County of Los Angeles
DEPARTMENT OF
PUBLIC SOCIAL SERVICES

The following Agency Directory and Resources Listing is available for IHSS Recipients and Providers. The resources are intended to help consumers connect with various county agencies, community partners, nonprofit organizations and other institutions that may meet their needs in various areas including, but not limited to, financial, legal, housing, job, nutrition, health, and overall well-being.

Disclaimer: The County of Los Angeles, Department of Public Social Services (DPSS) publishes the Agency Directory and Resource Listing as a resource for the general public. The Agency Directory and Resources Listing is provided for informational purposes only and should not be considered formal, legal, or professional advice, recommendations, or endorsement of any organization by DPSS. The agencies listed in the Agency Directory and Resources Listing operate independently from DPSS and, as such, are entirely responsible for their own professional activity. DPSS is not responsible for any services or activities provided by agencies listed in the Agency Directory and Resources Listing.

FITNESS & HEALTHCARE

AGENCY/ORGANIZATION	TELEPHONE	WEBSITE	SERVICES
Alzheimer's Association of LA	(800) 272-3900	https://www.alz.org/?ver=b	Offers care, support, research, and advocacy for those affected by Alzheimer's and Dementia.
CA Children's Services (CCS) Program	(800) 288-4584	https://www.dhcs.ca.gov/Services/CCS	Helps children up to 21 years old with certain diseases or health problems to get the health care and services they need.
Center for Health Care Rights	(800)434-0222	https://healthcarerights.org/	Helps older adults, people with disabilities and their family members and caregivers in Los Angeles County navigate Medicare and get the healthcare they need.
Child Health and Disability Prevention Program	(800) 993-2437	https://www.dhcs.ca.gov/services/chdp	Preventive program that provides care coordination for health assessments and services to low-income children and youth in California.
Covered CA	(800) 300-1506	https://www.coveredca.com/	Connects Californians with various brand-name health insurance under the Patient Protection and Affordable Care Act.
CVS Pharmacy	(800) 237-2767	https://www.cvsspecialty.com	Aids with refills/pick up options for prescription drugs and medication.
Department of Parks and Recreation (Senior Centers, Programs and Activities)	(626) 588-5364 (626) 330-4285	https://parks.lacounty.gov/seniors/	Offers activities that promote physical and mental well-being, socialization, nutrition, and life-long learning and volunteer opportunities.

FITNESS & HEALTHCARE (Cont.)

AGENCY/ORGANIZATION	TELEPHONE	WEBSITE	SERVICES
Durable Medical Equipment Program	(213) 202-3491	https://disability.lacity.gov/DurableMedicalEquipment	Provides a complete resource for free medical equipment for the elderly in the State of California.
Medi-Cal	(866) 613-3777	https://dpss.lacounty.gov/en/health.html	Provides comprehensive health coverage free or low-cost.
Medi-Cal Dental Program	(800) 322-6384	https://dental.dhcs.ca.gov/	Provides Medi-Cal members with access to high quality dental care.
Medicare	(800) 633-4227	https://www.medicare.gov/	A federal health insurance program for people who are 65 or older, certain younger people with disabilities and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant, sometimes called ESRD). Medicare help cover specific services such as Hospital Insurance, Medical Insurance and Prescription Drug Coverage.
Walgreens Pharmacy	(800) 797-3345	https://www.walgreens.com/topic/pharmacy.jsp	Offers free prescription medication deliveries on eligible prescription medications.
Walmart Pharmacy	(800) 273-3455	https://walmart.com/cp/5431	Offers free prescription medication deliveries on eligible prescription medications.

HOUSING

AGENCY/ORGANIZATION	TELEPHONE	WEBSITE	SERVICES
Housing Authority (HACLA)	(833) 422-5248	https://www.hacla.org/en	Administers the Public Housing Program and oversees the management of HACLA owned public housing developments.
LA County Development Authority (Section 8)	(626) 262-4511	https://www.lacda.org/section-8	Offers several programs and is intimately involved in County initiatives designed to assist homeless individuals, families, and veterans in securing stable housing.
LA County Housing Resource Center	(877) 428-8844	https://www.housing.lacounty.gov/	Helps people list and locate housing in the County of Los Angeles, including affordable, special needs, emergency housing, and more.
Los Angeles Homeless Services Authority	(213) 683-3333	www.lahsa.org/	Coordinates and manages programs that provide shelter, housing, and services to people experiencing homelessness.

