

In-Home Supportive Services Consumer Resource Guide



Personal Assistance Services Council
Public Authority for In-Home Supportive Services
in Los Angeles County



TO GET HELP FAST:

Medical emergency (severe illness, injury, falls, etc.)

Call 911

24-hour help line for resources in L.A. County

Call 211

Help locating a regular IHSS homecare worker

877-565-4477

Help locating a temporary replacement IHSS provider

877-287-6789

To report abuse and neglect

877-477-3646

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,

A handwritten signature in black ink, appearing to read 'Ronald Osterhout', written over a white background.

Ronald Osterhout
Executive Director

Community Resource Guide for IHSS Consumers in Los Angeles County

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.

Child Protection Hotline **800-540-4000**

The Child Protection Hotline accepts reports of suspected child abuse and neglect. It also offers crisis counseling and refers callers to local agencies for additional services.

Suicide Prevention Center **877-727-4747** or **310-391-1253** **www.suicidepreventioncenter.org**

The Suicide Prevention Center operates a 24-hour telephone crisis hotline and coordinates bereavement support groups.

Disability-Related Resources

AbilityFirst **877-768-4600** | **www.abilityfirst.org**

AbilityFirst provides services for children and adults with physical and developmental disabilities, such as assistance with affordable housing, employment and adaptive technology. In addition, it provides support services such as after-school enrichment programs, resident summer camps, and parent support groups.

Braille Institute **323-663-1111** | **www.brailleinstitute.org**

The Braille Institute provides recreational, social, and educational programs and services to individuals with limited or no vision.

Center for the Partially Sighted **310-458-3501** | **www.low-vision.org**

The Center for the Partially Sighted provides low-vision optometric, rehabilitation and counseling services to people of all ages with impaired sight. Special programs include Macular Degeneration, Diabetes and Vision Loss, Pediatric, and Technology Programs.

Department of Rehabilitation **213-736-3904** | **www.dor.ca.gov**

The Department of Rehabilitation assists individuals with disabilities in areas of employment by providing vocational rehabilitation, training, and job placement services.

Greater Los Angeles Agency on Deafness (GLAD) **323-478-8000** | **www.gladinc.org**

GLAD provides education and services to individuals who are deaf and hard of hearing. Services include information and referrals, advocacy, communication and employment assistance, and interpreting referral services.

Independent Living Centers (ILCs)

ILCs are organizations which provide services that enable individuals with disabilities to live and work independently in their communities. Services include

attendant referrals, advocacy, peer counseling, and information related to housing and transportation. The seven Independent Living Centers (ILCs) in Los Angeles County are:

Communities Actively Living Independent and Free (CALIF)

213-627-0477 | www.calif-ilc.org

CALIF serves North Hollywood, Hollywood, Crenshaw, Los Feliz, W. Adams, Echo Park, Mid Wilshire, Westmont, Florence-Graham, Watts, South Central L.A., South Gate, Vernon, Huntington Park, Gardena, Willowbrook, Compton, Lynwood, and Carson.

Community Rehabilitation Services (CRS)

323-266-0453

CRS serves Commerce, East L.A., Eagle Rock, Highland Park, Hazard, Rancho Park, Glassell Park, Montebello, Altadena, Arcadia, Monrovia, Sierra Madre, South Pasadena, Pasadena, El Monte, Monterey Park, Rosemead, San Gabriel, Temple City, and Alhambra.

Disabled Resource Center (DRC)

562-427-1000 | www.drcinc.org

DRC serves Artesia, Avalon, Hawaiian Gardens, Lakewood, Long Beach, and Signal Hill.

Independent Living Center of Southern California (ILCSC)

818-785-6934 | www.ilcsc.org

ILCSC serves Glendale, Burbank, San Fernando Valley and Northern L.A. County, including the Antelope Valley.

Service Center for Independent Living (SCIL)

800-491-6722 | www.ilc-clar.org

SCIL serves Arcadia, Azusa, Bradbury, Baldwin Park, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Hacienda Heights, Industry, Irwindale, La Puente, La Verne, Monrovia, Pomona, Rowland Heights, San Dimas, Sierra Madre, South El Monte, Walnut, and West Covina.

Southern California Rehabilitation Services (SCRS)

562-862-6531 | www.scrs-ilc.org

SCRS serves Downey, Bell, Bellflower, Bell Gardens, Cudahy, Huntington Park, Commerce, South Gate, Lynwood, Paramount, Cerritos, Norwalk, La Mirada, Santa Fe Springs, Whittier, and Pico Rivera.

Westside Center for Independent Living (WCIL)

888-851-9245 | www.wcil.org

WCIL serves Inglewood, Hawthorne, Hollywood, Culver City, Mar Vista, Santa Monica, Malibu, and San Pedro.

Living Independently in L.A. (LILA)

www.lila.ucla.edu

LILA is an online information system that assists individuals with disabilities and seniors to locate programs and services. LILA's databases include information on businesses, inclusive recreation programs, and independent living resources.

