MEMORANDUM

DATE: October 7, 2020

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

THROUGH: Disability and Aging Services Commission

FROM: Shireen McSpadden, 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

2020)

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 (formerly Department of Aging and Adult 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-to-date figures where appropriate.

KEY FINDINGS

Referrals & Service Levels

- ❖ The CLF Program received 183 total new referrals, a volume of referrals consistent both with the prior period and broader trends over the history of the program. About three out of every four (73%) clients referred were eligible, and 59% were approved to receive services.
- ❖ A total of 350 clients were served with most (257) receiving intensive case management through the Institute on Aging (IOA). This is consistent with IOA

enrollment trends over the life of the program. Of the total served, 104 clients also received services from Brilliant Corners through the Scattered Site Housing and Rental Subsidy program.

Demographics

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

- Consistent with overall program trends to date, nearly two-thirds of referred clients were seniors aged 60 and up. 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 remain steady as the largest group (39%). Referrals made on behalf of African-Americans dropped to a quarter (25%) of those made during this period, compared to a third of referrals in the prior period. Referrals for Latino clients decreased slightly to 14% of all referrals, while those for Asian/Pacific Islander rose to 15% of referrals.
- * Referrals for English-speaking clients remain the most common, making up 78% of referrals in the current reporting period. The second most common primary language remains Spanish (9%). Approximately 9% speak Asian/Pacific Islander languages, most commonly Cantonese (6%), an increase that mirrors the ethnicity trends described above.
- Males represented nearly two-thirds (63%) of referrals, an increase compared to the past several periods. Two percent of referred clients identified as transgender or gender non-conforming.
- ❖ Referred clients most commonly identify as heterosexual (64% of all referrals; 84% of referrals with a documented response to the sexual orientation question). Seven percent of all referrals were for persons identifying as gay/lesbian/same-sex loving and one percent were for persons identifying as bisexual. Approximately 23% of referrals were missing sexual orientation data in their application for CLF services.
- The most frequent zip code for referred clients in this period was 94102 (15% of referrals), which includes the Tenderloin and Hayes Valley neighborhoods. Other common areas were the 94103 (South of Market), 94110 (Inner Mission/Bernal Heights), and 94116 (Parkside, Laguna Honda) zip codes, which each accounted for 8% of referrals, and the 94122 (Sunset) zip code, which accounted for 7% of referrals.

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

Referrals from Laguna Honda Hospital represent 13% of all referrals. This is a slight decrease compared to the prior period and 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 supportive housing, such as Direct Access to Housing (DAH), but there is a waitlist for this type of housing.

Service Requests

❖ Self-reported service needs remain generally consistent with prior periods, though there was a notable increase in requests for housing-related and mental health/ substance abuse services. The most commonly requested services at intake include: case management (72%), in-home support (64%), and housing-related services (60%).

Program Costs

The six-month period ending in June 2020 shows a net increase of \$86,627 in CLF program costs over the prior six-month period.

❖ Total monthly program costs per client² averaged \$2,033 per month in the latest six-month period, a decrease of \$17 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 \$191 per month in the latest reporting period, an increase of \$5 per client from the previous six-month period.

Performance Measures

DAS is committed to measuring the impact of its investments in community services. The CLF program has consistently met and exceeded its goals to support successful community living for those discharged from institution or at imminent risk of institutionalization. Given this demonstrated success, DAS shifted focus to the below two new performance measures beginning in FY 15/16:

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

With **96**% of clients having one or fewer unplanned admissions, the CLF program exceeded the performance measure target. DAAS will continue to monitor this measure and evaluate the goal threshold.

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

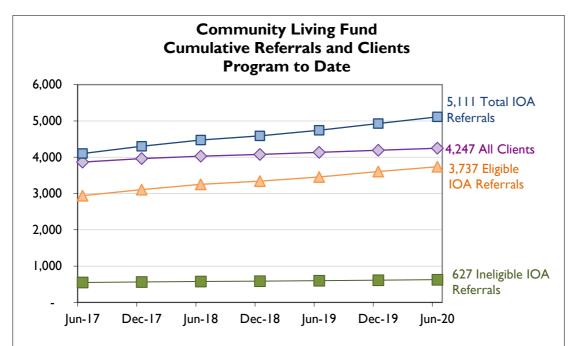
Percent of care plan problems resolved, on average, after one year of enrollment in the CLF Program (excludes "banked" clients). Goal: 80%

The CLF team at IOA has undergone a Service Plan overhaul, created a Service Plan workgroup and changed the way interventions and goals are resolved within the Service Plan in an effort to meet this metric. However, with changes in the CLF program database (including improvements to the Care Plan module), this metric has been challenging to track for reporting. DAS and IOA are resolved to determine if this metric is an effective way of measuring success in CLF, and both are engaged in identifying another metric that is reportable and able to measure effectiveness of CLF services in a meaningful way.

