



# SOUTHERN AREA CONSORTIUM OF HUMAN SERVICES

## In-Home Supportive Services Program: Descriptive Data Report

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**May 2012**



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## EXECUTIVE SUMMARY

The Southern Area Consortium of Human Services (SACHS) has performed an analysis of the In-Home Supportive Services (IHSS) Program data. This analysis was performed at the request of the SACHS Directors to examine annual changes to the IHSS Program.

The information for pages 2-11 of this report were gathered via a survey of SACHS counties in April 2012, with all counties reporting data for February 2012 for pages 2-9 and Calendar Years 2010 and 2011 for pages 10-11. Pages 2-9 of the report reflect the cumulative total across all SACHS Counties (unweighted).

The information for pages 12-21 of the report are from an analysis of the following publicly available source for Calendar Years 2010 and 2011:

- CDSS In-Home Supportive Services Summary Data (Statewide IHSS monthly statistics): <http://www.cdss.ca.gov/agedblinddisabled/P1282.htm>

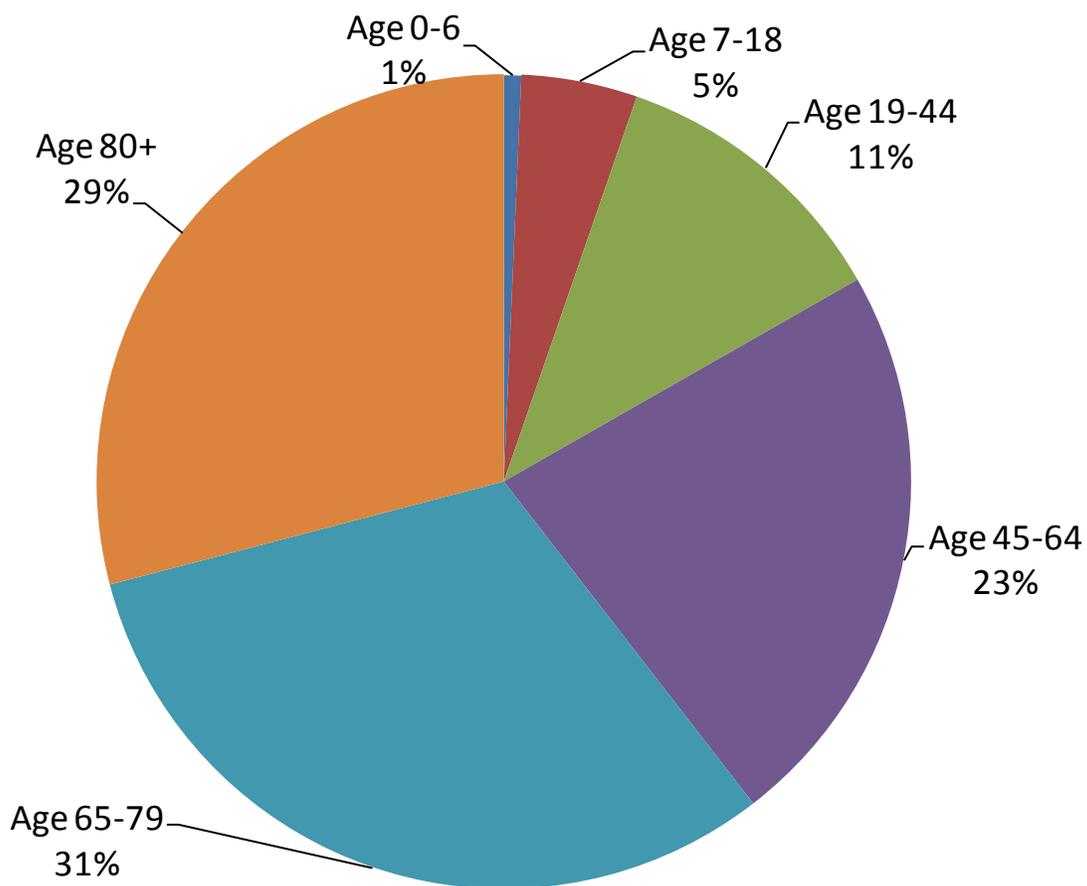
This report is originally modeled after a 2004 report presented by Terry Crockett and Joe Chelli, San Joaquin County Human Services Agency to the Central California Area Social Services Consortium (CCASSC): [http://www.csufresno.edu/swert/projects\\_programs/ccassc/resources/Resources/IHSS%20--%20pps.pdf](http://www.csufresno.edu/swert/projects_programs/ccassc/resources/Resources/IHSS%20--%20pps.pdf).

The following report includes descriptive data in these areas:

- Age of IHSS Recipients
- Ethnicity of IHSS Recipients
- Primary Language of IHSS Recipients
- Type of Aid Received
- Exit Reasons of IHSS Recipients
- Distribution of Authorized Service Hours for IHSS Recipients (SACHS Counties)
- Distribution of IHSS Provider Type For IHSS Recipients (SACHS Counties)
- Average Monthly IHSS Caseload per Social Workers (for Continuing Cases) (SACHS Counties)
- IHSS Fraud Referrals in CY 2010 & 2011
- Average Monthly IHSS Cases by SACHS County in 2010 & 2011
- Percent Change in Average Monthly IHSS Cases Between 2010 & 2011
- Average Monthly Functional Index (FI) Score by SACHS County in 2010 & 2011
- Average Monthly Authorized Hours per IHSS Case by SACHS County in 2010 & 2011
- Percent Change in Average Monthly Authorized Hours per Case Between 2010 & 2011
- Average Monthly Paid Hours per IHSS Case by SACHS County in 2010 & 2011
- Percent Change in the Average Monthly Paid Hours per Case Between 2010 & 2011
- Average Percentage Paid/Authorized Hours per IHSS Case by SACHS County in 2010 & 2011
- Average Monthly Cost per IHSS Case by SACHS County in 2010 & 2011
- Percent Change in Average Monthly Cost per IHSS Case Between 2010 & 2011

# DISTRIBUTION OF AGE GROUPS FOR IHSS POPULATION (SACHS COUNTIES)

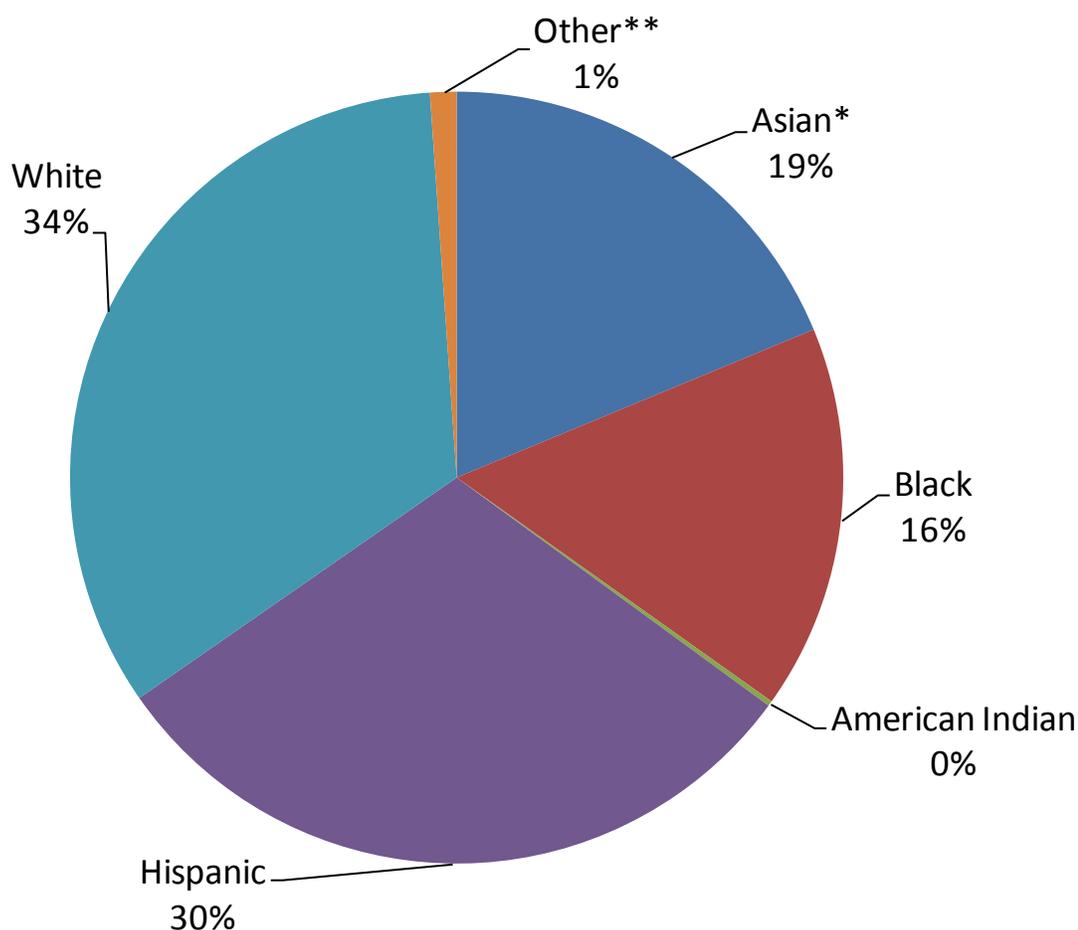
Data reported for: February 2012



- 83% of the IHSS Population are Over 45 Years of Age, while 60% are Over 65 Years of Age.

