

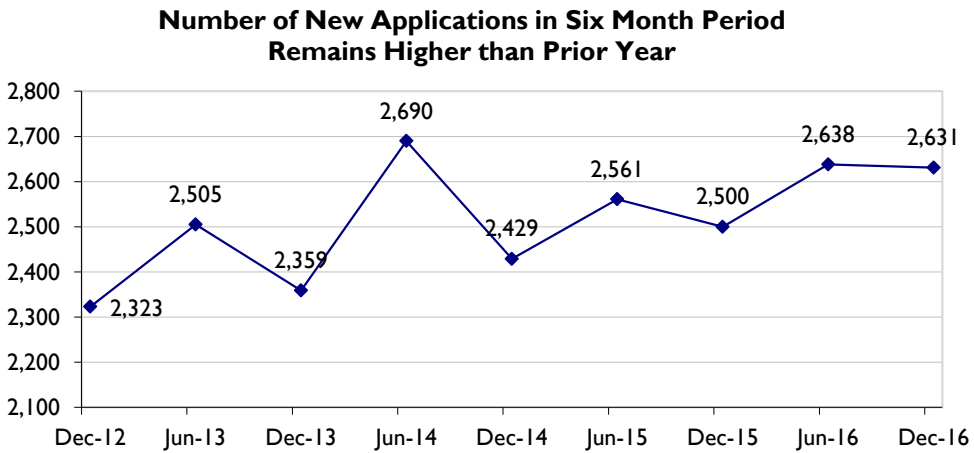
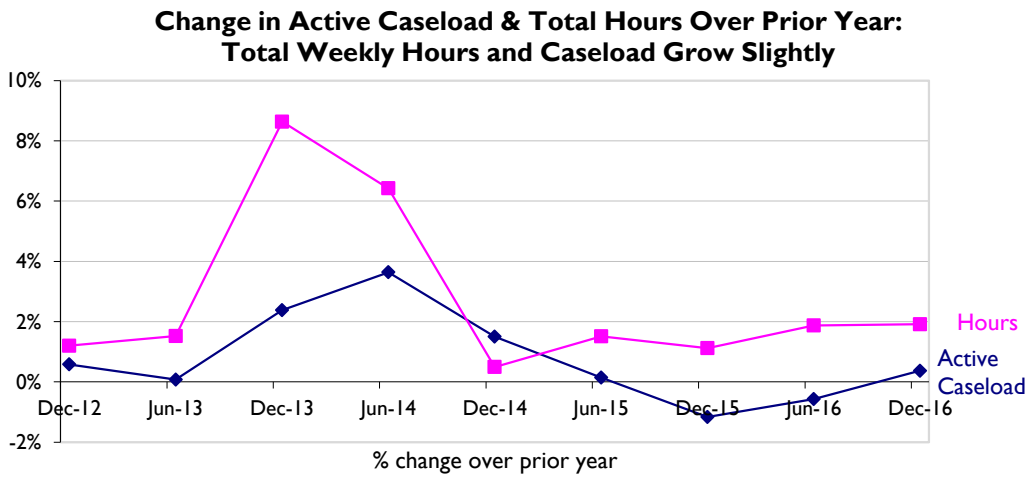
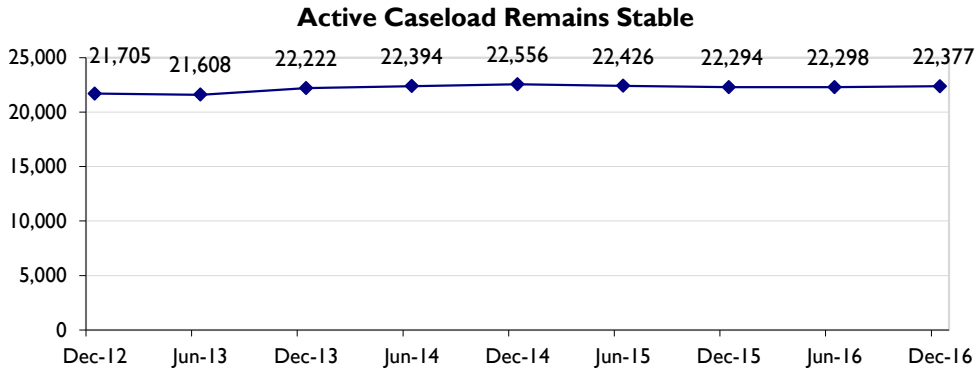
# In Home Supportive Services

## Six-Month Update

*July – December 2016*

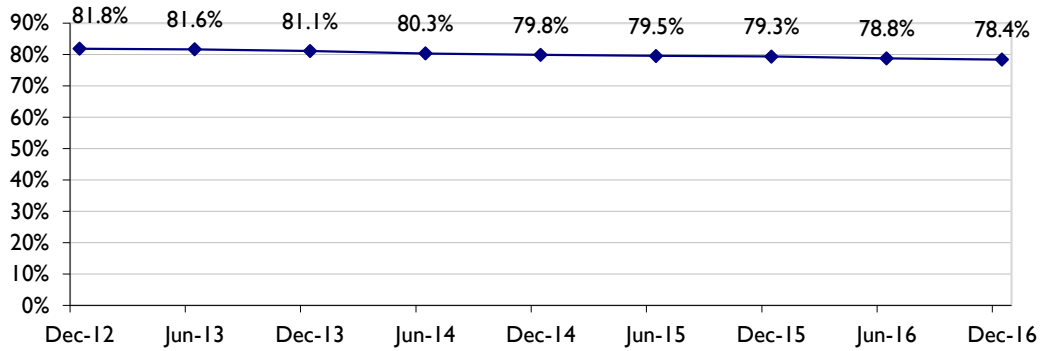
*Produced by the San Francisco Human Services Agency Planning Unit*

