

In Home Supportive Services

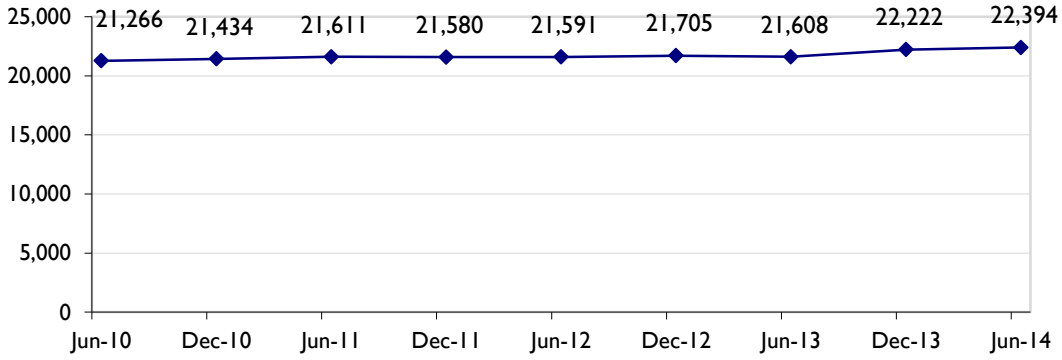
Six-Month Update

January – June 2014

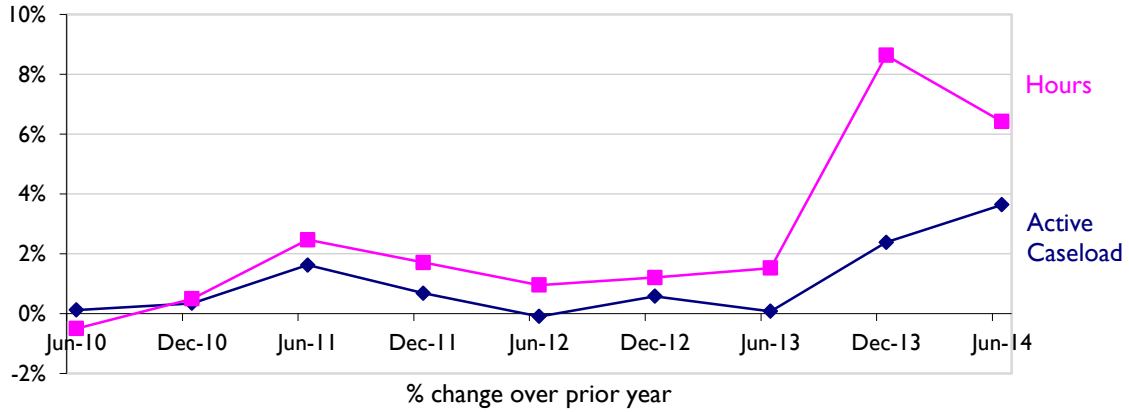
Produced by the San Francisco Human Services Agency Planning Unit

In Home Supportive Services Six-Month Update

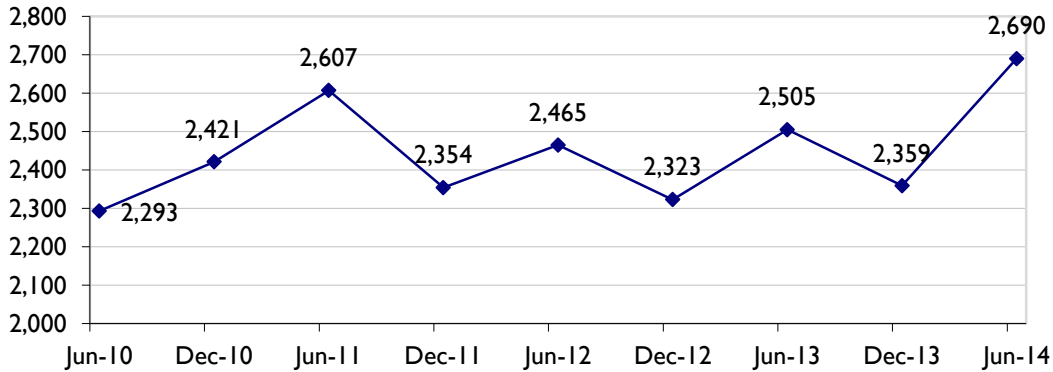
Active Caseload Continues to Increase Slightly



Change in Active Caseload & Total Hours Over Prior Year: Total Hours and Active Caseload Continue to Increase

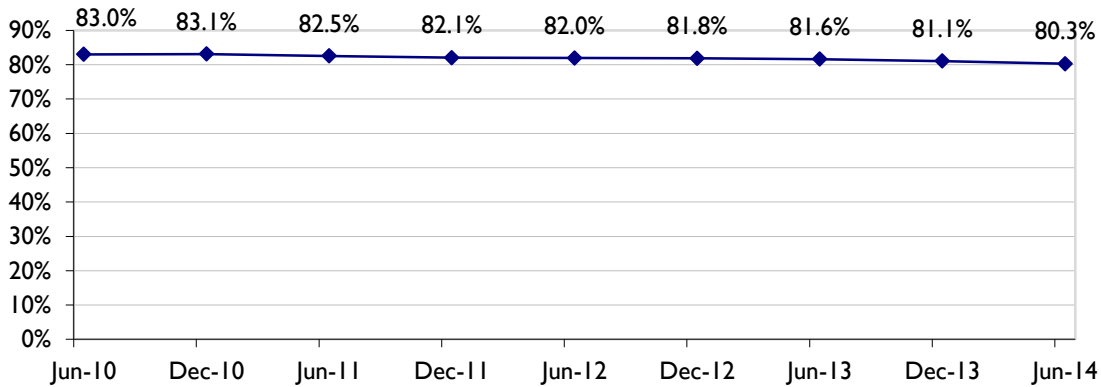


Number of New Applications (in Prior Six Month Period) Higher Than Previous 8 Periods Near 2,700

