

# In Home Supportive Services

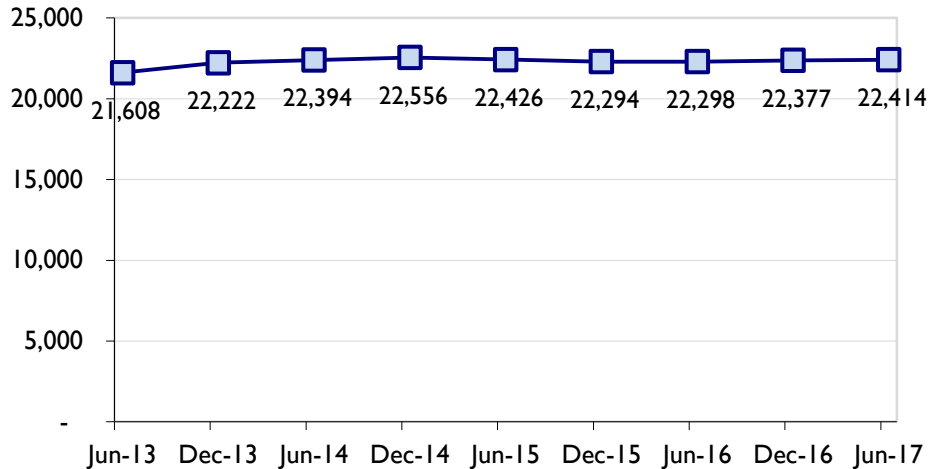
## Six-Month Update

*January –June 2017*

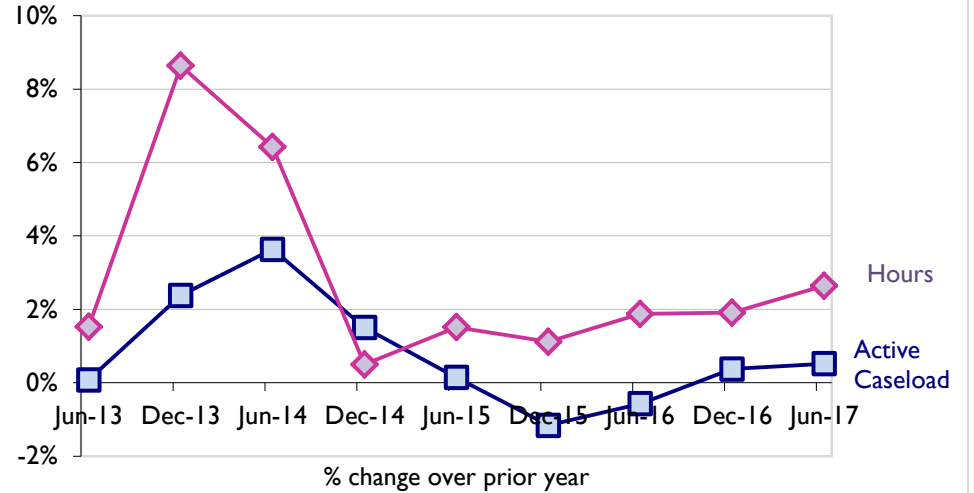
*Produced by the San Francisco Human Services Agency Planning Unit*

# In Home Supportive Services Six-Month Update

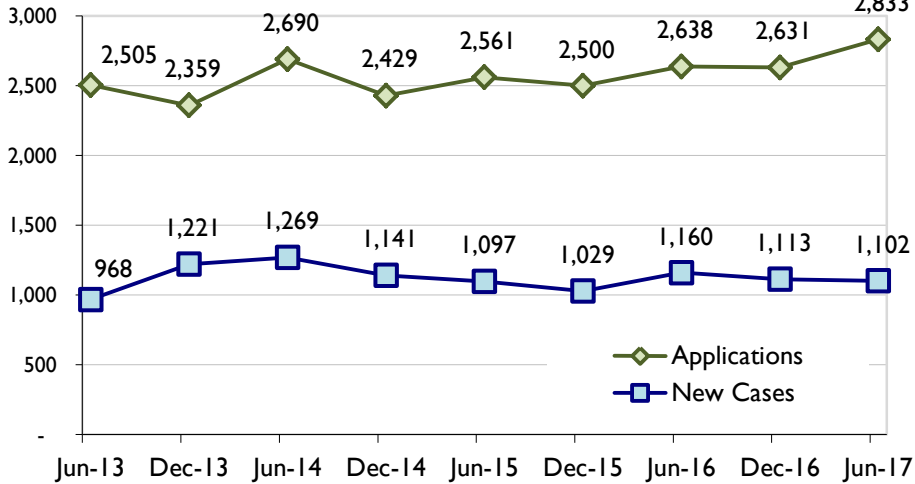
### Active Caseload Remains Stable



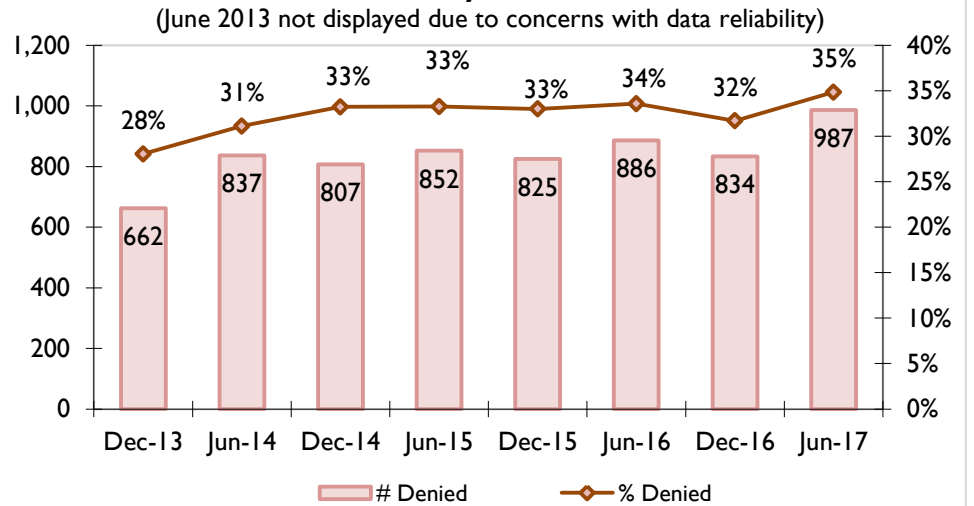
### Change in Active Caseload & Total Hours Over Prior Year: Total Weekly Hours and Caseload Growing Slightly



