

In Home Supportive Services

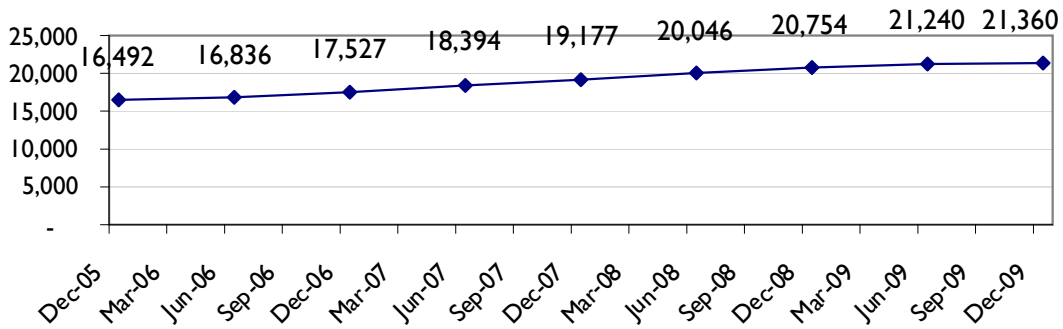
Six-Month Update

July – December 2009

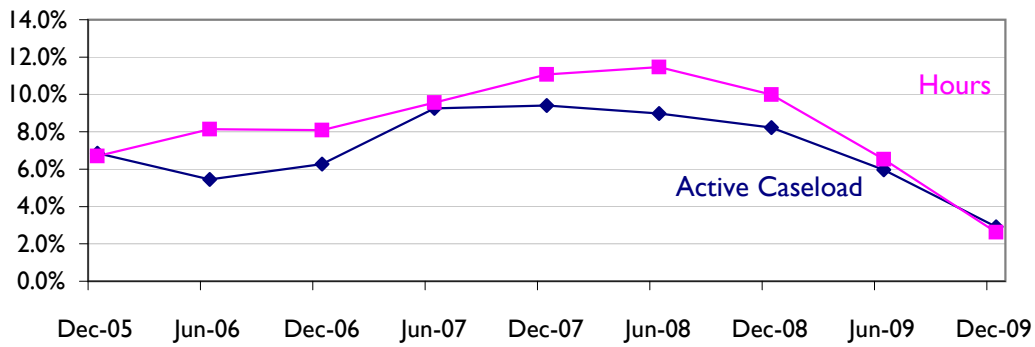
Produced by the San Francisco Human Services Agency Planning Unit

In Home Supportive Services Six-Month Update

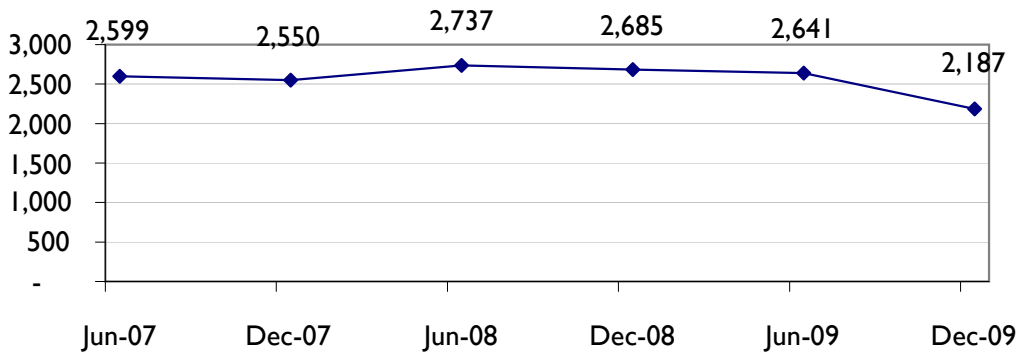
Active Caseload Continues to Grow, More Slowly



Growth of Active Caseload & Hours over Prior Year Declining, Hours No Longer Growing Faster than Caseload