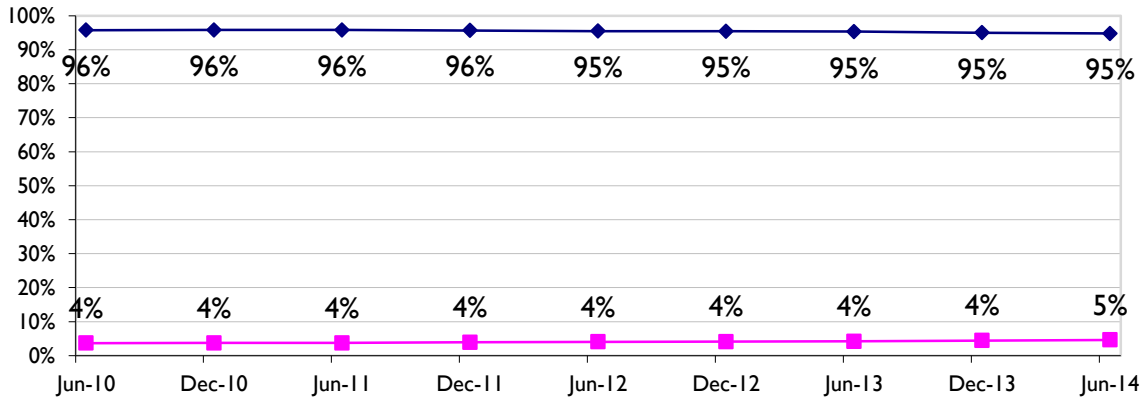


In Home Supportive Services Six-Month Update

Percent of Active Caseload on SSI Continues to Decrease Very Slightly



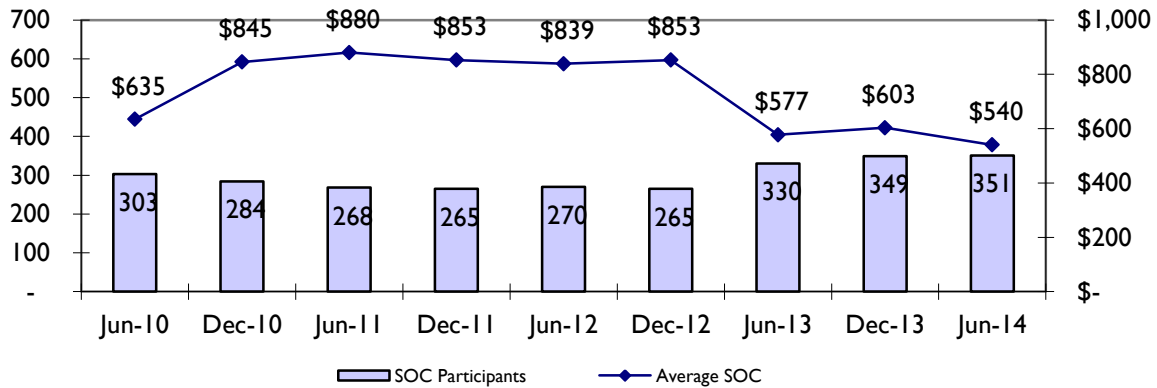
IP Mode and Contract Mode Steady



Mixed mode percentage not shown because percentage is so small.

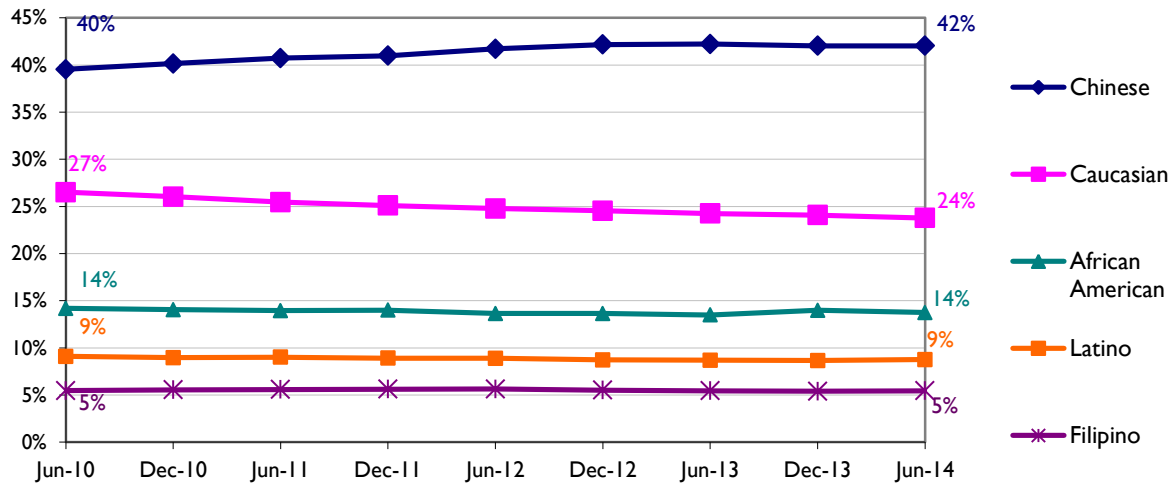
Series 1 (IP Mode) Series 2 (Contract Mode)

Number of Share of Cost Participants Relatively Stable; Average Monthly Share of Cost Decreasing Compared to Prior Months