# DISTRIBUTION OF ETHNICITY FOR IHSS RECIPIENTS (SACHS COUNTIES)

Data reported for: February 2012



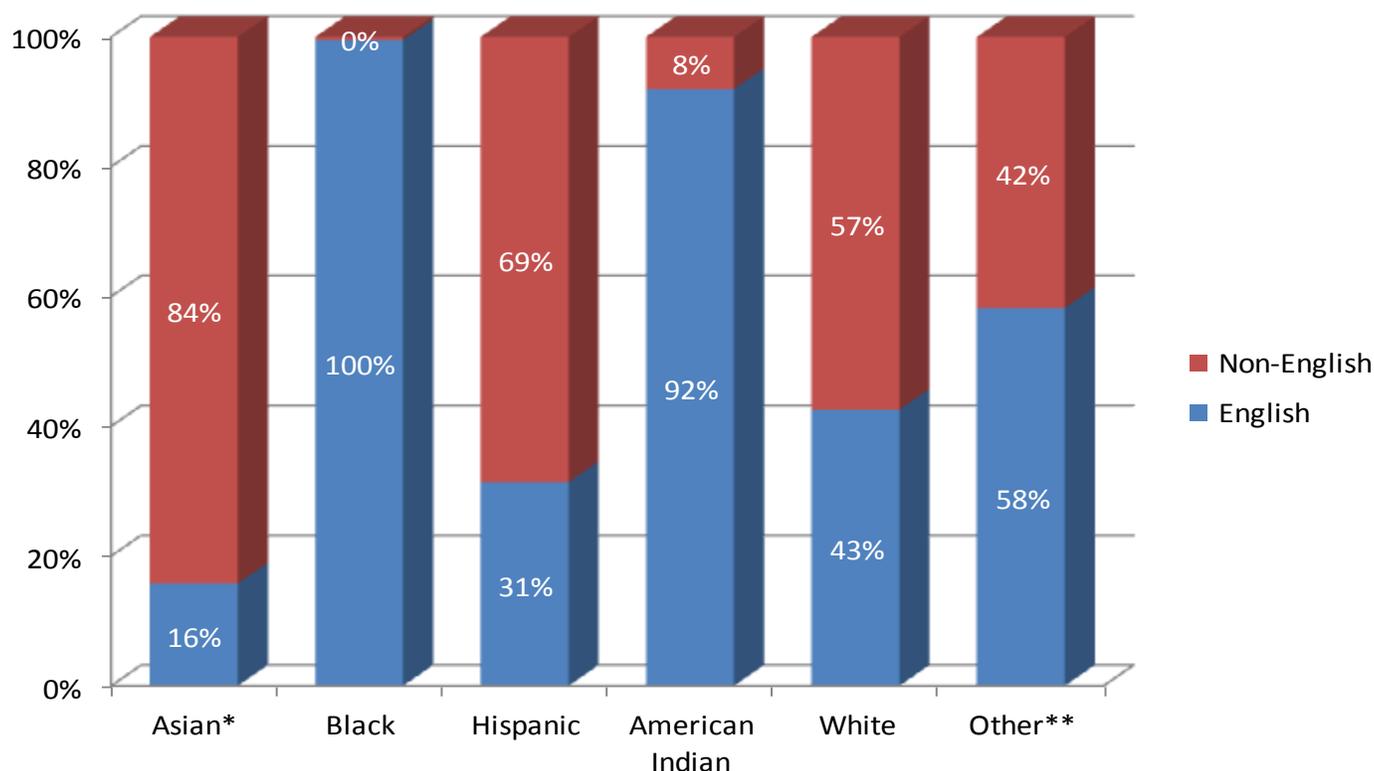
\*Asian includes: Cambodian, Chinese, Asian Indian, Japanese, Korean, Filipino, Laotian, and Vietnamese

\*\*Other includes: (Pacific Islander – Hawaiian, Guamanian, Samoan; Other Asian or Pacific Islander – Not specified above)

- About one-third (34%) of all IHSS recipients are White, followed by 30% Hispanic, 19% Asian, 16% Black, 1% Other and less than 1% American Indian.

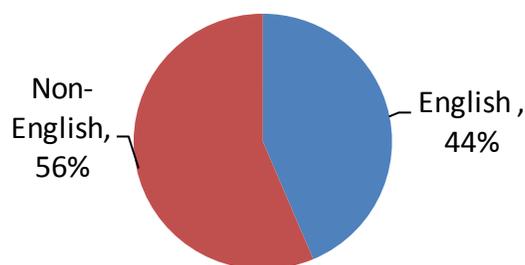
## PRIMARY LANGUAGE BY ETHNICITY OF IHSS RECIPIENTS (SACHS COUNTIES)

Data reported for: February 2012



\*Asian includes: Cambodian, Chinese, Asian Indian, Japanese, Korean, Filipino, Laotian, and Vietnamese

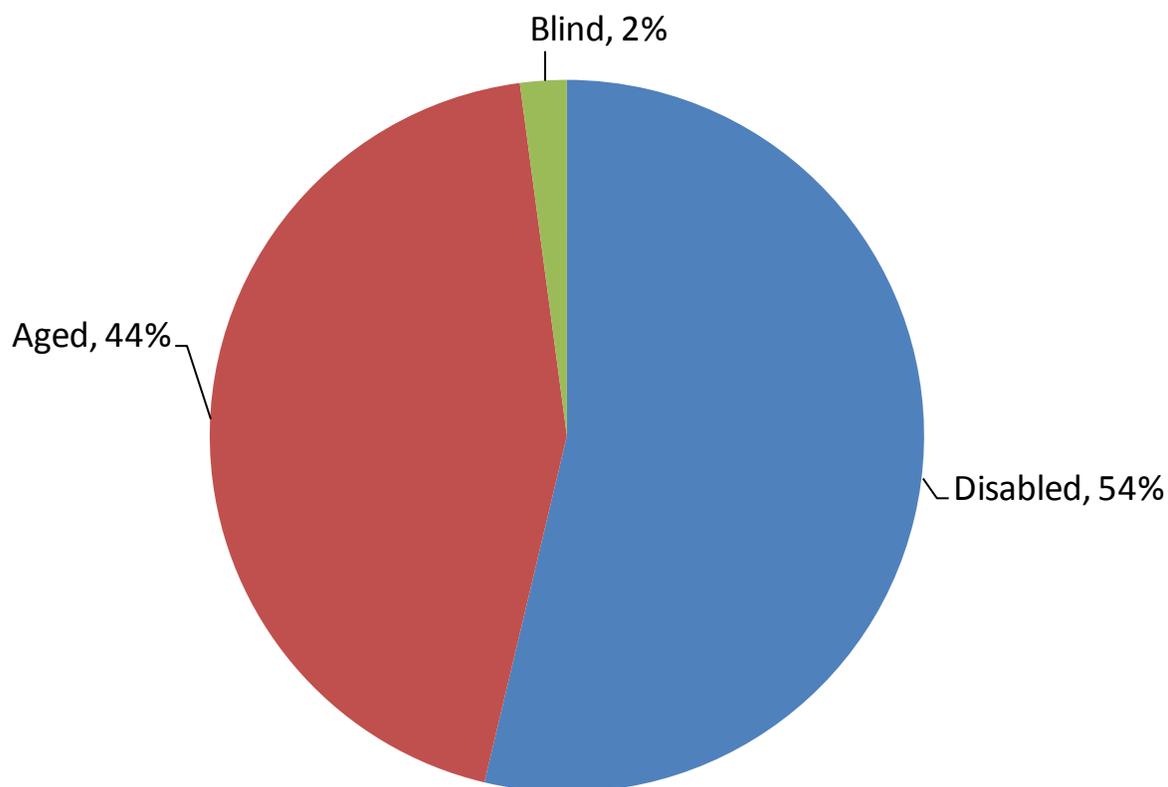
\*\*Other includes: Pacific Islander – Hawaiian, Guamanian, Samoan; Other Asian or Pacific Islander Not specified above)



- Fifty-six percent of IHSS recipients report a primary language other than English.
- All Black (100%) and most American Indian (92%) recipients indicate English as their primary language.
- Less than half of White recipients primarily speak English (43%)
  - *This figure is primarily due to Los Angeles County-with 72% of their White recipients reporting a primary language other than English-consisting mostly of Armenian, Russian and Farsi.*
- The majority of Asian (84%) and Hispanic (69%) recipients report a primary language other than English.

## DISTRIBUTION OF AID TYPE FOR IHSS RECIPIENTS (SACHS COUNTIES)

Data reported for: February 2012



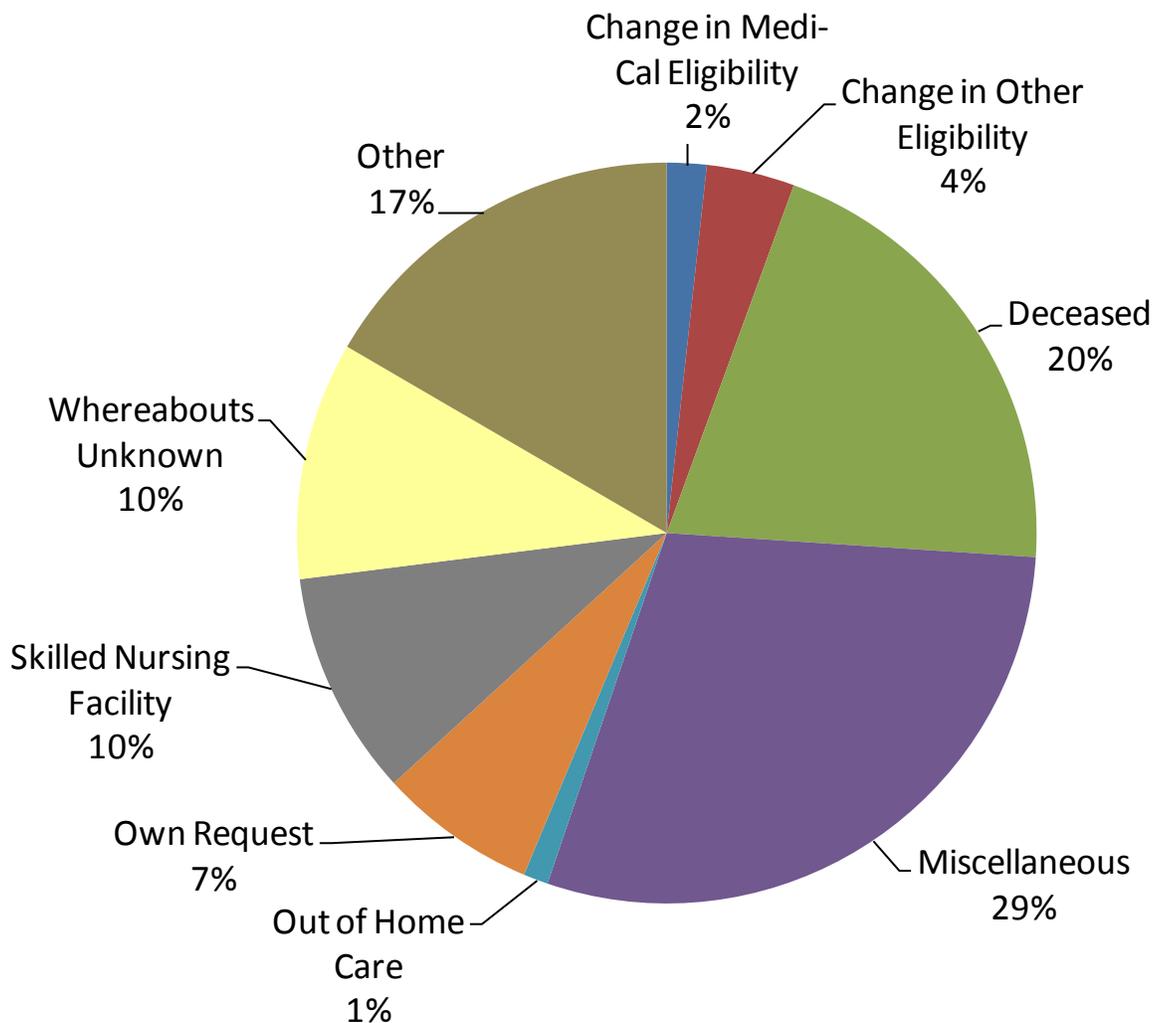
- About half (54%) of IHSS recipients are disabled, 44% are aged, and 2% are blind.

