

By maintaining a registry of qualified providers, the IHSS Public Authority makes it possible for every client to find a well-matched care provider.



The County of Ventura Human Services Agency is the central resource for public services that promote personal independence and a strong community. Our mission is to strengthen families, promote self-sufficiency, and support safety, health and well-being. Serving more than 10 percent of the county's population, we provide a safety net for individuals and families who need assistance with basic necessities, such as food, housing and health care.

We offer programs and services that strengthen family bonds and ensure the protection of children, the elderly and dependent adults. Additionally, we help people secure employment through education, training, job placement and basic job search skills.

Through our delivery of local benefits and services, we help people of all ages develop the tools they need to live healthy and productive lives.



Referral line for health, human and community services.



COUNTY OF VENTURA  
Toll-Free: (866) 904-9362  
[www.vchsa.org](http://www.vchsa.org)

## Public Authority



Connecting to the IHSS Public Authority



COUNTY OF VENTURA

# Home care that benefits all

Each year, over 400 people in Ventura County receive help finding a home care provider to assist them with their household and personal care needs, and more than 500 in-home support providers enjoy fulfilling work that makes a difference in someone's life.



Elderly and disabled adults are sometimes unable to perform important domestic and related tasks. Service providers do light housekeeping, laundry, meal preparation and clean-up, shopping and errands.

## Connecting clients to resources

### *The Human Services Agency is here to help*

After conducting a home-based assessment to determine whether a participant is eligible for services, the Human Services Agency connects clients who cannot find a provider to Ventura County's In-Home Support Services (IHSS) Public Authority. The IHSS Public Authority works to improve the quality of in-home support services for the elderly and disabled, and to provide clerical support for caregivers. The IHSS Public Authority maintains a registry of qualified providers and helps match them with clients, and oversees payroll and other administrative functions.

## Acts of care

### *Help for many needs*

The Human Services Agency helps qualified elderly and disabled adults and children receive a wide variety of in-home support services.

### *Domestic and related services*

Elderly and disabled adults are sometimes unable to perform important domestic and related tasks. Service providers do light housekeeping, laundry, meal preparation and clean-up, shopping and errands.

### *Personal care*

People with limited physical abilities often need help with personal care. Service providers assist clients with eating, bathing, dressing and personal hygiene.

### *Medical accompaniment*

Service providers can accompany people with physical limitations to their medical appointments. However, we cannot pay transportation expenses to and from the appointment.

## Finding a good match

### *Partnering clients with providers*

It is important that our clients and in-home providers are comfortable with each other, and that our clients take an active role in their own independence and household. Most clients select a provider who is a family member or friend. But if they cannot find a provider, we connect them with the IHSS Public Authority.

We encourage our clients to interview potential providers about their knowledge of the community, work experience, available working hours, ethics, references and any other issues that are important to them. Our clients always make the final decision about who to hire, and are responsible for hiring and terminating their provider.

## Helping those who help

### *Ensuring providers are treated fairly*

Providers who register with IHSS Public Authority receive job training, ongoing support, referrals and assistance with any caregiving issues that may arise.

In-home caregivers can become registered providers by submitting an application, passing employment and reference checks, and attending an orientation. All service providers must pass a criminal background investigation.

For more information about the Human Services Agency's partnership with IHSS Public Authority, call (866) 904-9362.