# In Home Supportive Services Six-Month Update

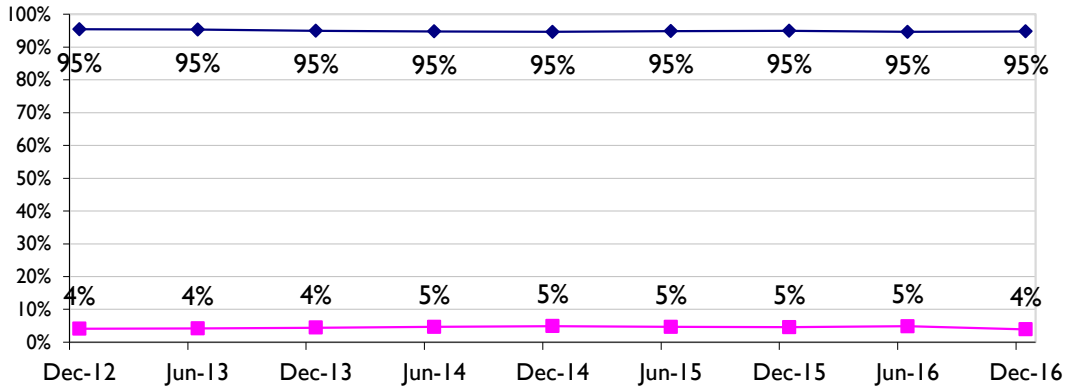


# In Home Supportive Services Six-Month Update

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



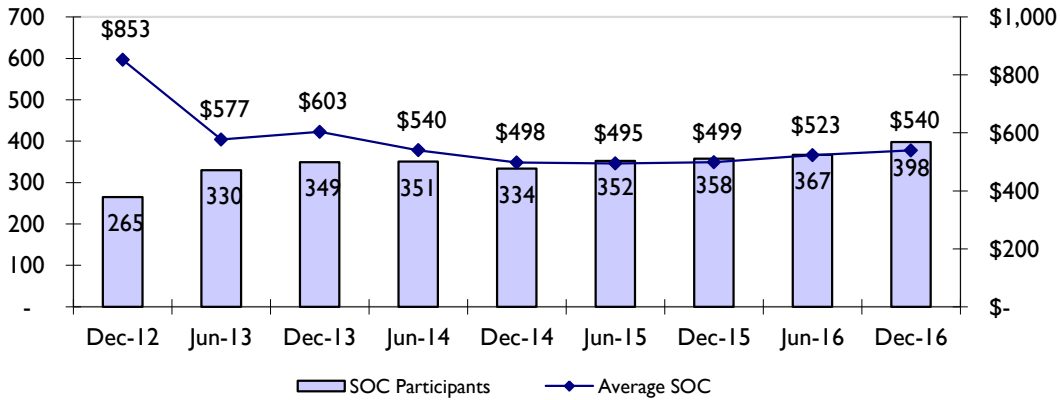
## IP Mode and Contract Mode Remain Steady



Mixed mode percentage not shown because percentage is so small.

