Sign up to be on the PASC mailing list and receive the PASC Homecare Bulletin and other publications free of charge!
Simply fill out this form, cut along the dotted line, and drop it in the mail. Postage paid.

Name: ________________________  E-mail: _____________________________________
Address: __________________________________________________________________
City: ________________________  State: _______  Zip: __________________________
Primary Language: __________________  Phone: ___________________________

Have you ever used any of PASC’s services?  ☐ Yes  ☐ No

If yes, how would you rate the services that you received?
☐ Very Helpful  ☐ Generally Helpful  ☐ Generally Not Helpful

If you have questions, comments, or concerns about the In-Home Supportive Services (IHSS) Program, or the Personal Assistance Services Council (PASC), call 877-565-4477 and ask to speak to an outreach representative.
July, 2007

Dear IHSS Consumer:

The Personal Assistance Services Council (PASC) has developed this In-Home Supportive Services (IHSS) Consumer Resource Guide to provide you with information on a variety of financial, housing, legal, and other programs and services that are available in Los Angeles County.

This guide can assist you in locating resources that may be helpful to you. Although there are many more services and programs available than are listed in this guide, we hope that this publication provides you with an overview of some of the vital resources available to seniors and individuals with disabilities in Los Angeles County.

Should you have any questions about these resources or need additional assistance in locating other services, please contact PASC and ask to speak to a representative in the Information and Referral Office. Also, if you have found particular resources that are not in this guide to be helpful, please let us know so we can include them in future editions. Finally, if you would like to receive regular updates on PASC’s activities and services or on any new developments within the IHSS program, please complete and return the sign-up form on the back of this guide. We would particularly like to encourage you to find a method of securing e-mail access. If you need assistance, you can reach us at 877-565-4477.

Sincerely,

Ronald Osterhout
Executive Director
PASC Back-Up Attendant Pilot Program
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Abuse Prevention/Reporting
Adult Protective Services (APS) 877-477-3646
APS investigates cases in which elderly individuals (aged 65 or older) and dependent adults (those with physical and/or mental disabilities) are endangered by physical, sexual, or financial abuse, neglect, abandonment, isolation, or abduction.

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562-862-6531 | www.scrs-ilc.org
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**Internet Access**
IHSS consumers may access the internet for free at libraries and other facilities that make computers available to the public. Consumers may use these computers to access important websites that contain a great deal of valuable information. Consumers can also use the internet to e-mail friends, find local services, read the news, check the weather forecast, and purchase products. L.A. County and City Public Libraries offer free computer use and internet access to all members who maintain library accounts in good standing. To find the nearest library, please call:

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These disabilities include cerebral palsy, autism, mental retardation, and seizure disorders. Call PASC's Information and Referral Office at 877-565-4477 to locate the Regional Center in your area.

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Meals on Wheels
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estate sale, charity arrangement services, packing, moving, unpacking, and resettling into a new home. It also provides boxes for moving.

**Housing Authority**  
**562-347-HOME(4663) | www.lacdc.org**

The Housing Authority manages more than 3,600 units of public and other affordable housing at 70 sites throughout L.A. County. The Housing Authority also manages the Section 8 Rental Program, which is a federally-funded rental assistance program that helps with the cost of rental housing for eligible households.

**Low Income Home Energy Assistance Program (LIHEAP)**  
**866-675-6623 | www.csd.ca.gov**

LIHEAP is a government program that provides heating and cooling assistance to low-income persons with disabilities, seniors, and families with young children.

**IHSS-Related Resources**

**In-Home Supportive Services (IHSS)**

**Program (Application Hotline)**  
**888-944-4477 | www.ladpss.org**

IHSS pays for services that enable eligible individuals who are disabled (including children over 6 years of age) and seniors to remain safely in their own homes. Individuals who qualify hire their own provider(s) to assist them with personal care services such as bathing, grooming, dressing and bowel and bladder care; domestic services such as cooking, housecleaning and laundry; protective supervision for individuals with mental impairments; paramedical services such as assistance with medications, suctioning, and catheter care; and accompaniment to medical appointments.

**IHSS Ombudsman**  
**888-678-4477**

The IHSS Ombudsman addresses questions and concerns about the IHSS program.

**Personal Assistance Services Council (PASC)**  
**877-565-4477 | www.pascla.org**

PASC is the public authority for In-Home Supportive Services (IHSS) in L.A. County. PASC is committed to improving the IHSS Program and enhancing the quality of life for all people who receive and provide In-Home Supportive Services.  

