacy Program (OC)

Free, unbiased Medicare counseling for beneficiaries and their families. Help with plan options, billing issues, and Medicare appeals. Spanish, Vietnamese, and Chinese-speaking counselors available.

Phone: (714) 560-0424 | Toll-Free: (800) 434-0222

Website: coasc.org/hicap

Legal & Disability Rights

Disability Rights California

Provides free legal information, advice, and representation to people with disabilities across California, including IHSS denial appeals and rights violations.

Toll-Free: (800) 776-5746

Website: disabilityrightsca.org

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Dayle McIntosh Center (DMC)

714-621-3300

<https://daylemc.org/>

Need assistance? [Click here](#)

501 N. Brookhurst St. #102, Anaheim, CA 92801

"Access and equity by, and for, people with disabilities and older adults."

"You can make a difference at DMC to help us serve our community.

Please consider our [sponsorship](#) options or [donate](#) today."

Caregiver/Recipient: Training video from DMC: [IHSS Timesheet Training - Zoom](#)

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Looking for work as a caregiver? [Click here to apply](#)