



SOUTHERN AREA CONSORTIUM OF HUMAN SERVICES

In-Home Supportive Services: Descriptive Data

Anita Harbert, Ph.D.
Executive Director
Academy for Professional Excellence

Jennifer Tucker-Tatlow, MSW
Director
Academy for Professional Excellence

Prepared by:
Karissa Hughes, MSW
Danielle Briles, MSW Student

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SACHS is a program of the
Academy for Professional Excellence at
San Diego State University School of Social Work.
6505 Alvarado Road, Suite 107 / San Diego, CA 92120
<http://theacademy.sdsu.edu>



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 changes to the IHSS Program. The information for pages 2-10 of this report were gathered via a survey of SACHS counties in April 2011, with all counties reporting data from February 2011 (for pages 2-8). The information for pages 11-17 of the report are from an analysis of the following publicly available source for Calendar Years 2009 and 2010:

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

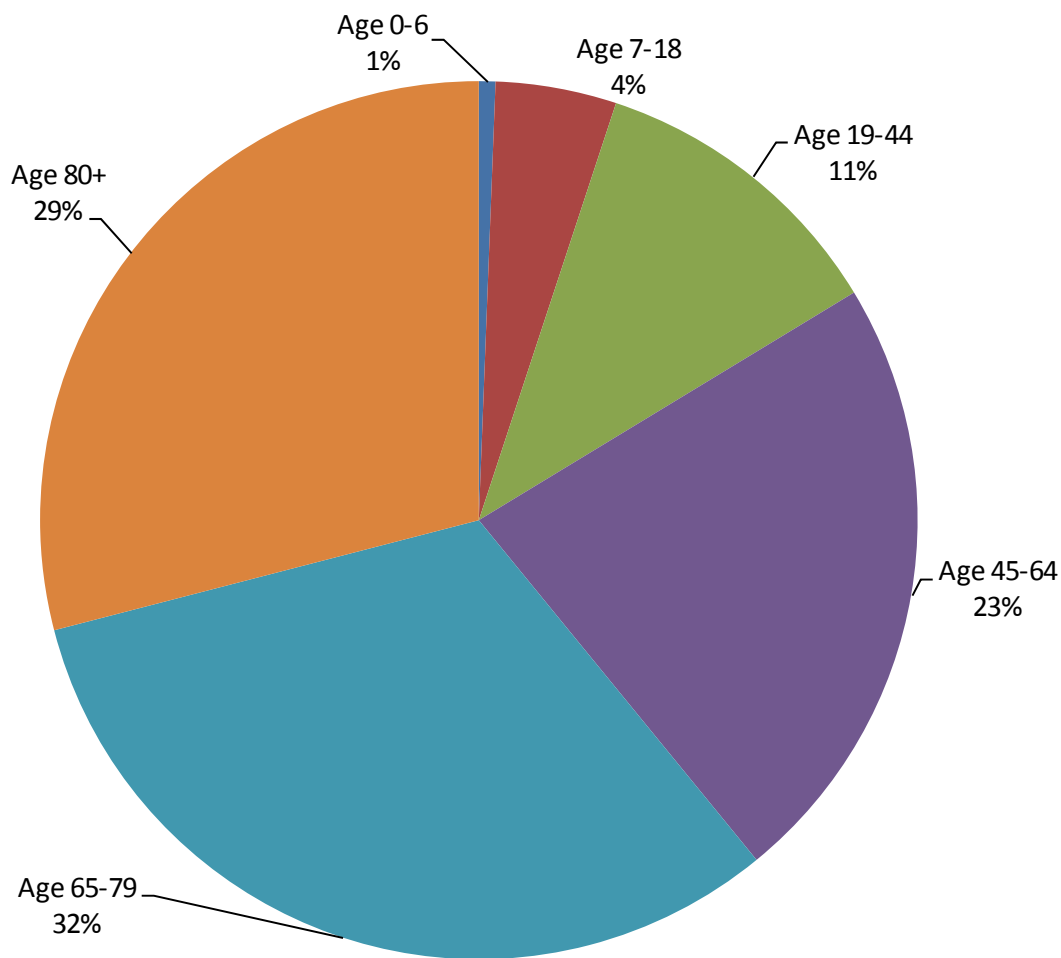
This report is modeled after a report presented by Terry Crockett and Joe Chelli, San Joaquin County Human Services Agency, to the Central California Area Social Services Consortium (CCASSC): http://www.csufresno.edu/swert/projects_programs/ccassc/resources/Resources/IHSS%20--%20pps.pdf.

The report includes descriptive data in the following 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)
- Fraud Referrals in 2009 & 2010
- Average Monthly IHSS Caseload by SACHS County in 2009 & 2010
- Percent Change in Average Monthly IHSS Caseloads Between 2009 & 2010
- Average Monthly IHSS Cost per Case by SACHS County in 2009 & 2010
- Percent Increase in the Average Monthly Cost per Case Between 2009 & 2010
- Average Monthly Paid Hours per IHSS Case by SACHS County in 2009 & 2010
- Percent Increase in the Average Monthly Paid Hours per Case Between 2009 & 2010
- Average Monthly Functional Index (FI) Score by SACHS County in 2009 & 2010

DISTRIBUTION OF AGE GROUPS FOR IHSS POPULATION (SACHS COUNTIES)