### Notes:

- The aid code is the recipient's benefit category for budget, Medi-Cal, and accounting purposes, and is assigned by the county social worker at time of assessment. The aid codes are: Aged, Blind, and Disabled. It is possible for this code to change from disabled to aged during yearly assessments. An example would be a recipient who enters at age 60 is coded as 'disabled', and 6 years later (now age 66) during a yearly assessment is re-coded to 'aged'. In this report, recipients are categorized by the code assigned at time of entry (and recipients are not in more than one category at the same time).

# DISTRIBUTION OF EXIT REASONS FOR IHSS RECIPIENTS (SACHS COUNTIES)

Data reported for: February 2012



- Miscellaneous exit reasons (County transfers, improper coding) account for 29% of IHSS exit reasons, followed by Deceased (20%).

**Notes:**

*Change in Other Eligibility*- Includes Share of Cost changes, Board and Care, Living Arrangement Changes

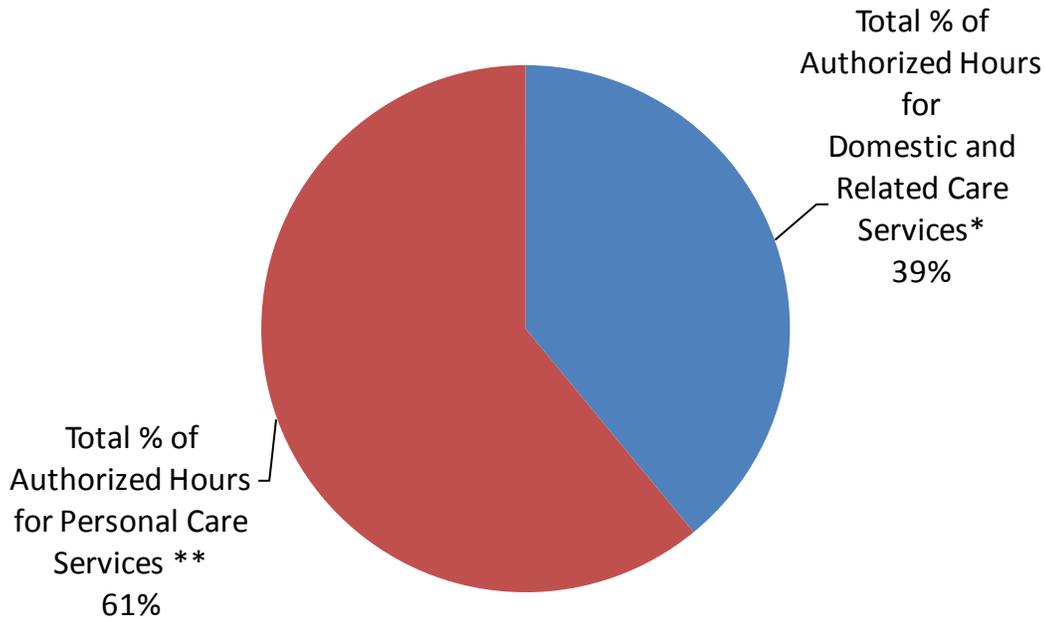
*Miscellaneous* - Includes County Transfers, Improper Coding

*Out of Home Care*- Includes Community Care Facility, Intermediate Care Facility, and Hospital

*Other*- Includes recipient safe at home without IHSS; IHSS needs are met by alternate resource; Medicare Home; Non-Medicare Home; No completed Health Care Certification form; Recipient was out of country; No additional reason detail noted.

# DISTRIBUTION OF AUTHORIZED SERVICE HOURS FOR IHSS RECIPIENTS (SACHS COUNTIES)

Data reported for: February 2012



\* Includes: Housework, Meal Preparation, Meal Clean-up, Cleaning, Laundry, Grocery Shopping and Errands

\*\*Includes: Feeding, Bathing, Oral Hygiene and Grooming, Dressing, Bowel and Bladder Care, Menstrual Care, Respiration Assistance, Paramedical Tasks, Assistance with Ambulation, Transferring, Rubbing of Skin to Promote Circulation, Care of and Assistance with Prosthetic Devices, Essential Transportation and Protective Supervision.

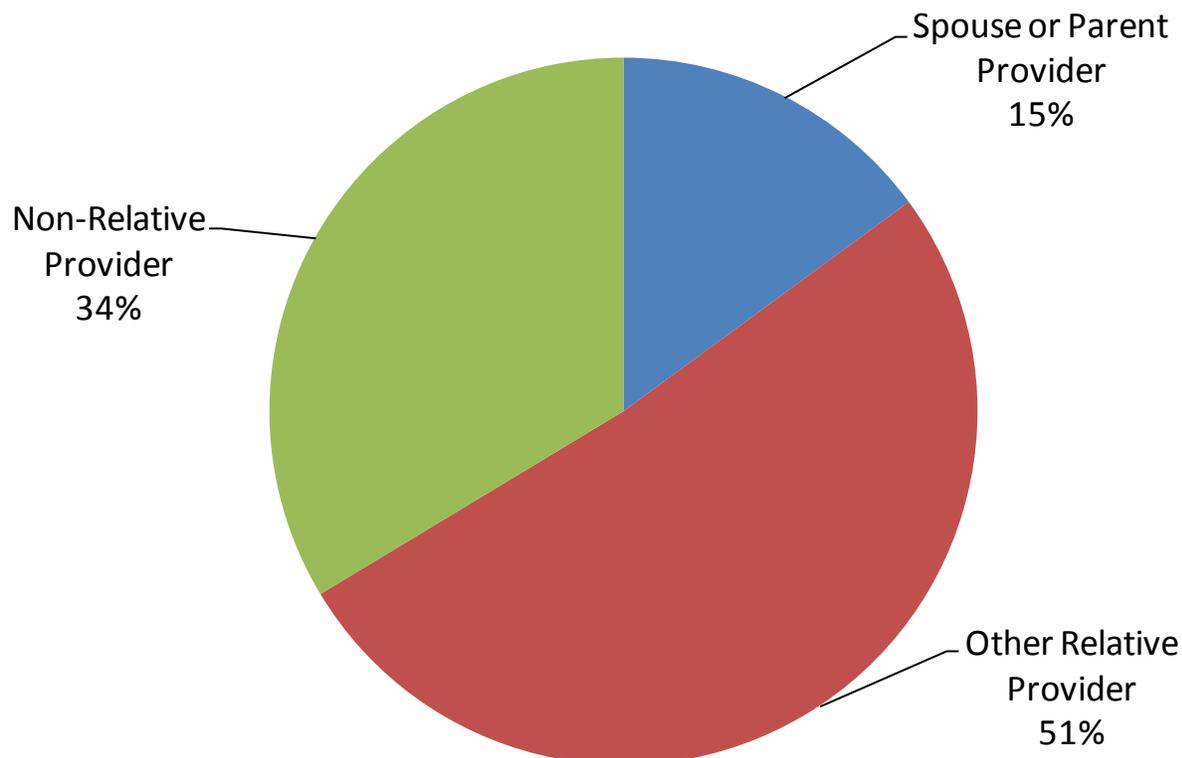
- Total authorized hours for Personal Care Services account for 61% and total authorized hours for Domestic and Related Care Services account for 39% of total IHSS Hours.

Breakdown by SACHS County:

	Imperial	Los Angeles	Orange	Riverside	San Bernardino	Santa Barbara	Ventura
<b>Total % of IHSS Hours for Domestic and Related Care Services</b>	39.9%	41.0%	39.0%	33.9%	32.0%	37.2%	39.2%
<b>Total % of IHSS Hours for Personal Care Services</b>	60.1%	59.0%	61.0%	66.1%	68.0%	62.8%	60.8%

