

# In Home Supportive Services

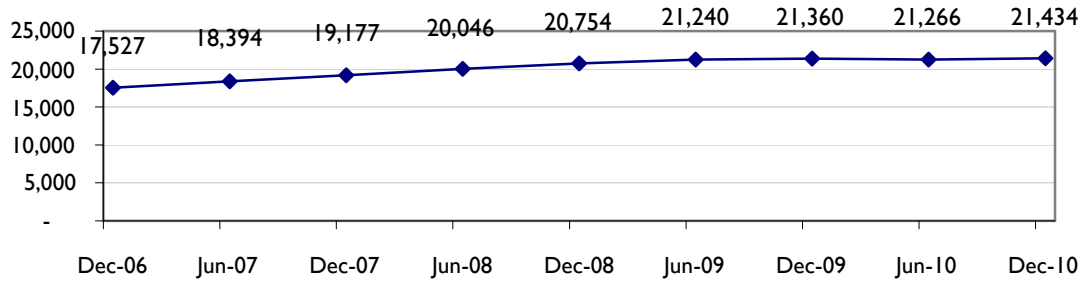
## Six-Month Update

*July - December 2010*

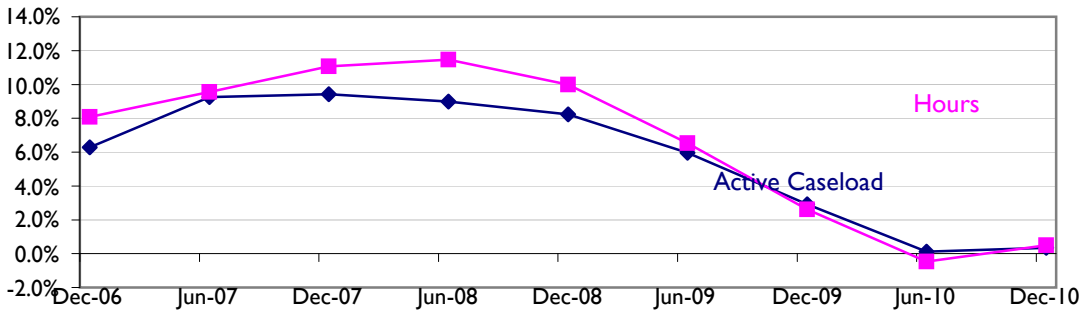
*Produced by the San Francisco Human Services Agency Planning Unit*

# In Home Supportive Services Six-Month Update

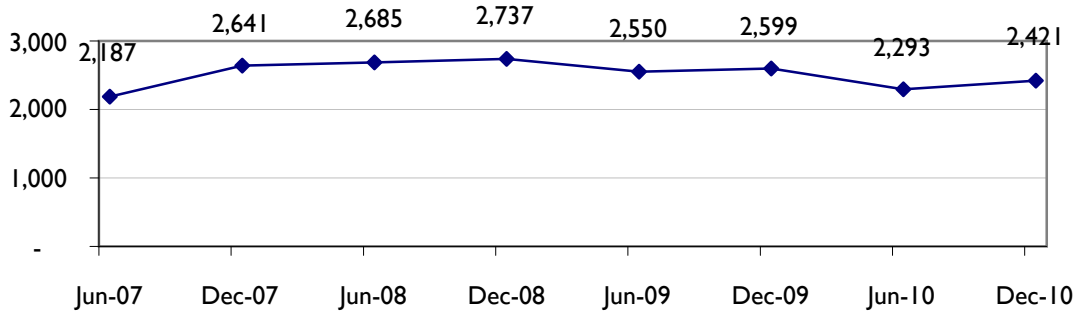
## Active Caseload Growth Static in Last Six Months