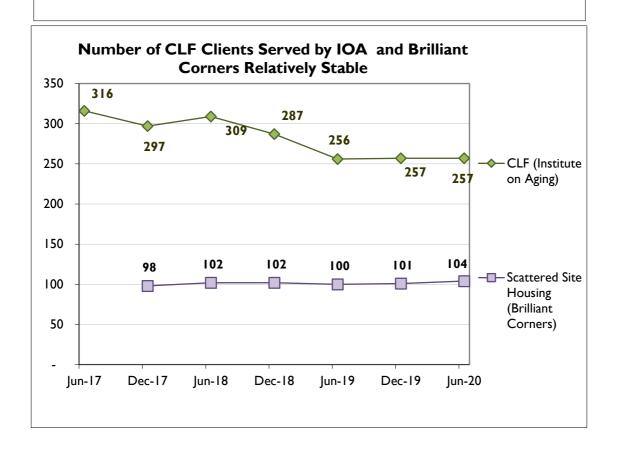
Systemic changes / Trends affecting CLF

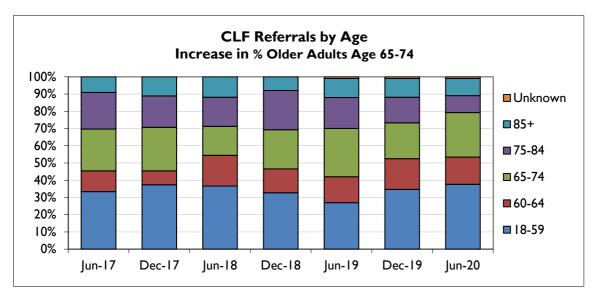
- ❖ As of September 2020, there are 70 referrals awaiting assignment. On average, these clients have been waiting for 135 days. Approximately 54% of clients are waiting for intensive case management; the others have been referred for a purchase of service (and have separate community case management). This waitlist is about one-and-a-half times longer than the waitlist reported in the prior period, and clients have been waiting approximately twice as many days to be enrolled. Clients waiting for purchases of service have spent a slightly longer time waiting for services than those waiting for intensive case management (an average of 149 days waiting compared to 122 days waiting).
- ❖ During this reporting period, the CLF Program transitioned four (4) participants into Scattered Site Housing units managed by Brilliant Corners. Of the four, three were discharged from Laguna Honda Hospital and one was discharged from Zuckerberg San Francisco General Hospital. The CLF Program facilitates monthly Multi-Disciplinary Team (MDT) meetings hosted at IOA to review the prospective referrals from Laguna Honda Hospital for clinical appropriateness of independent community living. CLF-eligible individuals living in institutional care who have no appropriate housing alternatives and meet Scattered Site Housing criteria are considered for these units.
- ❖ The CLF program continued serving individuals under the Human Services Agency's (HSA) Housing and Disability Income Advocacy Program (HDAP). Overseen by the California Department of Social Services (CDSS), HDAP is a county-administered program that assists individuals with disabilities who are experiencing homelessness apply for disability benefit programs and provides housing assistance during the application period. CLF continues to assist in the transition of HDAP clients into housing by providing intensive case management and purchase of services when appropriate. During this six-month period, 2 HDAP referrals were made to CLF and 15 individuals were enrolled and served. Since the beginning of the HDAP partnership in July 2018, CLF has served 43 unduplicated HDAP clients. CLF case management has supported these clients through the transition period with care coordination and stabilization efforts.

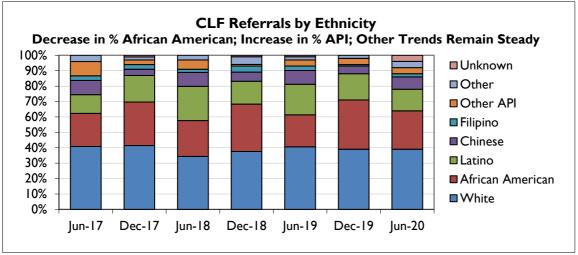
- CLF continued to implement improvements in outreach to increase access for the API and LGBTQ population. In February, CLF developed an outreach plan to be implemented from March through June with focus on the API and LGBTQ communities to include in-service presentations and marketing materials. Due to the pandemic, CLF was not able to implement the original outreach plan, however, plans are being developed for the next reporting period to engage in virtual outreach where possible. CLF continues to partner with Self Help for the Elderly (SHE) to dedicate a caseload for bilingual staff to serve the API population. Additionally, at IOA, the Community Living Division is prioritizing coordinated outreach for all care management, transition, and community programs. Part of that plan will include a focus on CLF outreach that includes diverse communities and sourcing referrals for CLF that are representative of San Francisco's population.
- ❖ Due to the COVID-19 pandemic and the shelter-in-place order that began during this reporting period, the CLF program modified its service delivery to provide telephonic and virtual assessment, monthly contacts, care coordination and support to ensure that clients continued to receive appropriate services. Recognizing the complexities of each participant, CLF put in place an essential home visit protocol to allow for face to face visits, if assessed to be necessary for service provision. CLF staff have been trained on COVID-19 safety, Personal Protective Equipment protocols and engaged in case consultation to ensure staff and client safety in meeting clients in the community.
- ❖ In March, CLF through its Rapid Transitions Team collaborated with SF DPH Transitions Care Coordination and Placement, In-Home Supportive Services (IHSS), and Homebridge 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 uses a modified fast-tracked process to assess and enroll clients and provide care coordination and purchase of goods to meet urgent needs. In addition, CLF's collaboration with Homebridge, Adult Protective Services, and IHSS formed the CHAI team to assist the transition and stabilization of homeless and vulnerable individuals also placed in SIP hotel sites. A total of 36 individuals were referred to the CLF Rapid Transitions during this reporting period.

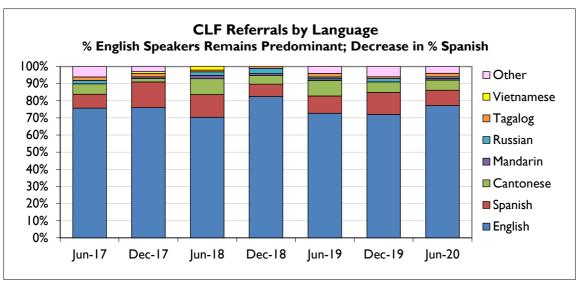


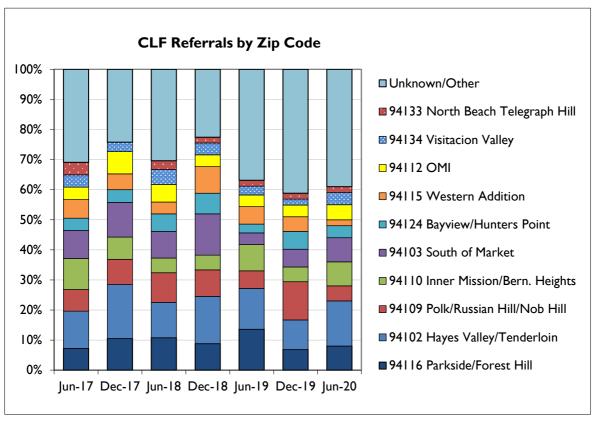
Notes: Referrals are all referrals to the primary CLF program, operated by the Institute on Aging (IOA). Referrals are counted by month of referral. Clients served include those served by the IOA, as well as those receiving received transitional care through NCPHS and emergency meals through Meals on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