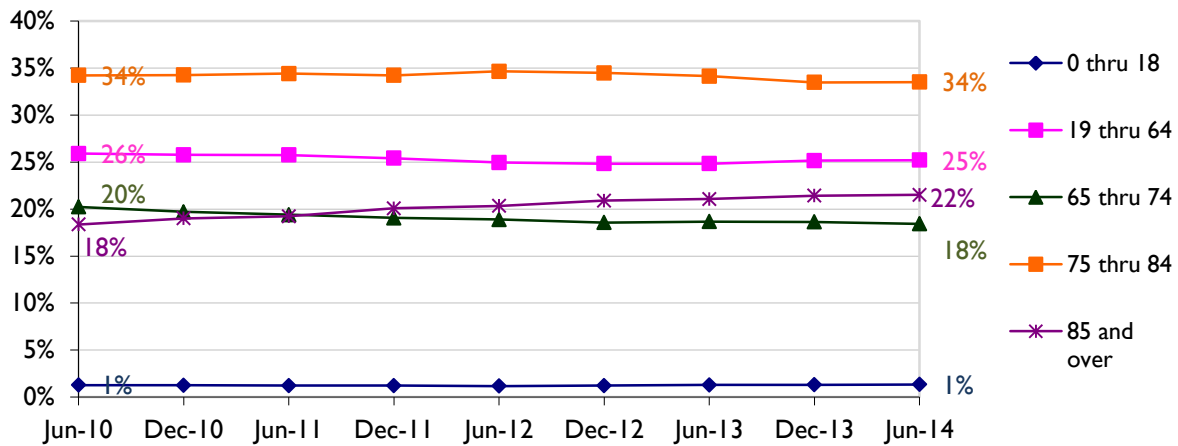


In Home Supportive Services Six-Month Update

Caseload Ethnicity Profile Remains Fairly Stable Compared to Prior Six Months

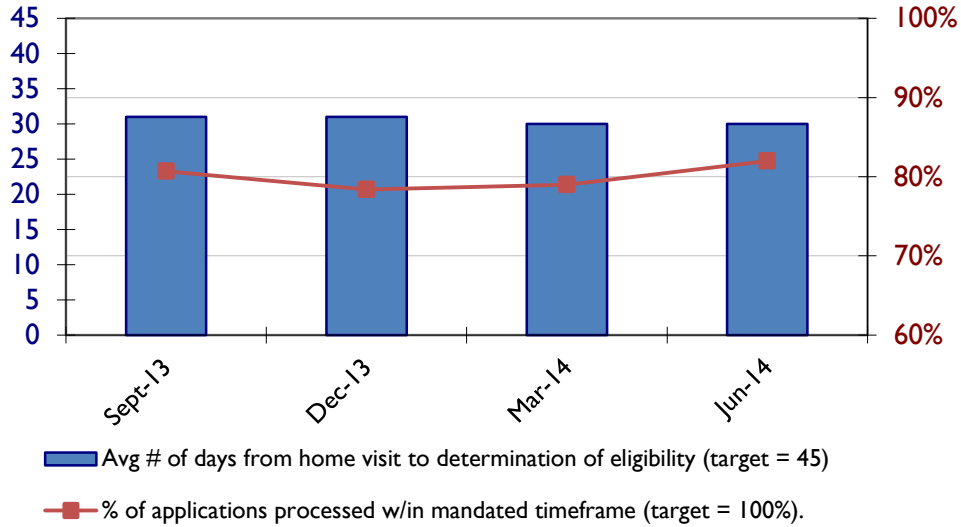


Age Distribution Remains Mostly Stable: Age 85+ Caseload Increasing Since December 2009

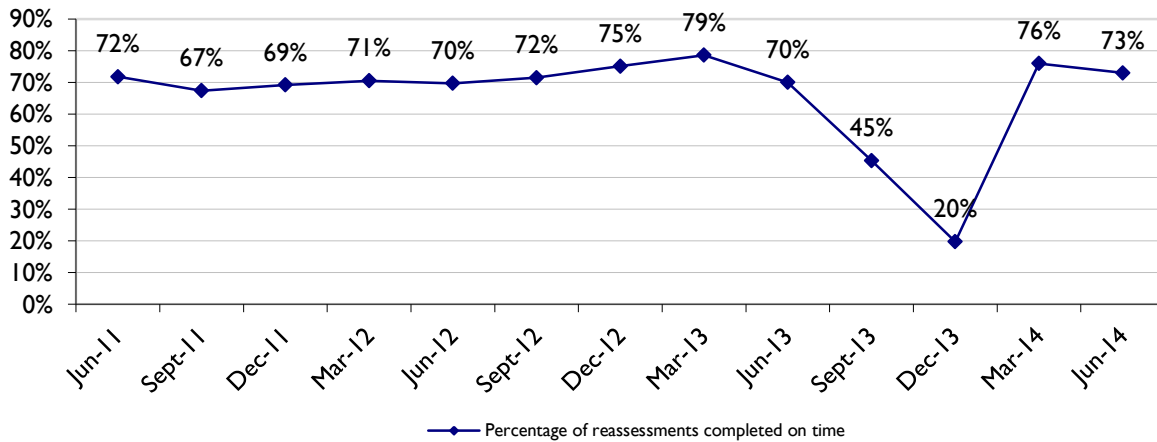


In Home Supportive Services Six-Month Update

Application Processing Performance is Strong

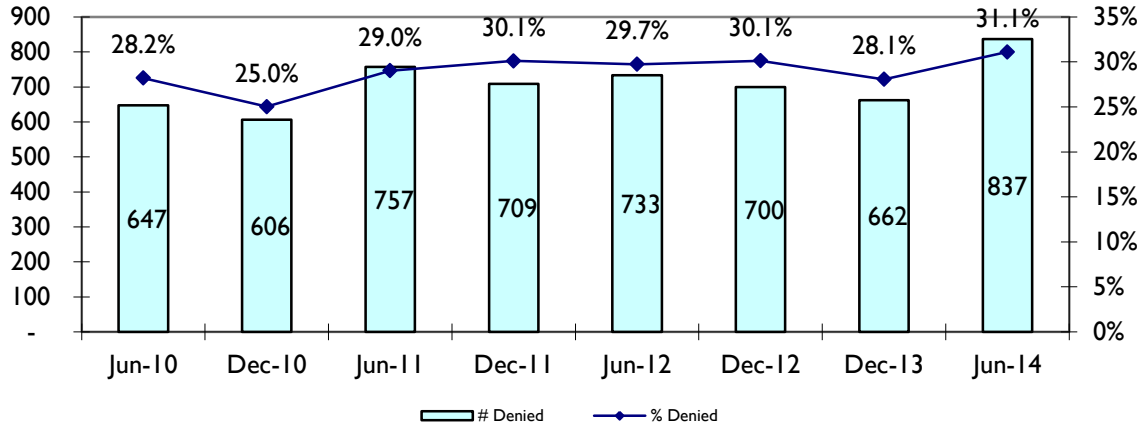


Percentage of Assessments Completed On Time Increasing After Dramatic Drop in Recent Periods (Caused by CMIPS II Conversion and Large Number of Staff Vacancies)

