MEMORANDUM

DATE: May 4, 2022

To: Angela Calvillo, Clerk of the San Francisco Board of Supervisors

THROUGH: Disability and Aging Services Commission

FROM: Kelly Dearman, Executive Director, Department of Disability and Aging

Services (DAS)

Michael Zaugg, Director, Office of Community Partnerships

SUBJECT: Community Living Fund (CLF), Program for Case Management and

Purchase of Goods and Services, Six-Month Report (July-December

2021)

OVERVIEW

The San Francisco Administrative Code, Section 10.100-12, created the Community Living Fund (CLF) to support aging in place and community placement alternatives for individuals who may otherwise require care within an institution. This report fulfills the Administrative Code requirement that the Department of Disability and Aging Services report to the Board of Supervisors every six months detailing the level of services provided and costs incurred in connection with the duties and services associated with this fund.

The CLF Program provides for home- and community-based services, or a combination of goods and services, that will help individuals who are currently or at risk of being institutionalized, to continue living independently in their homes or to return to community living. This program, using a two-pronged approach of coordinated case management and purchased services, provides the needed resources not available through any other mechanism, to vulnerable older adults and adults with disabilities.

The CLF Six-Month Report provides an overview of trends. The attached data tables and charts show key program trends for each six-month period, along with project-to-date figures where appropriate.

KEY FINDINGS

Referrals & Service Levels

- ❖ The CLF Program received a total of 80 new referrals; a slightly higher volume of referrals than in the prior period, but lower than broader trends over the history of the program. Approximately 59% of individuals referred were eligible, and 100% were approved to receive services.
- ❖ A total of 282 participants were served with most (198) receiving intensive case management through the Institute on Aging (IOA). Although consistent with the

prior period, these service levels are nearly 20% lower than IOA enrollment trends over the past two years; more so over the lifetime of the program. Of the total served, 101 participants also received services from Brilliant Corners through the Scattered Site Housing and Rental Subsidy program.¹

Demographics

Trends in CLF referrals are relatively consistent with slight shifts over time:

- ❖ About three-quarters (75%) of referred individuals were older adults aged 60 and up, a significant increase when compared to overall program trends to date. In 2011 and 2012, individuals referred were more equally split between older adults and younger adults with disabilities (aged 18-59), but older adults typically represent the majority of referrals.
- ❖ Trends in the ethnic profile of new referrals remain generally consistent with prior periods with some changes. Referrals for White individuals remained steady, making up the largest group of referrals by ethnicity (35%). Referrals for African-Americans declined slightly to about a fifth (21%) of those referred, while referrals for Asian/Pacific Islander individuals increased to a fifth (19%). Referrals for Latino individuals declined compared to recent periods making up about one in ten (11%). Referrals for those identifying as an Other race returned to prior levels (4%), but referrals for those with Unknown race increased significantly, jumping to 10% in the current period from approximately 1-2% of historical referrals.
- ❖ Referrals for English-speaking individuals remain the most common, making up 80% of referrals in the current reporting period. The second most common primary language remains Spanish (6%), and referrals for Tagalog speakers jumped significantly in this period to 6% of referrals. Approximately 11% speak Asian/Pacific Islander languages, an increase compared to prior periods driven largely by the increase in representation of those who speak Tagalog as their primary language.
- Males represented approximately half (46%) of referrals this period, a return to prior levels. Less than one percent of those referred identified as transgender or gender non-conforming.
- Referred individuals most commonly identify as heterosexual (68% of all referrals; 87% of referrals with a documented response to the sexual orientation question). Four percent of all referrals were for persons identifying as gay/lesbian/same-sex loving. Nearly a quarter (23%) of referrals were missing sexual orientation data in their application for CLF services a return to the levels in prior periods.

¹ This program was integrated into the data portion of the CLF Six Month Report in December 2018. Historic data was populated back to the July – December 2017 period based on when the program data was fully transitioned into a DAS-managed data system.

- ❖ The most frequent zip code for referred individuals in this period was 94103 (24% of referrals), which includes the South of Market neighborhood. Other common areas were the 94109 (Polk/Russian Hill/Nob Hill) and 94112 (Outer Mission/Excelsior/Ingleside) zip codes, which accounted for 10% of referrals and 9% of referrals, respectively.
- Referrals from Laguna Honda Hospital represent 20% of all referrals. This is consistent with recent periods but remains lower than trends over the entire program history. Between 2010 and 2016, 35% of referrals on average came from Laguna Honda Hospital. This likely reflects broader trends in the Laguna Honda Hospital client population and availability of appropriate housing to support safe discharge and stability in the community. Many Laguna Honda Hospital residents need permanent supportive housing but there is a waitlist for this type of housing.

Service Requests

❖ There was a return to prior levels in self-reported service needs across all categories in this period after a significant dip in the last period. The most common services requested remain consistent with prior periods: the most commonly requested services at intake include case management (62%), in-home support (57%), and housing-related services (47%).

Program Costs

The six-month period ending in December 2021 shows a net decrease of \$347,987 in CLF program costs over the prior six-month period, with decreased costs in all categories, including internal and partner salaries, purchase of services, and the Scattered Site Housing program operated by Brilliant Corners.

❖ Total monthly program costs per client² averaged \$2,295 per month in the latest six-month period, an decrease of \$215 per month over the prior six-month period. Excluding costs for home care and rental subsidies, average monthly purchase of service costs for CLF participants who received any purchased services was \$82 per month in the latest reporting period, a decrease of \$17 per client from the previous six-month period.

Performance Measures

DAS is committed to measuring the impact of its investments in community services. The measures below are used to evaluate the performance of the CLF program in meeting its goal to support successful community living for those discharged from institution or at imminent risk of institutionalization.

² This calculation = [Grand Total of CLF expenditures (from Section 3-1)]/[All Active Cases (from Section 1-1)]/6.

