

In Home Supportive Services

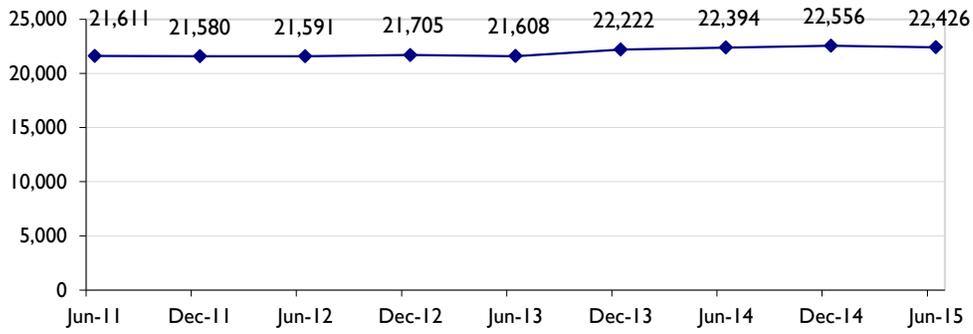
Six-Month Update

January – June 2015

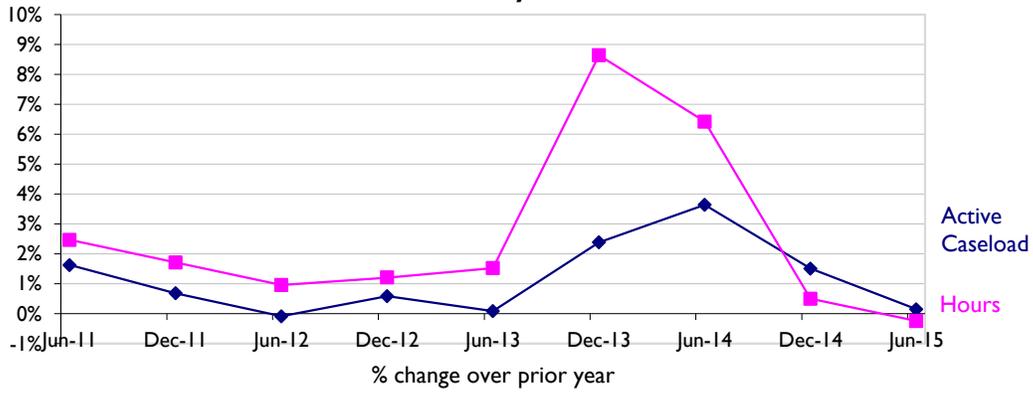
Produced by the San Francisco Human Services Agency Planning Unit

In Home Supportive Services Six-Month Update

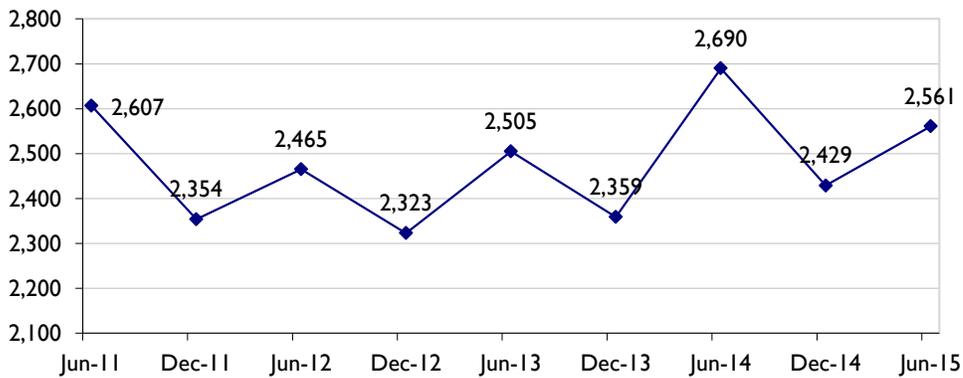
Active Caseload Decreased Slightly



Change in Active Caseload & Total Hours Over Prior Year: As Growth in Active Caseload Has Slowed, Growth in Total Weekly Hours Has Also Slowed

