Information Session Webinar 2026

WELCOME!

¡Bienvenidos!

COUNTY OF SAN DIEGO
HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

PUBLIC AUTHORITY
In-Home Supportive Services
San Diego County

IN-HOME SUPPORTIVE SERVICES
PUBLIC AUTHORITY
Advisory Committee

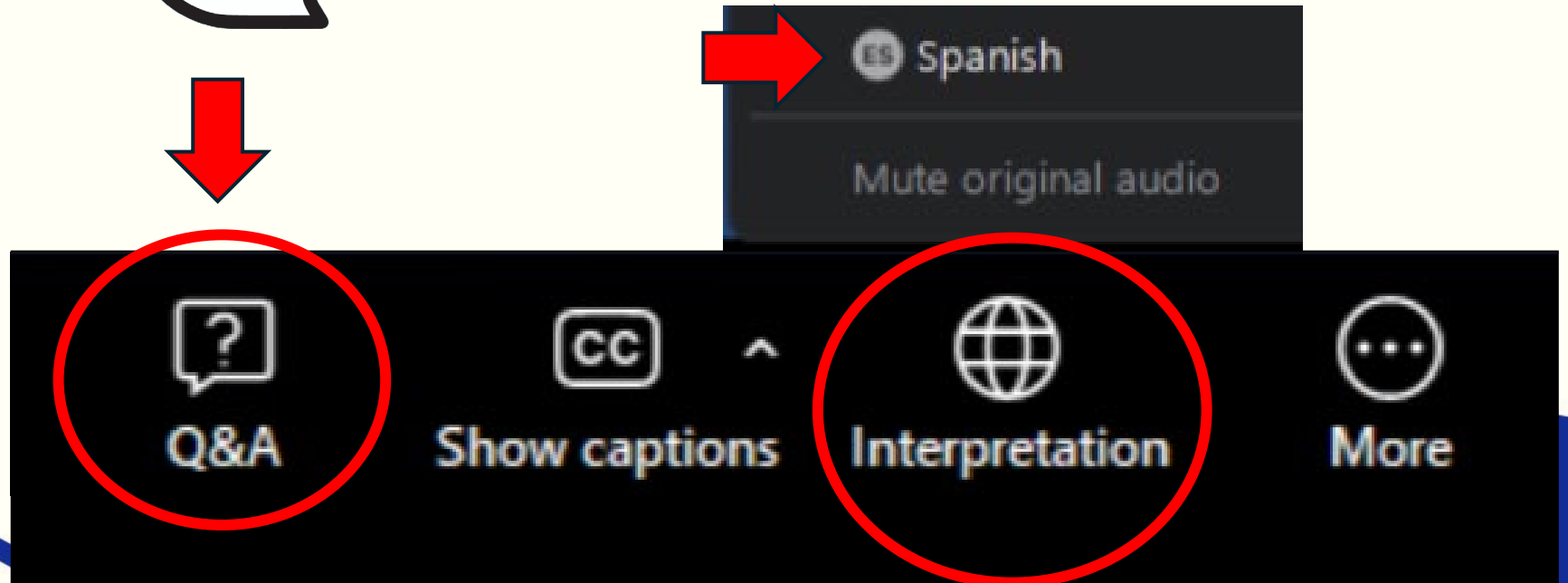
Have questions?

- Click the **Q&A** section to submit your question



Interpretation

- Available in Spanish & ASL
- Click **Interpretation**
- Then select **Mute original audio**



Agenda



- Welcome and housekeeping
- Overview of In-Home Supportive Services (IHSS) Program
- Overview of Public Authority (PA)
- Presentation about IHSS/PA Advisory Committee
- Survey
- Conclusion



In-Home Supportive Services (IHSS)

SANDIEGOCOUNTY.GOV/HHSA

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In-Home Supportive Services

- IHSS program overview
- Eligibility requirements
- IHSS staff
- IHSS population
- Regulation/policy updates

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What is the IHSS Program?

- The IHSS program allows eligible recipients to remain safely in their own home and avoid out-of-home placement.
- IHSS will pay an eligible provider to help with specific tasks that the individual is not able to perform independently.
- A provider is a caregiver who works for recipients receiving IHSS. Providers enable eligible low-income seniors and persons with disabilities to live independently in the comfort of their own homes.