### Number of New Applications and New Cases Relatively Steady

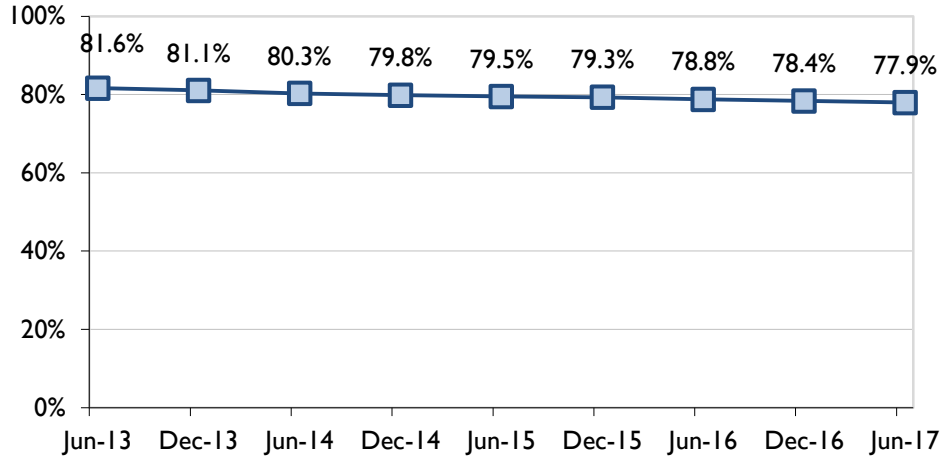


### Percentage of Applicants Found Ineligible Remains Relatively Consistent

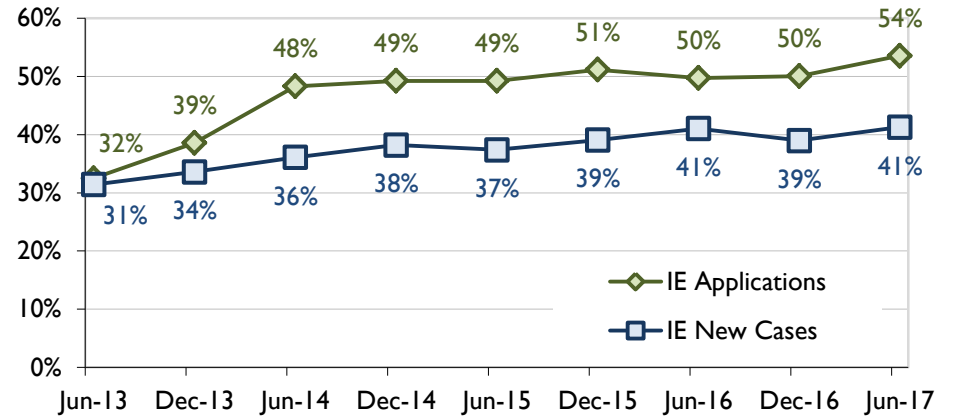


# In Home Supportive Services Six-Month Update

### Percent of Active Caseload on SSI Continues to Decrease Very Slightly

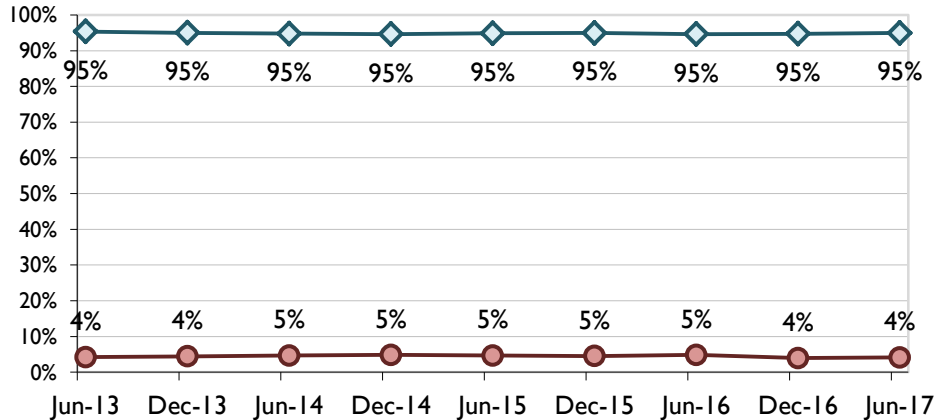


### % of Applications and New Cases that were Income Eligible Similar to Prior Periods



Income Eligible Applicants are those who do not receive SSI.

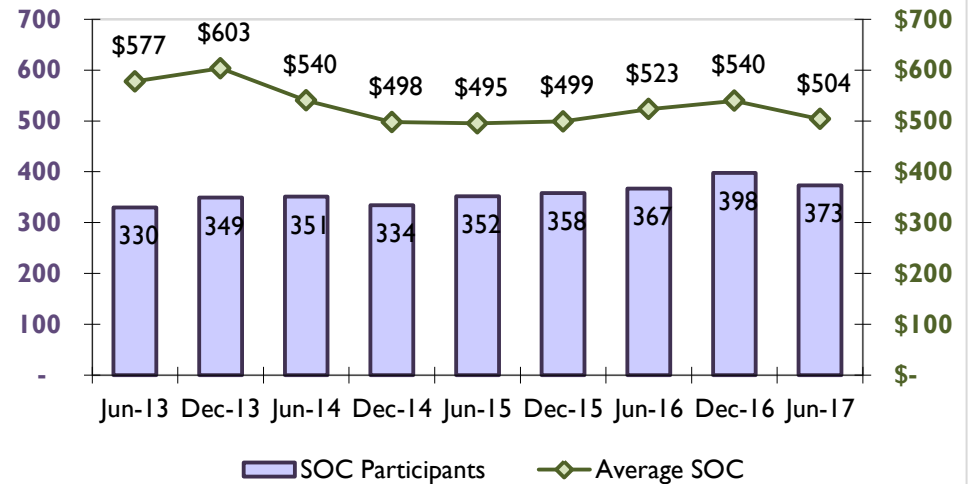
### IP Mode and Contract Mode Remain Steady



Mixed mode percentage not shown because percentage is so small.