## Active Caseload & Hours Growth Over Prior Year (% Change) Remains Static

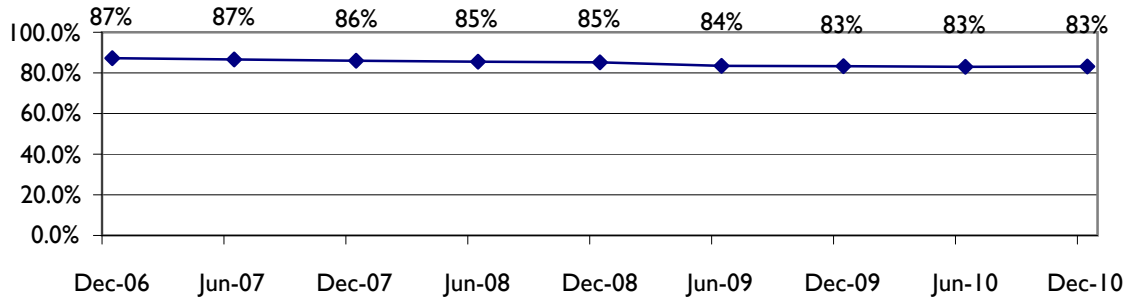


## Total New Applications in Prior Six Months Increasing Again, Slightly

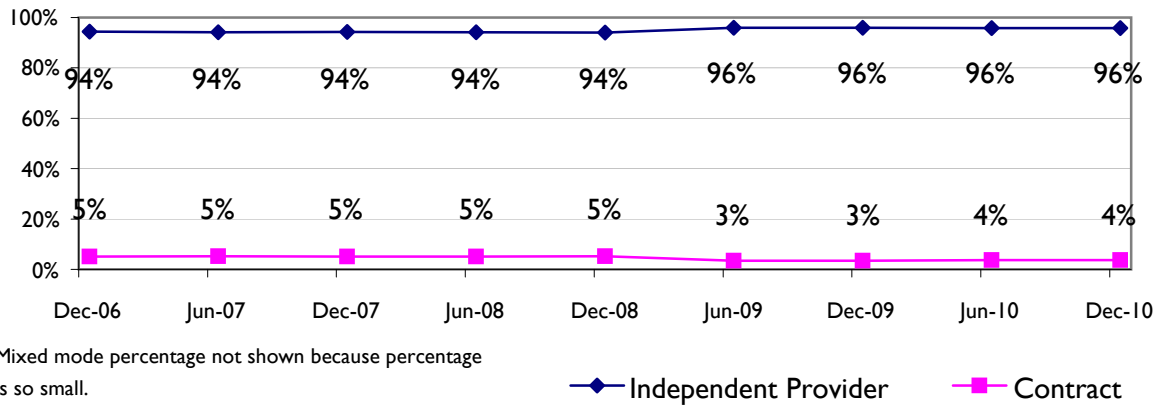


# In Home Supportive Services Six-Month Update

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



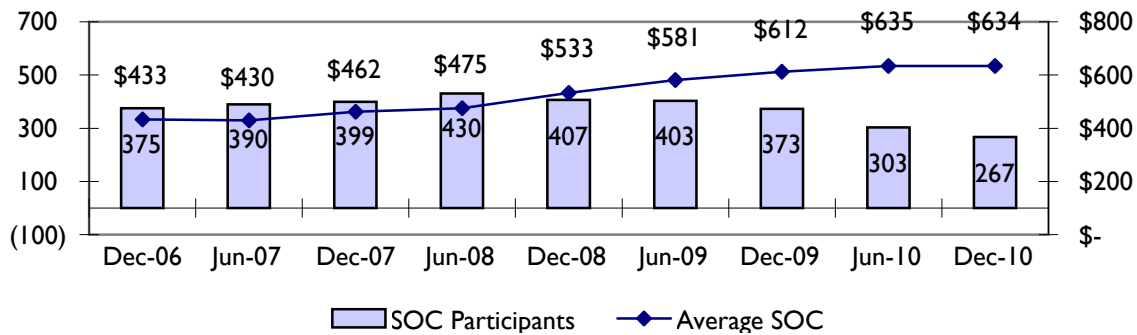
## IP Mode and Contract Mode Steady at 96% and 4%



Mixed mode percentage not shown because percentage is so small.

