

## SIGNING UP FOR IHSS

If you are a low income older adult or a person with a disability, and you are unable to live at home safely without some assistance, you may qualify for In-Home Support Services. The services are free to eligible IHSS consumers who meet the financial guidelines.

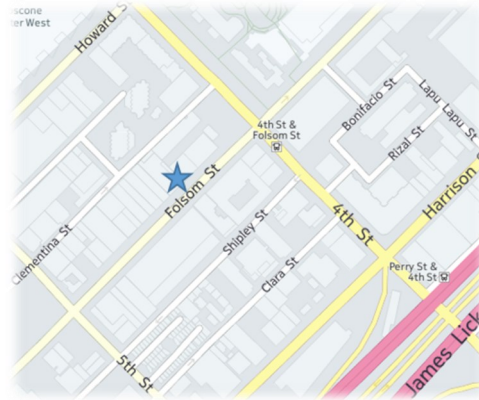
To apply for IHSS Services, call the Intake Unit at (415) 355-6700

Once you have been approved for hours and tasks by an IHSS eligibility worker, you have the option to hire a friend or family member as your provider. If you do not have a friend or family member who is able to be your provider, the IHSS Public Authority can help you find an independent provider.

Call the Public Authority for more information.

## CONTACT US

San Francisco IHSS Public Authority  
832 Folsom Street, 9th Floor  
San Francisco, CA 94107



**Office Hours:**  
9:00am - 5:00pm

**Main Office/  
On-Call Line:**  
415.243.4477  
TTY: 415.243.4430

**Mentorship Line:**  
415.593.8136

[info@sfihsspa.org](mailto:info@sfihsspa.org)  
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# SFIHSS PUBLIC AUTHORITY



### Consumer Guide



# ESSENTIAL SERVICES

Thriving in the community

## Registry Services...

The Public Authority Registry matches consumers with trained and qualified care providers and provides on-going support for those in need of an In-Home Supportive Services (IHSS) Provider.

Consumers are matched to independent providers according to location, language, the consumers approved tasks, work schedule and other job related preferences. A list of matched and qualified providers is sent to the consumer and then it is up to the consumer to choose a provider.

In addition to helping consumers find a provider, Registry counselors are also available to assist consumers in setting Provider hours, answering IHSS questions, communicating with your provider and other information and referrals.

## IP Services...

Independent Providers provide the personal care and household tasks for consumers.

Types of services IHSS can offer:

- Grooming & bathing
- Help with dressing
- Housecleaning
- Shopping
- Laundry
- Meal preparation & clean up

## On-Call Services...

The Public Authority provides emergency On-Call services for Consumers being discharged from the hospital without any assistance at home, for Consumers whose Provider is sick or on vacation, or should a Provider not show up to their scheduled shift.

Contact the Public Authority for more information.

# ADDED SUPPORT

Making the difference

The Public Authority offers a mentorship program to provide additional support to consumers. Mentors are there for IHSS Consumers to provide one-on-one assistance for all matters relating to IHSS services.

- **Pre-Interview Assistance**  
A mentor will work directly with a consumer to assist in the hiring of a care provider, building a positive relationship with the provider and being an employer.
- **One Stop Center Resource Center**  
Attend monthly workshops, trainings, and support groups. A living library consists of publications relevant to seniors and people with disabilities.
- **Community Outreach**  
Mentors bring the essence of the Mentorship program to Consumers living in the neighborhood.