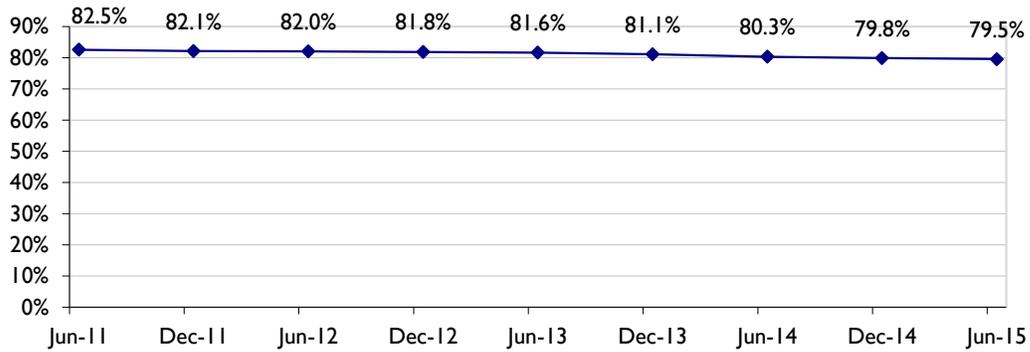


Number of New Applications in Six Month Period Continues to Decrease

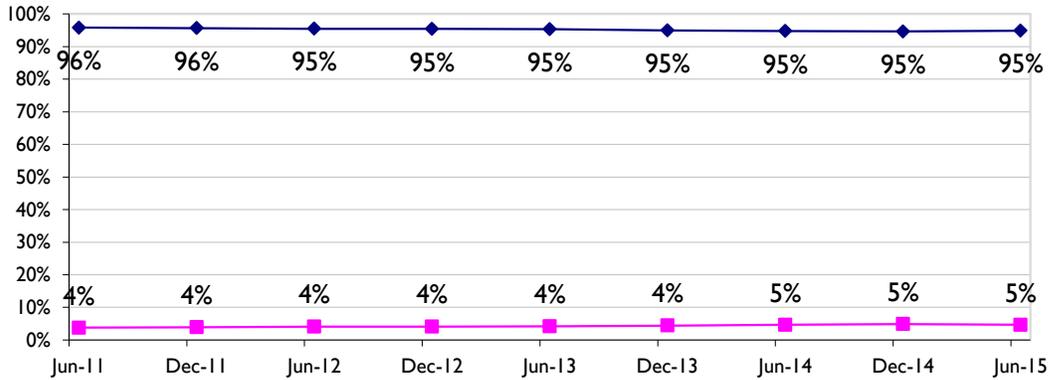


In Home Supportive Services Six-Month Update

Percent of Active Caseload on SSI Continues to Decrease Very Slightly



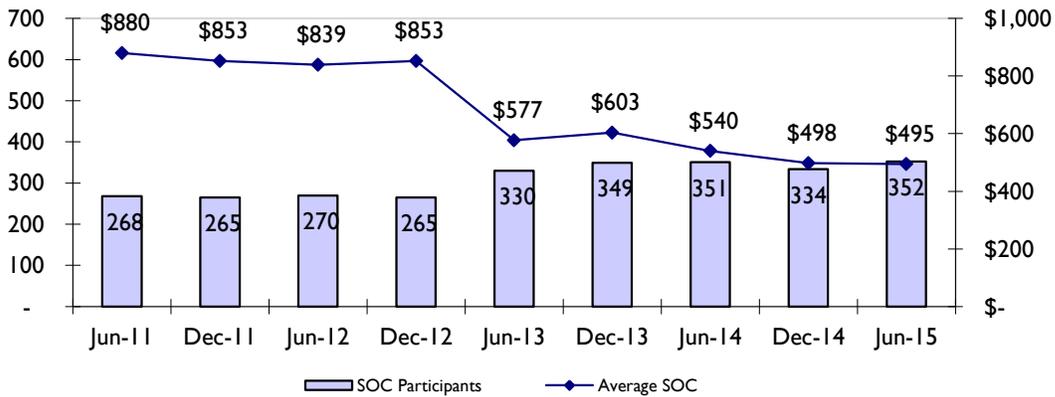
IP Mode and Contract Mode Remain Steady



Mixed mode percentage not shown because percentage is so small.

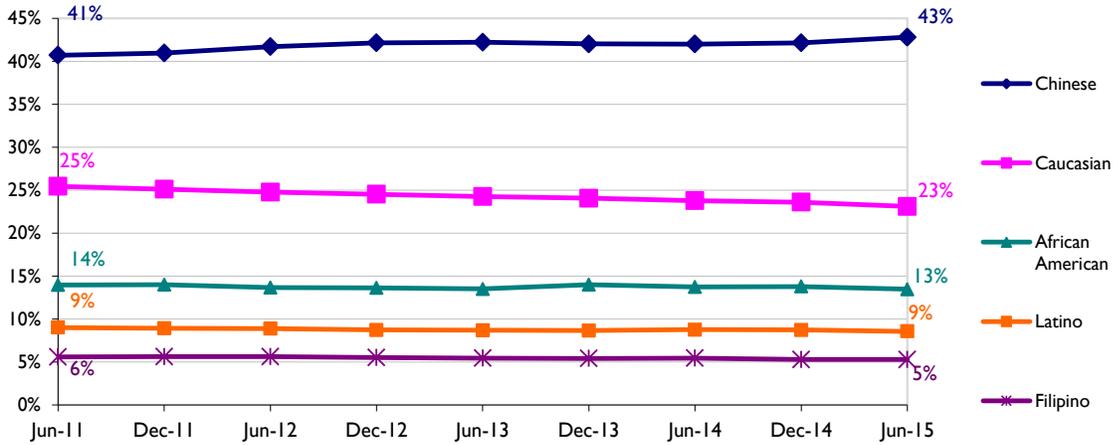
— Independent Provider — Contract

Number of Share of Cost Participants and Average Monthly Share of Cost Relatively Stable in Recent Periods

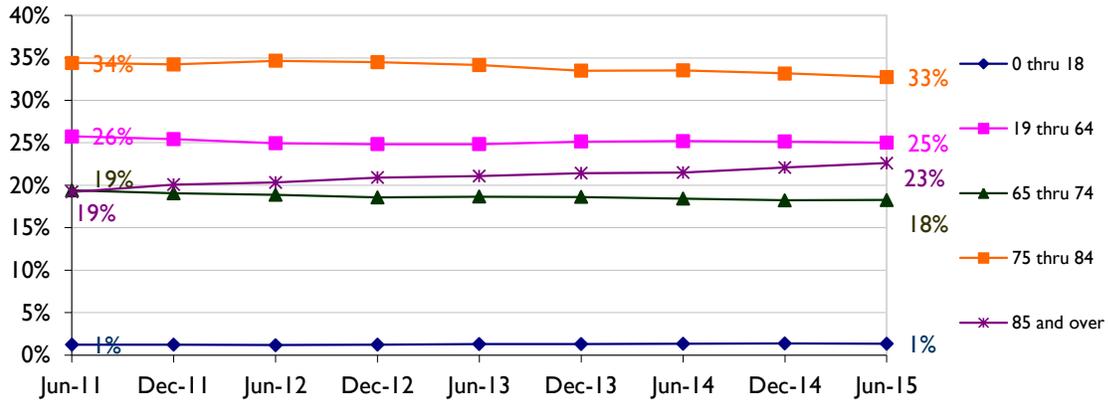


In Home Supportive Services Six-Month Update

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

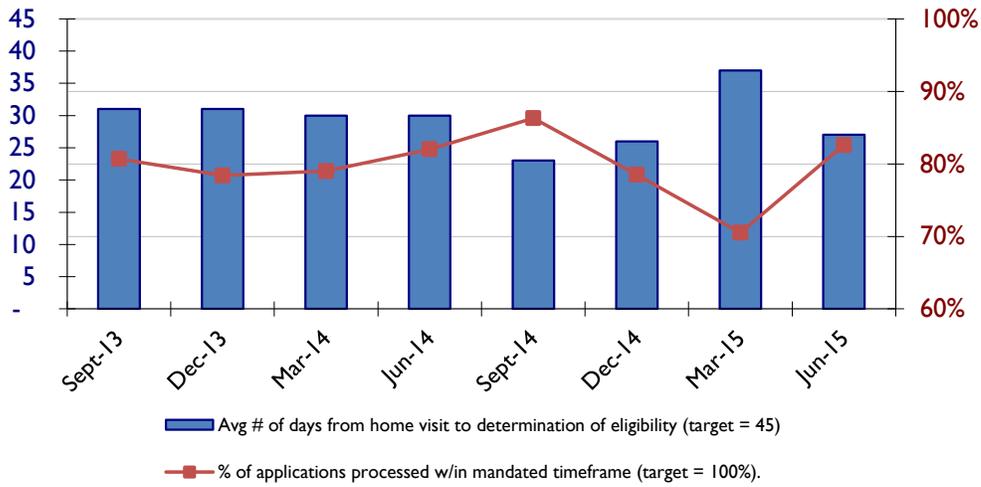


Age Distribution Remains Mostly Stable: Age 85+ Caseload Increasing Since December 2009