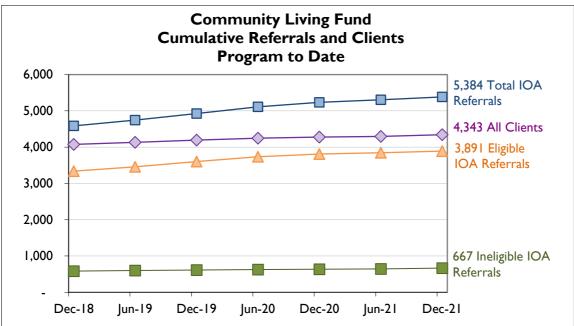
- Percent of participants with one or fewer unplanned ("acute") hospital admissions within a six-month period (excludes "banked" participants). Goal: 85%.
 With 90% of participants having one or fewer unplanned admissions, the CLF program exceeded the performance measure target. DAS will continue to monitor this measure and evaluate the goal threshold.
- Percent of care plan problems resolved, on average, after one year of enrollment in the CLF Program (excludes "banked" participants). Goal: 80%
 On average, 59% of service plan items were marked as resolved or transferred. This performance, relative to prior periods, reflects adoption of a revised, more streamlined service plan tool in IOA's database. Challenges in this performance area during the reporting period include the lengthy timeframe needed to address some care plan interventions and the lower enrollment levels which allow a slimmer margin for underperformance. CLF will continue to develop strategies to address care plan completion, including enhanced oversight and staff training on documentation.

Systemic changes / Trends affecting CLF

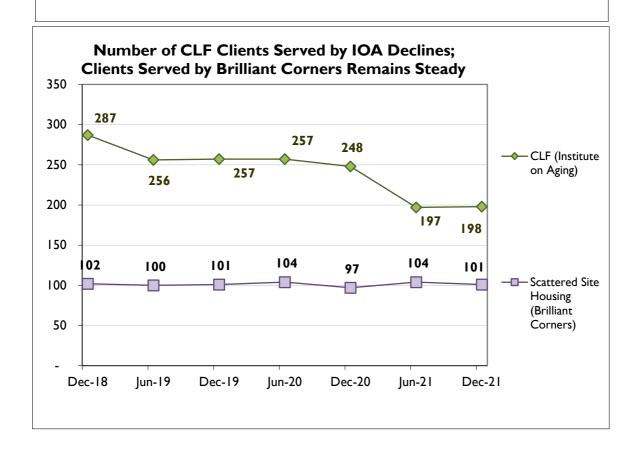
- ❖ As of April 2022, there are 24 referrals awaiting assignment. On average, these individuals have been waiting for 14 days. Approximately 80% are waiting for intensive case management; the others have been referred for a purchase of service (and have separate community case management). This waitlist is shorter than the waitlist in the prior period − and most notably, individuals have been waiting for a significantly shorter amount of time to be enrolled compared to prior periods. In a reversal of historic trends, individuals waiting for purchases of service have spent less time waiting on average than those waiting for intensive case management services (an average of 8 days waiting compared to 16 days waiting).
- ❖ During this reporting period, there were no CLF participants transitioned into Scattered Site Housing units managed by Brilliant Corners. Discharges from Laguna Honda Hospital were put on hold for participants referred to the CLF program due to the ongoing pandemic. Moreover, many of those referred to the Scattered Site Housing program required ADA accessible units which are not readily available and tend to take some time to acquire. The CLF program facilitates monthly Multi-Disciplinary Team (MDT) meetings hosted at IOA to review prospective referrals from Laguna Honda Hospital, or those in the community who are at imminent risk of institutionalization, for clinical appropriateness of independent community living. CLF-eligible individuals who have no appropriate housing alternatives and meet Scattered Site Housing criteria are considered for these units.
- ❖ The CLF program continued to implement improvements in outreach to increase access to the API and LGBTQ+ communities. Through a partnership with Self-Help for the Elderly, a new bilingual staff member joined the team maximizing the utilization of a dedicated caseload that can provide language capacity and cultural responsive services to the API population. The program also participated in the Asian and Pacific Islander Community Partnership meetings to learn more about

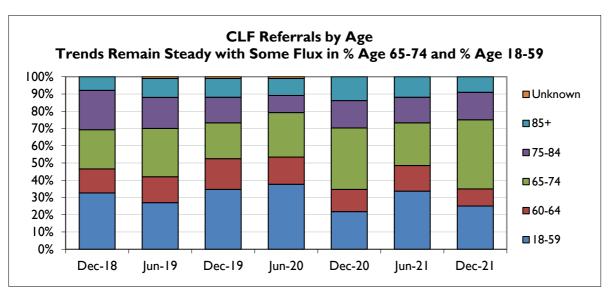
how CLF can support the needs of this community. In addition, CLF started attending the LGBTQ+ Community Partnership meetings to increase outreach and develop partnerships with other community organizations serving LGBTQ+ individuals. The program coordinated outreach and training services with Openhouse and increased in-service presentations and marketing materials.

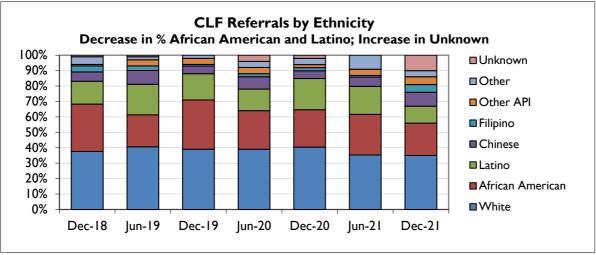
- During this reporting period, the CLF program continued to follow the guidelines provided by the Department of Public Health and CDC, as well as IOA Covid-19 protocols, in order to offer a safe environment to program participants and staff. To curtail the spread of the Omicron variant of COVID-19, during the month of December, the program decreased in-person visits unless services were essential to support the participants. All face-to-face services were reestablished in March 2022 and additional Personal Protective Equipment were provided to staff following the protocol of IOA leadership and the Pandemic Planning & Protocols committee. CLF worked closely with participants, agency partners, and the community to monitor the impact of the pandemic in its operations and ensure access to its services.
- ❖ Since March 2020, the CLF program's Rapid Transitions Team has been collaborating with In-Home Supportive Services, Adult Protective Services, Homebridge, and the Department of Homelessness and Supportive Housing to assist individuals transitioning from Laguna Honda Hospital and Zuckerberg San Francisco General Hospital to Shelter-in-Place (SIP) hotel sites throughout the city. Even as the pandemic start to slow down and individuals at SIP hotel sites are being transitioned to more long-term placements, the Rapid Transitions Team continue to support the stabilization and care coordination of the participants. The team engages in a bimonthly meeting to help coordinate support for those experiencing housing vulnerability and other needs during the pandemic. To date, the Rapid Transitions Team has received 57 referrals to support access to social services, medical care, and stable housing.
- CLF continues to support the DAS Public Guardian (PG) Office through the PG Housing Fund by providing housing subsidies and move-related cost assistance to individuals conserved by the PG who also meet CLF eligibility criteria. CLF helps these participants remain stable in licensed Assisted Living Facilities (ALF), supportive housing, or other similar types of housing. During this reporting period, CLF continued to support six (6) participants through the fund. The program expects to see an increase in referrals in the next reporting period as court services slowly start to resume.
- ❖ In September, CLF reestablished utilization of the California Community Transition (CCT) program to leverage Medi-Cal funds to increase its capacity to serve more participants. Since its rollout, four (4) participants' enrollment applications were submitted to the California Department of Health Care Services. In the next months, the program expects to see an increase in the number of participants enrolled in CCT as CLF continues to support community transitions.

