#### MEMORANDUM

Date:	October 6, 2021
То:	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 Resources and Services, Six-Month Report (January-June 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 equipment 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-todate figures where appropriate.

#### **Key Findings**

#### **Referrals & Service Levels**

- The CLF Program received a total of 68 new referrals; a significantly lower volume of referrals than in the prior period and broader trends over the history of the program. Approximately 49% of clients referred were eligible, and 48% were approved to receive services.
- A total of 281 clients were served with most (197) receiving intensive case management through the Institute on Aging (IOA). This is nearly 20% lower than

IOA enrollment trends over the past two years; moreso over the lifetime of the program. Of the total served, 104 clients also received services from Brilliant Corners through the Scattered Site Housing and Rental Subsidy program.<sup>1</sup>

#### Demographics

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

- Nearly seven out of every 10 referred clients were seniors aged 60 and up, a significant increase when compared to overall program trends to date. In 2011 and 2012, referred clients were more equally split between seniors and younger adults with disabilities (aged 18-59), but seniors typically represent the majority of referrals.
- Trends in the ethnic profile of new referrals remain generally consistent with prior periods with some slight changes. Referrals for White clients declined slightly, but still make up the largest group of referrals by ethnicity (35%). Referrals for African-Americans and Latino clients remained steady: about a quarter (26%) and a fifth (18%) of referrals, respectively. Referrals for Asian/Pacific Islander clients remained consistent with the prior period generally lower than historic levels at about one in ten (11%). Referrals for those identifying as an Other race doubled, jumping to 9% in the current period from 4% in the prior period.
- Referrals for English-speaking clients remain the most common, making up 79% of referrals in the current reporting period. The second most common primary language remains Spanish (12%). Approximately 2% speak Asian/Pacific Islander languages, a decrease that mirrors the ethnicity trends described above.
- Males represented nearly three quarters (71%) of referrals this period, a higher level than the past several periods. One percent of referred clients identified as transgender or gender non-conforming.
- Referred clients most commonly identify as heterosexual (72% of all referrals; 80% of referrals with a documented response to the sexual orientation question). Nine percent of all referrals were for persons identifying as gay/lesbian/same-sex loving. Just over one in ten (12%) of referrals were missing sexual orientation data in their application for CLF services a decrease compared to prior periods.
- The most frequent zip code for referred clients in this period was 94102 (21% of referrals), which includes Hayes Valley and Tenderloin neighborhoods. Other common areas were the 94109 (Polk/Russian Hill/Nob Hill) and 94116 (Parkside,

<sup>&</sup>lt;sup>1</sup> 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.

Laguna Honda) zip codes, which each accounted for 12% of referrals, and the 94013 (South of Market) zip code, which accounted for 7% of referrals.

Referrals from Laguna Honda Hospital represent 21% 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 decline in self-reported service needs across all categories in this period, although the most common services requested remain consistent with prior periods. The most commonly requested services at intake include case management (54%), in-home support (47%), and housing-related services (41%).

## Program Costs

The six-month period ending in June 2021 shows a net increase of \$165,623 in CLF program costs over the prior six-month period, with increased costs in Brilliant Corners' scattered site housing program offset by declines in IOA expenditure.

Total monthly program costs per client<sup>2</sup> averaged \$2,510 per month in the latest six-month period, an increase of \$540 per month over the prior six-month period. Excluding costs for home care and rental subsidies, average monthly purchase of service costs for CLF clients who received any purchased services was \$73 per month in the latest reporting period, decrease of \$90 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.

Percent of clients with one or fewer unplanned ("acute") hospital admissions within a six-month period (excludes "banked" clients). *Goal: 80%*.

With **93**% of clients 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.

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

Percent of care plan problems resolved, on average, after one year of enrollment in the CLF Program (excludes "banked" clients). Goal: 80%

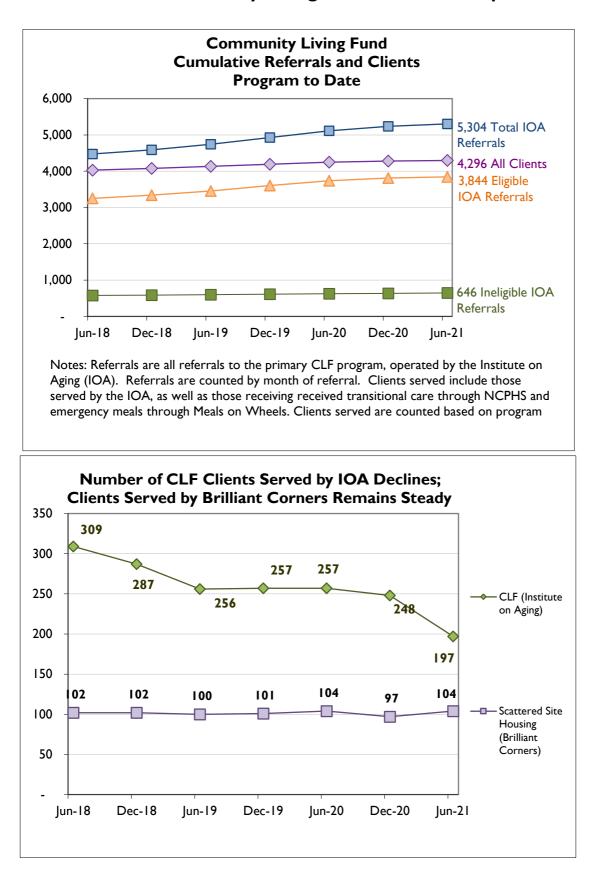
On average, 75% of service plan items were marked as resolved or transferred. This improved performance relative to prior periods reflects adoption of a revised, more streamlined service plan tool in IOA's database. With input from DAS, IOA has begun implementation of enhanced reporting to support proactive service plan monitoring and staff supervision. Once fully implemented, these tools and practices will ensure further progress is made towards service plan completion to support client stabilization.

