MEMORANDUM

DATE: April I, 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 (July-December

2019)

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 184 total new referrals, an increase from the prior period; this volume of new referrals is consistent with trends over the program. Most (80%) of those referred were eligible and most (79%) were approved to receive services.
- ❖ A total of 340 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, 101 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, about 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 the largest group (39%). Referrals made on behalf of African-Americans increased to nearly a third (32%) of those made during this period. Referrals for Latino clients decreased slightly to 17% of all referrals, while referrals for Asian/Pacific Islander dropped to about one in every ten (10%) referrals.
- * Referrals for English-speaking clients remain the most common, making up 72% of referrals in the current reporting period. The second most common primary language remains Spanish (13%). Approximately 7% speak Asian/Pacific Islander languages, most commonly Cantonese (6%), a decrease that mirrors the ethnicity trends described above.
- ❖ Males represented just over half (54%) of referrals, a slight increase to return to previous levels. Three percent of referred clients identified as transgender.
- * Referred clients most commonly identify as heterosexual (68% of all referrals; 84% of referrals with a documented response to the sexual orientation question). Ten percent of all referrals were for persons identifying as gay/lesbian/same-sex loving and three percent were for persons identifying as bisexual. Approximately 18% 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 94109 (13% of referrals), which includes the Polk Gulch, Russian Hill, and Nob Hill neighborhoods. The 94102 zip code (Tenderloin, Hayes Valley), which has historically been the most common zip code for referred clients, accounted for 10% of referrals. Other common areas were 94116 (Parkside, Laguna Honda) with 7% of all referrals, 94103 (South of Market) with 6%, and 94124 (Bayview, Hunters Point) with 6%.

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 18% of all referrals. This is consistent with 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 consistent with prior periods. The most commonly requested services at intake include: case management (67%), in-home support (57%), and housing-related services (49%).

Program Costs

The six-month period ending in December 2019 shows a net increase of \$17,127 in CLF program costs over the prior six-month period.

❖ Total monthly program costs per client² averaged \$2,038 per month in the latest six-month period, an increase of \$26 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 \$183 per month in the latest reporting period, a decrease of \$156 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 90% 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.
- Percent of care plan problems resolved, on average, after one year of enrollment in the CLF Program (excludes "banked" clients). Goal: 80%

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

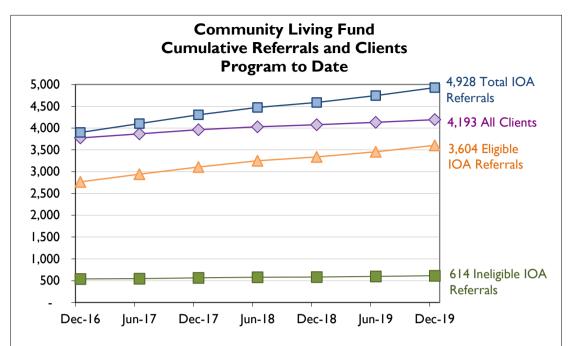
Due to changes in the CLF program database (including improvements to the Care Plan module), this metric is not available for the current reporting period. It will be available in the next six-month report.

Systemic changes / Trends affecting CLF

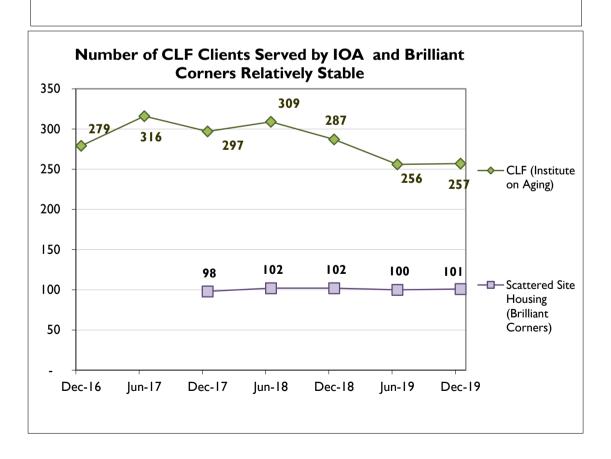
- ❖ As of March 2020, there are 42 referrals awaiting assignment. On average, these clients have been waiting for 60 days. Approximately 60% of clients are waiting for intensive case management; the others have been referred for a purchase of service (and have separate community case management). This waitlist is slightly longer than the last six-month report, with a corresponding increase in the number of days waiting, although it still remains lower than trends in prior periods. Notably, clients waiting for purchases of service have spent a longer time waiting for services than those waiting for intensive case management (an average of 98 days waiting compared to 38 days waiting). IOA is increasing staffing for its Purchasing Case Manager from half- to full-time to expedite coordination of purchase of goods and services.
- ❖ During this reporting period, the CLF Program transitioned three (3) participants into Scattered Site Housing units managed by Brilliant Corners. All three were discharged from Laguna Honda 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.
- ❖ IOA worked with RTZ Associates to update the CLF Care Plan module with a revised service plan library and layout including intervention language and goals identification. These updates, along with the use of S.M.A.R.T. goals, are intended to improve the accuracy of reporting performance metrics and indicators for client improvements. The revised module was launched January 2019 and CLF worked to streamline process and identify needed improvements through May 2019. Several updates and changes to the module were made to maximize its effectiveness and efficiency in both performance and accuracy. Upon completion of the new module, new care plans were created for each client to reflect the most updated library. This has resulted in some challenges in accurately identifying the percentage of completed interventions. However, CLF anticipates resolving these challenges and being able to accurately report the percentage in the next six-month reporting period.
- ❖ 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