## DISTRIBUTION OF IHSS PROVIDER TYPE FOR IHSS RECIPIENTS (SACHS COUNTIES)

Data reported for: February 2012

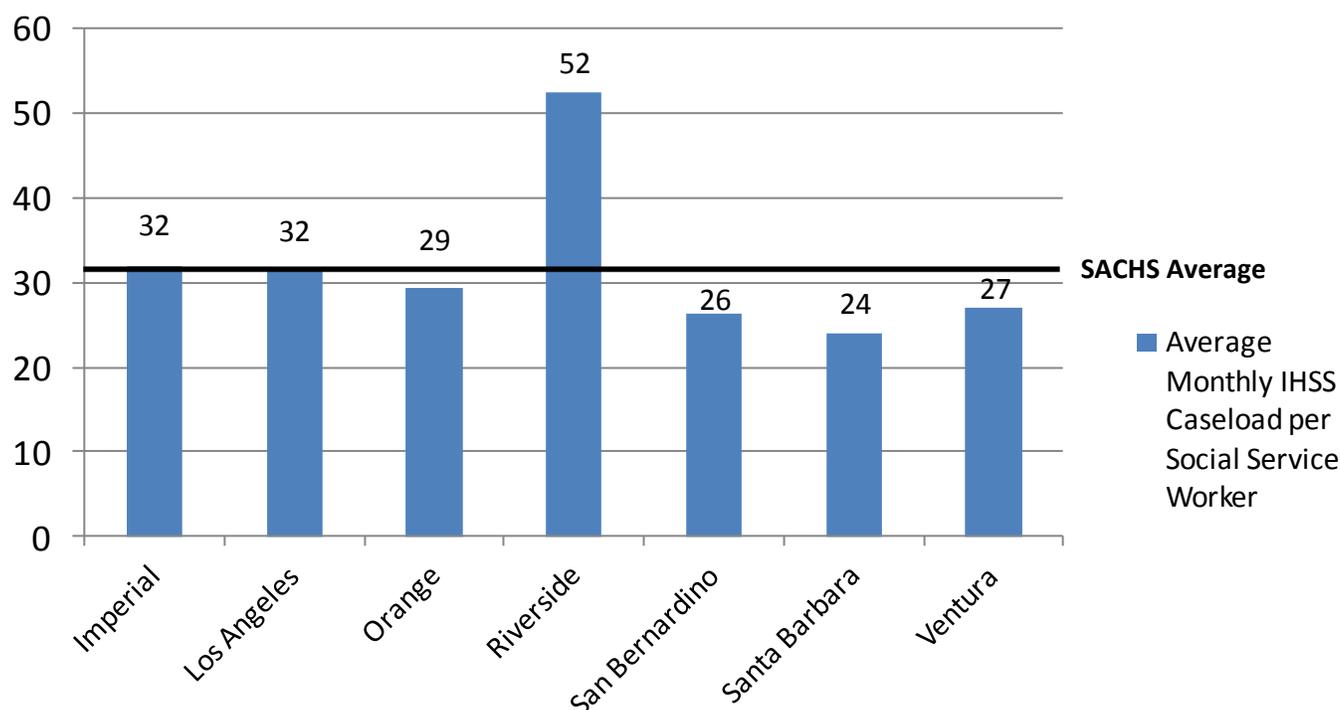


- Other Relative Providers account for a little more than half (51%) of all IHSS Providers, followed by 34% Non-Relative Providers, and 15% Spouse or Parent Providers.

	Imperial	Los Angeles	Orange	Riverside	San Bernardino	Santa Barbara	Ventura
<b>Spouse or Parent Providers</b> (Spouse, Parent of Minor Child, Parent of Adult Child)	25.09%	12.39%	20.96%	24.04%	23.80%	14.94%	23.92%
<b>Other Relative Providers</b> (Minor Child, Adult Child, Other Relative)	23.62%	52.76%	54.95%	49.31%	45.42%	30.67%	45.31%
<b>Non-Relative Providers</b> (Friend, Neighbor, Landlord, Housemate, Live-In Provider, Home Health Agency, Other Business, Other, Relationship Not Specified)	51.29%	34.84%	24.09%	26.66%	30.78%	54.39%	30.77%

# AVERAGE IHSS CASELOAD PER WORKER (CONTINUING CASES) (SACHS COUNTIES)

Data reported for: February 2012



- Across SACHS Counties on average the IHSS monthly caseload per Social Service Worker (for Continuing Cases) is 32 cases.

	Imperial*	Los Angeles**	Orange*	Riverside**	San Bernardino**	Santa Barbara*	Ventura**
<b>Total Number of County Social Workers Handling Continuing (Approved) IHSS Cases</b>	14	477	61	28	64	10	12
<b>Average IHSS Caseload per Social Worker (Continuing Cases)</b>	32	31.60	29.34	52.40	26.34	24	27

**Notes:**

- \* For three SACHS counties (Imperial, Orange and Santa Barbara) the above Social Workers do not only handle continuing cases but are also responsible for initial IHSS assessments/intakes (these workers have combined caseloads).
- \*\* For four SACHS counties (Los Angeles, Riverside, San Bernardino and Ventura), the above Social Workers only handle continuing cases as there are separate/additional Social Workers who are responsible for initial IHSS assessments/intakes. Please see the number of additional IHSS workers below (not reflected above) who handle initial IHSS assessments/intakes.
  - Los Angeles=107; Riverside=28; San Bernardino=32; and Ventura=4

## IHSS FRAUD REFERRALS IN CY 2010 & 2011 (BY SACHS COUNTY)

### *Imperial County:*

	2010	2011
<b>Total Number of Annual Fraud Referrals</b>	126	24
<b>Outcome of referrals*:</b>		
Total number of <u>Unsubstantiated</u> IHSS Fraud Referrals	10	1
Total number of <u>Substantiated</u> IHSS Fraud Cases	23	0
Total number of <u>Pending</u> IHSS Fraud Investigations	93	23

### *Los Angeles County:*

	2010	2011
<b>Total Number of Annual Fraud Referrals</b>	591	496
<b>Outcome of referrals*:</b>		
Total number of <u>Unsubstantiated</u> IHSS Fraud Referrals	75	53
Total number of <u>Substantiated</u> IHSS Fraud Cases	185	183
Total number of <u>Pending</u> IHSS Fraud Investigations	383	472

### *Orange County:*

	2010	2011
<b>Total Number of Annual Fraud Referrals</b>	725	550
<b>Outcome of referrals*:</b>		
Total number of <u>Unsubstantiated</u> IHSS Fraud Referrals	192	225
Total number of <u>Substantiated</u> IHSS Fraud Cases	354	231
Total number of <u>Pending</u> IHSS Fraud Investigations	179	94

### *Riverside County:*

	2010	2011
<b>Total Number of Annual Fraud Referrals</b>	599**	161
<b>Outcome of referrals*:</b>		
Total number of <u>Unsubstantiated</u> IHSS Fraud Referrals	58	10
Total number of <u>Substantiated</u> IHSS Fraud Cases	281	26
Total number of <u>Pending</u> IHSS Fraud Investigations	260	125

#### *Notes:*

\* Outcome of the referrals received in a given year represents the status of the total referrals received for that year, and can change over time as referrals are investigated.

\*\*Riverside County noted that their considerable decrease in 2011 versus the data provided for 2010 was because in 2010 they handled a higher volume of fraud referrals as a result of the *Hospital Stay Error Report* provided by the California Department of Social Services (CDSS).

## IHSS FRAUD REFERRALS IN CY 2010 & 2011 (BY SACHS COUNTY)

### San Bernardino County

	2010	2011
<b>Total Number of Annual Fraud Referrals</b>	532	854
<b>Outcome of referrals*:</b>		
Total number of <u>Unsubstantiated</u> IHSS Fraud Referrals	251	472
Total number of <u>Substantiated</u> IHSS Fraud Cases	281	382
Total number of <u>Pending</u> IHSS Fraud Investigations	0	0

### Santa Barbara County:

	2010	2011
<b>Total Number of Annual Fraud Referrals</b>	11	70
<b>Outcome of referrals*:</b>		
Total number of <u>Unsubstantiated</u> IHSS Fraud Referrals	5	16
Total number of <u>Substantiated</u> IHSS Fraud Cases	3	6
Total number of <u>Pending</u> IHSS Fraud Investigations	4	31

### Ventura County:

	2010	2011
<b>Total Number of Annual Fraud Referrals</b>	25	38
<b>Outcome of referrals*:</b>		
Total number of <u>Unsubstantiated</u> IHSS Fraud Referrals	4	11
Total number of <u>Substantiated</u> IHSS Fraud Cases	4	3
Total number of <u>Pending</u> IHSS Fraud Investigations	17	24

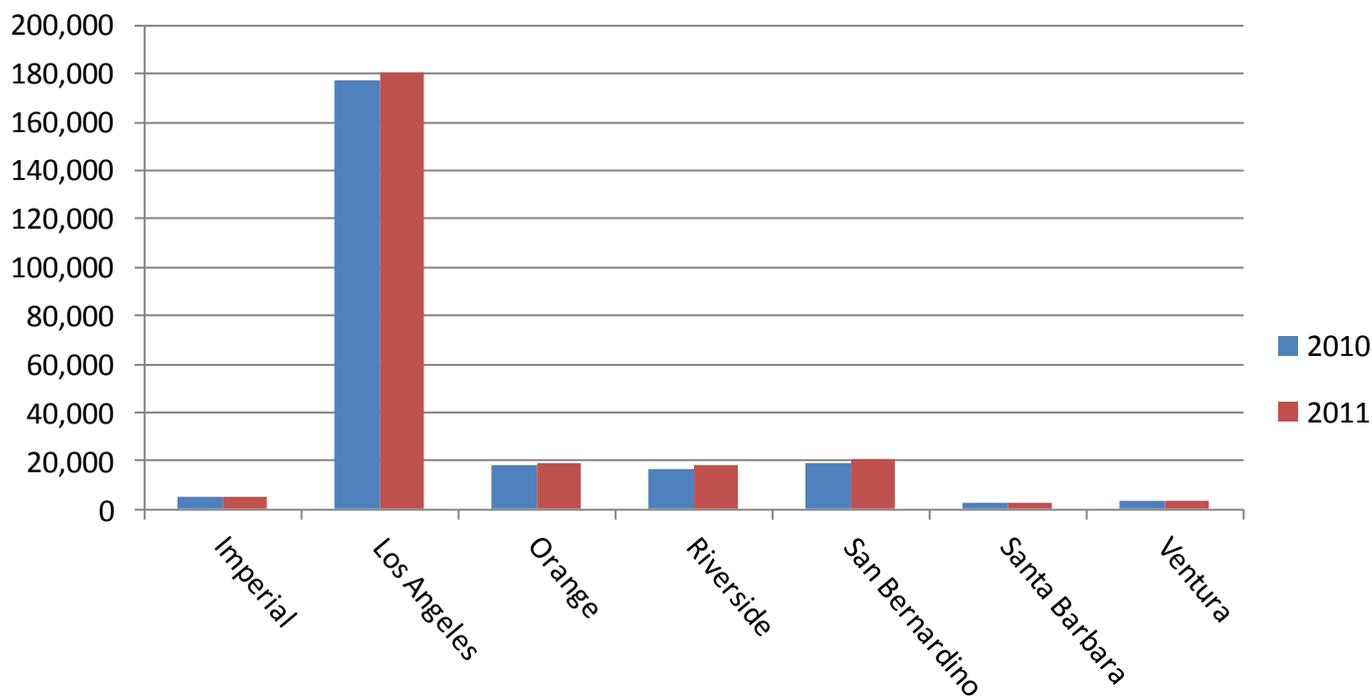
IHSS fraud can involve the provider or the recipient or both. The major types of investigated fraud include: overstated needs; shared checks; unreported people in the home; unreported marriages; unreported deaths; and unreported in-patient hospital stays. The major types of provider-fraud are typically where the provider is not actually working, or the recipient is either deceased or in a hospital and thus ineligible for services. The provider will typically fill out a timesheet and forge the recipient's signature or force the signature of the recipient.