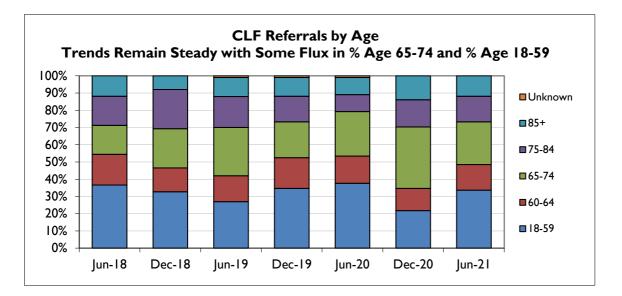
### Systemic changes / Trends affecting CLF

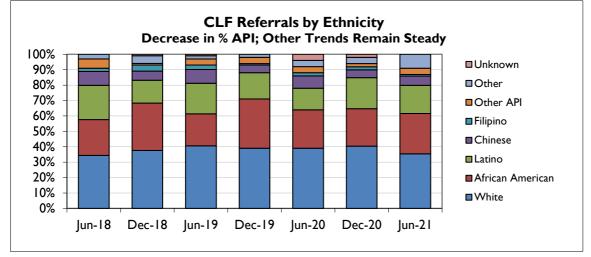
- As of September 2021, there are 32 referrals awaiting assignment. On average, these clients have been waiting for 177 days. Approximately 72% of clients are waiting for intensive case management; the others have been referred for a purchase of service (and have separate community case management). While this waitlist is shorter than the waitlist in the prior period, clients have been waiting nearly as long to be enrolled. Clients waiting for purchases of service have spent on average about one-and-a-half times as long waiting for services than those waiting for intensive case management (an average of 235 days waiting compared to 154 days waiting).
- During this reporting period, the CLF program transitioned six (6) participants into Scattered Site Housing units managed by Brilliant Corners. Of the six, five were discharged from Laguna Honda Hospital and one was transitioned from a shelter-inplace hotel. 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 continues its commitment to increase outreach and participation of API and LGBTQ+ communities. CLF worked closely with Self-Help for the Elderly to build a mutually supportive alliance intended to provide API participants with culturally sensitive services that promote access to healthcare, social services, and housing. CLF is also committed to looking for opportunities to enhance its collaboration with community-based agencies providing care for LGBTQ+ older adults and adults with disabilities. Within the next months, CLF will join the API and LGBTQ+ community partnerships to learn more about what local organizations are doing to support community members and ways CLF can work with them.
- The CLF program has been committed to the safety of both program participants and staff since the beginning of the COVID-19 pandemic. It has utilized the Advisory Committee engagement to identify service gaps and ways to best respond to the needs of participants affected by the pandemic. Following updates to San Francisco's health orders and CDC guidelines, IOA revised its essential home visit protocols to

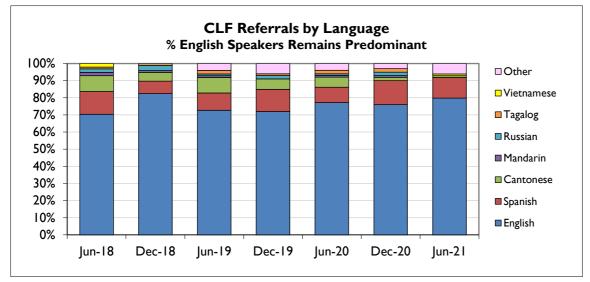
allow for some in-person services starting in April 2021 and meet the needs of those who are not able to engage in services via video or telephone. Since June 2021, the program has re-established most face-to-face visits and related services; these services continue to be reviewed by program leadership and are contingent on the assessment of areas of substantial or high community transmission. IOA continues to monitor any changes in the guidelines provided by the Department of Public Health related to personnel equipment, vaccination, and other protections in order to provide a safe and healthy workplace.