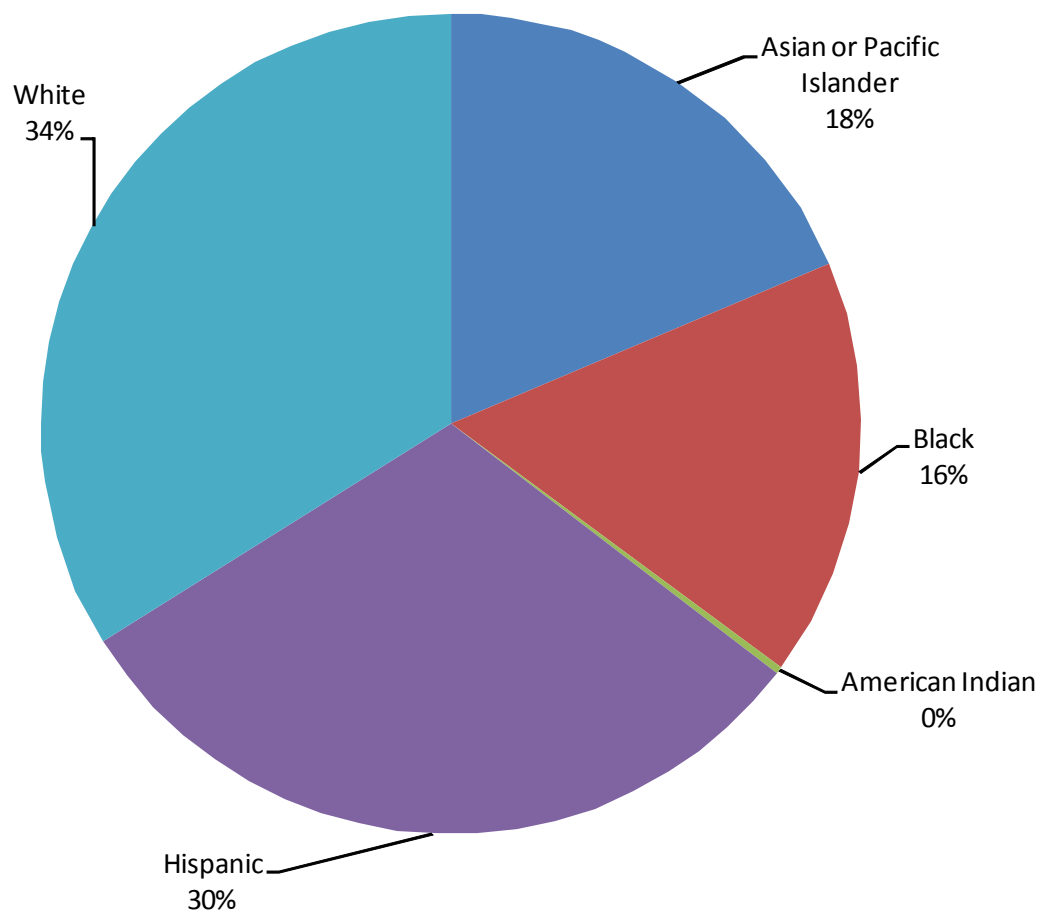
Data reported for: February 2011



- 84% of the IHSS Population is Over 45 Years of Age

DISTRIBUTION OF ETHNICITY FOR IHSS RECIPIENTS (SACHS COUNTIES)

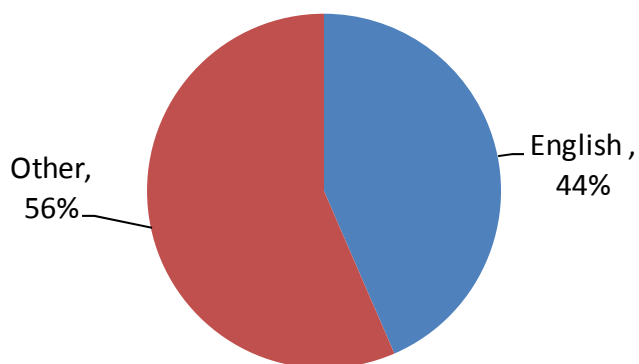
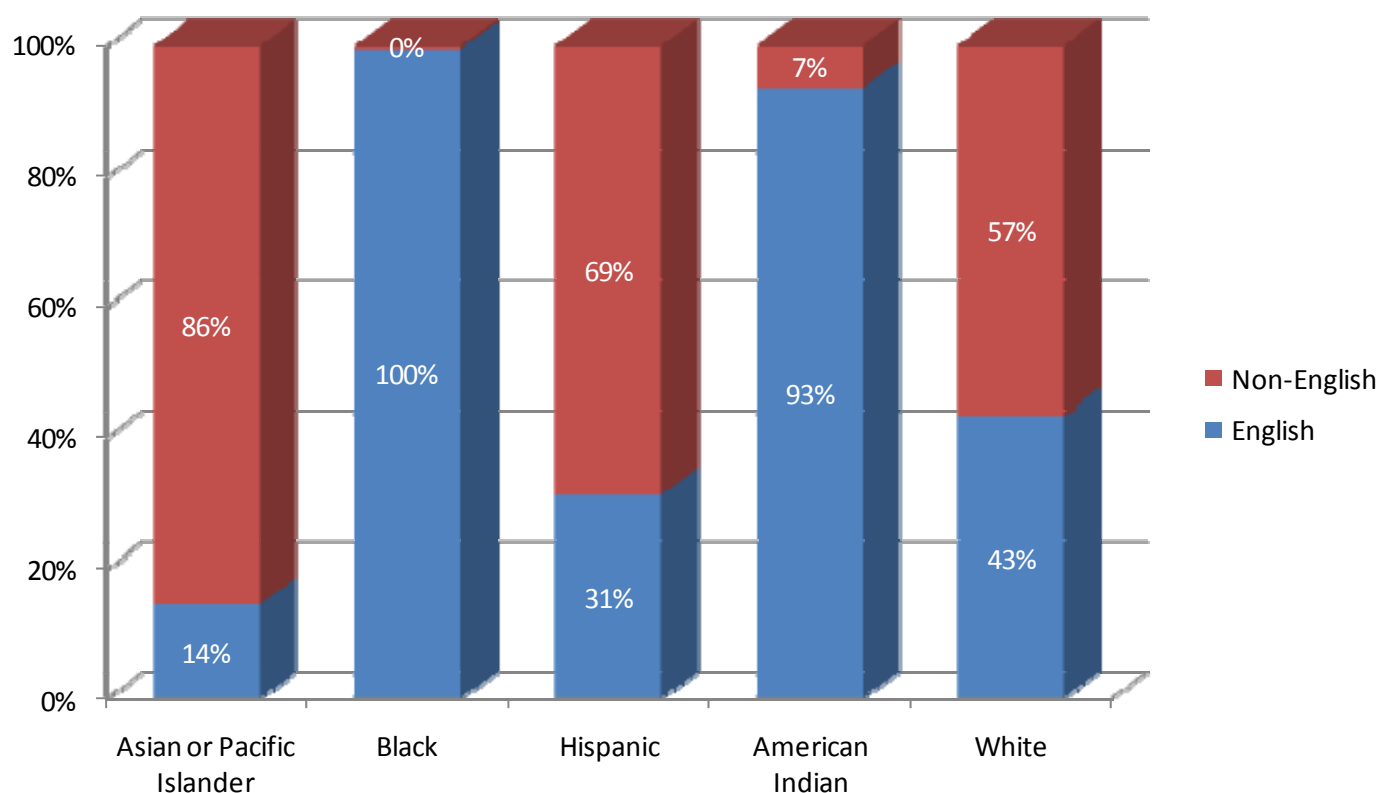
Data reported for: February 2011



- About one-third of all IHSS recipients are White (34%), followed by 30% Hispanic, 18% Asian or Pacific Islander, 16% Black, and less than 1% American Indian.

PRIMARY LANGUAGE BY ETHNICITY OF IHSS RECIPIENTS (SACHS COUNTIES)

