

Overview of the IHSS Program

The IHSS program provides services to eligible people over the age of 65, the blind, and /or disabled.

The goal of the IHSS program is to allow you to live safely in your own home and avoid the need for out of home care. Services almost always need to be provided in your own home. This could be a house, apartment, hotel, or the home of a relative. If you receive Supplemental Security Income (SSI) or meet all Medi-Cal income eligibility requirements, you may be able to receive IHSS services. IHSS is a Medi-Cal program and is funded by federal, state, and county dollars.

Services

These are the types of Services IHSS can provide:

- Personal care services like dressing, bathing, feeding, toileting
- Paramedical services like helping with injections, wound care, colostomy, and catheter care under the direction of a licensed medical professional
- House cleaning
- Cooking
- Shopping
- Laundry
- Accompaniment to and from medical appointments

Some of the things IHSS cannot pay for include:

- Moving furniture
- Paying bills
- Reading mail to you
- Caring for pets, including service animals
- Gardening
- Repair services
- Sitting with you to visit or watch TV
- Taking you on social outings

Application Process

1. How to Apply

Contact the In-Home Supportive Services program in your county. A county representative will ask you questions to gather information about the nature of your disability, things that you need help with, your income, and assets. This may take up to 20 minutes.

2. Home Visit

A social worker will come to your home to determine the types of authorized services that you need and the number of hours for each service. Some of the things the county will consider are your medical condition, living arrangement, and any resources that may already be available.

3. Health Care Certification Form

You will receive a form for your healthcare provider to complete, certifying your need for IHSS. This form must be completed before services can be authorized.

4. Authorization

The county will send you a Notice of Action (NOA) telling you if you have been approved or denied services for IHSS. The NOA will specify what services have been approved, how much time is authorized for each service, and how many total monthly hours have been approved.

5. State Hearing Requests

You have the right to ask for a state hearing if you disagree with a county's action on your benefits or services. You can also ask for a state hearing if the county is not giving you benefits or services which you think you should get.

Hiring Provider(s)

Once eligibility is established, you can hire one or more people to provide your care. A friend or relative may serve as your care provider, or a referral may be obtained through the IHSS Public Authority Caregiver Registry. Your care provider must complete all the necessary provider enrollment steps prior to starting work. You or your provider can contact your social worker or Public Authority for more information about provider enrollment requirements.

For more information, contact your local county IHSS office.

Email: IHSSapply@ssa.sccgov.org

Website: <https://socialservices.sccgov.org/services/ihss>

Phone: 408-792-1600

Fax: 408-792-1601 or 408-792-1837

Address: 353 W. Julian St., San Jose, CA 95110