

California Department of Social Services
In-Home Supportive Services (IHSS)
Quality Assurance (QA) Initiative
Stakeholders Meeting
July 20, 2007

Organizer: CDSS Adult Programs Division, Quality Assurance Bureau
Location: DTS Training and Event Center, 9323 Tech Center Drive, Sacramento, CA
Date: July 20, 2007
Time: 10:00 a.m. to 12:30 p.m.

Attendees

Pamela Ng, Sac. Co. DHHS/IHSS	Mike Andraozzi, Sac. Co. DHHS/IHSS
Kathleen Schwartz, Sac. Co. DHHS/IHSS	Nga Tran, Sac. Co. DHHS/IHSS
Crystal Padilla, PAI	Ginni Bella, LAO
Hoai Nguyen, Sac. IHSS	Pamela Saephann, Sac. IHSS
Clint Josey, CC Co.	William Weidinger, CC Co.
Pamela Cao, Sac. Co. IHSS	Casilith Lawson, Res. for Independence
Evelyn Coloma, Sac. Co. DHSS/IHSS	F. Valencia, Sac. Co. DHHS/IHSS
Linda Roberts, OWL, G.P.	John Stansbury, Marin P.A.
Randy Hicks, CA. Rights Disability	Jean Bullock, CDHCS, QA
Rosa Hidalgo, IHSS/PA	Stanley Sebastian, IHSS
Sor To, ILSNC	John Evpak, CDOF
Susan Naron, Stanislaus Co. IHSS	Val Logsdon, CSUS/ISR
M. Christian, San Bernardino IHSS, PA	Helen Lopez, San Bernardino IHSS, PA
Rosa Maganar, Stanislaus Co. IHSS	Kathy Xiong, Sac. Co.
Tova Thyar, Sac. Co.	Victoria Rodriguez, Sac. Co.
Deirdre Wheeler, Sac. Co. IHSS	Sharon Rhem, Sac. Co. IHSS
Lorna White, DHCS	Leon Cain, RIL
Mary Wiseman, DHCS	Trula LaCalle, CAPA
H. Leoncain, RIL	Karen Kessler, UDW
Bernadette Lynch, CAPA	Tamara Raspberry, SEIU
Diana Kalcic, CWDA	Nick Buchen, Principal Budget Analyst
Eva Lopez, APD	Penelope Baltikauski, CDSS, QA
Wayman Hindsman, CDSS, OTAU	Linda Williams, CDSS, QA
Beatriz Sanchez, CDSS, QA	Michelle Loftin, CDSS, QA
Petra Maldonado, CDSS QA	Robert Scott, CDSS, QA
Richard Carroll, CDSS, QA	Marti Tosta, CDSS, QA
Drew Hammond, CDSS, QA	Stacie Williams, CDSS, QA
Laurie Silva, CDSS, QA	Janine Johnson, CDSS, QA
Julie Lopes, CDSS, QA	Brian Koepp
Ernest Cowles, CSUS/ISR	
Eileen Carroll, CDSS, APOB	

Teleconference Attendees

John Lee, Gray Panthers
Linda Mock, Orange Co.
Teddi Joy Remheild, PA LA PSC
Mary Tozlirsch, Monterey Co.
Jordan Lindsey, The CARC
Don Wilkins, Quality Home Care Coalition
Kirk Craig, Merced Co. QA
Janet Lombard, Mendocino Co.
Hortencia Dias, LA Co. IHSS
Sonya Perez, LA Co. IHSS
Caitlin Brady, Napa Co.
Karan Kessler, UDW

Marti Hufft, Humboldt Co.
Kim Britt, Unemploy Social Services
Timothy Shell, Shasta Co.
Sue Appel, Monterey Co. CARC
Irene Cole, Monterey Co.
Loretta Stevens, CA HCC
Fred Nissan, PAI
Gail Harris, Mendocino Co.
Rae Bell, Riverside Co.
Joan Boomer, Retired
Barbara Boggio, Tehama Co.

Introduction/Meeting Purpose

The IHSS QA Initiative Stakeholders Meeting was attended by various advocacy groups, union officials, social workers, state and county staff, legislative staff, and other interested stakeholders, in person, or via teleconference. Attendees signed in and received a folder that contained agenda and other HTG related documents. These documents were previously sent to the stakeholders the day before the meeting.

Welcome and introductions were made by Eva Lopez, Deputy Director for the Adult Programs Division. Ms. Lopez stated that the last Stakeholders Meeting pertaining to the Hourly Task Guidelines (HTGs) was in August 2006, the HTGs were implemented in September 2006, the post-implementation analysis is being conducted, and quarterly updates of the analysis will be posted on the IHSS QA website. In addition, she gave a warm welcome to Brian Koepp, retired Chief of the Adult Programs Branch, Quality Assurance Bureau (QAB), and thanked him for all his hard work collaborating with stakeholders to implement key QA provisions.

Ms. Lopez then introduced Janine Johnson, current Chief of the QAB. Ms. Johnson gave a brief overview of her own family experience with IHSS and her State-service work experience. She then stated the meeting's purpose as follows:

- To provide the findings of the first post-implementation analysis which reflected the first seven months (September 2006 through March 2007) of cases impacted by the new HTGs
- To present and explain findings and answer questions
- To explain the next steps of the post-implementation analysis

Ms. Johnson then introduced Julie Lopes, Manager, QA Operations Support Unit.

Background

Ms. Lopes gave background information regarding the policy development for HTGs and provided an overview of the scope of the post-implementation analysis. She explained the policy was developed with the input of the HTGs Workgroup that convened February 2005 through November 2006. The workgroup was comprised of a variety of program Stakeholders representing consumers/providers, unions, counties, advocacy groups, legislative staff, State staff, and other interested parties. The policy was developed after CDSS collected data from other states' IHSS programs, workgroup participants, and Case Management, Information and Payrolling System (CMIPS) service authorizations. This data was then presented and discussed with the workgroup to identify tasks and subtasks, time ranges, factors for consideration of time, and exceptions to grant time outside of the ranges. She further explained that the new HTGs' policy was to facilitate statewide accuracy, consistency, and equity for consumers with similar circumstances. Because the establishment of HTGs was a major policy change, it was deemed necessary to monitor the post-implementation impact. The analysis of the post-implementation impact is being conducted by California, State University, Sacramento/Institute for Social Research (CSUS/ISR) through June of 2008 and will include the following data elements that will rollout in phases:

- CMIPS service authorizations
- State QA monitoring case review data
- Survey input from IHSS consumers about their services
- Survey input from county social workers about their workload
- CDSS State Hearings Division

Ms. Lopes then turned the meeting over to Ernest Cowles, Ph.D., CSUS/ISR, Project Director, to provide an overview of the first post-implementation update and present and explain the attached *Hourly Task Guidelines Post-Implementation Preliminary Findings* update pertaining to CMIPS service authorizations data for September 2006 through March 2007.

Summary of Key Findings

Dr. Cowles reported that the analysis used CMIPS service authorization data to determine if HTGs did the following:

- Increased or decreased the number of hours authorized in the Initial Assessments
- Increased or decreased the numbers of hours authorized in Reassessments
- Created greater consensus by the social workers for doing their assignments of hours for various tasks
- Impacted the number of hours assigned to the Functional Index within the task areas
- Impacted the percentage of cases falling inside and outside the HTGs ranges

The summary of general findings indicated the following:

- For the Initial Assessment pertaining to the 12 HTG tasks, there was an average decrease of five minutes overall.
- For the Reassessment pertaining to the 12 HTG tasks, there was an average decrease of eight minutes overall.
- Pre- and post-implementation changes in authorized hours were very subtle, indicating no radical shifts in hours.
- There were no obvious trends across tasks by county, indicating that counties are still making individualized assessments.

Dr. Cowles then went over each of the findings in the attached update, emphasizing two key points:

1. Be mindful that smaller counties with just a few assessments are impacted substantially more percentage wise by a few cases that change than larger counties with hundreds of assessments.
2. As this 18-month study continues and more data is gathered, the level of confidence regarding the findings will increase.

As the findings were presented, Dr. Cowles and CDSS responded to a variety of questions.

Summary of Questions and Answers

Q: Are there going to be ongoing scheduled Stakeholders meetings?

A: As part of Senate Bill (SB) 1104, CDSS will continue to conduct periodic Stakeholders meetings and share IHSS program information with everyone. This meeting was focused only on HTGs to provide the first post-implementation update, build a foundation for a basic understanding of the scope of the entire post-implementation analysis, and explain general concepts when viewing findings. Future HTGs post-implementation updates will occur quarterly and be posted on the CDSS, IHSS QA website: <http://www.dss.cahwnet.gov/dadpd/>. Future meetings will occur as deemed necessary depending on the data elements reported.

Q: If we have any further questions, can we email them to you?

A: Yes. You can email your questions to IHSS@dss.ca.gov.

Q: Are we addressing overall changes for services? Are they separated out for Initial Assessments and for Reassessments?

A: Our quarterly updates reflect the 12 HTG tasks and are drawn for Initial Assessments and Reassessments. General *In-Home Supportive Services Summary Statewide Caseload Monthly Statistics* pertaining to all service authorizations for all tasks are posted on the CDSS, IHSS QA website: <http://www.dss.cahwnet.gov/dapd/> under "IHSS Resources."

Q: Did QAB analyze data from September 2004 to March 2005 to see if there were any changes that impacted the HTGs?