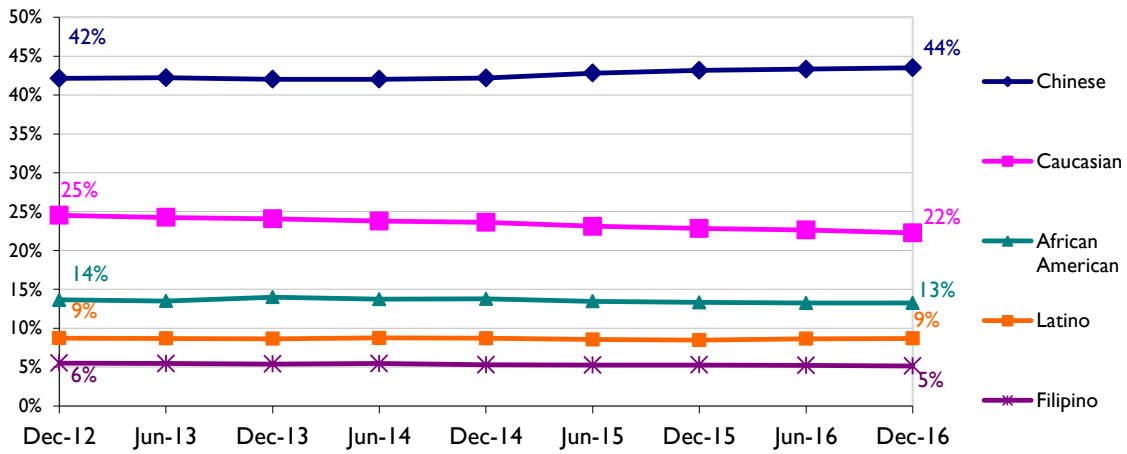
◆ Independent Provider    ■ Contract

## Number of Share of Cost Participants and Average Monthly Share of Cost Continues Small But Steady Increase

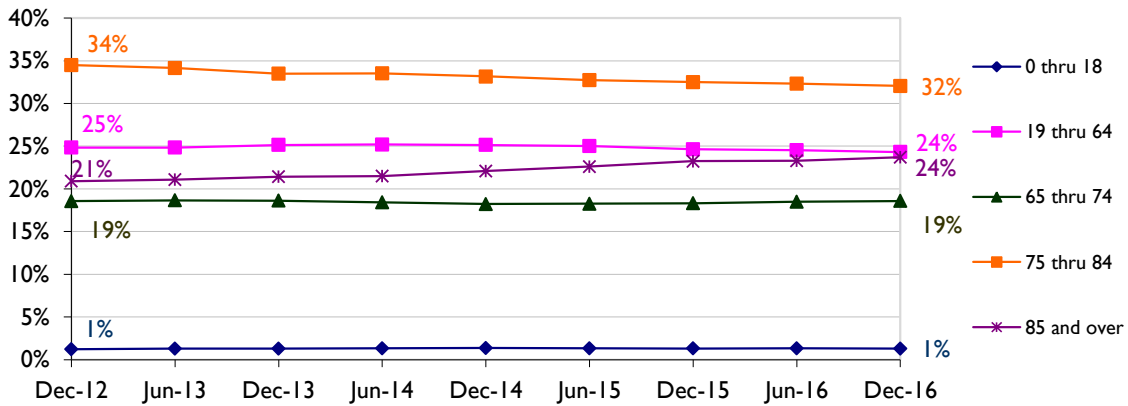


# In Home Supportive Services Six-Month Update

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

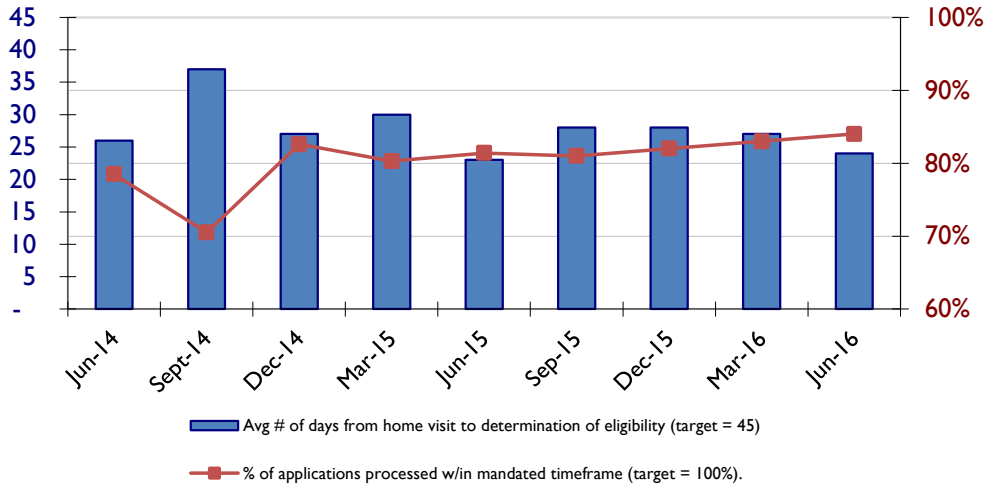


## Age Distribution Remains Mostly Stable: Age 85+ Caseload Increasing Since December 2009

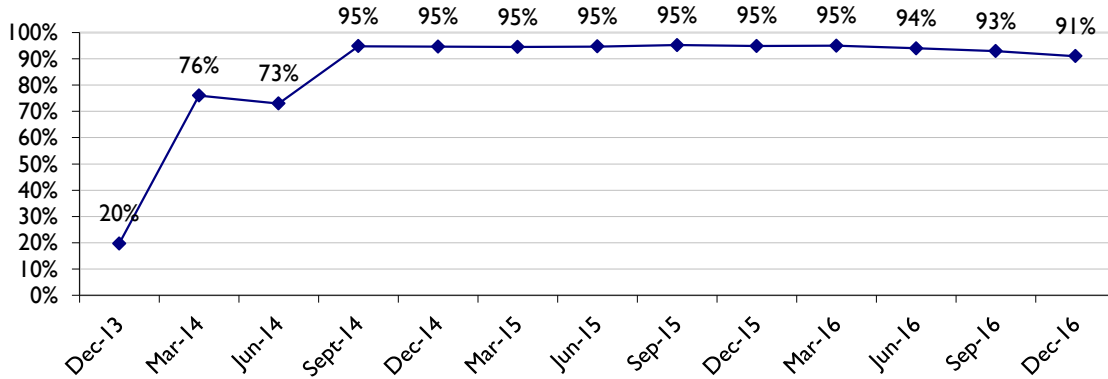


# In Home Supportive Services Six-Month Update

## Application Processing Performance is Strong

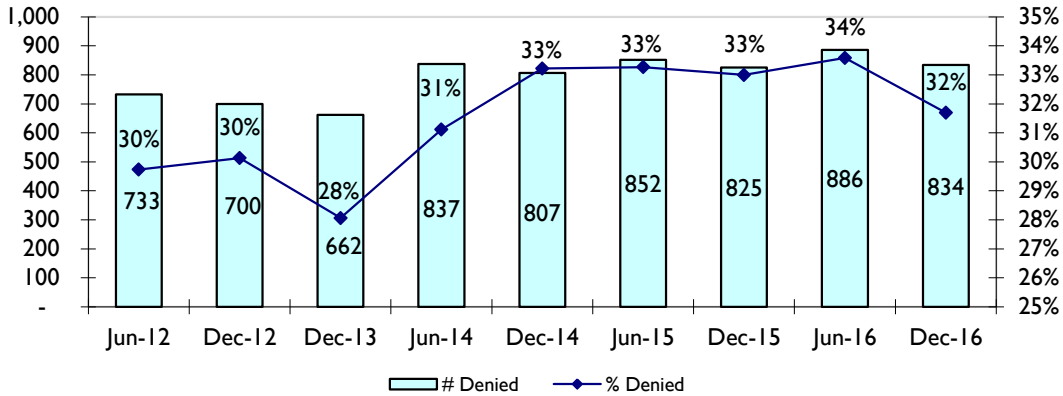


## Percentage of Assessments Completed On Time Has Maintained at High Performance Level After Dramatic Drop in December 2013 (Drop Caused by CMIPS II Conversion and Large Number of Staff Vacancies)