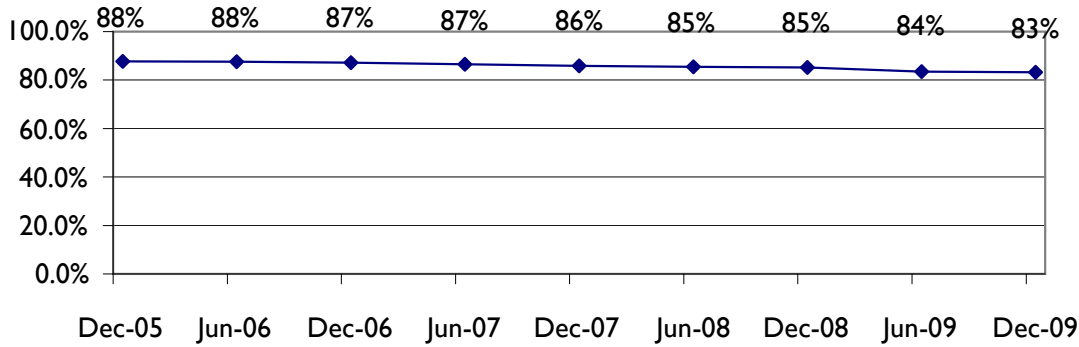


Total New Applications in Prior Six Months Declining

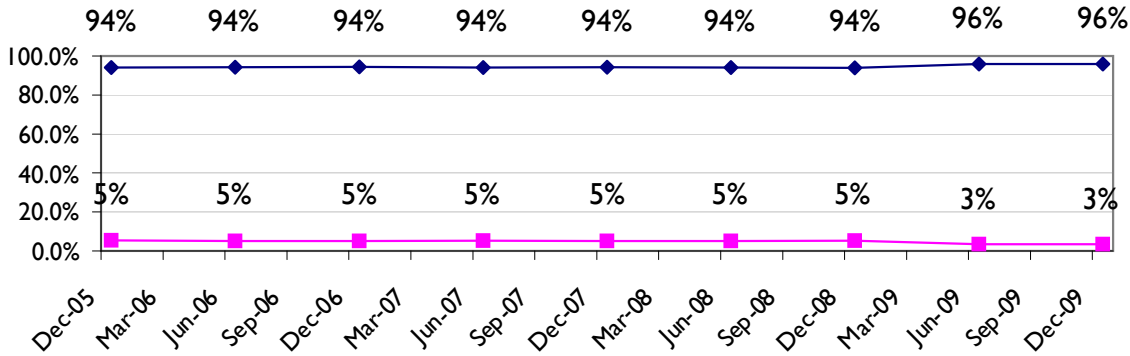


In Home Supportive Services Six-Month Update

Percent of Active Caseload on SSI Decreasing Slightly



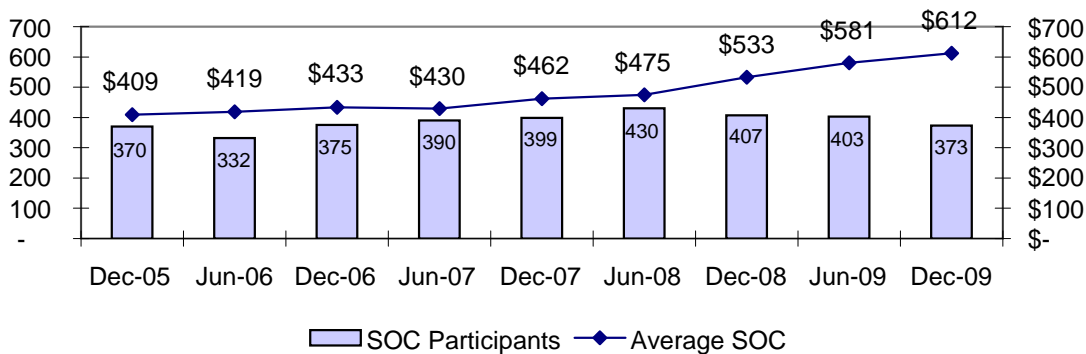
IP Mode Increasing, Contract Mode Decreasing



Mixed mode percentage not shown because percentage is so small.