A: No. This data was a snapshot in time of pre- and post-implementation of HTGs for the same seven-month time period of September 2005 through March 2006 compared to September 2006 through March 2007.

Q: Looking at increases and decreases in time, where are the changes occurring?

A: We are only in the first phase of the analysis and did not have enough cases impacted in some task categories that would enable a level of confidence to be statistically valid to provide specific information about changes per task. These findings reflect changes associated with the large number of cases. More specific information will be provided in subsequent updates.

Q: You indicated a small decrease in the percentage of HTGs' tasks. What are the indications of decreases? Are there reasons for the decrease in time due to the HTGs?

A: The findings indicated there were no obvious trends across tasks by county, which indicates that counties are not making blanket changes across all tasks (still an individualized assessment process). CDSS responded that some changes were expected due to implementing statewide HTGs for the purpose of improving accuracy and consistency in tasks and hours to promote service equity. It was also stressed that there are other variables that could be impacting changes, such as statewide Social Worker Training, the fact that HTGs now clearly delineate tasks which might have been overlooked or should not have been considered, and the fact that some consumers' needs may have changed.

Q: Are the findings reported an aggregate level of change?

A: Yes. The current analysis focuses primarily on changes for the statewide caseload as a whole rather than specific counties.

Q: Currently, is there a way to tell if more cases are in the range of time as compared to cases out of the range of time?

A: All tasks indicated a small increase in the percentages of cases within the ranges. Cases moved up into the range with increases in hours and down from above with decreases.

Q: Should the exceptions (outside the range) reflect 25 percent above and 25 percent below the ranges?

A: CDSS responded that the data used to develop the time ranges did not reflect equally 25 percent above and 25 percent below the interquartile, as 61 percent were in the proposed ranges based on the CMIPS February 2005 data utilized prior to the HTGs' policy being in effect. A closer examination of exceptions will be conducted in subsequent updates and QA monitoring oversight will address concerns about the appropriate application of exceptions when consumers' needs require granting time outside the ranges.

Q: Are you looking at functional incentives of the HTGs' policy for social workers in their assessments?

A: CDSS responded that the HTGs' policy was implemented to benefit consumers by achieving accuracy and consistency to promote service equity, while still maintaining an individualized assessment process to provide for all consumers' unique needs to be met. We considered the policy to best achieve these objectives. The appropriate recourse to address any issues of misapplication of the policy should be addressed through QA monitoring oversight, statewide training and/or All-County Letters to clarify appropriate application of the HTGs' policy, and the State Hearing process to ensure consumers have a review of how the regulations were applied in their specific case if/when they do not agree with the services authorized. As part of our post-implementation analysis, we will also be surveying consumers and social workers about their perspectives on HTGs' policy.

Q: Will the HTGs make the assessment process more time consuming?

A: CDSS reiterated that the goal is to attain accuracy and service equity. Through a combination of QA efforts such as HTGs, Social Worker Training, QA monitoring, developing standard forms, sharing Best Practices, etc.; we believe these efforts will result in positive change that should also make the social workers' tasks easier and less time consuming over time.

Q: Can we get the mean and median numbers of this study?

A: Yes. Subsequent updates will provide both the mean and the median.

Q: When looking at the tables in this study for Initial Assessments and Reassessments, did the information take into consideration the following:

- **County caseload totals,**
- **Number of cases pre-sample and post HTGs, and**
- **Increase/decrease in tasks?**

A: The audience was referred to the pie charts and tables in the materials distributed. Dr. Cowles explained the following:

- Initial Assessments and Reassessments were only for a seven-month period of time.
- Fluctuations occurred when recipients entered the system.
- The averages for both the Initial Assessments and Reassessments were based on the number of consumers in the sample in each of the quarters examined.
- Smaller caseloads in a county equated to a greater percentage difference in the increase/decrease.
- The bolded county names in the tables indicate an overall increase.

Q: Has there been either an increase or decrease in the number of cases in the State Hearings?

A: CDSS responded that it is not unusual to see an increase in State Hearings when a new policy is implemented. However, we have not yet analyzed the impact of the HTGs on State Hearings. This is currently in process.

Q: What feedback will we get about the consumer survey?

A: CDSS responded that a representative HTGs subcommittee provided input in developing a pilot consumer survey and received a copy of the survey developed. Requests have been sent to 1,000 consumers asking them to participate in the pilot survey. A survey will be sent out to a larger sample of consumers in fall 2007.

Q: Is the information on the consumer survey out yet?

A: No. The survey is currently underway. Dr. Cowles clarified that there is the issue of confidentiality and consumer rights, which complicates the process of getting surveys into consumers' hands. A survey consent letter was sent to 1,000 consumers; it is hoped that 200 will be willing to complete a survey; responses are now coming in. Care is being taken to ensure the consumer identities are unknown. There are three ways to participate in the survey: (1) by telephone, (2) in writing, or (3) on the Internet.

Q: A comment was made about a case situation pertaining to a manic depressive client who only receives one-minute to remind her to take her medications. What can we do to allow more time?

A: CDSS responded that we do not have all the facts to comment on individual case situations. The best recourse to address disagreements with individual case authorizations is talk to the social worker and possibly the social worker's supervisor about your concerns. If your concerns are not addressed to the recipient's satisfaction, a State Hearing should be filed within 90 days of the notice regarding the authorization.

Q: With regard to inter-county transfers, were they considered in the Initial Assessments or Reassessments group?

A: For purposes of this post-implementation analysis, cases were not looked at in terms of inter-county transfers. Cases were grouped as Initial Assessments when the application date and last face-to-face date were within 12 months and were grouped as Reassessed cases when the last face-to-face date was any time after 12 months of the application date.

Next Steps/Meeting Closure

The audience was informed that the next steps of the post-implementation analysis would include evaluating State Hearings data and data from a consumer survey pilot.

The meeting was concluded by Janine Johnson thanking all in attendance and reminding attendees that all information relating to the meeting, including meeting notices, agendas, summaries, and handouts would be available on the CDSS QA website.

Attachment

**HOURLY TASK GUIDELINES
POST-IMPLEMENTATION
Preliminary Findings**

**Phase 1
CMIPS**

**Authorization Analysis
September 2006 – March 2007**

Meeting Purpose

- To provide overview of scope of post-implementation analysis
- To present and explain findings and answer questions
- To explain next steps

Background

- CDSS developed Hourly Task Guidelines (HTGs) with exceptions in accordance with Welfare and Institutions Code Section 12301.21 to:
 - Provide social workers a tool to promote accurate and consistent assessments
 - Ensure uniformity in conducting assessments and service authorizations
- HTG Workgroup was established February 2005 to gain input from Stakeholders in establishing the HTGs.

HTG Policy Development

- Monthly Workgroup meetings with a broad base of program stakeholders were held February through November 2005.
- CDSS collected, analyzed, and discussed:
 - Data provided by workgroup
 - Data provided from all 50 states' welfare agencies
 - California's CMIPS authorization data

HTG Policy

- Twelve tasks were identified as needing HTGs:
 - Meal Prep
 - Meal Cleanup
 - Feeding
 - Bed Baths
 - Bowel/Bladder
 - Dressing
 - Ambulation
 - Transfer
 - Bathing
 - Menstrual
 - Rubbing Skin
 - Prosthetics
- HTGs provide clear task definitions for tasks.
- HTGs identify factors to consider for authorizing more or less time.
- HTGs provide time guides based on consumers' level of functional capacity.
- HTGs provide for exceptions to grant time outside the time guide if needs warrant granting time outside.
- HTGs do not replace individualized assessment process.

Scope of Complete Post-Implementation Analysis

- Analysis utilizes a multiple perspective approach which includes:
 - State's Case Management, Information Payrolling System (CMIPS) service authorization data
 - State monitoring case review data
 - Input from IHSS consumers about their service authorizations
 - Input from county social workers about their workload
 - Data from CDSS' State Hearings regarding the impact of HTGs on State Hearings

Required Activities

- CDSS will provide quarterly updates of IHSS utilization data by county, task, and client level.
- CDSS contracted with California State University, Sacramento/Institute for Social Research, to gather and analyze data required.

Phase 1 Objectives

- Analysis utilizes CMIPS data to determine if HTGs:
 - Increased or decreased the number of hours authorized in the Initial Assessment
 - Increased or decreased the number of hours authorized in Reassessments
 - Created greater consensus in the assignments of hours for various tasks
 - Impacted the number of hours assigned to the ranks within the task areas
 - Impacted the percentage of cases falling within and outside the HTG ranges

Summary of Findings

General

- Initial Assessments—There was an average decrease of 5 minutes overall for the 12 HTG tasks.
- Reassessments—There was an average decrease of 8 minutes overall for the 12 HTG tasks.
- Pre- to post-implementation changes in authorized hours were very subtle without radical shifts in hours.
- There were no obvious trends across tasks by county, indicating that counties are not making blanket changes across all tasks (still an individualized assessment process).

Things to Remember When Thinking About County Findings

- Counties differ considerably in the number of assessments:
 - Over a 7-month period, small counties with just a few assessments are impacted more by a few cases that change substantially than large counties with hundreds of assessments.
- Results should be viewed very cautiously in counties with less than 50 cases in either the pre-HTG period or post-HTG period.

Things to Remember When Thinking About County Findings

- “Differential” refers to the difference in minutes between the pre-HTG period and the post-HTG period.

