

How to Apply for IHSS In-Home Supportive Services in Alameda County

1. **MY PHONE:** Call 510-577-1800 weekdays from 8:30 AM - 12 Noon or 1:00 - 5:00 PM.



Once you dial, when prompted, press “1” for English and then “1” for applying for IHSS and “1” a third time to speak with an intake screener.

2. **BY MAIL:** Request an application to be mailed to client’s home. Call 510-577-1800. You will have the option of leaving your name and address for an application to be sent to you.



3. **IN PERSON:** Pick up an application at the Adult and Aging Services offices: Monday – Friday, 8:30 AM – 12 Noon and 1:00 to 5:00 PM at the Eastmont Town Center, 6955 Foothill Blvd., Oakland, CA 94605, 3rd floor.

4. **INTERNET:** Download an application from www.alamedasocialservices.org:

- i. Select “SERVICES” from the top menu.
- ii. Select “Elders and Disabled Adults” from sidebar menu.
- iii. Select “In Home Support” from the sidebar sub-menu.
- iv. At the bottom of the page-long description of IHSS, click on “download an application from this website.”



When applying, have the following ready:

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| ✓ Date of Birth | ✓ Medical Diagnosis |
| ✓ Social Security Number | ✓ Emergency Contact |
| ✓ Spouse Name/Social Security Number | ✓ Current Monthly Gross Income/Source |
| ✓ Doctor’s Name/Telephone Number | |



Date of submission: The date IHSS receives your application is important. A homecare worker currently providing you services *may* be paid retroactive to the date of submission. (The worker must also pass a criminal background check.) If possible, have someone turn in the application in person at the IHSS offices, request it be date stamped and keep a copy of the date-stamped application.

What happens next? Once the application is received, a social worker will call the applicant to screen him/her for eligibility for the IHSS program. IHSS will send a doctor’s evaluation form to complete and return to IHSS. You will be in *pending* status until an intake social worker is assigned to your case. Applying for IHSS can take several months.

Want to check the status of your application? Check online at the Adult and Aging Services web interactive system; Google “IHSS interactive web.” You can also come in person to IHSS offices (see address in #3) or call 510-577-1800 for automated information or to speak with an intake screener.