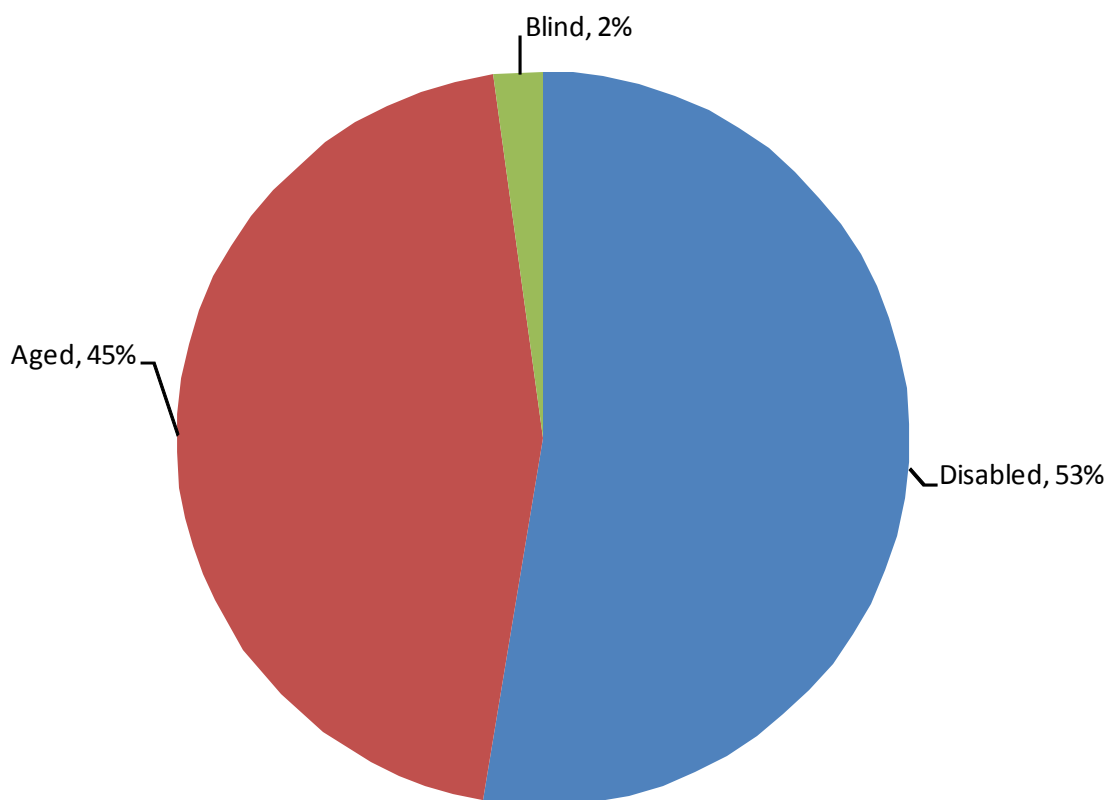
Data reported for: February 2011



- Forty-four percent of IHSS recipients report their primary language is English.
- All Black (100%) and most American Indian (93%) recipients indicate English as their primary language.
- Less than half of White recipients primarily speak English (43%).
- The majority of Asian and Pacific Islander (86%) and Hispanic (69%) recipients speak a primary language other than English.

DISTRIBUTION OF AID TYPE FOR IHSS RECIPIENTS (SACHS COUNTIES)

Data reported for: February 2011



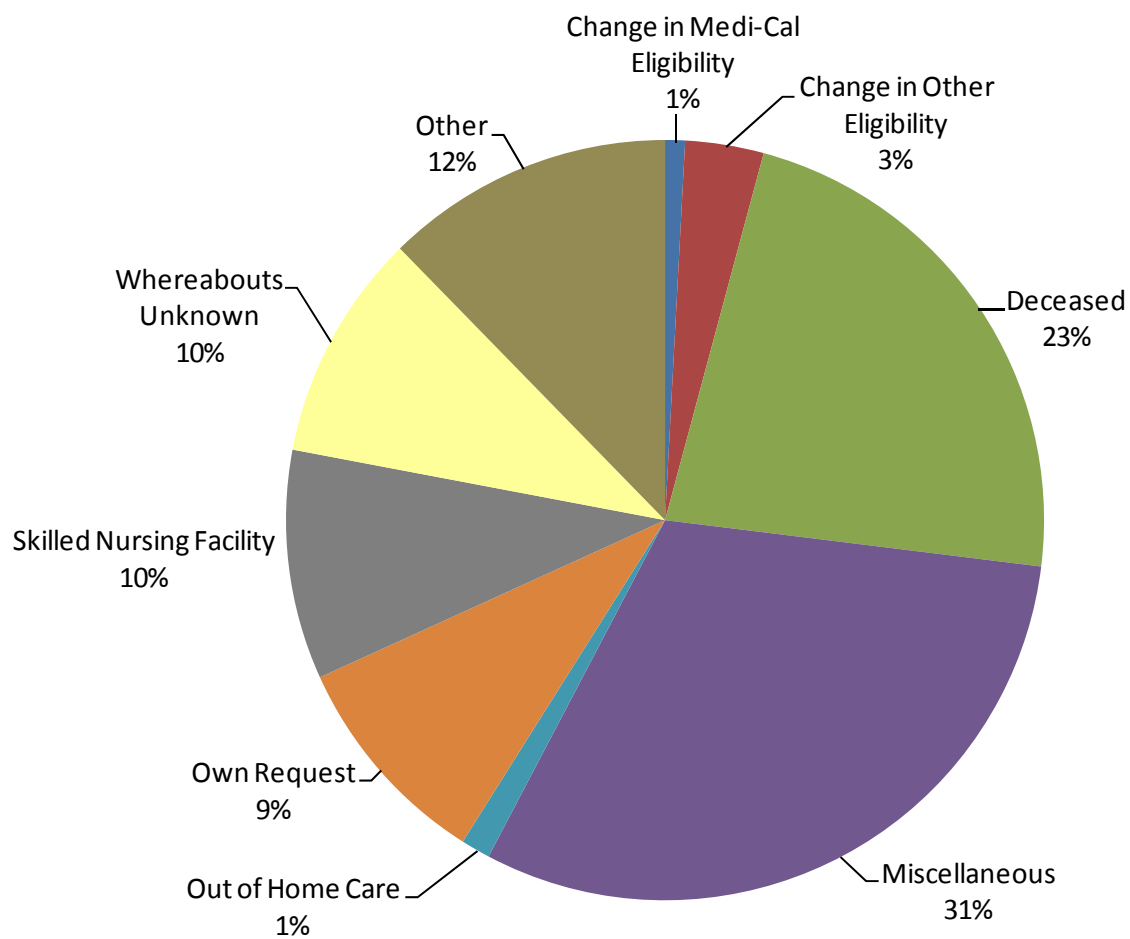
- About half of IHSS recipients are disabled (53%), 45% are aged, and 2% are blind.

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 aren't in more than one category at the same time).

DISTRIBUTION OF EXIT REASONS FOR IHSS RECIPIENTS (SACHS COUNTIES)

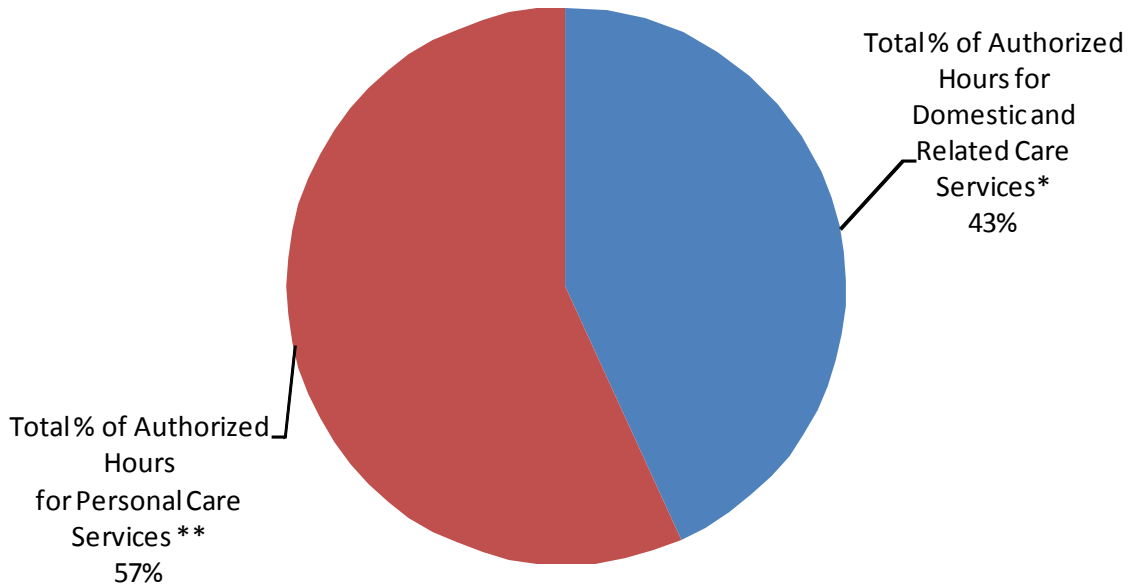
Data reported for: February 2011



- Miscellaneous exit reasons (County transfers, improper coding) account for 31% of IHSS exit reasons, followed by Deceased (23%).