Example: 47 minutes (authorized after HTG)
minus 45 minutes (authorized before HTGs) =
+2 minute differential

Stated another way, the average number of minutes increased by 2 minutes from the period before HTG to the period after HTG.

Impact by County

Initial Assessments

- There was an overall average increase in time in 17 counties (n= 21,308, 6% of Statewide caseload):
 - 3 counties had a sample size of less than 50 either in the pre- or post-HTG period.
- There was an overall average decrease in time in 40 counties (n= 11,792, 3% of Statewide caseload):
 - 15 counties had a sample size of less than 50 either in the pre- or post-HTG period.

Impact by County Reassessments

- There was an overall average increase in time for 22 of 58 counties (n= 53,024, 14% of caseload):
 - 6 counties had a sample size of less than 50 either in the pre- or post-HTG period.
- There was an overall average decrease in time for 34 of 58 counties (n= 23,126, 6% of caseload):
 - 6 counties had a sample size of less than 50 either in the pre- or post-HTG period.

Impact by County

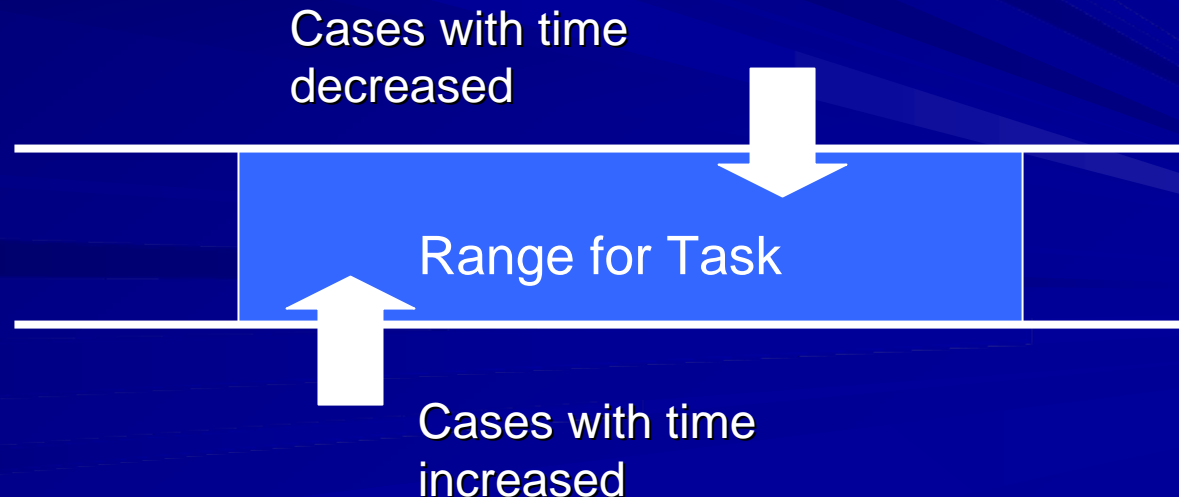
Initial and Reassessments

- Comparing Initial and Reassessments, fewer counties showed an overall decrease for the Reassessment Group (the more stable group due to sample size).
- 28 of the 40 counties showing a decrease for Initial Assessments also showed an overall decrease for Reassessments.
- 10 of the 17 counties showing an increase for Initial Assessments, also showed an increase for Reassessments.

Impact by Task

General

- There were increases in the percentage of cases within the ranges for all 12 tasks.
- Cases moved into and out of the ranges by increases and decreases in minutes authorized.



Impact by Task

Decreases in Overall Average Time Initial and Reassessments

- There was a small average decrease in minutes for 6 of the 12 tasks:
 - Meal Prep, Bowel and Bladder, Bed Baths, Ambulation, Menstrual Care, and Care and Assistance with Prosthetic Devices

Impact by Task

Increases in Overall Average Time Initial and Reassessments

- There was a small average increase in minutes for 2 of the 12 tasks:
 - Feeding and Transfer

Impact by Task

Split Overall Increases/Decreases in Average Time

Initial and Reassessments

Meal Cleanup

- Initial Assessments—No change in average time
- Reassessments—Decrease in average minutes

Dressing and Bathing

- Initial Assessments—Small average increase in minutes
- Reassessments—No change in the average time

Rubbing Skin and Repositioning

- Initial Assessments—Small average increase in minutes
- Reassessments—Decrease in average minutes

Impact by Task

Movement into Ranges

Decreases in Time

Initial and Reassessments

- 10 of the 12 tasks showed a decrease in the percentage of cases *above* the range:
 - All except Transfers and Rubbing Skin and Repositioning



Impact by Task

Movement into Ranges

Increases in Time

Initial Assessments

- 9 of the 12 tasks showed a decrease in the percentage of cases *below* the range:
 - All except Bed Baths, Ambulation, and Care and Assistance with Prosthetic Devices



Impact by Task Movement into Ranges Increases in Time Reassessments

- 10 of the 12 tasks showed a decrease in the percentage of cases *below* the range:
 - All except Bed Baths and Care and Assistance with Prosthetic Devices



Impact by Task

Split Increases/Decreases Movement into Range

- 2 of the 12 tasks showed an increase in the percentage of cases *above* the range for Initial Assessments and a decrease in the percentage of cases *above* the range for Reassessments:
 - Transfer and Rubbing Skin and Repositioning

Impact by Rank

General

- The impact of the HTGs was variable across different ranks in the various task areas.
- There were increases and decreases within the same rank level in different tasks.
- There was improved consensus/consistency in the authorized hours among both ranks and task areas (as measured by standard deviations) under the new HTGs.

Impact by Rank

Decreases in Time

- There were slight decreases in the percentage of cases *above* the ranges for all ranks for both Initial and Reassessed cases in seven tasks:
 - Meal Prep, Meal Cleanup, Feeding, Bowel and Bladder, Bathing and Grooming, Menstrual Care, and Care and Assistance with Prosthetic Devices

Impact by Rank Increases in Time

- There were decreases in the percentage of cases below the range for all ranks for four tasks:
 - Dressing, Bathing and Grooming, Menstrual Care, and Rubbing Skin and Repositioning

Impact by Rank

Split Increases/Decreases in Time Below Ranges

- There were decreases in the percentage of cases *below* the ranges in some ranks and increases in others for seven tasks:
 - Meal Prep, Meal Cleanup, Feeding, Bowel and Bladder, Bed Baths, Ambulation, and Transfer

Impact by Rank

Split Increases/Decreases in Time Above Ranges

- There were decreases in some ranks and increases in others in the percentage of cases *above* the ranges in four tasks:
 - Routine Bed Baths, Dressing, Ambulation, and Transfer

Impact by Rank

Split Increases/Decreases in Time Above Ranges

Rubbing Skin and Repositioning

- Initial Assessments—There were increases in the percentage of cases *above* the range.
- Reassessments—There were decreases in the percentage of cases *above* the range.

Analysis of Findings

- Consensus/consistency in authorized hours among ranks and tasks suggest HTG task definitions and time guides have been initially successful in creating greater uniformity.
- Increases/decreases within same ranks in different tasks is a positive indicator of individualized assessment process.
- The extent of impact on service authorizations from other overall QA efforts is unknown.

Next Steps

Next Phases

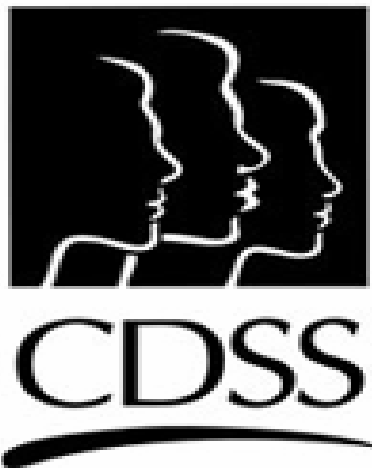
- Consumer Surveys
- State Hearing Data
- Social Workers' Input

Wrap-Up

- The next update is anticipated to be posted on the IHSS QA website, <http://www.dss.cahwnet.gov/dapd/>, in September 2007.
- The next Stakeholders Meeting is anticipated to be held late Fall 2007 or after the Holidays in January 2008.

HOURLY TASK GUIDELINES POST-IMPLEMENTATION Preliminary Findings

**Case Management, Information
Payrolling System Authorizations Analysis
September 2006 through March 2007**



**California Department of Social Services
Adult Programs Division
Adult Programs Branch
Quality Assurance Bureau
744 P Street, MS 19-95
Sacramento California 95814**

**Telephone (916) 229-3494
Fax (916) 229-3160**

July 2007

BACKGROUND

- The California Department of Social Services (CDSS) developed Hourly Task Guidelines (HTGs) in accordance with Welfare and Institutions Code Section 12301.21 to provide social workers with a tool to promote accurate and consistent assessments by ensuring uniformity in the manner in which workers conduct assessments and service authorizations.
- The HTGs Workgroup was established in February 2005 to gain input from a broad range of program Stakeholders in establishing the HTGs.
- Twelve tasks (Meal Prep; Meal Cleanup; Feeding, Bowel and Bladder Care; Routine Bed Baths; Dressing; Menstrual Care; Ambulation; Transfer; Bathing, Grooming, and Oral Hygiene; Rubbing Skin and Repositioning; and Care and Assistance with Prosthetic Devices) were identified as needing new HTGs by the Workgroup.
- Other tasks (Laundry, Domestic, Shopping/Errands) which already had time guides, were deemed not to need new HTGs.
- Some tasks were identified as not appropriate to establish time guides due to the unique circumstances, frequency, and/or level of specialized expertise required for the task.
- The HTGs provide task definitions and time ranges based on consumers' level of Functional Impairment (FI) rankings.
- The HTGs include factors for consideration of authorizing time both within and outside the statewide time ranges and provide for exceptions to authorize time outside the time ranges when an individual's level of need requires more or less time.
- The HTGs do not replace individual needs assessments based on each consumer's specific functional capacity to remain safely in his/her home.
- The CDSS contracted with California State University, Sacramento/Institute for Social Research (CSUS/ISR) to analyze the impact of the HTGs until June 2008.