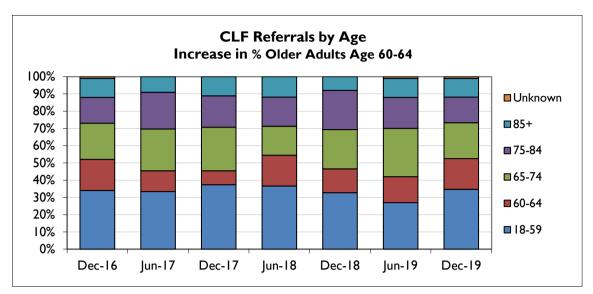
housing by providing intensive case management and purchase of services when appropriate. During this six-month period, approximately 31 HDAP referrals were made to CLF and 15 individuals were enrolled and served. Since the beginning of the HDAP partnership in July 2018, CLF has served 41 unduplicated HDAP clients. CLF case management has supported these clients through the transition period with care coordination and stabilization efforts.

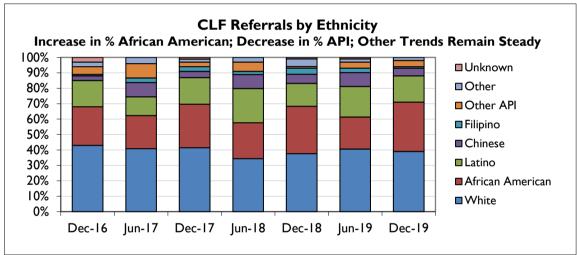
- CLF continued to implement improvements in outreach to increase access for the API and LGBTQ population. In addition to the partnership contract with Self Help for the Elderly (SHE), CLF maximized the utilization of a dedicated caseload for its bilingual staff who work with the API population. For temporary vacancies, IOA recruitment continues to source new care managers with language capabilities to bolster CLF capacity to serve API clients. Additionally, CLF began identifying LGBTQ community service providers to expand outreach efforts that will include inservice presentations and dissemination of marketing materials.
- ❖ The CLF program has worked extensively to create a staffing plan for caseload maximization and overall increase in clients served including hiring an additional half-time Occupational Therapist to facilitate assessments for home modifications, assistive devices, and other services, and increasing the Care Coordinator position from half- to full-time to expedite coordination of purchase of goods and services.
- ❖ During this reporting period, the CLF program entered a Memorandum of Understanding and created an alliance with the DAS Benefits and Resource Hub and the Independent Living Resource Center of San Francisco to form the San Francisco Aging and Disability Resource Connection (ADRC). The ADRC coalition first formed in 2007 and has expanded the core and extended partnerships over the past 12 years. The goal of the ADRC coalition is to develop long-term support infrastructure to increase consumer access to home and community-based long-term services and supports and to divert persons with disabilities and older adults from unnecessary institutionalization. The ADRC coalition brings together key stakeholders in an effort to streamline community-based services for older adults and people with disabilities, educate the public about the rich array of services available to support community-based living and aging in place, and provide human service organizations with an avenue through which to share knowledge, resources and opportunities.

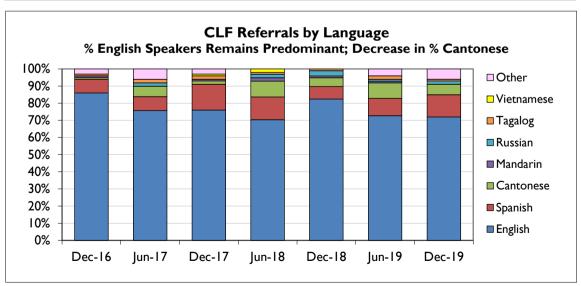


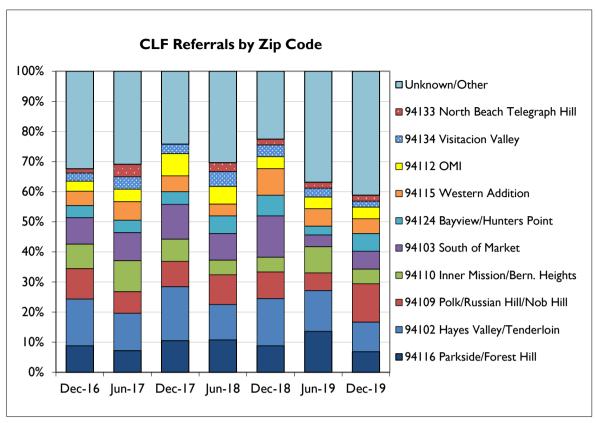
Notes: Referrals are all referrals to the primary CLF program, operated by the Institute on Aging (IOA). Referrals are counted by month of referral. Clients served include those served by the IOA, as well as those receiving received transitional care through NCPHS and emergency meals through Meals on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

