

# In Home Supportive Services

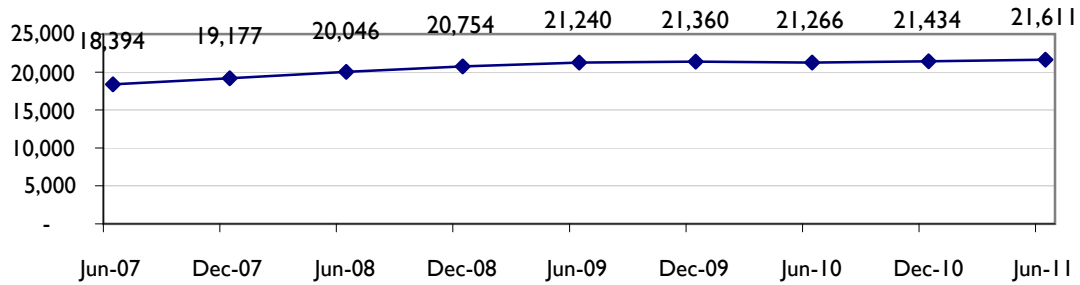
## Six-Month Update

*January – June 2011*

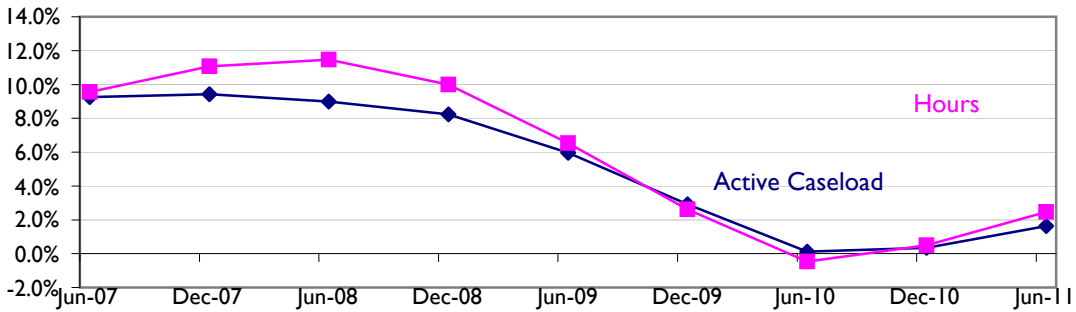
*Produced by the San Francisco Human Services Agency Planning Unit*