SCOPE OF COMPLETE ANALYSIS

- The ISR analysis will utilize a multiple perspectives approach which includes:
 - Analysis of the State's Case Management, Information Payrolling System (CMIPS) service authorization data
 - State monitoring case review data
 - Input from IHSS consumers about their service authorizations
 - Input from county social workers about their workload
 - Data from CDSS' State Hearings Division regarding the impact of HTGs on State Hearings

- Post-implementation analysis will be done in phases since the HTGs are implemented at the time of Initial Assessments and Reassessments that may take place over an approximate period of up to 18 months after the September 2006 implementation date of HTG regulations.
- This first phase represents analysis of only CMIPS data as follows:

Objective 1: To determine whether the implementation of HTGs has increased or decreased the number of hours authorized in the Initial Assessment

Objective 2: To determine whether the implementation of HTGs has increased or decreased the number of hours authorized in Reassessments

Objective 3: To determine whether the implementation of HTGs has created greater consensus/consistency in the assignments of hours for various tasks

Objective 4: To determine whether the implementation of HTGs has impacted the number of hours assigned to the ranks within the task areas

Objective 5: To determine whether the implementation of HTGs has impacted the percentage of cases falling within and outside the HTGs time ranges

SUMMARY OF KEY FINDINGS

(9/05-3/06 Pre-Implementation compared with 9/06-3/07 Post-Implementation)

General Impact

All HTG Tasks—Initial Assessments, 9 percent (n=33,100) of the Statewide Caseload

- There was an average decrease of 5 minutes overall for the 12 HTG tasks.

All HTG Tasks—Reassessments, 20 percent (n=76,152) of the Statewide Caseload

- There was an overall average decrease of 8 minutes overall for the 12 HTG tasks.

Overall

- Overall the pre- to post-implementation changes in authorized hours are very subtle, meaning radical shifts in hours were not seen in this first seven-month assessment.

Impact by County

- There were no obvious trends across tasks by county, which indicates that counties are not making blanket changes across all tasks (still an individualized assessment process).

Initial Assessments

- There was an overall average increase in time in 17 of the 58 counties, representing 6 percent (n= 21,308) of the statewide caseload at the time of the post-implementation assessment.
- Of the 17 counties showing an average increase, 3 counties had a sample size of less than 50 for either the pre- or post-implementation time period. (Note: For the counties with a sample size of less than 50, the changes observed may be due to random effects.)
- One very small county (Alpine) did not have any cases in the pre-implementation time period.
- There was an overall average decrease in time in 40 of the 58 counties, representing 3 percent (n= 11,792) of the statewide caseload at the time of the post-implementation assessment.
- Of the 40 counties showing a decrease, 15 counties had a sample size of less than 50 for either the pre- or post-implementation time period.

Reassessments

- There was an overall average increase in time for 22 of 58 counties, representing 14 percent (n= 53,024) of the statewide caseload.
- Of the 22 counties showing an increase, 6 counties had a sample size of less than 50 for either the pre- or post-implementation time period.
- There was an overall average decrease in time for 34 of 58 counties, representing 6 percent (n= 23,126) of the statewide caseload.
- Of the 34 counties showing a decrease, 6 counties had a sample size of less than 50 for either the pre- or post-implementation time period.
- Two counties (Alpine and Sierra) did not have any cases in either the pre- or post-implementation time period.

Overall Assessments/Reassessments

- When comparing both Initial Assessments and Reassessments, fewer counties showed an overall decrease for the Reassessment Group (the more stable group due to sample size).
- Of the 40 counties that showed a decrease for Initial Assessments, 28 also showed an overall decrease for Reassessments.
- Of the 17 counties that showed an increase for Initial Assessments, 10 also showed an overall increase for Reassessments.

Impact by Task—Initial and Reassessments

- All 12 tasks showed an increase in the percentage of cases that fell within the ranges when comparing the pre- to the post-HTG period for Initial and Reassessed cases.
- Movement into the ranges occurred through increases and decreases in minutes authorized when comparing the pre- and post-HTG period for both Initial and Reassessed cases.

Tasks with Overall Decreases in Average Time for Initial and Reassessments

- Six of the 12 tasks represented a small average decrease in minutes for both Initial Assessment and Reassessments.
 - Meal Prep, Bowel and Bladder, Routine Bed Baths, Ambulation, Menstrual Care and Care and Assistance with Prosthetic Devices

Tasks with Overall Increases in Average Time for Initial and Reassessments

- Two of the 12 tasks (Feeding and Transfer) represented a small average increase in minutes for both Initial Assessments and Reassessments

Tasks with Split Overall Increases/Decreases in Average Time Between Initial and Reassessments

- Four tasks were split between increases and decreases:
 - Meal Cleanup, Rubbing and Repositioning Skin, Dressing, and Bathing
- One task—Meal Cleanup—showed there was no change in the average time for Initial Assessments and a decrease in time for Reassessments.

- One task—Rubbing Skin and Repositioning—showed there was a small average increase in minutes for Initial Assessments and a decrease in time for Reassessments.
- Two tasks—Dressing and Bathing—showed there was a small average increase in minutes for Initial Assessments and no change in the average time for Reassessments.

Movement into the Range by Decreases

- Ten of the 12 tasks (all except Transfers and Rubbing Skin and Repositioning) showed a decrease in the percentage of cases *above* the range (time decreased) for the task overall compared to the pre-implementation for both Initial Assessments and Reassessments.

Movement into the Range by Increases

- For Initial Assessment cases, 9 of the 12 tasks (all except Bed Baths, Ambulation, and Care and Assistance with Prosthetic Devices) showed a decrease in the percentage of cases *below* the range (time increased) for the task overall post-implementation.
- For Reassessment cases, 10 of the 12 tasks (all except Bed Baths and Care and Assistance with Prosthetic Devices) showed a decrease in the percentage of cases *below* the range (time increased) for the task overall post-implementation.

Split Movement into the Range

- There was an increase in the percentage of cases *above* the range for Initial Assessments, and a decrease in the percentage of cases *above* the range for Reassessments in two tasks—Transfer and Rubbing Skin and Repositioning.

Impact by Rank—Initial and Reassessments

- The consensus/consistency in the authorized hours among both ranks and task areas (as measured by standard deviations) improved significantly under the new HTGs.
- The impact of HTGs was variable across different ranks within the various task areas.
- Even within the same rank level in different tasks, the impact on the average authorized hours resulted in increases in time for some cases and decreases for others.

Decreases

- There were slight decreases in the percentage of cases *above* the ranges (time decreased) across all ranks for both Initial Assessments and Reassessments in 7 tasks:
 - Meal Prep, Meal Cleanup, Feeding, Bowel and Bladder, Bathing and Grooming, Menstrual Care, and Care and Assistance with Prosthetic Devices

Split Increases/Decreases

- There were decreases in the percentage of cases *below* the ranges (time increased) in some ranks and increases in the percentage of cases *below* the range (time decreased) in others for 7 tasks:
 - Meal Prep, Meal Cleanup, Feeding, Bowel and Bladder, Bed Baths, Ambulation, and Transfer
- There were decreases in some ranks and increases in others in the percentage of cases *above* the ranges in 4 tasks:
 - Routine Bed Baths, Dressing, Ambulation, and Transfer

Increases

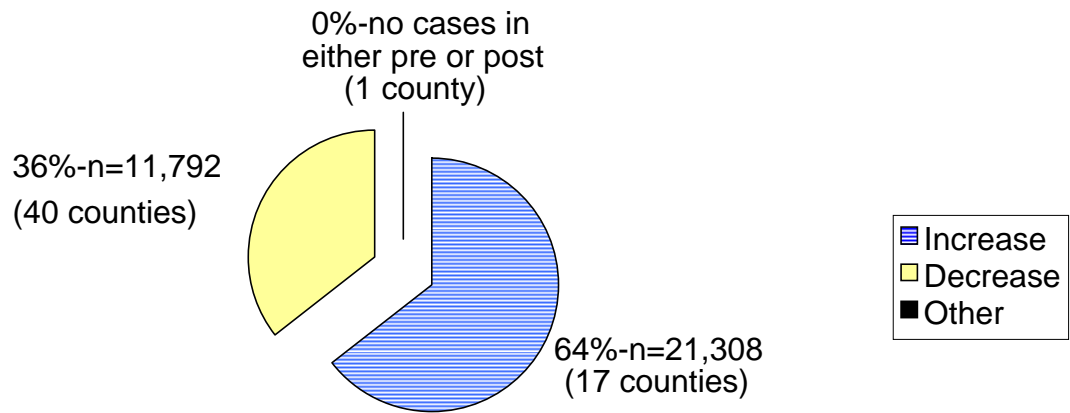
- There were decreases in the percentage of cases *below* the range (increased time) for all ranks for 4 tasks:
 - Dressing, Bathing and Grooming, Menstrual Care, and Rubbing Skin and Repositioning