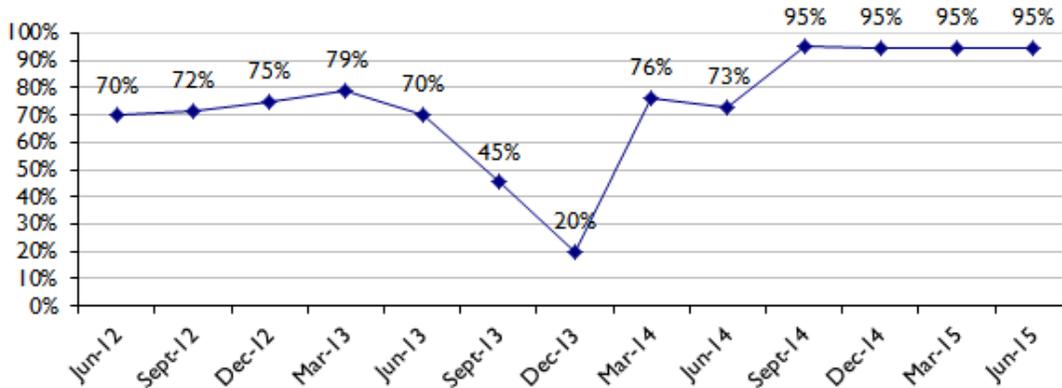


In Home Supportive Services Six-Month Update

Application Processing Performance is Strong

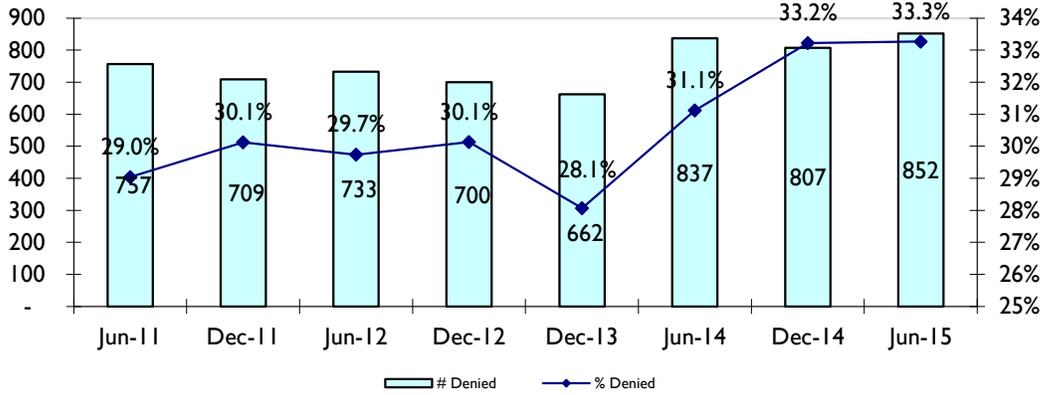


Percentage of Assessments Completed On Time Has Returned to High Performance Level After Dramatic Drop in December 2013 (Drop Caused by CMIPS II Conversion and Large Number of Staff Vacancies)

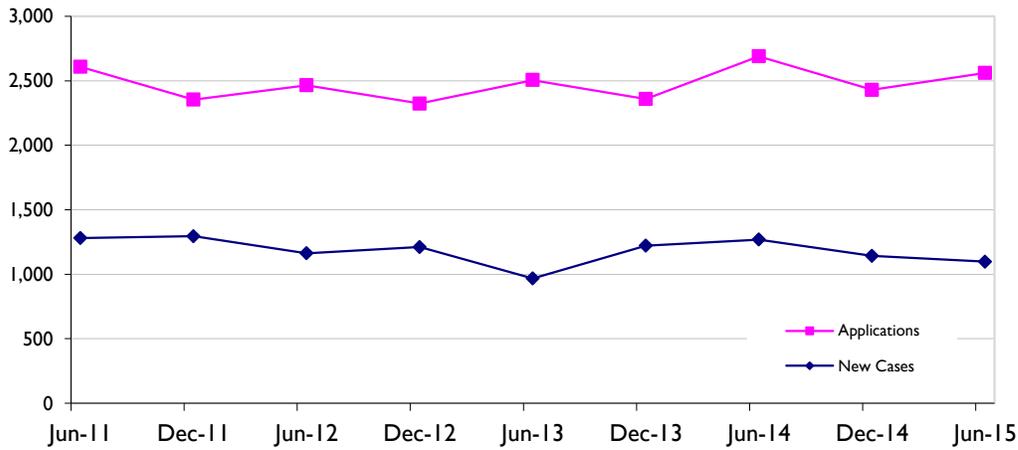


In Home Supportive Services Six-Month Update

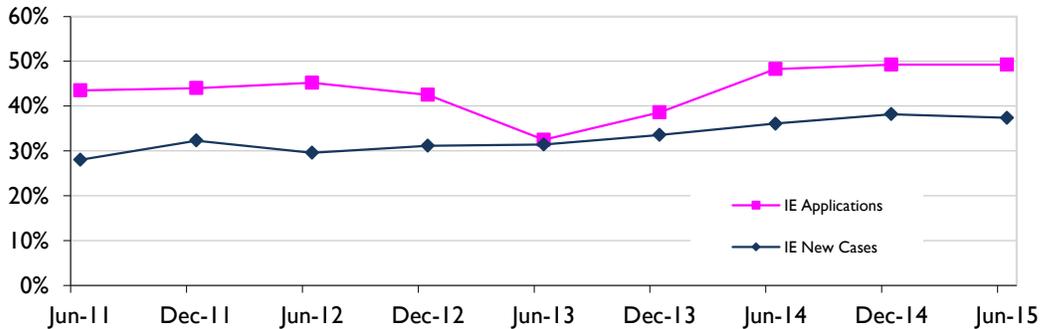
Percentage of Applicants Denied Relatively Consistent
(Chart excludes June 2013 figures due to data reliability concerns)