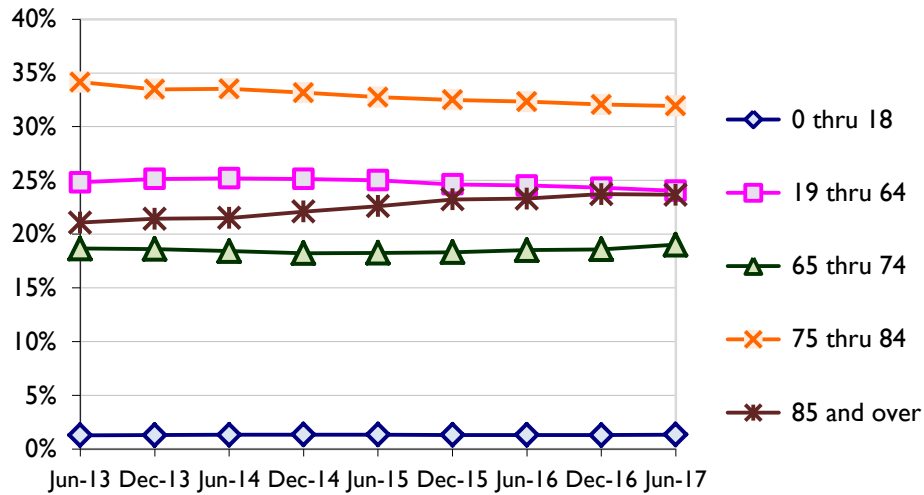
◆ Independent Provider ● Contract

### Number of Share of Cost Participants and Average Monthly Share of Cost Relatively Steady

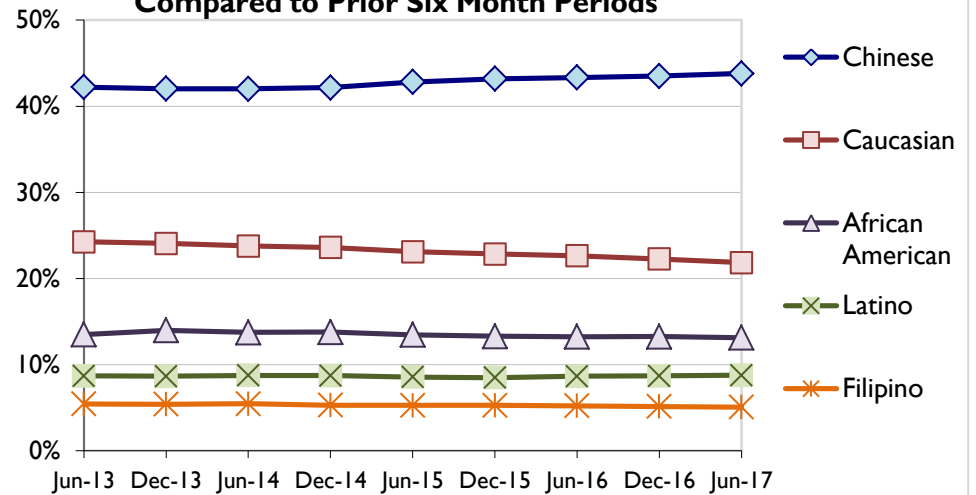


# In Home Supportive Services Six-Month Update

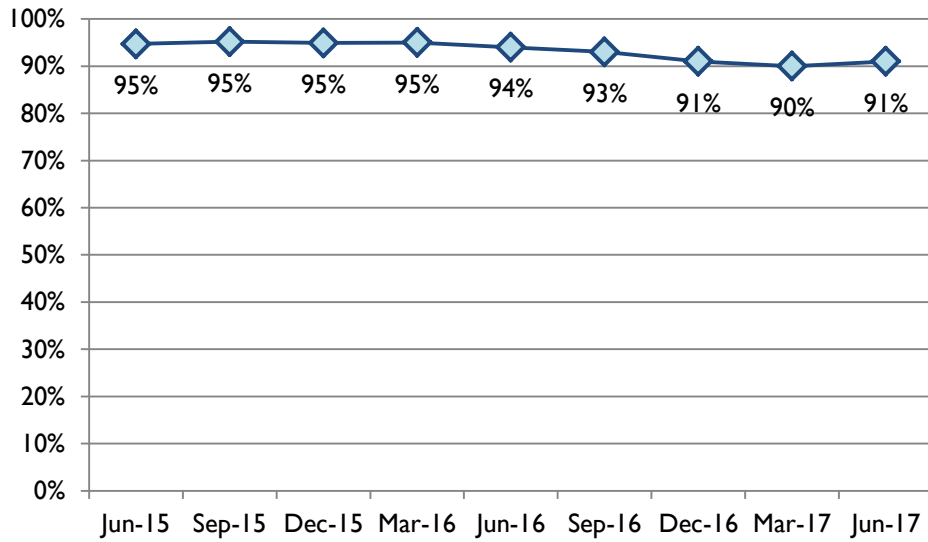
### Age Distribution Remains Mostly Stable



