

What is In-Home Supportive Services?

In-Home Supportive Services (IHSS) is a Medi-Cal program which authorizes caregiving services for those who are unable to perform necessary tasks of daily living.

IHSS pays wages for Independent Providers to assist consumers with tasks, such as:

- Light housekeeping
- Laundry
- Grocery shopping
- Meal preparation
- Personal care
- Bathing and grooming

**IHSS main number
(408) 792-1600**

Consumers, call when you:

- Want to apply for services
- Need a reassessment for hours or services
- Want to add a care provider to your case
- Change address or telephone number
- Need to request an overtime exception

Independent Providers, call when you:

- Have questions about your timesheets or paychecks
- Need tax forms (W-2, W-4, etc.)
- Need to report a work injury
- Change address or telephone number

Contact Public Authority Services (PA)

PA Main Number	(408) 350-3206
PA Enrollment	(408) 350-3252
PA Benefits	(408) 350-3290
PA Registry	(408) 350-3251
PA Training	(408) 350-3220

www.pascc.org

info@pascc.org



Support for Consumers
and Independent
Providers of In-Home
Supportive Services in
Santa Clara County

Public Authority Services

by Sourcewise



What is Public Authority Services by Sourcewise?

Public Authority Services by Sourcewise (PA) enhances In-Home Supportive Services (IHSS) and helps IHSS consumers remain safe and independent in their homes.

Public Authority Services does this by:

- Providing a registry of independent care providers for IHSS consumers to access if they need to hire a provider
- Enrolling new care providers into the program so they can receive pay for the IHSS services they provide
- Administering care provider health, dental, vision, and transportation benefits
- Offering free training classes so IHSS care providers can improve caregiving skills
- Providing access to information to consumers regarding their role and responsibilities

Learn more at pascc.org

How to enroll as an IHSS care provider



PA facilitates enrollment into the IHSS program for family and non-family care providers.

This allows consumers to hire whomever they choose to provide their IHSS authorized services.

California law requires that all IHSS care providers complete an enrollment process and pass a Department of Justice (DOJ) background check before they are eligible to be paid by the IHSS system.

ihss.pascc.org

Health benefits are available



IHSS Independent Providers in Santa Clara County who are paid for at least 35 hours per month, are eligible for:

- Valley Health Plan medical insurance
- Liberty Dental insurance
- Vision Services Plan (VSP) vision benefits

All active IHSS Independent Providers can also request a free bus/light rail pass.

pascc.org/services/providerbenefits.html

Help with hiring is available



Consumers who need to hire independent providers can ask the Registry for a list of available providers who meet their individual needs.

Care providers who are looking for work with consumers can apply to join the Registry and be referred out to consumers who need to hire a provider.

All providers listed on the Registry are pre-screened, complete IHSS enrollment, and pass a DOJ background check.

pascc.org/services/registry.html

Training is available



IHSS care providers who wish to take classes to improve their caregiving skills can do so, at no cost, by registering for several training topics.

All classes have been specifically created for IHSS care providers and reinforce the consumer directed model.

Training opportunities and informational materials are also available for IHSS consumers.

pascc.org/services/training.html