For the Annual IHSS Fraud data, separate tables by county are reported as it is hard to provide cumulative totals or compare across SACHS Counties since there is such a variance in IHSS Fraud definitions (e.g. what is a "substantiated" case?), as well as in County reporting policies.

#### Note:

- \* Outcome of the referrals received in a given year represents the status of the total referrals received for that year, and can change over time as referrals are investigated.

## AVERAGE MONTHLY IHSS CASES BY SACHS COUNTY IN CY 2010 & 2011



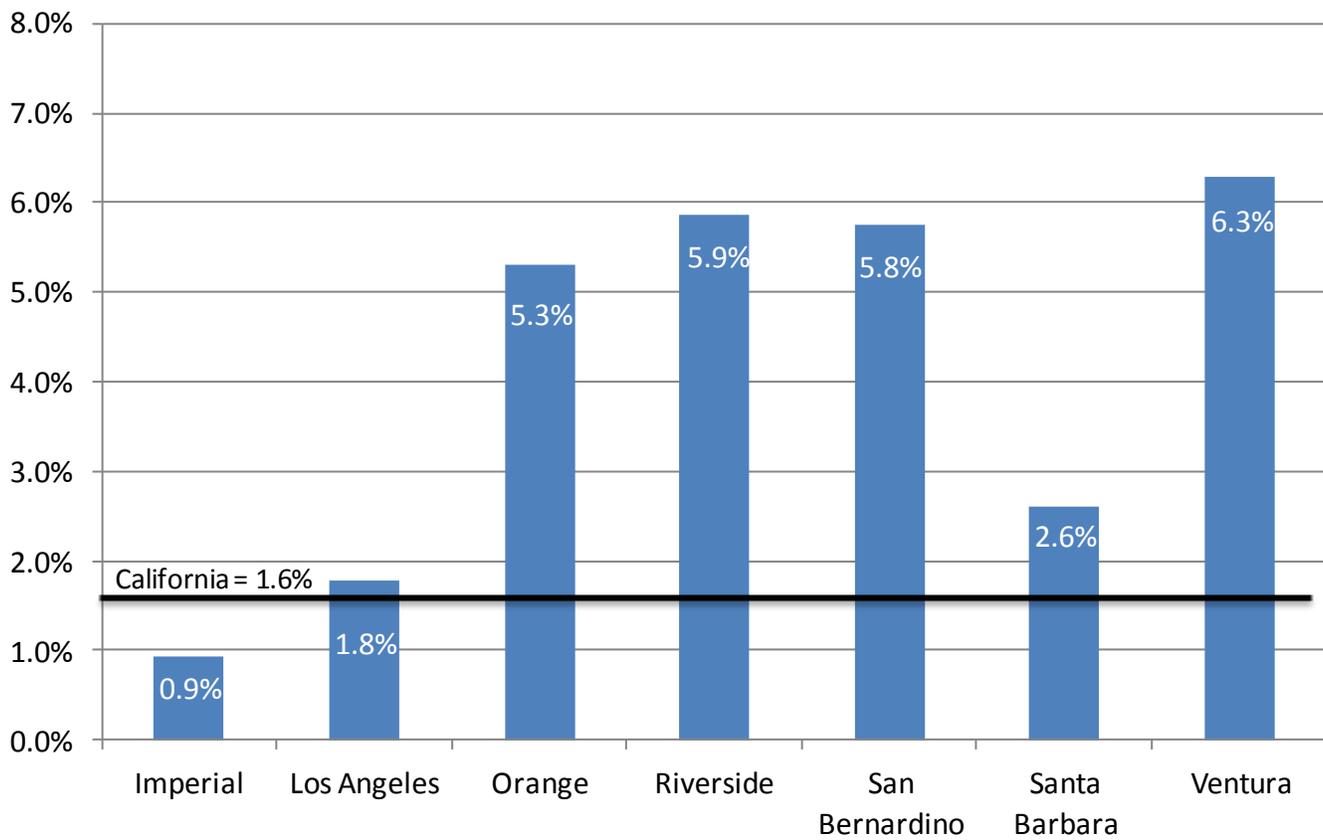
	2010	2011
<b>CALIFORNIA</b>	425,979	432,895
<b>IMPERIAL</b>	5,411	5,462
<b>LOS ANGELES</b>	177,463	180,615
<b>ORANGE</b>	17,873	18,822
<b>RIVERSIDE</b>	16,938	17,930
<b>SAN BERNARDINO</b>	19,428	20,547
<b>SANTA BARBARA</b>	2,681	2,751
<b>VENTURA</b>	3,476	3,694

- All SACHS counties experienced a slight increase in the average number of monthly IHSS cases from 2010 to 2011.

*Notes:* There are threats to the accuracy of the average monthly IHSS cases reported above via the CDSS IHSS Summary Data, because: (a) “Split” cases are counted more than once (under *both* Residual and PCSP); (b) Some of the data included on IHSS Management Statistics is paid data. Paid data will include payments for timesheets submitted in that month, but the payments are not necessarily for the particular month they are reported in. Statistics Report can, and often does, include payments from prior months; (c) You can have cases with authorized hours and no payroll activity, which does not mean the client is not receiving services

Source: IHSS Summary Data (Page 7, Column 3), <http://www.cdss.ca.gov/agedblinddisabled/Pg1282.htm>

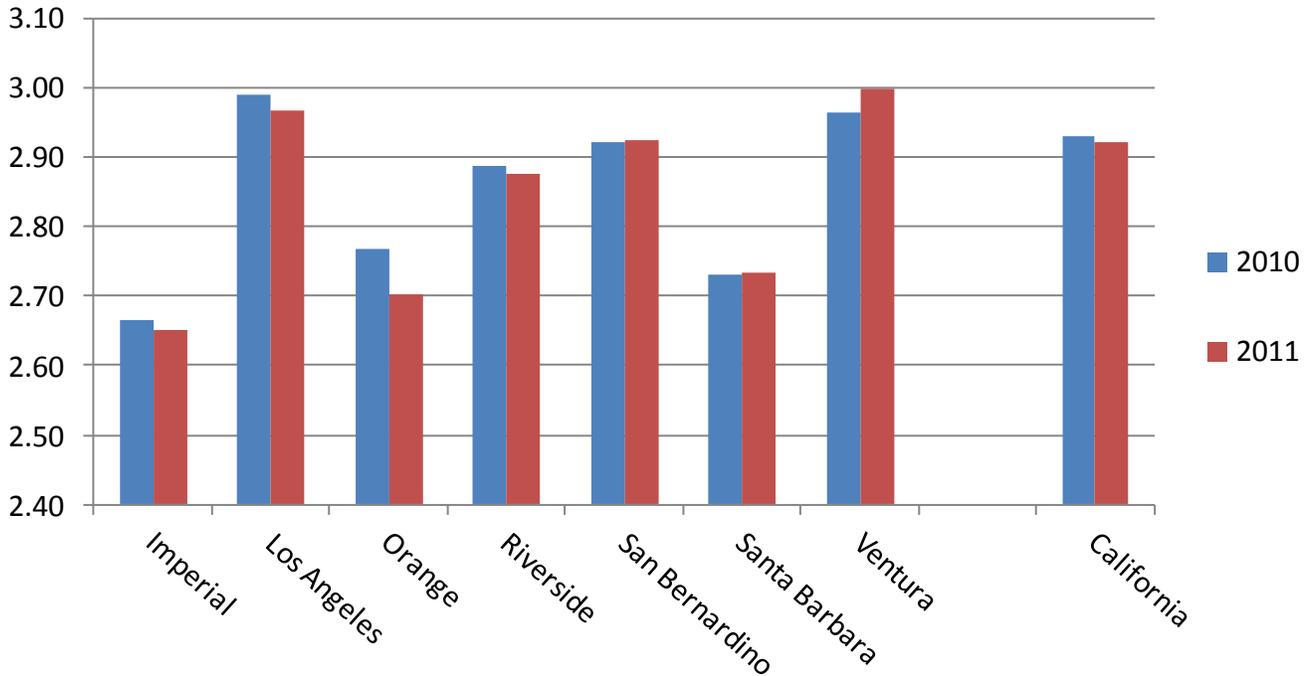
## PERCENT CHANGE IN AVERAGE MONTHLY IHSS CASES BETWEEN CY 2010 & 2011



- California experienced a 1.6% increase in average monthly IHSS cases between 2010 & 2011. Between CY 2009 and 2010 there was a 2.3% decrease in average monthly IHSS caseloads.
- Ventura (6.3%) shows the greatest percentage increase in monthly IHSS cases amongst the SACHS Counties between 2010 and 2011.
- Imperial (0.9%) shows the smallest percentage growth in monthly IHSS cases between 2010 and 2011.

Source: IHSS Summary Data (Page 7, Column 3), <http://www.cdss.ca.gov/agedblinddisabled/P1282.htm>

