



IMPORTANT PHONE NUMBERS

Americans with Disabilities Act (ADA):
1-844-586-5550

Aging & Disabilities Department
Elder and Dependent Abuse Hotline:
1-877-477-3646

Child Protection Hotline:
1-800-540-4000

Personal Assistance Services Council
(PASC): Providing caregiver support for
the IHSS Program
1-877-565-4477

SEIU Local 2015/IHSS Provider Union:
1-855-810-2015

Apply for CalFresh
Customer Service Center (CSC):
1-866-613-3777

Report Welfare Fraud
Los Angeles County Fraud Hotline:
1-800-349-9970

IHSS Application, Toll Free:

1-888-944-IHSS [4477] or
1-213-744-4477

IHSS Helpline:

1-888-822-9622

IHSS Service Desk:

1-866-376-7066



IHSS DISTRICT OFFICES/eFAX

BURBANK
1-562-286-8422
3307 North Glenoaks Blvd.
Burbank, CA 91504

CHATSWORTH
1-818-450-0241
21615 Plummer St.
Chatsworth, CA 91311

EL MONTE
1-626-380-4960
588 Atlas Ave.
Monterey Park, CA 91755

HAWTHORNE
1-310-943-2125
20101 Hamilton Ave. Suite 150A
Torrance, CA 90502

LANCASTER
1-661-424-7849
335-C East Ave. K-6
Lancaster, CA 93535

METRO
1-213-947-4591
2707 South Grand Ave.
Los Angeles, CA 90007

POMONA
1-909-752-9402
360 East Mission Blvd.
Pomona, CA 91766

RANCHO DOMINGUEZ
1-310-943-0361
20101 Hamilton Ave. Suite 150A
Torrance, CA 90502



IHSS Brochure



IHSS can help pay for services if you're a low-income elderly, blind or disabled individual, including children, so that you can remain safely in your own home. IHSS is considered an alternative to out-of-home care, such as nursing homes or board and care facilities.

dpss.lacounty.gov

ELIGIBILITY CRITERIA FOR IHSS

- Be 65 years of age or older, disabled, or blind. Disabled children are also potentially eligible for IHSS.
- You must have a Medi-Cal eligibility determination.
- Be a California resident.
- Live in your own home that is not a hospital, nursing home or licensed community care facility.
- **Either:** Receive or be eligible to receive Supplemental Security Income/State Supplementary Payments (SSI/SSP) from the Social Security Administration, **OR** Meet all SSI/SSP eligibility criteria except for income or citizenship/immigration status.
- Submit a Health Care Certification form from a licensed health care professional indicating you are unable to independently perform some activity of daily living and without IHSS, would be at risk for placement in out-of-home care.

APPLICATION

After you apply, a County Social Worker will schedule an interview at your home and:

- Determine
 - Your eligibility to IHSS; and
 - Assess the type of IHSS services needed and the time needed for each service, based on your ability to safely perform certain tasks.
- If you do not currently receive SSI/SSP, you will be contacted to apply for Medi-Cal. Your IHSS application will continue to be processed until your Medi-Cal eligibility is determined.
- Review your income. If your income is above the SSI/SSP limits, you may be required to pay for a portion of your IHSS benefits. This is called a **"Share of Cost."**

If you are approved, you will be required to hire someone to provide the authorized services.



HOW TO APPLY FOR IHSS

Call: **1-888-944-4477** or
1-213-744-4477

Mail: **DPSS**
In-Home Supportive Services
PO Box 93730
City of Industry, CA 91715-9608

Fax: **1-562-222-2827**

For a copy of the application or more info, visit: **dpss.lacounty.gov**

BECOMING AN IHSS PROVIDER

To become an IHSS provider you must:

- Complete an IHSS Program Provider Enrollment Form;
- Complete a criminal background check;
- Participate in an IHSS Provider Orientation; and
- Complete an IHSS Provider Enrollment Agreement; provide a valid photo ID issued by a U.S. federal or state government and a Social Security card.

To learn more, visit:

<https://dpss.lacounty.gov/en/senior-and-disabled/ihss.html>



ELECTRONIC OR TELEPHONIC TIMESHEETS

IHSS consumers and providers must submit, review, approve, or reject timesheets online or via telephone. For more information, visit:

www.cdss.ca.gov/inforesources/esp/ehelp

Electronic Services Portal (ESP)

Website: etimesheets.ihss.ca.gov

Available 24 hours a day/7 days a week

Telephone Timesheet System (TTS)

Call: **1-833-DIAL-EVV** or **1-833-342-5388**

Available Mon-Fri 8:00a.m.— 5:00p.m.