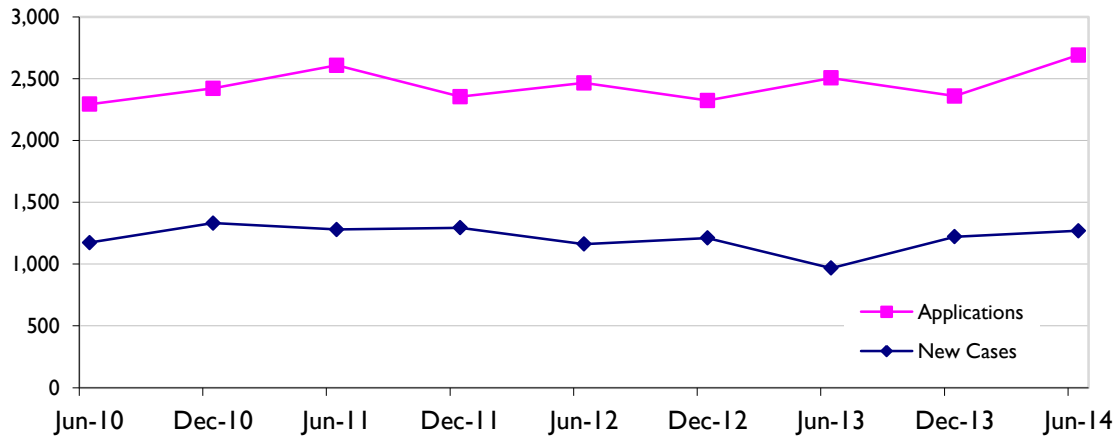


In Home Supportive Services Six-Month Update

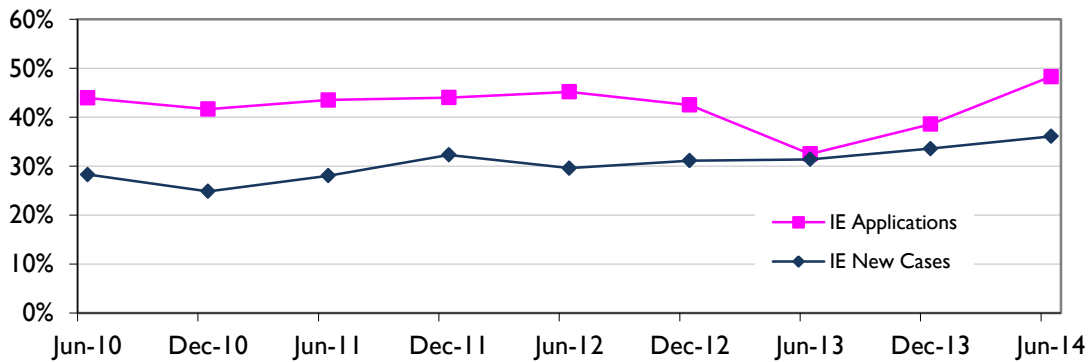
Percentage of Applicants Denied Remains Relatively Stable
(Chart excludes June 2013 figures due to data reliability concerns)



Applications Remain Steady Near 2,500
New Cases Return to 1,200 Level



% of Applications and New Cases that were Income Eligible: IE Applicants Increasing



Income Eligible Applicants are those who do not receive SSI.

In Home Supportive Services Six-Month Update

Active Caseload*	Jun-14		Dec-13		Jun-13		Dec-12		Jun-12		Dec-11	
	#	%	#	%	#	%	#	%	#	%	#	%
Active Cases	22,394		22,222		21,608		21,705		21,591		21,580	
Change from Previous 6 Months	172	0.8%	614	2.8%	-97	-0.4%	114	0.5%	11	0.1%	-31	-0.1%
Change from Previous Year	786	3.6%	517	2.4%	17	0.1%	125	0.6%	(20)	-0.1%	146	0.7%
Change from 2 Years	803	3.7%	642	3.0%	(3)	0.0%	271	1.3%	325	1.5%	220	1.0%
Change from 3 Years	783	3.6%	788	3.7%	342	1.6%	345	1.6%	351	1.7%	826	4.0%
Gender												
Male	8,542	38.1%	8,464	38.1%	8,182	37.9%	8,209	37.8%	8,127	37.6%	8,180	37.9%
Female	13,852	61.9%	13,758	61.9%	13,426	62.1%	13,496	62.2%	13,464	62.4%	13,400	62.1%
Delivery Mode												
Independent Provider	21,224	94.8%	21,107	95.0%	20,602	95.3%	20,712	95.4%	20,612	95.5%	20,643	95.7%
Contract	1,039	4.6%	983	4.4%	907	4.2%	893	4.1%	879	4.1%	849	3.9%
Mixed	108	0.5%	108	0.5%	99	0.5%	100	0.5%	100	0.5%	88	0.4%
Age (in years)												
0 thru 18	300	1.3%	292	1.3%	279	1.3%	265	1.2%	254	1.2%	265	1.2%
19 thru 64	5,643	25.2%	5,588	25.1%	5,365	24.8%	5,391	24.8%	5,387	25.0%	5,484	25.4%
65 thru 74	4,128	18.4%	4,139	18.6%	4,033	18.7%	4,029	18.6%	4,077	18.9%	4,112	19.1%
75 thru 84	7,506	33.5%	7,440	33.5%	7,378	34.1%	7,484	34.5%	7,483	34.7%	7,385	34.2%
85 and over	4,817	21.5%	4,763	21.4%	4,553	21.1%	4,536	20.9%	4,390	20.3%	4,334	20.1%
Average	72		73		73		73		73		72	
Median	77		77		77		77		77		76	
Lives Alone	8,940	39.9%	8,836	39.8%	8,483	39.3%	8,853	40.8%	8,828	40.9%	8,787	40.7%
SSI Status												
SSI	17,977	80.3%	18,011	81.1%	17,641	81.6%	17,762	81.8%	17,698	82.0%	17,709	82.1%
Non-SSI	4,417	19.7%	4,211	18.9%	3,967	18.4%	3,943	18.2%	3,893	18.0%	3,871	17.9%
Share of Cost												
Number of Individuals	351	1.6%	349	1.6%	330	1.5%	265	1.2%	270	1.3%	265	1.2%
Mean Share of Cost/Individual	\$ 540.25		\$ 603.36		\$ 577.49		\$ 852.50		\$ 838.99		\$ 852.50	
Median Share of Cost/Individual	\$ 642.00		\$ 649.00		\$ 650.00		\$ 747.00		\$ 721.50		\$ 747.00	