## AVERAGE MONTHLY FUNCTIONAL INDEX (FI) SCORE BY SACHS COUNTY IN CY 2010 & 2011

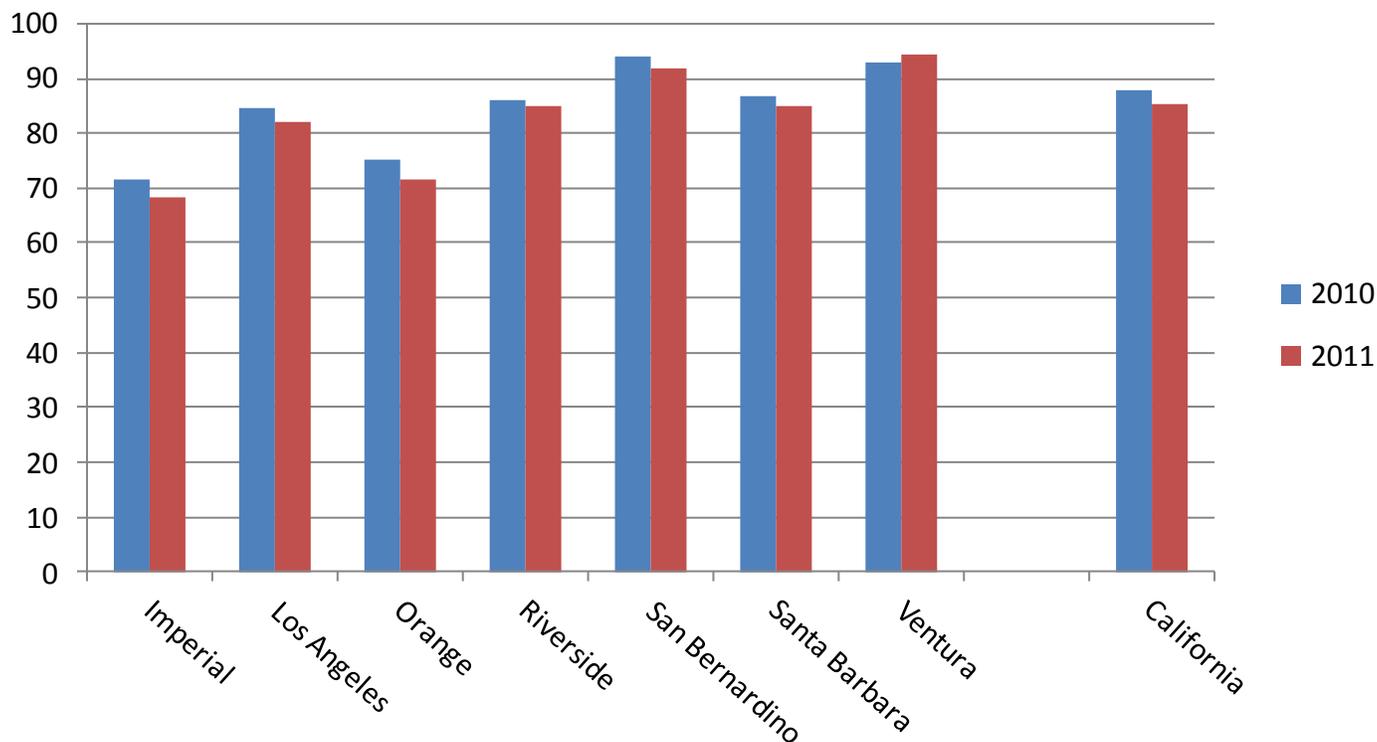


	2010	2011	% CHANGE FROM 2010-11
<b>CALIFORNIA</b>	2.93	2.92	0.3%
<b>IMPERIAL</b>	2.67	2.65	-0.6%
<b>LOS ANGELES</b>	2.99	2.97	-0.8%
<b>ORANGE</b>	2.77	2.70	-2.3%
<b>RIVERSIDE</b>	2.89	2.88	-0.3%
<b>SAN BERNARDINO</b>	2.92	2.92	0.1%
<b>SANTA BARBARA</b>	2.73	2.73	0.1%
<b>VENTURA</b>	2.96	3.00	1.2%

- California's average monthly Functional Index Score (FI Score) remained nearly the same from 2010 to 2011.
- There were just slight changes in average monthly FI Score for all SACHS Counties. Ventura County had the greatest increase in FI Score (1.2%) and Orange County had the greatest decrease (-2.3%).

Source: IHSS Summary Data (Pages 13-22), <http://www.cdss.ca.gov/agedblinddisabled/P1282.htm>

## AVERAGE MONTHLY AUTHORIZED HOURS PER IHSS CASE BY SACHS COUNTY

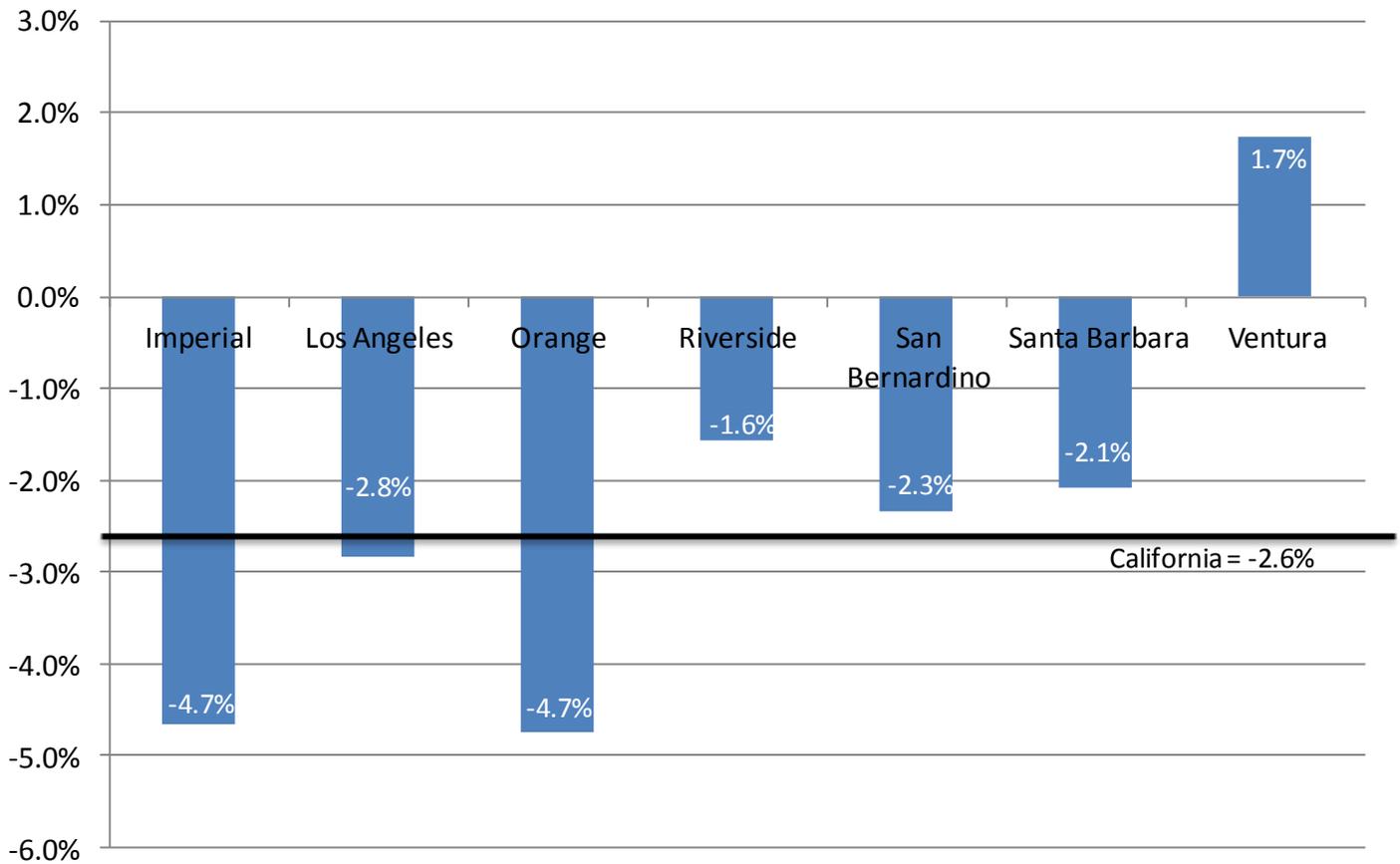


	2010	2011	APPROXIMATE CHANGE IN HOURS
<b>CALIFORNIA</b>	88	85.3	-3
<b>IMPERIAL</b>	71.6	68.2	-3
<b>LOS ANGELES</b>	84.5	82.1	-2
<b>ORANGE</b>	75.2	71.6	-4
<b>RIVERSIDE</b>	86.2	84.8	-1
<b>SAN BERNARDINO</b>	94.1	91.9	-2
<b>SANTA BARBARA</b>	86.8	85.0	-2
<b>VENTURA</b>	92.8	94.4	2

- California’s average monthly authorized hours per IHSS case slightly decreased from 2010 to 2011 to an average monthly rate of 85.3 authorized hours per IHSS case.
- There was a slight decrease in monthly authorized hours per IHSS case for all SACHS Counties except Ventura (with a slight increase of 2 authorized hours per case). Orange and Imperial County’s both had the greatest decrease in authorized hours per IHSS case.

Source: IHSS Summary Data (Pages 13-22), <http://www.cdss.ca.gov/agedblinddisabled/PG1282.htm>

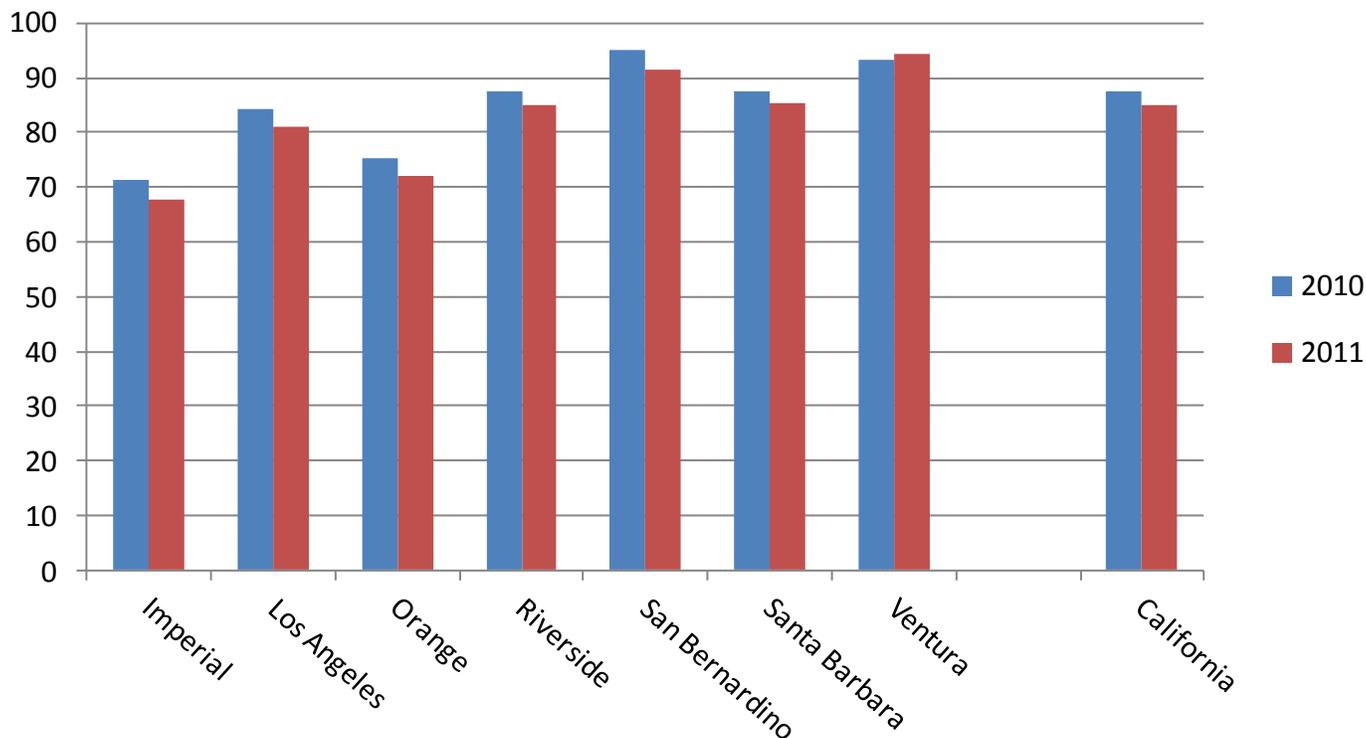
## PERCENT CHANGE IN AVERAGE MONTHLY AUTHORIZED HOURS PER CASE:CY 2010 –2011



- California's average monthly authorized hours per IHSS case decreased by 2.6% from 2010 to 2011.
- Among SACHS Counties, Ventura experienced the only growth of monthly authorized hours per IHSS case (1.7%); and Imperial and Orange experienced the greatest decrease of monthly authorized hours per IHSS case (-4.7%).