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

Data reported for: February 2011



* Includes: Housework, Meal Preparation, Meal Clean-up, Laundry, Shopping, & Errands, Transportation and Protective Services

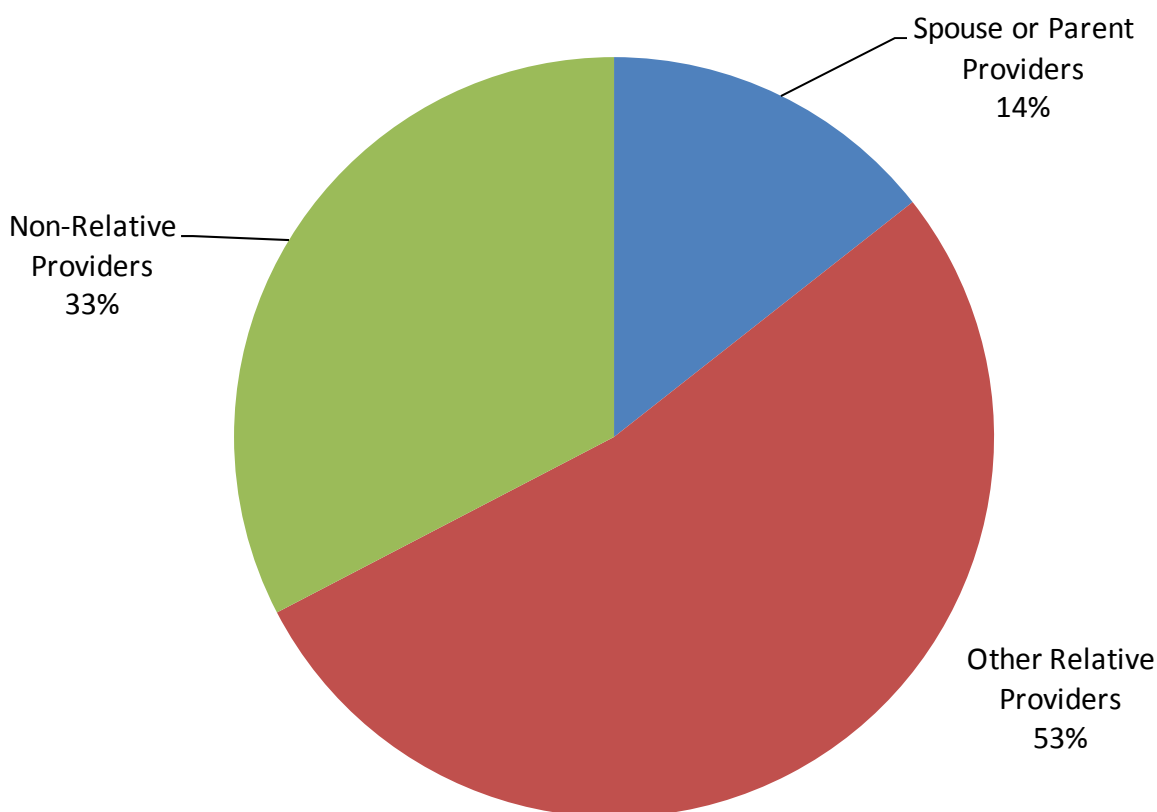
**Includes: Bowel/Bladder, Bathing/Grooming/Oral Hygiene and Paramedical. There are others such as: Feeding, Dressing, Bed Baths, Menstrual Care, Ambulation, Transferring, Rubbing Skin, and Prosthesis Care

- Total authorized (not assessed) hours for Personal Care Services account for 57% and total authorized hours for Domestic and Related Care Services account for 43% of total IHSS Hours.

	Imperial	Los Angeles	Orange	Riverside	San Bernardino	Santa Barbara	Ventura
Total % of IHSS Hours for <u>Domestic and Related Care Services</u>	47.7%	45.8%	38.3%	43.2%	32.4%	37.1%	40.3%
Total % of IHSS Hours for <u>Personal Care Services</u>	52.3%	54.2%	61.7%	56.8%	67.6%	62.9%	59.7%

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

Data reported for: February 2011



- Other Relative Providers account for a little more than half (53%) of the IHSS Providers, followed by 33% Non-Relative Providers, and 14% Spouse or Parent Providers.

	Imperial	Los Angeles	Orange	Riverside	San Bernardino	Santa Barbara	Ventura
Spouse or Parent Providers (Spouse, Parent of Minor Child, Parent of Adult Child)	17.7%	12.2%	19.8%	23.2%	22.6%	16.9%	23.5%
Other Relative Providers (Minor Child, Adult Child, Other Relative)	48.1%	54.1%	56.7%	49.3%	45.5%	34.6%	45.4%
Non-Relative Providers (Friend, Neighbor, Landlord, Housemate, Live-In Provider, Home Health Agency, Other Business, Other)	34.2%	33.8%	23.5%	27.5%	31.9%	48.4%	31.0%

IHSS FRAUD REFERRALS IN CY 2009 & 2010 (BY SACHS COUNTY)

Imperial County

	2009	2010
Total Number of Annual Fraud Referrals	91	141
Outcome of referrals*:		
Total number of <u>Unsubstantiated</u> IHSS Fraud Referrals	5	14
Total number of <u>Substantiated</u> IHSS Fraud Cases	31	30
Total number of <u>Pending</u> IHSS Fraud Investigations	55	97

Los Angeles County

	2009	2010
Total Number of Annual Fraud Referrals	362	562
Outcome of referrals*:		
Total number of <u>Unsubstantiated</u> IHSS Fraud Referrals	21	58
Total number of <u>Substantiated</u> IHSS Fraud Cases	66	124
Total number of <u>Pending</u> IHSS Fraud Investigations	275	569

Orange County

	2009	2010
Total Number of Annual Fraud Referrals	118	725
Outcome of referrals*:		
Total number of <u>Unsubstantiated</u> IHSS Fraud Referrals	17	192
Total number of <u>Substantiated</u> IHSS Fraud Cases	41	354
Total number of <u>Pending</u> IHSS Fraud Investigations	60	179

Riverside County[†]

	2009	2010
Total Number of Annual Fraud Referrals	119	599
Outcome of referrals*:		
Total number of <u>Unsubstantiated</u> IHSS Fraud Referrals	N/A	58
Total number of <u>Substantiated</u> IHSS Fraud Cases	N/A	281
Total number of <u>Pending</u> IHSS Fraud Investigations	N/A	260

* 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 did not have data available for the total number of unsubstantiated IHSS fraud referrals, substantiated IHSS fraud cases, or pending IHSS fraud investigations for CY 2009.