IN-HOME SUPPORTIVE SERVICES PROGRAM (IHSS)

AGENCY/ORGANIZATION	TELEPHONE	WEBSITE	SERVICES
CDSS IHSS Electronic Services Portal (ESP)	(866) 376-7066	https://www.etimesheets.ihss.ca.gov/login	The ESP is a website for both IHSS recipients and providers. IHSS Recipients have the ability to view, approve/reject timesheets online. IHSS Providers can take of all their payroll needs online using a tablet, smartphone, laptop, or computer. IHSS Providers can complete and submit their electronic timesheets, view their payment status and history, sign-up for direct deposit and submit sick leave claims online.
LA County Civil Rights Americans with Disabilities Act (ADA) Hotline	(844) 586-5550	https://dpss.lacounty.gov/en/rights/rights/americans-with-disabilities-act-title-ii.html	Offers information and assistance about the American with Disabilities Act. The hotline helps answer questions, offers guidance on rights and responsibilities and aids in addressing ADA-related concerns.
LA County IHSS Application Line	(888) 944-4477	https://dpss.lacounty.gov/en/senior-and-disabled/ihss.html	IHSS application line functions as the primary point of contact to submit an IHSS application. An IHSS application can also be submitted by calling the IHSS Helpline Mon-Fri from 8am-5pm at (888) 822-9622 (option 4 from main menu. In addition, IHSS applicants can complete the SOC 295 application for IHSS, print and mail to: DPSS In-Home Supportive Services P. O. Box 93730, City of Industry, CA 91745-9608, or send via secure fax at (562) 222-2827.
LA County IHSS Helpline	(888) 822-9622	https://help.dpss.lacounty.gov/ihsshelp/s/?language=en_US	Helps IHSS Recipients and Providers with case related information via phone or chat during the hours of 8:00am-5:00p.m. Monday thru Friday.
LA County IHSS Provider Self-Service Helpline	(844) 800-9095	No website available	Provides help to IHSS Recipients and Providers who need assistance with the Electronic Services Portal Website.
Personal Assistance Services Council (PASC)	(877) 565-4477	https://www.pascla.org/	Serves as the employer of record representing over 235,000 IHSS providers for purposes of collective bargaining over wages and benefits; operates a Registry to provide referrals for IHSS consumers and providers; provides access to training for IHSS consumers and providers; and provides an array of support services to improve the IHSS Program in general.
SEIU Local 2015/IHSS Provider Union	(855) 810-2015	https://www.seiu2015.org/	Provides representation to IHSS Providers to negotiate for higher wages, benefits and improve working conditions at the workplace.

LA COUNTY

AGENCY/ORGANIZATION	TELEPHONE	WEBSITE	SERVICES
LA County Aging and Disabilities Department/ Adult Protective Services	(877) 477-3646	https://ad.lacounty.gov/services/adult-protective-services/	Provides a wide range of in-person services to improve the lives and promote independence, well-being of seniors and individuals with disabilities. Investigates reports of physical/emotional abuse, abandonment, and self-neglect of disabled adults and the elderly.
LA County Department of Children and Family Services	(800) 540-4000	https://dcfs.lacounty.gov/	Promotes child safety and well-being by partnering with communities to strengthen families. Investigates reports of child physical/emotional abuse, and abandonment.
LA County Department of Mental Health Helpline	(800) 854-7771 or call/text 988	https://dmh.lacounty.gov/	Provides a range of programs and services designed for older adults (60+) who reside in Los Angeles County. Services typically involve screening and assessment, case management services, individual and family treatment and crisis intervention services.
LA County Department of Mental Health/Public Guardian	(213) 974-0515	https://dmh.lacounty.gov/our-services/public-guardian/	Provides a vital service to people unable to properly care for themselves or who are unable to manage their finances. This service is provided through a legal process known as conservatorship.
LA County Department of Public Social Services	(866) 613-3777	https://dpss.lacounty.gov/en.html	Provides a variety of public assistance programs including cash assistance, food and nutrition, healthcare, job services, homeless services as well as services for seniors and persons with disabilities.
LA County Welfare Fraud Hotline	(800) 349-9970	Welfare Fraud Prevention & Investigations (WFP&I) (lacounty.gov)	Functions as the primary entry point to report any kind of fraud against the County, including welfare fraud.