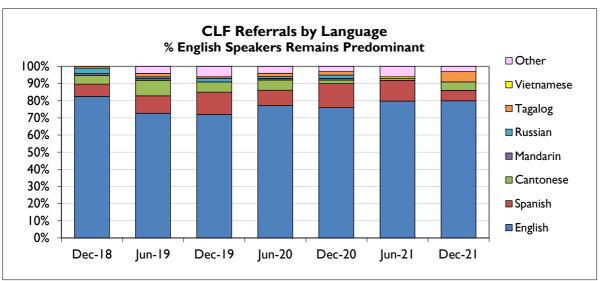


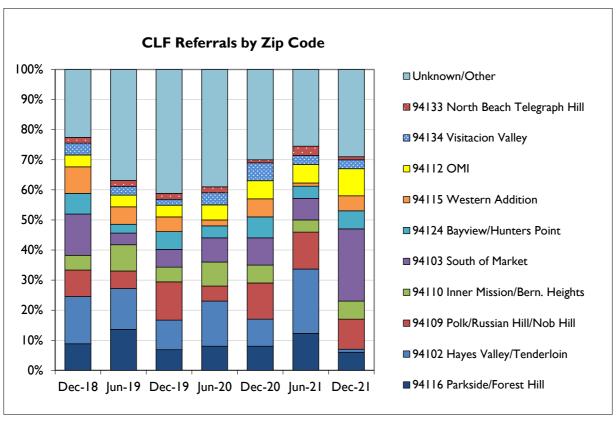
Notes: Referrals are all referrals to the primary CLF program, operated by the Institute on Aging (IOA). Referrals are counted by month of referral. Clients served include those served by the IOA, as well as those receiving received transitional care through NCPHS and emergency meals through Meals on Wheels. Clients served are counted based on program contact date.