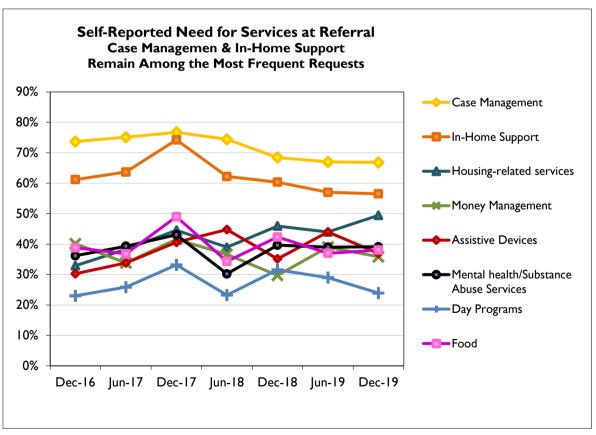


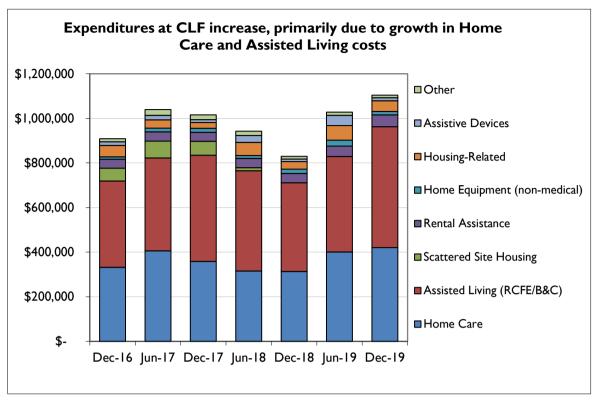


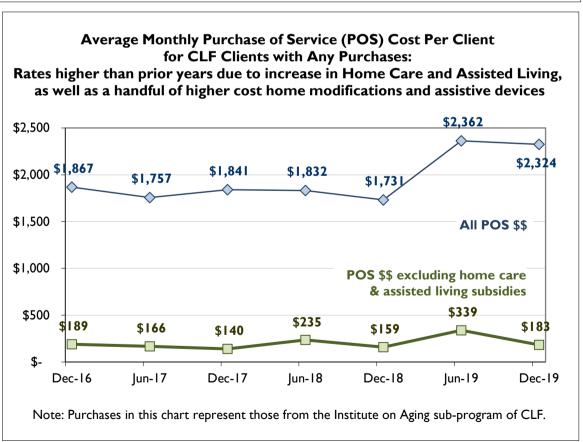


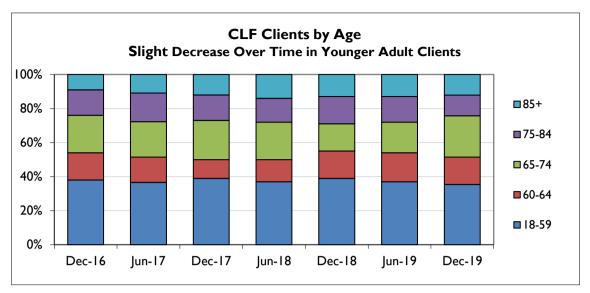


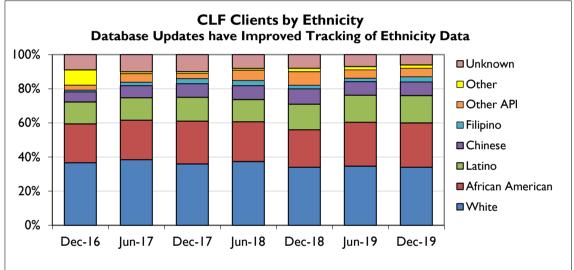


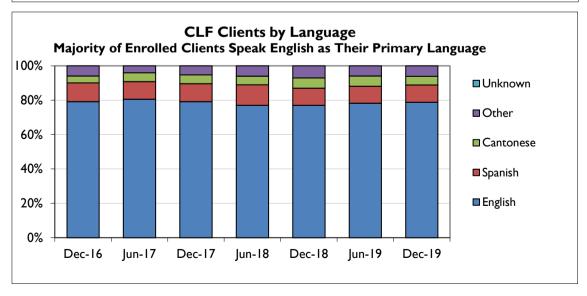


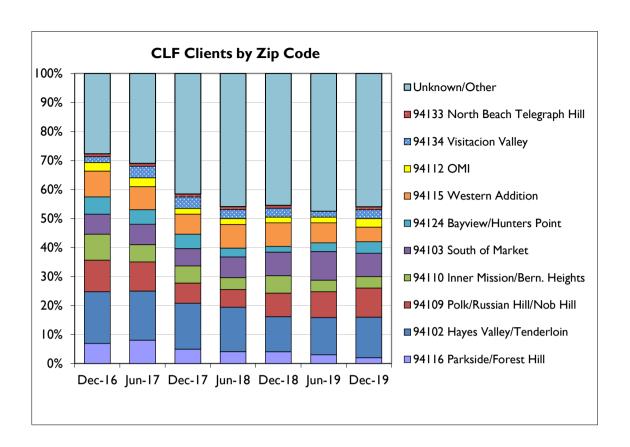












Enrollment and Referral Trends

Active Caseload	Ju	n-17	De	ec-17	Jun	-18	De	c-18	Jun	-19	Dec	c- 19
	#	%	#	%	#	%	#	%	#	%	#	%
All Active Cases*	316		377		388		370		343		340	
Change from Prior 6 Months	37	13.3%	61	19.3%	11	2.9%	(18)	-4.6%	(27)	-7.3%	(3)	-0.9%
Change from Previous Year	25	8.6%	98	35.1%	72	22.8%	(7)	-1.9%	(45)	-11.6%	(30)	-8.1%
Change from 2 Years	(343)	-52.0%	19	5.3%	97	33.3%	91	32.6%	27	8.5%	(37)	-9.8%
Program Enrollment												
CLF at Institute on Aging	316	100%	297	79%	309	80%	287	78%	256	75%	257	76%
with any service purchases	180	57%	145	49%	156	50%	143	50%	138	54%	143	56%
with no purchases	136	43%	152	51%	153	50%	144	50%	118	46%	114	44%
Scattered Site Housing (Brilliant Corners			98	26%	102	26%	102	28%	100	29%	101	30%
Program to Date												
All CLF Enrollment*	3,866		3,963		4,030		4,076		4,133		4,193	
CLF at Institute on Aging Enrollment	1,734	45%	1,813	46%	1,883	47%	1,929	47%	1,989	48%	2,048	49%
with any service purchases	1,250	72%	1,280	71%	1,341	71%	1,383	72%	1,434	72%	1,482	72%
Average monthly \$/client (all clients, all \$)	\$2,012		\$1,579		\$1,656		\$1,591		\$ 2,012		\$ 2,038	
Average monthly purchase of service	\$1,757		\$1,841		\$1,832		\$1,731		\$ 2,362		\$ 2,324	
\$/client for CLF IOA purchase clients												
Average monthly purchase of service	\$ 166	_	\$ 140	_	\$ 235		\$ 159	_	\$ 339	_	\$ 183	
\$/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	Jur	n-17	De	ec-17	Jun	-18	De	ec-18	Jur	n-19	De	c-19
	#	%	#	%	#	%	#	%	#	%	#	%
New Referrals**	201		202		172		111		158		184	
Change from previous six months	49	32%	I	0%	(30)	-15%	(61)	-35%	47	42%	26	16%
Change from previous year	(10)	-5%	50	33%	(29)	-14%	(91)	-45%	(14)	-8%	73	66%