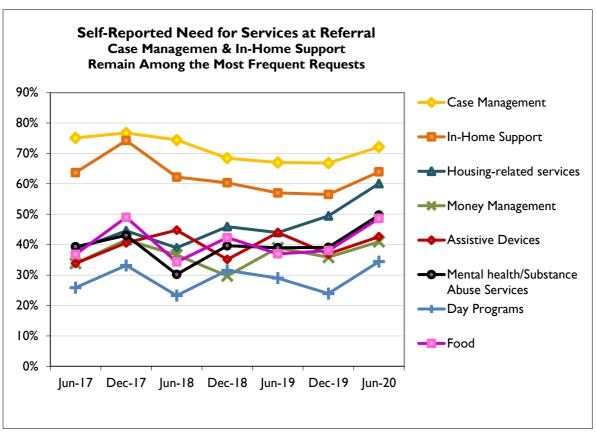


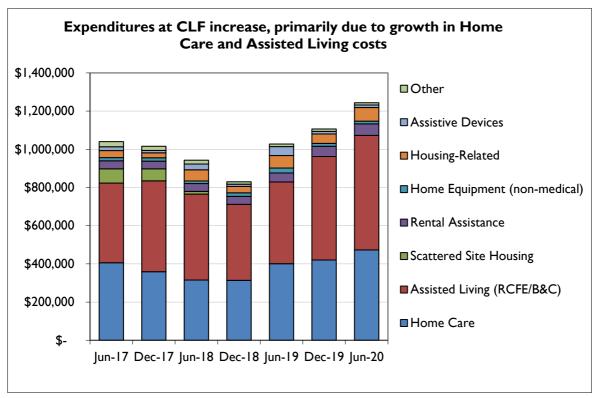


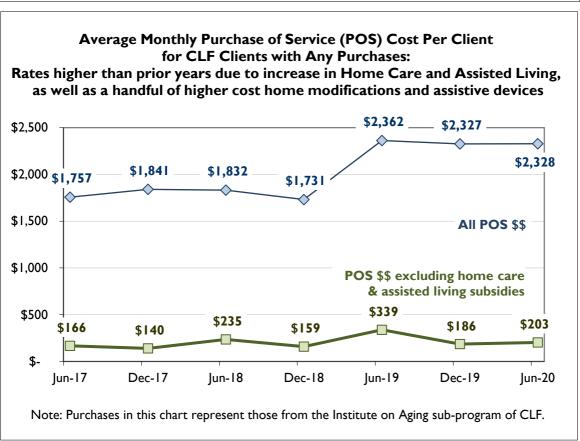


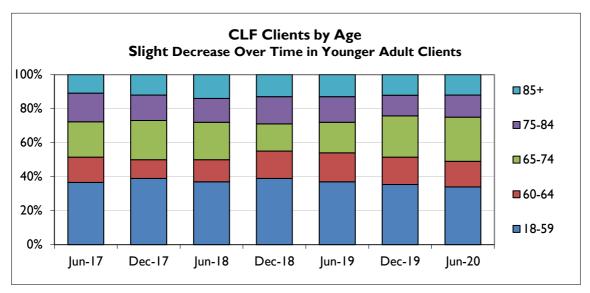


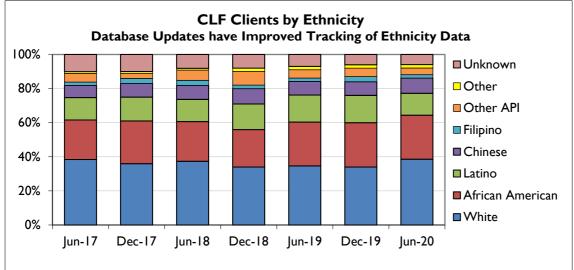


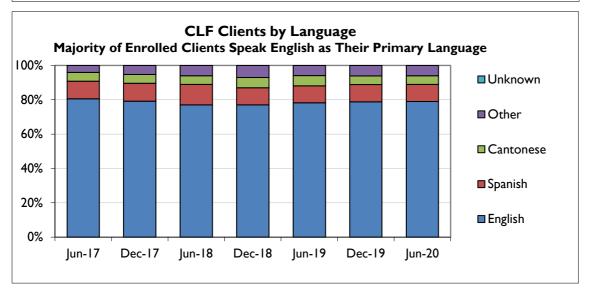


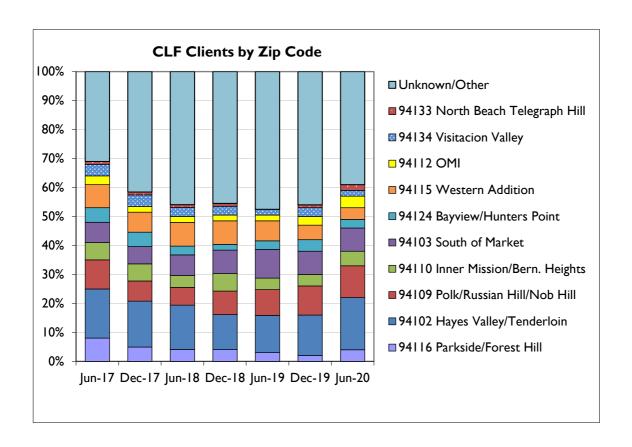












Enrollment and Referral Trends

Active Caseload	De	c-17	Jun	-18	De	c-18	Jun	-19	De	c-19	Jun	-20
	#	%	#	%	#	%	#	%	#	%	#	%
All Active Cases*	377		388		370		343		340		350	
Change from Prior 6 Months	61	19.3%	11	2.9%	(18)	-4.6%	(27)	-7.3%	(3)	-0.9%	10	2.9%
Change from Previous Year	98	35.1%	72	22.8%	(7)	-1.9%	(45)	-11.6%	(30)	-8.1%	7	2.0%
Change from 2 Years	19	5.3%	97	33.3%	91	32.6%	27	8.5%	(37)	-9.8%	(38)	-9.8%
Program Enrollment												
CLF at Institute on Aging	297	79%	309	80%	287	78%	256	75%	257	76%	257	73%
with any service purchases	145	49%	156	50%	143	50%	138	54%	143	56%	159	62%
with no purchases	152	51%	153	50%	144	50%	118	46%	114	44%	98	38%
Scattered Site Housing (Brilliant Corner	98	26%	102	26%	102	28%	100	29%	101	30%	104	30%
Program to Date												
All CLF Enrollment*	3,963		4,030		4,076		4,133		4,193		4,247	
CLF at Institute on Aging Enrollment	1,813	46%	1,883	47%	1,929	47%	1,989	48%	2,048	49%	2,106	50%
with any service purchases	1,280	71%	1,341	71%	1,383	72%	1,434	72%	1,482	72%	1,538	73%
Average monthly \$/client (all clients, all \$)	\$1,579		\$1,656		\$1,591		\$ 2,012		\$ 2,050		\$ 2,033	
Average monthly purchase of service	\$1,841		\$1,832		\$1,731		\$ 2,362		\$ 2,327		\$ 2,328	
\$/client for CLF IOA purchase clients												
Average monthly purchase of service	\$ 140		\$ 235		\$ 159		\$ 339		\$ 186		\$ 203	
\$/client 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	De	c-17	Jun	-18	De	c-18	Jun	-19	De	c-19	Jun	-20
	#	%	#	%	#	%	#	%	#	%	#	%
New Referrals**	202		172		Ш		158		184		183	
Change from previous six months	I	0%	(30)	-15%	(61)	-35%	47	42%	26	16%	(1)	-1%
Change from previous year	50	33%	(29)	-14%	(91)	-45%	(14)	-8%	73	66%	25	16%
Status After Initial Screening												
Eligible:	166	82%	144	84%	88	79%	117	74%	148	80%	133	73%
Approved to Receive Service	151	91%	95	66%	55	63%	103	88%	117	79%	78	59%
Wait List	13	8%	45	31%	31	35%	П	9%	24	16%	47	35%
Pending Final Review	2	1%	4	3%	2	2%	3	3%	7	5%	8	6%
Ineligible	17	8%	13	8%	6	5%	15	9%	15	8%	13	7%
Withdrew Application	19	9%	15	9%	17	15%	14	9%	П	6%	32	17%
Pending Initial Determination	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Program to Date												
Total Referrals	4,303		4,475		4,586		4,744		4,928		5,111	
Eligible Referrals	3,107	72%	3,251	73%	3,339	73%	3,456	73%	3,604	73%	3,737	73%
Ineligible Referrals	565	13%	578	13%	584	13%	599	13%	614	12%	627	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-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20
18-59	39%	43%	37%	34%	33%	37%	37%	33%	27%	35%	38%
60-64	15%	13%	15%	18%	12%	8%	18%	14%	15%	18%	16%
65-74	20%	22%	26%	21%	24%	25%	17%	23%	28%	21%	26%
75-84	19%	13%	13%	15%	21%	18%	17%	23%	18%	15%	10%
85+	6%	10%	8%	11%	9%	11%	12%	8%	11%	11%	10%
Unknown	1%	0%	0%	1%	0%	0%	0%	0%	۱%	1%	1%

Ethnicity	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20
White	39%	45%	37%	43%	40%	41%	34%	38%	41%	39%	39%
African American	24%	28%	29%	25%	21%	28%	23%	31%	21%	32%	25%
Latino	17%	13%	13%	17%	12%	17%	22%	15%	20%	17%	14%
Chinese	7%	6%	7%	3%	9%	4%	9%	6%	9%	5%	8%
Filipino	3%	2%	2%	1%	3%	3%	2%	4%	3%	1%	2%
Other API	1%	3%	7%	5%	9%	3%	6%	1%	4%	4%	4%
Other	3%	3%	3%	3%	4%	2%	3%	5%	2%	2%	4%
Unknown	5%	1%	1%	3%	0%	1%	0%	1%	1%	0%	4%

Language	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20
English	80%	85%	86%	86%	75%	76%	69%	80%	72%	72%	78%
Spanish	12%	7%	5%	8%	8%	15%	13%	7%	10%	13%	9%
Cantonese	7%	5%	8%	1%	6%	2%	9%	5%	9%	6%	6%
Mandarin	0%	1%	0%	1%	0%	1%	2%	1%	1%	0%	1%
Russian	1%	1%	1%	0%	2%	0%	2%	3%	1%	2%	1%
Tagalog	0%	0%	2%	1%	2%	2%	1%	1%	2%	1%	2%
Vietnamese	1%	0%	0%	0%	0%	1%	2%	0%	0%	0%	0%
Other	1%	1%	0%	3%	6%	3%	0%	0%	4%	6%	4%