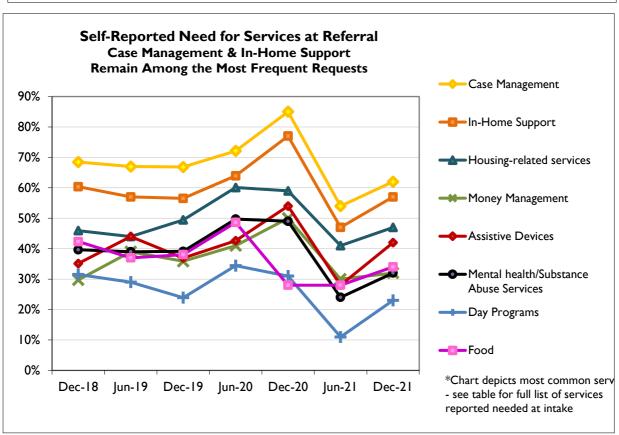


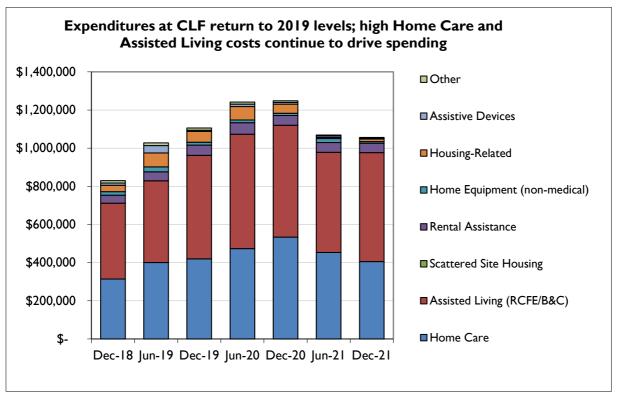


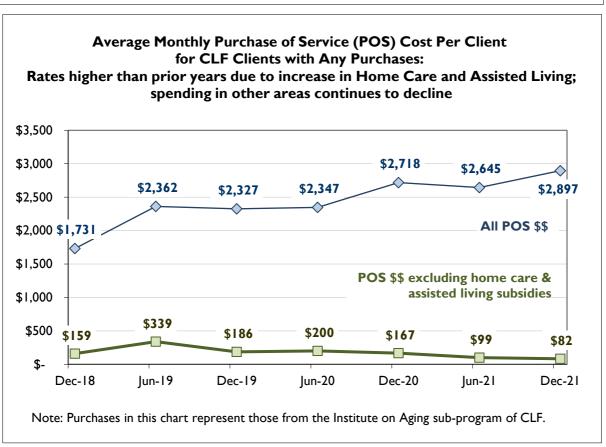


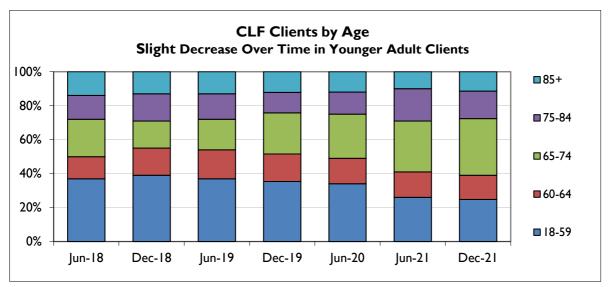


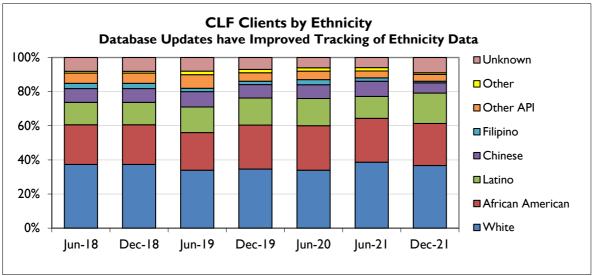


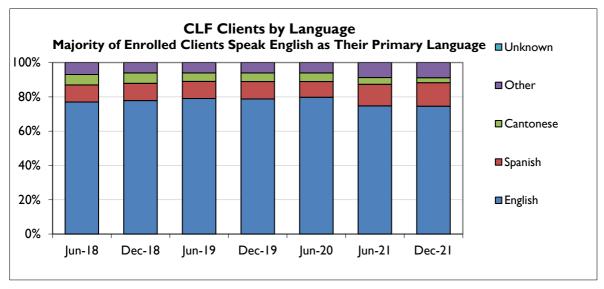


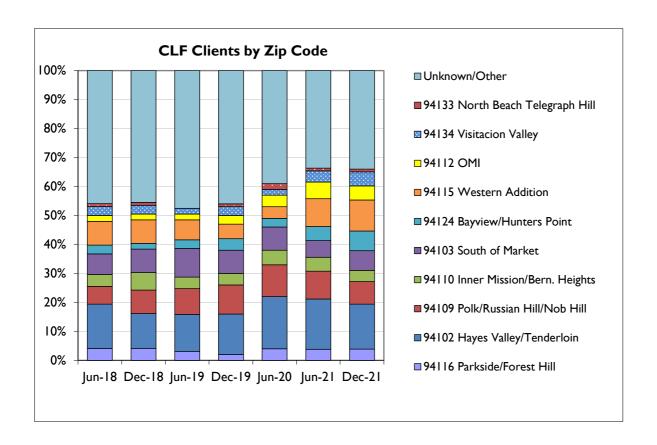












Enrollment and Referral Trends

Active Caseload	Jun	-19	Dec	c- 19	Jun	-20	Dec	-20	Jun	-21	Dec	:- 2 I
	#	%	#	%	#	%	#	%	#	%	#	%
All Active Cases*	343		340		350		344		281		282	
Change from Prior 6 Months	(27)	-7.3%	(3)	-0.9%	10	2.9%	(6)	-1.7%	(63)	-18.3%	I	0.4%
Change from Previous Year	(45)	-11.6%	(30)	-8.1%	(20)	-5.8%	4	1.2%	(69)	-19.7%	(62)	-18.0%
Change from 2 Years	27	8.5%	(37)	-9.8%	(38)	-9.8%	(26)	-7.0%	(62)	-18.1%	(58)	-17.1%
Program Enrollment												
CLF at Institute on Aging	256	75%	257	76%	257	73%	248	72%	197	70%	198	70%
with any service purchases	138	54%	143	56%	159	62%	122	49%	102	52%	90	45%
with no purchases	118	46%	114	44%	98	38%	126	51%	95	48%	108	55%
Scattered Site Housing (Brilliant Corners)	100	29%	101	30%	104	30%	97	28%	104	37%	101	36%
Program to Date												
All CLF Enrollment*	4,133		4,193		4,247		4,278		4,296		4,343	
CLF at Institute on Aging Enrollment	1,989	48%	2,048	49%	2,106	50%	2,135	50%	2,154	50%	2,198	51%
with any service purchases	1,434	72%	1,482	72%	1,538	73%	1,559	73%	1,582	73%	1,596	73%
Average monthly \$/client (all clients, all \$)	\$ 2,012		\$ 2,050		\$ 2,033		\$ 1,970		\$ 2,510		\$ 2,295	
Average monthly purchase of service \$/client	\$ 2,362		\$ 2,327		\$ 2,347		\$ 2,718		\$ 2,645		\$ 2,897	
for CLF IOA purchase clients												
Average monthly purchase of service \$/client	\$ 339		\$ 186		\$ 200		\$ 167		\$ 99		\$ 82	
for CLF IOA purchase clients, excluding home												
care, housing subsidies												

^{*}Includes clients enrolled with Institute on Aging, Brilliant Corners (beginning Dec-2017), Homecoming (through June-2015), and Emergency Meals (through Dec-2015).

Referrals	Jun-	Jun-19		Dec-19		Jun-20		-20	Jun	-21	Dec	-21
	#	%	#	%	#	%	#	%	#	%	#	%
New Referrals**	158		184		183		125		68		80	
Change from previous six months	47	42%	26	16%	(1)	-1%	(58)	-32%	(57)	-46%	12	18%
Change from previous year	(14)	-8%	73	66%	25	16%	(59)	-32%	(115)	-63%	(45)	-36%
Status After Initial Screening												
Eligible:	117	74%	148	80%	133	73%	74	59%	33	49%	47	59%
Approved to Receive Service	103	88%	117	79%	78	59%	33	45%	16	48%	47	100%
Wait List	11	9%	24	16%	47	35%	38	51%	10	30%	0	0%
Pending Final Review	3	3%	7	5%	8	6%	3	4%	7	21%	0	0%
Ineligible	15	9%	15	8%	13	7%	9	7%	10	15%	21	26%
Withdrew Application	14	9%	П	6%	32	17%	28	22%	10	15%	12	15%
Pending Initial Determination	0	0%	0	0%	0	0%	14	11%	16	24%	0	0%
Program to Date												
Total Referrals	4,744		4,928		5,111		5,236		5,304		5,384	
Eligible Referrals	3,456	73%	3,604	73%	3,737	73%	3,811	73%	3,844	72%	3,891	72%
Ineligible Referrals	599	13%	614	12%	627	12%	636	12%	646	12%	667	12%

^{**} New Referrals include all referrals received by the DAS Intake and Screening Unit for CLF services at IOA in the six-month period.