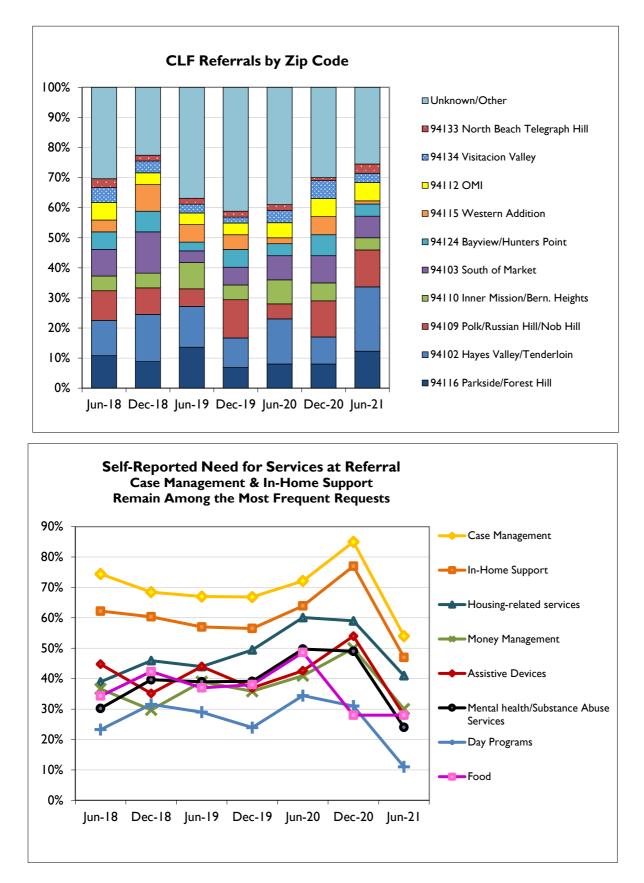
- Since March 2020, the CLF program's Rapid Transitions Team has been collaborating with In-Home Supportive Services, Adult Protective Services, Homebridge, and the Department of Homelessness and Supportive Housing to assist individuals transitioning from Laguna Honda Hospital and Zuckerberg San Francisco General Hospital to Shelter-in-Place (SIP) hotel sites throughout the city. The CLF Rapid Transitions Team engages in a bi-monthly meeting to help coordinate support for individuals experiencing housing vulnerability and other needs during the pandemic. To date, the Rapid Transitions Team has assisted 49 participants in increasing their access to social services, medical care, and stable housing.
- CLF continues to support the DAS Public Guardian (PG) Office through the PG Housing Fund which provides individuals conserved by the PG, who also meet CLF eligibility criteria, with housing subsidies and assistance with move-related costs to licensed Assisted Living Facilities (ALF), supportive housing, or other similar types of housing. The COVID-19 pandemic and shelter-in-place order have contributed to a decrease in the number of referrals to this funding during the past six months. However, referrals are expected to pick up as court services resumed in June 2021. During this reporting period, CLF supported a total of 6 participants through this fund.