Source: IHSS Summary Data (Pages 13-22), <http://www.cdss.ca.gov/agedblinddisabled/Pg1282.htm>

## AVERAGE MONTHLY PAID HOURS PER IHSS CASE BY SACHS COUNTY

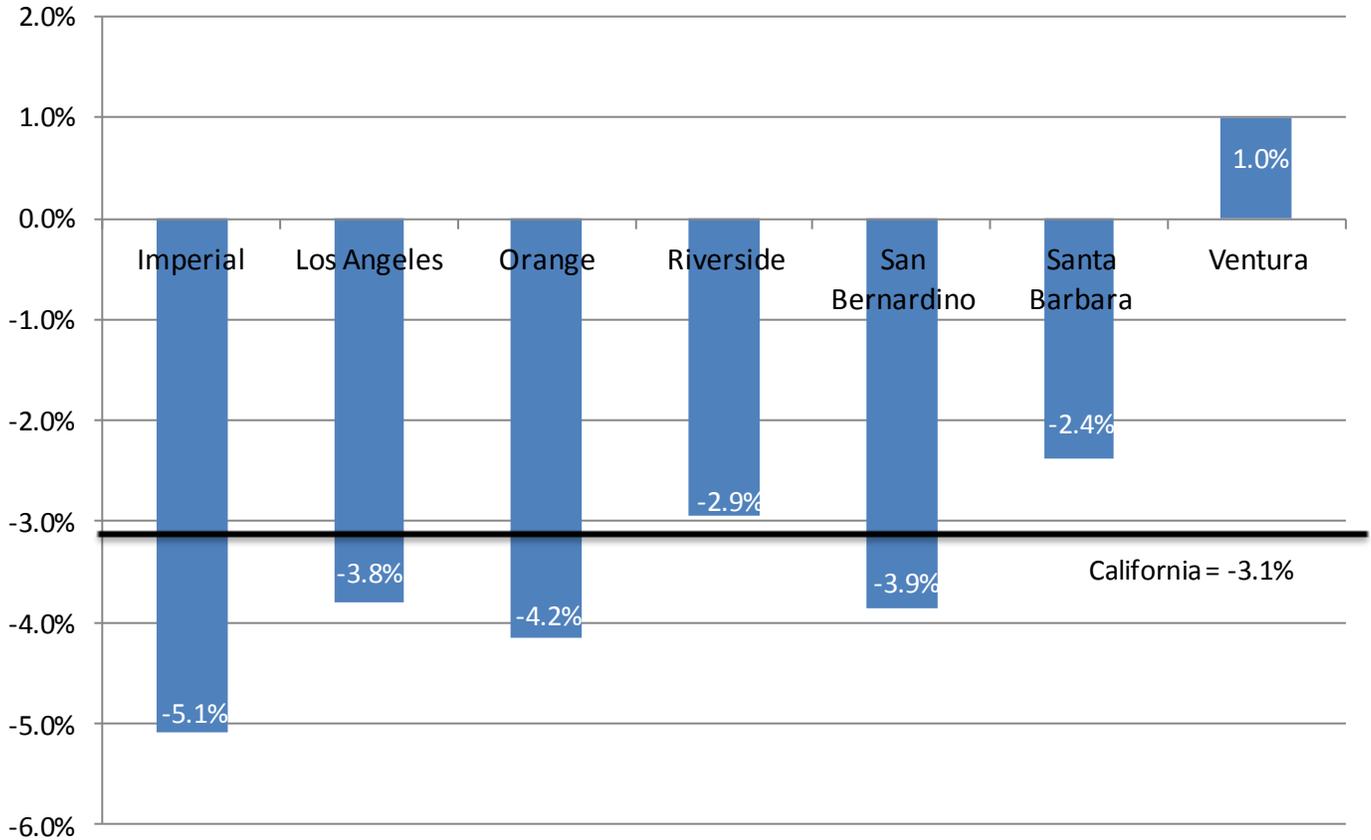


	2010	2011	APPROXIMATE CHANGE IN HOURS
<b>CALIFORNIA</b>	88	84.9	-3
<b>IMPERIAL</b>	71.3	67.6	-4
<b>LOS ANGELES</b>	84.3	81.1	-3
<b>ORANGE</b>	75.3	72.1	-3
<b>RIVERSIDE</b>	87.6	85.0	-3
<b>SAN BERNARDINO</b>	95.1	91.4	-4
<b>SANTA BARBARA</b>	87.5	85.4	-2
<b>VENTURA</b>	93.3	94.2	1

- California’s average monthly paid hours per IHSS case slightly decreased from 2010 to 2011 to an average of 85 monthly paid hours per IHSS case.
- There was a decrease in monthly paid hours per IHSS case for all SACHS Counties except Ventura (who had a slight increase of 1 paid hour per case). San Bernardino and Imperial County’s both had the greatest decrease in paid hours (a decrease in 4 paid hours per IHSS case).

Source: IHSS Summary Data (Pages 13-22), <http://www.cdss.ca.gov/agedblinddisabled/P1282.htm>

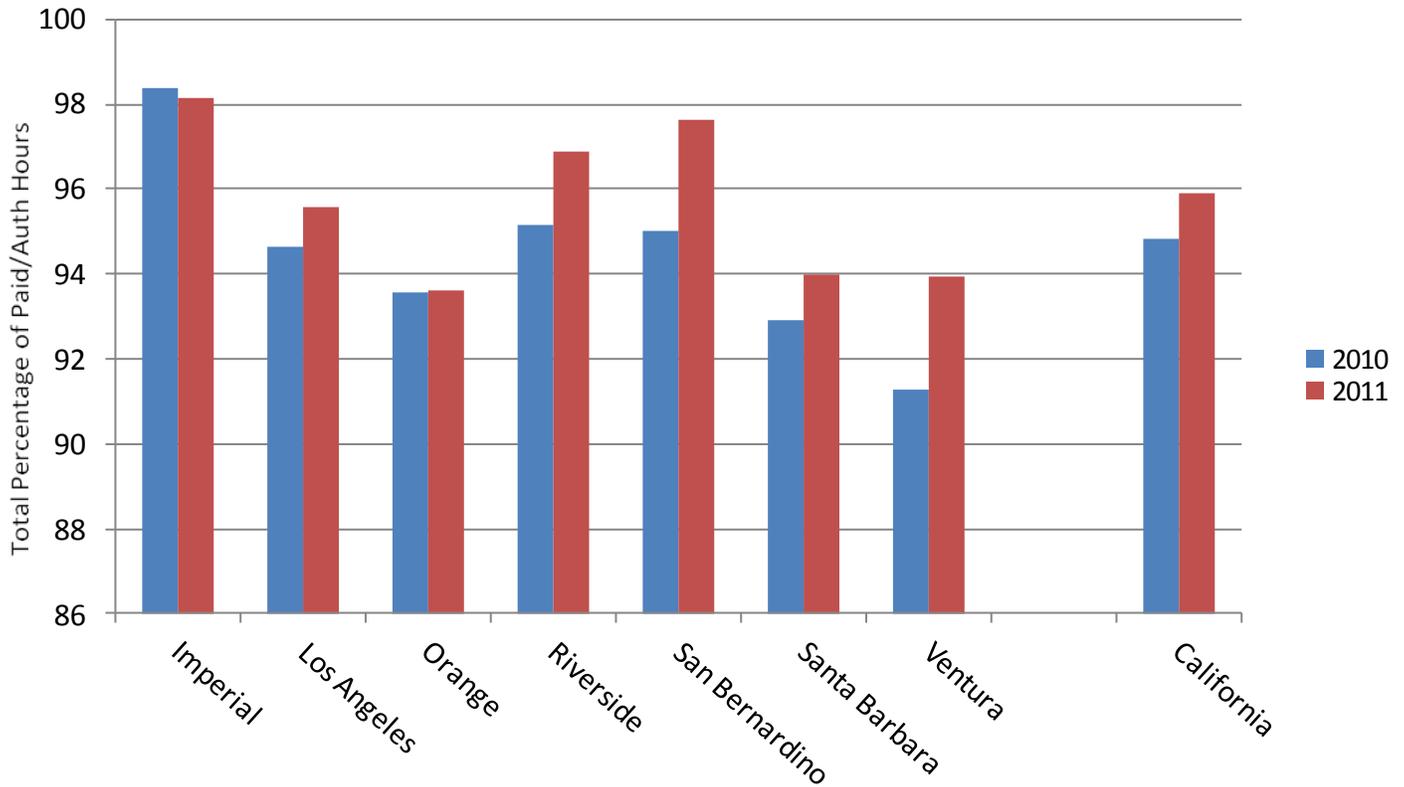
## PERCENT CHANGE IN AVERAGE MONTHLY PAID HOURS PER CASE: CY 2010-2011



- California's average monthly paid hours per IHSS case decreased by 3.1% between CY 2010 and 2011.
- Among SACHS Counties, Ventura experienced the only growth of monthly paid hours per IHSS case (1.0%); and Imperial experienced the greatest decrease of monthly paid hours per IHSS case (-5.1%) between CY 2010 and 2011.