*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-14		Dec-13		Jun-13		Dec-12		Jun-12		Dec-11	
	#	%	#	%	#	%	#	%	#	%	#	%
Ethnicity												
Chinese	9,410	42.0%	9,341	42.0%	9,123	42.2%	9,150	42.2%	9,004	41.7%	8,844	41.0%
Caucasian	5,324	23.8%	5,349	24.1%	5,240	24.3%	5,325	24.5%	5,348	24.8%	5,416	25.1%
African American	3,077	13.7%	3,108	14.0%	2,916	13.5%	2,960	13.6%	2,947	13.6%	3,019	14.0%
Latino	1,959	8.7%	1,921	8.6%	1,876	8.7%	1,892	8.7%	1,918	8.9%	1,922	8.9%
Filipino	1,220	5.4%	1,198	5.4%	1,175	5.4%	1,197	5.5%	1,215	5.6%	1,211	5.6%
Vietnamese	438	2.0%	435	2.0%	414	1.9%	424	2.0%	413	1.9%	414	1.9%
Korean	270	1.2%	255	1.1%	254	1.2%	257	1.2%	255	1.2%	255	1.2%
Cambodian	48	0.2%	47	0.2%	44	0.2%	45	0.2%	46	0.2%	47	0.2%
Other/Unknown	648	2.9%	568	2.6%	566	2.6%	455	2.1%	445	2.1%	452	2.1%
Primary Language												
English	6,413	28.6%	6,351	28.6%	5,998	27.8%	6,058	27.9%	5,977	27.7%	6,128	28.4%
Cantonese	8,227	36.7%	8,117	36.5%	7,873	36.4%	7,859	36.2%	7,735	35.8%	7,590	35.2%
Russian	3,119	13.9%	3,157	14.2%	3,174	14.7%	3,243	14.9%	3,333	15.4%	3,368	15.6%
Spanish	1,547	6.9%	1,526	6.9%	1,500	6.9%	1,509	7.0%	1,544	7.2%	1,529	7.1%
Mandarin	825	3.7%	828	3.7%	791	3.7%	780	3.6%	767	3.6%	752	3.5%
Tagalog	962	4.3%	946	4.3%	927	4.3%	934	4.3%	962	4.5%	931	4.3%
Vietnamese	405	1.8%	402	1.8%	382	1.8%	393	1.8%	381	1.8%	377	1.7%
All Other	896	4.0%	895	4.0%	937	4.3%	929	4.3%	892	4.1%	905	4.2%
Zip Code/Neighborhood												
94102 Hayes Valley/Tenderloin/N. of Market	2,213	9.9%	2,220	10.0%	2,083	9.6%	2,000	9.2%	1,990	9.2%	1,963	9.1%
94103 South of Market	1,924	8.6%	1,870	8.4%	1,820	8.4%	1,785	8.2%	1,825	8.5%	1,824	8.5%
94107 Potrero Hill	699	3.1%	711	3.2%	693	3.2%	708	3.3%	713	3.3%	721	3.3%
94108 Chinatown	877	3.9%	883	4.0%	866	4.0%	882	4.1%	873	4.0%	880	4.1%
94109 Polk/Russian Hill	1,669	7.5%	1,693	7.6%	1,639	7.6%	1,662	7.7%	1,653	7.7%	1,636	7.6%
94110 Inner Mission/Bernal Heights	1,342	6.0%	1,347	6.1%	1,301	6.0%	1,318	6.1%	1,322	6.1%	1,320	6.1%
94112 Ingleside/Excelsior/Outer Mission	1,831	8.2%	1,783	8.0%	1,736	8.0%	1,758	8.1%	1,720	8.0%	1,706	7.9%
94115 Western Addition/Japantown	1,603	7.2%	1,595	7.2%	1,556	7.2%	1,586	7.3%	1,600	7.4%	1,600	7.4%
94116 Parkside	850	3.8%	853	3.8%	843	3.9%	844	3.9%	842	3.9%	831	3.9%
94118 Inner Richmond	715	3.2%	718	3.2%	696	3.2%	718	3.3%	705	3.3%	693	3.2%
94121 Outer Richmond	1,101	4.9%	1,089	4.9%	1,072	5.0%	1,112	5.1%	1,117	5.2%	1,147	5.3%
94122 Sunset	991	4.4%	986	4.4%	980	4.5%	1,004	4.6%	997	4.6%	1,003	4.6%
94124 Bayview/Hunters Point	1,483	6.6%	1,442	6.5%	1,362	6.3%	1,372	6.3%	1,343	6.2%	1,374	6.4%
94132 Lake Merced/Stonestown	584	2.6%	568	2.6%	547	2.5%	544	2.5%	543	2.5%	554	2.6%
94133 North Beach/Chinatown	1,593	7.1%	1,574	7.1%	1,553	7.2%	1,568	7.2%	1,571	7.3%	1,562	7.2%
94134 Visitacion Valley/Sunnydale	1,416	6.3%	1,403	6.3%	1,377	6.4%	1,385	6.4%	1,345	6.2%	1,320	6.1%
Others	1,503	6.7%	1,487	6.7%	1,484	6.9%	1,459	6.7%	1,432	6.6%	1,446	6.7%