# In Home Supportive Services Six-Month Update

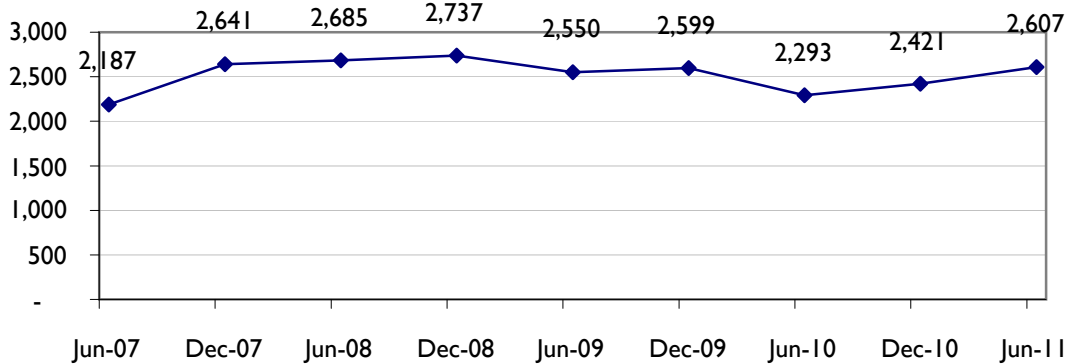
## Active Caseload Grows Slowly



## Active Caseload & Hours Growth Over Prior Year (% Change) Beginning to Pick Up Slightly

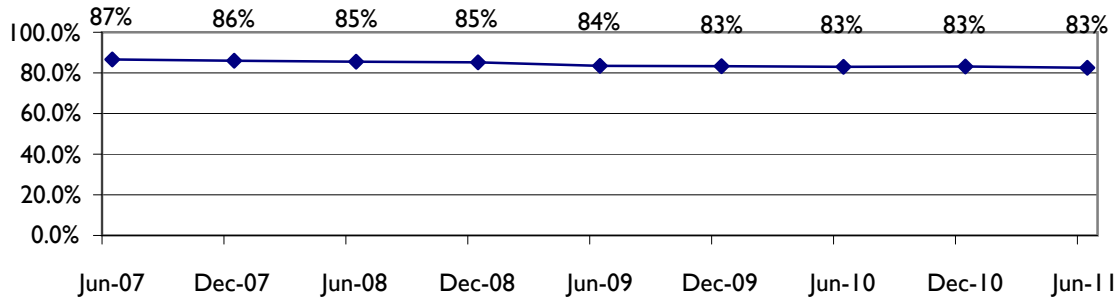


## Total New Applications in Prior Six Months Increasing

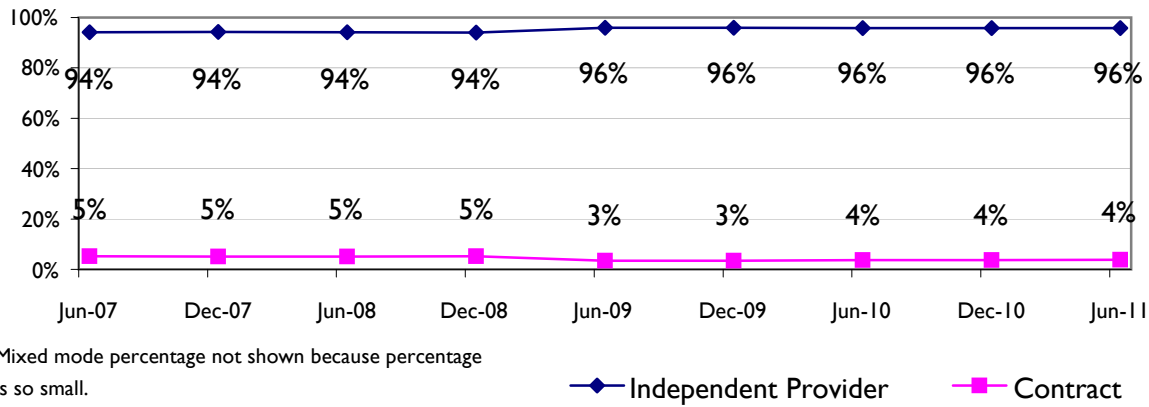


# In Home Supportive Services Six-Month Update

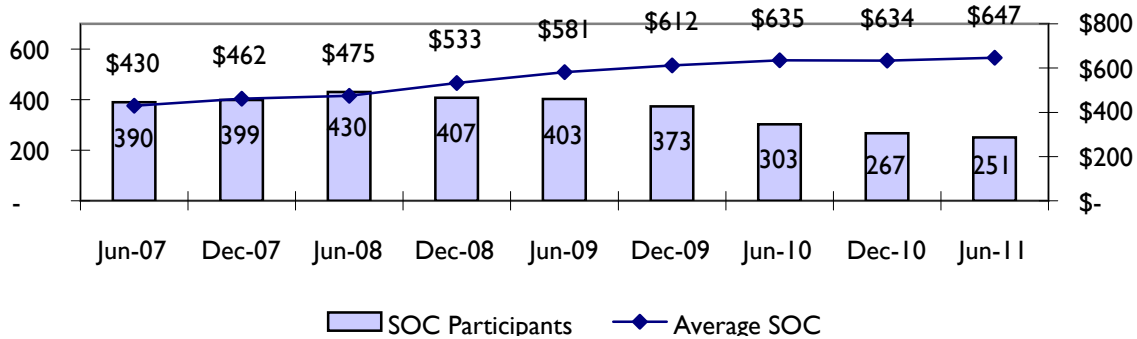
## Percent of Active Caseload on SSI Holding Steady at 83%