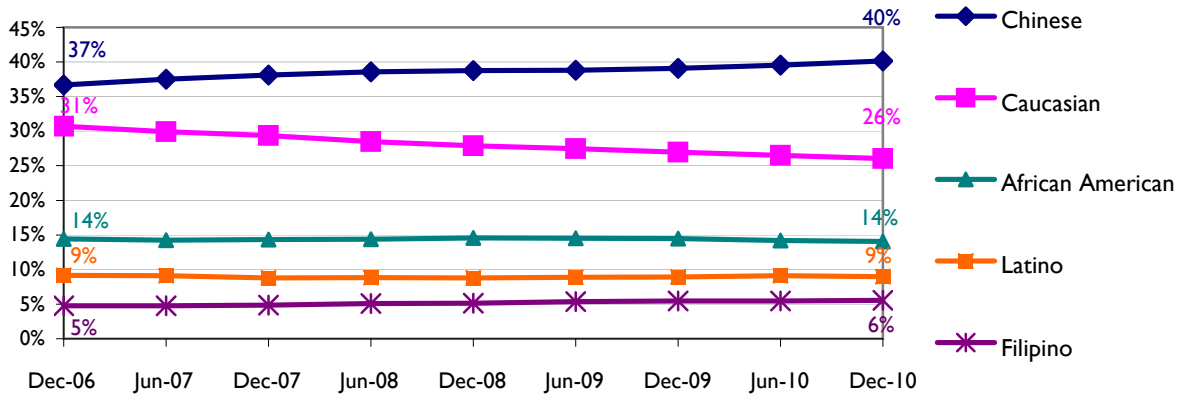
◆ Independent Provider    ■ Contract

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

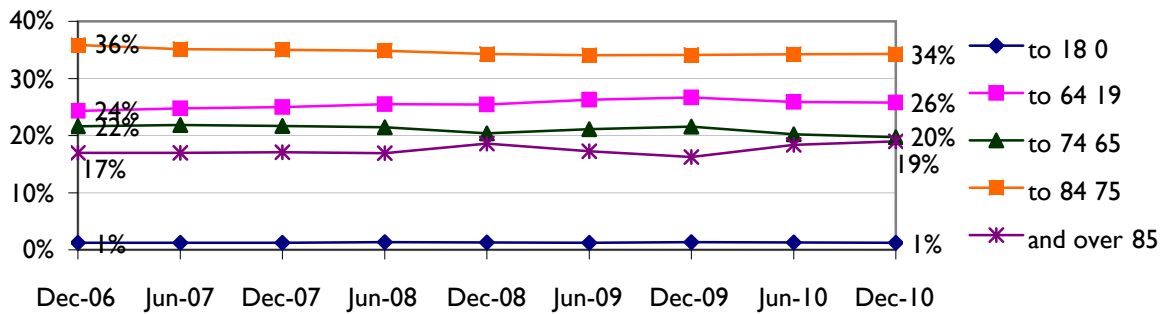


# In Home Supportive Services Six-Month Update

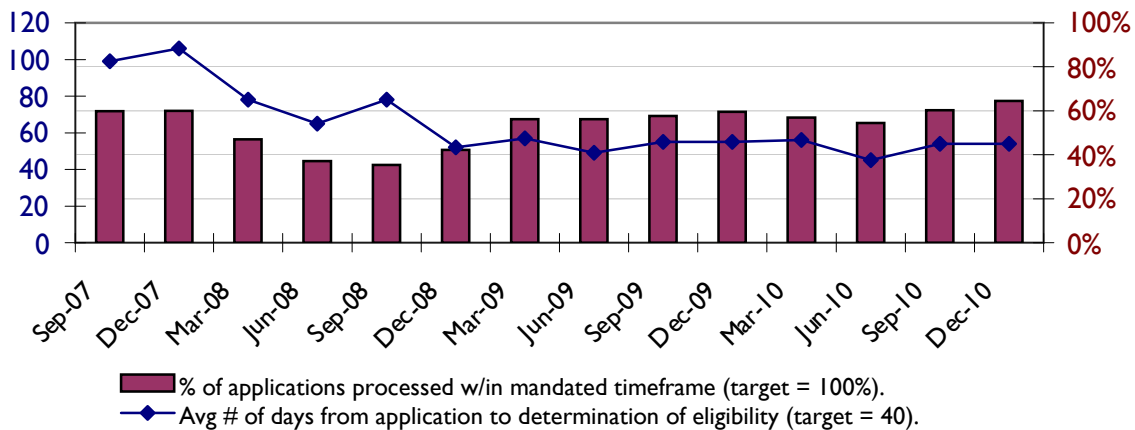
## Active Caseload Major Ethnicity Groups Remain Mostly Stable, Chinese Caseload Continues to Grow Slightly