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* | Jun-15 | | Dec-14 | | Jun-14 | | Dec-13 | | Jun-13 | | Dec-12 | |
|---------------------------------|-----------|-------|-----------|-------|-----------|-------|-----------|-------|-----------|-------|-----------|-------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| Active Cases | 22,426 | | 22,556 | | 22,394 | | 22,222 | | 21,608 | | 21,705 | |
| Change from Previous 6 Months | -130 | -0.6% | 162 | 0.7% | 172 | 0.8% | 614 | 2.8% | -97 | -0.4% | 114 | 0.5% |
| Change from Previous Year | 32 | 0.1% | 334 | 1.5% | 786 | 3.6% | 517 | 2.4% | 17 | 0.1% | 125 | 0.6% |
| Change from 2 Years | 818 | 3.8% | 851 | 3.9% | 803 | 3.7% | 642 | 3.0% | (3) | 0.0% | 271 | 1.3% |
| Change from 3 Years | 835 | 3.9% | 976 | 4.5% | 783 | 3.6% | 788 | 3.7% | 342 | 1.6% | 345 | 1.6% |
| Gender | | | | | | | | | | | | |
| Male | 8,579 | 38.3% | 8,684 | 38.5% | 8,542 | 38.1% | 8,464 | 38.1% | 8,182 | 37.9% | 8,209 | 37.8% |
| Female | 13,847 | 61.7% | 13,872 | 61.5% | 13,852 | 61.9% | 13,758 | 61.9% | 13,426 | 62.1% | 13,496 | 62.2% |
| Delivery Mode | | | | | | | | | | | | |
| Independent Provider | 21,276 | 94.9% | 21,344 | 94.6% | 21,224 | 94.8% | 21,107 | 95.0% | 20,602 | 95.3% | 20,712 | 95.4% |
| Contract | 1,043 | 4.7% | 1,095 | 4.9% | 1,039 | 4.6% | 983 | 4.4% | 907 | 4.2% | 893 | 4.1% |
| Mixed | 107 | 0.5% | 117 | 0.5% | 108 | 0.5% | 108 | 0.5% | 99 | 0.5% | 100 | 0.5% |
| Age (in years) | | | | | | | | | | | | |
| 0 thru 18 | 303 | 1.4% | 307 | 1.4% | 300 | 1.3% | 292 | 1.3% | 279 | 1.3% | 265 | 1.2% |
| 19 thru 64 | 5611 | 25.0% | 5,672 | 25.1% | 5,643 | 25.2% | 5,588 | 25.1% | 5,365 | 24.8% | 5,391 | 24.8% |
| 65 thru 74 | 4096 | 18.3% | 4,111 | 18.2% | 4,128 | 18.4% | 4,139 | 18.6% | 4,033 | 18.7% | 4,029 | 18.6% |
| 75 thru 84 | 7344 | 32.7% | 7,481 | 33.2% | 7,506 | 33.5% | 7,440 | 33.5% | 7,378 | 34.1% | 7,484 | 34.5% |
| 85 and over | 5072 | 22.6% | 4,985 | 22.1% | 4,817 | 21.5% | 4,763 | 21.4% | 4,553 | 21.1% | 4,536 | 20.9% |
| Average | 73 | | 72 | | 72 | | 73 | | 73 | | 73 | |
| Median | 77 | | 77 | | 77 | | 77 | | 77 | | 77 | |
| Lives Alone | 8,915 | 39.8% | 8,978 | 39.8% | 8,940 | 39.9% | 8,836 | 39.8% | 8,483 | 39.3% | 8,853 | 40.8% |
| SSI Status | | | | | | | | | | | | |
| SSI | 17,833 | 79.5% | 18,006 | 79.8% | 17,977 | 80.3% | 18,011 | 81.1% | 17,641 | 81.6% | 17,762 | 81.8% |
| Non-SSI | 4,593 | 20.5% | 4,550 | 20.2% | 4,417 | 19.7% | 4,211 | 18.9% | 3,967 | 18.4% | 3,943 | 18.2% |
| Share of Cost | | | | | | | | | | | | |
| Number of Individuals | 352 | 1.6% | 334 | 1.5% | 351 | 1.6% | 349 | 1.6% | 330 | 1.5% | 265 | 1.2% |
| Mean Share of Cost/Individual | \$ 495.01 | | \$ 497.80 | | \$ 540.25 | | \$ 603.36 | | \$ 577.49 | | \$ 852.50 | |
| Median Share of Cost/Individual | \$ 621.00 | | \$ 621.00 | | \$ 642.00 | | \$ 649.00 | | \$ 650.00 | | \$ 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-15 | | Dec-14 | | Jun-14 | | Dec-13 | | Jun-13 | | Dec-12 | |
|--|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| Ethnicity | | | | | | | | | | | | |
| Chinese | 9,603 | 42.8% | 9,512 | 42.2% | 9,410 | 42.0% | 9,341 | 42.0% | 9,123 | 42.2% | 9,150 | 42.2% |
| Caucasian | 5,183 | 23.1% | 5,325 | 23.6% | 5,324 | 23.8% | 5,349 | 24.1% | 5,240 | 24.3% | 5,325 | 24.5% |
| African American | 3,020 | 13.5% | 3,109 | 13.8% | 3,077 | 13.7% | 3,108 | 14.0% | 2,916 | 13.5% | 2,960 | 13.6% |
| Latino | 1,920 | 8.6% | 1,966 | 8.7% | 1,959 | 8.7% | 1,921 | 8.6% | 1,876 | 8.7% | 1,892 | 8.7% |
| Filipino | 1,181 | 5.3% | 1,191 | 5.3% | 1,220 | 5.4% | 1,198 | 5.4% | 1,175 | 5.4% | 1,197 | 5.5% |
| Vietnamese | 464 | 2.1% | 453 | 2.0% | 438 | 2.0% | 435 | 2.0% | 414 | 1.9% | 424 | 2.0% |
| Korean | 266 | 1.2% | 271 | 1.2% | 270 | 1.2% | 255 | 1.1% | 254 | 1.2% | 257 | 1.2% |
| Cambodian | 52 | 0.2% | 48 | 0.2% | 48 | 0.2% | 47 | 0.2% | 44 | 0.2% | 45 | 0.2% |
| Other/Unknown | 737 | 3.3% | 681 | 3.0% | 648 | 2.9% | 568 | 2.6% | 566 | 2.6% | 455 | 2.1% |
| | | | | | | | | | | | | |
| Primary Language | | | | | | | | | | | | |
| English | 6,379 | 28.4% | 6,496 | 28.8% | 6,413 | 28.6% | 6,351 | 28.6% | 5,998 | 27.8% | 6,058 | 27.9% |
| Cantonese | 8,445 | 37.7% | 8,347 | 37.0% | 8,227 | 36.7% | 8,117 | 36.5% | 7,873 | 36.4% | 7,859 | 36.2% |
| Russian | 3,006 | 13.4% | 3,084 | 13.7% | 3,119 | 13.9% | 3,157 | 14.2% | 3,174 | 14.7% | 3,243 | 14.9% |
| Spanish | 1,520 | 6.8% | 1,551 | 6.9% | 1,547 | 6.9% | 1,526 | 6.9% | 1,500 | 6.9% | 1,509 | 7.0% |
| Mandarin | 835 | 3.7% | 839 | 3.7% | 825 | 3.7% | 828 | 3.7% | 791 | 3.7% | 780 | 3.6% |
| Tagalog | 923 | 4.1% | 931 | 4.1% | 962 | 4.3% | 946 | 4.3% | 927 | 4.3% | 934 | 4.3% |
| Vietnamese | 419 | 1.9% | 409 | 1.8% | 405 | 1.8% | 402 | 1.8% | 382 | 1.8% | 393 | 1.8% |
| All Other | 899 | 4.0% | 899 | 4.0% | 896 | 4.0% | 895 | 4.0% | 937 | 4.3% | 929 | 4.3% |
| | | | | | | | | | | | | |
| Zip Code/Neighborhood | | | | | | | | | | | | |
| 94102 Hayes Valley/Tenderloin/N. of Market | 2,297 | 10.2% | 2,284 | 10.1% | 2,213 | 9.9% | 2,220 | 10.0% | 2,083 | 9.6% | 2,000 | 9.2% |
| 94103 South of Market | 1,865 | 8.3% | 1,910 | 8.5% | 1,924 | 8.6% | 1,870 | 8.4% | 1,820 | 8.4% | 1,785 | 8.2% |
| 94107 Potrero Hill | 692 | 3.1% | 702 | 3.1% | 699 | 3.1% | 711 | 3.2% | 693 | 3.2% | 708 | 3.3% |
| 94108 Chinatown | 882 | 3.9% | 889 | 3.9% | 877 | 3.9% | 883 | 4.0% | 866 | 4.0% | 882 | 4.1% |
| 94109 Polk/Russian Hill | 1,687 | 7.5% | 1,697 | 7.5% | 1,669 | 7.5% | 1,693 | 7.6% | 1,639 | 7.6% | 1,662 | 7.7% |
| 94110 Inner Mission/Bernal Heights | 1,322 | 5.9% | 1,356 | 6.0% | 1,342 | 6.0% | 1,347 | 6.1% | 1,301 | 6.0% | 1,318 | 6.1% |
| 94112 Ingleside/Excelsior/Outer Mission | 1,855 | 8.3% | 1,837 | 8.1% | 1,831 | 8.2% | 1,783 | 8.0% | 1,736 | 8.0% | 1,758 | 8.1% |
| 94115 Western Addition/Japantown | 1,596 | 7.1% | 1,609 | 7.1% | 1,603 | 7.2% | 1,595 | 7.2% | 1,556 | 7.2% | 1,586 | 7.3% |
| 94116 Parkside | 834 | 3.7% | 857 | 3.8% | 850 | 3.8% | 853 | 3.8% | 843 | 3.9% | 844 | 3.9% |
| 94118 Inner Richmond | 708 | 3.2% | 703 | 3.1% | 715 | 3.2% | 718 | 3.2% | 696 | 3.2% | 718 | 3.3% |
| 94121 Outer Richmond | 1,076 | 4.8% | 1,098 | 4.9% | 1,101 | 4.9% | 1,089 | 4.9% | 1,072 | 5.0% | 1,112 | 5.1% |
| 94122 Sunset | 995 | 4.4% | 999 | 4.4% | 991 | 4.4% | 986 | 4.4% | 980 | 4.5% | 1,004 | 4.6% |
| 94124 Bayview/Hunters Point | 1,507 | 6.7% | 1,512 | 6.7% | 1,483 | 6.6% | 1,442 | 6.5% | 1,362 | 6.3% | 1,372 | 6.3% |
| 94132 Lake Merced/Stonestown | 578 | 2.6% | 583 | 2.6% | 584 | 2.6% | 568 | 2.6% | 547 | 2.5% | 544 | 2.5% |
| 94133 North Beach/Chinatown | 1,588 | 7.1% | 1,578 | 7.0% | 1,593 | 7.1% | 1,574 | 7.1% | 1,553 | 7.2% | 1,568 | 7.2% |
| 94134 Visitacion Valley/Sunnydale | 1,426 | 6.4% | 1,438 | 6.4% | 1,416 | 6.3% | 1,403 | 6.3% | 1,377 | 6.4% | 1,385 | 6.4% |
| Others | 1,518 | 6.8% | 1,504 | 6.7% | 1,503 | 6.7% | 1,487 | 6.7% | 1,484 | 6.9% | 1,459 | 6.7% |