Status After Initial Screening												
Eligible:	174	87%	166	82%	144	84%	88	79%	117	74%	148	80%
Approved to Receive Service	154	89%	151	91%	95	66%	55	63%	103	88%	117	79%
Wait List	0	0%	13	8%	45	31%	31	35%	11	9%	24	16%
Pending Final Review	20	11%	2	1%	4	3%	2	2%	3	3%	7	5%
Ineligible	8	4%	17	8%	13	8%	6	5%	15	9%	15	8%
Withdrew Application	19	9%	19	9%	15	9%	17	15%	14	9%	П	6%
Pending Initial Determination	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Program to Date												
Total Referrals	4,101		4,303		4,475		4,586		4,744		4,928	
Eligible Referrals	2,941	72%	3,107	72%	3,251	73%	3,339	73%	3,456	73%	3,604	73%
Ineligible Referrals	548	13%	565	13%	578	13%	584	13%	599	13%	614	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)	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19
18-59	37%	39%	43%	37%	34%	33%	37%	37%	33%	27%	35%
60-64	18%	15%	13%	15%	18%	12%	8%	18%	14%	15%	18%
65-74	22%	20%	22%	26%	21%	24%	25%	17%	23%	28%	21%
75-84	14%	19%	13%	13%	15%	21%	18%	17%	23%	18%	15%
85+	10%	6%	10%	8%	11%	9%	11%	12%	8%	11%	11%
Unknown	0%	1%	0%	0%	1%	0%	0%	0%	0%	1%	1%

Ethnicity	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19
White	32%	39%	45%	37%	43%	40%	41%	34%	38%	41%	39%
African American	22%	24%	28%	29%	25%	21%	28%	23%	31%	21%	32%
Latino	15%	17%	13%	13%	17%	12%	17%	22%	15%	20%	17%
Chinese	10%	7%	6%	7%	3%	9%	4%	9%	6%	9%	5%
Filipino	4%	3%	2%	2%	1%	3%	3%	2%	4%	3%	1%
Other API	8%	1%	3%	7%	5%	9%	3%	6%	1%	4%	4%
Other	2%	3%	3%	3%	3%	4%	2%	3%	5%	2%	2%
Unknown	7%	5%	1%	1%	3%	0%	1%	0%	1%	1%	0%
	-	-	-		-						

Language	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19
English	78%	80%	85%	86%	86%	75%	76%	69%	80%	72%	72%
Spanish	10%	12%	7%	5%	8%	8%	15%	13%	7%	10%	13%
Cantonese	8%	7%	5%	8%	1%	6%	2%	9 %	5%	9%	6%
Mandarin	0%	0%	1%	0%	1%	0%	1%	2%	1%	1%	0%
Russian	0%	1%	1%	1%	0%	2%	0%	2%	3%	1%	2%
Tagalog	0%	0%	0%	2%	1%	2%	2%	1%	1%	2%	1%
Vietnamese	3%	1%	0%	0%	0%	0%	1%	2%	0%	0%	0%
Other	1%	1%	1%	0%	3%	6%	3%	0%	0%	4%	6%