## Age Distribution Remains Mostly Stable: With Slight Increases in Age 85+ Caseload

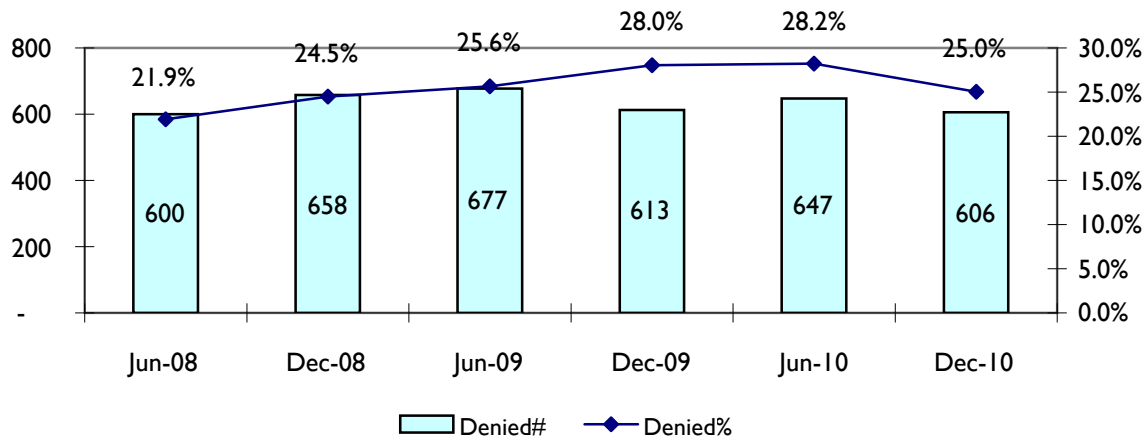


## Application processing performance measures continue to improve over prior years

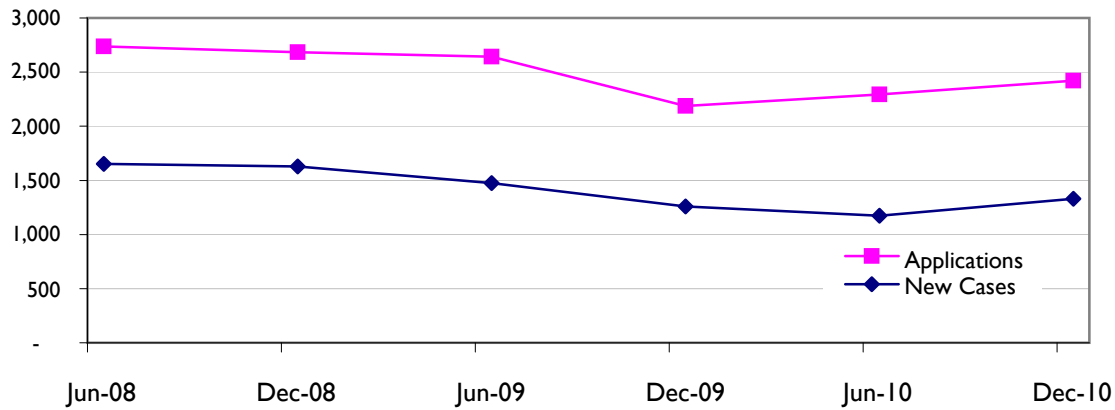


# In Home Supportive Services Six-Month Update

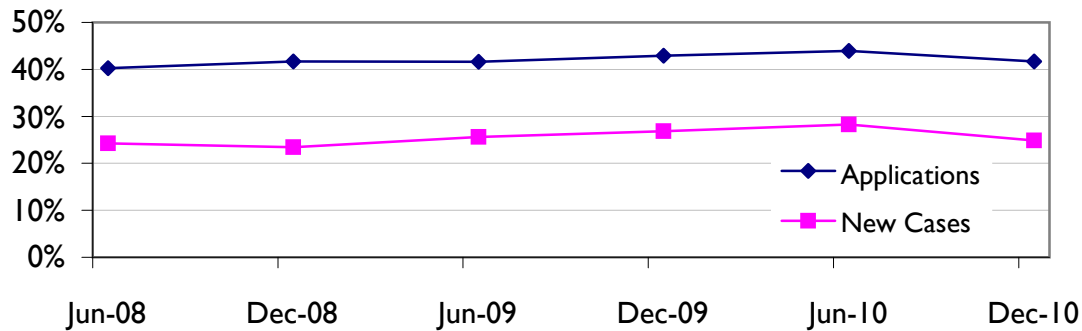
## Percentage of Applicants Denied Has Returned to FY0809 Level



## Applications and New Cases Are Increasing Again



## % of Applications and New Cases that were Income Eligible Dropped Slightly in Last Six Months after 2 Years of Growth



## In Home Supportive Services Six-Month Update

Active Caseload*	Dec-10		Jun-10		Dec-09		Jun-09		Dec-08	
	#	%	#	%	#	%	#	%	#	%
<b>Active Cases</b>	21,434		21,266		21,360		21,240		20,754	
Change from Previous 6 Months	168	0.8%	-94	-0.4%	120	0.6%	486	2.3%	708	3.5%
Change from Previous Year	74	0.3%	26	0.1%	606	2.9%	1,194	6.0%	1,577	8.2%
Change from 2 Years	680	3.3%	1,220	6.1%	2,183	11.4%	2,846	15.5%	3,227	18.4%
Change from 3 Years	2,257	11.8%	2,872	15.6%	3,833	21.9%	4,404	26.2%	4,262	25.8%
<b>Gender</b>										
Male	8,059	37.6%	8,000	37.6%	8,021	37.6%	7,952	37.4%	7,768	37.4%
Female	13,375	62.4%	13,266	62.4%	13,339	62.4%	13,288	62.6%	12,986	62.6%
<b>Delivery Mode</b>										
Independent Provider	20,534	95.8%	20,364	95.8%	20,499	96.0%	20,367	95.9%	19,504	94.0%
Contract	799	3.7%	785	3.7%	736	3.4%	724	3.4%	1,075	5.2%
Mixed	101	0.5%	117	0.6%	125	0.6%	149	0.7%	175	0.8%
<b>Age (in years)</b>										
0 thru 18	269	1.3%	271	1.3%	286	1.3%	264	1.2%	264	1.3%
19 thru 64	5,524	25.8%	5,507	25.9%	5,700	26.7%	5,583	26.3%	5,280	25.4%
65 thru 74	4,224	19.7%	4,304	20.2%	4,607	21.6%	4,491	21.1%	4,238	20.4%
75 thru 84	7,343	34.3%	7,280	34.2%	7,291	34.1%	7,236	34.1%	7,112	34.3%
85 and over	4,074	19.0%	3,904	18.4%	3,476	16.3%	3,666	17.3%	3,860	18.6%
Average	72		72		72		72		72	
Median	76		76		76		76		77	
<b>Lives Alone</b>	8,600	40.1%	8,578	40.3%	8,670	40.6%	8,631	40.6%	8,402	40.5%
<b>SSI Status</b>										
SSI	17,819	83.1%	17,658	83.0%	17,782	83.2%	17,740	83.5%	17,678	85.2%
Non-SSI	3,615	16.9%	3,608	17.0%	3,578	16.8%	3,500	16.5%	3,076	14.8%
<b>Share of Cost</b>										
Number of Individuals	267	1.2%	303	1.4%	373	1.7%	403	1.9%	407	2.0%
Mean Share of Cost/Individual	\$ 633.95		\$ 634.52		\$ 611.84		\$ 580.87		\$ 533.05	
Median Share of Cost/Individual	\$ 548.00		\$ 550.40		\$ 546.00		\$ 521.00		\$ 479.00	