Source: IHSS Summary Data (Pages 13-22), <http://www.cdss.ca.gov/agedblinddisabled/P1282.htm>

## AVERAGE PERCENTAGE PAID/AUTHORIZED HOURS PER IHSS CASE BY SACHS COUNTY

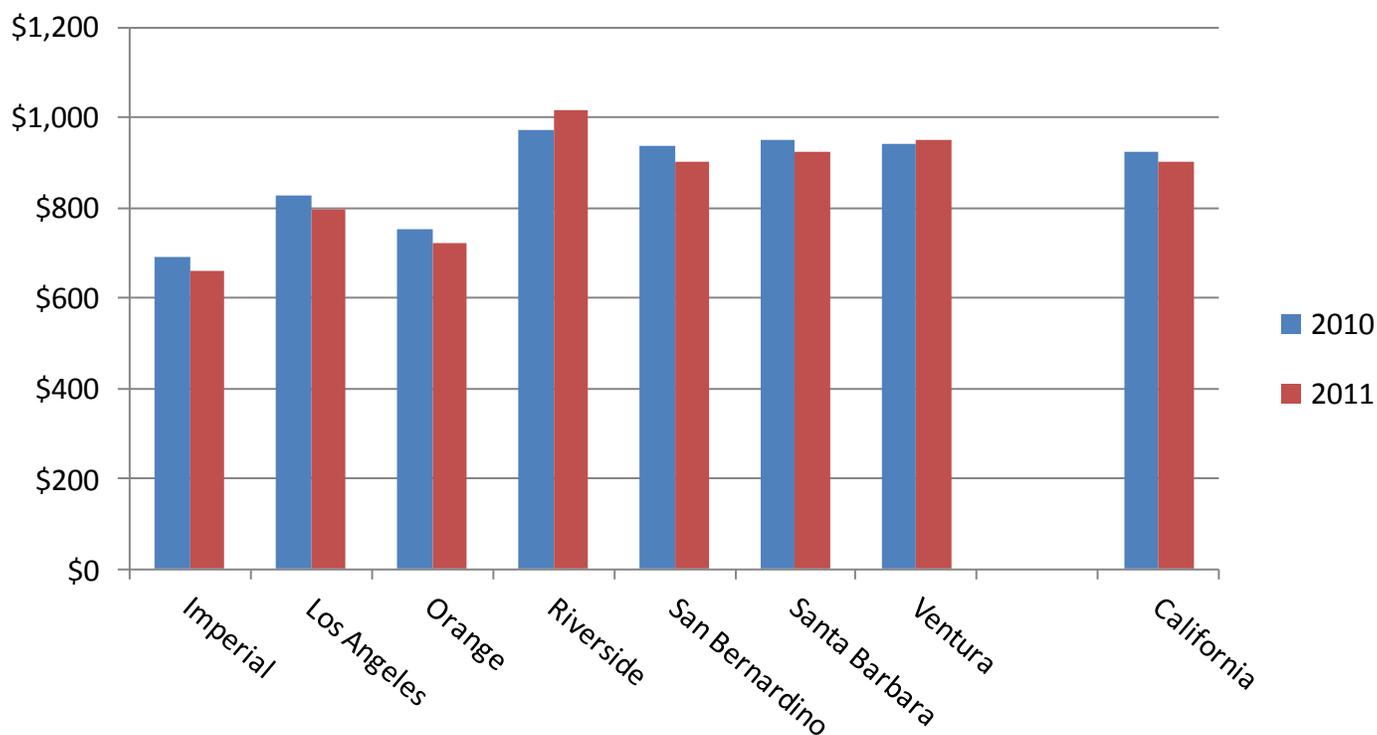


	2010	2011	% CHANGE FROM CY 2010-2011
<b>CALIFORNIA</b>	95%	95.9%	0.9%
<b>IMPERIAL</b>	98.4%	98.2%	-0.2%
<b>LOS ANGELES</b>	94.6%	95.6%	1.0%
<b>ORANGE</b>	93.6%	93.6%	0.0%
<b>RIVERSIDE</b>	95.2%	96.9%	1.7%
<b>SAN BERNARDINO</b>	95%	97.6%	2.6%
<b>SANTA BARBARA</b>	92.9%	94%	1.1%
<b>VENTURA</b>	91.3%	93.9%	2.6%

- For California, on average in 2011, 95.9% of authorized hours per IHSS case were paid. This is a slight increase of 0.9% from CY 2010 to 2011.
- Among SACHS Counties, San Bernardino experienced the greatest percentage increase in paid/authorized hours per IHSS case (2.6%); and Imperial experienced the only decrease (-0.2%).

Source: IHSS Summary Data (Pages 13-22), <http://www.cdss.ca.gov/agedblinddisabled/P1282.htm>

## AVERAGE MONTHLY COST PER IHSS CASE BY SACHS COUNTY IN CY 2010 & 2011

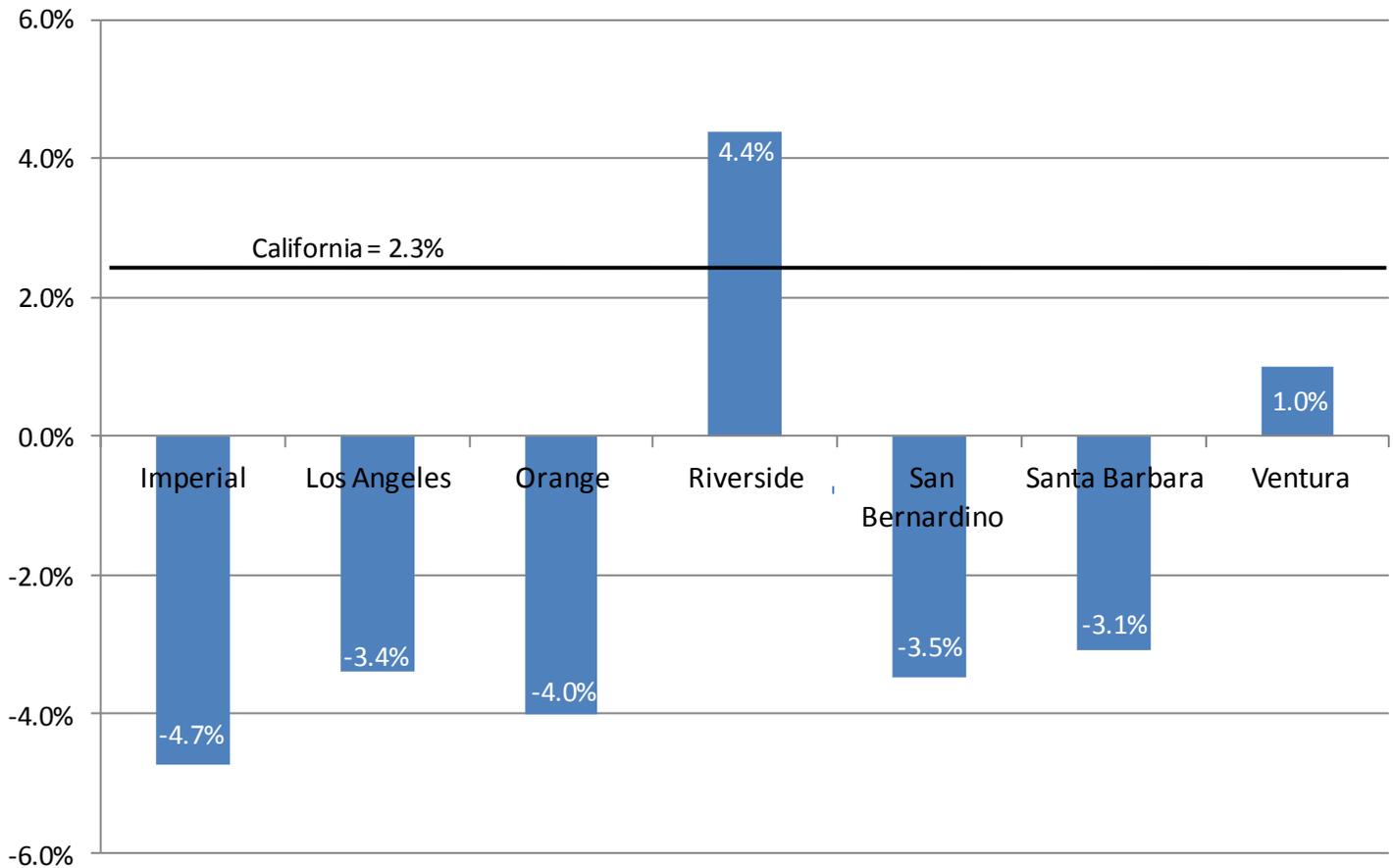


	2010	2011	CHANGE IN COST PER CASE
<b>CALIFORNIA</b>	\$925.45	\$903.80	-\$21.65
<b>IMPERIAL</b>	\$693.57	\$660.85	-\$32.72
<b>LOS ANGELES</b>	\$825.88	\$798.00	-\$27.87
<b>ORANGE</b>	\$751.17	\$721.19	-\$29.98
<b>RIVERSIDE</b>	\$972.72	\$1,015.32	\$42.60
<b>SAN BERNARDINO</b>	\$936.25	\$903.80	-\$32.46
<b>SANTA BARBARA</b>	\$952.50	\$923.29	-\$29.21
<b>VENTURA</b>	\$943.72	\$953.29	\$9.57

- California's average monthly IHSS cost per case decreased \$21.65 from an average monthly IHSS cost per case of \$925.45 in CY 2010 to \$903.80 in CY 2011.
- Only two SACHS Counties (Riverside and Ventura) experienced an increase in cost per case between 2010 and 2011. Riverside experienced the largest increase in the average monthly IHSS cost per case with an increase of \$42.60.
- Imperial (-\$32.72) and San Bernardino (-\$32.46) had the greatest decreases in average monthly IHSS cost per case during this time period.

Source: IHSS Summary Data (Pages 13-22), <http://www.cdss.ca.gov/agedblinddisabled/PG1282.htm>

## PERCENT CHANGE IN THE AVERAGE MONTHLY COST PER IHSS CASE: CY 2010- 2011



- California experienced a 2.3% increase in the average monthly cost per IHSS case between 2010 and 2011.
- Amongst the SACHS Counties, Riverside (4.4%) showed the largest percentage increase in the average monthly cost per IHSS case between 2010 and 2011.
- Imperial, Los Angeles, Orange, San Bernardino and Santa Barbara Counties all showed the decreases in the average monthly cost per IHSS case between 2010 and 2011, with Imperial County having the largest decrease (-4.7%).

Source: IHSS Summary Data (Pages 13-22), <http://www.cdss.ca.gov/agedblinddisabled/P1282.htm>