ANALYSIS:

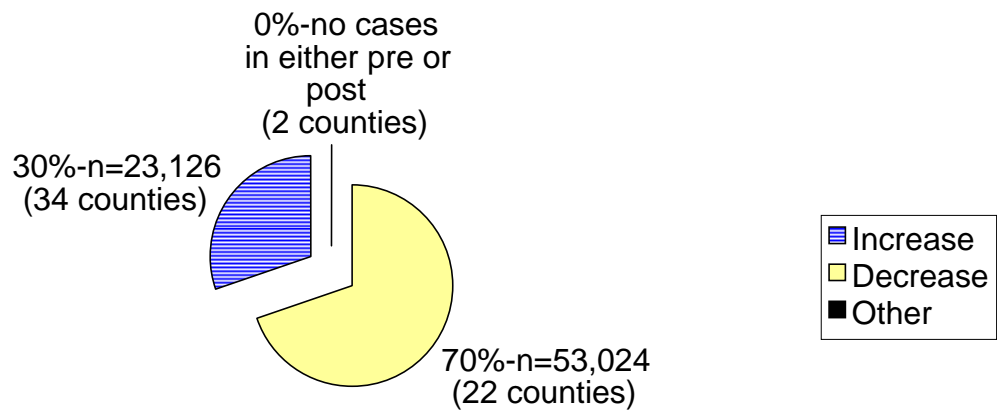
- It's early yet, but the observed consensus/consistency in authorized hours among ranks and tasks, suggests that the HTGs task definitions and time guide factors have been initially successful in bringing greater uniformity to the assessment processes.
- The variation in increases and decreases within the same rank level in different tasks is an indicator that assessments are being conducted on an individualized basis and that the HTGs are not simply having a blanket effect on authorized times.
- The extent to which the HTGs alone are impacting the service authorizations versus the combination of HTGs with other QA activities, such as social worker training and county and state monitoring oversight, is unknown.

Attachment

Initial Assessment: Counties with Overall Increases and Overall Decreases in Average Time (out of 33,100 cases with an Initial Assessment)



Reassessment: Counties with Overall Increases and Overall Decreases in Average Time (out of 76,152 cases with a Reassessment)



INITIAL ASSESSMENTS

PLEASE NOTE THE FOLLOWING WHEN REVIEWING THE SUCCEEDING TABLE:

- The term “differential” in the table means the difference is the number of average minutes in the post-HTG group minus the number of average minutes in the pre-HTG group. A “-” sign means the average number of minutes decreased while a number with no sign in front of it means the number of minutes increased from the pre-HTG to the post-HTG period.
- Bolded italic numbers represent differentials based on a sample of less than 50 cases in either the pre- or post-implementation period. These numbers should be interpreted very cautiously, as changes in a small number of cases may distort the overall increase or decrease in assessed minutes.
- The shaded row for each county reflects the number of cases in pre-HTG and post-HTG group (pre/post).
- Bolded county names represent counties which had an overall increase for all HTG tasks.
- When viewing the overall county average increases or decreases, be mindful that small counties with just a few assessments are more impacted by a few cases that change substantially than large counties with hundreds of cases assessed.
- Tasks for which there were no cases in either the pre- or post-implementation seven-month time period are indicated with “n/a.”

- Differential = number of average minutes in post-HTG group minus number of average minutes in pre-HTG group.
- Bolded italic numbers represent differentials based on a sample of less than 50 cases in either the pre- or post-implementation period. These numbers should be interpreted very cautiously, as changes in a small number of cases may distort the overall increase or decrease in assessed minutes.
- Number of cases in pre-HTG group / number of cases in post-HTG group
- Bolded county names had an overall increase for all HTG tasks.
- Tasks for which there were no cases in either the pre- or post-implementation seven month time period are indicated with "n/a".

Summary of Differences in Minutes for Initial Assessments for All HTG Tasks

	All HTG's Differential	Meal Prep	Meal Cleanup	Feeding	Bowel & Bladder	Bed Baths	Dressing	Ambulation	Transfer	Bathing	Menstrual Care	Rubbing Skin	Care & Assistance with Prosthetics
Total	-5	-4	0	4	-6	-10	1	-3	6	1	-1	5	-1
	32,659/ 33,100	31,023/ 31,156	31,204/ 31,324	4,514/ 4,137	12,829/ 13,062	1,928/ 2,101	22,184/ 22,992	12,656/ 14,906	12,492/ 13,865	27,160/ 27,282	640/638	12,769/ 10,549	18,181/ 19,934
Alameda	78	11	17	17	-3	-15	-3	10	17	4	-20	22	12
	589/581	575/561	576/558	83/99	207/235	41/62	369/381	193/231	196/220	456/451	7/6	169/128	380/374
Alpine	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Amador	-205	9	4	-204	-178	67	-24	-59	21	-39	-13	-38	7
	36/36	28/29	30/30	8/5	12/10	6/1	18/17	11/9	9/6	29/27	2/3	13/9	17/28
Butte	-90	-15	-18	-54	-18	-16	-3	-2	17	-21	-7	7	3
	221/182	200/157	197/151	33/34	108/72	15/21	152/118	100/94	75/67	184/160	11/8	122/73	174/139
Calaveras	-181	44	-20	-116	-42	-82	-31	-29	1	-5	3	0	2
	42/24	40/22	39/22	11/5	21/10	4/4	30/17	23/12	21/9	38/17	2/2	23/8	38/14
Colusa	-652	-174	-60	-38	-82	<i>n/a</i>	-47	-5	1	-52	<i>n/a</i>	7	49
	27/12	26/9	24/10	19/4	17/1	2/1	25/6	24/7	19/3	24/7	<i>n/a</i>	22/5	22/7
Contra Costa	-44	-17	-1	23	-33	-34	-3	14	-4	-3	-23	-27	1
	307/409	291/387	293/385	41/64	152/196	22/27	213/288	141/185	143/184	249/334	6/10	123/166	226/282
Del Norte	-148	-14	-8	89	-70	-10	-13	-5	15	-53	-58	8	-17
	40/38	36/36	36/36	6/3	23/10	3/4	29/33	14/11	14/9	36/36	2/2	21/18	24/34
El Dorado	-91	-14	-25	-37	-74	-43	-8	-22	-4	-44	<i>n/a</i>	35	16
	55/28	51/25	51/28	21/11	19/11	3/3	29/18	29/21	17/12	47/22	3/3	33/9	36/20
Fresno	-33	-15	4	22	7	29	-3	-8	6	-3	11	-13	1
	940/1,125	910/1,073	906/1,068	254/238	510/612	89/105	729/867	457/589	515/606	765/921	28/25	401/411	729/847
Glenn	-17	-1	3	-69	91	345	-6	-12	55	-38	<i>n/a</i>	31	-10
	36/49	33/45	36/46	10/13	13/15	2/1	20/32	21/29	9/22	27/41	1/1	17/12	24/32
Humboldt	-357	-80	-32	-147	-142	39	-21	-77	43	-41	-14	26	-14
	90/71	72/60	77/65	23/9	34/18	14/3	55/27	31/19	29/14	69/46	1/1	49/17	61/38
Imperial	-160	-13	-48	-100	-39	-44	-48	-53	-27	-9	0	33	-20
	322/122	283/109	296/111	25/14	86/41	5/5	194/69	129/60	112/48	193/79	6/4	189/20	204/76
Inyo	-111	-72	-3	-83	-159	<i>n/a</i>	-17	-94	-40	-101	<i>n/a</i>	228	69
	17/27	15/25	17/25	4/5	6/8	2/6	8/13	4/14	4/7	9/21	1/1	3/4	7/11
Kern	-44	-11	3	30	-14	13	3	-1	-6	-16	-8	5	-4
	420/206	405/195	408/194	42/19	173/80	29/16	275/143	166/85	177/88	313/154	16/3	166/63	249/124
Kings	-39	-145	6	37	14	<i>n/a</i>	26	31	40	1	1	5	3
	104/168	94/157	94/161	8/13	36/62	<i>n/a</i>	59/101	28/56	30/54	71/116	2/6	32/52	72/121
Lake	123	11	1	-145	-14	5	0	-42	14	-1	<i>n/a</i>	16	-24
	136/123	131/122	134/121	16/7	39/50	10/15	78/92	26/55	34/80	94/114	<i>n/a</i>	84/59	93/98

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Summary of Differences in Minutes for Initial Assessments for All HTG Tasks