\*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	Dec-10		Jun-10		Dec-09		Jun-09		Dec-08	
	#	%	#	%	#	%	#	%	#	%
<b>Ethnicity</b>										
Chinese	8,603	40.1%	8,408	39.5%	8,344	39.1%	8,237	38.8%	8,043	38.8%
Caucasian	5,578	26.0%	5,636	26.5%	5,764	27.0%	5,831	27.5%	5,792	27.9%
African American	3,010	14.0%	3,015	14.2%	3,091	14.5%	3,088	14.5%	3,021	14.6%
Latino	1,920	9.0%	1,934	9.1%	1,908	8.9%	1,888	8.9%	1,827	8.8%
Filipino	1,190	5.6%	1,162	5.5%	1,169	5.5%	1,140	5.4%	1,061	5.1%
Vietnamese	399	1.9%	384	1.8%	375	1.8%	371	1.7%	342	1.6%
Korean	233	1.1%	225	1.1%	219	1.0%	217	1.0%	212	1.0%
Cambodian	47	0.2%	45	0.2%	46	0.2%	44	0.2%	40	0.2%
Other/Unknown	454	2.1%	457	2.1%	444	2.1%	424	2.0%	416	2.0%
<b>Primary Language</b>										
English	6,211	29.0%	6,289	29.6%	6,408	30.0%	6,426	30.3%	6,288	30.3%
Cantonese	7,364	34.4%	7,175	33.7%	7,077	33.1%	6,983	32.9%	6,818	32.9%
Russian	3,463	16.2%	3,456	16.3%	3,518	16.5%	3,559	16.8%	3,573	17.2%
Spanish	1,507	7.0%	1,506	7.1%	1,491	7.0%	1,461	6.9%	1,410	6.8%
Mandarin	717	3.3%	699	3.3%	712	3.3%	687	3.2%	656	3.2%
Tagalog	896	4.2%	862	4.1%	856	4.0%	824	3.9%	742	3.6%
Vietnamese	346	1.6%	353	1.7%	346	1.6%	349	1.6%	320	1.5%
All Other	930	4.3%	926	4.4%	952	4.5%	951	4.5%	947	4.6%
<b>Zip Code/Neighborhood</b>										
94102 Hayes Valley/Tenderloin/N. of Market	1,940	9.1%	1,965	9.2%	1,988	9.3%	1,949	9.2%	1,926	9.3%
94103 South of Market	1,802	8.4%	1,744	8.2%	1,739	8.1%	1,707	8.0%	1,678	8.1%
94107 Potrero Hill	752	3.5%	739	3.5%	749	3.5%	744	3.5%	729	3.5%
94108 Chinatown	884	4.1%	872	4.1%	870	4.1%	889	4.2%	869	4.2%
94109 Polk/Russian Hill	1,672	7.8%	1,678	7.9%	1,708	8.0%	1,716	8.1%	1,658	8.0%
94110 Inner Mission/Bernal Heights	1,360	6.3%	1,349	6.3%	1,347	6.3%	1,325	6.2%	1,277	6.2%
94112 Ingleside/Excelsior/Outer Mission	1,685	7.9%	1,656	7.8%	1,651	7.7%	1,623	7.6%	1,540	7.4%
94115 Western Addition/Japantown	1,611	7.5%	1,602	7.5%	1,615	7.6%	1,637	7.7%	1,650	8.0%
94116 Parkside	818	3.8%	811	3.8%	831	3.9%	829	3.9%	791	3.8%
94118 Inner Richmond	654	3.1%	654	3.1%	662	3.1%	669	3.1%	657	3.2%
94121 Outer Richmond	1,146	5.3%	1,117	5.3%	1,109	5.2%	1,110	5.2%	1,104	5.3%
94122 Sunset	1,011	4.7%	998	4.7%	1,015	4.8%	1,011	4.8%	993	4.8%
94124 Bayview/Hunters Point	1,289	6.0%	1,287	6.1%	1,287	6.0%	1,258	5.9%	1,208	5.8%
94132 Lake Merced/Stonestown	540	2.5%	529	2.5%	524	2.5%	536	2.5%	510	2.5%
94133 North Beach/Chinatown	1,536	7.2%	1,553	7.3%	1,569	7.3%	1,561	7.3%	1,565	7.5%
94134 Visitacion Valley/Sunnydale	1,269	5.9%	1,239	5.8%	1,208	5.7%	1,188	5.6%	1,154	5.6%
Others	1,465	6.8%	1,473	6.9%	1,488	7.0%	1,488	7.0%	1,445	7.0%