Regional Centers

www.dds.ca.gov

Regional Centers provide programs and coordinate services for individuals with developmental disabilities and their families.

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.

Food Programs

Meals on Wheels

Meals on Wheels is a home-delivered meal program for seniors and people with disabilities. To locate a Meals on Wheels, a center-based meal program, or a food pantry in your area, contact your local senior center, community center, faith-based organization, or **211 Los Angeles County**. (see page 8)



Project Angel Food

323-845-1800 | www.angelfood.org

Project Angel Food is a Meals on Wheels program for children and adults with HIV/AIDS and other serious illnesses. Meals are delivered to participants on either a daily or weekly basis.

Health-Related Resources

The Center for Rehabilitation Medicine

818-885-8500

www.northridgehospital.org

This center is a branch of the Northridge Hospital Medical Center. It is a full-service, comprehensive rehabilitation center that treats persons who have sustained a catastrophic or debilitating injury or illness.

L.A. Care Health Plan

888-452-2273 | www.lacare.org

L.A. Care Health Plan is a community-accountable health plan that serves nearly 800,000 L.A. County residents. The plan partners with local Medi-Cal providers to provide choices for doctors, clinics, drugstores, and hospitals.

Memorial Rehabilitation Center

562-933-2000

www.memorialcare.org/long_beach

This center, which is a branch of Long Beach Memorial Medical Center, provides a variety of medical rehabilitation services for persons with disabilities.

Mental Health Hotline

800-854-7771 | dmh.lacounty.info

This 24-hour hotline, which is sponsored by the L.A. County Department of Mental Health, provides callers with information regarding outpatient mental health services, emergency psychiatric evaluations, and drug rehabilitation programs.

Rancho Los Amigos

877-726-2461 | www.rancho.org

Rancho Los Amigos National Rehabilitation Center is a medical rehabilitation hospital for persons with physical disabilities and/or persons who have sustained a catastrophic or debilitating injury or illness.

Housing

Gentle Transitions, Inc.

800-619-3049

www.gentletransitions.com

Gentle Transitions, Inc., provides moving-related services such as utility changes,

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 homecare workers in L.A. and several other counties. In addition to representing IHSS homecare workers in collective bargaining, the Union offers other services such as assistance with enrollment and timesheet

issues, and free training for homecare workers.

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)

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.disabilityrightslegalcenter.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.

Protection & Advocacy, Inc. (PAI)

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

contacted at **213-252-4030**, **800-510-2020**, or www.lacity.org/doa.

Transportation

Access Services, Inc. (ASI)
800-827-0829 | www.asila.org

Access Services provides paratransit transportation services to persons with disabilities who are unable to use standard public transportation. An in-person assessment is required.

Dial-a-Ride
800-439-0439

Dial-a-Ride provides transportation services (with wheelchair lifts) for individuals with disabilities and seniors who qualify.



Metropolitan Transportation Authority (MTA)
www.mta.net

MTA operates the public bus and rail systems throughout L.A. County.

Metro Information
800-COMMUTE

Wheelchair Lift Hotline
800-621-7828

Lost and Found
323-937-8920

Metrolink
800-371-LINK | www.metrolinktrains.com

Metrolink operates a regional train system within Southern California.

Other Community Resources

211 Los Angeles County
211 or **800-339-6993** | www.infoline-la.org

This information hotline enables a caller to locate medical, social, financial, and vocational programs and services throughout L.A. County 24 hours a day, seven days a week.

311 City of Los Angeles
311 or **866-452-2489** | www.lacity.org/call311

This information hotline enables a caller to locate information on over 1,600 city services and programs, 24 hours a day, seven days a week.

The California Poison Control System
800-222-1222 | www.calpoison.org

CPCS is the statewide provider of immediate, free and expert treatment advice and assistance over the telephone in case of exposure to poisonous, hazardous or toxic substances.

Home- and Community-Based Services (HCBS) Waiver Program
916-552-9400

HCBS waivers provide funding for optional Medi-Cal services such as case management and personal assistance services. California has six HCBS waiver categories that serve specified subgroups of aged, developmentally disabled, physically disabled, and HIV/AIDS Medi-Cal eligible populations. For additional

information, contact PASC's Information and Referral Office at **877-565-4477**.

Department of Consumer Affairs
800-593-8222 or **213-626-0913 (TTY)**
www.consumer-affairs.co.la.ca.us

The Department of Consumer Affairs offers a variety of services related to consumer protection, real estate information, small claims court information, dispute settlement, senior abuse and fraud protection, volunteer opportunities, etc.

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:

L.A. County Public Library
562-940-8415 or **562-940-8477 (TTY)**
www.colapublib.org

L.A. City Public Library
213-228-7000 or **877-488-4327 (TTY)**
www.lapl.org

A few ILCs, Senior Centers, and Regional Centers also provide free internet access. PASC encourages consumers to secure internet access so that we may provide you with up-to-date information concerning the IHSS program and other programs that are utilized by the IHSS community. If you would like help determining where you can secure free internet access, please call PASC at **877-565-4477**.