	All HTG's Differential	Meal Prep	Meal Cleanup	Feeding	Bowel & Bladder	Bed Baths	Dressing	Ambulation	Transfer	Bathing	Menstrual Care	Rubbing Skin	Care & Assistance with Prosthetics
Lassen	-245	4	-2	-324	-76	-50	-5	17	-56	-34	n/a	-95	0
	47/43	42/30	45/37	7/2	16/14	5/4	33/23	20/25	15/9	40/33	n/a	16/21	16/21
Los Angeles	21	0	3	0	-4	-5	2	2	6	4	0	4	0
	14,191/ 14,312	13,950/ 13,907	13,961/ 13,905	1,396/1,407	4,872/5,075	474/541	10,071/ 10,522	5,032/6,191	5,323/6,223	12,233/ 12,247	221/224	4,337/3,893	6,488/7,932
Madera	90	5	2	-4	2	44	25	8	59	1	14	39	-6
	152/152	137/144	142/146	12/19	81/75	5/21	106/105	56/96	61/90	119/122	4/3	111/48	100/96
Marin	-159	-69	-24	38	-33	27	-12	-21	8	19	n/a	-40	0
	62/86	55/70	56/78	12/24	27/36	9/10	43/52	23/45	23/35	53/62	n/a	41/37	42/48
Mariposa	-497	-47	-32	-77	-42	n/a	-9	2	-3	-15	n/a	0	-31
	27/22	25/14	26/18	9/4	14/6	n/a	14/7	19/8	17/6	21/11	n/a	9/1	19/10
Mendocino	-86	-10	4	21	-32	37	-20	-21	17	-49	8	19	-10
	144/118	127/100	133/105	28/24	45/42	10/10	75/60	72/53	54/40	109/81	1/1	45/39	88/65
Merced	-102	3	-1	-15	-31	-30	-8	-3	-25	-30	-17	-13	0
	382/400	363/374	365/376	41/30	119/112	19/18	223/213	132/89	139/113	275/256	8/4	56/37	213/196
Modoc	267	-78	36	113	152	n/a	30	32	-28	38	n/a	29	-138
	22/17	19/17	21/17	6/6	8/9	n/a	12/12	8/10	8/8	15/14	n/a	13/14	13/13
Mono	-99	-161	-16	n/a	n/a	n/a	n/a	26	n/a	n/a	n/a	n/a	n/a
	3/4	3/4	3/4	n/a	n/a	n/a	n/a	1/2	n/a	n/a	n/a	n/a	n/a
Monterey	-44	-41	-18	14	-31	-11	-5	9	0	-4	-8	18	-3
	160/156	151/140	151/139	25/21	70/75	5/15	101/115	52/78	70/83	121/120	9/1	105/92	107/109
Napa	-189	-31	-13	-135	41	15	-52	-34	-6	-49	-7	-141	-34
	24/45	22/38	23/40	3/12	10/21	1/2	12/31	10/25	8/14	18/34	2/1	11/14	13/32
Nevada	156	7	22	29	100	13	66	-96	76	58	n/a	126	-15
	34/51	29/43	29/43	2/2	12/21	3/10	19/25	13/30	9/23	27/33	n/a	16/14	20/30
Orange	-26	11	-12	-17	2	-11	2	-10	6	-9	3	7	0
	1,068/899	1,010/834	1,013/829	153/128	419/357	97/93	662/568	359/329	372/320	843/712	25/19	287/139	733/567
Placer	12	6	1	-15	4	31	3	-19	44	8	5	25	-1
	278/285	239/232	238/234	97/111	121/126	31/28	176/194	187/179	88/123	226/230	4/11	168/144	184/202
Plumas	-68	-62	2	n/a	-101	n/a	-65	-44	17	-3	n/a	-124	-24
	23/18	17/16	21/18	1/1	4/1	n/a	6/6	3/3	1/2	15/12	n/a	2/1	8/2
Riverside	-50	0	-14	-12	-17	-7	-4	-11	2	9	-3	-4	-7
	1,683/2,112	1,583/1,929	1,629/1,980	248/287	729/914	182/178	1,114/1,420	664/875	677/882	1,374/1,637	49/71	781/919	872/1,234
Sacramento	-15	-1	-4	-41	-7	-39	-6	4	2	-3	4	-19	-2
	1,001/851	955/816	954/806	126/97	416/333	68/68	625/564	390/346	371/323	785/696	16/17	442/402	656/584
San Benito	-250	-102	9	-390	-8	n/a	-8	-23	-7	5	n/a	-2	15
	15/24	14/23	14/22	1/2	9/13	n/a	11/19	7/11	7/5	15/18	n/a	11/5	14/22

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- Number of cases in pre-HTG group / number of cases in post-HTG group
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Summary of Differences in Minutes for Initial Assessments for All HTG Tasks

	All HTG's Differential	Meal Prep	Meal Cleanup	Feeding	Bowel & Bladder	Bed Baths	Dressing	Ambulation	Transfer	Bathing	Menstrual Care	Rubbing Skin	Care & Assistance with Prosthetics
San Bernardino	8	-5	11	20	-13	6	6	6	10	7	6	6	0
	2,112/2,041	1,930/1,855	1,939/1,853	554/385	1,158/1,060	193/209	1,597/1,577	1,035/1,161	999/1,090	1,878/1,845	53/78	1,223/867	1,417/1,465
San Diego	4	-2	-1	26	6	-19	1	8	12	-2	-4	13	0
	1,724/2,038	1,536/1,802	1,555/1,838	214/230	799/918	42/72	1,178/1,412	664/760	542/684	1,475/1,745	40/44	895/936	1,110/1,286
San Francisco	-11	-7	-3	-1	15	-55	3	-2	5	-4	19	2	0
	1,256/1,553	1,160/1,457	1,157/1,455	208/246	450/545	23/72	807/902	631/769	496/577	1,087/1,254	9/15	321/407	799/946
San Joaquin	-38	-11	8	8	15	-27	6	-13	-7	0	7	-6	-3
	554/625	522/593	531/591	101/61	247/264	81/91	355/406	225/297	240/270	432/480	16/13	240/168	324/392
San Luis Obispo	146	-14	-5	-50	-13	-61	21	7	-1	37	-64	14	20
	126/187	106/160	111/175	15/37	32/71	7/19	47/101	40/85	30/53	97/145	1/4	41/66	44/92
San Mateo	-46	-5	3	-64	-13	-56	1	16	2	7	0	-15	3
	278/257	269/254	272/253	63/43	176/156	71/58	221/203	184/168	167/145	248/241	6/4	160/138	186/181
Santa Barbara	-5	11	-2	-5	-17	25	-4	-9	-9	2	-2	9	-3
	410/299	330/248	340/269	66/49	140/99	29/12	225/169	165/125	118/93	346/228	11/7	176/107	230/166
Santa Clara	-152	-108	-19	-12	-1	0	-5	11	3	-7	-11	1	-4
	743/624	715/595	696/584	150/103	308/243	89/61	469/392	245/238	266/221	563/472	15/5	286/207	531/424
Santa Cruz	127	26	24	184	-6	67	-7	-20	-6	40	-8	67	-27
	71/116	58/98	65/107	5/16	22/40	7/7	33/70	26/54	24/42	53/90	3/2	31/33	40/62
Shasta	-69	-25	-8	202	-47	-20	-3	-40	-27	-20	n/a	-17	-21
	213/162	190/146	193/143	17/16	61/51	12/12	123/87	65/60	56/46	164/107	n/a	66/51	114/85
Sierra	-153	-76	-81	n/a	-169	n/a	-36	n/a	n/a	-115	n/a	n/a	n/a
	4/3	3/3	4/3	n/a	1/1	n/a	1/1	n/a	n/a	3/3	n/a	n/a	n/a
Siskiyou	-46	26	6	-189	-47	-32	1	-6	4	-2	25	-22	17
	103/86	87/75	85/74	7/2	35/26	7/1	63/47	35/19	25/25	92/66	3/1	36/22	51/45
Solano	5	22	12	70	20	-19	23	2	13	-1	-51	19	-19
	244/189	242/181	240/180	41/32	124/90	38/29	192/148	160/123	120/101	205/159	7/5	154/75	180/128
Sonoma	117	33	16	157	24	-10	9	29	32	42	4	-33	0
	212/140	198/126	192/132	26/18	86/53	11/13	125/91	89/73	74/52	154/101	3/1	120/61	123/78
Stanislaus	1	-10	-2	-13	13	-9	0	-65	25	-1	-12	41	0
	703/786	654/730	674/741	51/54	238/286	51/71	402/456	165/521	227/301	460/532	14/11	513/198	364/449
Sutter	-57	-4	10	-62	-62	-2	6	-22	-12	-23	-11	29	-3
	124/151	108/140	115/145	28/23	72/85	12/13	83/113	78/98	49/81	108/128	3/3	78/69	80/110
Tehama	10	-11	-6	216	-67	-87	5	-13	10	11	n/a	-12	-10
	127/134	103/107	111/119	3/8	28/42	9/8	53/67	21/45	20/37	78/83	n/a	58/34	63/69
Trinity	-42	41	17	-46	-115	-22	10	-55	-17	-29	-17	-29	-8
	37/27	35/25	36/25	8/3	8/15	4/2	19/17	10/14	14/10	28/18	1/2	18/4	21/18
Tulare	-60	-14	-6	-18	6	-12	5	-6	13	-7	6	67	0
	247/291	236/279	236/279	34/39	146/124	34/41	189/192	83/140	117/100	207/223	9/5	178/68	177/195

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Summary of Differences in Minutes for Initial Assessments for All HTG Tasks

