



Personal Assistance  
Services Council  
of  
Los Angeles County

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## **IHSS Appeal Assistance Volunteer Corps**

### **►What is the IHSS Appeal Assistance Volunteer Corps?**

Recent legislation has drastically changed the In-Home Supportive Services (IHSS) program. One of the changes will result in the loss of some or all services for certain IHSS consumers.

These IHSS consumers have the right to appeal changes in their services. The **IHSS Appeal Assistance Volunteer Corps** will help these consumers file and go through the appeal process. This Volunteer Corps includes individuals familiar with IHSS and, ideally, with the IHSS hearing process from the Personal Assistance Services Council (PASC), United Cerebral Palsy, CALIF, Ability First, SEIU-ULTCW, AARP, and many other organizations and networks.

The Volunteer Corps members will be trained in the specifics of IHSS and how to file and prepare for an appeal. The PASC will provide training, informational materials, and forms to keep track of consumers who Corps members assist between now and the actual hearing date which may be several months from now. The PASC will also talk with Volunteer Corps members periodically about their cases and provide assistance if necessary.

### **►How does the Volunteer Corps work?**

The State Department of Social Services will send a notice of action to these consumers by October 19, 2009. The PASC is also sending a letter saying we can help with their appeal if the consumers call us at our 800 number. We expect that consumers will begin to call for help after they receive the Notice of Action or when they receive the PASC letter.

When the consumers call, the PASC will refer them to a Volunteer Corps member who can help them with their appeal. The Volunteer Corps member will have intake and follow-up forms and will have informational materials to answer questions that come up as they work with the consumer. Generally speaking this assistance will take place over the phone. Volunteer Corps members will also go out to senior centers and community centers to make presentations and provide one-on-one assistance to consumers who attend these presentations.

### **►Who are the Volunteer Corps members and what will they do?**

**W**They are IHSS consumers, seniors, parents, advocates, retirees, and/or are part of a network  
They are organized, keep good records, and pay attention to detail  
They are advocates and people who know about IHSS or social services  
They receive training, including role plays, on procedures and outcomes of the hearing process  
They do lengthy phone conversations and keep records on potentially complicated situations

### **►How can I or my organization participate?**

If you are or know an IHSS consumer who has been through the appeals process, or know an advocate, activist, parent and a person who is willing to volunteer for this program, please contact, Janet Heinritz-Canterbury, (323) 294-4565 or email Janet at: weaver1245@aol.com

**Consumers need help now, please call as soon as possible!**