Referral Demographics

Age (in years)	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21
18-59	34%	33%	37%	37%	33%	27%	35%	38%	22%	34%	25%
60-64	18%	12%	8%	18%	14%	15%	18%	16%	13%	15%	10%
65-74	21%	24%	25%	17%	23%	28%	21%	26%	36%	25%	40%
75-84	15%	21%	18%	17%	23%	18%	15%	10%	16%	15%	16%
85+	11%	9%	11%	12%	8%	11%	11%	10%	14%	12%	9%
Unknown	1%	0%	0%	0%	0%	1%	1%	1%	0%	0%	0%

Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21
43%	40%	41%	34%	38%	41%	39%	39%	40%	35%	35%
25%	21%	28%	23%	31%	21%	32%	25%	24%	26%	21%
17%	12%	17%	22%	15%	20%	17%	14%	20%	18%	11%
3%	9%	4%	9%	6%	9%	5%	8%	5%	6%	9%
1%	3%	3%	2%	4%	3%	1%	2%	2%	1%	5%
5%	9%	3%	6%	1%	4%	4%	4%	2%	4%	5%
3%	4%	2%	3%	5%	2%	2%	4%	4%	9%	4%
3%	0%	1%	0%	1%	1%	0%	4%	2%	0%	10%
	43% 25% 17% 3% 1% 5% 3%	43% 40% 25% 21% 17% 12% 3% 9% 1% 3% 5% 9% 3% 4%	43% 40% 41% 25% 21% 28% 17% 12% 17% 3% 9% 4% 1% 3% 3% 5% 9% 3% 3% 4% 2%	43% 40% 41% 34% 25% 21% 28% 23% 17% 12% 17% 22% 3% 9% 4% 9% 1% 3% 3% 2% 5% 9% 3% 6% 3% 4% 2% 3%	43% 40% 41% 34% 38% 25% 21% 28% 23% 31% 17% 12% 17% 22% 15% 3% 9% 4% 9% 6% 1% 3% 3% 2% 4% 5% 9% 3% 6% 1% 3% 4% 2% 3% 5%	43% 40% 41% 34% 38% 41% 25% 21% 28% 23% 31% 21% 17% 12% 17% 22% 15% 20% 3% 9% 4% 9% 6% 9% 1% 3% 3% 2% 4% 3% 5% 9% 3% 6% 1% 4% 3% 4% 2% 3% 5% 2%	43% 40% 41% 34% 38% 41% 39% 25% 21% 28% 23% 31% 21% 32% 17% 12% 17% 22% 15% 20% 17% 3% 9% 4% 9% 6% 9% 5% 1% 3% 3% 2% 4% 3% 1% 5% 9% 3% 6% 1% 4% 4% 3% 4% 2% 3% 5% 2% 2%	43% 40% 41% 34% 38% 41% 39% 39% 25% 21% 28% 23% 31% 21% 32% 25% 17% 12% 17% 22% 15% 20% 17% 14% 3% 9% 4% 9% 6% 9% 5% 8% 1% 3% 3% 2% 4% 3% 1% 2% 5% 9% 3% 6% 1% 4% 4% 4% 3% 4% 2% 3% 5% 2% 2% 4%	43% 40% 41% 34% 38% 41% 39% 39% 40% 25% 21% 28% 23% 31% 21% 32% 25% 24% 17% 12% 17% 22% 15% 20% 17% 14% 20% 3% 9% 4% 9% 6% 9% 5% 8% 5% 1% 3% 3% 2% 4% 3% 1% 2% 2% 5% 9% 3% 6% 1% 4% 4% 4% 2% 3% 4% 2% 3% 5% 2% 2% 4% 4%	25% 21% 28% 23% 31% 21% 32% 25% 24% 26% 17% 12% 17% 22% 15% 20% 17% 14% 20% 18% 3% 9% 4% 9% 6% 9% 5% 8% 5% 6% 1% 3% 3% 2% 4% 3% 1% 2% 2% 1% 5% 9% 3% 6% 1% 4% 4% 4% 2% 4% 3% 4% 2% 3% 5% 2% 2% 4% 4% 9%

Language	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21
English	86%	75%	76%	69%	80%	72%	72%	78%	76%	79%	80%
Spanish	8%	8%	15%	13%	7%	10%	13%	9%	14%	12%	6%
Cantonese	1%	6%	2%	9%	5%	9%	6%	6%	2%	1%	5%
Mandarin	1%	0%	1%	2%	1%	1%	0%	1%	1%	0%	0%
Russian	0%	2%	0%	2%	3%	1%	2%	1%	2%	0%	0%
Tagalog	1%	2%	2%	1%	1%	2%	1%	2%	2%	0%	6%
Vietnamese	0%	0%	1%	2%	0%	0%	0%	0%	0%	1%	0%
Other	3%	6%	3%	0%	0%	4%	6%	4%	3%	6%	3%