	All HTG's Differential	Meal Prep	Meal Cleanup	Feeding	Bowel & Bladder	Bed Baths	Dressing	Ambulation	Transfer	Bathing	Menstrual Care	Rubbing Skin	Care & Assistance with Prosthetics
Tuolumne	117	24	7	248	-263	-25	17	12	-41	39	n/a	19	-26
	<i>38/32</i>	<i>23/27</i>	<i>21/29</i>	<i>2/1</i>	<i>5/7</i>	<i>3/2</i>	<i>14/14</i>	<i>6/11</i>	<i>5/11</i>	<i>36/25</i>	n/a	<i>6/1</i>	<i>19/23</i>
Ventura	-75	-14	-5	118	-13	-33	3	-6	1	-7	10	15	0
	365/212	339/190	341/195	108/26	150/84	<i>35/17</i>	222/130	163/109	164/84	297/158	<i>6/4</i>	143/56	226/120
Yolo	-84	-16	-16	95	-30	-26	-12	-27	-6	-16	-42	7	-2
	150/227	138/208	138/210	<i>30/21</i>	58/91	<i>8/15</i>	100/156	59/99	<i>48/70</i>	143/196	<i>3/4</i>	<i>40/65</i>	66/109
Yuba	42	45	31	79	-31	-53	5	5	-12	10	-44	30	-2
	119/124	109/115	113/116	<i>12/5</i>	<i>57/50</i>	<i>5/8</i>	80/81	62/63	<i>44/43</i>	112/119	<i>3/1</i>	68/39	74/80

REASSESSMENTS

PLEASE NOTE THE FOLLOWING WHEN REVIEWING THE SUCCEEDING TABLE:

- The term “differential” in the table means the difference is the number of average minutes in the post-HTG group minus number of average minutes in the pre-HTG group. A “-” sign means the average number of minutes decreased while a number with no sign in front of it means the number of minutes increased from the pre-HTG to the post-HTG period.
- Bolded italic numbers represent differentials based on a sample of less than 50 cases in either the pre or post implementation period. These numbers should be interpreted very cautiously, as changes in a small number of cases may distort the overall increase or decrease in assessed minutes.
- The shaded row for each county reflects the number of cases in pre-HTG and post-HTG group (pre/post).
- Bolded county names represent counties which had an overall increase for all HTG tasks.
- When viewing the overall county average increases or decreases, you should keep in mind that small counties with just a few assessments are more impacted by a few cases that change substantially than large counties with hundreds of cases assessed.
- Tasks for which there were no cases in either the pre- or post-implementation seven-month time period are indicted with “n/a.”

- Differential = number of average minutes in post-HTG group minus number of average minutes in pre-HTG group
- Bolded italic numbers represent differentials based on a sample of less than 50 cases in either the pre or post implementation period. These numbers should be interpreted very cautiously, as changes in a small number of cases may distort the overall increase or decrease in assessed minutes.
- Number of cases in pre-HTG group / number of cases in post-HTG group
- Bolded county names had an overall increase for all HTG tasks.
- Tasks for which there were no cases in either the pre- or post-implementation seven month time period are indicted with "n/a".

Summary of Differences in Minutes for Reassessments for All HTG Tasks

	All HTG's Differential	Meal Prep	Meal Cleanup	Feeding	Bowel & Bladder	Bed Baths	Dressing	Ambulation	Transfer	Bathing	Menstrual Care	Rubbing Skin	Care & Assistance with Prosthetics
Total	-8	-5	-2	7	-8	-6	0	-2	4	0	-1	-3	-2
	76,594/ 76,152	74,422/ 73,694	74,842/ 74,140	15,988/ 15,192	41,025/ 40,714	5,338/ 5,429	61,542/ 62,174	39,779/ 43,176	39,518/ 41,817	69,348/ 69,337	3,028/2,843	42,349/ 38,816	46,362/ 48,992
Alameda	-44	3	7	-16	-15	9	-12	-8	-8	-14	-2	-8	-5
	1,832/1,843	1,780/1,805	1,787/1,800	379/375	923/914	165/140	1,419/1,397	1,036/1,045	925/932	1,621/1,622	73/63	888/881	1,912/1,238
Alpine	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Amador	-63	-6	-2	18	-16	-44	2	-19	-19	-14	6	-32	-5
	59/64	57/62	57/61	19/19	22/24	9/7	33/36	17/33	10/11	53/57	4/2	27/23	43/39
Butte	-131	-6	-10	-37	-19	-18	-10	-6	-1	-19	1	-15	-5
	388/334	361/300	355/306	100/73	220/180	52/29	318/270	254/231	175/178	353/309	20/17	281/177	309/266
Calaveras	38	67	-3	41	4	-16	12	-36	17	26	n/a	53	-5
	20/33	20/33	20/32	4/13	14/21	4/4	17/25	16/21	16/17	20/30	1/1	17/22	18/23
Colusa	-620	-106	-37	-87	-193	-105	-30	-56	-45	-74	n/a	-77	-7
	44/20	42/17	42/19	23/3	23/8	2/1	38/18	37/12	24/10	44/19	n/a	33/14	30/13
Contra Costa	-53	-11	-2	-13	-12	-51	-5	-4	-1	-5	-2	-9	-6
	1,006/1,137	962/1,085	966/1,092	217/241	605/660	77/98	793/874	503/605	536/612	919/1026	54/37	645/729	719/844
Del Norte	151	18	22	-130	-13	-225	27	65	1	-1	-47	-53	-20
	67/34	65/33	66/32	20/14	41/24	5/8	51/29	28/23	24/20	66/33	3/2	39/22	41/26
El Dorado	-251	-16	-5	109	-112	-98	-49	-27	-10	-78	-35	-60	-8
	48/27	45/25	46/25	19/6	18/12	7/2	34/19	26/18	17/9	41/22	2/1	28/13	33/21
Fresno	-37	-46	-3	16	-4	3	0	-6	1	-10	-8	-8	0
	3,974/3,946	3,864/3,849	3,878/3,855	960/931	2,215/2,301	348/352	3,176/3,265	2,229/2,352	2,304/2,509	3,354/3,397	179/147	2,229/2,163	3,042/3,165
Glenn	-62	-36	11	-72	-26	-131	-1	-7	5	1	9	18	1
	126/98	114/88	124/87	30/28	56/48	10/5	89/71	84/69	46/52	106/86	5/2	76/44	86/69
Humboldt	-48	8	4	-113	-29	16	-9	-60	15	-6	-12	-11	5
	251/256	222/229	234/241	35/21	103/90	17/14	162/161	65/96	66/79	187/191	13/4	126/118	141/144
Imperial	-239	13	-29	-62	-50	-26	-20	-49	-45	-2	-17	-70	-28
	389/411	380/391	382/396	51/46	161/161	26/19	297/272	175/194	164/200	298/273	10/6	225/118	291/288
Inyo	90	-66	-1	281	25	-78	30	22	37	14	n/a	13	34
	15/44	14/41	14/42	1/7	6/18	2/6	9/29	3/15	5/13	12/36	n/a	3/10	3/20
Kern	7	2	2	55	-5	-5	-2	-1	3	5	2	9	-5
	924/570	905/554	910/554	153/92	493/292	76/50	737/469	501/325	459/289	766/480	41/18	524/291	598/375
Kings	-137	-169	-5	6	4	53	8	-4	26	8	5	-4	-4
	357/393	331/363	332/366	43/52	183/197	6/11	265/286	161/178	154/178	289/320	22/22	212/232	276/319
Lake	103	-5	1	-31	-35	-27	2	-16	34	-6	39	35	4
	334/332	322/326	325/328	54/53	167/191	38/50	242/252	164/219	149/197	271/287	5/6	211/204	259/259
Lassen	504	42	17	188	94	23	64	64	139	29	1	74	-2

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Summary of Differences in Minutes for Reassessments for All HTG Tasks