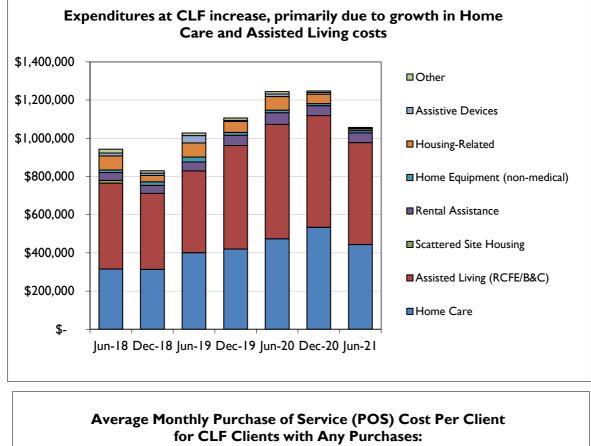




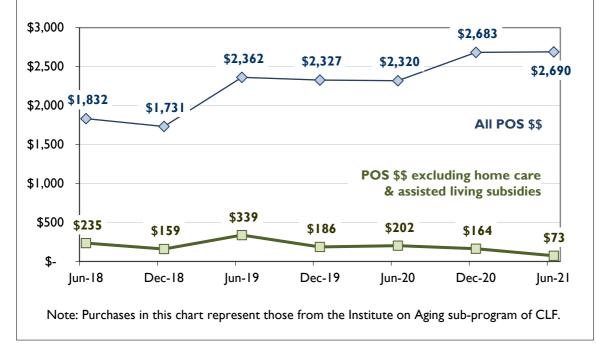


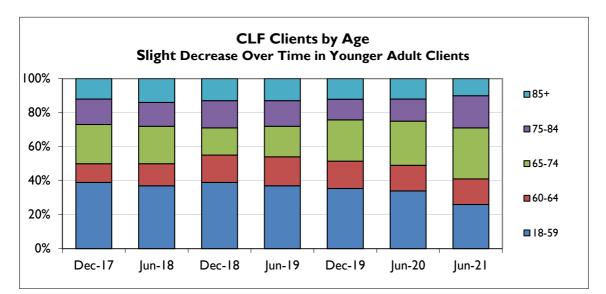


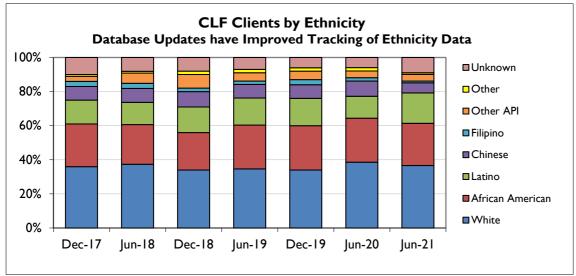


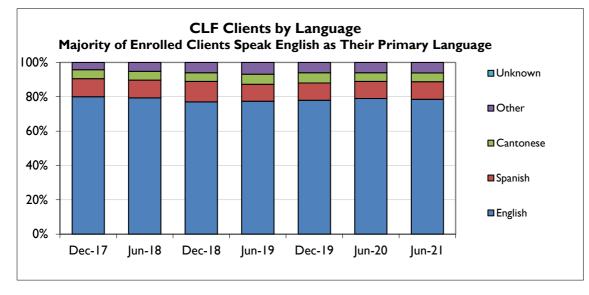


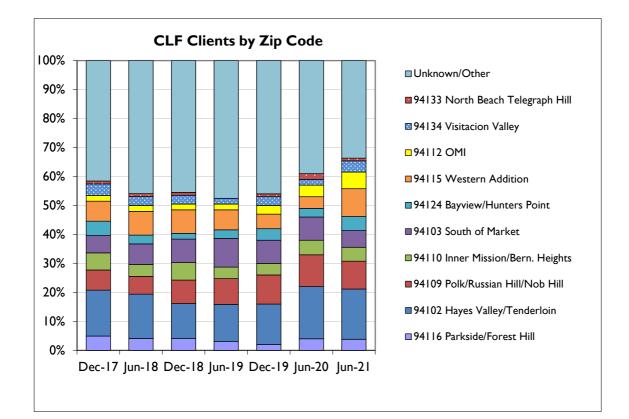
Rates higher than prior years due to increase in Home Care and Assisted Living, as well as a number of higher cost home modifications and assistive devices











#### **Enrollment and Referral Trends**

# 370	%	#	%								
			/0	#	%	#	%	#	%	#	%
		343		340		350		344		281	
(18)	-4.6%	(27)	-7.3%	(3)	-0.9%	10	2.9%	(6)	-1.7%	(63)	-18.3%
(7)	-1.9%	(45)	-11.6%	(30)	-8.1%	(20)	-5.8%	4	1.2%	(69)	-19.7%
91	32.6%	27	8.5%	(37)	-9.8%	(38)	-9.8%	(26)	-7.0%	(62)	-18.1%
287	78%	256	75%	257	76%	257	73%	248	72%	197	70%
143	50%	138	54%	143	56%	159	62%	122	49%	102	52%
144	50%	118	46%	114	44%	98	38%	126	51%	95	48%
102	28%	100	2 <b>9</b> %	101	30%	104	30%	97	28%	104	37%
4,076		4,133		4,193		4,247		4,278		4,296	
1,929	47%	۱,989	48%	2,048	49%	2,106	50%	2,135	50%	2,154	50%
1,383	72%	1,434	72%	1,482	72%	I,538	73%	١,559	73%	1,582	73%
\$ 1,591		\$ 2,012		\$ 2,050		\$ 2,033		\$ 1,970		\$ 2,510	
\$ 1,731		\$ 2,362		\$ 2,327		\$ 2,320		\$ 2,683		\$ 2,690	
\$ 159		\$ 339		\$ 186		\$ 202		\$ 164		\$73	
	(7) 91 287 143 144 102 4,076 1,929 1,383 \$ 1,591 \$ 1,731	(7)  -1.9%    91  32.6%    287  78%    143  50%    144  50%    102  28%    4,076    1,929  47%    1,383  72%    \$ 1,591    \$ 1,731    \$ 159	(7)  -1.9%  (45)    91  32.6%  27    287  78%  256    143  50%  138    144  50%  118    102  28%  100    4,076  4,133    1,929  47%  1,989    1,383  72%  1,434    \$  1,591  \$\$ 2,012    \$  1,591  \$\$ 2,362    \$  159  \$\$ 339	(7)  -1.9%  (45)  -11.6%    91  32.6%  27  8.5%    287  78%  256  75%    143  50%  138  54%    144  50%  118  46%    102  28%  100  29%    4,076  4,133	(7)  -1.9%  (45)  -11.6%  (30)    91  32.6%  27  8.5%  (37)    287  78%  256  75%  257    143  50%  138  54%  143    144  50%  118  46%  114    102  28%  100  29%  101    4,076  4,133  4,193    1,929  47%  1,989  48%  2,048    1,383  72%  1,434  72%  1,482    \$ 1,591  \$ 2,012  \$ 2,050  \$ 2,050    \$ 1,731  \$ 2,362  \$ 2,327    \$ 159  \$ 339  \$ 186	(7)  -1.9%  (45)  -11.6%  (30)  -8.1%    91  32.6%  27  8.5%  (37)  -9.8%    287  78%  256  75%  257  76%    143  50%  138  54%  143  56%    144  50%  118  46%  114  44%    102  28%  100  29%  101  30%    4,076  4,133  4,193	(7)  -1.9%  (45)  -11.6%  (30)  -8.1%  (20)    91  32.6%  27  8.5%  (37)  -9.8%  (38)    287  78%  256  75%  257  76%  257    143  50%  138  54%  143  56%  159    144  50%  118  46%  114  44%  98    102  28%  100  29%  101  30%  104    4,076  4,133  4,193  4,247    1,929  47%  1,989  48%  2,048  49%  2,106    1,383  72%  1,434  72%  1,482  72%  1,538    \$  1,591  \$  2,012  \$  2,050  \$  2,033    \$  1,731  \$  2,362  \$  2,327  \$  2,320    \$  159  \$  339  \$  186  \$  202	(7)  -1.9%  (45)  -11.6%  (30)  -8.1%  (20)  -5.8%    91  32.6%  27  8.5%  (37)  -9.8%  (38)  -9.8%    287  78%  256  75%  257  76%  257  73%    143  50%  138  54%  143  56%  159  62%    144  50%  118  46%  114  44%  98  38%    102  28%  100  29%  101  30%  104  30%    4,076  4,133  4,193  4,247	(7)  -1.9%  (45)  -11.6%  (30)  -8.1%  (20)  -5.8%  4    91  32.6%  27  8.5%  (37)  -9.8%  (38)  -9.8%  (26)    287  78%  256  75%  257  76%  257  73%  248    143  50%  138  54%  143  56%  159  62%  122    144  50%  118  46%  114  44%  98  38%  126    102  28%  100  29%  101  30%  104  30%  97    4,076  4,133  4,193  4,247  4,278    1,929  47%  1,989  48%  2,048  49%  2,106  50%  2,135    1,383  72%  1,434  72%  1,482  72%  1,538  73%  1,559    \$  1,591  \$  2,012  \$  2,050  \$  2,033  \$  1,970    \$  1,731  \$  2,362  \$  2,327  \$	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	$ \begin{array}{c c c c c c c c c c c c c c c c c c c $