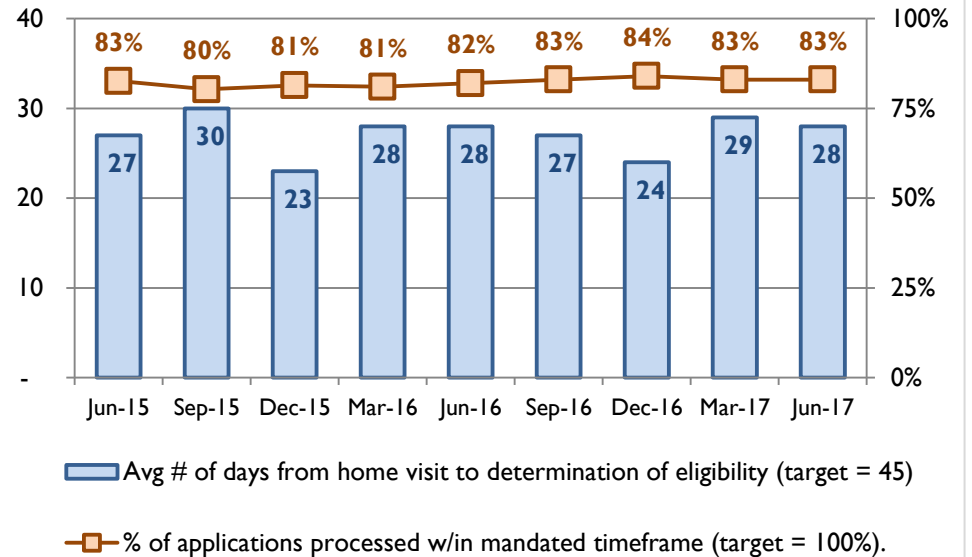
### Caseload Ethnicity Profile Remains Fairly Stable Compared to Prior Six Month Periods



### Percentage of Assessments Completed On Time Remains Steady



### Application Processing Performance is Strong



## In Home Supportive Services Six-Month Update

Active Caseload*	Dec-14		Jun-15		Dec-15		Jun-16		Dec-16		Jun-17	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Active Cases</b>	22,556		22,426		22,294		22,298		22,377		22,414	
Change from Previous 6 Months	162	0.7%	(130)	-0.6%	(132)	-0.6%	4	0.0%	79	0.4%	37	0.2%
Change from Previous Year	334	1.5%	32	0.1%	(262)	-1.2%	(128)	-0.6%	83	0.4%	116	0.5%
Change from 2 Years	851	3.9%	818	3.8%	72	0.3%	(96)	-0.4%	(179)	-0.8%	(12)	-0.1%
Change from 3 Years	976	4.5%	835	3.9%	589	2.7%	690	3.2%	155	0.7%	20	0.1%
<b>Gender</b>												
Male	8,684	38.5%	8,579	38.3%	8,524	38.2%	8,627	38.7%	8,683	38.8%	8,672	38.7%
Female	13,872	61.5%	13,847	61.7%	13,770	61.8%	13,671	61.3%	13,694	61.2%	13,742	61.3%
<b>Delivery Mode</b>												
Independent Provider	21,344	94.6%	21,276	94.9%	21,171	95.0%	21,104	94.6%	21,202	94.7%	21,287	95.0%
Contract	1,095	4.9%	1,043	4.7%	1,012	4.5%	1,081	4.8%	881	3.9%	924	4.1%
Mixed	117	0.5%	107	0.5%	111	0.5%	113	0.5%	294	1.3%	203	0.9%
<b>Age (in years)</b>												
0 thru 18	307	1.4%	303	1.4%	294	1.3%	296	1.3%	294	1.3%	302	1.3%
19 thru 64	5,672	25.1%	5,611	25.0%	5,491	24.6%	5,468	24.5%	5,442	24.3%	5,389	24.0%
65 thru 74	4,111	18.2%	4,096	18.3%	4,084	18.3%	4,128	18.5%	4,160	18.6%	4,263	19.0%
75 thru 84	7,481	33.2%	7,344	32.7%	7,244	32.5%	7,210	32.3%	7,173	32.1%	7,155	31.9%
85 and over	4,985	22.1%	5,072	22.6%	5,181	23.2%	5,196	23.3%	5,308	23.7%	5,305	23.7%
Average	72		73		73		73		72		72	
Median	77		77		77		77		77		77	
<b>Lives Alone</b>	8,978	39.8%	8,915	39.8%	8,868	39.8%	8,978	40.3%	9,023	40.3%	9,046	40.4%
<b>SSI Status</b>												
SSI	18,006	79.8%	17,833	79.5%	17,681	79.3%	17,560	78.8%	17,533	78.4%	17,471	77.9%
Non-SSI	4,550	20.2%	4,593	20.5%	4,613	20.7%	4,738	21.2%	4,844	21.6%	4,943	22.1%
<b>Share of Cost</b>												
Number of Individuals	334	1.5%	352	1.6%	358	1.6%	367	1.6%	398	1.8%	373	1.7%
Mean Share of Cost/Individual	\$ 498		\$ 495		\$ 499		\$ 523		\$ 540		\$ 504	
Median Share of Cost/Individual	\$ 621		\$ 621		\$ 628		\$ 640		\$ 649		\$ 399	

\*Active Caseload is based on a snapshot of the IHSS caseload at the end of the final month of the six-month period.