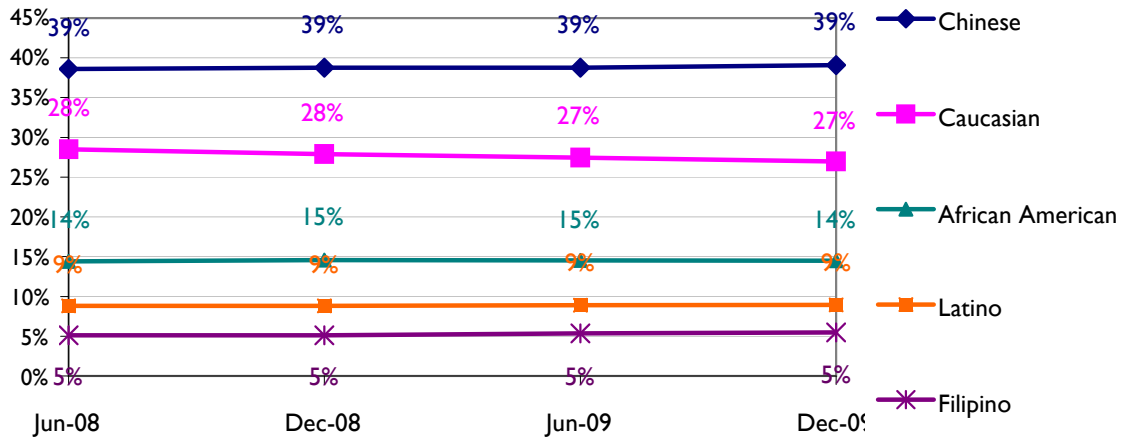
◆ Independent Provider ■ Contract

Number of Share of Cost Participants Stable/Dropping, but Average Share of Cost Rising

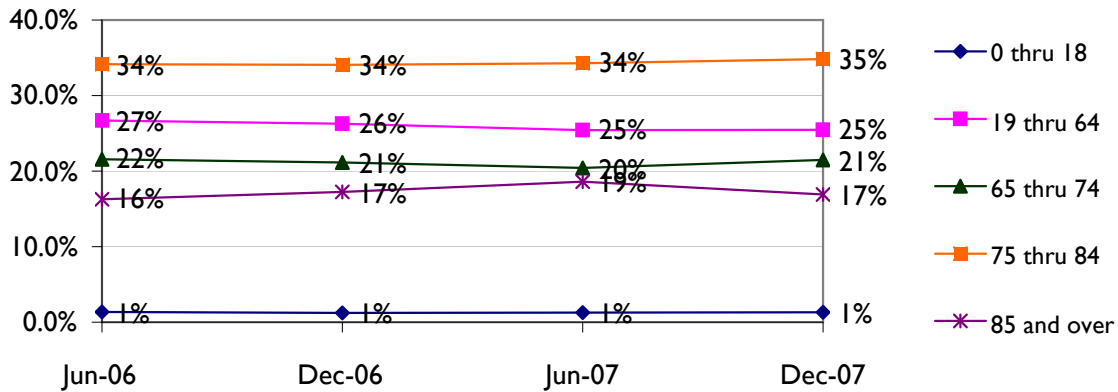


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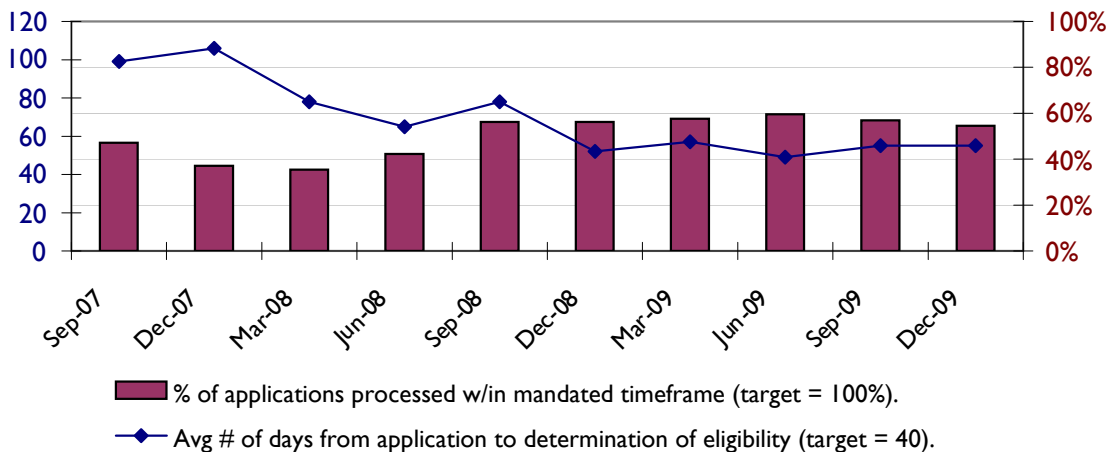
Active Caseload Major Ethnicity Groups Remain Stable