Percentages may not sum to 100% due to rounding

Gender	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20
Male	58%	58%	60%	55%	53%	56%	59%	55%	50%	54%	63%
Female	42%	40%	40%	45%	47%	43%	40%	40%	49%	43%	36%
Transgender MtF	1%	2%	0%	0%	0%	0%	1%	3%	1%	2%	1%
Transgender FtM	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
All Other (Genderqueer, Not listed)	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%
Incomplete/Missing data	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Sexual Orientation	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20
Heterosexual	51%	46%	48%	50%	55%	69%	69%	65%	68%	68%	64%
Gay/Lesbian/Same Gender-Loving	4%	8%	8%	5%	6%	7%	9%	7%	8%	5%	7%
Bisexual	1%	1%	0%	3%	0%	2%	1%	5%	1%	2%	1%
All Other (Questioning/Unsure, Not Listed)	0%	0%	0%	1%	3%	0%	1%	1%	1%	1%	1%
Declined to State	0%	2%	0%	1%	1%	3%	3%	2%	1%	5%	4%
Incomplete/Missing data/Not asked	44%	43%	44%	41%	33%	17%	17%	20%	22%	18%	23%
Zipcode	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20
94102 Hayes Valley/Tenderloin	13%	16%	17%	16%	12%	17%	12%	16%	14%	10%	15%
94102 Hayes Valley/Tenderloin 94103 South of Market	13%	16% 9%	17% 9%	16% 9%	12% 9%	17%	12% 9%	16%	14%	10%	15% 8%
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94103 South of Market	8%	9%	9%	9%	9%	11%	9%	14%	4%	6%	8%
94103 South of Market 94109 Polk/Russian Hill/Nob Hill	8% 5%	9% 9%	9% 9%	9% 10%	9% 7%	11% 8%	9% 10%	14% 9%	4% 6%	6% 13%	8% 5%
94103 South of Market 94109 Polk/Russian Hill/Nob Hill 94110 Inner Mission/Bernal Heights	8% 5% 4%	9% 9% 0%	9% 9% 8%	9% 10% 8%	9% 7% 10%	11% 8% 7%	9% 10% 5%	14% 9% 5%	4% 6% 9%	6% 13% 5%	8% 5% 8%
94103 South of Market 94109 Polk/Russian Hill/Nob Hill 94110 Inner Mission/Bernal Heights 94112 Outer Mission/Excelsior/Ingleside	8% 5% 4% 8%	9% 9% 0% 4%	9% 9% 8% 3%	9% 10% 8% 3%	9% 7% 10% 4%	11% 8% 7% 7%	9% 10% 5% 6%	14% 9% 5% 4%	4% 6% 9% 4%	6% 13% 5% 4%	8% 5% 8% 5%
94103 South of Market 94109 Polk/Russian Hill/Nob Hill 94110 Inner Mission/Bernal Heights 94112 Outer Mission/Excelsior/Ingleside 94115 Western Addition	8% 5% 4% 8% 6%	9% 9% 0% 4% 5%	9% 9% 8% 3% 6%	9% 10% 8% 3% 5%	9% 7% 10% 4% 6%	11% 8% 7% 7% 5%	9% 10% 5% 6% 4%	14% 9% 5% 4% 9%	4% 6% 9% 4% 6%	6% 13% 5% 4% 5%	8% 5% 8% 5% 2%
94103 South of Market 94109 Polk/Russian Hill/Nob Hill 94110 Inner Mission/Bernal Heights 94112 Outer Mission/Excelsior/Ingleside 94115 Western Addition 94116 Parkside/Forest Hill	8% 5% 4% 8% 6% 26%	9% 9% 0% 4% 5% 21%	9% 9% 8% 3% 6%	9% 10% 8% 3% 5% 9%	9% 7% 10% 4% 6% 7%	11% 8% 7% 7% 5% 10%	9% 10% 5% 6% 4%	14% 9% 5% 4% 9%	4% 6% 9% 4% 6% 14%	6% 13% 5% 4% 5% 7%	8% 5% 8% 5% 2% 8%
94103 South of Market 94109 Polk/Russian Hill/Nob Hill 94110 Inner Mission/Bernal Heights 94112 Outer Mission/Excelsior/Ingleside 94115 Western Addition 94116 Parkside/Forest Hill 94117 Haight/Western Addition/Fillmore	8% 5% 4% 8% 6% 26%	9% 9% 0% 4% 5% 21%	9% 9% 8% 3% 6% 11%	9% 10% 8% 3% 5% 9%	9% 7% 10% 4% 6% 7% 3%	11% 8% 7% 7% 5% 10% 3%	9% 10% 5% 6% 4% 11% 2%	14% 9% 5% 4% 9% 9% 5%	4% 6% 9% 4% 6% 14%	6% 13% 5% 4% 5% 7% 1%	8% 5% 8% 5% 2% 8% 3%
94103 South of Market 94109 Polk/Russian Hill/Nob Hill 94110 Inner Mission/Bernal Heights 94112 Outer Mission/Excelsior/Ingleside 94115 Western Addition 94116 Parkside/Forest Hill 94117 Haight/Western Addition/Fillmore 94118 Inner Richmond/Presidio/Laurel	8% 5% 4% 8% 6% 26% 1%	9% 9% 0% 4% 5% 21% 2%	9% 9% 8% 3% 6% 11% 3%	9% 10% 8% 3% 5% 9% 1%	9% 7% 10% 4% 6% 7% 3% 4%	11% 8% 7% 7% 5% 10% 3% 2%	9% 10% 5% 6% 4% 11% 2% 3%	14% 9% 5% 4% 9% 9% 5% 3%	4% 6% 9% 4% 6% 14% 1%	6% 13% 5% 4% 5% 7% 1%	8% 5% 8% 5% 2% 8% 3% 2%
94103 South of Market 94109 Polk/Russian Hill/Nob Hill 94110 Inner Mission/Bernal Heights 94112 Outer Mission/Excelsior/Ingleside 94115 Western Addition 94116 Parkside/Forest Hill 94117 Haight/Western Addition/Fillmore 94118 Inner Richmond/Presidio/Laurel 94122 Sunset	8% 5% 4% 8% 6% 26% 1% 1%	9% 9% 0% 4% 5% 21% 2% 2%	9% 9% 8% 3% 6% 11% 3% 2%	9% 10% 8% 3% 5% 9% 1% 3% 2%	9% 7% 10% 4% 6% 7% 3% 4%	11% 8% 7% 7% 5% 10% 3% 2%	9% 10% 5% 6% 4% 11% 2% 3%	14% 9% 5% 4% 9% 9% 5% 3% 4%	4% 6% 9% 4% 6% 14% 1%	6% 13% 5% 4% 5% 7% 1% 3%	8% 5% 8% 5% 2% 8% 3% 2% 7%
94103 South of Market 94109 Polk/Russian Hill/Nob Hill 94110 Inner Mission/Bernal Heights 94112 Outer Mission/Excelsior/Ingleside 94115 Western Addition 94116 Parkside/Forest Hill 94117 Haight/Western Addition/Fillmore 94118 Inner Richmond/Presidio/Laurel 94122 Sunset 94124 Bayview/Hunters Point	8% 5% 4% 8% 6% 26% 1% 1% 3%	9% 9% 0% 4% 5% 21% 2% 5% 5%	9% 9% 8% 3% 6% 11% 3% 2% 3%	9% 10% 8% 3% 5% 9% 1% 3% 2% 4%	9% 7% 10% 4% 6% 7% 3% 4% 4%	11% 8% 7% 5% 10% 3% 2% 2%	9% 10% 5% 6% 4% 11% 2% 3% 2%	14% 9% 5% 4% 9% 9% 5% 3% 4%	4% 6% 9% 4% 6% 14% 1% 5% 3%	6% 13% 5% 4% 5% 7% 1% 3% 3% 6%	8% 5% 8% 5% 2% 8% 3% 2% 7% 4%
94103 South of Market 94109 Polk/Russian Hill/Nob Hill 94110 Inner Mission/Bernal Heights 94112 Outer Mission/Excelsior/Ingleside 94115 Western Addition 94116 Parkside/Forest Hill 94117 Haight/Western Addition/Fillmore 94118 Inner Richmond/Presidio/Laurel 94122 Sunset 94124 Bayview/Hunters Point 94133 North Beach Telegraph Hill	8% 5% 4% 8% 6% 26% 1% 1% 3% 1%	9% 9% 0% 4% 5% 21% 2% 5% 5%	9% 9% 8% 3% 6% 11% 3% 2% 3% 7%	9% 10% 8% 3% 5% 9% 1% 2% 4%	9% 7% 10% 4% 6% 7% 3% 4% 4%	11% 8% 7% 5% 10% 3% 2% 4% 0%	9% 10% 5% 6% 4% 11% 2% 3% 6% 6% 3%	14% 9% 5% 4% 9% 5% 3% 4% 7%	4% 6% 9% 4% 6% 14% 1% 5% 3% 2%	6% 13% 5% 4% 5% 7% 1% 3% 6% 2%	8% 5% 8% 5% 2% 8% 3% 2% 7% 4%
94103 South of Market 94109 Polk/Russian Hill/Nob Hill 94110 Inner Mission/Bernal Heights 94112 Outer Mission/Excelsior/Ingleside 94115 Western Addition 94116 Parkside/Forest Hill 94117 Haight/Western Addition/Fillmore 94118 Inner Richmond/Presidio/Laurel 94122 Sunset 94124 Bayview/Hunters Point 94133 North Beach Telegraph Hill 94134 Visitacion Valley	8% 5% 4% 8% 6% 26% 1% 1% 1% 4%	9% 9% 0% 4% 5% 21% 2% 5% 5% 3% 19%	9% 9% 8% 3% 6% 11% 3% 2% 3% 7% 1%	9% 10% 8% 3% 5% 9% 1% 3% 4% 1% 3%	9% 7% 10% 4% 6% 7% 3% 4% 4% 4%	11% 8% 7% 5% 10% 3% 2% 2% 4% 0%	9% 10% 5% 6% 4% 11% 2% 3% 6% 3% 5%	14% 9% 5% 4% 9% 5% 3% 4% 7% 2%	4% 6% 9% 4% 6% 14% 1% 5% 3% 2%	6% 13% 5% 4% 5% 7% 1% 3% 6% 2%	8% 5% 8% 2% 8% 3% 2% 7% 4% 2%