LEGAL AID

AGENCY/ORGANIZATION	TELEPHONE	WEBSITE	SERVICES
Bar Association Lawyer Smart Law Referral Services- Elder Law Committee	(866) 762-7852	https://lacba.org/?pg=smartlaw-lawyer-referral-service https://lacba.org/?pg=clientreferrals	Helps members of the public find a qualified attorney to get general information about common legal issues.
Bet Tzedek Legal Services	(323) 939-0506	https://bettzedek.org/	Provides free legal advice to low-income individuals and families.
Bet Tzedek Self- Help Conservatorship Clinic	(323) 549-5863	https://bettzedek.org/resources/self-help-conservatorship-clinic-remote-assistance-begin-here/	Provides basic assistance to individuals who want to file for a probate conservatorship without a lawyer in order to help an adult who cannot care for himself or herself.
Legal Aid Foundation of LA	(800) 399-4529	https://lafla.org/	Provides free legal services to people living in poverty across greater Los Angeles.

NUTRITION

AGENCY/ORGANIZATION	TELEPHONE	WEBSITE	SERVICES
CalFresh	(866) 613-3777	https://dpss.lacounty.gov/en/food.html	Helps improve people's nutrition in low-income households by increasing their food-buying power so that they can purchase sufficient food to meet their household's needs.
Meals on Wheels America	(888) 998-6325	https://www.mealsonwheelsamerica.org/	Community based program that is dedicated to addressing hunger and senior isolation.
Project Angel Food	(800) 761-8889 or (323) 845-1810	https://www.angelfood.org	Prepares and delivers healthy meals to feed people impacted by serious illness, bringing comfort and hope every day.

REGIONAL CENTERS

AGENCY/ORGANIZATION	TELEPHONE	WEBSITE	SERVICES
Eastern Los Angeles Regional Center, Inc.	(626) 299-4700	https://www.elarc.org/	Coordinate and provide community-based services to individuals with developmental disabilities in California.
Frank D. Lanterman Regional Center	(213) 383-1300	https://lanterman.org/	Coordinate and provide community-based services to individuals with developmental disabilities in California.
Harbor Regional Center	(310) 543-0100	https://www.harborrc.org/	Coordinate and provide community-based services to individuals with developmental disabilities in California.
North Los Angeles County Regional Center	(818) 778-1900	https://www.nlacrc.org/	Coordinate and provide community-based services to individuals with developmental disabilities in California.
San Gabriel/Pomona Regional Center	(909) 620-7722	https://www.sgprc.org	Coordinate and provide community-based services to individuals with developmental disabilities in California.
South Central Los Angeles Regional Center for Developmental Disabilities, Inc.	(213) 744-7000	https://sclarc.org/	Coordinate and provide community-based services to individuals with developmental disabilities in California.
Westside Regional Center	(310) 258-4000	https://westsiderc.org/	Coordinate and provide community-based services to individuals with developmental disabilities in California.

SOCIAL CONNECTIONS & CAREGIVER SUPPORT

AGENCY/ORGANIZATION	TELEPHONE	WEBSITE	SERVICES
Friendship Line California	(888) 670-1360	https://www.ioaging.org/friendship-line-california/	Provides a vital lifeline for people aged 60 years and older and adults living with disabilities to connect with a caring, compassionate voice ready to listen and provide emotional support.
Golden Talk	(888) 60-GOLDEN (888) 604-6533	https://www.kpfk.org/blogs/community-resources/post/goldentalk-senior-chat-line/	This is a chat and crisis line for adults 60 years of age and older. The chat line helps older people facing social isolation through warm conversations and providing referrals in case of crisis. Concerned family members may also request wellness calls to their beloved older adults.
Family Caregiver Support Program Service Provider USC/LA Caregiver Center	(800) 540-4442	https://losangelescrc.usc.edu/	Supports family caregivers in LA County who help an adult relative or friend (over the age of 18) physically, emotionally, and/or mentally.
Leeza's Care Connection	(888) 655-3392	https://leezascareconnection.org/home	Offers help learning ways to cope and manage your role as a family caregiver.