Age Distribution Remains Mostly Stable



Application processing measures remain stronger than in previous years, but still not reaching targets



In Home Supportive Services Six-Month Update

Active Caseload*	Dec-09		Jun-09		Dec-08		Jun-08	
	#	%	#	%	#	%	#	%
Active Cases	21,360		21,240		20,754		20,046	
Change from Previous 6 Months	120	0.6%	486	2.3%	708	3.5%	869	4.5%
Change from Previous Year	606	2.9%	1,194	6.0%	1,577	8.2%	1,652	9.0%
Change from 2 Years	2,183	11.4%	2,846	15.5%	3,227	18.4%	3,210	19.1%
Change from 3 Years	3,833	21.9%	4,404	26.2%	4,262	25.8%	4,080	25.6%
Gender								
Male	8,021	37.6%	7,952	37.4%	7,768	37.4%	7,440	37.1%
Female	13,339	62.4%	13,288	62.6%	12,986	62.6%	12,606	62.9%
Delivery Mode								
Independent Provider	20,499	96.0%	20,367	95.9%	19,504	94.0%	18,866	94.1%
Contract	736	3.4%	724	3.4%	1,075	5.2%	1,031	5.1%
Mixed	125	0.6%	149	0.7%	175	0.8%	149	0.7%
Age (in years)								
0 thru 18	286	1.3%	264	1.2%	264	1.3%	265	1.3%
19 thru 64	5,700	26.7%	5,583	26.3%	5,280	25.4%	5,106	25.5%
65 thru 74	4,607	21.6%	4,491	21.1%	4,238	20.4%	4,306	21.5%
75 thru 84	7,291	34.1%	7,236	34.1%	7,112	34.3%	6,983	34.8%
85 and over	3,476	16.3%	3,666	17.3%	3,860	18.6%	3,386	16.9%
Average	72		72		72		72	
Median	76		76		77		76	
Lives Alone	8,670	40.6%	8,631	40.6%	8,402	40.5%	8,082	40.3%
SSI Status								
SSI	17,782	83.2%	17,740	83.5%	17,678	85.2%	17,130	85.5%
Non-SSI	3,578	16.8%	3,500	16.5%	3,076	14.8%	2,916	14.5%
Share of Cost								
Number of Individuals	373	1.7%	403	1.9%	407	2.0%	430	2.1%
Mean Share of Cost/Individual	\$ 611.84		\$ 580.87		\$ 533.05		\$ 475.08	
Median Share of Cost/Individual	\$ 546.00		\$ 521.00		\$ 479.00		\$ 414.45	