IHSS FRAUD REFERRALS IN CY 2009 & 2010 (BY SACHS COUNTY)

San Bernardino County⁺

	2009	2010
Total Number of Annual Fraud Referrals	86	532
Outcome of referrals*:		
Total number of <u>Unsubstantiated</u> IHSS Fraud Referrals	N/A	160
Total number of <u>Substantiated</u> IHSS Fraud Cases	15+	177
Total number of <u>Pending</u> IHSS Fraud Investigations	N/A	195

Santa Barbara County

	2009	2010
Total Number of Annual Fraud Referrals	23	37
Outcome of referrals*:		
Total number of <u>Unsubstantiated</u> IHSS Fraud Referrals	5	7
Total number of <u>Substantiated</u> IHSS Fraud Cases	5	3
Total number of <u>Pending</u> IHSS Fraud Investigations	13	27

Ventura County

	2009	2010
Total Number of Annual Fraud Referrals	9	46
Outcome of referrals*:		
Total number of <u>Unsubstantiated</u> IHSS Fraud Referrals	2	11
Total number of <u>Substantiated</u> IHSS Fraud Cases	1	28
Total number of <u>Pending</u> IHSS Fraud Investigations	6	7

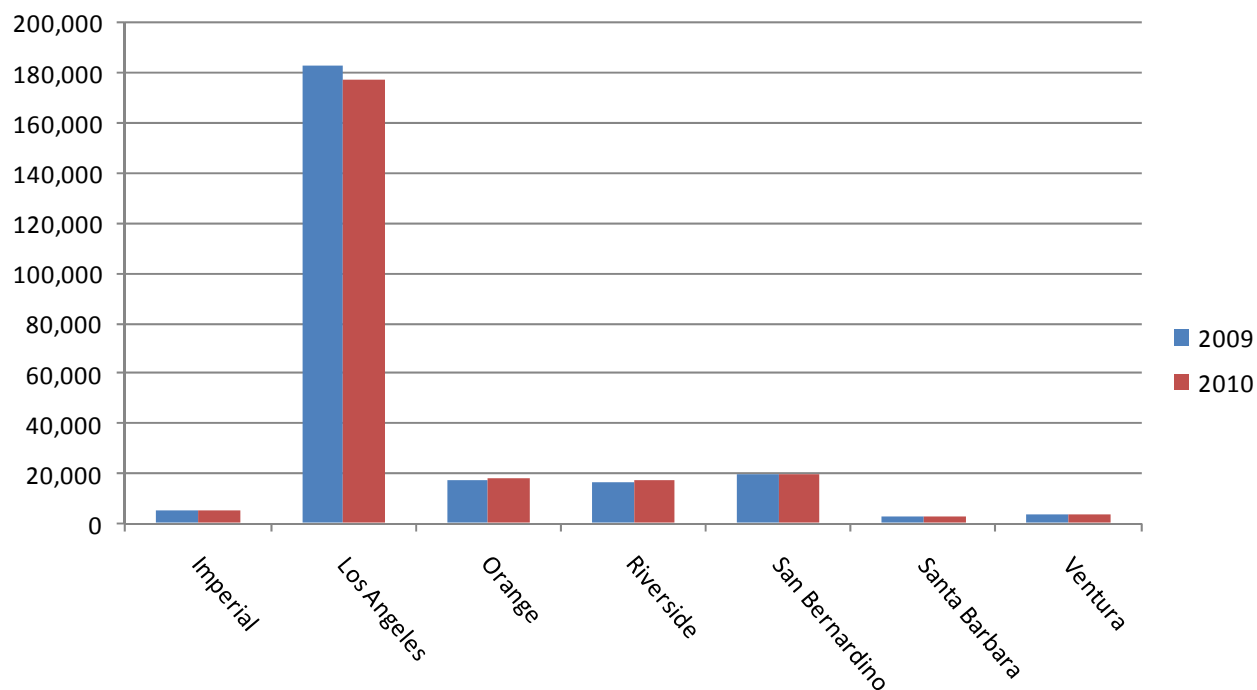
Augmented anti-fraud efforts, including increased resources allocated to fraud prevention, detection, referral, investigation and additional program integrity efforts related to the IHSS Program (e.g. including for some SACHS counties the implementation of their unique *IHSS Program Integrity and Fraud Detection and Prevention Plans* for FY 09-10) contributes to the large increase in Fraud Referrals for SACHS counties between CY 2009 and 2010 above.

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 fill out a timesheet and forge the recipient's signature or force the signature of the recipient.

* 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.

⁺ San Bernardino County did not have data available on the total number of unsubstantiated IHSS fraud referrals or pending IHSS fraud investigations for 2009. In addition the 15 substantiated IHSS fraud cases for 2009 only account for those cases that were referred to the District Attorney for prosecution, so there may be additional substantiated IHSS Fraud cases for 2009 not reflected here.

AVERAGE MONTHLY IHSS CASELOAD BY SACHS COUNTY IN CY 2009 & 2010



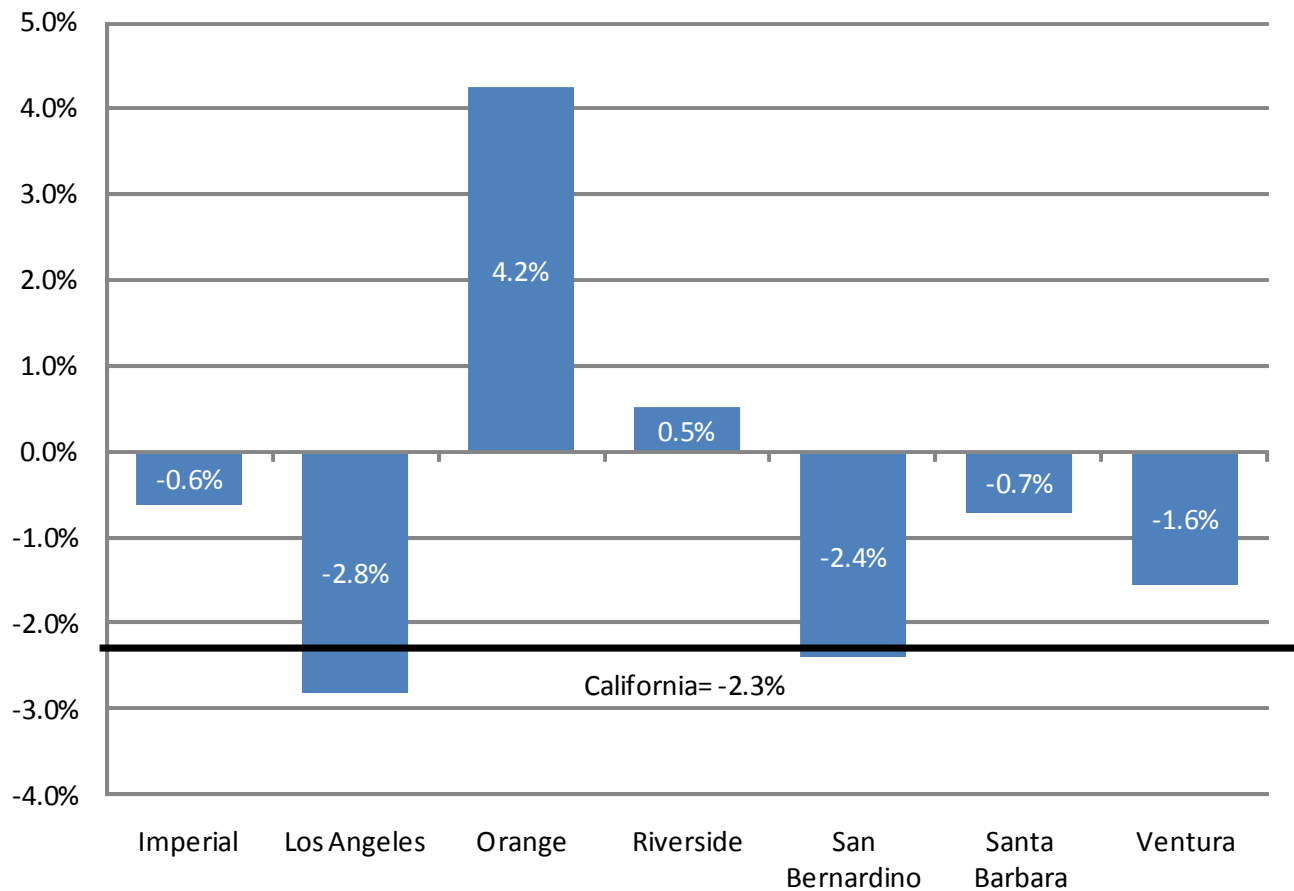
	2009	2010
IMPERIAL	5,445	5,411
LOS ANGELES	182,614	177,463
ORANGE	17,146	17,873
RIVERSIDE	16,849	16,938
SAN BERNARDINO	19,908	19,428
SANTA BARBARA	2,701	2,681
VENTURA	3,531	3,476

- All SACHS counties except Orange and Riverside experienced a slight decrease in average monthly IHSS caseloads from 2009 to 2010.