In Home Supportive Services Six-Month Update

New Applications**	Jun-14		Dec-13		Jun-13		Dec-12		Jun-12		Dec-11	
	#	%	#	%	#	%	#	%	#	%	#	%
Total New Applications	2,690		2,359		2,505		2,323		2,465		2,354	
Change from previous six months	331	14.0%	-146	-5.8%	182	7.8%	-142	-5.8%	111	4.7%	-253	-9.7%
Change from previous year	185	7.4%	36	1.5%	40	1.6%	-31	-1.3%	-142	-5.4%	-67	-2.8%
Application Status												
Record	602	22.4%	560	23.7%	1,322	52.8%	512	22.0%	638	25.9%	702	29.8%
Eligible	1,118	41.6%	1,036	43.9%	806	32.2%	1,025	44.1%	1,000	40.6%	870	37.0%
Interim	-	0.0%	-	0.0%	-	0.0%	4	0.2%	5	0.2%	3	0.1%
Leave	9	0.3%	11	0.5%	8	0.3%	8	0.3%	7	0.3%	9	0.4%
Terminated	124	4.6%	90	3.8%	69	2.8%	74	3.2%	82	3.3%	61	2.6%
Denied (reasons below):	837	31.1%	662	28.1%	300	12.0%	700	30.1%	733	29.7%	709	30.1%
Recipient request	326	38.9%	257	38.8%								
No assessed need	102	12.2%	104	15.7%								
Residence	67	8.0%	69	10.4%								
Health care certification missing	94	11.2%	68	10.3%								
Other missing documentation	189	22.6%	134	20.2%								
Alternative Resources, Voluntary Services, Refused Services	33	3.9%	7	1.1%								
Residency status	4	0.5%	2	0.3%								
SSI/P Personal and Real Property	1	0.1%	-	0.0%								
Other	21	2.5%	19	2.9%								
SSI Status**												
SSI	1,391	51.7%	1,291	54.7%	1,641	65.5%	1,335	57.5%	1,351	54.8%	1,318	56.0%
Non-SSI	1,299	48.3%	910	38.6%	814	32.5%	988	42.5%	1,114	45.2%	1,036	44.0%
Unknown			158	6.7%	50	2.0%						
Zip Code/Neighborhood												
94102 Hayes Valley/Tenderloin/N. of Market	344	12.8%	351	14.9%	396	15.8%	305	13.1%	303	12.3%	299	12.7%
94103 South of Market	274	10.2%	237	10.0%	257	10.3%	251	10.8%	260	10.5%	224	9.5%
94107 Potrero Hill	66	2.5%	64	2.7%	53	2.1%	61	2.6%	44	1.8%	61	2.6%
94108 Chinatown	64	2.4%	66	2.8%	63	2.5%	72	3.1%	71	2.9%	64	2.7%
94109 Polk/Russian Hill	194	7.2%	213	9.0%	211	8.4%	206	8.9%	213	8.6%	189	8.0%
94110 Inner Mission/Bernal Heights	176	6.5%	158	6.7%	193	7.7%	179	7.7%	182	7.4%	157	6.7%
94112 Ingleside/Excelsior/Outer Mission	263	9.8%	222	9.4%	253	10.1%	188	8.1%	235	9.5%	252	10.7%
94115 Western Addition/Japantown	131	4.9%	109	4.6%	99	4.0%	107	4.6%	98	4.0%	105	4.5%
94116 Parkside	90	3.3%	83	3.5%	82	3.3%	72	3.1%	88	3.6%	79	3.4%
94117 Haight-Ashbury	0	0.0%	41	1.7%	52	2.1%	39	1.7%	50	2.0%	46	2.0%
94118 Inner Richmond	53	2.0%	51	2.2%	54	2.2%	37	1.6%	67	2.7%	42	1.8%
94121 Outer Richmond	95	3.5%	67	2.8%	70	2.8%	70	3.0%	71	2.9%	66	2.8%
94122 Sunset	115	4.3%	92	3.9%	94	3.8%	88	3.8%	92	3.7%	106	4.5%
94124 Bayview/Hunters Point	229	8.5%	203	8.6%	186	7.4%	185	8.0%	192	7.8%	219	9.3%
94132 Lake Merced/Stonestown	69	2.6%	42	1.8%	56	2.2%	55	2.4%	51	2.1%	62	2.6%
94133 North Beach/Chinatown	128	4.8%	105	4.5%	118	4.7%	111	4.8%	135	5.5%	109	4.6%
94134 Visitacion Valley/Sunnydale	178	6.6%	126	5.3%	154	6.1%	167	7.2%	167	6.8%	157	6.7%
Others	221	8.2%	129	5.5%	114	4.6%	130	5.6%	146	5.9%	117	5.0%