Percentages may not sum to 100% due to rounding

Gender	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19
Male	56%	58%	58%	60%	55%	53%	56%	59%	55%	50%	54%
Female	44%	42%	40%	40%	45%	47%	43%	40%	40%	49%	43%
Transgender MtF	0%	1%	2%	0%	0%	0%	0%	1%	3%	1%	2%
Transgender FtM	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
All Other (Genderqueer, Not listed)	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Incomplete/Missing data	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%
Sexual Orientation	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19
Heterosexual	42%	51%	46%	48%	50%	55%	69%	69%	65%	68%	68%
Gay/Lesbian/Same Gender-Loving	3%	4%	8%	8%	5%	6%	7%	9%	7%	8%	5%
Bisexual	0%	1%	1%	0%	3%	0%	2%	1%	5%	1%	2%
All Other (Questioning/Unsure, Not Listed)	0%	0%	0%	0%	1%	3%	0%	1%	1%	1%	1%
Declined to State	2%	0%	2%	0%	1%	1%	3%	3%	2%	1%	5%
Incomplete/Missing data/Not asked	54%	44%	43%	44%	41%	33%	17%	17%	20%	22%	18%
Zipcode	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19
0410211	1.40/	130/	16%	17%	16%	12%	17%	12%	16%	14%	10%
94102 Hayes Valley/Tenderloin	14%	13%	16%	1/%	16%	12/0	1 / /0	12/0	10/6	14/0	10/6
94102 Hayes Valley/Tenderloin 94103 South of Market	14% 5%	8%	9%	9%	9%	9%	11%	9%	14%	4%	6%
, ,											
94103 South of Market	5%	8%	9%	9%	9%	9%	11%	9%	14%	4%	6%
94103 South of Market 94109 Polk/Russian Hill/Nob Hill	5% 7%	8% 5%	9% 9%	9% 9%	9% 10%	9% 7%	11% 8%	9% 10%	14% 9%	4% 6%	6% 13%
94103 South of Market 94109 Polk/Russian Hill/Nob Hill 94110 Inner Mission/Bernal Heights	5% 7% 7%	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%
94103 South of Market 94109 Polk/Russian Hill/Nob Hill 94110 Inner Mission/Bernal Heights 94112 Outer Mission/Excelsior/Ingleside	5% 7% 7% 5%	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%
94103 South of Market 94109 Polk/Russian Hill/Nob Hill 94110 Inner Mission/Bernal Heights 94112 Outer Mission/Excelsior/Ingleside 94115 Western Addition	5% 7% 7% 5% 3%	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%
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	5% 7% 7% 5% 3% 23%	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%	9% 10% 5% 6% 4%	14% 9% 5% 4% 9%	4% 6% 9% 4% 6% 14%	6% 13% 5% 4% 5% 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	5% 7% 7% 5% 3% 23% 4%	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%
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	5% 7% 7% 5% 3% 23% 4% 2%	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%	14% 9% 5% 4% 9% 9% 5% 3%	4% 6% 9% 4% 6% 14% 1%	6% 13% 5% 4% 5% 7% 1% 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 94122 Sunset	5% 7% 7% 5% 3% 23% 4% 2% 3%	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% 6% 9% 4% 6% 14% 1% 1%	6% 13% 5% 4% 5% 7% 1% 3% 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 94122 Sunset 94124 Bayview/Hunters Point	5% 7% 7% 5% 3% 23% 4% 2% 3% 7%	8% 5% 4% 8% 6% 26% 1% 1%	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%	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%
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	5% 7% 7% 5% 3% 23% 4% 2% 3% 7% 2%	8% 5% 4% 8% 6% 26% 1% 1% 3%	9% 9% 0% 4% 5% 21% 2% 5% 5% 3%	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% 2%	4% 6% 9% 4% 6% 14% 1% 5% 3%	6% 13% 5% 4% 5% 7% 1% 3% 6% 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 94124 Bayview/Hunters Point 94133 North Beach Telegraph Hill 94134 Visitacion Valley	5% 7% 7% 5% 3% 23% 4% 2% 3% 7% 2% 5%	8% 5% 4% 8% 6% 26% 1% 3% 1% 1%	9% 9% 0% 4% 5% 21% 2% 5% 5% 3%	9% 9% 8% 3% 6% 11% 3% 2% 3% 7% 1%	9% 10% 8% 3% 5% 9% 1% 3% 4% 1%	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%

Percentages may not sum to 100% due to rounding

Services Needed at Intake (Self-Reported)	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19
Case Management	56%	75%	75%	68%	74%	75%	77%	74%	68%	67%	67%
In-Home Support	39%	56%	54%	54%	61%	64%	74%	62%	60%	57%	57%
Housing-related services	25%	43%	46%	41%	33%	38%	45%	39%	46%	44%	49%
Money Management	20%	32%	26%	21%	40%	34%	42%	37%	30%	39%	36%
Assistive Devices	20%	30%	25%	27%	30%	34%	41%	45%	35%	44%	37%
Mental health/Substance Abuse Services	23%	28%	32%	30%	36%	39%	43%	30%	40%	39%	39%
Day Programs	13%	18%	13%	20%	23%	26%	33%	23%	32%	29%	24%
Food	24%	36%	36%	29%	39%	37%	49%	34%	42%	37%	38%
Caregiver Support	14%	15%	18%	19%	24%	25%	25%	20%	20%	25%	24%
Home repairs/Modifications	17%	18%	18%	20%	15%	23%	29%	37%	28%	28%	33%
Other Services	11%	14%	17%	13%	16%	23%	20%	23%	25%	27%	28%

Program Performance Measurement

Active Performance Measures	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19
Percent of CLF clients with I or less acute hospital			93%	89%	89%	89%	96%	92%	93%	91%	90%
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										Ψ.	*