Notes: There are threats to the accuracy of the average monthly IHSS caseload 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 but that the provider is holding onto their timesheets. In addition, the new provider enrollment process is also causing a delay in providers submitting their timesheets.

Source: IHSS Summary Data (Page 7, Column 3), <http://www.cdss.ca.gov/agedblinddisabled/PG1282.htm>

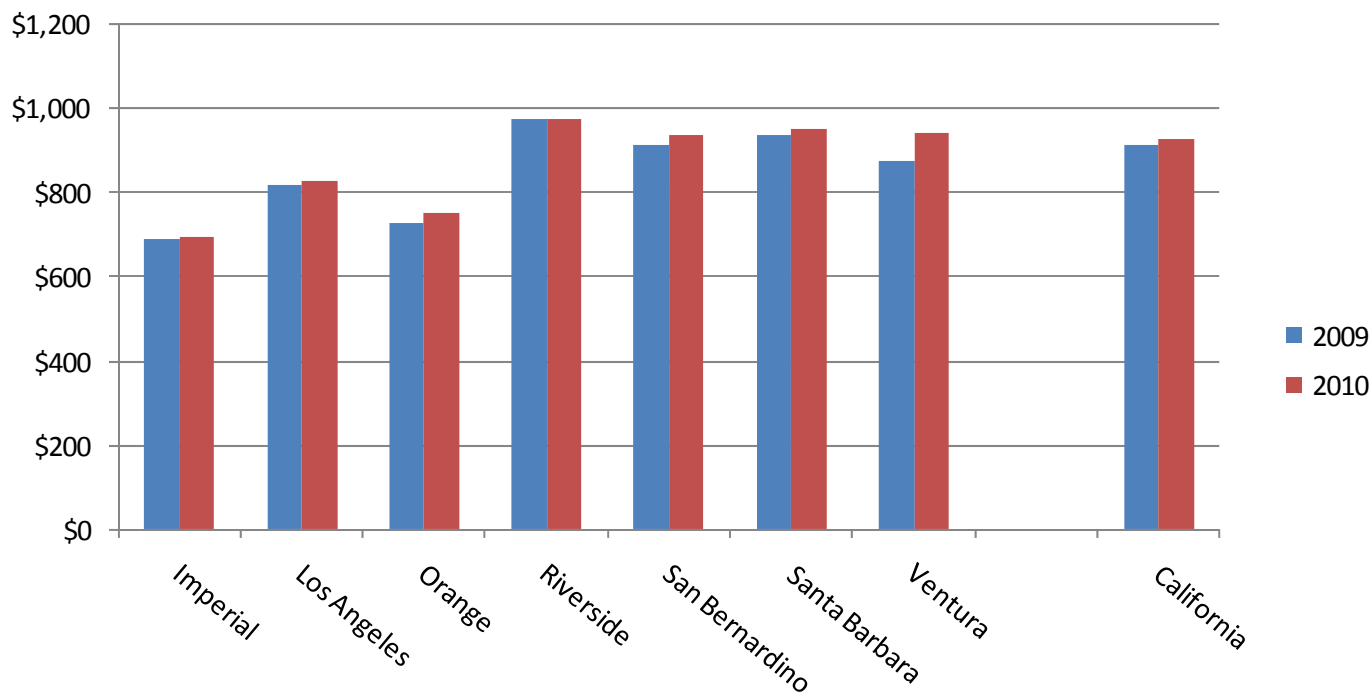
PERCENT CHANGE IN AVERAGE MONTHLY IHSS CASELOADS BETWEEN CY 2009 & 2010



- California experienced a 2.3% decrease in average monthly IHSS caseloads between 2009 & 2010.
- Los Angeles (-2.8%) shows the greatest percentage decrease in monthly IHSS caseloads amongst the SACHS Counties between 2009 and 2010.
- Orange (4.2%) and Riverside (0.5%) were the only SACHS counties to show percentage growth in monthly IHSS caseloads between 2009 and 2010.