In Home Supportive Services Six-Month Update

| New Applications** | Jun-15 | | Dec-14 | | Jun-14 | | Dec-13 | | Jun-13 | | Dec-12 | |
|---|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| Total New Applications | 2,561 | | 2,429 | | 2,690 | | 2,359 | | 2,505 | | 2,323 | |
| Change from previous six months | 132 | 5.4% | -261 | -9.7% | 331 | 14.0% | -146 | -5.8% | 182 | 7.8% | -142 | -5.8% |
| Change from previous year | -129 | -4.8% | 70 | 3.0% | 185 | 7.4% | 36 | 1.5% | 40 | 1.6% | -31 | -1.3% |
| Application Status | | | | | | | | | | | | |
| Record | 616 | 24.1% | 549 | 22.6% | 602 | 22.4% | 560 | 23.7% | 1,322 | 52.8% | 512 | 22.0% |
| Eligible | 950 | 37.1% | 953 | 39.2% | 1,118 | 41.6% | 1,036 | 43.9% | 806 | 32.2% | 1,025 | 44.1% |
| Interim | 0 | 0.0% | - | 0.0% | - | 0.0% | - | 0.0% | - | 0.0% | 4 | 0.2% |
| Leave | 12 | 0.5% | 15 | 0.6% | 9 | 0.3% | 11 | 0.5% | 8 | 0.3% | 8 | 0.3% |
| Terminated | 131 | 5.1% | 105 | 4.3% | 124 | 4.6% | 90 | 3.8% | 69 | 2.8% | 74 | 3.2% |
| Denied (reasons below): | 852 | 33.3% | 807 | 33.2% | 837 | 31.1% | 662 | 28.1% | 300 | 12.0% | 700 | 30.1% |
| Recipient request | 294 | 34.5% | 323 | 40.0% | 326 | 38.9% | 257 | 38.8% | | | | |
| No assessed need | 105 | 12.3% | 124 | 15.4% | 102 | 12.2% | 104 | 15.7% | | | | |
| Residence | 55 | 6.5% | 76 | 9.4% | 67 | 8.0% | 69 | 10.4% | | | | |
| Health care certification missing | 48 | 5.6% | 85 | 10.5% | 94 | 11.2% | 68 | 10.3% | | | | |
| Other missing documentation | 123 | 14.4% | 155 | 19.2% | 189 | 22.6% | 134 | 20.2% | | | | |
| Alternative Resources, Voluntary Services, Refused Services | 31 | 3.6% | 24 | 3.0% | 33 | 3.9% | 7 | 1.1% | | | | |
| Residency status | 0 | 0.0% | 4 | 0.5% | 4 | 0.5% | 2 | 0.3% | | | | |
| SSI/P Personal and Real Property | 2 | 0.2% | 3 | 0.4% | 1 | 0.1% | - | 0.0% | | | | |
| Other | 17 | 2.0% | 13 | 1.6% | 21 | 2.5% | 19 | 2.9% | | | | |
| | | | | | | | | | | | | |
| SSI Status** | | | | | | | | | | | | |
| SSI | 1,300 | 50.8% | 1,316 | 54.2% | 1,391 | 51.7% | 1,291 | 54.7% | 1,641 | 65.5% | 1,335 | 57.5% |
| Non-SSI | 1,261 | 49.2% | 1,196 | 49.2% | 1,299 | 48.3% | 910 | 38.6% | 814 | 32.5% | 988 | 42.5% |
| Unknown | | 0.0% | - | 0.0% | - | 0.0% | 158 | 6.7% | 50 | 2.0% | - | 0.0% |
| Zip Code/Neighborhood | | | | | | | | | | | | |
| 94102 Hayes Valley/Tenderloin/N. of Market | 334 | 13.0% | 311 | 12.8% | 344 | 12.8% | 351 | 14.9% | 396 | 15.8% | 305 | 13.1% |
| 94103 South of Market | 249 | 9.7% | 242 | 10.0% | 274 | 10.2% | 237 | 10.0% | 257 | 10.3% | 251 | 10.8% |
| 94107 Potrero Hill | 62 | 2.4% | 63 | 2.6% | 66 | 2.5% | 64 | 2.7% | 53 | 2.1% | 61 | 2.6% |
| 94108 Chinatown | 78 | 3.0% | 65 | 2.7% | 64 | 2.4% | 66 | 2.8% | 63 | 2.5% | 72 | 3.1% |
| 94109 Polk/Russian Hill | 208 | 8.1% | 186 | 7.7% | 194 | 7.2% | 213 | 9.0% | 211 | 8.4% | 206 | 8.9% |
| 94110 Inner Mission/Bernal Heights | 171 | 6.7% | 164 | 6.8% | 176 | 6.5% | 158 | 6.7% | 193 | 7.7% | 179 | 7.7% |
| 94112 Ingleside/Excelsior/Outer Mission | 278 | 10.9% | 242 | 10.0% | 263 | 9.8% | 222 | 9.4% | 253 | 10.1% | 188 | 8.1% |
| 94115 Western Addition/Japantown | 95 | 3.7% | 120 | 4.9% | 131 | 4.9% | 109 | 4.6% | 99 | 4.0% | 107 | 4.6% |
| 94116 Parkside | 89 | 3.5% | 79 | 3.3% | 90 | 3.3% | 83 | 3.5% | 82 | 3.3% | 72 | 3.1% |
| 94117 Haight-Ashbury | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 41 | 1.7% | 52 | 2.1% | 39 | 1.7% |
| 94118 Inner Richmond | 58 | 2.3% | 51 | 2.1% | 53 | 2.0% | 51 | 2.2% | 54 | 2.2% | 37 | 1.6% |
| 94121 Outer Richmond | 61 | 2.4% | 92 | 3.8% | 95 | 3.5% | 67 | 2.8% | 70 | 2.8% | 70 | 3.0% |
| 94122 Sunset | 91 | 3.6% | 116 | 4.8% | 115 | 4.3% | 92 | 3.9% | 94 | 3.8% | 88 | 3.8% |
| 94124 Bayview/Hunters Point | 234 | 9.1% | 218 | 9.0% | 229 | 8.5% | 203 | 8.6% | 186 | 7.4% | 185 | 8.0% |
| 94132 Lake Merced/Stonestown | 44 | 1.7% | 64 | 2.6% | 69 | 2.6% | 42 | 1.8% | 56 | 2.2% | 55 | 2.4% |
| 94133 North Beach/Chinatown | 130 | 5.1% | 124 | 5.1% | 128 | 4.8% | 105 | 4.5% | 118 | 4.7% | 111 | 4.8% |
| 94134 Visitacion Valley/Sunnydale | 159 | 6.2% | 169 | 7.0% | 178 | 6.6% | 126 | 5.3% | 154 | 6.1% | 167 | 7.2% |
| Others | 220 | 8.6% | 206 | 8.5% | 221 | 8.2% | 129 | 5.5% | 114 | 4.6% | 130 | 5.6% |