TRANSPORTATION & UTILITIES

AGENCY/ORGANIZATION	TELEPHONE	WEBSITE	SERVICES
Access Services	(800) 827-0829	https://accessla.org/	A curb-to-curb shared ride transportation program that is provided for elderly and disabled individuals within Los Angeles County.
Door Assistance Transportation Program (DATP)	(888) 863-7411	https://newfreedom.lacounty.gov/wp-content/uploads/2019/07/Door-Assistance-Brochure-Tri-Fold-Word-1-31-19.pdf	Provides priority transportation service for those who are at least 60 years of age and/or are frail or disabled adults.
Los Angeles Department of Water and Power Emergency Charitable Assistance	(800) 342-5397	https://www.ladwp.com/ladwp/faces/ladwp/residential/r-financialassistance/r-financialassistancequalificationform	Offers a number of discount and special rate programs designed to provide assistance to low-income families, senior citizens, and the disabled.
Medical Baseline Allowance Program (MBL): California Gas Company (SoCalGas)	(800) 427-2200	https://www.socalgas.com/save-money-and-energy/assistance-programs/medical-baseline-allowance	Helps residential customers that are temperature sensitive and require additional space heating due to a medical condition, are disabled or have a life-threatening illness, compromised immune system or other condition that requires heating.
Medical Baseline Allowance Program (MBL): Southern California Edison (SCE)	(800) 655-4555	https://www.sce.com/residential/assistance/medical-baseline	Assists residential customers who have an extra energy need due to regular use of electrically powered medical equipment or other qualifying medical devices.
Metro	(213) 680-0054	https://www.metro.net/riding/fares/	Offers reduced fares to eligible seniors, persons with disabilities, and students who live in the unincorporated areas of Los Angeles County.
New Freedom Transportation Program - Taxicab Services Program (TSP)	(888) 863-7411	https://ad.lacounty.gov/new-freedom-transportation/	Provides taxicab services to eligible clients. Transportation includes medical appointments, grocery shopping, banking, and life-enriching activities.

ADDITIONAL RESOURCES

AGENCY/ORGANIZATION	TELEPHONE	WEBSITE	SERVICES
211 LA	211	https://211la.org/about-211-la	211 LA is the hub for community members and community organizations looking for all types of health, human, and social services in Los Angeles County. It provides information and referrals to the services that best meet individual needs, through their 24-hour 2-1-1 call line or through their website and chat. If you are in need period or diaper products, please contact 211 by visiting their website or calling for assistance in your local area.
CalSavers Retirement Savings Program	(855) 650-6918	https://www.calsavers.com/	California's retirement savings program for workers who do not have a way to save for retirement at work.
Catholic Charities of Los Angeles Protect the Aging: Gatekeeper Project	(213) 251-3400	https://catholiccharitiesla.org/gatekeeper-project/#:~:text=Operating%20in%20Long%20Beach%2C%20the,free%2C%20non%2Dmedical%20services	Offers free, non-medical services for elderly individuals who are poor, isolated, and/or have disabilities.
Helping Hands Senior Foundation	(818) 279-6580	https://www.helpinghandsla.org	Offers care planning services to seniors of any income, insurance, and/or health condition.
Human Services Association (HSA)	(562) 806-5400	https://www.hsala.org/	Provides families with compassionate and comprehensive care to promote wellness and build strong communities.
Mexican American Opportunity Foundation	(323) 890-9600	https://maof.org/	Offers assistance for transportation, the completion and translation of forms, applying for benefits, financial education, health education, and childcare. Also runs a food bank every Thursday.
Shield Health Care	(800) 765-8775	https://www.shieldhealthcare.com/services/	Offers home supply products for incontinence, enteral nutrition, ostomy, urological breastfeeding and wound.