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

AVERAGE MONTHLY IHSS COST PER CASE BY SACHS COUNTY IN CY 2009 & 2010

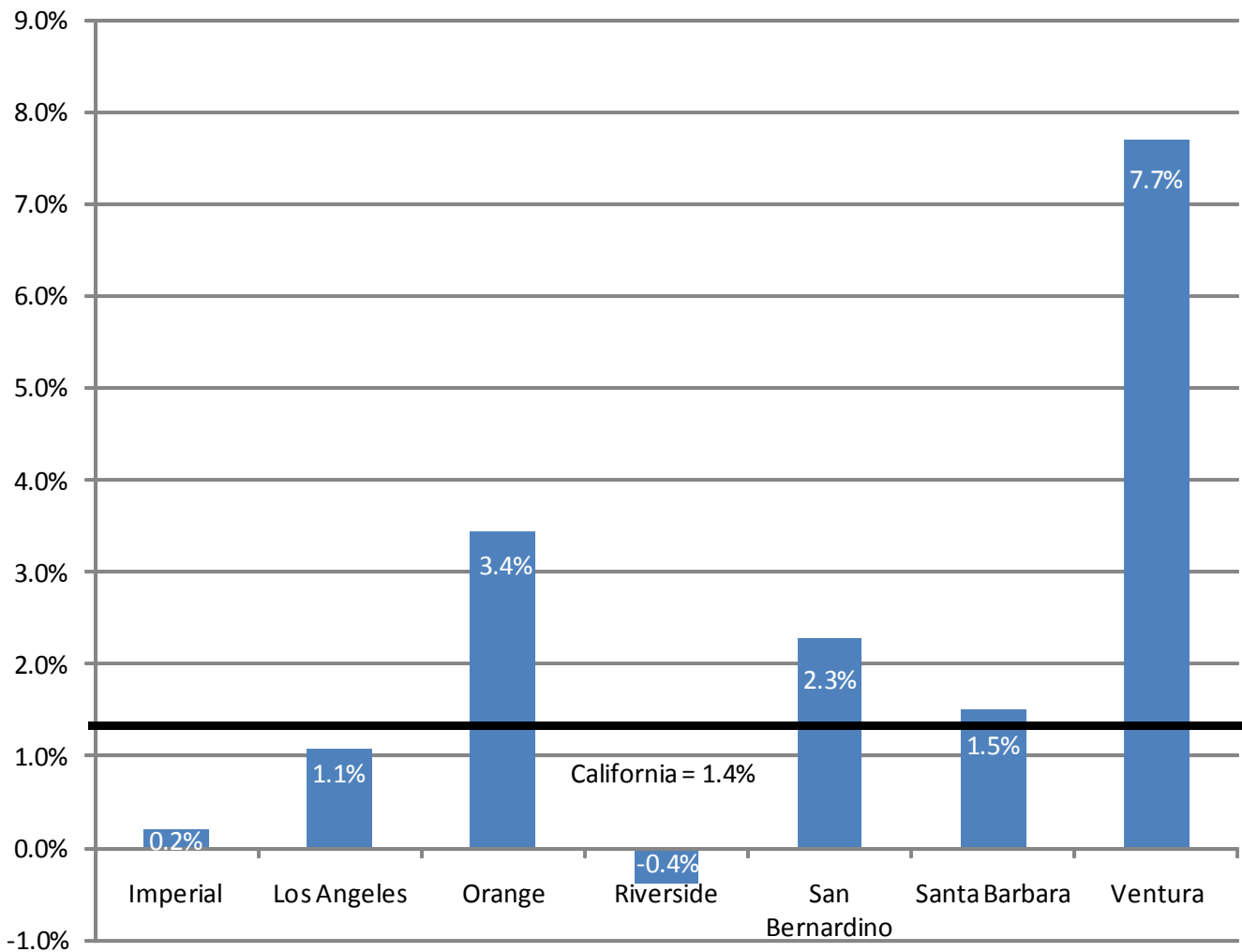


	2009	2010	CHANGE IN COST PER CASE
CALIFORNIA	\$912.31	\$925.45	\$13.14
IMPERIAL	\$692.11	\$693.57	\$1.46
LOS ANGELES	\$816.97	\$825.88	\$8.90
ORANGE	\$726.19	\$751.17	\$24.98
RIVERSIDE	\$976.60	\$972.72	-\$3.87
SAN BERNARDINO	\$915.38	\$936.25	\$20.87
SANTA BARBARA	\$938.42	\$952.50	\$14.09
VENTURA	\$876.14	\$943.72	\$67.59

- California’s average monthly IHSS cost per case rose \$13.14 from an average monthly IHSS cost per case of \$912.31 in 2009 to \$925.45 in 2010.
- Ventura experienced the largest increase in the average monthly IHSS cost per case amongst the SACHS Counties with an increase of \$67.59.
- Riverside (-\$3.87) was the only SACHS County whose average monthly IHSS cost per case decreased between 2009 and 2010.

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

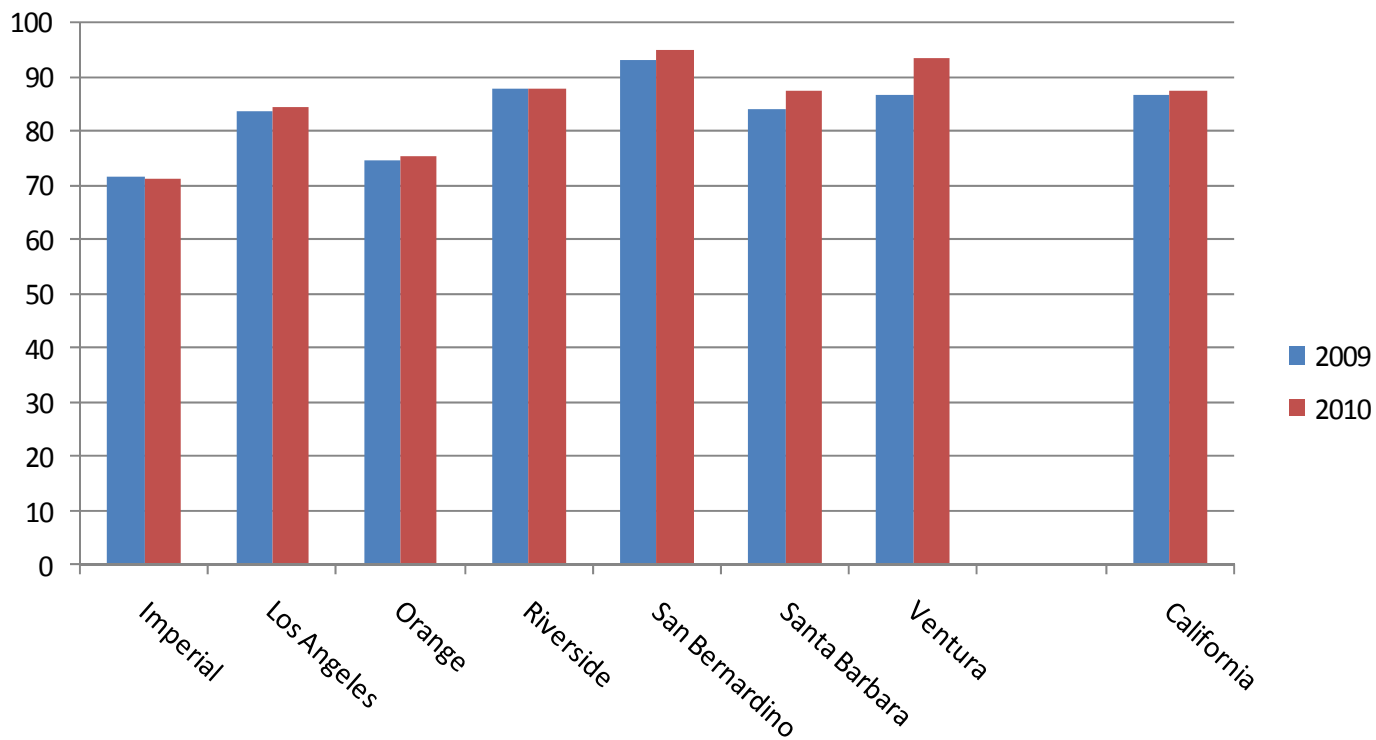
PERCENT INCREASE IN THE AVERAGE MONTHLY COST PER CASE BETWEEN CY 2009 & 2010



- California experienced a slight 1.4% increase in the average monthly cost per IHSS case between 2009 and 2010.
- Amongst the SACHS Counties, Ventura (7.7%) showed the largest percentage increase in the average monthly cost per IHSS case between 2009 and 2010.
- Amongst the SACHS Counties, Riverside (-0.4%) showed the only percentage decrease in the average monthly cost per IHSS case between 2009 and 2010.

