



“Who Do I Call?” For Consumers of In-Home Supportive Services (IHSS)

Call IHSS (408) 792-1600/ 1 (866) 668-2412:

- To call your Social Worker for questions about reassessments of approved hours and services, call your Social Worker’s direct phone number.
- To request a Designation of Provider Form (SOC 426A) after hiring a new care provider
- You need general information about the IHSS program
- You change your address, phone number, name, etc.
- For Overtime questions choose your language, choose option 1 ‘Consumer’, then option 3 ‘Overtime’

To sign-up for electronic timesheet or Telephone Timesheet System: www.etimesheets.ihss.ca.gov

Call the IHSS Help Desk for direct deposit or electronic timesheet help: 1 (866) 376-7066

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| ■ Office Location: IHSS Social Services 353 W. Julian St San Jose, Ca. 95110 | ■ Mailing Address: IHSS Social Services P.O. Box 11018 San Jose, Ca. 95103-1018 | ■ Fax: (408) 792-1601 |
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Call Public Authority Services by Sourcewise for the following services, or visit www.pascc.org

Call (408) 350-3251 for the Public Authority Registry when:

- You need to request a list of available care providers
- You hire or fire a Registry care provider
- You want to speak to Registry staff
- You change your address, phone number, name, etc.

Call (408) 350-3220 Public Authority Training when:

- You have questions about available training for IHSS consumers

Call (408) 350-3200 for Sourcewise or visit www.mysourcewise.com when:

- You need help finding community resources that can help you in your specific situation, choose Information and Awareness; option 1
- You need help understanding Medicare and Medi-Cal benefits, choose Health Insurance Counseling and Advocacy Program (HICAP); option 2
- You need information or assistance from the Meals on Wheels Program, choose option 4
- You need information on job training for low income seniors, choose Senior Community Services Employment Program (SCSEP); option 5