## IP Mode and Contract Mode Steady at 96% and 4%

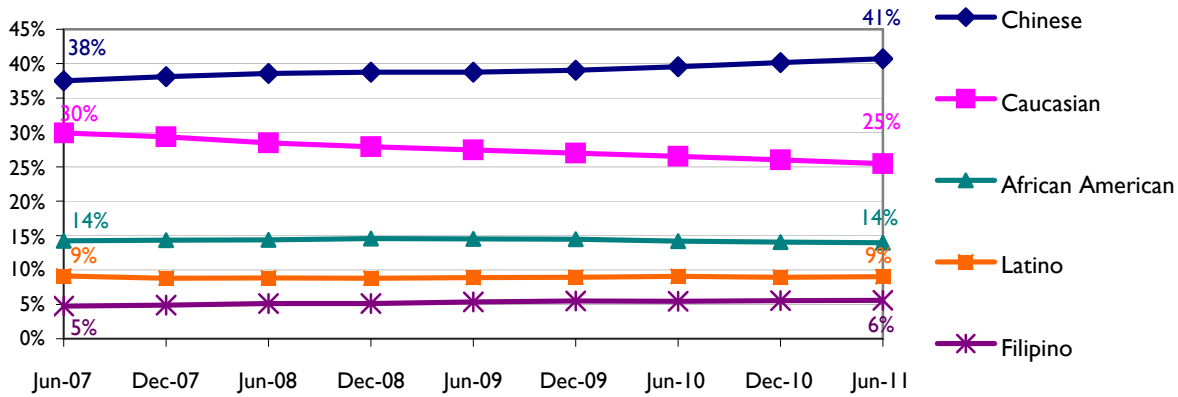


## Number of Share of Cost Participants Dropping, but Average Share of Cost Rising Over Last Few Years

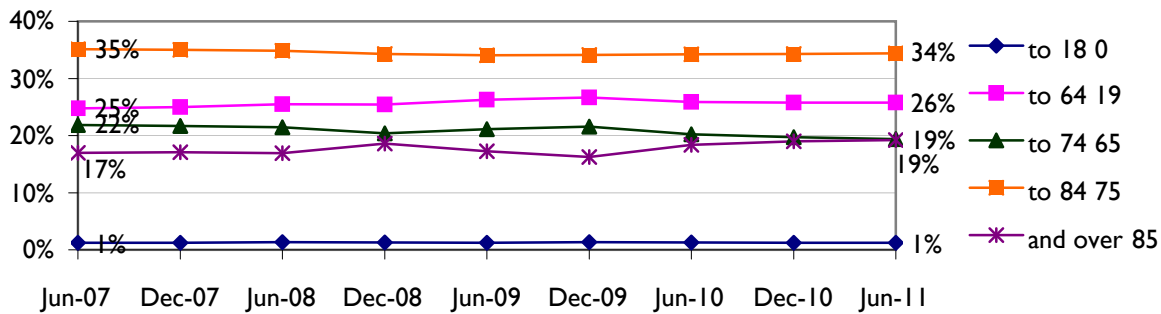


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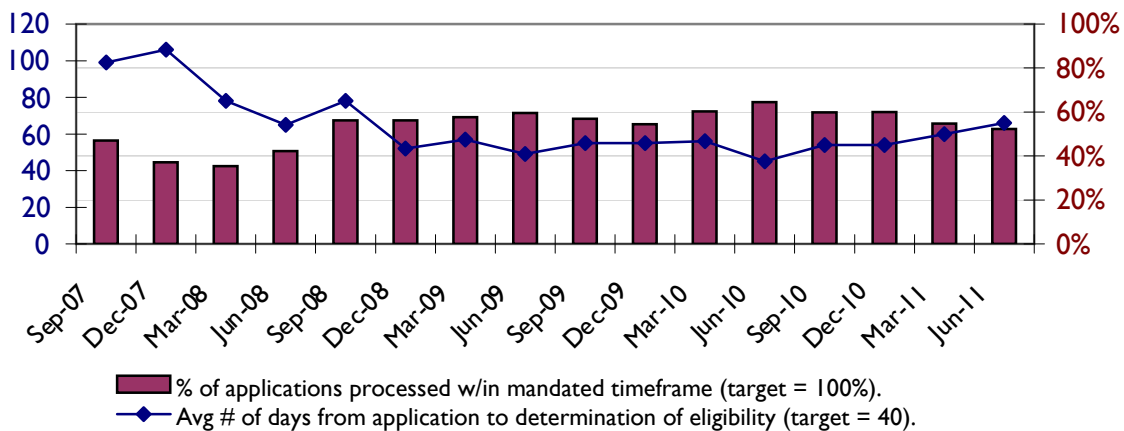
## Active Caseload Major Ethnicity Groups Remain Mostly Stable, Chinese Caseload Continues to Grow Slightly While Caucasian Caseload Shrinks