Percentages may not sum to 100% due to rounding

Gender	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21
Male	55%	53%	56%	59%	55%	50%	54%	63%	58%	71%	46%
Female	45%	47%	43%	40%	40%	49%	43%	36%	42%	28%	54%
Transgender MtF	0%	0%	0%	1%	3%	1%	2%	1%	1%	1%	0%
Transgender FtM	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
All Other (Genderqueer, Not listed)	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%
Incomplete/Missing data	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
Sexual Orientation	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21
Heterosexual	50%	55%	69%	69%	65%	68%	68%	64%	69%	72%	68%
Gay/Lesbian/Same Gender-Loving	5%	6%	7%	9%	7%	8%	5%	7%	5%	9%	4%
Bisexual	3%	0%	2%	1%	5%	1%	2%	1%	0%	0%	1%
All Other (Questioning/Unsure, Not Listed)	1%	3%	0%	1%	1%	1%	1%	1%	0%	0%	0%
Declined to State	1%	1%	3%	3%	2%	1%	5%	4%	6%	7%	5%
Incomplete/Missing data/Not asked	41%	33%	17%	17%	20%	22%	18%	23%	20%	12%	23%
Zipcode	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21
94102 Hayes Valley/Tenderloin	16%	12%	17%	12%	16%	14%	10%	15%	9%	21%	1%
94103 South of Market	9%	9%	11%	9%	14%	4%	6%	8%	9%	7%	24%
94109 Polk/Russian Hill/Nob Hill	10%	7%	8%	10%	9%	6%	13%	5%	12%	12%	10%
94110 Inner Mission/Bernal Heights	8%	10%	7%	5%	5%	9%	5%	8%	6%	4%	6%
94112 Outer Mission/Excelsior/Ingleside	3%	4%	7%	6%	4%	4%	4%	5%	6%	6%	9%
94115 Western Addition	5%	6%	5%	4%	9%	6%	5%	2%	6%	1%	5%
94116 Parkside/Forest Hill	9%	7%	10%	11%	9%	14%	7%	8%	8%	12%	6%
94117 Haight/Western Addition/Fillmore	1%	3%	3%	2%	5%	1%	1%	3%	0%	4%	5%
94118 Inner Richmond/Presidio/Laurel	3%	4%	2%	3%	3%	1%	3%	2%	1%	1%	1%
94122 Sunset	2%	4%	2%	2%	4%	5%	3%	7%	1%	3%	3%
94124 Bayview/Hunters Point	4%	4%	4%	6%	7%	3%	6%	4%	7%	4%	6%
94133 North Beach Telegraph Hill	1%	4%	0%	3%	2%	2%	2%	2%	1%	3%	1%
94134 Visitacion Valley	3%	4%	3%	5%	4%	3%	2%	4%	6%	3%	3%
		1.00/			1.10/	31%	35%	27%	28%	1.70/	20%
Unknown/Other	26%	19%	16%	24%	11%	31%	33/6	21/0	28%	17%	2070
Unknown/Other	26%	19%	16%	24%	11%	31%	33%	21/0	28%	17%	2070

Percentages may not sum to 100% due to rounding

Samisas Nandad at Intaka (Salf Banautad)	Dec 16	lus 17	Dec 17	lum 10	Dec-18	Jun 10	Dec 10	lun 20	Dec 20	lum 21	Dec 21
Services Needed at Intake (Self-Reported)	Dec-16	Jun-17	Dec-17	Jun-10	Dec-10	Jun-17	Dec-17	Jun-20	Dec-20	Jun-21	Dec-21
Case Management	74%	75%	77%	74%	68%	67%	67%	72%	85%	54%	62%
In-Home Support	61%	64%	74%	62%	60%	57%	57%	64%	77%	47%	57%
Housing-related services	33%	38%	45%	39%	46%	44%	49%	60%	59%	41%	47%
Money Management	40%	34%	42%	37%	30%	39%	36%	41%	50%	30%	32%
Assistive Devices	30%	34%	41%	45%	35%	44%	37%	43%	54%	28%	42%
Mental health/Substance Abuse Services	36%	39%	43%	30%	40%	39%	39%	50%	49%	24%	32%
Day Programs	23%	26%	33%	23%	32%	29%	24%	34%	31%	11%	23%
Food	39%	37%	49%	34%	42%	37%	38%	49%	28%	28%	34%
Caregiver Support	24%	25%	25%	20%	20%	25%	24%	20%	31%	24%	20%
Home repairs/Modifications	15%	23%	29%	37%	28%	28%	33%	22%	43%	19%	30%
Other Services	16%	23%	20%	23%	25%	27%	28%	35%	39%	19%	17%

Program Performance Measurement

Active Performance Measures	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21
Percent of CLF clients with I or less acute hospital	89%	89%	96%	92%	93%	91%	90%	94%	91%	93%	90%
admissions in six month period											
Percent of care plan problems resolved on average	73%	75%	63%	65%	72%	*	*	*	51%	75%	59%
after first year of enrollment in CLF						-,4	٠,٢	-14			

^{*}Data unavailable due to database system updates

Expenditures and Budget

					F	Project to
Expenditures	Dec-20		Jun-21	Dec-21		Date
IOA Contract						
Purchase of Service *	\$ 1,136,573	\$	976,582	\$ 909,056	\$	20,834,828
Case Management	\$ 874,148	\$	814,542	\$ 763,550	\$	18,387,041
Capital & Equipment	\$ -	\$	47,700	\$ -	\$	285,570
Operations	\$ 281,939	\$	317,617	\$ 253,223	\$	5,871,829
Indirect	\$ 172,057	\$	166,196	\$ 153,393	\$	3,166,870
Housing and Disability Advocacy Program (HSH Work Order)	\$ 38,516	\$	-		\$	295,888
CCT Reimbursement	\$ (363)	\$	-		\$	(1,603,959)
SF Health Plan Reimbursement for CBAS	\$ -	\$	-		\$	(976,840)
CBAS Assessments for SF Health Plan	\$ -	\$	-		\$	676,042
Historical Expenditures within IOA Contract****	\$ -	\$	-		\$	483,568
Subtotal	\$ 2,502,870	\$	2,322,637	\$ 2,079,222	\$	49,500,059
DPH Work Orders						
RTZ – DCIP	\$ 48,000	\$	48,000	\$ 48,000	\$	1,292,000
DAS Internal (Salaries & Fringe)	\$ 226,079	\$	241,435	\$ 200,737	\$	5,965,103
Homecoming Services Network & Research (SFSC)					\$	274,575
Emergency Meals (Meals on Wheels)					\$	807,029
MSO Consultant (Meals on Wheels)					\$	199,711
Case Management Training Institute (FSA)					\$	679,906
Scattered Site Housing (Brilliant Corners)	\$ 1,254,329	\$	1,584,829	\$ 1,518,455	\$	13,867,427
Shanti / PAWS (Pets are Wonderful Support)	\$ 35,000	\$	35,000	\$ 37,500	\$	365,000
Historical Expenditures within CLF Program****					\$	1,447,669
Grand Total	\$ 4,066,278	\$	4,231,901	\$ 3,883,914	\$	77,650,840
					F	Project to
	FY2	202	1	FY2122		Date
Total CLF Fund Budget***	\$		8,838,557	\$ 8,870,151	\$	87,364,413
% DAS Internal of Total CLF Fund**	5	%		2%		7%

^{*} This figure does not match the figure in Section 4 of this report because this figure reflects the date of invoice to HSA, while the other reflects the date of service to the client.

