

PRESS RELEASE

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County of Orange Social Services Agency Announces Hotline for Current In-Home Supportive Services Recipients During COVID-19 Crisis

Hotline addresses immediate, essential needs for program recipients

Orange County, Calif. (April 22, 2020) – The County of Orange Social Services Agency (SSA) announced today the availability of a dedicated hotline for current recipients of In-Home Supportive Services (IHSS). Hotline staff are now available to discuss recipients' urgent needs amid the COVID-19 crisis and Governor Newsom's subsequent stay-at-home order to prevent the further spread of illness.

SSA's IHSS program provides supportive services to eligible individuals who are aged, blind, and/or disabled, are limited in their ability to care for themselves and cannot live at home safely without assistance.

Orange County IHSS recipients are encouraged to call at (714) 825-3000 and press **option 4** if they have an immediate need (needed within three days from the initial call to the hotline) for food or other essential items. The hotline is available during business hours, Monday through Friday from 8 a.m. to 5 p.m. Callers will be connected with SSA staff who will further assess the recipient's needs and provide linkages and access to appropriate programs and services.

The IHSS hotline serves as a primary touch point for current IHSS recipients. For information on community resources for older adults, caregivers or persons with disabilities, please call the Office on Aging at 714-480-6450.



To learn more about SSA's In-Home Supportive Services program, please visit the Agency's website at <http://ssa.ocgov.com/elder/ihss>, and to stay up-to-date on the COVID-19 situation in Orange County, visit <http://www.ochealthinfo.com/novelcoronavirus>

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