## Age Distribution Remains Mostly Stable: Age 85+ Caseload Increasing Since December 2009

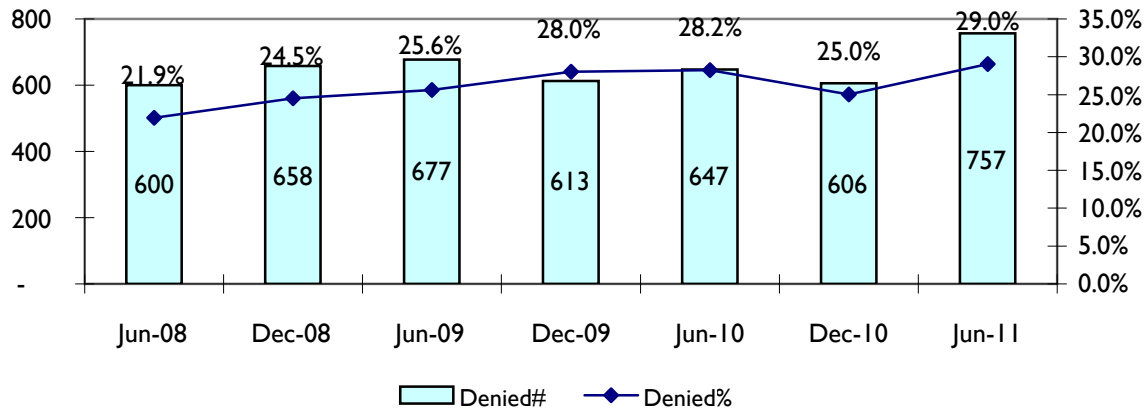


## Application processing performance measures slipping slightly over prior year

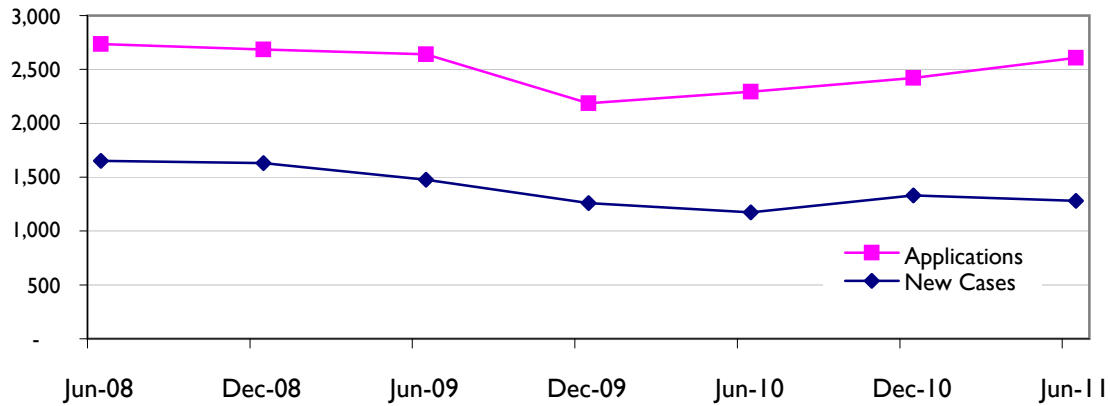


# In Home Supportive Services Six-Month Update

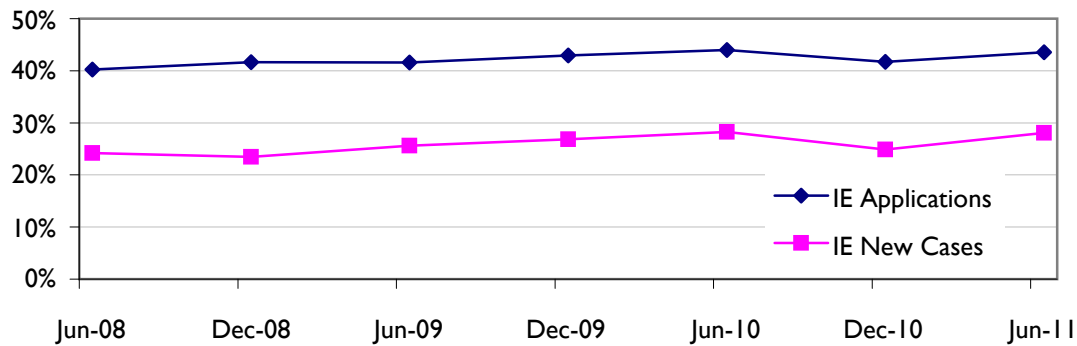
## Percentage of Applicants Denied at Highest Level in 3 Years



## Applications Increasing, but New Cases Remain Steady Near 1,250 in Last Two Years



## % of Applications and New Cases that were Income Eligible (IE) Rebounded to June 2010 Levels



Income Eligible Applicants are those who do not receive SSI.

## In Home Supportive Services Six-Month Update

Active Caseload*	Jun-11		Dec-10		Jun-10		Dec-09		Jun-09	
	#	%	#	%	#	%	#	%	#	%
<b>Active Cases</b>	21,611		21,434		21,266		21,360		21,240	
Change from Previous 6 Months	177	0.8%	168	0.8%	-94	-0.4%	120	0.6%	486	2.3%
Change from Previous Year	345	1.6%	74	0.3%	26	0.1%	606	2.9%	1,194	6.0%
Change from 2 Years	371	1.7%	680	3.3%	1,220	6.1%	2,183	11.4%	2,846	15.5%
Change from 3 Years	1,565	7.8%	2,257	11.8%	2,872	15.6%	3,833	21.9%	4,404	26.2%
<b>Gender</b>										
Male	8,121	37.6%	8,059	37.6%	8,000	37.6%	8,021	37.6%	7,952	37.4%
Female	13,490	62.4%	13,375	62.4%	13,266	62.4%	13,339	62.4%	13,288	62.6%
<b>Delivery Mode</b>										
Independent Provider	20,706	95.8%	20,534	95.8%	20,364	95.8%	20,499	96.0%	20,367	95.9%
Contract	811	3.8%	799	3.7%	785	3.7%	736	3.4%	724	3.4%
Mixed	94	0.4%	101	0.5%	117	0.6%	125	0.6%	149	0.7%
<b>Age (in years)</b>										
0 thru 18	265	1.2%	269	1.3%	271	1.3%	286	1.3%	264	1.2%
19 thru 64	5,565	25.8%	5,524	25.8%	5,507	25.9%	5,700	26.7%	5,583	26.3%
65 thru 74	4,192	19.4%	4,224	19.7%	4,304	20.2%	4,607	21.6%	4,491	21.1%
75 thru 84	7,435	34.4%	7,343	34.3%	7,280	34.2%	7,291	34.1%	7,236	34.1%
85 and over	4,154	19.2%	4,074	19.0%	3,904	18.4%	3,476	16.3%	3,666	17.3%
Average	73		72		72		72		72	
Median	77		76		76		76		76	
<b>Lives Alone</b>	8,701	40.3%	8,600	40.1%	8,578	40.3%	8,670	40.6%	8,631	40.6%
<b>SSI Status</b>										
SSI	17,836	82.5%	17,819	83.1%	17,658	83.0%	17,782	83.2%	17,740	83.5%
Non-SSI	3,775	17.5%	3,615	16.9%	3,608	17.0%	3,578	16.8%	3,500	16.5%
<b>Share of Cost</b>										
Number of Individuals	251	1.2%	267	1.2%	303	1.4%	373	1.7%	403	1.9%
Mean Share of Cost/Individual	\$ 647.38		\$ 633.95		\$ 634.52		\$ 611.84		\$ 580.87	
Median Share of Cost/Individual	\$ 548.00		\$ 548.00		\$ 550.40		\$ 546.00		\$ 521.00	