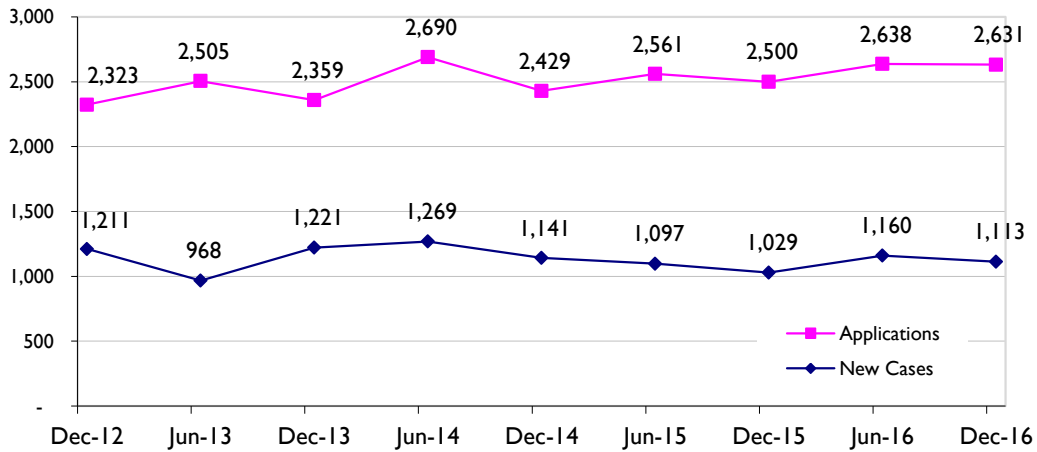


# In Home Supportive Services Six-Month Update

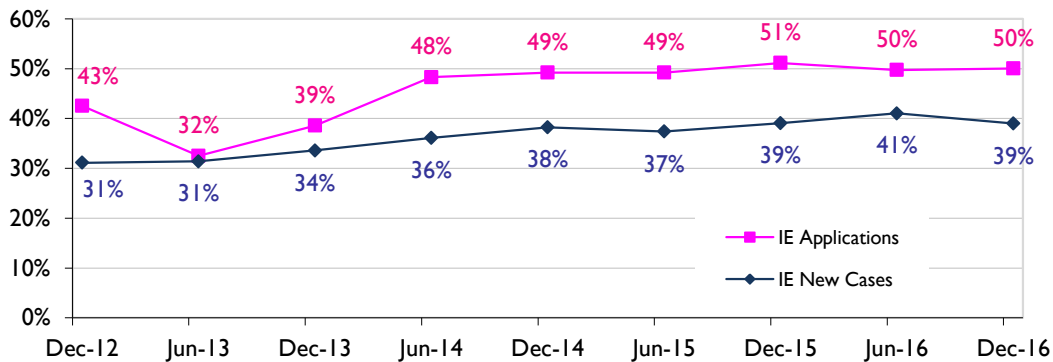
**Percentage of Applicants Denied Relatively Consistent**  
(Chart excludes June 2013 figures due to data reliability concerns)



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



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



Income Eligible Applicants are those who do not receive SSI.

## In Home Supportive Services Six-Month Update

Active Caseload*	Dec-16		Jun-16		Dec-15		Jun-15		Dec-14		Jun-14	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Active Cases</b>	22,377		22,298		22,294		22,426		22,556		22,394	
Change from Previous 6 Months	79	0.4%	4	0.0%	(132)	-0.6%	(130)	-0.6%	162	0.7%	172	0.8%
Change from Previous Year	83	0.4%	(128)	-0.6%	(262)	-1.2%	32	0.1%	334	1.5%	786	3.6%
Change from 2 Years	(179)	-0.8%	(96)	-0.4%	72	0.3%	818	3.8%	851	3.9%	803	3.7%
Change from 3 Years	155	0.7%	690	3.2%	589	2.7%	835	3.9%	976	4.5%	783	3.6%
<b>Gender</b>												
Male	8,683	38.8%	8,627	38.7%	8,524	38.2%	8,579	38.3%	8,684	38.5%	8,542	38.1%
Female	13,694	61.2%	13,671	61.3%	13,770	61.8%	13,847	61.7%	13,872	61.5%	13,852	61.9%
<b>Delivery Mode</b>												
Independent Provider	21,202	94.7%	21,104	94.6%	21,171	95.0%	21,276	94.9%	21,344	94.6%	21,224	94.8%
Contract	881	3.9%	1,081	4.8%	1,012	4.5%	1,043	4.7%	1,095	4.9%	1,039	4.6%
Mixed	294	1.3%	113	0.5%	111	0.5%	107	0.5%	117	0.5%	108	0.5%
<b>Age (in years)</b>												
0 thru 18	294	1.3%	296	1.3%	294	1.3%	303	1.4%	307	1.4%	300	1.3%
19 thru 64	5,442	24.3%	5,468	24.5%	5,491	24.6%	5,611	25.0%	5,672	25.1%	5,643	25.2%
65 thru 74	4,160	18.6%	4,128	18.5%	4,084	18.3%	4,096	18.3%	4,111	18.2%	4,128	18.4%
75 thru 84	7,173	32.1%	7,210	32.3%	7,244	32.5%	7,344	32.7%	7,481	33.2%	7,506	33.5%
85 and over	5,308	23.7%	5,196	23.3%	5,181	23.2%	5,072	22.6%	4,985	22.1%	4,817	21.5%
Average	72		73		73		73		72		72	
Median	77		77		77		77		77		77	
<b>Lives Alone</b>	9,023	40.3%	8,978	40.3%	8,868	39.8%	8,915	39.8%	8,978	39.8%	8,940	39.9%
<b>SSI Status</b>												
SSI	17,533	78.4%	17,560	78.8%	17,681	79.3%	17,833	79.5%	18,006	79.8%	17,977	80.3%
Non-SSI	4,844	21.6%	4,738	21.2%	4,613	20.7%	4,593	20.5%	4,550	20.2%	4,417	19.7%
<b>Share of Cost</b>												
Number of Individuals	398	1.8%	367	1.6%	358	1.6%	352	1.6%	334	1.5%	351	1.6%
Mean Share of Cost/Individual	\$ 540		\$ 523		\$ 499		\$ 495		\$ 498		\$ 540	
Median Share of Cost/Individual	\$ 649		\$ 640		\$ 628		\$ 621		\$ 621		\$ 642	