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

Referrals	Dec	18	Jun-	Jun-19		Dec-19		-20	Dec	:-20	Jun-21	
	#	%	#	%	#	%	#	%	#	%	#	%
New Referrals**	111		158		184		183		125		68	
Change from previous six months	(61)	-35%	47	42%	26	16%	(1)	-1%	(58)	-32%	(57)	-46%
Change from previous year	(91)	-45%	(14)	-8%	73	66%	25	۱6%	(59)	-32%	(115)	-63%
Status After Initial Screening												
Eligible:	88	79%	117	74%	148	80%	133	73%	74	59%	33	49%
Approved to Receive Service	55	63%	103	88%	117	79%	78	59%	33	45%	16	48%
Wait List	31	35%	11	9%	24	16%	47	35%	38	51%	10	30%
Pending Final Review	2	2%	3	3%	7	5%	8	6%	3	4%	7	21%
Ineligible	6	5%	15	<b>9</b> %	15	8%	13	7%	9	7%	10	15%
Withdrew Application	17	۱5%	14	9%	11	6%	32	17%	28	22%	10	15%
Pending Initial Determination	0	0%	0	0%	0	0%	0	0%	14	11%	16	24%
Program to Date												
Total Referrals	4,586		4,744		4,928		5,111		5,236		5,304	
Eligible Referrals	3,339	73%	3,456	73%	3,604	73%	3,737	73%	3,811	73%	3,844	72%
Ineligible Referrals	584	13%	599	13%	614	12%	627	12%	636	12%	646	12%

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

#### **Referral Demographics**

Age (in years)	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21
18-59	37%	34%	33%	37%	37%	33%	27%	35%	38%	22%	34%
60-64	15%	18%	12%	8%	18%	14%	15%	18%	16%	13%	۱5%
65-74	26%	21%	24%	25%	17%	23%	28%	21%	26%	36%	25%
75-84	13%	۱5%	21%	18%	17%	23%	18%	15%	10%	16%	۱5%
85+	8%	11%	<b>9</b> %	11%	12%	8%	11%	11%	10%	14%	12%
Unknown	0%	۱%	0%	0%	0%	0%	۱%	۱%	۱%	0%	0%
Ethnicity	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21
White	37%	43%	40%	41%	34%	38%	41%	39%	39%	40%	35%
African American	29%	25%	21%	28%	23%	31%	21%	32%	25%	24%	26%
Latino	13%	17%	12%	17%	22%	15%	20%	17%	14%	20%	18%
Chinese	7%	3%	9%	4%	9%	6%	9%	5%	8%	5%	6%
Filipino	2%	۱%	3%	3%	2%	4%	3%	۱%	2%	2%	۱%
Other API	7%	5%	9%	3%	6%	۱%	4%	4%	4%	2%	4%
Other	3%	3%	4%	2%	3%	5%	2%	2%	4%	4%	9%
Unknown	۱%	3%	0%	۱%	0%	۱%	۱%	0%	4%	2%	0%
Language	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21
English	86%	86%	75%	76%	69%	80%	72%	72%	78%	76%	79%
Spanish	5%	8%	8%	۱5%	13%	7%	10%	13%	9%	14%	12%
Cantonese	8%	۱%	6%	2%	9%	5%	<b>9</b> %	6%	6%	2%	۱%
Mandarin	0%	۱%	0%	۱%	2%	۱%	۱%	0%	۱%	۱%	0%
Russian	1%	0%	2%	0%	2%	3%	۱%	2%	۱%	2%	0%
Tagalog	2%	۱%	2%	2%	۱%	۱%	2%	۱%	2%	2%	0%
Vietnamese	0%	0%	0%	۱%	2%	0%	0%	0%	0%	0%	۱%
Other	0%	3%	6%	3%	0%	0%	4%	6%	4%	3%	6%