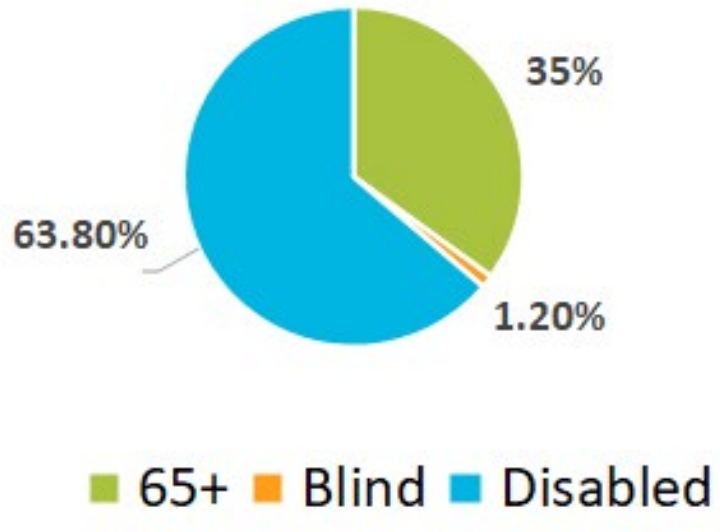
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What is the IHSS Program?

- IHSS is a statewide program administered by each county under direction of the California Department of Social Services (CDSS).
- Recipients are considered employers and are responsible for the management of their own case, including hiring, firing and training their own providers.
- In San Diego: Over **47,706** providers serve over **50,845** recipients

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Who We Serve





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IHSS Staff & Locations



Southeastern Live Well Center

Currently there are **220** IHSS Social Workers within the **6** Regional offices:

- National City
- El Cajon
- Kearny Mesa
- Oceanside
- Escondido
- Southeastern San Diego

Eligibility Requirements

- The IHSS program serves individuals who are low-income, 65 and older, blind, or disabled and require help with caring for themselves.
- Individuals must have a Medi-Cal eligibility determination.
- Individuals must be California residents and live in their own home.
- Individuals must provide certification from a healthcare professional stating the following:
    - One or more daily care tasks cannot be performed independently.
    - The applicant is at risk of out-of-home placement without IHSS.

Authorized Representative

- IHSS Applicants/Recipients may select an Authorized Representative (AR) to assist with their application and/or case status.
    - Proper documentation must be completed for an ongoing AR.
    - An IHSS Applicant/Recipient can choose to allow someone to be present for their assessment.
    - Confidential case information is only disclosed to documented ARs.

Initial Assessment

- The IHSS worker will assess the applicant's needs by conducting a home visit to gather information about:
  - Medical diagnosis/health history
  - Living arrangement
  - Functional impairment (physical/mental abilities/limitations)
  - Any additional resources available



Eligibility Determination

- The IHSS worker has 45 days from the date of application to gather needed information before granting or denying the application.

- A Notice of Action (NOA) will be issued providing information on services and the number of hours authorized or the reason for any denial of services.

- The applicant/recipient has 90 days from the date of the NOA to file an appeal/hearing if they disagree with the outcome of their assessment.

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IHSS Services

Personal Care:

- Bathing and grooming
- Dressing
- Bowel and bladder care
- Menstrual care
- Ambulation and transfer
- Rubbing skin and repositioning
- Range of motion exercises
- Care of and assistance with prosthesis
- Feeding
- Accompaniment to medical appointments

Domestic and Related:

- Domestic services
- Meal preparation
- Meal clean-up
- Routine laundry
- Shopping for food
- Other shopping/errands

Additional Services:

- Paramedical
- Protective Supervision

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Paramedical Services

- Paramedical Services are activities that require authorization and training by a medical professional before they can be authorized through the IHSS program. These include, but are not limited to the following:
  - Administration of medications
  - Puncturing the skin
  - G-tube feeding/care
  - Wound care
  - Inserting a medical device into a body orifice
  - Activities requiring sterile procedures
  - Catheter care
  - Other activities requiring training given by a licensed health care professional

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Protective Supervision

- Protective Supervision is available for observing the behavior of non-self-directing, confused, mentally impaired, or mentally ill persons.
- Protective Supervision shall not be authorized:
  - For friendly visiting or other social activities.
  - When the need is caused by a medical condition and the form of the supervision required is medical.
  - In anticipation of a medical emergency.
  - To prevent or control anti-social or aggressive recipient behavior.
  - To guard against deliberate self-destructive behavior, such as suicide, or when an individual knowingly intends to harm himself/herself.