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 IN 2009 & 2010

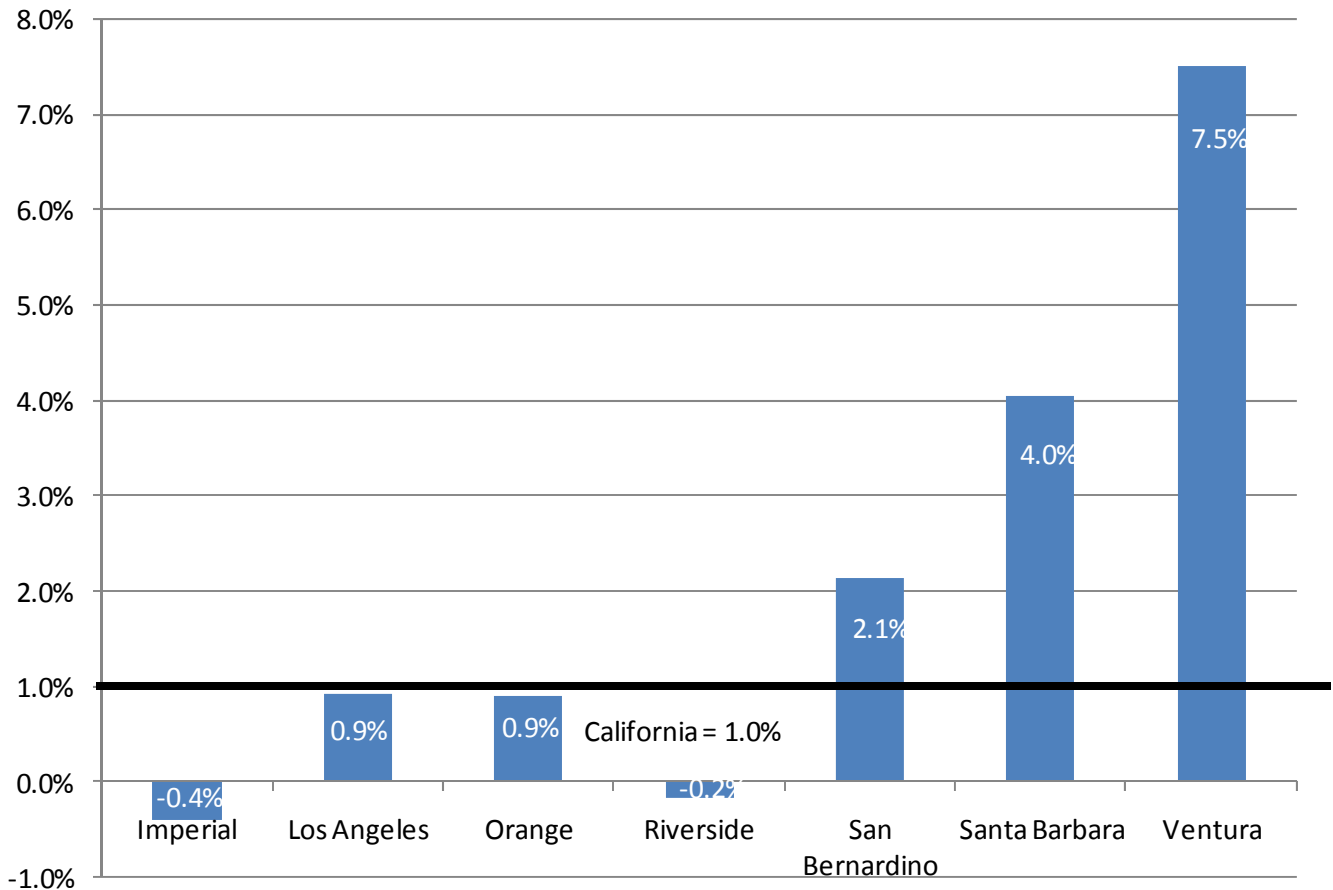


	2009	2010	APPROXIMATE CHANGE IN HOURS
CALIFORNIA	86.7	87.6	+1
IMPERIAL	71.6	71.3	0
LOS ANGELES	83.5	84.3	+1
ORANGE	74.6	75.3	+1
RIVERSIDE	87.8	87.6	0
SAN BERNARDINO	93.1	95.1	+2
SANTA BARBARA	84.1	87.5	+3
VENTURA	86.8	93.3	+7

- California’s average monthly hours per IHSS case slightly increased from 2009 to 2010 to an average monthly hours per IHSS case of 88 hours.
- There was a change in monthly hours per IHSS case for all SACHS Counties. Ventura County had the greatest increase in hours (6.52) and Imperial County had the greatest decrease (-0.29).

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

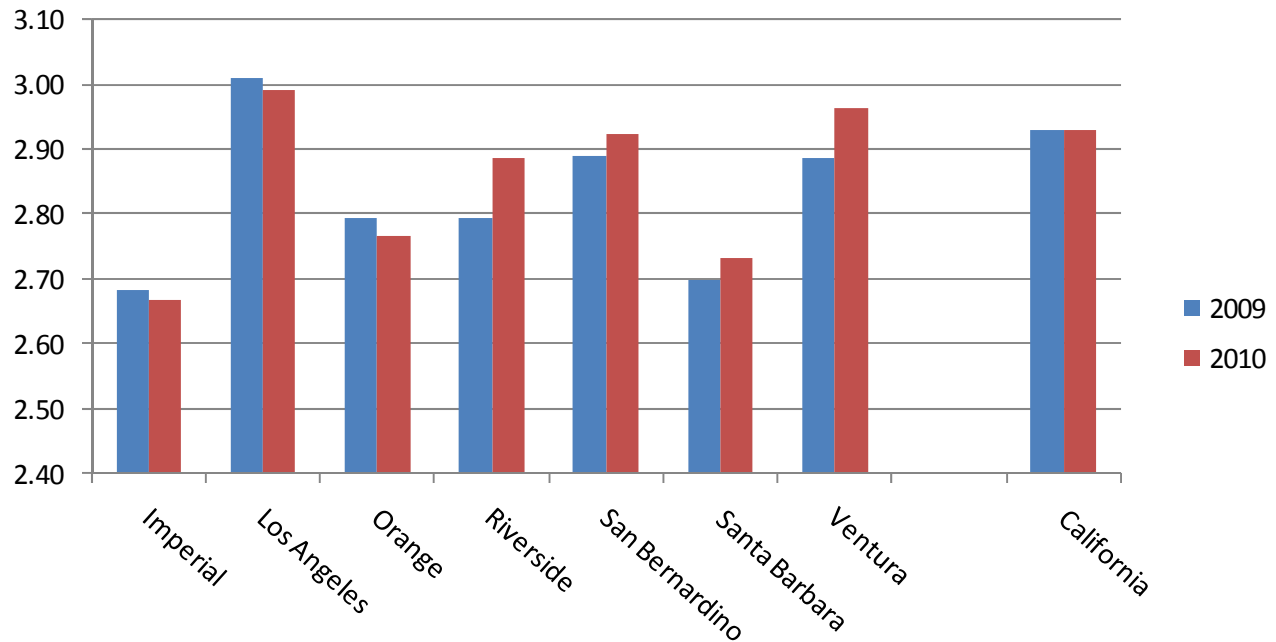
PERCENT INCREASE IN AVERAGE MONTHLY PAID HOURS PER CASE BETWEEN 2009 & 2010



- California's average monthly hours per IHSS case increased by 1% from 2009 to 2010.
- Among SACHS Counties, Ventura experienced the largest growth of monthly hours per IHSS case (7.5%); and Imperial experienced the greatest decrease of monthly hours per IHSS case (-0.4%).

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

AVERAGE MONTHLY FUNCTIONAL INDEX (FI) SCORE BY SACHS COUNTY IN CY 2009 & 2010



	2009	2010
CALIFORNIA	2.928	2.93
IMPERIAL	2.68*	2.67
LOS ANGELES	3.01	2.99
ORANGE	2.79	2.77
RIVERSIDE	2.79	2.89
SAN BERNARDINO	2.89	2.92
SANTA BARBARA	2.70	2.73
VENTURA	2.89	2.96

- California's average monthly Functional Index Score (FI Score) remained nearly the same from 2009 to 2010.
- There was a slight change in average monthly FI Score in all SACHS Counties. Riverside County had the greatest increase in FI Score (3.4%) and Orange County had the greatest decrease (-1.0%).

* Excludes FI Score for April 2009, as this page was missing from the IHSS Summary Data

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