\*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	Jun-11		Dec-10		Jun-10		Dec-09		Jun-09	
	#	%	#	%	#	%	#	%	#	%
<b>Ethnicity</b>										
Chinese	8,799	40.7%	8,603	40.1%	8,408	39.5%	8,344	39.1%	8,237	38.8%
Caucasian	5,499	25.4%	5,578	26.0%	5,636	26.5%	5,764	27.0%	5,831	27.5%
African American	3,015	14.0%	3,010	14.0%	3,015	14.2%	3,091	14.5%	3,088	14.5%
Latino	1,946	9.0%	1,920	9.0%	1,934	9.1%	1,908	8.9%	1,888	8.9%
Filipino	1,208	5.6%	1,190	5.6%	1,162	5.5%	1,169	5.5%	1,140	5.4%
Vietnamese	402	1.9%	399	1.9%	384	1.8%	375	1.8%	371	1.7%
Korean	246	1.1%	233	1.1%	225	1.1%	219	1.0%	217	1.0%
Cambodian	53	0.2%	47	0.2%	45	0.2%	46	0.2%	44	0.2%
Other/Unknown	443	2.0%	454	2.1%	457	2.1%	444	2.1%	424	2.0%
<b>Primary Language</b>										
English	6,149	28.5%	6,211	29.0%	6,289	29.6%	6,408	30.0%	6,426	30.3%
Cantonese	7,528	34.8%	7,364	34.4%	7,175	33.7%	7,077	33.1%	6,983	32.9%
Russian	3,427	15.9%	3,463	16.2%	3,456	16.3%	3,518	16.5%	3,559	16.8%
Spanish	1,551	7.2%	1,507	7.0%	1,506	7.1%	1,491	7.0%	1,461	6.9%
Mandarin	753	3.5%	717	3.3%	699	3.3%	712	3.3%	687	3.2%
Tagalog	929	4.3%	896	4.2%	862	4.1%	856	4.0%	824	3.9%
Vietnamese	365	1.7%	346	1.6%	353	1.7%	346	1.6%	349	1.6%
All Other	909	4.2%	930	4.3%	926	4.4%	952	4.5%	951	4.5%
<b>Zip Code/Neighborhood</b>										
94102 Hayes Valley/Tenderloin/N. of Market	1,950	9.0%	1,940	9.1%	1,965	9.2%	1,988	9.3%	1,949	9.2%
94103 South of Market	1,846	8.5%	1,802	8.4%	1,744	8.2%	1,739	8.1%	1,707	8.0%
94107 Potrero Hill	751	3.5%	752	3.5%	739	3.5%	749	3.5%	744	3.5%
94108 Chinatown	880	4.1%	884	4.1%	872	4.1%	870	4.1%	889	4.2%
94109 Polk/Russian Hill	1,651	7.6%	1,672	7.8%	1,678	7.9%	1,708	8.0%	1,716	8.1%
94110 Inner Mission/Bernal Heights	1,352	6.3%	1,360	6.3%	1,349	6.3%	1,347	6.3%	1,325	6.2%
94112 Ingleside/Excelsior/Outer Mission	1,703	7.9%	1,685	7.9%	1,656	7.8%	1,651	7.7%	1,623	7.6%
94115 Western Addition/Japantown	1,600	7.4%	1,611	7.5%	1,602	7.5%	1,615	7.6%	1,637	7.7%
94116 Parkside	831	3.8%	818	3.8%	811	3.8%	831	3.9%	829	3.9%
94118 Inner Richmond	683	3.2%	654	3.1%	654	3.1%	662	3.1%	669	3.1%
94121 Outer Richmond	1,147	5.3%	1,146	5.3%	1,117	5.3%	1,109	5.2%	1,110	5.2%
94122 Sunset	1,005	4.7%	1,011	4.7%	998	4.7%	1,015	4.8%	1,011	4.8%
94124 Bayview/Hunters Point	1,356	6.3%	1,289	6.0%	1,287	6.1%	1,287	6.0%	1,258	5.9%
94132 Lake Merced/Stonestown	548	2.5%	540	2.5%	529	2.5%	524	2.5%	536	2.5%
94133 North Beach/Chinatown	1,540	7.1%	1,536	7.2%	1,553	7.3%	1,569	7.3%	1,561	7.3%
94134 Visitacion Valley/Sunnydale	1,297	6.0%	1,269	5.9%	1,239	5.8%	1,208	5.7%	1,188	5.6%
Others	1,471	6.8%	1,465	6.8%	1,473	6.9%	1,488	7.0%	1,488	7.0%