*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-09		Jun-09		Dec-08		Jun-08	
	#	%	#	%	#	%	#	%
Ethnicity								
Chinese	8,344	39.1%	8,237	38.8%	8,043	38.8%	7,735	38.6%
Caucasian	5,764	27.0%	5,831	27.5%	5,792	27.9%	5,711	28.5%
African American	3,091	14.5%	3,088	14.5%	3,021	14.6%	2,885	14.4%
Latino	1,908	8.9%	1,888	8.9%	1,827	8.8%	1,768	8.8%
Filipino	1,169	5.5%	1,140	5.4%	1,061	5.1%	1,022	5.1%
Vietnamese	375	1.8%	371	1.7%	342	1.6%	311	1.6%
Korean	219	1.0%	217	1.0%	212	1.0%	196	1.0%
Cambodian	46	0.2%	44	0.2%	40	0.2%	39	0.2%
Other/Unknown	444	2.1%	424	2.0%	416	2.0%	379	1.9%
Primary Language								
English	6,408	30.0%	6,426	30.3%	6,288	30.3%	6,023	30.0%
Cantonese	7,077	33.1%	6,983	32.9%	6,818	32.9%	6,555	32.7%
Russian	3,518	16.5%	3,559	16.8%	3,573	17.2%	3,581	17.9%
Spanish	1,491	7.0%	1,461	6.9%	1,410	6.8%	1,365	6.8%
Mandarin	712	3.3%	687	3.2%	656	3.2%	621	3.1%
Tagalog	856	4.0%	824	3.9%	742	3.6%	700	3.5%
Vietnamese	346	1.6%	349	1.6%	320	1.5%	298	1.5%
All Other	952	4.5%	951	4.5%	947	4.6%	903	4.5%
Zip Code/Neighborhood								
94102 Hayes Valley/Tenderloin/N. of Market	1,988	9.3%	1,949	9.2%	1,926	9.3%	1,860	9.3%
94103 South of Market	1,739	8.1%	1,707	8.0%	1,678	8.1%	1,588	7.9%
94107 Potrero Hill	749	3.5%	744	3.5%	729	3.5%	703	3.5%
94108 Chinatown	870	4.1%	889	4.2%	869	4.2%	843	4.2%
94109 Polk/Russian Hill	1,708	8.0%	1,716	8.1%	1,658	8.0%	1,573	7.8%
94110 Inner Mission/Bernal Heights	1,347	6.3%	1,325	6.2%	1,277	6.2%	1,267	6.3%
94112 Ingleside/Excelsior/Outer Mission	1,651	7.7%	1,623	7.6%	1,540	7.4%	1,498	7.5%
94115 Western Addition/Japantown	1,615	7.6%	1,637	7.7%	1,650	8.0%	1,605	8.0%
94116 Parkside	831	3.9%	829	3.9%	791	3.8%	775	3.9%
94118 Inner Richmond	662	3.1%	669	3.1%	657	3.2%	666	3.3%
94121 Outer Richmond	1,109	5.2%	1,110	5.2%	1,104	5.3%	1,056	5.3%
94122 Sunset	1,015	4.8%	1,011	4.8%	993	4.8%	978	4.9%
94124 Bayview/Hunters Point	1,287	6.0%	1,258	5.9%	1,208	5.8%	1,117	5.6%
94132 Lake Merced/Stonestown	524	2.5%	536	2.5%	510	2.5%	491	2.4%
94133 North Beach/Chinatown	1,569	7.3%	1,561	7.3%	1,565	7.5%	1,510	7.5%
94134 Visitacion Valley/Sunnydale	1,208	5.7%	1,188	5.6%	1,154	5.6%	1,094	5.5%
Others	1,488	7.0%	1,488	7.0%	1,445	7.0%	1,422	7.1%

In Home Supportive Services Six-Month Update

New Applications**	Dec-09		Jun-09		Dec-08		Jun-08	
	#	%	#	%	#	%	#	%
Total New Applications	2,187		2,641		2,685		2,737	
Change from previous six months	-454	-17.2%	-44	-1.6%	-52	-1.9%	187	7.3%
Change from previous year	-498	-18.5%	-96	-3.5%	135	5.3%	138	5.3%
Application Status								
Record	425	19.4%	620	23.5%	557	20.7%	566	20.7%
Eligible	1,067	48.8%	1,271	48.1%	1,376	51.2%	1,482	54.1%
Interim	-	0.0%	-	0.0%	1	0.0%	1	0.0%
Leave	8	0.4%	8	0.3%	18	0.7%	12	0.4%
Terminated	74	3.4%	65	2.5%	75	2.8%	76	2.8%
Denied (<i>reasons below</i>):	613	28.0%	677	25.6%	658	24.5%	600	21.9%
<i>Recipient Request</i>	263	42.9%	282	41.7%	303	46.0%	260	43.3%
<i>Residence</i>	78	12.7%	111	16.4%	100	15.2%	99	16.5%
<i>Income, Resources/Other Eligibility Factors</i>	245	40.0%	225	33.2%	200	30.4%	167	27.8%
<i>SSI/SSP Personal & Real Property (excess)</i>	8	1.3%	21	3.1%	22	3.3%	48	8.0%
<i>Other Reason</i>	19	3.1%	38	5.6%	33	5.0%	26	4.3%
SSI Status**								
SSI	1,248	57.1%	1,542	58.4%	1,566	58.3%	1,636	59.8%
Non-SSI	939	42.9%	1,099	41.6%	1,119	41.7%	1,101	40.2%
Zip Code/Neighborhood								
94102 Hayes Valley/Tenderloin/N. of Market	254	11.6%	337	12.8%	312	11.6%	326	11.9%
94103 South of Market	201	9.2%	210	8.0%	262	9.8%	228	8.3%
94107 Potrero Hill	55	2.5%	71	2.7%	74	2.8%	71	2.6%
94108 Chinatown	57	2.6%	77	2.9%	74	2.8%	70	2.6%
94109 Polk/Russian Hill	184	8.4%	206	7.8%	253	9.4%	254	9.3%
94110 Inner Mission/Bernal Heights	168	7.7%	205	7.8%	208	7.7%	207	7.6%
94112 Ingleside/Excelsior/Outer Mission	209	9.6%	266	10.1%	218	8.1%	282	10.3%
94115 Western Addition/Japantown	117	5.3%	121	4.6%	119	4.4%	125	4.6%
94116 Parkside	75	3.4%	95	3.6%	73	2.7%	117	4.3%
94117 Haight-Ashbury	37	1.7%	61	2.3%	59	2.2%	43	1.6%
94118 Inner Richmond	44	2.0%	74	2.8%	66	2.5%	69	2.5%
94121 Outer Richmond	67	3.1%	80	3.0%	102	3.8%	90	3.3%
94122 Sunset	111	5.1%	100	3.8%	118	4.4%	115	4.2%
94124 Bayview/Hunters Point	178	8.1%	226	8.6%	218	8.1%	194	7.1%
94132 Lake Merced/Stonestown	49	2.2%	52	2.0%	63	2.3%	57	2.1%
94133 North Beach/Chinatown	114	5.2%	147	5.6%	159	5.9%	160	5.8%
94134 Visitacion Valley/Sunnydale	142	6.5%	163	6.2%	144	5.4%	151	5.5%
Others	125	5.7%	150	5.7%	163	6.1%	178	6.5%