## In Home Supportive Services Six-Month Update

Active Caseload	Dec-14		Jun-15		Dec-15		Jun-16		Dec-16		Jun-17	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Ethnicity</b>												
Chinese	9,512	42.2%	9,603	42.8%	9,626	43.2%	9,662	43.3%	9,734	43.5%	9,817	43.8%
Caucasian	5,325	23.6%	5,183	23.1%	5,093	22.8%	5,048	22.6%	4,981	22.3%	4,897	21.8%
African American	3,109	13.8%	3,020	13.5%	2,966	13.3%	2,954	13.2%	2,967	13.3%	2,941	13.1%
Latino	1,966	8.7%	1,920	8.6%	1,891	8.5%	1,927	8.6%	1,943	8.7%	1,966	8.8%
Filipino	1,191	5.3%	1,181	5.3%	1,175	5.3%	1,162	5.2%	1,151	5.1%	1,134	5.1%
Vietnamese	453	2.0%	464	2.1%	462	2.1%	462	2.1%	478	2.1%	501	2.2%
Korean	271	1.2%	266	1.2%	261	1.2%	250	1.1%	245	1.1%	251	1.1%
Cambodian	48	0.2%	52	0.2%	53	0.2%	51	0.2%	47	0.2%	50	0.2%
Other/Unknown	681	3.0%	737	3.3%	767	3.4%	782	3.5%	831	3.7%	857	3.8%
<b>Primary Language</b>												
English	6,496	28.8%	6,379	28.4%	6,289	28.2%	6,310	28.3%	6,334	28.3%	6,264	27.9%
Cantonese	8,347	37.0%	8,445	37.7%	8,486	38.1%	8,505	38.1%	8,577	38.3%	8,680	38.7%
Russian	3,084	13.7%	3,006	13.4%	2,960	13.3%	2,902	13.0%	2,847	12.7%	2,818	12.6%
Spanish	1,551	6.9%	1,520	6.8%	1,492	6.7%	1,520	6.8%	1,520	6.8%	1,547	6.9%
Mandarin	839	3.7%	835	3.7%	820	3.7%	834	3.7%	841	3.8%	832	3.7%
Tagalog	931	4.1%	923	4.1%	919	4.1%	908	4.1%	902	4.0%	886	4.0%
Vietnamese	409	1.8%	419	1.9%	428	1.9%	430	1.9%	448	2.0%	467	2.1%
All Other	899	4.0%	899	4.0%	900	4.0%	889	4.0%	908	4.1%	920	4.1%
<b>Zip Code/Neighborhood</b>												
94102 Hayes Valley/Tenderloin/N. of Market	2,284	10.1%	2,297	10.2%	2,279	10.2%	2,281	10.2%	2,272	10.2%	2,274	10.1%
94103 South of Market	1,910	8.5%	1,865	8.3%	1,839	8.2%	1,862	8.4%	1,864	8.3%	1,873	8.4%
94107 Potrero Hill	702	3.1%	692	3.1%	698	3.1%	701	3.1%	696	3.1%	704	3.1%
94108 Chinatown	889	3.9%	882	3.9%	901	4.0%	900	4.0%	910	4.1%	920	4.1%
94109 Polk/Russian Hill	1,697	7.5%	1,687	7.5%	1,688	7.6%	1,691	7.6%	1,687	7.5%	1,681	7.5%
94110 Inner Mission/Bernal Heights	1,356	6.0%	1,322	5.9%	1,314	5.9%	1,302	5.8%	1,307	5.8%	1,315	5.9%
94112 Ingleside/Excelsior/Outer Mission	1,837	8.1%	1,855	8.3%	1,867	8.4%	1,872	8.4%	1,926	8.6%	1,932	8.6%
94115 Western Addition/Japantown	1,609	7.1%	1,596	7.1%	1,551	7.0%	1,533	6.9%	1,516	6.8%	1,527	6.8%
94116 Parkside	857	3.8%	834	3.7%	819	3.7%	817	3.7%	833	3.7%	824	3.7%
94118 Inner Richmond	703	3.1%	708	3.2%	693	3.1%	685	3.1%	695	3.1%	698	3.1%
94121 Outer Richmond	1,098	4.9%	1,076	4.8%	1,042	4.7%	1,050	4.7%	1,040	4.6%	1,056	4.7%
94122 Sunset	999	4.4%	995	4.4%	977	4.4%	988	4.4%	1,004	4.5%	995	4.4%
94124 Bayview/Hunters Point	1,512	6.7%	1,507	6.7%	1,523	6.8%	1,537	6.9%	1,558	7.0%	1,567	7.0%
94132 Lake Merced/Stonestown	583	2.6%	578	2.6%	573	2.6%	546	2.4%	557	2.5%	562	2.5%
94133 North Beach/Chinatown	1,578	7.0%	1,588	7.1%	1,570	7.0%	1,555	7.0%	1,490	6.7%	1,463	6.5%
94134 Visitacion Valley/Sunnydale	1,438	6.4%	1,426	6.4%	1,449	6.5%	1,446	6.5%	1,484	6.6%	1,479	6.6%
Others	1,504	6.7%	1,518	6.8%	1,511	6.8%	1,532	6.9%	1,538	6.9%	1,544	6.9%