## In Home Supportive Services Six-Month Update

New Applications**	Dec-10		Jun-10		Dec-09		Jun-09		Dec-08	
	#	%	#	%	#	%	#	%	#	%
<b>Total New Applications</b>	2,421		2,293		2,187		2,641		2,685	
Change from previous six months	128	5.6%	106	4.8%	-454	-17.2%	-44	-1.6%	-52	-1.9%
Change from previous year	234	10.7%	-348	-13.2%	-498	-18.5%	-96	-3.5%	135	5.3%
<b>Application Status</b>										
Record	567	23.4%	486	21.2%	425	19.4%	620	23.5%	557	20.7%
Eligible	1,148	47.4%	1,065	46.4%	1,067	48.8%	1,271	48.1%	1,376	51.2%
Interim	6	0.2%	1	0.0%	-	0.0%	-	0.0%	1	0.0%
Leave	19	0.8%	13	0.6%	8	0.4%	8	0.3%	18	0.7%
Terminated	75	3.1%	81	3.5%	74	3.4%	65	2.5%	75	2.8%
Denied (reasons below):	606	25.0%	647	28.2%	613	28.0%	677	25.6%	658	24.5%
Recipient Request	285	47.0%	319	49.3%	263	42.9%	282	41.7%	303	46.0%
Residence	67	11.1%	62	9.6%	78	12.7%	111	16.4%	100	15.2%
Income, Resources/Other Eligibility Factors	211	34.8%	227	35.1%	245	40.0%	225	33.2%	200	30.4%
SSI/SSP Personal & Real Property (excess)	16	2.6%	13	2.0%	8	1.3%	21	3.1%	22	3.3%
Other Reason	27	4.5%	26	4.0%	19	3.1%	38	5.6%	33	5.0%
<b>SSI Status**</b>										
SSI	1,412	58.3%	1,285	56.0%	1,248	57.1%	1,542	58.4%	1,566	58.3%
Non-SSI	1,009	41.7%	1,008	44.0%	939	42.9%	1,099	41.6%	1,119	41.7%
<b>Zip Code/Neighborhood</b>										
94102 Hayes Valley/Tenderloin/N. of Market	267	11.0%	272	11.9%	254	11.6%	337	12.8%	312	11.6%
94103 South of Market	222	9.2%	201	8.8%	201	9.2%	210	8.0%	262	9.8%
94107 Potrero Hill	60	2.5%	61	2.7%	55	2.5%	71	2.7%	74	2.8%
94108 Chinatown	85	3.5%	70	3.1%	57	2.6%	77	2.9%	74	2.8%
94109 Polk/Russian Hill	227	9.4%	191	8.3%	184	8.4%	206	7.8%	253	9.4%
94110 Inner Mission/Bernal Heights	173	7.1%	170	7.4%	168	7.7%	205	7.8%	208	7.7%
94112 Ingleside/Excelsior/Outer Mission	217	9.0%	226	9.9%	209	9.6%	266	10.1%	218	8.1%
94115 Western Addition/Japantown	103	4.3%	95	4.1%	117	5.3%	121	4.6%	119	4.4%
94116 Parkside	80	3.3%	80	3.5%	75	3.4%	95	3.6%	73	2.7%
94117 Haight-Ashbury	55	2.3%	39	1.7%	37	1.7%	61	2.3%	59	2.2%
94118 Inner Richmond	46	1.9%	39	1.7%	44	2.0%	74	2.8%	66	2.5%
94121 Outer Richmond	91	3.8%	89	3.9%	67	3.1%	80	3.0%	102	3.8%
94122 Sunset	110	4.5%	82	3.6%	111	5.1%	100	3.8%	118	4.4%
94124 Bayview/Hunters Point	199	8.2%	200	8.7%	178	8.1%	226	8.6%	218	8.1%
94132 Lake Merced/Stonestown	60	2.5%	70	3.1%	49	2.2%	52	2.0%	63	2.3%
94133 North Beach/Chinatown	124	5.1%	110	4.8%	114	5.2%	147	5.6%	159	5.9%
94134 Visitacion Valley/Sunnydale	168	6.9%	162	7.1%	142	6.5%	163	6.2%	144	5.4%
Others	134		136	5.9%	125	5.7%	150	5.7%	163	6.1%