*See page 9 of this booklet for additional information.*

**United Long-Term Care Workers’ Union**  
**SEIU Local 6434**  
**213-368-0688 | www.seiu6434.org**

The United Long-Term Care Workers’ Union is the official representative of IHSS homemaker workers in L.A. and several other counties. In addition to representing IHSS homemaker workers in collective bargaining, the Union offers other services such as assistance with enrollment and timesheet issues, and free training for homecare workers.

**Legal Assistance**

**Bet Tzedek Legal Services**  
**323-939-0506 | www.bettzedek.org**

Bet Tzedek provides legal services to low-income individuals in Los Angeles County.

**Center for Health Care Rights**  
**800-824-0780 | www.healthcarerights.org**

The Center for Health Care Rights is dedicated to ensuring access to quality health care by providing information and education to elderly and disabled Medicare beneficiaries. Call the center if you have questions about Medicare or need help resolving Medicare- or health insurance-related problems.

**Disability Rights Legal Center**  
**866-999-3752 or 213-736-1334 | www.disabilityrightslc.org**

The Disability Rights Legal Center promotes the rights of people with disabilities and raises public interest in and awareness of those rights through legal and related services.

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**800-776-5746 | www.pai-ca.org**

PAI provides legal assistance to people with disabilities in the areas of housing, transportation, employment, ADA compliance, and the IHSS appeals process.

**Senior-Related Resources**

**AARP (American Association of Retired Persons)**  
**888-687-2277 | www.aarp.org**

AARP is a nonprofit organization for individuals 50 and over. It offers a variety of services including health, automobile, and homeowners insurance. Other services include discounts on travel, online services, and music. Additional services include advice on healthy living, financial planning, and consumer protection, as well as driver safety courses, tax preparation assistance, and a nationwide volunteer network.

**L.A. County Area Agency on Aging (AAA)**  
**800-510-2020**

AAA provides a variety of services to older adults including referrals to in-home and community-based services, housing, home-delivered meals, respite care, Medicare/Medi-Cal counseling, tax assistance, transportation, telephone reassurance, case management, adult day care, legal assistance, and other long-term care services.

The **L.A. City Department of Aging** has its own AAA for residents living within Los Angeles city zip codes and can be
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250% Medi-Cal Working Disabled Program
626-854-4892 | www.db101.org
The 250% Medi-Cal Working Disabled Program allows people with disabilities to earn income without losing their Medi-Cal or IHSS benefits. Further information can also be obtained by contacting your local Independent Living Center. (see page 4)

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The Personal Assistance Services Council (PASC) has developed this In-Home Supportive Services (IHSS) Consumer Resource Guide to provide you with information on a variety of financial, housing, legal, and other programs and services that are available in Los Angeles County.

This guide can assist you in locating resources that may be helpful to you. Although there are many more services and programs available than are listed in this guide, we hope that this publication provides you with an overview of some of the vital resources available to seniors and individuals with disabilities in Los Angeles County.

Should you have any questions about these resources or need additional assistance in locating other services, please contact PASC and ask to speak to a representative in the Information and Referral Office. Also, if you have found particular resources that are not in this guide to be helpful, please let us know so we can include them in future editions. Finally, if you would like to receive regular updates on PASC’s activities and services or on any new developments within the IHSS program, please complete and return the sign-up form on the back of this guide. We would particularly like to encourage you to find a method of securing e-mail access. If you need assistance, you can reach us at 877-565-4477.

Sincerely,

Ronald Osterhout
Executive Director

July, 2007
Sign up to be on the PASC mailing list and receive the PASC Homecare Bulletin and other publications free of charge! Simply fill out this form, cut along the dotted line, and drop it in the mail. Postage paid.

Name:________________________  E-mail: ___________________________________
Address:________________________________________________________________
City: ____________________________  State: __________ Zip: ___________________
Primary Language: ________________________________Phone:__________________

Have you ever used any of PASC’s services?  □ Yes  □ No

If yes, how would you rate the services that you received?

□ Very Helpful   □ Generally Helpful   □ Generally Not Helpful

If you have questions, comments, or concerns about the In-Home Supportive Services (IHSS) Program, or the Personal Assistance Services Council (PASC), call 877-565-4477 and ask to speak to an outreach representative.