** 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-14		Dec-13		Jun-13		Dec-12		Jun-12		Dec-11	
	#	%	#	%	#	%	#	%	#	%	#	%
Total New Cases	1,269		1,221		968		1,211		1,162		1,294	
Gender												
Male	593	46.7%	577	47.3%	465	48.0%	586	48.4%	518	44.6%	636	49.1%
Female	676	53.3%	644	52.7%	503	52.0%	625	51.6%	644	55.4%	658	50.9%
Delivery mode												
Independent Provider	1,128	88.9%	1,089	89.2%	862	89.0%	1,095	90.4%	1,070	92.1%	1,194	92.3%
Contract	139	11.0%	131	10.7%	103	10.6%	110	9.1%	91	7.8%	98	7.6%
Mixed	1	0.1%	1	0.1%	3	0.3%	6	0.5%	1	0.1%	2	0.2%
Age (in years)												
0 thru 18	25	2.0%	22	1.8%	13	1.3%	23	1.9%	15	1.3%	14	1.1%
19 thru 64	505	39.8%	460	37.7%	376	38.8%	448	37.0%	390	33.6%	452	34.9%
65 thru 74	283	22.3%	308	25.2%	242	25.0%	298	24.6%	314	27.0%	318	24.6%
75 thru 84	335	26.4%	317	26.0%	259	26.8%	323	26.7%	343	29.5%	381	29.4%
85 and over	121	9.5%	114	9.3%	78	8.1%	119	9.8%	100	8.6%	129	10.0%
Average	66		67		67		66		68		68	
Median	68		69		69		69		71		70	
Lives Alone***	511	40.3%	522	42.8%	430	44.4%	514	42.4%	487	41.9%	527	40.7%
SSI Status												
SSI	811	63.9%	811	66.4%	664	68.6%	834	68.9%	818	70.4%	876	67.7%
Non-SSI	458	36.1%	410	33.6%	304	31.4%	377	31.1%	344	29.6%	418	32.3%
Share of Cost												
Number of Individuals	33	2.6%	42	3.4%	30	3.1%	16	1.3%	13	1.1%	16	1.2%
Mean Share of Cost/Individual	\$ 502		\$ 698		\$ 441		\$ 862		\$ 1,007		\$ 734	
Median Share of Cost/Individual	\$ 612		\$ 678		\$ 542		\$ 741		\$ 927		\$ 671	
Ethnicity												
Chinese	466	36.7%	430	35.2%	364	37.6%	499	41.2%	489	42.1%	525	40.6%
Caucasian	233	18.4%	244	20.0%	179	18.5%	237	19.6%	212	18.2%	225	17.4%
African American	221	17.4%	217	17.8%	157	16.2%	215	17.8%	195	16.8%	220	17.0%
Latin American/Hispanic	114	9.0%	116	9.5%	80	8.3%	114	9.4%	103	8.9%	141	10.9%
Filipino	86	6.8%	82	6.7%	59	6.1%	74	6.1%	96	8.3%	95	7.3%
Korean	22	1.7%	31	2.5%	11	1.1%	26	2.1%	17	1.5%	27	2.1%
Vietnamese	25	2.0%	15	1.2%	6	0.6%	10	0.8%	12	1.0%	24	1.9%
Cambodian	1	0.1%	4	0.3%	2	0.2%	36	3.0%	5	0.4%	1	0.1%
Other/Unknown	101	8.0%	82	6.7%	110	11.4%	-	0.0%	33	2.8%	36	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-14		Dec-13		Jun-13		Dec-12		Jun-12		Dec-11	
	#	%	#	%	#	%	#	%	#	%	#	%
Primary Language												
English	525	41.4%	503	41.2%	369	38.1%	480	39.6%	403	34.7%	470	36.3%
Cantonese	430	33.9%	382	31.3%	333	34.4%	428	35.3%	422	36.3%	459	35.5%
Russian	39	3.1%	35	2.9%	23	2.4%	38	3.1%	45	3.9%	42	3.2%
Spanish	86	6.8%	95	7.8%	60	6.2%	94	7.8%	95	8.2%	111	8.6%
Mandarin	40	3.2%	46	3.8%	31	3.2%	45	3.7%	43	3.7%	58	4.5%
Tagalog	68	5.4%	74	6.1%	48	5.0%	56	4.6%	87	7.5%	83	6.4%
Vietnamese	20	1.6%	30	2.5%	7	0.7%	25	2.1%	18	1.5%	23	1.8%
All Other	61	4.8%	56	4.6%	83	8.6%	45	3.7%	49	4.2%	48	3.7%
Zip Code/Neighborhood												
94102 Hayes Valley/Tenderloin/N. of Market	136	10.7%	200	16.4%	162	16.7%	146	12.1%	148	12.7%	163	12.6%
94103 South of Market	121	9.5%	113	9.3%	99	10.2%	117	9.7%	105	9.0%	128	9.9%
94107 Potrero Hill	36	2.8%	35	2.9%	26	2.7%	24	2.0%	19	1.6%	35	2.7%
94108 Chinatown	35	2.8%	42	3.4%	34	3.5%	52	4.3%	43	3.7%	42	3.2%
94109 Polk/Russian Hill	86	6.8%	102	8.4%	81	8.4%	94	7.8%	101	8.7%	83	6.4%
94110 Inner Mission/Bernal Heights	69	5.4%	73	6.0%	64	6.6%	84	6.9%	89	7.7%	73	5.6%
94112 Ingleside/Excelsior/Outer Mission	121	9.5%	104	8.5%	95	9.8%	96	7.9%	118	10.2%	124	9.6%
94115 Western Addition/Japantown	63	5.0%	61	5.0%	32	3.3%	53	4.4%	43	3.7%	59	4.6%
94116 Parkside	45	3.5%	40	3.3%	34	3.5%	42	3.5%	46	4.0%	43	3.3%
94118 Inner Richmond	28	2.2%	28	2.3%	24	2.5%	33	2.7%	28	2.4%	40	3.1%
94121 Outer Richmond	52	4.1%	39	3.2%	25	2.6%	40	3.3%	35	3.0%	42	3.2%
94122 Sunset	58	4.6%	54	4.4%	42	4.3%	60	5.0%	50	4.3%	60	4.6%
94124 Bayview/Hunters Point	109	8.6%	94	7.7%	60	6.2%	95	7.8%	78	6.7%	109	8.4%
94132 Lake Merced/Stonestown	31	2.4%	24	2.0%	19	2.0%	28	2.3%	21	1.8%	32	2.5%
94133 North Beach/Chinatown	81	6.4%	69	5.7%	58	6.0%	79	6.5%	86	7.4%	85	6.6%
94134 Visitacion Valley/Sunnydale	96	7.6%	74	6.1%	65	6.7%	83	6.9%	79	6.8%	105	8.1%
Others	102	8.0%	69	5.7%	48	5.0%	85	7.0%	73	6.3%	71	5.5%