## In Home Supportive Services Six-Month Update

New Applications**	Jun-11		Dec-10		Jun-10		Dec-09		Jun-09	
	#	%	#	%	#	%	#	%	#	%
<b>Total New Applications</b>	2,607		2,421		2,293		2,187		2,641	
Change from previous six months	186	7.7%	128	5.6%	106	4.8%	-454	-17.2%	-44	-1.6%
Change from previous year	314	13.7%	234	10.7%	-348	-13.2%	-498	-18.5%	-96	-3.5%
<b>Application Status</b>										
Record	635	24.4%	567	23.4%	486	21.2%	425	19.4%	620	23.5%
Eligible	1,126	43.2%	1,148	47.4%	1,065	46.4%	1,067	48.8%	1,271	48.1%
Interim	6	0.2%	6	0.2%	1	0.0%	-	0.0%	-	0.0%
Leave	6	0.2%	19	0.8%	13	0.6%	8	0.4%	8	0.3%
Terminated	77	3.0%	75	3.1%	81	3.5%	74	3.4%	65	2.5%
Denied (reasons below):	757	29.0%	606	25.0%	647	28.2%	613	28.0%	677	25.6%
Recipient Request	325	42.9%	285	47.0%	319	49.3%	263	42.9%	282	41.7%
Residence	77	10.2%	67	11.1%	62	9.6%	78	12.7%	111	16.4%
Income, Resources/Other Eligibility Factors	304	40.2%	211	34.8%	227	35.1%	245	40.0%	225	33.2%
SSI/SSP Personal & Real Property (excess)	14	1.8%	16	2.6%	13	2.0%	8	1.3%	21	3.1%
Other Reason	37	4.9%	27	4.5%	26	4.0%	19	3.1%	38	5.6%
<b>SSI Status**</b>										
SSI	1,472	56.5%	1,412	58.3%	1,285	56.0%	1,248	57.1%	1,542	58.4%
Non-SSI	1,135	43.5%	1,009	41.7%	1,008	44.0%	939	42.9%	1,099	41.6%
<b>Zip Code/Neighborhood</b>										
94102 Hayes Valley/Tenderloin/N. of Market	305	11.7%	267	11.0%	272	11.9%	254	11.6%	337	12.8%
94103 South of Market	274	10.5%	222	9.2%	201	8.8%	201	9.2%	210	8.0%
94107 Potrero Hill	64	2.5%	60	2.5%	61	2.7%	55	2.5%	71	2.7%
94108 Chinatown	61	2.3%	85	3.5%	70	3.1%	57	2.6%	77	2.9%
94109 Polk/Russian Hill	212	8.1%	227	9.4%	191	8.3%	184	8.4%	206	7.8%
94110 Inner Mission/Bernal Heights	191	7.3%	173	7.1%	170	7.4%	168	7.7%	205	7.8%
94112 Ingleside/Excelsior/Outer Mission	230	8.8%	217	9.0%	226	9.9%	209	9.6%	266	10.1%
94115 Western Addition/Japantown	118	4.5%	103	4.3%	95	4.1%	117	5.3%	121	4.6%
94116 Parkside	91	3.5%	80	3.3%	80	3.5%	75	3.4%	95	3.6%
94117 Haight-Ashbury	43	1.6%	55	2.3%	39	1.7%	37	1.7%	61	2.3%
94118 Inner Richmond	65	2.5%	46	1.9%	39	1.7%	44	2.0%	74	2.8%
94121 Outer Richmond	86	3.3%	91	3.8%	89	3.9%	67	3.1%	80	3.0%
94122 Sunset	99	3.8%	110	4.5%	82	3.6%	111	5.1%	100	3.8%
94124 Bayview/Hunters Point	239	9.2%	199	8.2%	200	8.7%	178	8.1%	226	8.6%
94132 Lake Merced/Stonestown	74	2.8%	60	2.5%	70	3.1%	49	2.2%	52	2.0%
94133 North Beach/Chinatown	126	4.8%	124	5.1%	110	4.8%	114	5.2%	147	5.6%
94134 Visitacion Valley/Sunnydale	172	6.6%	168	6.9%	162	7.1%	142	6.5%	163	6.2%
Others	157	6.0%	134	5.5%	136	5.9%	125	5.7%	150	5.7%