^{**} According to the CLF's establishing ordinance, "In no event shall the cost of department staffing associated with the duties and services associated with this fund exceed 15% [...] of the total amount of the fund." When the most recent six-month period falls in July-December, total funds available are pro-rated to reflect half of the total annual fund.

^{***} FY14/15 Budget includes \$200K of one-time addback funding for Management Services Organizations project that will be spent outside of CLF, which will not be included in the cost per client.

^{****} Historical Expenditures from December 2014 and previously.

Purchased Items and Services

CLF @ IOA Purchased	Dec	-19	Jun-	20	Dec	-20	Jun-	21	Dec-	-21	Project-to	-Date
Services	\$	Clients	\$	UDC								
Grand Total	\$1,105,931	143	\$1,242,026	156	\$1,248,393	127	\$1,068,897	103	\$1,056,302	90	\$22,218,164	1,596
Home Care	\$419,991	42	\$473,156	52	\$533,803	40	\$453,568	33	\$405,246	26	\$8,812,906	377
Assisted Living (RCFE/B&C)	\$542,104	30	\$600,145	30	\$585,915	27	\$524,384	22	\$571,256	22	\$8,902,148	101
Scattered Site Housing											\$209,372	4
Rental Assistance (General)	\$53,727	18	\$60,170	16	\$51,256	16	\$51,299	14	\$49,956	13	\$1,382,323	432
Non-Medical Home Equipment	\$15,130	32	\$13,853	39	\$11,584	30	\$21,242	37	\$7,930	14	\$707,608	864
Housing-Related	\$56,923	9	\$70,463	18	\$48,245	12	\$5,994	3	\$13,340	7	\$914,961	387
Assistive Devices	\$5,926	31	\$12,986	29	\$9,359	22	\$7,254	19	\$3,251	14	\$588,514	665
Adult Day Programs											\$110,375	20
Communication/Translation	\$7,289	27	\$4,491	23	\$3,457	18	\$3,880	14	\$4,956	16	\$171,351	432
Respite											\$48,686	10
Health Care	\$30	I					\$25	I	\$0	I	\$92,534	101
Other Special Needs	\$856	4	\$359	2	\$4,111	3	\$785	I			\$44,207	106
Counseling	\$3,100	11	\$4,140	12							\$126,476	204
Professional Care Assistance											\$20,418	15
Habilitation											\$22,788	10
Transportation	\$727	14	\$2,194	12	\$663	12	\$386	10	\$287	6	\$36,760	201
Legal Assistance	\$90	I	\$70	- 1			\$65	I	\$80	I	\$10,429	28
Others	\$39	1					\$16	2			\$16,309	55

Note: Historical figures may change slightly from report to report. "Other" services have historically included purchases such as employment, recreation, education, food, social reassurance, caregiver training, clothing, furniture, and other one-time purchases. In June 2016, the Medical Services category was incorporated into Health Care. In December 2016, the Scattered Site Housing category was added to track spending of the FY 15/16 CLF growth (prior to this time, CLF funded a very limited number of ongoing SSH patches). Note: CLF must contract year-round with a non-profit housing agency to reserve these units and ensure options are available when clients discharge from SNFs. Therefore, the total purchase amount listed may not be an accurate reflection of average cost per client served.

Client counts reflect unique clients with any transaction of that type.