Percentages may not sum to 100% due to rounding

Services Needed at Intake (Self-Reported)	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20
Case Management	75%	75%	68%	74%	75%	77%	74%	68%	67%	67%	72%
In-Home Support	56%	54%	54%	61%	64%	74%	62%	60%	57%	57%	64%
Housing-related services	43%	46%	41%	33%	38%	45%	39%	46%	44%	49%	60%
Money Management	32%	26%	21%	40%	34%	42%	37%	30%	39%	36%	41%
Assistive Devices	30%	25%	27%	30%	34%	41%	45%	35%	44%	37%	43%
Mental health/Substance Abuse Services	28%	32%	30%	36%	39%	43%	30%	40%	39%	39%	50%
Day Programs	18%	13%	20%	23%	26%	33%	23%	32%	29%	24%	34%
Food	36%	36%	29%	39%	37%	49%	34%	42%	37%	38%	49%
Caregiver Support	15%	18%	19%	24%	25%	25%	20%	20%	25%	24%	20%
Home repairs/Modifications	18%	18%	20%	15%	23%	29%	37%	28%	28%	33%	22%
Other Services	14%	17%	13%	16%	23%	20%	23%	25%	27%	28%	35%

Program Performance Measurement

Active Performance Measures	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20
Percent of CLF clients with 1 or less acute hospital		93%	89%	89%	89%	96%	92%	93%	91%	90%	94%
admissions in six month period											
Percent of care plan problems resolved on average		55%	61%	73%	75%	63%	65%	72%	*	*	*
after first year of enrollment in CLF										٠,٠	-1*

^{*}Data unavailable due to database system updates

Expenditures and Budget

					ŀ	Project to
Expenditures	Jun-19	Dec-19		Jun-20		Date
IOA Contract						
Purchase of Service *	\$ 1,064,292	\$ 1,069,508	\$	1,168,066	\$	18,721,673
Case Management	\$ 755,216	\$ 805,320	\$	831,853	\$	16,698,351
Capital & Equipment	\$ -	\$ 13,071	\$	46,082	\$	237,870
Operations	\$ 299,958	\$ 265,129	\$	198,472	\$	5,272,273
Indirect	\$ 156,050	\$ 159,844	\$	169,009	\$	2,828,617
Housing and Disability Advocacy Program (HSH Work Order)	\$ 63,692	\$ 70,707	\$	79,659	\$	257,372
CCT Reimbursement	\$ (51,855)	\$ (1,045)	\$	(1,590)	\$	(1,603,596)
SF Health Plan Reimbursement for CBAS	\$ -	\$ -	\$	-	\$	(976,840)
CBAS Assessments for SF Health Plan	\$ -	\$ -	\$	-	\$	676,042
Historical Expenditures within IOA Contract****	\$ -	\$ -	\$	-	\$	483,568
Subtotal	\$ 2,287,353	\$ 2,382,534	\$	2,491,551	\$	42,595,330
DPH Work Orders						
RTZ – DCIP	\$ 48,000	\$ 59,376	\$	36,624	\$	1,196,000
DAAS Internal (Salaries & Fringe)	\$ 284,939	\$ 265,599	\$	229,500	\$	5,497,589
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)	\$ 1,474,965	\$ 1,440,134	\$	1,476,595	\$	11,028,269
Shanti / PAWS (Pets are Wonderful Support)	\$ 45,812	\$ 35,000	\$	35,000	\$	295,000
Historical Expenditures within CLF Program****					\$	1,447,669
Grand Total	\$ 4,141,069	\$ 4,182,643	\$	4,269,270	\$	65,468,747
					ŀ	Project to
	FY1819	FY1920				Date
Total CLF Fund Budget***	\$ 8,714,020	\$		8,716,570	\$	69,655,705
% DAAS Internal of Total CLF Fund**	7%	6	%			8%