Additional Eligibility Factors



- Able and available spouse regulations
- Age-appropriate guidelines
- Shared housing
- Alternative resources

IHSS Reassessment Process

- A home visit is required every 12 months to conduct a reassessment of the recipient's needs.
- Recipients may request an assessment prior to annual reassessment if there has been a change in their medical condition and/or need for assistance.
- Phone calls and emails are returned within one business day.
- Qualifying individuals may be eligible to complete their reassessment by phone or video every other year.

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Recipient Responsibilities

- Cooperating with County and State staff to determine eligibility
- Hiring, training, supervising, and terminating the provider(s) as the recipient is considered the employer
- Scheduling the provider(s) based on the recipient's needs
- Reporting absences from the home (e.g., hospitalizations, vacation)
- Reporting changes in address, contact information, and household composition
- Track the provider's work schedule
- Verify and approve the provider's timesheets
- Do not subcontract



Thank you!

For case-specific questions, please directly contact your assigned Social Worker.

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PUBLIC AUTHORITY
In-Home Supportive Services
San Diego County

Public Authority Overview







Public Authority Overview

Provides services to the In-Home Supportive Services (IHSS) program by State mandate

San Diego County Board of Supervisors acts as the Governing Body

Separate legal entity from County of San Diego

Serves over 48,000 IHSS caregivers

Caregiver Enrollment Department



Conduct enrollment sessions



State of CA orientation video



Facilitate DOJ background checks



Verify employment authorization documents

Caregiver & Payroll Support Department

- Phone customer service
- In-person assistance
- Timesheet training
- Employment verification & workers compensation

Registry Department



Connecting IHSS recipients & caregivers



Training & coaching services



Caregiver recruitment



Expedited matching services

Contact us

Phone: (866) 351-7722

Website: sdihsspa.com

Instagram: @CaregiversSD

Facebook: @Caregivers San Diego – Public Authority



IN-HOME SUPPORTIVE SERVICES
PUBLIC AUTHORITY
Advisory Committee

IHSS/Public Authority Advisory Committee

INFORMATION SESSION

Monthly speakers. Practical resources.
A stronger IHSS community.

IN PERSON + ZOOM **SECOND FRIDAY EACH MONTH**

Come for useful information. Return for the community.



Why this Committee Matters

A community voice inside a program that supports independent living.

51,000+

IHSS recipients in San Diego County

47,000+

IHSS caregivers supporting people at home

People closest to IHSS

Recipients and caregivers bring lived experience into conversations about services, access, quality, and support.

Advice that can improve programs

The committee provides recommendations to the IHSS program, Public Authority, and County decision-makers.

A place to learn

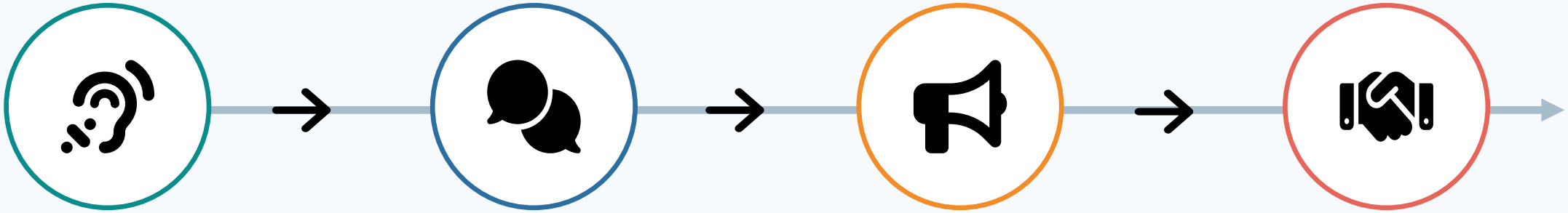
Monthly guest speakers explain programs, rights, resources, and practical tools that matter to the IHSS community.

A place to connect

Meetings bring together recipients, caregivers, advocates, agencies, and community organizations.

What the Advisory Committee Does

Four connected roles that turn community experience into useful action.



Listens

Hears concerns, experiences, and ideas from recipients, caregivers, and community partners.

Advises

Provides recommendations to the IHSS program, Public Authority, and County leadership.

Advocates

Raises awareness of issues that affect quality care, access, caregiver support, and independent living.

Connects

Links the IHSS community with agencies, organizations, speakers, and practical resources.

Established by California law and shaped by the people who use and support IHSS.

Who Brings the Community Voice?

A recipient-majority committee with experience from across the IHSS system.