Percentages may not sum to 100% due to rounding

Co	mmun	ity Liv	na Six	-Mont	h Kepc	ort					
Gender	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21
Male	60%	55%	53%	56%	59%	55%	50%	54%	63%	58%	71%
Female	40%	45%	47%	43%	40%	40%	49%	43%	36%	42%	28%
Transgender MtF	0%	0%	0%	0%	۱%	3%	۱%	2%	1%	۱%	۱%
Transgender FtM	0%	0%	0%	0%	0%	0%	0%	۱%	0%	0%	0%
All Other (Genderqueer, Not listed)	0%	0%	0%	0%	0%	۱%	0%	0%	۱%	0%	0%
Incomplete/Missing data	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
Sexual Orientation	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-2 I
Heterosexual	48%	50%	55%	69%	69%	65%	68%	68%	64%	69%	72%
Gay/Lesbian/Same Gender-Loving	8%	5%	6%	7%	9%	7%	8%	5%	7%	5%	9%
Bisexual	0%	3%	0%	2%	۱%	5%	۱%	2%	۱%	0%	0%
All Other (Questioning/Unsure, Not Listed)	0%	۱%	3%	0%	۱%	۱%	۱%	۱%	1%	0%	0%
Declined to State	0%	۱%	۱%	3%	3%	2%	۱%	5%	4%	6%	7%
Incomplete/Missing data/Not asked	44%	41%	33%	17%	۱7%	20%	22%	18%	23%	20%	12%
Zipcode	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-2 I
94102 Hayes Valley/Tenderloin	17%	16%	12%	17%	12%	16%	14%	10%	15%	9%	21%
94103 South of Market	9%	9%	9%	11%	9%	14%	4%	6%	8%	9%	7%
94109 Polk/Russian Hill/Nob Hill	9%	10%	7%	8%	10%	9%	6%	13%	5%	12%	12%
94110 Inner Mission/Bernal Heights	8%	8%	10%	7%	5%	5%	<b>9</b> %	5%	8%	6%	4%
94112 Outer Mission/Excelsior/Ingleside	3%	3%	4%	7%	6%	4%	4%	4%	5%	6%	6%
94115 Western Addition	6%	5%	6%	5%	4%	9%	6%	5%	2%	6%	۱%
94116 Parkside/Forest Hill	11%	<b>9</b> %	7%	10%	11%	9%	14%	7%	8%	8%	12%
94117 Haight/Western Addition/Fillmore	3%	1%	3%	3%	2%	5%	1%	۱%	3%	0%	4%
94118 Inner Richmond/Presidio/Laurel	2%	3%	4%	2%	3%	3%	۱%	3%	2%	۱%	۱%
94122 Sunset	3%	2%	4%	2%	2%	4%	5%	3%	7%	۱%	3%
94124 Bayview/Hunters Point	7%	4%	4%	4%	6%	7%	3%	6%	4%	7%	4%
94133 North Beach Telegraph Hill	۱%	۱%	4%	0%	3%	2%	2%	2%	2%	۱%	3%
94134 Visitacion Valley	4%	3%	4%	3%	5%	4%	3%	2%	4%	6%	3%
Unknown/Other	25%	26%	19%	16%	24%	11%	31%	35%	27%	28%	17%
Petermal Source = Leguns Hende Hearing/TCM	20%	26%	18%	20%	22%	25%	21%	1.00/	13%	1 / 0/	210/
Referral Source = Laguna Honda Hospital/TCM	30%	26%	18%	20%	%	۲۵%	21%	18%	15%	14%	21%

Percentages may not sum to 100% due to rounding

Services Needed at Intake (Self-Reported)	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	
Case Management	68%	74%	75%	77%	74%	68%	67%	67%	72%	85%	54%	
In-Home Support	54%	61%	64%	74%	62%	60%	57%	57%	64%	77%	47%	
Housing-related services	41%	33%	38%	45%	39%	46%	44%	49%	60%	59%	41%	
Money Management	21%	40%	34%	42%	37%	30%	39%	36%	41%	50%	30%	
Assistive Devices	27%	30%	34%	41%	45%	35%	44%	37%	43%	54%	28%	
Mental health/Substance Abuse Services	30%	36%	39%	43%	30%	40%	39%	39%	50%	49%	24%	
Day Programs	20%	23%	26%	33%	23%	32%	2 <b>9</b> %	24%	34%	31%	11%	
Food	29%	39%	37%	49%	34%	42%	37%	38%	49%	28%	28%	
Caregiver Support	19%	24%	25%	25%	20%	20%	25%	24%	20%	31%	24%	
Home repairs/Modifications	20%	15%	23%	29%	37%	28%	28%	33%	22%	43%	19%	
Other Services	13%	16%	23%	20%	23%	25%	27%	28%	35%	39%	I <b>9</b> %	

## Program Performance Measurement

Active Performance Measures	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-2 I
Percent of CLF clients with I or less acute hospital	89%	89%	89%	96%	92%	93%	91%	90%	94%	91%	93%
admissions in six month period											
Percent of care plan problems resolved on average	61%	73%	75%	63%	65%	72%	*	*	*	51%	75%
after first year of enrollment in CLF							- 4*	-1-			