\*\* 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-10		Jun-10		Dec-09		Jun-09		Dec-08	
	#	%	#	%	#	%	#	%	#	%
<b>Total New Cases</b>	1,331		1,174		1,258		1,476		1,630	
<b>Gender</b>										
Male	575	43.2%	541	46.1%	567	45.1%	654	44.3%	735	45.1%
Female	756	56.8%	633	53.9%	691	54.9%	822	55.7%	895	54.9%
<b>Delivery mode</b>										
Independent Provider	1,248	93.8%	1,078	91.8%	1,203	95.6%	1,459	98.8%	1,495	91.7%
Contract	81	6.1%	89	7.6%	53	4.2%	16	1.1%	127	7.8%
Mixed	2	0.2%	7	0.6%	2	0.2%	1	0.1%	8	0.5%
<b>Age (in years)</b>										
0 thru 18	10	0.8%	14	1.2%	24	1.9%	12	0.8%	27	1.7%
19 thru 64	494	37.1%	421	35.9%	475	37.8%	578	39.2%	611	37.5%
65 thru 74	335	25.2%	306	26.1%	288	22.9%	369	25.0%	427	26.2%
75 thru 84	385	28.9%	326	27.8%	356	28.3%	399	27.0%	445	27.3%
85 and over	107	8.0%	107	9.1%	115	9.1%	118	8.0%	120	7.4%
Average	67		68		66		67		66	
Median	70		71		70		69		69	
<b>Lives Alone***</b>	540	40.6%	477	40.6%	525	41.7%	629	42.6%	699	42.9%
<b>SSI Status</b>										
SSI	1,000	75.1%	842	71.7%	920	73.1%	1,098	74.4%	1,248	76.6%
Non-SSI	331	24.9%	332	28.3%	338	26.9%	378	25.6%	382	23.4%
<b>Share of Cost</b>										
Number of Individuals	14	1.1%	11	0.9%	14	1.1%	33	2.2%	37	2.3%
Mean Share of Cost/Individual	\$ 502		\$ 783		\$ 858		\$ 507		\$ 525	
Median Share of Cost/Individual	\$ 441		\$ 693		\$ 702		\$ 418		\$ 533	
<b>Ethnicity</b>										
Chinese	525	39.4%	406	34.6%	446	35.5%	510	34.6%	602	36.9%
Caucasian	250	18.8%	242	20.6%	254	20.2%	325	22.0%	329	20.2%
African American	232	17.4%	213	18.1%	242	19.2%	255	17.3%	322	19.8%
Latin American/Hispanic	121	9.1%	132	11.2%	145	11.5%	143	9.7%	152	9.3%
Filipino	108	8.1%	97	8.3%	98	7.8%	135	9.1%	111	6.8%
Korean	30	2.3%	23	2.0%	18	1.4%	41	2.8%	35	2.1%
Vietnamese	15	1.1%	12	1.0%	8	0.6%	20	1.4%	23	1.4%
Cambodian	5	0.4%	2	0.2%	5	0.4%	5	0.3%	1	0.1%
Other/Unknown	45	3.4%	47	4.0%	42	3.3%	42	2.8%	55	3.4%