\*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-16		Jun-16		Dec-15		Jun-15		Dec-14		Jun-14	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Ethnicity</b>												
Chinese	9,734	43.5%	9,662	43.3%	9,626	43.2%	9,603	42.8%	9,512	42.2%	9,410	42.0%
Caucasian	4,981	22.3%	5,048	22.6%	5,093	22.8%	5,183	23.1%	5,325	23.6%	5,324	23.8%
African American	2,967	13.3%	2,954	13.2%	2,966	13.3%	3,020	13.5%	3,109	13.8%	3,077	13.7%
Latino	1,943	8.7%	1,927	8.6%	1,891	8.5%	1,920	8.6%	1,966	8.7%	1,959	8.7%
Filipino	1,151	5.1%	1,162	5.2%	1,175	5.3%	1,181	5.3%	1,191	5.3%	1,220	5.4%
Vietnamese	478	2.1%	462	2.1%	462	2.1%	464	2.1%	453	2.0%	438	2.0%
Korean	245	1.1%	250	1.1%	261	1.2%	266	1.2%	271	1.2%	270	1.2%
Cambodian	47	0.2%	51	0.2%	53	0.2%	52	0.2%	48	0.2%	48	0.2%
Other/Unknown	831	3.7%	782	3.5%	767	3.4%	737	3.3%	681	3.0%	648	2.9%
<b>Primary Language</b>												
English	6,334	28.3%	6,310	28.3%	6,289	28.2%	6,379	28.4%	6,496	28.8%	6,413	28.6%
Cantonese	8,577	38.3%	8,505	38.1%	8,486	38.1%	8,445	37.7%	8,347	37.0%	8,227	36.7%
Russian	2,847	12.7%	2,902	13.0%	2,960	13.3%	3,006	13.4%	3,084	13.7%	3,119	13.9%
Spanish	1,520	6.8%	1,520	6.8%	1,492	6.7%	1,520	6.8%	1,551	6.9%	1,547	6.9%
Mandarin	841	3.8%	834	3.7%	820	3.7%	835	3.7%	839	3.7%	825	3.7%
Tagalog	902	4.0%	908	4.1%	919	4.1%	923	4.1%	931	4.1%	962	4.3%
Vietnamese	448	2.0%	430	1.9%	428	1.9%	419	1.9%	409	1.8%	405	1.8%
All Other	908	4.1%	889	4.0%	900	4.0%	899	4.0%	899	4.0%	896	4.0%
<b>Zip Code/Neighborhood</b>												
94102 Hayes Valley/Tenderloin/N. of Market	2,272	10.2%	2,281	10.2%	2,279	10.2%	2,297	10.2%	2,284	10.1%	2,213	9.9%
94103 South of Market	1,864	8.3%	1,862	8.4%	1,839	8.2%	1,865	8.3%	1,910	8.5%	1,924	8.6%
94107 Potrero Hill	696	3.1%	701	3.1%	698	3.1%	692	3.1%	702	3.1%	699	3.1%
94108 Chinatown	910	4.1%	900	4.0%	901	4.0%	882	3.9%	889	3.9%	877	3.9%
94109 Polk/Russian Hill	1,687	7.5%	1,691	7.6%	1,688	7.6%	1,687	7.5%	1,697	7.5%	1,669	7.5%
94110 Inner Mission/Bernal Heights	1,307	5.8%	1,302	5.8%	1,314	5.9%	1,322	5.9%	1,356	6.0%	1,342	6.0%
94112 Ingleside/Excelsior/Outer Mission	1,926	8.6%	1,872	8.4%	1,867	8.4%	1,855	8.3%	1,837	8.1%	1,831	8.2%
94115 Western Addition/Japantown	1,516	6.8%	1,533	6.9%	1,551	7.0%	1,596	7.1%	1,609	7.1%	1,603	7.2%
94116 Parkside	833	3.7%	817	3.7%	819	3.7%	834	3.7%	857	3.8%	850	3.8%
94118 Inner Richmond	695	3.1%	685	3.1%	693	3.1%	708	3.2%	703	3.1%	715	3.2%
94121 Outer Richmond	1,040	4.6%	1,050	4.7%	1,042	4.7%	1,076	4.8%	1,098	4.9%	1,101	4.9%
94122 Sunset	1,004	4.5%	988	4.4%	977	4.4%	995	4.4%	999	4.4%	991	4.4%
94124 Bayview/Hunters Point	1,558	7.0%	1,537	6.9%	1,523	6.8%	1,507	6.7%	1,512	6.7%	1,483	6.6%
94132 Lake Merced/Stonestown	557	2.5%	546	2.4%	573	2.6%	578	2.6%	583	2.6%	584	2.6%
94133 North Beach/Chinatown	1,490	6.7%	1,555	7.0%	1,570	7.0%	1,588	7.1%	1,578	7.0%	1,593	7.1%
94134 Visitacion Valley/Sunnydale	1,484	6.6%	1,446	6.5%	1,449	6.5%	1,426	6.4%	1,438	6.4%	1,416	6.3%
Others	1,538	6.9%	1,532	6.9%	1,511	6.8%	1,518	6.8%	1,504	6.7%	1,503	6.7%