In Home Supportive Services Six-Month Update

Services for Active Caseload	Jun-14		Dec-13		Jun-13		Dec-12		Jun-12		Dec-11	
	% 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)	99%	0.83	99%	0.8	99%	0.8	99%	0.8	99%	0.8	99%	0.8
Routine Laundry (D&R)	99%	1.61	99%	1.6	99%	1.6	99%	1.6	99%	1.6	99%	1.6
Grocery Shopping (D&R)	98%	0.64	99%	0.6	98%	0.6	98%	0.6	98%	0.6	99%	0.6
Errands & Other Shopping (D&R)	98%	0.63	98%	0.6	97%	0.6	97%	0.6	97%	0.6	97%	0.6
Meal Clean Up (D&R)	98%	2.03	98%	2.0	98%	2.0	98%	1.9	98%	1.9	98%	1.9
Preparation of Meals (D&R)	98%	4.67	98%	4.6	98%	4.6	98%	4.5	98%	4.5	98%	4.5
Accompaniment to Medical Appointment (D&R)	95%	0.88	95%	1.0	94%	0.9	94%	0.9	94%	0.9	94%	0.9
Bathing, Oral Hygiene, Grooming	88%	2.51	89%	2.5	88%	2.4	88%	2.4	88%	2.4	88%	2.4
Dressing	74%	1.62	75%	1.6	73%	1.6	73%	1.5	73%	1.5	72%	1.5
Prosthesis Assistance	74%	0.85	75%	0.9	73%	0.9	73%	0.9	72%	0.9	72%	0.9
Ambulation	67%	1.98	68%	2.0	66%	1.9	65%	1.9	65%	1.9	64%	1.9
Moving In/Out of Bed	56%	1.41	56%	1.4	54%	1.4	53%	1.4	53%	1.4	53%	1.4
Bowel & Bladder Care	51%	2.66	52%	2.6	49%	2.6	49%	2.5	48%	2.5	47%	2.5
Repositioning/Rubbing	47%	1.83	48%	1.9	47%	1.8	47%	1.8	47%	1.8	46%	1.8
Feeding	26%	2.82	27%	2.8	25%	2.8	24%	2.8	24%	2.8	24%	2.8
Routine Bed Baths	9%	1.76	10%	1.8	9%	1.7	9%	1.8	9%	1.8	9%	1.7
Paramedical Services	6%	3.86	6%	4.0	6%	3.8	6%	3.9	6%	3.8	5%	3.8
Respiration	4%	1.24	4%	1.2	4%	1.2	4%	1.1	4%	1.2	4%	1.2
Protective Supervision	2%	35.27	2%	36.3	2%	35.6	2%	35.9	2%	35.4	2%	35.2
Menstrual Care	2%	0.65	2%	0.6	2%	0.6	2%	0.6	2%	0.6	2%	0.6
Accompaniment to Alternative Resources (D&R)	1%	2.24	1%	2.3	1%	2.2	1%	2.3	1%	2.3	1%	2.1
Heavy Cleaning	0%	0.00	0%	14.0	0%	13.8	0%	22.3	0%	12.5	0%	23.9
Total Weekly Authorized Hours	477,969		484,033		449,126		445,550		442,388		440,252	
Average Weekly Hours per Recipient	21.3		21.8		20.8		20.5		20.5		20.4	
Total Weekly Auth Domestic & Related Hours	248,015		248,042		234,665		233,818		232,483		232,487	53%
Average Monthly Cost/Case - SF									\$1,090.67		\$1,036.86	
Average Monthly Cost/Case - CA									\$ 932.16		\$ 910.99	

D&R = Domestic & Related services

In Home Supportive Services Six-Month Update

Independent Providers	Jun-14		Dec-13		Jun-13		Dec-12		Jun-12		Dec-11	
	#	%	#	%	#	%	#	%	#	%	#	%
Total Providers with an Active Consumer	21,613		19,937		18,593		18,374		18,181		18,193	
Change from previous six months	1,676	7.8%	1,344	6.7%	219	1.2%	193	1.1%	-12	-0.1%	262	1.4%
Change from previous year	3,020	14.0%	1,563	7.8%	412	2.2%	181	1.0%	250	1.4%	490	2.7%
Newly Enrolled Providers	1,781		1,589		2,007		1,925		1,925		1,631	
Providers with at least one relative consumer	13,012	60.2%	12,251	61.4%	12,289	66.1%	11,707	63.7%	11,660	64.1%	11,654	64.1%
Providers serving more than one consumer	4,460	20.6%	3,862	19.4%	3,378	18.2%	3,495	19.0%	3,518	19.3%	3,527	19.4%
Relationship to Consumer (providers may have more than one consumer)												
Relative - Spouse	513	2.4%	506	2.5%	512	2.8%	496	2.7%	507	2.8%	503	2.8%
Relative - Parent	888	4.1%	828	4.2%	766	4.1%	757	4.1%	739	4.1%	723	4.0%
Relative - Child	7,817	36.2%	7,336	36.8%	7,010	37.7%	7,004	38.1%	6,905	38.0%	6,870	37.8%
Relative - Other	4,155	19.2%	3,920	19.7%	3,757	20.2%	3,788	20.6%	3,831	21.1%	3,908	21.5%
Non-Relative - Friend	1,809	8.4%	1,718	8.6%	1,577	8.5%	1,630	8.9%	1,678	9.2%	1,784	9.8%
Non-Relative - Neighbor	62	0.3%	53	0.3%	41	0.2%	44	0.2%	54	0.3%	53	0.3%
Non-Relative - Landlord	1	0.0%	1	0.0%	2	0.0%	4	0.0%	4	0.0%	6	0.0%
Non-Relative - Housemate	30	0.1%	34	0.2%	34	0.2%	34	0.2%	33	0.2%	36	0.2%
Non-Relative - Live-in Provider	23	0.1%	25	0.1%	28	0.2%	27	0.1%	27	0.1%	25	0.1%
Non-Relative - Home Health Agency	0	0.0%	0	0.0%	0	0.0%	2	0.0%	2	0.0%	2	0.0%
Non-Relative - Other Business	0	0.0%	0	0.0%	0	0.0%	12	0.1%	14	0.1%	14	0.1%
Non-Relative - Other	7,988	37.0%	6,928	34.7%	6,045	32.5%	5,918	32.2%	5,741	31.6%	5,660	31.1%
Ethnicity (providers with more than one consumer may have list more than one ethnicity)												
Chinese	7,400	34%	7,284	37%	7,398	40%	7,617	41%	7,492	41%	7,384	41%
Caucasian	3,464	16%	3,399	17%	3,406	18%	3,557	19%	3,618	20%	3,740	21%
African American	1,433	7%	1,348	7%	1,222	7%	1,387	8%	1,417	8%	1,524	8%
Latino	1,403	6%	1,354	7%	1,398	8%	1,490	8%	1,474	8%	1,519	8%
Filipino	821	4%	803	4%	821	4%	885	5%	876	5%	873	5%
Vietnamese	349	2%	338	2%	346	2%	364	2%	364	2%	376	2%
Korean	152	1%	138	1%	141	1%	149	1%	146	1%	146	1%
Cambodian	18	0%	18	0%	19	0%	20	0%	19	0%	22	0%
Other/Unknown	6,572	30%	5,255	26%	3,842	21%	3,899	21%	3,776	21%	3,562	20%