Recipients

Current or former recipients of IHSS services

Caregivers

Current or former IHSS providers



Community representatives

People with relevant experience and community connections

Program partners

Representatives connected to aging, independence, and IHSS administration

Recipient-majority structure keeps the perspective of people receiving services at the center.

More than a Monthly Meeting

Committee members stay connected to the community between meetings.



Attend community events

Connect with disability, aging, caregiver, and service organizations.

Listen to emerging needs

Hear concerns and ideas in settings where people already gather.

Share IHSS information

Help residents discover meetings, resources, and ways to participate.

Bring insights back

Use what is learned in the community to inform future topics and discussions.

Every Month Brings Something Useful

Guest speakers focus on practical topics selected for the IHSS community.



- **Benefits & public programs**
- **Caregiver support & training**
- **Legal rights & advocacy**
- **Safety & emergency readiness**
- **Transportation & housing**
- **Accessibility & technology**

You do not have to be a committee member to attend and learn.

A Wide Range of Past Presentation Topics

Examples of the information that has been brought directly to monthly meetings.

- Fall prevention
- Public Authority overview
- IHSS program overview
- Caregiver representation
- CalABLE savings program
- Aging & Independence Services
- Blindness and vision resources
- Individualized Education Programs
- Community safety and anti-hate resources
- Air quality and environmental health

And more — future topics grow from community interests, questions, and emerging needs.

What you Gain by Attending

Three reasons a monthly meeting can be worth your time.



LEARN

Hear clear explanations from agencies, nonprofits, advocates, and service organizations.



CONNECT

Discover programs, community partners, and people who understand IHSS-related needs.



CONTRIBUTE

Share questions, identify concerns, and help the committee understand what matters now.

Designed for Participation

Hybrid access, advance materials, and disability-related accommodations.

In-person and Zoom

Choose the participation method that works best for you.

Meeting packet in advance

Request the agenda and written materials before the meeting.

Disability-related accommodations

Call at least three days in advance so appropriate support can be arranged.

Questions are welcome

Public attendees can listen, learn, and participate without joining the committee.



Join a Monthly Meeting!

Everything you need to participate.



SECOND FRIDAY

of every month

12:45 p.m. –
approximately 3:00 p.m.

Location and Zoom information

Call the Public Authority office for the current meeting location and participation details.

Request the complete packet

Call at least three business days in advance. Email delivery is free; mailed packets are also available.

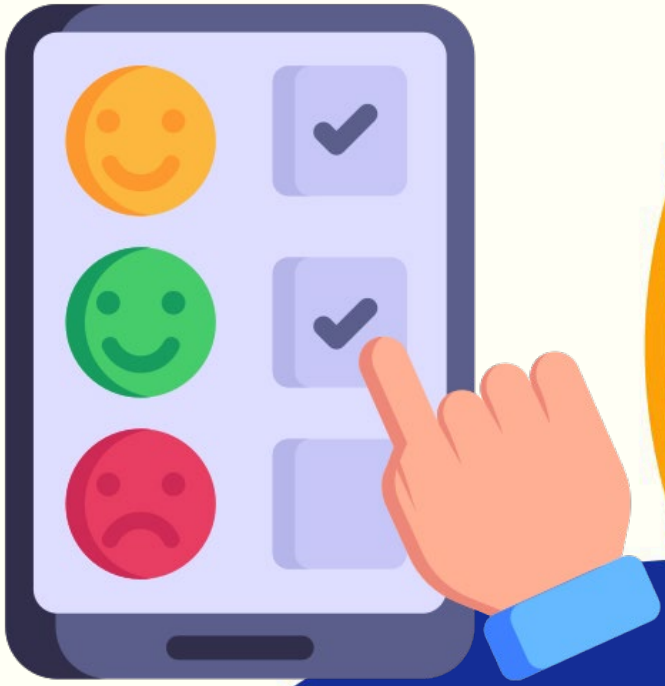
Request accommodations

Call at least three days before the meeting for disability-related accommodations.

(619) 731-3707 **sdihsspa.com/advisorycmte/**

A quick survey for your input

Please take a few minutes to complete our survey.



IN-HOME SUPPORTIVE SERVICES
PUBLIC AUTHORITY
Advisory Committee

Come for the information. Return for the community.

Monthly guest speakers • Practical resources • Community connection

Second Friday each month | 12:45–3:00 p.m.
(619) 731-3707 | sdihsspa.com/advisorycmte/

We hope to see you at a future meeting.



Thank you for attending today's session!

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