^{*} 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-	18	Jun-	19	Dec	-19	Jun-	20	Project-to	-Date
Services	\$	Clients	\$	Clients	\$	Clients	\$	Clients	\$	UDC
Grand Total	\$829,574	143	\$1,027,753	140	\$1,105,931	143	\$1,244,053	159	\$18,846,697	1,538
Home Care	\$313,632	42	\$400,704	35	\$419,991	42	\$473,126	54	\$7,420,259	364
Assisted Living (RCFE/B&C)	\$397,866	26	\$428,352	25	\$542,280	29	\$599,470	30	\$7,217,579	93
Scattered Site Housing									\$209,372	4
Rental Assistance (General)	\$41,594	27	\$46,751	23	\$53,727	18	\$60,845	17	\$1,231,989	428
Non-Medical Home Equipment	\$19,175	39	\$26,386	32	\$15,130	32	\$14,180	42	\$667,192	833
Housing-Related	\$33,461	6	\$65,151	5	\$49,551	8	\$70,866	19	\$712,197	350
Assistive Devices	\$11,806	26	\$46,521	28	\$13,299	32	\$13,146	30	\$704,483	641
Adult Day Programs									\$110,375	20
Communication/Translation	\$5,230	19	\$4,661	17	\$7,289	27	\$4,491	23	\$159,058	416
Respite									\$48,686	10
Health Care	\$5	I	\$149	I	\$30	I			\$92,509	99
Other Special Needs	\$423	I	\$1,962	5	\$680	5	\$1,855	4	\$41,647	107
Counseling	\$4,250	16	\$5,950	19	\$3,100	11	\$4,140	12	\$126,476	204
Professional Care Assistance									\$20,418	15
Habilitation									\$22,788	10
Transportation	\$932	13	\$618	14	\$727	14	\$1,864	13	\$35,094	184
Legal Assistance	\$1,200	I	\$168	3	\$90	I	\$70	I	\$10,284	26
Others			\$381	Į	\$39	Į			\$16,293	54