New Applications**	Dec-14		Jun-15		Dec-15		Jun-16		Dec-16		Jun-17	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total New Applications</b>	2,429		2,561		2,500		2,638		2,631		2,833	
Change from previous six months	-261	-9.7%	132	5.4%	(61)	-2.4%	138	5.5%	(7)	-0.3%	202	7.7%
Change from previous year	70	3.0%	(129)	-4.8%	71	2.9%	77	3.0%	131	5.2%	195	7.4%
<b>Application Status</b>												
Record	549	22.6%	616	24.1%	693	27.7%	622	23.6%	735	27.9%	781	27.6%
Eligible	953	39.2%	950	37.1%	858	34.3%	997	37.8%	918	34.9%	941	33.2%
Interim	-	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Leave	15	0.6%	12	0.5%	12	0.5%	13	0.5%	13	0.5%	12	0.4%
Terminated	105	4.3%	131	5.1%	112	4.5%	120	4.5%	131	5.0%	112	4.0%
Denied (reasons below):	807	33.2%	852	33.3%	825	33.0%	886	33.6%	834	31.7%	987	34.8%
<i>Recipient request</i>	323	40.0%	294	34.5%	262	31.8%	259	29.2%	240	28.8%	326	33.0%
<i>No assessed need</i>	124	15.4%	105	12.3%	181	21.9%	133	15.0%	162	19.4%	183	18.5%
<i>Residence</i>	76	9.4%	55	6.5%	77	9.3%	95	10.7%	76	9.1%	92	9.3%
<i>Health care certification missing</i>	85	10.5%	48	5.6%	70	8.5%	61	6.9%	46	5.5%	69	7.0%
<i>Other missing documentation</i>	155	19.2%	123	14.4%	186	22.5%	272	30.7%	255	30.6%	266	27.0%
<i>Alternative Resources, Voluntary Services, Refused Services</i>	24	3.0%	31	3.6%	26	3.2%	41	4.6%	32	3.8%	34	3.4%
<i>Residency status</i>	4	0.5%	0	0.0%	4	0.5%	1	0.1%	1	0.1%	1	0.1%
<i>SSI/P Personal and Real Property</i>	3	0.4%	2	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<i>Other</i>	13	1.6%	17	2.0%	19	2.3%	24	2.7%	22	2.6%	14	1.4%
<b>SSI Status**</b>												
SSI	1,316	54.2%	1,300	50.8%	1,221	48.8%	1,326	50.3%	1,314	49.9%	1,316	46.5%
Non-SSI	1,196	49.2%	1,261	49.2%	1,279	51.2%	1,312	49.7%	1,317	50.1%	1,517	53.5%
Unknown	-	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Zip Code/Neighborhood</b>												
94102 Hayes Valley/Tenderloin/N. of Market	311	12.8%	334	13.0%	324	13.0%	390	14.8%	356	13.5%	380	13.4%
94103 South of Market	242	10.0%	249	9.7%	256	10.2%	295	11.2%	304	11.6%	326	11.5%
94107 Potrero Hill	63	2.6%	62	2.4%	71	2.8%	63	2.4%	61	2.3%	83	2.9%
94108 Chinatown	65	2.7%	78	3.0%	93	3.7%	74	2.8%	82	3.1%	74	2.6%
94109 Polk/Russian Hill	186	7.7%	208	8.1%	219	8.8%	250	9.5%	236	9.0%	249	8.8%
94110 Inner Mission/Bernal Heights	164	6.8%	171	6.7%	195	7.8%	148	5.6%	151	5.7%	179	6.3%
94112 Ingleside/Excelsior/Outer Mission	242	10.0%	278	10.9%	240	9.6%	254	9.6%	245	9.3%	288	10.2%
94115 Western Addition/Japantown	120	4.9%	95	3.7%	113	4.5%	109	4.1%	116	4.4%	141	5.0%
94116 Parkside	79	3.3%	89	3.5%	78	3.1%	65	2.5%	82	3.1%	85	3.0%
94117 Haight-Ashbury	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
94118 Inner Richmond	51	2.1%	58	2.3%	47	1.9%	59	2.2%	65	2.5%	58	2.0%
94121 Outer Richmond	92	3.8%	61	2.4%	55	2.2%	79	3.0%	76	2.9%	90	3.2%
94122 Sunset	116	4.8%	91	3.6%	81	3.2%	95	3.6%	95	3.6%	86	3.0%
94124 Bayview/Hunters Point	218	9.0%	234	9.1%	207	8.3%	211	8.0%	218	8.3%	229	8.1%
94132 Lake Merced/Stonestown	64	2.6%	44	1.7%	47	1.9%	40	1.5%	56	2.1%	53	1.9%
94133 North Beach/Chinatown	124	5.1%	130	5.1%	99	4.0%	135	5.1%	101	3.8%	112	4.0%
94134 Visitacion Valley/Sunnydale	169	7.0%	159	6.2%	181	7.2%	163	6.2%	171	6.5%	176	6.2%
Others	206	8.5%	220	8.6%	194	7.8%	208	7.9%	216	8.2%	224	7.9%

\*\* New Applications include all applications with an application date during the six-month period (e.g., January 1 - June 30). SSI Status analysis added from March 2006 forward.

## In Home Supportive Services Six-Month Update

New Cases***	Dec-14		Jun-15		Dec-15		Jun-16		Dec-16		Jun-17	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total New Cases</b>	1,141		1,097		1,029		1,160		1,113		1,102	
<b>Gender</b>												
Male	563	49.3%	501	45.7%	474	46.1%	586	50.5%	556	50.0%	515	46.7%
Female	578	50.7%	596	54.3%	555	53.9%	574	49.5%	557	50.0%	587	53.3%
<b>Delivery mode</b>												
Independent Provider	1,003	87.9%	994	90.6%	930	90.4%	985	84.9%	979	88.0%	998	90.6%
Contract	137	12.0%	101	9.2%	96	9.3%	172	14.8%	134	12.0%	103	9.3%
Mixed	1	0.1%	2	0.2%	3	0.3%	3	0.3%	0	0.0%	1	0.1%
<b>Age (in years)</b>												
0 thru 18	21	1.8%	13	1.2%	11	1.1%	18	1.6%	17	1.5%	19	1.7%
19 thru 64	446	39.1%	363	33.1%	373	36.2%	417	35.9%	406	36.5%	374	33.9%
65 thru 74	301	26.4%	238	21.7%	297	28.9%	323	27.8%	299	26.9%	303	27.5%
75 thru 84	284	24.9%	246	22.4%	257	25.0%	291	25.1%	292	26.2%	298	27.0%
85 and over	89	7.8%	91	8.3%	91	8.8%	113	9.7%	99	8.9%	108	9.8%
Average	66		67		67		68		67		68	
Median	68		69		69		69		69		69	
<b>Lives Alone***</b>	445	39.0%	415	37.8%	364	35.4%	469	40.4%	439	39.4%	395	35.8%
<b>SSI Status</b>												
SSI	705	61.8%	687	62.6%	627	60.9%	684	59.0%	679	61.0%	647	58.7%
Non-SSI	436	38.2%	410	37.4%	402	39.1%	476	41.0%	434	39.0%	455	41.3%
<b>Share of Cost</b>												
Number of Individuals	27	2.4%	23	2.1%	24	2.3%	44	3.8%	36	3.2%	28	2.5%
Mean Share of Cost/Individual	\$ 352		\$ 294		\$ 538		\$ 556		\$ 456		\$ 509	
Median Share of Cost/Individual	\$ 50		\$ 20		\$ 646		\$ 641		\$ 51		\$ 610	
<b>Ethnicity</b>												
Chinese	424	37.2%	475	43.3%	444	43.1%	458	39.5%	403	36.2%	449	40.7%
Caucasian	226	19.8%	167	15.2%	179	17.4%	249	21.5%	227	20.4%	201	18.2%
African American	180	15.8%	179	16.3%	137	13.3%	193	16.6%	193	17.3%	147	13.3%
Latin American/Hispanic	112	9.8%	99	9.0%	104	10.1%	113	9.7%	106	9.5%	108	9.8%
Filipino	61	5.3%	50	4.6%	61	5.9%	54	4.7%	51	4.6%	60	5.4%
Korean	35	3.1%	21	1.9%	29	2.8%	11	0.9%	11	1.0%	18	1.6%
Vietnamese	17	1.5%	11	1.0%	6	0.6%	26	2.2%	36	3.2%	39	3.5%
Cambodian	3	0.3%	6	0.5%	3	0.3%	0	0.0%	0	0.0%	6	0.5%
Other/Unknown	83	7.3%	89	8.1%	66	6.4%	56	4.8%	86	7.7%	74	6.7%

\*\*\* New Cases include all cases that currently have eligible or interim status and also have an application data during the six month period that begins one month prior to the report period (e.g., December 1 - May 31 for the January - June report).