\*\* 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***	Jun-11		Dec-10		Jun-10		Dec-09		Jun-09	
	#	%	#	%	#	%	#	%	#	%
<b>Total New Cases</b>	1,280		1,331		1,174		1,258		1,476	
<b>Gender</b>										
Male	572	44.7%	575	43.2%	541	46.1%	567	45.1%	654	44.3%
Female	708	55.3%	756	56.8%	633	53.9%	691	54.9%	822	55.7%
<b>Delivery mode</b>										
Independent Provider	1,189	92.9%	1,248	93.8%	1,078	91.8%	1,203	95.6%	1,459	98.8%
Contract	89	7.0%	81	6.1%	89	7.6%	53	4.2%	16	1.1%
Mixed	2	0.2%	2	0.2%	7	0.6%	2	0.2%	1	0.1%
<b>Age (in years)</b>										
0 thru 18	11	0.9%	10	0.8%	14	1.2%	24	1.9%	12	0.8%
19 thru 64	453	35.4%	494	37.1%	421	35.9%	475	37.8%	578	39.2%
65 thru 74	315	24.6%	335	25.2%	306	26.1%	288	22.9%	369	25.0%
75 thru 84	393	30.7%	385	28.9%	326	27.8%	356	28.3%	399	27.0%
85 and over	108	8.4%	107	8.0%	107	9.1%	115	9.1%	118	8.0%
Average	68		67		68		66		67	
Median	71		70		71		70		69	
<b>Lives Alone***</b>	511	39.9%	540	40.6%	477	40.6%	525	41.7%	629	42.6%
<b>SSI Status</b>										
SSI	921	72.0%	1,000	75.1%	842	71.7%	920	73.1%	1,098	74.4%
Non-SSI	359	28.0%	331	24.9%	332	28.3%	338	26.9%	378	25.6%
<b>Share of Cost</b>										
Number of Individuals	22	1.7%	14	1.1%	11	0.9%	14	1.1%	33	2.2%
Mean Share of Cost/Individual	\$ 600		\$ 502		\$ 783		\$ 858		\$ 507	
Median Share of Cost/Individual	\$ 547		\$ 441		\$ 693		\$ 702		\$ 418	
<b>Ethnicity</b>										
Chinese	510	39.8%	525	39.4%	406	34.6%	446	35.5%	510	34.6%
Caucasian	229	17.9%	250	18.8%	242	20.6%	254	20.2%	325	22.0%
African American	223	17.4%	232	17.4%	213	18.1%	242	19.2%	255	17.3%
Latin American/Hispanic	131	10.2%	121	9.1%	132	11.2%	145	11.5%	143	9.7%
Filipino	109	8.5%	108	8.1%	97	8.3%	98	7.8%	135	9.1%
Korean	23	1.8%	30	2.3%	23	2.0%	18	1.4%	41	2.8%
Vietnamese	20	1.6%	15	1.1%	12	1.0%	8	0.6%	20	1.4%
Cambodian	7	0.5%	5	0.4%	2	0.2%	5	0.4%	5	0.3%
Other/Unknown	28	2.2%	45	3.4%	47	4.0%	42	3.3%	42	2.8%

\*\*\* 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*	Jun-11		Dec-10		Jun-10		Dec-09		Jun-09	
	#	%	#	%	#	%	#	%	#	%
<b>Primary Language</b>										
English	454	35.5%	495	37.2%	466	39.7%	501	39.8%	587	39.8%
Cantonese	446	34.8%	454	34.1%	356	30.3%	377	30.0%	443	30.0%
Russian	50	3.9%	51	3.8%	56	4.8%	51	4.1%	81	5.5%
Spanish	111	8.7%	92	6.9%	103	8.8%	120	9.5%	108	7.3%
Mandarin	47	3.7%	47	3.5%	33	2.8%	51	4.1%	48	3.3%
Tagalog	101	7.9%	98	7.4%	92	7.8%	88	7.0%	112	7.6%
Vietnamese	23	1.8%	32	2.4%	22	1.9%	18	1.4%	39	2.6%
All Other	48	3.8%	62	4.7%	46	3.9%	52	4.1%	58	3.9%
<b>Zip Code/Neighborhood</b>										
94102 Hayes Valley/Tenderloin/N. of Market	132	10.3%	135	10.1%	132	11.2%	151	12.0%	166	11.2%
94103 South of Market	136	10.6%	131	9.8%	109	9.3%	121	9.6%	111	7.5%
94107 Potrero Hill	31	2.4%	37	2.8%	35	3.0%	38	3.0%	41	2.8%
94108 Chinatown	41	3.2%	55	4.1%	48	4.1%	39	3.1%	48	3.3%
94109 Polk/Russian Hill	92	7.2%	122	9.2%	97	8.3%	100	7.9%	109	7.4%
94110 Inner Mission/Bernal Heights	90	7.0%	93	7.0%	88	7.5%	97	7.7%	114	7.7%
94112 Ingleside/Excelsior/Outer Mission	111	8.7%	102	7.7%	114	9.7%	139	11.0%	158	10.7%
94115 Western Addition/Japantown	59	4.6%	52	3.9%	46	3.9%	57	4.5%	63	4.3%
94116 Parkside	53	4.1%	44	3.3%	41	3.5%	47	3.7%	58	3.9%
94118 Inner Richmond	35	2.7%	26	2.0%	25	2.1%	28	2.2%	45	3.0%
94121 Outer Richmond	45	3.5%	71	5.3%	45	3.8%	36	2.9%	58	3.9%
94122 Sunset	51	4.0%	66	5.0%	49	4.2%	60	4.8%	72	4.9%
94124 Bayview/Hunters Point	105	8.2%	88	6.6%	85	7.2%	83	6.6%	109	7.4%
94132 Lake Merced/Stonestown	38	3.0%	32	2.4%	33	2.8%	15	1.2%	36	2.4%
94133 North Beach/Chinatown	85	6.6%	86	6.5%	70	6.0%	80	6.4%	96	6.5%
94134 Visitacion Valley/Sunnydale	88	6.9%	96	7.2%	87	7.4%	83	6.6%	92	6.2%
Others	88	6.9%	95	7.1%	70	6.0%	84	6.7%	100	6.8%

