

**COUNTY OF ORANGE SOCIAL SERVICES AGENCY
ADULT SERVICES POLICIES AND PROCEDURES MANUAL**

Subject: Application Process & Case Opening **Number:** SH 40.2.1
Approved: Signature on File **Date:** 06-30-16

POLICY

- A. The eligibility criteria for all IHSS applicants/recipients are as follows:
- You must be disabled, blind, or ages 65 years or older.
 - You must meet Medi-Cal eligibility criteria.
 - You must live at home or an abode of your own choosing (acute care hospital, long-term care facilities, and licensed community care facilities are not considered "own home").
 - You must be unable to live at home safely without help.
 - You must submit a completed Health Care Certification form
- B. The primary responsibilities of AU staff are: receiving initial inquiries regarding IHSS services, providing I&R services, beginning the case opening process, and forwarding IHSS Applications to the appropriate IHSS Unit Supervisor for assignment to a Social Worker (SW).
- C. All Applications and case openings shall be processed within timeframes mandated by Federal, State, and County regulations and procedures.