^{*}Data unavailable due to database system updates

Expenditures and Budget

					Project to
Expenditures	Dec-18		Jun-19	Dec-19	Date
IOA Contract					
Purchase of Service *	\$ 807,677	\$	1,064,292	\$ 1,069,508	\$ 17,553,607
Case Management	\$ 707,771	\$	755,216	\$ 805,320	\$ 15,866,498
Capital & Equipment	\$ -	\$	-		\$ 178,717
Operations	\$ 268,323	\$	299,958	\$ 265,129	\$ 5,073,801
Indirect	\$ 144,958	\$	156,050	\$ 159,844	\$ 2,659,608
Housing and Disability Advocacy Program (HSH Work Order)	\$ 43,314	\$	63,692	\$ 70,707	\$ 177,713
CCT Reimbursement	\$ (129,817)	\$	(51,855)	\$ (1,045)	\$ (1,602,006)
SF Health Plan Reimbursement for CBAS	\$ -	\$	-		\$ (976,840)
CBAS Assessments for SF Health Plan	\$ -	\$	-		\$ 676,042
Historical Expenditures within IOA Contract****	\$ -	\$	-		\$ 483,568
Subtotal	\$ 1,842,226	\$	2,287,353	\$ 2,369,463	\$ 37,721,245
DPH Work Orders					
RTZ – DCIP	\$ 48,000	\$	48,000	\$ 48,000	\$ 1,100,000
DAAS Internal (Salaries & Fringe)	\$ 291,784	\$	284,939	\$ 265,599	\$ 5,268,089
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)	\$ 1,321,630	\$	1,474,965	\$ 1,440,134	\$ 9,551,674
Shanti / PAWS (Pets are Wonderful Support)	\$ 29,188	\$	45,812	\$ 35,000	\$ 225,000
Historical Expenditures within CLF Program****					\$ 1,447,669
Grand Total	\$ 3,532,828	\$	4,141,069	\$ 4,158,196	\$ 57,016,834
					Project to
	FYI	81	9	FY1920	Date
Total CLF Fund Budget***	\$		8,714,020	\$ 8,716,570	\$ 69,655,705
9/ DAAC Intermed of Total CLE From 4**		0/		10/	00/

			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-	17	Jun-	18	Dec-	18	Jun-	19	Dec	-19	Project-to	-Date
Services	\$	Clients	\$	Clients	\$	Clients	\$	Clients	\$	Clients	\$	UDC
Grand Total	\$1,015,459	145	\$942,585	156	\$829,574	143	\$1,027,753	140	\$1,104,380	143	\$17,601,093	1,482
Home Care	\$358,621	40	\$315,280	38	\$313,632	42	\$400,704	35	\$419,991	42	\$6,947,133	346
Assisted Living (RCFE/B&C)	\$475,858	28	\$449,967	30	\$397,866	26	\$428,352	25	\$542,280	29	\$6,618,109	88
Scattered Site Housing	\$63,019	3	\$13,801	3							\$209,372	4
Rental Assistance (General)	\$40,000	17	\$41,191	23	\$41,594	27	\$46,751	23	\$53,727	18	\$1,171,144	427
Non-Medical Home Equipment	\$18,159	26	\$13,297	22	\$19,175	39	\$26,386	32	\$15,130	32	\$653,011	801
Housing-Related	\$25,945	11	\$58,944	14	\$33,461	6	\$65,151	5	\$48,091	7	\$639,871	331
Assistive Devices	\$12,747	34	\$30,391	29	\$11,806	26	\$46,521	28	\$13,299	32	\$691,337	619
Adult Day Programs	\$170	1	\$0	I							\$110,375	20
Communication/Translation	\$12,263	37	\$10,047	31	\$5,230	19	\$4,661	17	\$7,289	27	\$154,567	403
Respite											\$48,686	10
Health Care	\$48	- 1	\$547	I	\$5	1	\$149	I	\$30	1	\$92,509	99
Other Special Needs	\$2,391	5	(\$308)	2	\$423	_	\$1,962	5	\$680	5	\$39,792	104
Counseling	\$3,900	14	\$6,800	20	\$4,250	16	\$5,950	19	\$3,100	П	\$122,336	199
Professional Care Assistance											\$20,418	15
Habilitation											\$22,788	10
Transportation	\$2,337	13	\$299	14	\$932	13	\$618	14	\$636	14	\$33,139	174
Legal Assistance			\$2,225	1	\$1,200	1	\$168	3	\$90	I	\$10,214	25
Others			\$104	- 1			\$381	I	\$39	1	\$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 of average cost per client served.

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

Enrolled Client Demographics

Age (in years)	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19
18-59	44%	40%	40%	40%	38%	37%	39%	37%	39%	37%	35%
60-64	19%	19%	17%	15%	16%	15%	11%	13%	16%	17%	16%
65-74	19%	21%	20%	23%	22%	21%	23%	22%	16%	18%	24%
75-84	11%	13%	14%	13%	15%	17%	15%	14%	16%	15%	12%
85+	7%	7%	9%	9%	9%	11%	12%	14%	13%	13%	12%
Ethnicity	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19
White	25%	27%	31%	35%	37%	38%	36%	37%	34%	35%	34%
African American	19%	20%	23%	24%	23%	23%	25%	23%	22%	26%	26%
Latino	12%	12%	13%	13%	13%	13%	14%	13%	15%	16%	16%
Chinese	6%	6%	4%	6%	6%	7%	8%	8%	9%	8%	8%
Filipino	2%	1%	1%	1%	1%	2%	3%	3%	2%	2%	3%
Other API	4%	5%	3%	2%	3%	5%	3%	6%	8%	5%	5%
Other	17%	17%	15%	10%	9%	1%	1%	1%	2%	2%	2%
Unknown	16%	12%	10%	8%	9%	10%	10%	8%	8%	7%	6%
Language	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19
English	80%	76%	76%	79%	80%	79%	76%	77%	77%	79%	78%
Spanish	8%	12%	11%	11%	10%	10%	12%	10%	10%	10%	10%
Cantonese	5%	6%	6%	4%	5%	5%	5%	6%	6%	5%	5%
Mandarin	1%	1%	0%	0%	0%	0%	0%	0%	1%	1%	1%
Russian	0%	0%	1%	1%	0%	1%	1%	1%	0%	0%	0%
Tambas	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%
Tagalog	.,0						201	201			00/
Vietnamese	0%	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%
			1% 2%	0% 4%		0% 3%	3%	0% 4%	1% 3%		4%