\*Data unavailable due to database system updates

#### **Expenditures and Budget**

								Project to
Expenditures		Jun-20		Dec-20		Jun-21		Date
IOA Contract								
Purchase of Service *	\$	1,168,066	\$	1,136,573	\$	976,582	\$	20,834,828
Case Management	\$	831,853	\$	874,148	\$	814,542	\$	18,387,041
Capital & Equipment	\$	46,082	\$	-	\$	47,700	\$	285,570
Operations	\$	198,472	\$	281,939	\$	317,617	\$	5,871,829
Indirect	\$	169,009	\$	172,057	\$	166,196	\$	3,166,870
Housing and Disability Advocacy Program (HSH Work Order)	)\$	79,659	\$	38,516	\$	-	\$	295,888
CCT Reimbursement	\$	(1,590)	\$	(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	\$ 3	2,491,551	\$	2,502,870	\$	2,322,637	\$	47,420,837
DPH Work Orders								
RTZ – DCIP	\$	36,624	\$	48,000	\$	48,000	\$	1,292,000
DAS Internal (Salaries & Fringe)	\$	229,500	\$	226,079	\$	241,435	\$	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)	\$	1,476,595	\$	1,254,329	\$	1,584,829	\$	13,867,427
Shanti / PAWS (Pets are Wonderful Support)	\$	35,000	\$	35,000	\$	35,000	\$	365,000
Historical Expenditures within CLF Program****							\$	1,447,669
Grand Total	\$ ·	4,269,270	\$	4,066,278	\$	4,231,901	\$	73,766,926
								Project to
				FY2021				Date
Total CLF Fund Budget***	\$	8,716,570	\$			8,838,557	\$	78,494,262
% DAS Internal of Total CLF Fund**		6%		5	%			8%
* This figure does not match the figure in Section 4 of this report	beca	use this fig	ure	reflects the	e da	te of invoice	e to	HSA, while
the other reflects the date of service to the client.								
** According to the CLF's establishing ordinance, "In no event shal	ll the	e cost of de	par	tment staffi	ng a	associated w	/ith t	the duties and
services associated with this fund exceed 15% [] of the total am			-		-			

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	Jun-	19	Dec	-19	Jun-	20	Dec	-20	Jun-	21	Project-to-Date		
Services	\$	Clients	\$	Clients	\$	Clients	\$	Clients	\$	Clients	\$	UDC	
Grand Total	\$1,027,753	140	\$1,105,931	143	\$1,244,586	159	\$1,248,297	129	\$1,056,714	102	\$21,152,143	I,582	
Home Care	\$400,704	35	\$419,991	42	\$473,226	54	\$534,013	41	\$443,296	32	\$8,397,668	374	
Assisted Living (RCFE/B&C)	\$428,352	25	\$542,104	30	\$599,470	30	\$585,240	27	\$533,649	22	\$8,337,308	98	
Scattered Site Housing											\$209,372	4	
Rental Assistance (General)	\$46,751	23	\$53,727	18	\$60,845	17	\$51,931	17	\$51,299	14	\$1,335,218	433	
Non-Medical Home Equipment	\$26,386	32	\$15,130	32	\$14,180	42	\$10,377	31	\$12,246	35	\$689,80I	863	
Housing-Related	\$73,056	7	\$56,923	9	\$70,866	19	\$49,945	14	\$8,850	3	\$877,376	379	
Assistive Devices	\$38,616	27	\$5,926	31	\$13,146	30	\$8,488	22	\$2,804	17	\$609,307	659	
Adult Day Programs											\$110,375	20	
Communication/Translation	\$4,661	17	\$7,289	27	\$4,491	23	\$3,457	18	\$3,479	14	\$165,995	428	
Respite											\$48,686	10	
Health Care	\$149	l	\$30	-							\$92,509	99	
Other Special Needs	\$1,962	5	\$856	4	\$1,855	4	\$4,144	4	\$785	I	\$45,737	108	
Counseling	\$5,950	19	\$3,100		\$4,140	12					\$126,476	204	
Professional Care Assistance											\$20,418	15	
Habilitation											\$22,788	10	
Transportation	\$618	14	\$727	14	\$2,297	15	\$701	13	\$224	7	\$36,453	199	
Legal Assistance	\$168	3	\$90	-	\$70	-			\$65	I	\$10,349	27	
Others	\$381	-	\$39	—					\$16	I	\$16,309	54	
Note: Historical figures may chang	e slightly from	report to	report. "Ot	her" servic	es have histor	rically inclu	ded purchase	s such as e	mployment, ı	recreation,	education, food,	, social	
reassurance, caregiver training, clo	thing, furnitur	e, and othe	er one-time p	urchases. I	n June 2016,	the Medica	al Services cat	egory was	incorporated	into Healt	h Care. In Dece	mber	
2016, the Scattered Site Housing c	ategory was a	dded to tra	ack spending	of the FY	5/16 CLF gro	owth (prior	r to this time,	CLF funde	ed a very limit	ed number	of ongoing SSH	patches).	
Note: CLF must contract year-rou	ind with a nor	-profit hoι	ising agency t	o reserve	these units ar	nd ensure o	options are av	ailable whe	en clients disc	harge from	SNFs. Therefor	e, the	
total purchase amount listed may r	not be an accu	rate reflec	tion of averag	ge cost per	client served	l.							
Client counts reflect unique clients	s with any trai	nsaction of	that type.										