** 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-09		Jun-09		Dec-08		Jun-08	
	#	%	#	%	#	%	#	%
Total New Cases	1,258		1,476		1,630		1,651	
Gender								
Male	567	45.1%	654	44.3%	735	45.1%	762	46.2%
Female	691	54.9%	822	55.7%	895	54.9%	889	53.8%
Delivery mode								
Independent Provider	1,203	95.6%	1,459	98.8%	1,495	91.7%	1,517	91.9%
Contract	53	4.2%	16	1.1%	127	7.8%	128	7.8%
Mixed	2	0.2%	1	0.1%	8	0.5%	6	0.4%
Age (in years)								
0 thru 18	24	1.9%	12	0.8%	27	1.7%	26	1.6%
19 thru 64	475	37.8%	578	39.2%	611	37.5%	581	35.2%
65 thru 74	288	22.9%	369	25.0%	427	26.2%	449	27.2%
75 thru 84	356	28.3%	399	27.0%	445	27.3%	468	28.3%
85 and over	115	9.1%	118	8.0%	120	7.4%	127	7.7%
Average	66		67		66		67	
Median	70		69		69		71	
Lives Alone***	525	41.7%	629	42.6%	699	42.9%	693	42.0%
SSI Status								
SSI	920	73.1%	1,098	74.4%	1,248	76.6%	1,251	75.8%
Non-SSI	338	26.9%	378	25.6%	382	23.4%	400	24.2%
Share of Cost								
Number of Individuals	14	1.1%	33	2.2%	37	2.3%	47	2.8%
Mean Share of Cost/Individual	\$ 858		\$ 507		\$ 525		\$ 511	
Median Share of Cost/Individual	\$ 702		\$ 418		\$ 533		\$ 434	
Ethnicity								
Chinese	446	35.5%	510	34.6%	602	36.9%	657	39.8%
Caucasian	254	20.2%	325	22.0%	329	20.2%	350	21.2%
African American	242	19.2%	255	17.3%	322	19.8%	283	17.1%
Latin American/Hispanic	145	11.5%	143	9.7%	152	9.3%	164	9.9%
Filipino	98	7.8%	135	9.1%	111	6.8%	123	7.5%
Korean	18	1.4%	41	2.8%	35	2.1%	25	1.5%
Vietnamese	8	0.6%	20	1.4%	23	1.4%	10	0.6%
Cambodian	5	0.4%	5	0.3%	1	0.1%	4	0.2%
Other/Unknown	42	3.3%	42	2.8%	55	3.4%	35	2.1%

