

# Overview of the In-Home Supportive Services (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 the consumer to live safely in their own home and avoid the need for out of home care. Services almost always need to be provided in the consumer's own home. This could be a house, apartment, hotel, or the home of a relative.

People who receive Supplemental Security Income (SSI) or meet all Medi-Cal income eligibility requirements 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 the consumer
- Caring for pets, including service animals
- Gardening
- Repair services
- Sitting with the consumer to visit or watch TV
- Taking the consumer on social outings
- Waiting for the consumer in the doctor's office

## **Application Process**

### **1. How to Apply**

Referrals are made to the county In-Home Supportive Services program. A county representative will ask questions to gather information about the nature of the person's disability, things that they need help with, their income, and assets. This may take up to 20 minutes.

### **2. Home Visit**

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

### **3. Health Care Certification Form**

The Health Care Certification Form is completed, certifying the need for IHSS. This form must be completed before services can be authorized.

### **4. Authorization**

The county will send a Notice of Action (NOA) telling the applicant if they have been approved 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.

## **Hiring Provider(s)**

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