59% 40% 1% 0% 0% 0%	57% 42% 1% 0% 0% 0% Dec-15	Jun-16 60% 39% 1% 0% 0%	59% 38% 1% 0%	Jun-17 54% 41% 1% 0% 0%	Dec-17 55% 44% 1% 0%	Jun-18 59% 40% 1%	59% 40% 1%	54% 45%	51% 48%		
40% 1% 0% 0% 0% Jun-15	42% 1% 0% 0% 0%	39% 1% 0% 0%	38% 1% 0%	41% 1% 0%	44% 1%	40% 1%	40% 1%	45%	48%		
1% 0% 0% 0% Jun-15 80%	1% 0% 0% 0%	1% 0% 0%	1% 0%	1% 0%	1%	1%	1%				
0% 0% 0% Jun-15 80%	0% 0% 0%	0% 0%	0%	0%				1%			
0% 0% Jun-15 80%	0% 0%	0%			0%	Λ9/			1%		
0% Jun-15 80%	0%		0%	00/		0/6	0%	0%	0%		
Jun-15 80%		0%		υ%	0%	0%	0%	0%	0%		
80%	Dec-15		2%	4%	0%	0%	0%	0%	0%		
80%	Dec-15	Sexual Orientation Dec-14 Jun-15 Dec-15 Jun-16 Dec-16 Jun-17 Dec-17 Jun-18 Dec-18 Jun-19 Dec-19									
	010/		Dec-16			Jun-18			Dec-19		
11%	81%	82%	78%	79%	78%	78%	79%	79%	80%		
201	8%	11%	10%	10%	11%	12%	12%	12%	11%		
2%	3%	2%	3%	3%	2%	2%	2%	4%	4%		
0%	0%	1%	2%	2%	2%	1%	1%		1%		
5%	5%	5%	5%	3%	5%	5%	5%	3%	3%		
									2%		
Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19		
17%	16%	19%	18%	17%	16%	15%	12%	13%	14%		
6%	7%	7%	7%	7%	6%	7%	8%	10%	8%		
7%	7%	9%	11%	10%	7%	6%	8%	9%	10%		
9%	8%	10%	9%	6%	6%	4%	6%	4%	4%		
4%	5%	3%	3%	3%	2%	2%	2%	2%	3%		
7%	8%	8%	9%	8%	7%	8%	8%	7%	5%		
6%	7%	6%	7%	8%	5%	4%	4%	3%	2%		
4%	4%	3%	3%	4%	3%	2%	3%	3%	4%		
3%	2%	2%	1%	2%	2%	2%	3%	4%	3%		
6%	5%	4%	5%	3%	2%	2%	2%	2%	2%		
6%	4%	4%	6%	5%	5%	3%	2%	3%	4%		
1%	1%	1%	1%	1%	1%	۱%	1%	0%	1%		
4%	5%	4%	2%	4%	4%	3%	3%	2%	3%		
21%	20%	19%	19%	22%	35%	39%	37%	39%	37%		
	49%						,	,			
	17% 6% 7% 9% 4% 7% 6% 4% 6% 1%	Jun-15 Dec-15 17% 16% 6% 7% 7% 7% 9% 8% 4% 5% 7% 8% 6% 7% 4% 4% 5% 5% 6% 4% 1% 1% 21% 20%	Jun-15 Dec-15 Jun-16 17% 16% 19% 6% 7% 7% 7% 7% 9% 9% 8% 10% 4% 5% 3% 7% 8% 8% 6% 7% 6% 4% 4% 3% 3% 2% 2% 6% 5% 4% 6% 4% 4% 1% 1% 1% 4% 5% 4%	Jun-15 Dec-15 Jun-16 Dec-16 17% 16% 19% 18% 6% 7% 7% 7% 7% 7% 9% 11% 9% 8% 10% 9% 4% 5% 3% 3% 7% 8% 8% 9% 6% 7% 6% 7% 4% 4% 3% 3% 3% 2% 2% 1% 6% 5% 4% 5% 6% 4% 4% 6% 1% 1% 1% 1% 4% 5% 4% 2%	Jun-15 Dec-15 Jun-16 Dec-16 Jun-17 17% 16% 19% 18% 17% 6% 7% 7% 7% 7% 7% 7% 9% 11% 10% 9% 8% 10% 9% 6% 4% 5% 3% 3% 3% 7% 8% 8% 9% 8% 6% 7% 6% 7% 8% 4% 4% 3% 3% 4% 3% 2% 2% 1% 2% 6% 5% 4% 5% 3% 6% 4% 4% 6% 5% 1% 1% 1% 1% 1% 4% 5% 4% 5% 3% 6% 4% 4% 6% 5% 1% 1% 1% 1% 1% 4% 5% 4% 2% 4%	Jun-15 Dec-15 