



Making it Happen: In Home Supportive Services A Word About Program Operations During Covid-19

IHSS offices have been closed to the public but staff are working and processing applications, etc.

☐ Applications

- IHSS applications may be done via phone, fax or mail.

- ☐ Call the IHSS Application line at 1-888-944-IHSS (4477).
- ☐ Extensions may be available for the return of required documents through at least September 30, 2021.

☐ Assessments and Reassessments

- For initial assessments, IHSS has started to transition back to in-person visits, but these may be done by videoconferencing, when certain conditions apply.
- For annual reassessments, these may be done via phone or videoconferencing, as determined by IHSS.

☐ Hearings

- Most Hearings are now being held via telephone or videoconferencing.
 - ☐ It is also possible to request an in-person Hearing at the hearing office or in your home.

☐ IHSS Providers

- Orientation to become a certified IHSS provider may be completed online during the pandemic.
- There is an emergency Back-Up Provider Program in the event your IHSS provider is unavailable due to illness.
 - ☐ Contact the Personal Assistance Services Council (PASC) at 1-877-287-6789 to learn more about how to find or become a back-up provider.

For questions related to any of the above, contact:

- ✚ IHSS Helpline at 1-888-822-9622 for hours and case-related issues,
- ✚ IHSS Service Desk at 1-866-376-7066 for technical and administrative issues,
- ✚ Your HRC Service Coordinator, for assistance.