## In Home Supportive Services Six-Month Update

New Cases***	Dec-14		Jun-15		Dec-15		Jun-16		Dec-16		Jun-17	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Primary Language</b>												
English	471	41.3%	415	37.8%	356	34.6%	470	40.5%	456	41.0%	379	34.4%
Cantonese	385	33.7%	432	39.4%	401	39.0%	384	33.1%	347	31.2%	397	36.0%
Russian	40	3.5%	26	2.4%	37	3.6%	48	4.1%	52	4.7%	49	4.4%
Spanish	89	7.8%	75	6.8%	80	7.8%	82	7.1%	81	7.3%	91	8.3%
Mandarin	36	3.2%	34	3.1%	36	3.5%	56	4.8%	43	3.9%	37	3.4%
Tagalog	42	3.7%	43	3.9%	51	5.0%	43	3.7%	40	3.6%	44	4.0%
Vietnamese	33	2.9%	22	2.0%	28	2.7%	26	2.2%	36	3.2%	38	3.4%
All Other	45	3.9%	50	4.6%	40	3.9%	51	4.4%	58	5.2%	67	6.1%
<b>Zip Code/Neighborhood</b>												
94102 Hayes Valley/Tenderloin/N. of Market	151	13.2%	155	14.1%	120	11.7%	149	12.8%	140	12.6%	133	12.1%
94103 South of Market	105	9.2%	91	8.3%	97	9.4%	115	9.9%	112	10.1%	104	9.4%
94107 Potrero Hill	24	2.1%	21	1.9%	39	3.8%	27	2.3%	16	1.4%	31	2.8%
94108 Chinatown	38	3.3%	42	3.8%	55	5.3%	47	4.1%	31	2.8%	38	3.4%
94109 Polk/Russian Hill	97	8.5%	84	7.7%	76	7.4%	98	8.4%	91	8.2%	80	7.3%
94110 Inner Mission/Bernal Heights	83	7.3%	57	5.2%	69	6.7%	62	5.3%	66	5.9%	68	6.2%
94112 Ingleside/Excelsior/Outer Mission	114	10.0%	119	10.8%	109	10.6%	110	9.5%	125	11.2%	108	9.8%
94115 Western Addition/Japantown	49	4.3%	45	4.1%	30	2.9%	52	4.5%	47	4.2%	54	4.9%
94116 Parkside	51	4.5%	38	3.5%	35	3.4%	29	2.5%	35	3.1%	47	4.3%
94118 Inner Richmond	21	1.8%	0	0.0%	0	0.0%	29	2.5%	30	2.7%	31	2.8%
94121 Outer Richmond	48	4.2%	36	3.3%	24	2.3%	51	4.4%	32	2.9%	49	4.4%
94122 Sunset	60	5.3%	33	3.0%	27	2.6%	54	4.7%	55	4.9%	36	3.3%
94124 Bayview/Hunters Point	78	6.8%	47	4.3%	37	3.6%	91	7.8%	92	8.3%	86	7.8%
94132 Lake Merced/Stonestown	21	1.8%	84	7.7%	80	7.8%	14	1.2%	23	2.1%	27	2.5%
94133 North Beach/Chinatown	59	5.2%	16	1.5%	22	2.1%	74	6.4%	48	4.3%	53	4.8%
94134 Visitacion Valley/Sunnydale	80	7.0%	80	7.3%	53	5.2%	84	7.2%	84	7.5%	68	6.2%
Others	62	5.4%	66	6.0%	88	8.6%	74	6.4%	86	7.7%	89	8.1%

\*\*\* New Cases include all cases that currently have eligible or interim status and also have an application data during the six month period that begins one month prior to the report period (e.g., December 1 - May 31 for the January - June report).