Jun-16 Dec-16 Jun-17 Dec-17 17% 16% 19% 18% 17% 16% 6% 7% 7% 7% 7% 6% 7% 7% 9% 11% 10% 7% 9% 8% 10% 9% 6% 6% 4% 5% 3% 3% 3% 2% 7% 8% 8% 9% 8% 7% 6% 7% 6% 7% 8% 5% 4% 4% 3% 3% 4% 3% 3% 2% 1% 2% 2% 6% 5% 4% 5% 3% 2% 6% 5% 4% 5% 3% 2% 6% 4% 4% 6% 5% 5% 1% 1% 1% 1% 1% 1% 4% 5% 4% 2% </td <td>Jun-15 Dec-15 Jun-16 Dec-16 Jun-17 Dec-17 Jun-18 17% 16% 19% 18% 17% 16% 15% 6% 7% 7% 7% 7% 6% 7% 7% 7% 9% 11% 10% 7% 6% 9% 8% 10% 9% 6% 6% 4% 4% 5% 3% 3% 3% 2% 2% 7% 8% 8% 9% 8% 7% 8% 6% 7% 6% 7% 8% 5% 4% 4% 4% 3% 3% 4% 3% 2% 6% 7% 6% 7% 8% 5% 4% 4% 4% 3% 3% 4% 3% 2% 3% 2% 2% 1% 2% 2% 2% 6% 5% 4% 5% <</td> <td>Jun-15 Dec-15 Jun-16 Dec-16 Jun-17 Dec-17 Jun-18 Dec-18 17% 16% 19% 18% 17% 16% 15% 12% 6% 7% 7% 7% 6% 7% 8% 7% 7% 9% 11% 10% 7% 6% 8% 9% 8% 10% 9% 6% 6% 4% 6% 4% 5% 3% 3% 3% 2% 2% 2% 7% 8% 8% 9% 8% 7% 8% 8% 6% 7% 6% 7% 8% 5% 4% 4% 4% 4% 3% 3% 4% 3% 2% 3% 6% 7% 6% 7% 8% 5% 4% 4% 4% 4% 3% 3% 2% 2% 2% 3% 6% 5%</td> <td>Jun-15 Dec-15 Jun-16 Dec-16 Jun-17 Dec-17 Jun-18 Dec-18 Jun-19 17% 16% 19% 18% 17% 16% 15% 12% 13% 6% 7% 7% 7% 7% 6% 7% 8% 10% 7% 7% 9% 11% 10% 7% 6% 8% 9% 9% 8% 10% 9% 6% 6% 4% 6% 4% 4% 5% 3% 3% 3% 2% 2% 2% 2% 7% 8% 8% 9% 8% 7% 8% 8% 7% 6% 7% 8% 5% 4% 4% 3% 4% 4% 3% 3% 4% 3% 2% 3% 3% 4% 4% 3% 3% 4% 3% 2% 2% 2% 2% 2% 2%<</td>	Jun-15 Dec-15 Jun-16 Dec-16 Jun-17 Dec-17 Jun-18 17% 16% 19% 18% 17% 16% 15% 6% 7% 7% 7% 7% 6% 7% 7% 7% 9% 11% 10% 7% 6% 9% 8% 10% 9% 6% 6% 4% 4% 5% 3% 3% 3% 2% 2% 7% 8% 8% 9% 8% 7% 8% 6% 7% 6% 7% 8% 5% 4% 4% 4% 3% 3% 4% 3% 2% 6% 7% 6% 7% 8% 5% 4% 4% 4% 3% 3% 4% 3% 2% 3% 2% 2% 1% 2% 2% 2% 6% 5% 4% 5% <	Jun-15 Dec-15 Jun-16 Dec-16 Jun-17 Dec-17 Jun-18 Dec-18 17% 16% 19% 18% 17% 16% 15% 12% 6% 7% 7% 7% 6% 7% 8% 7% 7% 9% 11% 10% 7% 6% 8% 9% 8% 10% 9% 6% 6% 4% 6% 4% 5% 3% 3% 3% 2% 2% 2% 7% 8% 8% 9% 8% 7% 8% 8% 6% 7% 6% 7% 8% 5% 4% 4% 4% 4% 3% 3% 4% 3% 2% 3% 6% 7% 6% 7% 8% 5% 4% 4% 4% 4% 3% 3% 2% 2% 2% 3% 6% 5%	Jun-15 Dec-15 Jun-16 Dec-16 Jun-17 Dec-17 Jun-18 Dec-18 Jun-19 17% 16% 19% 18% 17% 16% 15% 12% 13% 6% 7% 7% 7% 7% 6% 7% 8% 10% 7% 7% 9% 11% 10% 7% 6% 8% 9% 9% 8% 10% 9% 6% 6% 4% 6% 4% 4% 5% 3% 3% 3% 2% 2% 2% 2% 7% 8% 8% 9% 8% 7% 8% 8% 7% 6% 7% 8% 5% 4% 4% 3% 4% 4% 3% 3% 4% 3% 2% 3% 3% 4% 4% 3% 3% 4% 3% 2% 2% 2% 2% 2% 2%<		