Enrolled Client Demographics

Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21
40%	38%	37%	39%	37%	39%	37%	35%	34%	30%	26%	26%
15%	16%	15%	11%	13%	16%	17%	16%	15%	15%	15%	15%
23%	22%	21%	23%	22%	16%	18%	24%	26%	28%	30%	35%
13%	15%	17%	15%	14%	16%	15%	12%	13%	15%	19%	17%
9%	9%	11%	12%	14%	13%	13%	12%	12%	13%	10%	12%
Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21
		38%	36%	37%	34%	35%	34%	39%	37%	37%	35%
24%	23%	23%	25%	23%	22%	26%	26%	26%	27%	25%	26%
13%	13%	13%	14%	13%	15%	16%	16%	13%	13%	18%	18%
6%	6%	7%	8%	8%	9%	8%	8%	9%	10%	6%	5%
1%	1%	2%	3%	3%	2%	2%	3%	2%	2%	1%	1%
2%	3%	5%	3%	6%	8%	5%	5%	4%	3%	4%	5%
10%	9%	1%	1%	1%	2%	2%	2%	2%	3%	1%	1%
8%	9%	10%	10%	8%	8%	7%	6%	6%	5%	9%	11%
Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21
79%	80%	79%	76%	77%	77%	79%	78%	79%	78%	77%	76%
11%	10%	10%	12%	10%	10%	10%	10%	9%	11%	13%	14%
4%	5%	5%	5%	6%	6%	5%	5%	5%	6%	4%	3%
0%	0%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%
1%	0%	1%	1%	1%	0%	0%	0%	1%	0%	1%	1%
1%	1%	1%	2%	2%	1%	1%	1%	0%	1%	1%	2%
0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	1%
4%	3%	3%	3%	4%	3%	4%	4%	4%	3%	5%	4%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	40% 15% 23% 13% 9% Jun-16 35% 24% 13% 6% 1% 10% 8% Jun-16 79% 11% 4% 0% 1% 4% 0% 4%	40% 38% 15% 16% 23% 22% 13% 15% 9% 9% Jun-16 Dec-16 35% 37% 24% 23% 13% 13% 6% 6% 1% 1% 2% 3% 10% 9% 8% 9% Jun-16 Dec-16 79% 80% 11% 10% 4% 5% 0% 0% 1% 0% 1% 0% 0% 0% 4% 3%	40% 38% 37% 15% 16% 15% 23% 22% 21% 13% 15% 17% 9% 9% 11% Jun-16 Dec-16 Jun-17 35% 37% 38% 24% 23% 23% 13% 13% 13% 6% 6% 7% 1% 1% 2% 2% 3% 5% 10% 9% 1% 8% 9% 10% Jun-16 Dec-16 Jun-17 79% 80% 79% 11% 10% 10% 4% 5% 5% 0% 0% 0% 1% 0% 1% 0% 0% 0% 1% 1% 1% 0% 0% 0% 1% 1% 1% 0% 0% 0% 1% 1% 1% 0% 0% 0% <td>40% 38% 37% 39% 15% 16% 15% 11% 23% 22% 21% 23% 13% 15% 17% 15% 9% 9% 11% 12% Jun-16 Dec-16 Jun-17 Dec-17 35% 37% 38% 36% 24% 23% 23% 25% 13% 13% 14% 6% 6% 7% 8% 1% 1% 2% 3% 2% 3% 5% 3% 10% 9% 1% 1% 8% 9% 10% 10% 10% 9% 1% 1% 8% 9% 10% 10% 11% 10% 10% 12% 4% 5% 5% 5% 0% 0% 0% 0% 1% 1% 1% 1%</td> <td>40% 38% 37% 39% 37% 15% 16% 15% 11% 13% 23% 22% 21% 23% 22% 13% 15% 17% 15% 14% 9% 9% 11% 12% 14% 9% 9% 11% 12% 14% 9% 11% 12% 14% 14% 9% 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15% 11% 13% 16% 17% 16% 15% 15% 23% 22% 21% 23% 22% 16% 18% 24% 26% 28% 13% 15% 17% 15% 14% 16% 15% 12% 13% 15% 9% 9% 11% 12% 14% 16% 15% 12% 13% 15% 9% 9% 11% 12% 14% 13% 13% 12% 13% 15% 9% 9% 11% 12% 14% 13% 13% 12% 13% 15% Jun-16 Dec-16 Jun-17 Dec-17 Jun-18 Dec-18 Jun-19 Dec-19 Jun-20 Dec-20 35% 37% 38% 36% 37% 36% 36% 36% <td< td=""><td>40% 38% 37% 39% 37% 39% 37% 35% 34% 30% 26% 15% 16% 15% 11% 13% 16% 17% 16% 15% 15% 15% 23% 22% 21% 23% 22% 16% 18% 24% 26% 28% 30% 13% 15% 17% 15% 14% 16% 15% 12% 13% 15% 19% 9% 9% 11% 12% 14% 13% 13% 12% 12% 13% 10% Jun-16 Dec-16 Jun-17 Dec-17 Jun-18 Dec-18 Jun-19 Dec-19 Jun-20 Dec-20 Jun-21 35% 37% 38% 36% 37% 34% 35% 34% 39% 37% 24% 26% 26% 26% 26% 26% 26% 26% 26% 26% 26% 26% 26% 26%</td></td<>	40% 38% 37% 39% 37% 39% 37% 35% 34% 30% 26% 15% 16% 15% 11% 13% 16% 17% 16% 15% 15% 15% 23% 22% 21% 23% 22% 16% 18% 24% 26% 28% 30% 13% 15% 17% 15% 14% 16% 15% 12% 13% 15% 19% 9% 9% 11% 12% 14% 13% 13% 12% 12% 13% 10% Jun-16 Dec-16 Jun-17 Dec-17 Jun-18 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Gender	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21
Male	60%	59%	54%	55%	59%	59%	54%	51%	53%	54%	55%	58%
Female	39%	38%	41%	44%	40%	40%	45%	48%	47%	46%	43%	41%
Transgender MtF	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%
Transgender FtM	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%
All Other (Genderqueer, Not listed)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Incomplete/Missing data	0%	2%	4%	0%	0%	0%	0%	0%	0%	0%	1%	1%
Sexual Orientation	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21
Heterosexual	82%	78%	79%	78%	78%	79%	79%	80%	81%	83%	80%	81%
Gay/Lesbian/Same Gender-Loving	11%	10%	10%	11%	12%	12%	12%	11%	10%	9%	11%	10%
Bisexual	2%	3%	3%	2%	2%	2%	4%	4%	4%	2%	3%	2%
All Other (Questioning/Unsure, Not Listed)	1%	2%	2%	2%	1%	1%	1%	1%	1%	0%	1%	1%
Declined to State	5%	5%	3%	5%	5%	5%	3%	3%	3%	4%	3%	3%
Incomplete/Missing data/Not asked	0%	2%	3%	3%	3%	0%	1%	2%	1%	1%	3%	3%
Zip Code	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21
94102 Hayes Valley/Tenderloin	19%	18%	17%	16%	15%	12%	13%	14%	18%	17%	18%	16%
94103 South of Market	7%	7%	7%	6%	7%	8%	10%	8%	8%	6%	6%	7%
94109 Polk/Russian Hill/Nob Hill	9%	11%	10%	7%	6%	8%	9%	10%	11%	10%	10%	8%
94110 Inner Mission/Bernal Heights	10%	9%	6%	6%	4%	6%	4%	4%	5%	6%	5%	4%
94112 Outer Mission/Excelsior/Ingleside	3%	3%	3%	2%	2%	2%	2%	3%	4%	6%	6%	5%
94115 Western Addition	8%	9%	8%	7%	8%	8%	7%	5%	4%	6%	10%	11%
94116 Parkside/Forest Hill	6%	7%	8%	5%	4%	4%	3%	2%	4%	4%	4%	4%
94117 Haight/Western Addition/Fillmore	3%	3%	4%	3%	2%	3%	3%	4%	4%	5%	4%	3%
94118 Inner Richmond/Presidio/Laurel	2%	1%	2%	2%	2%	3%	4%	3%	4%	4%	5%	5%
94122 Sunset	4%	5%	3%	2%	2%	2%	2%	2%	4%	4%	4%	4%
94124 Bayview/Hunters Point	4%	6%	5%	5%	3%	2%	3%	4%	3%	4%	5%	7%
94133 North Beach Telegraph Hill	1%	1%	1%	1%	1%	1%	0%	1%	2%	1%	1%	1%
94134 Visitacion Valley	4%	2%	4%	4%	3%	3%	2%	3%	2%	2%	4%	5%
Unknown/Other	19%	19%	22%	35%	39%	37%	39%	37%	27%	26%	22%	23%
Referral Source = Laguna Honda Hospital/TCM	46%	41%	31%	28%	27%	25%	29%	28%	25%	25%	28%	25%