Social Security Administration (SSA)
800-772-1213 or **800-325-0778 (TTY)**
www.socialsecurity.gov

The SSA handles retirement payments, issues Social Security numbers, and administers the Supplemental Security Income program (SSI), among other services. You should always have your Social Security number on hand when calling the SSA.

Personal Assistance Services Council (PASC)

The Personal Assistance Services Council (PASC) is the public authority for In-Home Supportive Services (IHSS) in L.A. County. PASC operates a Registry to match IHSS consumers and providers, serves as the employer of record for over 129,000 IHSS providers, provides access to training for IHSS consumers and providers, and offers an array of support services to improve the IHSS program in general.

Registry

The PASC Homecare Registry is a free and voluntary service that IHSS consumers in need of assistance can use to obtain referrals of homecare providers. Registry providers are referred to consumers based on the consumer's needs, hours allotment, and geographical location. All Registry providers are required to attend an orientation

Personal Assistance Services Council: 877-565-4477

meeting, show proof of identity, submit three personal references, and clear a State of California Department of Justice Criminal Background Investigation (CBI). The consumer then decides whether he/she wishes to form an employment relationship with any of the referred providers. For information on enrollment, contact the PASC Homecare Registry at [877-565-4477](tel:877-565-4477).

PASC Back-Up Attendant Pilot Program

The PASC Back-Up Attendant Pilot Program is designed to refer replacement homecare attendants to certain eligible IHSS consumers when they have an urgent yet temporary need for back-up support. When their regular IHSS provider cannot work, and their usual substitute providers are not available, eligible consumers can call the Back-Up Program to request that a back-up attendant be referred to them. For information on eligibility and enrollment, call the Back-Up Program at [877-287-6789](tel:877-287-6789).

Access to Training

PASC routinely publicizes and coordinates a variety of training and educational opportunities for In-Home Supportive Services (IHSS) consumers and providers in L.A. County. All trainings coordinated by PASC are free and voluntary.

Trainings include the IHSS Consumer Training Program, trainings on Health Safety and Disease Prevention, Disability Awareness, Cardiopulmonary Resuscitation (CPR), and more.

Employer of Record

PASC serves as the employer of record for over 129,000 In-Home Supportive Services (IHSS) providers for collective bargaining purposes. In this role, PASC works directly with the United Long-Term Care Workers' Union (SEIU Local 6434), the Department of Public Social Services (DPSS), and the L.A. County Board of Supervisors to improve wages and benefits for IHSS providers. This has led to a more stable IHSS workforce, which in turn has improved the quality of care for IHSS consumers.

Provider Wages: Over the last few years, PASC and SEIU Local 6434 have successfully negotiated several wage increases for IHSS providers. Provider wages are currently \$9.00 per hour.

Health Benefits: PASC and SEIU Local 6434 have successfully negotiated for a health benefits plan for IHSS providers who work 80 or more hours per month for at least two consecutive months. The PASC-SEIU Homecare Workers Health Care Plan is provided by the L.A. County Community Health Plan and is administered by PASC. The plan currently has over 25,000 enrollees.

Other Services Offered by PASC

Information and Referral Service (I&R): PASC's I&R Office provides information to

Personal Assistance Services Council: 877-565-4477

IHSS consumers and providers who need assistance in areas outside of PASC's scope of services. Referrals include information on available community resources, housing, transportation, etc.

PASC Homecare Bulletin: PASC publishes a quarterly bulletin which covers a variety of topics that are of interest to IHSS consumers and providers. To receive a copy of this bulletin, please call **877-565-4477** or complete and mail in the form on the back of this booklet.

Free/Discounted Ad Referrals: This service is designed to assist IHSS consumers in identifying various newspapers where they can place free and/or discounted price help-wanted ads to recruit IHSS providers. For more information, contact PASC's Information and Referral Office at **877-565-4477**.

L.A. County 250% Medi-Cal Working Disabled (MWD) Program Steering Committee: PASC participates in a Los Angeles County Cross Agency Steering Committee, which coordinates trainings on the 250% MWD Program. This program allows individuals with disabilities to work and earn up to 250% of the Federal Poverty Level without losing their Medi-Cal and/or IHSS benefits. For more information on the steering committee and/or the trainings provided, contact PASC at **877-565-4477**.

For information and/or assistance in other languages, contact PASC at 877-565-4477.



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IF MAILED
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UNITED STATES



FIRST-CLASS MAIL

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VAN NUYS, CA

POSTAGE WILL BE PAID BY ADDRESSEE

PERSONAL ASSISTANCE SERVICES COUNCIL
C/O PASC HOMECARE REGISTRY
4730 WOODMAN AVE STE 405
SHERMAN OAKS CA 91499-2134





*Personal Assistance Services Council
of Los Angeles County*
4730 Woodman Ave., Suite 405
Sherman Oaks, CA 91423
www.pascla.org

Phone: 877-565-4477 | TTY: 818-206-7015 | Fax: 818-206-8000

IHSS Consumer Resource Guide

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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.