\*\*\* 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-10		Jun-10		Dec-09		Jun-09		Dec-08	
	#	%	#	%	#	%	#	%	#	%
<b>Primary Language</b>										
English	495	37.2%	466	39.7%	501	39.8%	587	39.8%	668	41.0%
Cantonese	454	34.1%	356	30.3%	377	30.0%	443	30.0%	539	33.1%
Russian	51	3.8%	56	4.8%	51	4.1%	81	5.5%	69	4.2%
Spanish	92	6.9%	103	8.8%	120	9.5%	108	7.3%	119	7.3%
Mandarin	47	3.5%	33	2.8%	51	4.1%	48	3.3%	43	2.6%
Tagalog	98	7.4%	92	7.8%	88	7.0%	112	7.6%	93	5.7%
Vietnamese	32	2.4%	22	1.9%	18	1.4%	39	2.6%	29	1.8%
All Other	62	4.7%	46	3.9%	52	4.1%	58	3.9%	70	4.3%
<b>Zip Code/Neighborhood</b>										
94102 Hayes Valley/Tenderloin/N. of Market	135	10.1%	132	11.2%	151	12.0%	166	11.2%	191	11.7%
94103 South of Market	131	9.8%	109	9.3%	121	9.6%	111	7.5%	160	9.8%
94107 Potrero Hill	37	2.8%	35	3.0%	38	3.0%	41	2.8%	42	2.6%
94108 Chinatown	55	4.1%	48	4.1%	39	3.1%	48	3.3%	59	3.6%
94109 Polk/Russian Hill	122	9.2%	97	8.3%	100	7.9%	109	7.4%	166	10.2%
94110 Inner Mission/Bernal Heights	93	7.0%	88	7.5%	97	7.7%	114	7.7%	96	5.9%
94112 Ingleside/Excelsior/Outer Mission	102	7.7%	114	9.7%	139	11.0%	158	10.7%	127	7.8%
94115 Western Addition/Japantown	52	3.9%	46	3.9%	57	4.5%	63	4.3%	80	4.9%
94116 Parkside	44	3.3%	41	3.5%	47	3.7%	58	3.9%	47	2.9%
94118 Inner Richmond	26	2.0%	25	2.1%	28	2.2%	45	3.0%	33	2.0%
94121 Outer Richmond	71	5.3%	45	3.8%	36	2.9%	58	3.9%	81	5.0%
94122 Sunset	66	5.0%	49	4.2%	60	4.8%	72	4.9%	69	4.2%
94124 Bayview/Hunters Point	88	6.6%	85	7.2%	83	6.6%	109	7.4%	129	7.9%
94132 Lake Merced/Stonestown	32	2.4%	33	2.8%	15	1.2%	36	2.4%	40	2.5%
94133 North Beach/Chinatown	86	6.5%	70	6.0%	80	6.4%	96	6.5%	123	7.5%
94134 Visitacion Valley/Sunnydale	96	7.2%	87	7.4%	83	6.6%	92	6.2%	94	5.8%
Others	95	7.1%	70	6.0%	84	6.7%	100	6.8%	93	5.7%

## In Home Supportive Services Six-Month Update

Services for Active Caseload	Dec-10		Jun-10		Dec-09		Jun-09		Dec-08	
	% 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	99%	0.8	99%	0.8	99%	0.8	99%	0.8	99%	1.2
Routine Laundry	99%	1.5	99%	1.5	99%	1.5	99%	1.5	99%	0.7
Grocery Shopping	98%	0.6	98%	0.6	98%	0.6	98%	0.6	98%	1.6
Errands & Other Shopping	97%	0.6	97%	0.6	97%	0.6	97%	0.6	97%	1.6
Meal Clean Up	98%	1.9	98%	1.9	98%	1.9	97%	1.9	97%	0.5
Preparation of Meals	98%	4.5	98%	4.5	98%	4.5	97%	4.5	97%	0.2
Accompaniment to Medical Appointment	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	89%	2.4	89%	0.4
Dressing	71%	1.5	71%	1.5	71%	1.5	71%	1.5	71%	0.7
Prosthesis Assistance	71%	0.9	71%	0.9	71%	0.9	71%	0.9	71%	1.1
Ambulation	63%	1.9	63%	1.9	63%	1.9	63%	1.9	62%	0.5
Moving In/Out of Bed	51%	1.4	51%	1.4	51%	1.4	51%	1.4	51%	0.7
Bowel & Bladder Care	46%	2.5	46%	2.5	46%	2.5	47%	2.5	46%	0.4
Repositioning/Rubbing	45%	1.8	45%	1.8	45%	1.8	45%	1.8	44%	0.6
Feeding	23%	2.8	23%	2.8	23%	2.8	23%	2.9	24%	0.4
Routine Bed Baths	8%	1.8	8%	1.8	8%	1.8	8%	1.8	7%	0.5
Paramedical Services	5%	3.8	5%	3.9	5%	3.8	4%	3.8	5%	0.3
Respiration	4%	1.2	4%	1.2	4%	1.2	4%	1.2	4%	0.9
Protective Supervision	2%	35.3	2%	35.8	2%	36.3	2%	36.1	2%	0.0
Menstrual Care	2%	0.6	2%	0.6	2%	0.6	2%	0.6	2%	1.7
Accompaniment to Alternative Resources	1%	2.0	1%	2.1	1%	2.0	1%	2.0	1%	0.5
Heavy Cleaning	0%	15.1	0%	17.8	0%	16.7	0%	12.3	0%	0.1
<b>Total Weekly Authorized Hours</b>	<b>432,861</b>		<b>427,656</b>		<b>430,737</b>		<b>429,649</b>		<b>419,750</b>	
<b>Average Weekly Hours per Recipient</b>	<b>20.2</b>		<b>20.1</b>		<b>20.2</b>		<b>20.2</b>		<b>20.2</b>	