** 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-15 | | Dec-14 | | Jun-14 | | Dec-13 | | Jun-13 | | Dec-12 | |
|---------------------------------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| Total New Cases | 1,097 | | 1,141 | | 1,269 | | 1,221 | | 968 | | 1,211 | |
| Gender | | | | | | | | | | | | |
| Male | 501 | 45.7% | 563 | 49.3% | 593 | 46.7% | 577 | 47.3% | 465 | 48.0% | 586 | 48.4% |
| Female | 596 | 54.3% | 578 | 50.7% | 676 | 53.3% | 644 | 52.7% | 503 | 52.0% | 625 | 51.6% |
| Delivery mode | | | | | | | | | | | | |
| Independent Provider | 994 | 90.6% | 1,003 | 87.9% | 1,128 | 88.9% | 1,089 | 89.2% | 862 | 89.0% | 1,095 | 90.4% |
| Contract | 101 | 9.2% | 137 | 12.0% | 139 | 11.0% | 131 | 10.7% | 103 | 10.6% | 110 | 9.1% |
| Mixed | 2 | 0.2% | 1 | 0.1% | 1 | 0.1% | 1 | 0.1% | 3 | 0.3% | 6 | 0.5% |
| Age (in years) | | | | | | | | | | | | |
| 0 thru 18 | 13 | 1.2% | 21 | 1.8% | 25 | 2.0% | 22 | 1.8% | 13 | 1.3% | 23 | 1.9% |
| 19 thru 64 | 363 | 33.1% | 446 | 39.1% | 505 | 39.8% | 460 | 37.7% | 376 | 38.8% | 448 | 37.0% |
| 65 thru 74 | 238 | 21.7% | 301 | 26.4% | 283 | 22.3% | 308 | 25.2% | 242 | 25.0% | 298 | 24.6% |
| 75 thru 84 | 246 | 22.4% | 284 | 24.9% | 335 | 26.4% | 317 | 26.0% | 259 | 26.8% | 323 | 26.7% |
| 85 and over | 91 | 8.3% | 89 | 7.8% | 121 | 9.5% | 114 | 9.3% | 78 | 8.1% | 119 | 9.8% |
| Average | 67 | | 66 | | 66 | | 67 | | 67 | | 66 | |
| Median | 69 | | 68 | | 68 | | 69 | | 69 | | 69 | |
| Lives Alone*** | 415 | 37.8% | 445 | 39.0% | 511 | 40.3% | 522 | 42.8% | 430 | 44.4% | 514 | 42.4% |
| SSI Status | | | | | | | | | | | | |
| SSI | 687 | 62.6% | 705 | 61.8% | 811 | 63.9% | 811 | 66.4% | 664 | 68.6% | 834 | 68.9% |
| Non-SSI | 410 | 37.4% | 436 | 38.2% | 458 | 36.1% | 410 | 33.6% | 304 | 31.4% | 377 | 31.1% |
| Share of Cost | | | | | | | | | | | | |
| Number of Individuals | 23 | 2.1% | 27 | 2.4% | 33 | 2.6% | 42 | 3.4% | 30 | 3.1% | 16 | 1.3% |
| Mean Share of Cost/Individual | \$ 294 | | \$ 352 | | \$ 502 | | \$ 698 | | \$ 441 | | \$ 862 | |
| Median Share of Cost/Individual | \$ 20 | | \$ 50 | | \$ 612 | | \$ 678 | | \$ 542 | | \$ 741 | |
| Ethnicity | | | | | | | | | | | | |
| Chinese | 475 | 43.3% | 424 | 37.2% | 466 | 36.7% | 430 | 35.2% | 364 | 37.6% | 499 | 41.2% |
| Caucasian | 167 | 15.2% | 226 | 19.8% | 233 | 18.4% | 244 | 20.0% | 179 | 18.5% | 237 | 19.6% |
| African American | 179 | 16.3% | 180 | 15.8% | 221 | 17.4% | 217 | 17.8% | 157 | 16.2% | 215 | 17.8% |
| Latin American/Hispanic | 99 | 9.0% | 112 | 9.8% | 114 | 9.0% | 116 | 9.5% | 80 | 8.3% | 114 | 9.4% |
| Filipino | 50 | 4.6% | 61 | 5.3% | 86 | 6.8% | 82 | 6.7% | 59 | 6.1% | 74 | 6.1% |
| Korean | 21 | 1.9% | 35 | 3.1% | 22 | 1.7% | 31 | 2.5% | 11 | 1.1% | 26 | 2.1% |
| Vietnamese | 11 | 1.0% | 17 | 1.5% | 25 | 2.0% | 15 | 1.2% | 6 | 0.6% | 10 | 0.8% |
| Cambodian | 6 | 0.5% | 3 | 0.3% | 1 | 0.1% | 4 | 0.3% | 2 | 0.2% | 36 | 3.0% |
| Other/Unknown | 89 | 8.1% | 83 | 7.3% | 101 | 8.0% | 82 | 6.7% | 110 | 11.4% | - | 0.0% |