## In Home Supportive Services Six-Month Update

New Applications**	Dec-16		Jun-16		Dec-15		Jun-15		Dec-14		Jun-14	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total New Applications</b>	2,631		2,638		2,500		2,561		2,429		2,690	
Change from previous six months	(7)	-0.3%	138	5.5%	(61)	-2.4%	132	5.4%	-261	-9.7%	331	14.0%
Change from previous year	131	5.2%	77	3.0%	71	2.9%	(129)	-4.8%	70	3.0%	185	7.4%
<b>Application Status</b>												
Record	735	27.9%	622	23.6%	693	27.7%	616	24.1%	549	22.6%	602	22.4%
Eligible	918	34.9%	997	37.8%	858	34.3%	950	37.1%	953	39.2%	1,118	41.6%
Interim	0	0.0%	0	0.0%	0	0.0%	0	0.0%	-	0.0%	-	0.0%
Leave	13	0.5%	13	0.5%	12	0.5%	12	0.5%	15	0.6%	9	0.3%
Terminated	131	5.0%	120	4.5%	112	4.5%	131	5.1%	105	4.3%	124	4.6%
Denied (reasons below):	834	31.7%	886	33.6%	825	33.0%	852	33.3%	807	33.2%	837	31.1%
Recipient request	240	28.8%	259	29.2%	262	31.8%	294	34.5%	323	40.0%	326	38.9%
No assessed need	162	19.4%	133	15.0%	181	21.9%	105	12.3%	124	15.4%	102	12.2%
Residence	76	9.1%	95	10.7%	77	9.3%	55	6.5%	76	9.4%	67	8.0%
Health care certification missing	46	5.5%	61	6.9%	70	8.5%	48	5.6%	85	10.5%	94	11.2%
Other missing documentation	255	30.6%	272	30.7%	186	22.5%	123	14.4%	155	19.2%	189	22.6%
Alternative Resources, Voluntary Services, Refused Services	32	3.8%	41	4.6%	26	3.2%	31	3.6%	24	3.0%	33	3.9%
Residency status	1	0.1%	1	0.1%	4	0.5%	0	0.0%	4	0.5%	4	0.5%
SSI/P Personal and Real Property	0	0.0%	0	0.0%	0	0.0%	2	0.2%	3	0.4%	1	0.1%
Other	22	2.6%	24	2.7%	19	2.3%	17	2.0%	13	1.6%	21	2.5%
<b>SSI Status**</b>												
SSI	1,314	49.9%	1,326	50.3%	1,221	48.8%	1,300	50.8%	1,316	54.2%	1,391	51.7%
Non-SSI	1,317	50.1%	1,312	49.7%	1,279	51.2%	1,261	49.2%	1,196	49.2%	1,299	48.3%
Unknown	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	356	13.5%	390	14.8%	324	13.0%	334	13.0%	311	12.8%	344	12.8%
94103 South of Market	304	11.6%	295	11.2%	256	10.2%	249	9.7%	242	10.0%	274	10.2%
94107 Potrero Hill	61	2.3%	63	2.4%	71	2.8%	62	2.4%	63	2.6%	66	2.5%
94108 Chinatown	82	3.1%	74	2.8%	93	3.7%	78	3.0%	65	2.7%	64	2.4%
94109 Polk/Russian Hill	236	9.0%	250	9.5%	219	8.8%	208	8.1%	186	7.7%	194	7.2%
94110 Inner Mission/Bernal Heights	151	5.7%	148	5.6%	195	7.8%	171	6.7%	164	6.8%	176	6.5%
94112 Ingleside/Excelsior/Outer Mission	245	9.3%	254	9.6%	240	9.6%	278	10.9%	242	10.0%	263	9.8%
94115 Western Addition/Japantown	116	4.4%	109	4.1%	113	4.5%	95	3.7%	120	4.9%	131	4.9%
94116 Parkside	82	3.1%	65	2.5%	78	3.1%	89	3.5%	79	3.3%	90	3.3%
94117 Haight-Ashbury	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
94118 Inner Richmond	65	2.5%	59	2.2%	47	1.9%	58	2.3%	51	2.1%	53	2.0%
94121 Outer Richmond	76	2.9%	79	3.0%	55	2.2%	61	2.4%	92	3.8%	95	3.5%
94122 Sunset	95	3.6%	95	3.6%	81	3.2%	91	3.6%	116	4.8%	115	4.3%
94124 Bayview/Hunters Point	218	8.3%	211	8.0%	207	8.3%	234	9.1%	218	9.0%	229	8.5%
94132 Lake Merced/Stonestown	56	2.1%	40	1.5%	47	1.9%	44	1.7%	64	2.6%	69	2.6%
94133 North Beach/Chinatown	101	3.8%	135	5.1%	99	4.0%	130	5.1%	124	5.1%	128	4.8%
94134 Visitacion Valley/Sunnydale	171	6.5%	163	6.2%	181	7.2%	159	6.2%	169	7.0%	178	6.6%
Others	216	8.2%	208	7.9%	194	7.8%	220	8.6%	206	8.5%	221	8.2%

\*\* 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-16		Jun-16		Dec-15		Jun-15		Dec-14		Jun-14	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total New Cases</b>	1,113		1,160		1,029		1,097		1,141		1,269	
<b>Gender</b>												
Male	556	50.0%	586	50.5%	474	46.1%	501	45.7%	563	49.3%	593	46.7%
Female	557	50.0%	574	49.5%	555	53.9%	596	54.3%	578	50.7%	676	53.3%
<b>Delivery mode</b>												
Independent Provider	979	88.0%	985	84.9%	930	90.4%	994	90.6%	1,003	87.9%	1,128	88.9%
Contract	134	12.0%	172	14.8%	96	9.3%	101	9.2%	137	12.0%	139	11.0%
Mixed	0	0.0%	3	0.3%	3	0.3%	2	0.2%	1	0.1%	1	0.1%
<b>Age (in years)</b>												
0 thru 18	17	1.5%	18	1.6%	11	1.1%	13	1.2%	21	1.8%	25	2.0%
19 thru 64	406	36.5%	417	35.9%	373	36.2%	363	33.1%	446	39.1%	505	39.8%
65 thru 74	299	26.9%	323	27.8%	297	28.9%	238	21.7%	301	26.4%	283	22.3%
75 thru 84	292	26.2%	291	25.1%	257	25.0%	246	22.4%	284	24.9%	335	26.4%
85 and over	99	8.9%	113	9.7%	91	8.8%	91	8.3%	89	7.8%	121	9.5%
Average	67		68		67		67		66		66	
Median	69		69		69		69		68		68	
<b>Lives Alone***</b>	439	39.4%	469	40.4%	364	35.4%	415	37.8%	445	39.0%	511	40.3%
<b>SSI Status</b>												
SSI	679	61.0%	684	59.0%	627	60.9%	687	62.6%	705	61.8%	811	63.9%
Non-SSI	434	39.0%	476	41.0%	402	39.1%	410	37.4%	436	38.2%	458	36.1%
<b>Share of Cost</b>												
Number of Individuals	36	3.2%	44	3.8%	24	2.3%	23	2.1%	27	2.4%	33	2.6%
Mean Share of Cost/Individual	456		556		538		294		\$ 352		\$ 502	
Median Share of Cost/Individual	51		641		646		20		\$ 50		\$ 612	
<b>Ethnicity</b>												
Chinese	403	36.2%	458	39.5%	444	43.1%	475	43.3%	424	37.2%	466	36.7%
Caucasian	227	20.4%	249	21.5%	179	17.4%	167	15.2%	226	19.8%	233	18.4%
African American	193	17.3%	193	16.6%	137	13.3%	179	16.3%	180	15.8%	221	17.4%
Latin American/Hispanic	106	9.5%	113	9.7%	104	10.1%	99	9.0%	112	9.8%	114	9.0%
Filipino	51	4.6%	54	4.7%	61	5.9%	50	4.6%	61	5.3%	86	6.8%
Korean	11	1.0%	11	0.9%	29	2.8%	21	1.9%	35	3.1%	22	1.7%
Vietnamese	36	3.2%	26	2.2%	6	0.6%	11	1.0%	17	1.5%	25	2.0%
Cambodian	0	0.0%	0	0.0%	3	0.3%	6	0.5%	3	0.3%	1	0.1%
Other/Unknown	86	7.7%	56	4.8%	66	6.4%	89	8.1%	83	7.3%	101	8.0%