	All HTG's Differential	Meal Prep	Meal Cleanup	Feeding	Bowel & Bladder	Bed Baths	Dressing	Ambulation	Transfer	Bathing	Menstrual Care	Rubbing Skin	Care & Assistance with Prosthetics
	51/80	39/67	48/76	9/16	12/36	4/11	26/50	14/37	8/21	35/64	1/3	24/49	25/50
Los Angeles	10	0	0	3	-3	-1	1	3	6	1	-2	-4	-1
	<i>30,714/ 32,437</i>	<i>30,562/ 32,137</i>	<i>30,576/ 32,158</i>	<i>6,006/6,181</i>	<i>16,918/ 17,755</i>	<i>1,313/1,369</i>	<i>26,849/ 28,677</i>	<i>17,132/ 19,643</i>	<i>18,067/ 20,142</i>	<i>29,081/ 30,849</i>	<i>1,019/1,066</i>	<i>16,184/ 16,229</i>	<i>15,093/ 18,319</i>
Madera	-45	8	0	20	-56	6	22	-6	41	8	-8	-14	-21
	508/524	487/498	493/499	79/95	317/323	28/48	395/429	286/376	282/356	446/462	18/18	430/190	366/388
Marin	-26	-42	-9	35	-9	55	-4	-2	-18	-12	-7	3	11
	216/258	196/243	205/246	42/58	89/101	11/12	147/177	87/141	82/106	170/202	10/14	128/144	130/153
Mariposa	-87	-14	2	-31	5	-15	-26	-6	2	7	0	41	-53
	36/44	34/43	33/43	12/9	24/24	4/4	22/34	24/30	21/24	30/37	4/1	25/27	26/26
Mendocino	-142	-25	-4	-37	-16	-35	-13	-16	-13	-15	-21	-13	-3
	250/204	232/189	240/191	60/47	112/77	21/13	146/117	110/95	93/81	201/162	7/6	135/80	162/123
Merced	-84	-12	-7	14	-8	-3	-6	-11	-8	-13	0	-6	-3
	909/840	870/790	882/802	157/123	372/320	71/69	661/580	360/315	387/335	753/645	42/25	224/182	554/517
Modoc	15	-31	-9	73	-100	317	14	17	-27	3	n/a	-9	-35
	19/28	19/26	19/28	7/10	5/9	1/1	10/19	10/17	6/11	12/22	n/a	11/18	11/19
Mono	382	-14	49	n/a	193	n/a	143	58	-5	68	n/a	n/a	n/a
	2/9	2/7	2/7	n/a	n/a	n/a	2/4	2/5	1/5	1/8	n/a	n/a	n/a
Monterey	-97	-46	-18	-21	-21	-13	-3	-11	-8	-13	-6	12	-8
	569/464	557/439	559/440	98/100	301/253	44/50	452/369	265/265	325/263	499/395	23/25	415/316	410/338
Napa	16	31	0	-26	-19	16	7	34	29	3	0	-28	-20
	66/98	64/90	63/95	14/26	32/42	3/5	44/67	22/53	20/30	57/84	3/6	35/47	47/67
Nevada	-133	-6	-13	151	56	-12	17	-78	-28	-42	0	70	4
	36/101	31/86	33/88	13/16	16/38	9/19	22/55	17/51	13/35	26/80	1/1	28/42	21/60
Orange	23	16	-4	-7	-1	-4	3	-2	2	5	-2	-1	0
	2,145/1,806	2,056/1,739	2,058/1,742	412/339	1,035/896	234/214	1,592/1,345	925/808	922/814	1,850/1,598	98/78	792/602	1,619/1,387
Placer	48	2	2	-35	23	7	-1	-7	26	-3	5	-6	-2
	293/322	263/288	271/293	128/166	140/179	49/55	199/247	209/233	130/163	257/282	14/17	197/207	209/245
Plumas	-101	-12	3	-93	-5	n/a	-17	31	-1	-7	n/a	29	-11
	55/54	48/39	52/53	6/1	19/17	n/a	25/22	24/16	10/12	45/42	n/a	8/9	27/28
Riverside	-8	-1	-15	-11	-3	-1	0	-6	0	0	-1	5	-1
	3,894/3,645	3,738/3,432	3,824/3,515	690/654	1,975/1,945	560/529	2,958/2,845	1,926/1,936	1,903/1,884	3,250/3,119	241/232	2,394/2,262	2,353/2,320
Sacramento	13	2	-3	-8	-12	-8	-1	11	3	2	3	-2	-3
	3,493/2,680	3,431/2,608	3,429/2,604	581/486	1,845/1,450	296/221	2,629/2,062	1,657/1,344	1,574/1,286	3,074/2,381	160/111	2,133/1,688	2,553/2,025
San Benito	-308	-173	-13	53	44	n/a	7	3	-20	4	n/a	-9	2
	27/22	26/22	25/22	9/3	22/13	n/a	24/19	19/14	9/8	26/20	n/a	21/14	23/17
San Bernardino	1	2	10	37	-30	1	7	7	11	12	5	0	-3
	4,045/3,150	3,773/2,916	3,784/2,927	1,383/841	2,674/1,962	404/340	3,397/2,695	2,232/1,927	2,162/1,853	3,842/2,986	249/188	2,773/1,791	2,877/2,347

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Summary of Differences in Minutes for Reassessments for All HTG Tasks

	All HTG's Differential	Meal Prep	Meal Cleanup	Feeding	Bowel & Bladder	Bed Baths	Dressing	Ambulation	Transfer	Bathing	Menstrual Care	Rubbing Skin	Care & Assistance with Prosthetics
San Diego	2	1	0	6	-3	-5	0	2	5	1	2	-7	-1
	4,681/5,139	4,399/4,826	4,423/4,871	966/990	2,703/3,008	157/214	3,610/4,043	2,083/2,382	1,891/2,161	4,199/4,646	220/272	3,051/3,276	3,233/3,630
San Francisco	5	-2	-1	-2	-6	-27	-1	-6	-5	-1	-1	2	2
	4,516/4,796	4,396/4,699	4,404/4,699	1,199/1,259	2,162/2,326	158/268	3,378/3,697	2,693/2,964	2,267/2,559	4,311/4,581	75/66	1,799/2,030	3,110/3,406
San Joaquin	-5	7	5	35	19	-8	-7	-3	-1	2	-10	11	-6
	1,479/1,484	1,417/1,390	1,437/1,422	327/259	744/746	217/242	1,044/1,074	679/703	693/711	1,230/1,254	68/57	732/551	965/1,014
San Luis Obispo	94	18	5	27	40	-84	4	25	-4	10	-1	11	4
	239/342	210/301	231/319	64/93	103/156	18/37	130/198	104/151	70/112	200/288	12/17	119/172	97/165
San Mateo	94	4	3	23	-5	-5	15	1	11	7	4	-20	0
	501/454	497/448	499/450	143/140	319/311	94/107	417/397	278/301	273/273	466/426	34/23	267/268	314/298
Santa Barbara	-1	-2	-3	29	17	5	-8	0	15	-8	-1	19	2
	540/561	495/502	500/525	104/127	229/251	62/67	366/374	282/279	218/210	492/486	27/32	324/292	341/339
Santa Clara	-53	-76	-9	37	-3	-23	-4	-2	7	9	0	4	0
	1,826/1,836	1,771/1,761	1,770/1,774	410/379	912/926	191/233	1,280/1,368	681/765	728/781	1,540/1,600	46/61	1,016/1,086	1,256/1,336
Santa Cruz	4	13	17	-8	-21	30	-21	-13	-6	-1	3	44	12
	213/192	181/161	196/174	39/27	71/66	22/14	125/125	76/65	69/70	173/150	12/7	88/69	99/100
Shasta	-67	3	-2	-7	-7	11	-5	-57	-17	-34	58	-24	-31
	500/309	463/289	479/296	62/46	225/156	40/26	356/232	209/147	186/158	445/267	7/2	245/123	332/213
Sierra	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Siskiyou	54	7	2	139	20	41	12	-10	12	9	-5	34	5
	165/192	144/171	157/183	23/23	70/74	10/15	97/114	52/62	48/71	160/181	7/11	90/85	83/103
Solano	-24	1	2	49	1	-25	10	-10	4	-4	-3	-2	-9
	424/360	415/355	416/355	101/83	263/207	95/79	348/303	294/245	205/194	383/334	29/29	321/214	302/275
Sonoma	-78	1	16	-25	-16	26	-11	-2	7	-17	5	-37	-5
	658/643	614/604	638/626	114/100	323/272	42/46	469/436	291/303	263/245	556/527	20/20	412/353	396/383
Stanislaus	-47	-1	-2	15	-17	-6	-7	-51	16	-5	3	29	-3
	1,435/1,366	1,379/1,310	1,402/1,328	158/134	641/597	118/120	1,076/988	464/1017	648/677	1,169/1,082	42/32	1,201/489	899/855
Sutter	-17	13	11	6	-9	26	-6	-9	-14	-2	-27	19	-12
	149/177	137/159	140/162	41/42	92/106	20/23	113/134	101/121	63/85	136/162	6/7	84/98	102/130
Tehama	-168	-56	-14	67	-34	-59	8	-36	18	-28	-25	-4	-5
	202/244	187/214	192/226	24/31	65/78	20/24	123/138	87/87	47/68	160/168	7/7	109/90	127/141
Trinity	-83	18	13	165	14	25	-12	-5	5	-66	-31	45	-42
	43/35	42/33	42/33	10/4	14/17	4/3	20/23	23/17	14/17	38/25	1/1	25/5	27/23
Tulare	-34	-20	-10	3	-8	1	0	-11	0	1	0	15	2
	593/486	569/467	574/469	92/82	310/242	60/39	418/344	163/206	228/190	473/401	33/23	359/184	375/305
Tuolumne	144	33	24	14	79	76	0	-12	40	12	1	105	18
	43/36	36/24	35/29	3/7	15/11	1/7	23/20	11/13	8/7	42/31	1/2	28/14	19/17

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Summary of Differences in Minutes for Reassessments for All HTG Tasks

	All HTG's Differential	Meal Prep	Meal Cleanup	Feeding	Bowel & Bladder	Bed Baths	Dressing	Ambulation	Transfer	Bathing	Menstrual Care	Rubbing Skin	Care & Assistance with Prosthetics
Ventura	-14	-8	1	54	14	10	-1	-11	1	-17	-10	2	4
	<i>590/466</i>	<i>524/429</i>	<i>555/442</i>	<i>185/107</i>	<i>291/232</i>	<i>56/51</i>	<i>403/325</i>	<i>295/244</i>	<i>270/219</i>	<i>507/395</i>	<i>29/18</i>	<i>280/198</i>	<i>347/296</i>
Yolo	-68	-5	-6	2	-6	-53	0	-11	-6	-10	-7	-5	-5
	<i>401/474</i>	<i>387/450</i>	<i>387/448</i>	<i>74/73</i>	<i>207/214</i>	<i>29/32</i>	<i>295/360</i>	<i>173/207</i>	<i>162/183</i>	<i>393/467</i>	<i>16/20</i>	<i>140/148</i>	<i>184/251</i>
Yuba	72	34	19	51	4	10	-4	18	-2	5	0	3	0
	<i>229/250</i>	<i>226/239</i>	<i>226/242</i>	<i>35/34</i>	<i>107/132</i>	<i>23/25</i>	<i>170/194</i>	<i>120/154</i>	<i>77/90</i>	<i>216/238</i>	<i>12/14</i>	<i>138/108</i>	<i>165/170</i>