## In Home Supportive Services Six-Month Update

Services for Active Caseload	Dec-14		Jun-15		Dec-15		Jun-16		Dec-16		Jun-17	
	% of Active Cases	Avg Hrs Authorized	% of Active Cases	Avg Hrs Authorized	% of Active Cases	Avg Hrs Authorized	% of Active Cases	Avg Hrs Authorized	% of Active Cases	Avg Hrs Authorized	% of Active Cases	Avg Hrs Authorized
Domestic Services (D&R)	99%	0.82	98%	0.82	99%	0.83	94%	0.86	94%	0.86	94%	0.86
Routine Laundry (D&R)	99%	1.62	98%	1.62	99%	1.63	95%	1.72	95%	1.73	95%	1.75
Grocery Shopping (D&R)	98%	0.63	97%	0.64	98%	0.64	89%	0.70	89%	0.70	89%	0.70
Errands & Other Shopping (D&R)	98%	0.63	97%	0.64	98%	0.65	94%	0.69	94%	0.70	94%	0.72
Meal Clean Up (D&R)	98%	2.04	97%	2.06	98%	2.07	88%	2.28	88%	2.29	88%	2.30
Preparation of Meals (D&R)	98%	4.70	97%	4.74	98%	4.78	88%	5.28	88%	5.33	88%	5.35
Accompaniment to Medical Appointment (D&R)	95%	0.89	94%	0.88	95%	0.88	90%	0.96	90%	0.99	90%	1.01
Bathing, Oral Hygiene, Grooming	89%	2.53	88%	2.54	89%	2.55	89%	2.56	89%	2.59	89%	2.61
Dressing	75%	1.64	75%	1.65	76%	1.65	77%	1.65	77%	1.66	78%	1.67
Prosthesis Assistance	75%	0.84	75%	0.84	77%	0.83	76%	0.83	77%	0.82	78%	0.82
Ambulation	68%	1.99	68%	2.01	70%	2.02	70%	2.04	70%	2.06	71%	2.08
Moving In/Out of Bed	57%	1.41	57%	1.41	59%	1.40	60%	1.40	61%	1.41	62%	1.42
Bowel & Bladder Care	51%	2.66	52%	2.66	54%	2.65	54%	2.67	55%	2.69	55%	2.72
Repositioning/Rubbing	48%	1.82	50%	1.81	52%	1.81	52%	1.82	54%	1.82	54%	1.83
Feeding	27%	2.81	28%	2.78	29%	2.79	28%	2.83	28%	2.82	28%	2.85
Routine Bed Baths	9%	1.76	9%	1.73	9%	1.71	9%	1.71	9%	1.70	9%	1.72
Paramedical Services	6%	3.75	6%	3.72	7%	3.72	6%	3.88	7%	3.92	7%	3.79
Respiration	4%	1.24	4%	1.23	5%	1.24	4%	1.22	4%	1.16	4%	1.17
Protective Supervision	2%	36.23	2%	35.95	2%	36.03	2%	36.64	2%	36.63	2%	36.68
Menstrual Care	2%	0.67	2%	0.67	2%	0.66	1%	0.64	2%	0.64	2%	0.63
Accompaniment to Alternative Resources (D&R)	1%	2.29	1%	2.25	1%	2.25	1%	2.36	1%	2.42	1%	2.30
Heavy Cleaning	0%	0.00	0%	13.81	0%	3.99	0%	16.25	0%	4.40	0%	14.61
<b>Total Weekly Authorized Hours</b>	<b>486,431</b>		<b>485,197</b>		<b>491,863</b>		<b>494,288</b>		<b>501,256</b>		<b>507,353</b>	
<b>Average Weekly Hours per Recipient</b>	<b>21.6</b>		<b>21.6</b>		<b>22.1</b>		<b>22.2</b>		<b>22.4</b>		<b>22.6</b>	
<b>Total Weekly Auth Domestic &amp; Related Hours</b>	<b>250,540</b>		<b>248,455</b>		<b>250,973</b>		<b>251,125</b>		<b>254,158</b>		<b>256,461</b>	

D&R = Domestic & Related services

Average hours = Weekly hours authorized for service

## In Home Supportive Services Six-Month Update

Independent Providers	Jan-15 <sup>^</sup>		Jun-15		Dec-15		Jun-16		Dec-16		Jun-17	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total Providers with an Active Consumer</b>	19,381		19,555		19,359		19,739		20,050		20,207	
Change from previous six months	-2,232	-11.5%	174	0.9%	(196)	-1.0%	380	1.9%	311	1.6%	157	0.8%
Change from previous year	-556	-2.9%	(2,058)	-10.5%	(22)	-0.1%	184	0.9%	691	3.4%	468	2.3%
Newly Enrolled Providers	1,565		2,077		1,849		1,579		1,546		1,413	
Providers with at least one relative consumer	11,954	61.7%	12,087	61.8%	12,019	62.1%	12,182	61.7%	12,364	61.7%	12,440	61.6%
Providers serving more than one consumer	3,472	17.9%	3,565	18.2%	3,388	17.5%	3,419	17.3%	3,415	17.0%	3,434	17.0%
<b>Relationship to Consumer</b> (providers may have more than one consumer)												
Relative - Spouse	490	2.5%	507	2.6%	518	2.7%	542	2.7%	556	2.8%	549	2.7%
Relative - Parent	870	4.5%	892	4.6%	890	4.6%	892	4.5%	909	4.5%	908	4.5%
Relative - Child	7,315	37.7%	7,466	38.2%	7,452	38.5%	7,581	38.4%	7,713	38.5%	7,775	38.5%
Relative - Other	3,566	18.4%	3,531	18.1%	3,445	17.8%	3,430	17.4%	3,458	17.2%	3,478	17.2%
Non-Relative - Friend	1,388	7.2%	1,362	7.0%	1,295	6.7%	1,314	6.7%	1,355	6.8%	1,327	6.6%
Non-Relative - Neighbor	45	0.2%	41	0.2%	36	0.2%	43	0.2%	40	0.2%	46	0.2%
Non-Relative - Landlord	0	0.0%	0	0.0%	0	0.0%	1	0.0%	1	0.0%	1	0.0%
Non-Relative - Housemate	27	0.1%	31	0.2%	31	0.2%	32	0.2%	28	0.1%	29	0.1%
Non-Relative - Live-in Provider	20	0.1%	15	0.1%	17	0.1%	14	0.1%	14	0.1%	16	0.1%
Non-Relative - Home Health Agency	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Non-Relative - Other Business	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Non-Relative - Other	6,932	35.8%	7,015	35.9%	6,921	35.8%	7,118	36.1%	7,190	35.9%	7,297	36.1%
<b>Ethnicity</b> (providers with more than one consumer may have list more than one ethnicity)												
Chinese	6,467	33%	6,270	32%	6,070	31%	5,844	30%	5,783	29%	5,650	28%
Caucasian	3,022	16%	2,947	15%	2,838	15%	2,761	14%	2,680	13%	2,642	13%
African American	1,194	6%	1,144	6%	1,090	6%	1,090	6%	1,082	5%	1,068	5%
Latino	1,170	6%	1,114	6%	1,061	5%	1,077	5%	1,067	5%	1,036	5%
Filipino	706	4%	687	4%	639	3%	635	3%	602	3%	578	3%
Vietnamese	321	2%	302	2%	286	1%	110	1%	109	1%	112	1%
Korean	128	1%	119	1%	110	1%	280	1%	279	1%	275	1%
Cambodian	18	0%	18	0%	20	0%	16	0%	18	0%	18	0%
Other/Unknown	6,355	33%	6,954	36%	7,245	37%	7,926	40%	8,430	42%	8,828	44%

<sup>^</sup>January 2015 provider data used due to concerns with the December 2014 provider-consumer relationship data.