\*\*\* 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-16		Jun-16		Dec-15		Jun-15		Dec-14		Jun-14	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Primary Language</b>												
English	456	41.0%	470	40.5%	356	34.6%	415	37.8%	471	41.3%	525	41.4%
Cantonese	347	31.2%	384	33.1%	401	39.0%	432	39.4%	385	33.7%	430	33.9%
Russian	52	4.7%	48	4.1%	37	3.6%	26	2.4%	40	3.5%	39	3.1%
Spanish	81	7.3%	82	7.1%	80	7.8%	75	6.8%	89	7.8%	86	6.8%
Mandarin	43	3.9%	56	4.8%	36	3.5%	34	3.1%	36	3.2%	40	3.2%
Tagalog	40	3.6%	43	3.7%	51	5.0%	43	3.9%	42	3.7%	68	5.4%
Vietnamese	36	3.2%	26	2.2%	28	2.7%	22	2.0%	33	2.9%	20	1.6%
All Other	58	5.2%	51	4.4%	40	3.9%	50	4.6%	45	3.9%	61	4.8%
<b>Zip Code/Neighborhood</b>												
94102 Hayes Valley/Tenderloin/N. of Market	140	12.6%	149	12.8%	120	11.7%	155	14.1%	151	13.2%	136	10.7%
94103 South of Market	112	10.1%	115	9.9%	97	9.4%	91	8.3%	105	9.2%	121	9.5%
94107 Potrero Hill	16	1.4%	27	2.3%	39	3.8%	21	1.9%	24	2.1%	36	2.8%
94108 Chinatown	31	2.8%	47	4.1%	55	5.3%	42	3.8%	38	3.3%	35	2.8%
94109 Polk/Russian Hill	91	8.2%	98	8.4%	76	7.4%	84	7.7%	97	8.5%	86	6.8%
94110 Inner Mission/Bernal Heights	66	5.9%	62	5.3%	69	6.7%	57	5.2%	83	7.3%	69	5.4%
94112 Ingleside/Excelsior/Outer Mission	125	11.2%	110	9.5%	109	10.6%	119	10.8%	114	10.0%	121	9.5%
94115 Western Addition/Japantown	47	4.2%	52	4.5%	30	2.9%	45	4.1%	49	4.3%	63	5.0%
94116 Parkside	35	3.1%	29	2.5%	35	3.4%	38	3.5%	51	4.5%	45	3.5%
94118 Inner Richmond	30	2.7%	29	2.5%	0	0.0%	0	0.0%	21	1.8%	28	2.2%
94121 Outer Richmond	32	2.9%	51	4.4%	24	2.3%	36	3.3%	48	4.2%	52	4.1%
94122 Sunset	55	4.9%	54	4.7%	27	2.6%	33	3.0%	60	5.3%	58	4.6%
94124 Bayview/Hunters Point	92	8.3%	91	7.8%	37	3.6%	47	4.3%	78	6.8%	109	8.6%
94132 Lake Merced/Stonestown	23	2.1%	14	1.2%	80	7.8%	84	7.7%	21	1.8%	31	2.4%
94133 North Beach/Chinatown	48	4.3%	74	6.4%	22	2.1%	16	1.5%	59	5.2%	81	6.4%
94134 Visitacion Valley/Sunnydale	84	7.5%	84	7.2%	53	5.2%	80	7.3%	80	7.0%	96	7.6%
Others	86	7.7%	74	6.4%	88	8.6%	66	6.0%	62	5.4%	102	8.0%