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

Enrolled Client Demographics

Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20
40%	40%	40%	38%	37%	39%	37%	39%	37%	35%	34%
19%	17%	15%	16%	15%	11%	13%	16%	17%	16%	15%
21%	20%	23%	22%	21%	23%	22%	16%	18%	24%	26%
13%	14%	13%	15%	17%	15%	14%	16%	15%	12%	13%
7%	9%	9%	9%	11%	12%	14%	13%	13%	12%	12%
	<u> </u>		D 1/		D 17		D 10		D 10	. 20
										Jun-20
27%	31%	35%	37%	38%	36%	37%	34%	35%	34%	39%
20%	23%	24%	23%	23%	25%	23%	22%	26%	26%	26%
12%	13%	13%	13%	13%	14%	13%	15%	16%	16%	13%
6%	4%	6%	6%	7%	8%	8%	9%	8%	8%	9%
1%	1%	1%	1%	2%	3%	3%	2%	2%	3%	2%
5%	3%	2%	3%	5%	3%	6%	8%	5%	5%	4%
17%	15%	10%	9%	1%	1%	1%	2%	2%	2%	2%
12%	10%	8%	9%	10%	10%	8%	8%	7%	6%	6%
Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20
76%	76%	79%	80%	79%	76%	77%	77%	79%	78%	79%
12%	11%	11%	10%	10%	12%	10%	10%	10%	10%	9%
6%	6%	4%	5%	5%	5%	6%	6%	5%	5%	5%
1%	0%	0%	0%	0%	0%	0%	1%	1%	1%	1%
0%	1%	1%	0%	1%	1%	1%	0%	0%	0%	1%
1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	0%
1%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%
3%	2%	4%	3%	3%	3%	4%	3%	4%	4%	4%
1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	40% 19% 21% 13% 7% Jun-15 27% 20% 12% 6% 17% 12% 5% 17% 12% 12% 18 11% 3%	40% 40% 19% 17% 21% 20% 13% 14% 7% 9% Jun-15 Dec-15 27% 31% 20% 23% 12% 13% 6% 4% 1% 1% 5% 3% 17% 15% 12% 10% Jun-15 Dec-15 76% 76% 12% 11% 6% 6% 1% 0% 0% 1% 1% 1% 1% 1% 3% 2%	40% 40% 40% 19% 17% 15% 21% 20% 23% 13% 14% 13% 7% 9% 9% Jun-16 27% 31% 35% 20% 23% 24% 12% 13% 13% 6% 4% 6% 1% 1% 1% 5% 3% 2% 17% 15% 10% 12% 10% 8% Jun-15 Dec-15 Jun-16 76% 76% 79% 12% 11% 11% 6% 6% 4% 1% 0% 0% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 0% 1% 1% 0% 1% 1%	40% 40% 40% 38% 19% 17% 15% 16% 21% 20% 23% 22% 13% 14% 13% 15% 7% 9% 9% 9% Jun-15 Dec-15 Jun-16 Dec-16 27% 31% 35% 37% 20% 23% 24% 23% 12% 13% 13% 13% 6% 4% 6% 6% 1% 1% 1% 1% 5% 3% 2% 3% 17% 15% 10% 9% 12% 10% 8% 9% Jun-15 Dec-15 Jun-16 Dec-16 76% 76% 79% 80% 12% 11% 11% 10% 6% 4% 5% 12% 11% 11% 10% 6% 6% 4% 5% <tr< td=""><td>40% 40% 38% 37% 19% 17% 15% 16% 15% 21% 20% 23% 22% 21% 13% 14% 13% 15% 17% 7% 9% 9% 9% 11% Jun-15 Dec-15 Jun-16 Dec-16 Jun-17 27% 31% 35% 37% 38% 20% 23% 24% 23% 23% 20% 23% 24% 23% 23% 12% 13% 13% 13% 13% 6% 4% 6% 6% 7% 1% 1% 1% 1% 2% 5% 3% 2% 3% 5% 17% 15% 10% 9% 1% 12% 10% 8% 9% 10% 12% 11% 11% 10% 10% 5% 76% 79%</td><td>40% 40% 38% 37% 39% 19% 17% 15% 16% 15% 11% 21% 20% 23% 22% 21% 23% 13% 14% 13% 15% 17% 15% 7% 9% 9% 9% 11% 12% Jun-15 Jun-16 Dec-16 Jun-17 Dec-17 27% 31% 35% 37% 38% 36% 20% 23% 24% 23% 23% 25% 12% 13% 13% 13% 13% 14% 6% 4% 6% 6% 7% 8% 1% 1% 1% 1% 2% 3% 5% 3% 2% 3% 5% 3% 17% 15% 10% 9% 1% 1% 12% 10% 8% 9% 10% 10% 12m-15 Jun-16</td><td>40% 40% 38% 37% 39% 37% 19% 17% 15% 16% 15% 11% 13% 21% 20% 23% 22% 21% 23% 22% 13% 14% 13% 15% 17% 15% 14% 7% 9% 9% 11% 12% 14% 7% 9% 9% 11% 12% 14% 5 9% 9% 11% 12% 14% 6 9% 9% 11% 12% 14% 1 9% 11% 12% 14% 1 13% 35% 37% 38% 36% 37% 20% 23% 24% 23% 23% 25% 23% 12% 13% 13% 13% 14% 13% 14% 13% 6% 4% 6% 6% 7% 8% 8% 1% <</td><td>40% 40% 40% 38% 37% 39% 37% 39% 19% 17% 15% 16% 15% 11% 13% 16% 21% 20% 23% 22% 21% 23% 