#### **Enrolled Client Demographics**

Age (in years)	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21
18-59	40%	40%	38%	37%	39%	37%	39%	37%	35%	34%	30%	26%
60-64	17%	15%	16%	۱5%	11%	13%	16%	17%	16%	۱5%	۱5%	15%
65-74	20%	23%	22%	21%	23%	22%	16%	18%	24%	26%	28%	30%
75-84	14%	13%	15%	17%	۱5%	14%	16%	15%	12%	13%	۱5%	19%
85+	9%	<b>9</b> %	9%	11%	12%	14%	13%	13%	12%	12%	13%	10%
Ethnicity	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21
White	31%	35%	37%	38%	36%	37%	34%	35%	34%	39%	37%	37%
African American	23%	24%	23%	23%	25%	23%	22%	26%	26%	26%	27%	25%
Latino	13%	13%	13%	13%	14%	13%	15%	۱6%	16%	13%	13%	18%
Chinese	4%	6%	6%	7%	8%	8%	<b>9</b> %	8%	8%	<b>9</b> %	10%	6%
Filipino	۱%	1%	۱%	2%	3%	3%	2%	2%	3%	2%	2%	۱%
Other API	3%	2%	3%	5%	3%	6%	8%	5%	5%	4%	3%	4%
Other	١5%	10%	9%	۱%	۱%	۱%	2%	2%	2%	2%	3%	1%
Unknown	10%	8%	9%	10%	۱0%	8%	8%	7%	6%	6%	5%	9%
Language	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21
English	76%	79%	80%	79%	76%	77%	77%	79%	78%	79%	78%	77%
Spanish	11%	11%	10%	10%	12%	۱0%	10%	10%	10%	9%	11%	13%
Cantonese	6%	4%	5%	5%	5%	6%	6%	5%	5%	5%	6%	4%
Mandarin	0%	0%	0%	0%	0%	0%	۱%	۱%	۱%	۱%	۱%	1%
Russian	۱%	۱%	0%	۱%	۱%	۱%	0%	0%	0%	1%	0%	1%
Tagalog	۱%	۱%	۱%	۱%	2%	2%	۱%	۱%	۱%	0%	۱%	۱%
Vietnamese	۱%	0%	0%	0%	0%	0%	۱%	0%	0%	0%	0%	1%
Other	2%	4%	3%	3%	3%	4%	3%	4%	4%	4%	3%	5%
Unknown	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Gender		Jun-16				Jun-18			Dec-19	Jun-20	Dec-20	Jun-21
Male	57%	60%	59%	54%	55%	59%	59%	54%	51%	53%	54%	55%
Female	42%	39%	38%	41%	44%	40%	40%	45%	48%	47%	46%	43%
Transgender MtF	۱%	۱%	۱%	۱%	۱%	۱%	۱%	۱%	۱%	0%	0%	۱%
Transgender FtM	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
All Other (Genderqueer, Not listed)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Incomplete/Missing data	0%	0%	2%	4%	0%	0%	0%	0%	0%	0%	0%	1%
Sexual Orientation	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21
Heterosexual	81%	82%	78%	79%	78%	78%	79%	79%	80%	81%	83%	80%
Gay/Lesbian/Same Gender-Loving	8%	11%	10%	10%	11%	12%	12%	12%	11%	10%	9%	11%
Bisexual	3%	2%	3%	3%	2%	2%	2%	4%	4%	4%	2%	3%
All Other (Questioning/Unsure, Not Listed)	0%	۱%	2%	2%	2%	۱%	۱%	۱%	۱%	۱%	0%	۱%
Declined to State	5%	5%	5%	3%	5%	5%	5%	3%	3%	3%	4%	3%
Incomplete/Missing data/Not asked	2%	0%	2%	3%	3%	3%	0%	۱%	2%	۱%	۱%	3%
Zip Code	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21
94102 Hayes Valley/Tenderloin	۱6%	19%	18%	17%	۱6%	15%	12%	13%	14%	18%	17%	18%
94103 South of Market	7%	7%	7%	7%	6%	7%	8%	10%	8%	8%	6%	6%
94109 Polk/Russian Hill/Nob Hill	7%	<b>9</b> %	11%	10%	7%	6%	8%	9%	10%	11%	10%	10%
94110 Inner Mission/Bernal Heights	8%	10%	9%	6%	6%	4%	6%	4%	4%	5%	6%	5%
94112 Outer Mission/Excelsior/Ingleside	5%	3%	3%	3%	2%	2%	2%	2%	3%	4%	6%	6%
94115 Western Addition	8%	8%	<b>9</b> %	8%	7%	8%	8%	7%	5%	4%	6%	10%
94116 Parkside/Forest Hill	7%	6%	7%	8%	5%	4%	4%	3%	2%	4%	4%	4%
94117 Haight/Western Addition/Fillmore	4%	3%	3%	4%	3%	2%	3%	3%	4%	4%	5%	4%
94118 Inner Richmond/Presidio/Laurel	2%	2%	۱%	2%	2%	2%	3%	4%	3%	4%	4%	5%
94122 Sunset	5%	4%	5%	3%	2%	2%	2%	2%	2%	4%	4%	4%
94124 Bayview/Hunters Point	4%	4%	6%	5%	5%	3%	2%	3%	4%	3%	4%	5%
94133 North Beach Telegraph Hill	۱%	1%	1%	۱%	۱%	1%	۱%	0%	1%	2%	۱%	1%
94134 Visitacion Valley	5%	4%	2%	4%	4%	3%	3%	2%	3%	2%	2%	4%
Unknown/Other	20%	19%	19%	22%	35%	39%	37%	39%	37%	27%	26%	22%
Referral Source = Laguna Honda Hospital/TCM	49%	46%	41%	31%	28%	27%	25%	29%	28%	25%	25%	28%