*** 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*** | Jun-15 | | Dec-14 | | Jun-14 | | Dec-13 | | Jun-13 | | Dec-12 | |
|--|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| Primary Language | | | | | | | | | | | | |
| English | 415 | 37.8% | 471 | 41.3% | 525 | 41.4% | 503 | 41.2% | 369 | 38.1% | 480 | 39.6% |
| Cantonese | 432 | 39.4% | 385 | 33.7% | 430 | 33.9% | 382 | 31.3% | 333 | 34.4% | 428 | 35.3% |
| Russian | 26 | 2.4% | 40 | 3.5% | 39 | 3.1% | 35 | 2.9% | 23 | 2.4% | 38 | 3.1% |
| Spanish | 75 | 6.8% | 89 | 7.8% | 86 | 6.8% | 95 | 7.8% | 60 | 6.2% | 94 | 7.8% |
| Mandarin | 34 | 3.1% | 36 | 3.2% | 40 | 3.2% | 46 | 3.8% | 31 | 3.2% | 45 | 3.7% |
| Tagalog | 43 | 3.9% | 42 | 3.7% | 68 | 5.4% | 74 | 6.1% | 48 | 5.0% | 56 | 4.6% |
| Vietnamese | 22 | 2.0% | 33 | 2.9% | 20 | 1.6% | 30 | 2.5% | 7 | 0.7% | 25 | 2.1% |
| All Other | 50 | 4.6% | 45 | 3.9% | 61 | 4.8% | 56 | 4.6% | 83 | 8.6% | 45 | 3.7% |
| | | | | | | | | | | | | |
| Zip Code/Neighborhood | | | | | | | | | | | | |
| 94102 Hayes Valley/Tenderloin/N. of Market | 155 | 14.1% | 151 | 13.2% | 136 | 10.7% | 200 | 16.4% | 162 | 16.7% | 146 | 12.1% |
| 94103 South of Market | 91 | 8.3% | 105 | 9.2% | 121 | 9.5% | 113 | 9.3% | 99 | 10.2% | 117 | 9.7% |
| 94107 Potrero Hill | 21 | 1.9% | 24 | 2.1% | 36 | 2.8% | 35 | 2.9% | 26 | 2.7% | 24 | 2.0% |
| 94108 Chinatown | 42 | 3.8% | 38 | 3.3% | 35 | 2.8% | 42 | 3.4% | 34 | 3.5% | 52 | 4.3% |
| 94109 Polk/Russian Hill | 84 | 7.7% | 97 | 8.5% | 86 | 6.8% | 102 | 8.4% | 81 | 8.4% | 94 | 7.8% |
| 94110 Inner Mission/Bernal Heights | 57 | 5.2% | 83 | 7.3% | 69 | 5.4% | 73 | 6.0% | 64 | 6.6% | 84 | 6.9% |
| 94112 Ingleside/Excelsior/Outer Mission | 119 | 10.8% | 114 | 10.0% | 121 | 9.5% | 104 | 8.5% | 95 | 9.8% | 96 | 7.9% |
| 94115 Western Addition/Japantown | 45 | 4.1% | 49 | 4.3% | 63 | 5.0% | 61 | 5.0% | 32 | 3.3% | 53 | 4.4% |
| 94116 Parkside | 38 | 3.5% | 51 | 4.5% | 45 | 3.5% | 40 | 3.3% | 34 | 3.5% | 42 | 3.5% |
| 94118 Inner Richmond | 0 | 0.0% | 21 | 1.8% | 28 | 2.2% | 28 | 2.3% | 24 | 2.5% | 33 | 2.7% |
| 94121 Outer Richmond | 36 | 3.3% | 48 | 4.2% | 52 | 4.1% | 39 | 3.2% | 25 | 2.6% | 40 | 3.3% |
| 94122 Sunset | 33 | 3.0% | 60 | 5.3% | 58 | 4.6% | 54 | 4.4% | 42 | 4.3% | 60 | 5.0% |
| 94124 Bayview/Hunters Point | 47 | 4.3% | 78 | 6.8% | 109 | 8.6% | 94 | 7.7% | 60 | 6.2% | 95 | 7.8% |
| 94132 Lake Merced/Stonestown | 84 | 7.7% | 21 | 1.8% | 31 | 2.4% | 24 | 2.0% | 19 | 2.0% | 28 | 2.3% |
| 94133 North Beach/Chinatown | 16 | 1.5% | 59 | 5.2% | 81 | 6.4% | 69 | 5.7% | 58 | 6.0% | 79 | 6.5% |
| 94134 Visitacion Valley/Sunnydale | 80 | 7.3% | 80 | 7.0% | 96 | 7.6% | 74 | 6.1% | 65 | 6.7% | 83 | 6.9% |
| Others | 66 | 6.0% | 62 | 5.4% | 102 | 8.0% | 69 | 5.7% | 48 | 5.0% | 85 | 7.0% |

*** 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 | Jun-15 | | Dec-14 | | Jun-14 | | Dec-13 | | Jun-13 | | Dec-12 | |
|---|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|
| | % 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) | 98% | 0.82 | 99% | 0.82 | 99% | 0.83 | 99% | 0.8 | 99% | 0.8 | 99% | 0.8 |
| Routine Laundry (D&R) | 98% | 1.62 | 99% | 1.62 | 99% | 1.61 | 99% | 1.6 | 99% | 1.6 | 99% | 1.6 |
| Grocery Shopping (D&R) | 97% | 0.64 | 98% | 0.63 | 98% | 0.64 | 99% | 0.6 | 98% | 0.6 | 98% | 0.6 |
| Errands & Other Shopping (D&R) | 97% | 0.64 | 98% | 0.63 | 98% | 0.63 | 98% | 0.6 | 97% | 0.6 | 97% | 0.6 |
| Meal Clean Up (D&R) | 97% | 2.06 | 98% | 2.04 | 98% | 2.03 | 98% | 2.0 | 98% | 2.0 | 98% | 1.9 |
| Preparation of Meals (D&R) | 97% | 4.74 | 98% | 4.70 | 98% | 4.67 | 98% | 4.6 | 98% | 4.6 | 98% | 4.5 |
| Accompaniment to Medical Appointment (D&R) | 94% | 0.88 | 95% | 0.89 | 95% | 0.88 | 95% | 1.0 | 94% | 0.9 | 94% | 0.9 |
| Bathing, Oral Hygiene, Grooming | 88% | 2.54 | 89% | 2.53 | 88% | 2.51 | 89% | 2.5 | 88% | 2.4 | 88% | 2.4 |
| Dressing | 75% | 1.65 | 75% | 1.64 | 74% | 1.62 | 75% | 1.6 | 73% | 1.6 | 73% | 1.5 |
| Prosthesis Assistance | 75% | 0.84 | 75% | 0.84 | 74% | 0.85 | 75% | 0.9 | 73% | 0.9 | 73% | 0.9 |
| Ambulation | 68% | 2.01 | 68% | 1.99 | 67% | 1.98 | 68% | 2.0 | 66% | 1.9 | 65% | 1.9 |
| Moving In/Out of Bed | 57% | 1.41 | 57% | 1.41 | 56% | 1.41 | 56% | 1.4 | 54% | 1.4 | 53% | 1.4 |
| Bowel & Bladder Care | 52% | 2.66 | 51% | 2.66 | 51% | 2.66 | 52% | 2.6 | 49% | 2.6 | 49% | 2.5 |
| Repositioning/Rubbing | 50% | 1.81 | 48% | 1.82 | 47% | 1.83 | 48% | 1.9 | 47% | 1.8 | 47% | 1.8 |
| Feeding | 28% | 2.78 | 27% | 2.81 | 26% | 2.82 | 27% | 2.8 | 25% | 2.8 | 24% | 2.8 |
| Routine Bed Baths | 9% | 1.73 | 9% | 1.76 | 9% | 1.76 | 10% | 1.8 | 9% | 1.7 | 9% | 1.8 |
| Paramedical Services | 6% | 3.72 | 6% | 3.75 | 6% | 3.86 | 6% | 4.0 | 6% | 3.8 | 6% | 3.9 |
| Respiration | 4% | 1.23 | 4% | 1.24 | 4% | 1.24 | 4% | 1.2 | 4% | 1.2 | 4% | 1.1 |
| Protective Supervision | 2% | 35.95 | 2% | 36.23 | 2% | 35.27 | 2% | 36.3 | 2% | 35.6 | 2% | 35.9 |
| Menstrual Care | 2% | 0.67 | 2% | 0.67 | 2% | 0.65 | 2% | 0.6 | 2% | 0.6 | 2% | 0.6 |
| Accompaniment to Alternative Resources (D&R) | 1% | 2.25 | 1% | 2.29 | 1% | 2.24 | 1% | 2.3 | 1% | 2.2 | 1% | 2.3 |
| Heavy Cleaning | 0% | 13.81 | 0% | 0.00 | 0% | 0.00 | 0% | 14.0 | 0% | 13.8 | 0% | 22.3 |
| Total Weekly Authorized Hours | 485,197 | | 486,431 | | 477,969 | | 484,033 | | 449,126 | | 445,550 | |
| Average Weekly Hours per Recipient | 21.6 | | 21.6 | | 21.3 | | 21.8 | | 20.8 | | 20.5 | |
| Total Weekly Auth Domestic & Related Hours | 248,455 | | 250,540 | | 248,015 | | 248,042 | | 234,665 | | 233,818 | |