22% 16% 13% 14% 13% 15% 17% 15% 14% 16% 7% 9% 9% 9% 11% 12% 14% 13% Jun-15 Dec-15 Jun-16 Dec-16 Jun-17 Dec-17 Jun-18 Dec-18 27% 31% 35% 37% 38% 36% 37% 34% 20% 23% 24% 23% 23% 25% 23% 22% 12% 13% 13% 13% 13% 14% 13% 15% 6% 4% 6% 6% 7% 8% 8% 9% 11% 1% 1% 2% 3% 3% 2%</td><td>40% 40% 38% 37% 39% 37% 39% 37% 19% 17% 15% 16% 15% 11% 13% 16% 17% 21% 20% 23% 22% 21% 23% 22% 16% 18% 13% 14% 13% 15% 17% 15% 14% 16% 15% 7% 9% 9% 9% 11% 12% 14% 16% 15% 7% 9% 9% 11% 12% 14% 16% 15% 7% 9% 9% 11% 12% 14% 16% 15% 7% 9% 9% 11% 12% 14% 13% 13% 20% 23% 24% 23% 23% 25% 23% 22% 26% 12% 13% 13% 13% 13% 14% 13% 15% 16% 6% 4%</td><td>40% 40% 40% 38% 37% 39% 37% 39% 37% 35% 19% 17% 15% 16% 15% 11% 13% 16% 17% 16% 21% 20% 23% 22% 21% 23% 22% 16% 18% 24% 13% 14% 13% 15% 17% 15% 14% 16% 15% 12% 7% 9% 9% 9% 11% 12% 14% 13% 13% 12% Jun-15 Dec-15 Jun-16 Dec-16 Jun-17 Dec-17 Jun-18 Dec-18 Jun-19 Dec-19 27% 31% 35% 37% 38% 36% 37% 34% 35% 34% 20% 23% 24% 23% 23% 25% 23% 22% 26% 26% 12% 13% 13% 13% 13% 13% 13% 13% <</td></tr<>	40% 40% 38% 37% 19% 17% 15% 16% 15% 21% 20% 23% 22% 21% 13% 14% 13% 15% 17% 7% 9% 9% 9% 11% Jun-15 Dec-15 Jun-16 Dec-16 Jun-17 27% 31% 35% 37% 38% 20% 23% 24% 23% 23% 20% 23% 24% 23% 23% 12% 13% 13% 13% 13% 6% 4% 6% 6% 7% 1% 1% 1% 1% 2% 5% 3% 2% 3% 5% 17% 15% 10% 9% 1% 12% 10% 8% 9% 10% 12% 11% 11% 10% 10% 5% 76% 79%	40% 40% 38% 37% 39% 19% 17% 15% 16% 15% 11% 21% 20% 23% 22% 21% 23% 13% 14% 13% 15% 17% 15% 7% 9% 9% 9% 11% 12% Jun-15 Jun-16 Dec-16 Jun-17 Dec-17 27% 31% 35% 37% 38% 36% 20% 23% 24% 23% 23% 25% 12% 13% 13% 13% 13% 14% 6% 4% 6% 6% 7% 8% 1% 1% 1% 1% 2% 3% 5% 3% 2% 3% 5% 3% 17% 15% 10% 9% 1% 1% 12% 10% 8% 9% 10% 10% 12m-15 Jun-16	40% 40% 38% 37% 39% 37% 19% 17% 15% 16% 15% 11% 13% 21% 20% 23% 22% 21% 23% 22% 13% 14% 13% 15% 17% 15% 14% 7% 9% 9% 11% 12% 14% 7% 9% 9% 11% 12% 14% 5 9% 9% 11% 12% 14% 6 9% 9% 11% 12% 14% 1 9% 11% 12% 14% 1 13% 35% 37% 38% 36% 37% 20% 23% 24% 23% 23% 25% 23% 12% 13% 13% 13% 14% 13% 14% 13% 6% 4% 6% 6% 7% 8% 8% 1% <	40% 40% 40% 38% 37% 39% 37% 39% 19% 17% 15% 16% 15% 11% 13% 16% 21% 20% 23% 22% 21% 23% 22% 16% 13% 14% 13% 15% 17% 15% 14% 16% 7% 9% 9% 9% 11% 12% 14% 13% Jun-15 Dec-15 Jun-16 Dec-16 Jun-17 Dec-17 Jun-18 Dec-18 27% 31% 35% 37% 38% 36% 37% 34% 20% 23% 24% 23% 23% 25% 23% 22% 12% 13% 13% 13% 13% 14% 13% 15% 6% 4% 6% 6% 7% 8% 8% 9% 11% 1% 1% 2% 3% 3% 2%	40% 40% 38% 37% 39% 37% 39% 37% 19% 17% 15% 16% 15% 11% 13% 16% 17% 21% 20% 23% 22% 21% 23% 22% 16% 18% 13% 14% 13% 15% 17% 15% 14% 16% 15% 7% 9% 9% 9% 11% 12% 14% 16% 15% 7% 9% 9% 11% 12% 14% 16% 15% 7% 9% 9% 11% 12% 14% 16% 15% 7% 9% 9% 11% 12% 14% 13% 13% 20% 23% 24% 23% 23% 25% 23% 22% 26% 12% 13% 13% 13% 13% 14% 13% 15% 16% 6% 4%	40% 40% 40% 38% 37% 39% 37% 39% 37% 35% 19% 17% 15% 16% 15% 11% 13% 16% 17% 16% 21% 20% 23% 22% 21% 23% 22% 16% 18% 24% 13% 14% 13% 15% 17% 15% 14% 16% 15% 12% 7% 9% 9% 9% 11% 12% 14% 13% 13% 12% Jun-15 Dec-15 Jun-16 Dec-16 Jun-17 Dec-17 Jun-18 Dec-18 Jun-19 Dec-19 27% 31% 35% 37% 38% 36% 37% 34% 35% 34% 20% 23% 24% 23% 23% 25% 23% 22% 26% 26% 12% 13% 13% 13% 13% 13% 13% 13% <

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