## In Home Supportive Services Six-Month Update

Services for Active Caseload	Jun-11		Dec-10		Jun-10		Dec-09		Jun-09	
	% of Active Cases	Avg Hrs Authorized (wkly)	% of Active Cases	Avg Hrs Authorized (wkly)	% of Active Cases	Avg Hrs Authorized (wkly)	% of Active Cases	Avg Hrs Authorized (wkly)	% of Active Cases	Avg Hrs Authorized (wkly)
Domestic Services (D&R)	99%	0.8	99%	0.8	99%	0.8	99%	0.8	99%	0.8
Routine Laundry (D&R)	99%	1.5	99%	1.5	99%	1.5	99%	1.5	99%	1.5
Grocery Shopping (D&R)	99%	0.6	98%	0.6	98%	0.6	98%	0.6	98%	0.6
Errands & Other Shopping (D&R)	97%	0.6	97%	0.6	97%	0.6	97%	0.6	97%	0.6
Meal Clean Up (D&R)	98%	1.9	98%	1.9	98%	1.9	98%	1.9	97%	1.9
Preparation of Meals (D&R)	98%	4.5	98%	4.5	98%	4.5	98%	4.5	97%	4.5
Accompaniment to Medical Appointment (D&R)	94%	1.0	94%	1.0	94%	1.0	94%	1.0	94%	1.0
Bathing, Oral Hygiene, Grooming	88%	2.4	88%	2.4	88%	2.4	88%	2.4	89%	2.4
Dressing	72%	1.5	71%	1.5	71%	1.5	71%	1.5	71%	1.5
Prosthesis Assistance	71%	0.9	71%	0.9	71%	0.9	71%	0.9	71%	0.9
Ambulation	63%	1.9	63%	1.9	63%	1.9	63%	1.9	63%	1.9
Moving In/Out of Bed	52%	1.4	51%	1.4	51%	1.4	51%	1.4	51%	1.4
Bowel & Bladder Care	47%	2.5	46%	2.5	46%	2.5	46%	2.5	47%	2.5
Repositioning/Rubbing	46%	1.8	45%	1.8	45%	1.8	45%	1.8	45%	1.8
Feeding	23%	2.8	23%	2.8	23%	2.8	23%	2.8	23%	2.9
Routine Bed Baths	8%	1.7	8%	1.8	8%	1.8	8%	1.8	8%	1.8
Paramedical Services	5%	3.7	5%	3.8	5%	3.9	5%	3.8	4%	3.8
Respiration	4%	1.2	4%	1.2	4%	1.2	4%	1.2	4%	1.2
Protective Supervision	2%	34.9	2%	35.3	2%	35.8	2%	36.3	2%	36.1
Menstrual Care	2%	0.6	2%	0.6	2%	0.6	2%	0.6	2%	0.6
Accompaniment to Alternative Resources (D&R)	1%	2.0	1%	2.0	1%	2.1	1%	2.0	1%	2.0
Heavy Cleaning	0%	11.5	0%	15.1	0%	17.8	0%	16.7	0%	12.3
Total Weekly Authorized Hours	438,200		432,861		427,656		430,737		429,649	
Average Weekly Hours per Recipient	20.3		20.2		20.1		20.2		20.2	
Total Weekly Auth Domestic & Related Hours	232,532	53%								
Average Monthly Cost/Case - SF	\$ 1,081.18									
Average Monthly Cost/Case - CA	\$ 899.50									

D&R = Domestic & Related services

## In Home Supportive Services Six-Month Update

Independent Providers	Jun-11		Dec-10		Jun-10		Dec-09		Jun-09	
<b>Total Providers with an Active Consumer</b>	17,931									
Change from previous six months	228	1.3%								
Change from previous year	480	2.7%								
Newly Enrolled Providers	2,276									
Providers with at least one relative consumer	11,551	64.4%								
Providers serving more than one consumers	3,532	19.7%								
<b>Relationship to Consumer</b> (providers may have more than one consumer)										
Relative - Spouse	478	2.7%								
Relative - Parent	705	3.9%								
Relative - Child	6,723	37.5%								
Relative - Other	3,989	22.2%								
Non-Relative - Friend	1,939	10.8%								
Non-Relative - Neighbor	52	0.3%								
Non-Relative - Landlord	5	0.0%								
Non-Relative - Housemate	37	0.2%								
Non-Relative - Live-in Provider	32	0.2%								
Non-Relative - Home Health Agency	3	0.0%								
Non-Relative - Other Business	15	0.1%								
Non-Relative - Other	5,355	29.9%								
<b>Ethnicity</b> (providers with more than one consumer may have list more than one ethnicity)										
Chinese	7,335	41%								
Caucasian	3,812	21%								
African American	1,563	9%								
Latino	1,542	9%								
Filipino	879	5%								
Vietnamese	358	2%								
Korean	149	1%								
Cambodian	28	0%								
Other/Unknown	3,163	18%								