D&R = Domestic & Related services

In Home Supportive Services Six-Month Update

| Independent Providers | Jun-15 | | Jan-15 [^] | | Jun-14 | | Dec-13 | | Jun-13 | | Dec-12 | |
|--|--------|--------|---------------------|--------|--------|-------|--------|-------|--------|-------|--------|-------|
| | # | % | # | % | # | % | # | % | # | % | # | % |
| Total Providers with an Active Consumer | 19,555 | | 19,381 | | 21,613 | | 19,937 | | 18,593 | | 18,374 | |
| Change from previous six months | 174 | 0.9% | -2,232 | -11.5% | 1,676 | 7.8% | 1,344 | 6.7% | 219 | 1.2% | 193 | 1.1% |
| Change from previous year | -2,058 | -10.5% | -556 | -2.9% | 3,020 | 14.0% | 1,563 | 7.8% | 412 | 2.2% | 181 | 1.0% |
| Newly Enrolled Providers | 2,077 | | 1,565 | | 1,781 | | 1,589 | | 2,007 | | 1,925 | |
| Providers with at least one relative consumer | 12,087 | 61.8% | 11,954 | 61.7% | 13,012 | 60.2% | 12,251 | 61.4% | 12,289 | 66.1% | 11,707 | 63.7% |
| Providers serving more than one consumer | 3,565 | 18.2% | 3,472 | 17.9% | 4,460 | 20.6% | 3,862 | 19.4% | 3,378 | 18.2% | 3,495 | 19.0% |
| Relationship to Consumer (providers may have more than one consumer) | | | | | | | | | | | | |
| Relative - Spouse | 507 | 2.6% | 490 | 2.5% | 513 | 2.4% | 506 | 2.5% | 512 | 2.8% | 496 | 2.7% |
| Relative - Parent | 892 | 4.6% | 870 | 4.5% | 888 | 4.1% | 828 | 4.2% | 766 | 4.1% | 757 | 4.1% |
| Relative - Child | 7,466 | 38.2% | 7,315 | 37.7% | 7,817 | 36.2% | 7,336 | 36.8% | 7,010 | 37.7% | 7,004 | 38.1% |
| Relative - Other | 3,531 | 18.1% | 3,566 | 18.4% | 4,155 | 19.2% | 3,920 | 19.7% | 3,757 | 20.2% | 3,788 | 20.6% |
| Non-Relative - Friend | 1,362 | 7.0% | 1,388 | 7.2% | 1,809 | 8.4% | 1,718 | 8.6% | 1,577 | 8.5% | 1,630 | 8.9% |
| Non-Relative - Neighbor | 41 | 0.2% | 45 | 0.2% | 62 | 0.3% | 53 | 0.3% | 41 | 0.2% | 44 | 0.2% |
| Non-Relative - Landlord | 0 | 0.0% | 0 | 0.0% | 1 | 0.0% | 1 | 0.0% | 2 | 0.0% | 4 | 0.0% |
| Non-Relative - Housemate | 31 | 0.2% | 27 | 0.1% | 30 | 0.1% | 34 | 0.2% | 34 | 0.2% | 34 | 0.2% |
| Non-Relative - Live-in Provider | 15 | 0.1% | 20 | 0.1% | 23 | 0.1% | 25 | 0.1% | 28 | 0.2% | 27 | 0.1% |
| Non-Relative - Home Health Agency | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 2 | 0.0% |
| Non-Relative - Other Business | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 12 | 0.1% |
| Non-Relative - Other | 7,015 | 35.9% | 6,932 | 35.8% | 7,988 | 37.0% | 6,928 | 34.7% | 6,045 | 32.5% | 5,918 | 32.2% |
| Ethnicity (providers with more than one consumer may have list more than one ethnicity) | | | | | | | | | | | | |
| Chinese | 6,270 | 32% | 6,467 | 33% | 7,400 | 34% | 7,284 | 37% | 7,398 | 40% | 7,617 | 41% |
| Caucasian | 2,947 | 15% | 3,022 | 16% | 3,464 | 16% | 3,399 | 17% | 3,406 | 18% | 3,557 | 19% |
| African American | 1,144 | 6% | 1,194 | 6% | 1,433 | 7% | 1,348 | 7% | 1,222 | 7% | 1,387 | 8% |
| Latino | 1,114 | 6% | 1,170 | 6% | 1,403 | 6% | 1,354 | 7% | 1,398 | 8% | 1,490 | 8% |
| Filipino | 687 | 4% | 706 | 4% | 821 | 4% | 803 | 4% | 821 | 4% | 885 | 5% |
| Vietnamese | 302 | 2% | 321 | 2% | 349 | 2% | 338 | 2% | 346 | 2% | 364 | 2% |
| Korean | 119 | 1% | 128 | 1% | 152 | 1% | 138 | 1% | 141 | 1% | 149 | 1% |
| Cambodian | 18 | 0% | 18 | 0% | 18 | 0% | 18 | 0% | 19 | 0% | 20 | 0% |
| Other/Unknown | 6,954 | 36% | 6,355 | 33% | 6,572 | 30% | 5,255 | 26% | 3,842 | 21% | 3,899 | 21% |

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