*** 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

New Cases*	Dec-09		Jun-09		Dec-08		Jun-08	
	#	%	#	%	#	%	#	%
Primary Language								
English	501	39.8%	587	39.8%	668	41.0%	622	37.7%
Cantonese	377	30.0%	443	30.0%	539	33.1%	557	33.7%
Russian	51	4.1%	81	5.5%	69	4.2%	85	5.1%
Spanish	120	9.5%	108	7.3%	119	7.3%	131	7.9%
Mandarin	51	4.1%	48	3.3%	43	2.6%	58	3.5%
Tagalog	88	7.0%	112	7.6%	93	5.7%	100	6.1%
Vietnamese	18	1.4%	39	2.6%	29	1.8%	21	1.3%
All Other	52	4.1%	58	3.9%	70	4.3%	77	4.7%
Zip Code/Neighborhood								
94102 Hayes Valley/Tenderloin/N. of Market	151	12.0%	166	11.2%	191	11.7%	200	12.1%
94103 South of Market	121	9.6%	111	7.5%	160	9.8%	130	7.9%
94107 Potrero Hill	38	3.0%	41	2.8%	42	2.6%	35	2.1%
94108 Chinatown	39	3.1%	48	3.3%	59	3.6%	50	3.0%
94109 Polk/Russian Hill	100	7.9%	109	7.4%	166	10.2%	133	8.1%
94110 Inner Mission/Bernal Heights	97	7.7%	114	7.7%	96	5.9%	112	6.8%
94112 Ingleside/Excelsior/Outer Mission	139	11.0%	158	10.7%	127	7.8%	187	11.3%
94115 Western Addition/Japantown	57	4.5%	63	4.3%	80	4.9%	84	5.1%
94116 Parkside	47	3.7%	58	3.9%	47	2.9%	85	5.1%
94118 Inner Richmond	28	2.2%	45	3.0%	33	2.0%	42	2.5%
94121 Outer Richmond	36	2.9%	58	3.9%	81	5.0%	57	3.5%
94122 Sunset	60	4.8%	72	4.9%	69	4.2%	76	4.6%
94124 Bayview/Hunters Point	83	6.6%	109	7.4%	129	7.9%	87	5.3%
94132 Lake Merced/Stonestown	15	1.2%	36	2.4%	40	2.5%	23	1.4%
94133 North Beach/Chinatown	80	6.4%	96	6.5%	123	7.5%	131	7.9%
94134 Visitacion Valley/Sunnydale	83	6.6%	92	6.2%	94	5.8%	102	6.2%
Others	84	6.7%	100	6.8%	93	5.7%	117	7.1%

In Home Supportive Services Six-Month Update

Services for Active Caseload	Dec-09		Jun-09		Dec-08		Jun-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)
Domestic Services	99%	0.8	99%	0.8	99%	1.2	99%	0.8
Routine Laundry	99%	1.5	99%	1.5	99%	0.7	99%	1.4
Grocery Shopping	98%	0.6	98%	0.6	98%	1.6	98%	0.6
Errands & Other Shopping	97%	0.6	97%	0.6	97%	1.6	97%	0.6
Meal Clean Up	98%	1.9	97%	1.9	97%	0.5	97%	2.0
Preparation of Meals	98%	4.5	97%	4.5	97%	0.2	97%	4.6
Accompaniment to Medical Appointment	94%	1.0	94%	1.0	94%	1.0	94%	1.0
Bathing, Oral Hygiene, Grooming	88%	2.4	89%	2.4	89%	0.4	89%	2.4
Dressing	71%	1.5	71%	1.5	71%	0.7	72%	1.5
Prosthesis Assistance	71%	0.9	71%	0.9	71%	1.1	70%	0.9
Ambulation	63%	1.9	63%	1.9	62%	0.5	62%	1.9
Moving In/Out of Bed	51%	1.4	51%	1.4	51%	0.7	51%	1.4
Bowel & Bladder Care	46%	2.5	47%	2.5	46%	0.4	47%	2.5
Repositioning/Rubbing	45%	1.8	45%	1.8	44%	0.6	43%	1.8
Feeding	23%	2.8	23%	2.9	24%	0.4	24%	2.8
Routine Bed Baths	8%	1.8	8%	1.8	7%	0.5	7%	1.9
Paramedical Services	5%	3.8	4%	3.8	5%	0.3	4%	3.7
Respiration	4%	1.2	4%	1.2	4%	0.9	4%	1.2
Protective Supervision	2%	36.3	2%	36.1	2%	0.0	2%	36.2
Menstrual Care	2%	0.6	2%	0.6	2%	1.7	2%	0.6
Accompaniment to Alternative Resources	1%	2.0	1%	2.0	1%	0.5	1%	2.2
Heavy Cleaning	0%	16.7	0%	12.3	0%	0.1	0%	15.1
Total Weekly Authorized Hours	430,737		429,649		419,750		403,300	
Average Weekly Hours per Recipient	20.2		20.2		20.2		20.1	