\*\*\* 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-16		Jun-16		Dec-15		Jun-15		Dec-14		Jun-14	
	% 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)	% of Active Cases	Avg Hrs Authorized (wkly)
Domestic Services (D&R)	94%	0.86	94%	0.86	99%	0.83	98%	0.82	99%	0.82	99%	0.83
Routine Laundry (D&R)	95%	1.73	95%	1.72	99%	1.63	98%	1.62	99%	1.62	99%	1.61
Grocery Shopping (D&R)	89%	0.70	89%	0.70	98%	0.64	97%	0.64	98%	0.63	98%	0.64
Errands & Other Shopping (D&R)	94%	0.70	94%	0.69	98%	0.65	97%	0.64	98%	0.63	98%	0.63
Meal Clean Up (D&R)	88%	2.29	88%	2.28	98%	2.07	97%	2.06	98%	2.04	98%	2.03
Preparation of Meals (D&R)	88%	5.33	88%	5.28	98%	4.78	97%	4.74	98%	4.70	98%	4.67
Accompaniment to Medical Appointment (D&R)	90%	0.99	90%	0.96	95%	0.88	94%	0.88	95%	0.89	95%	0.88
Bathing, Oral Hygiene, Grooming	89%	2.59	89%	2.56	89%	2.55	88%	2.54	89%	2.53	88%	2.51
Dressing	77%	1.66	77%	1.65	76%	1.65	75%	1.65	75%	1.64	74%	1.62
Prosthesis Assistance	77%	0.82	76%	0.83	77%	0.83	75%	0.84	75%	0.84	74%	0.85
Ambulation	70%	2.06	70%	2.04	70%	2.02	68%	2.01	68%	1.99	67%	1.98
Moving In/Out of Bed	61%	1.41	60%	1.40	59%	1.40	57%	1.41	57%	1.41	56%	1.41
Bowel & Bladder Care	55%	2.69	54%	2.67	54%	2.65	52%	2.66	51%	2.66	51%	2.66
Repositioning/Rubbing	54%	1.82	52%	1.82	52%	1.81	50%	1.81	48%	1.82	47%	1.83
Feeding	28%	2.82	28%	2.83	29%	2.79	28%	2.78	27%	2.81	26%	2.82
Routine Bed Baths	9%	1.70	9%	1.71	9%	1.71	9%	1.73	9%	1.76	9%	1.76
Paramedical Services	7%	3.92	6%	3.88	7%	3.72	6%	3.72	6%	3.75	6%	3.86
Respiration	4%	1.16	4%	1.22	5%	1.24	4%	1.23	4%	1.24	4%	1.24
Protective Supervision	2%	36.63	2%	36.64	2%	36.03	2%	35.95	2%	36.23	2%	35.27
Menstrual Care	2%	0.64	1%	0.64	2%	0.66	2%	0.67	2%	0.67	2%	0.65
Accompaniment to Alternative Resources (D&R)	1%	2.42	1%	2.36	1%	2.25	1%	2.25	1%	2.29	1%	2.24
Heavy Cleaning	0%	4.40	0%	16.25	0%	3.99	0%	13.81	0%	0.00	0%	0.00
<b>Total Weekly Authorized Hours</b>	<b>501,256</b>		<b>494,288</b>		<b>491,863</b>		<b>485,197</b>		<b>486,431</b>		<b>477,969</b>	
<b>Average Weekly Hours per Recipient</b>	<b>22.4</b>		<b>22.2</b>		<b>22.1</b>		<b>21.6</b>		<b>21.6</b>		<b>21.3</b>	
<b>Total Weekly Auth Domestic &amp; Related Hours</b>	<b>254,158</b>		<b>251,125</b>		<b>250,973</b>		<b>248,455</b>		<b>250,540</b>		<b>248,015</b>	

D&R = Domestic & Related services

## In Home Supportive Services Six-Month Update

Independent Providers	Dec-16		Jun-16		Dec-15		Jun-15		Jan-15^		Jun-14	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total Providers with an Active Consumer</b>	20,050		19,739		19,359		19,555		19,381		21,613	
Change from previous six months	311	1.6%	380	1.9%	(196)	-1.0%	174	0.9%	-2,232	-11.5%	1,676	7.8%
Change from previous year	691	3.4%	184	0.9%	(22)	-0.1%	(2,058)	-10.5%	-556	-2.9%	3,020	14.0%
Newly Enrolled Providers	1,546		1,579		1,849		2,077		1,565		1,781	
Providers with at least one relative consumer	12,364	61.7%	12,182	61.7%	12,019	62.1%	12,087	61.8%	11,954	61.7%	13,012	60.2%
Providers serving more than one consumer	3,415	17.0%	3,419	17.3%	3,388	17.5%	3,565	18.2%	3,472	17.9%	4,460	20.6%
<b>Relationship to Consumer</b> (providers may have more than one consumer)												
Relative - Spouse	556	2.8%	542	2.7%	518	2.7%	507	2.6%	490	2.5%	513	2.4%
Relative - Parent	909	4.5%	892	4.5%	890	4.6%	892	4.6%	870	4.5%	888	4.1%
Relative - Child	7,713	38.5%	7,581	38.4%	7,452	38.5%	7,466	38.2%	7,315	37.7%	7,817	36.2%
Relative - Other	3,458	17.2%	3,430	17.4%	3,445	17.8%	3,531	18.1%	3,566	18.4%	4,155	19.2%
Non-Relative - Friend	1,355	6.8%	1,314	6.7%	1,295	6.7%	1,362	7.0%	1,388	7.2%	1,809	8.4%
Non-Relative - Neighbor	40	0.2%	43	0.2%	36	0.2%	41	0.2%	45	0.2%	62	0.3%
Non-Relative - Landlord	1	0.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.0%
Non-Relative - Housemate	28	0.1%	32	0.2%	31	0.2%	31	0.2%	27	0.1%	30	0.1%
Non-Relative - Live-in Provider	14	0.1%	14	0.1%	17	0.1%	15	0.1%	20	0.1%	23	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	7,190	35.9%	7,118	36.1%	6,921	35.8%	7,015	35.9%	6,932	35.8%	7,988	37.0%
<b>Ethnicity</b> (providers with more than one consumer may have list more than one ethnicity)												
Chinese	5,783	29%	5,844	30%	6,070	31%	6,270	32%	6,467	33%	7,400	34%
Caucasian	2,680	13%	2,761	14%	2,838	15%	2,947	15%	3,022	16%	3,464	16%
African American	1,082	5%	1,090	6%	1,090	6%	1,144	6%	1,194	6%	1,433	7%
Latino	1,067	5%	1,077	5%	1,061	5%	1,114	6%	1,170	6%	1,403	6%
Filipino	602	3%	635	3%	639	3%	687	4%	706	4%	821	4%
Vietnamese	109	1%	110	1%	286	1%	302	2%	321	2%	349	2%
Korean	279	1%	280	1%	110	1%	119	1%	128	1%	152	1%
Cambodian	18	0%	16	0%	20	0%	18	0%	18	0%	18	0%
Other/Unknown	8,430	42%	7,926	40%	7,245	37%	6,954	36%	6,355	33%	6,572	30%

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