

**MEMORANDUM**

January 15, 2008

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

THROUGH: Aging and Adult Services Commission

FROM: Anne Hinton, Executive Director,  
Department of Aging and Adult Services  
Linda Edelstein, CLF Program Manager

SUBJECT: **Community Living Fund (CLF): Program for Case Management, and Purchase of Resources and Services.**

6-month Report, July through December, 2007

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Section 10.100-12 of the San Francisco Administrative Code 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. The Administrative Code requires that the Department of Aging and Adult Services (DAAS) report to the Board of Supervisors the level of service provided and costs incurred in connection with the duties and services associated with this fund. The report is to be provided every six months.

The CLF 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 younger adults with disabilities.

This report documents the activities of DAAS in the continuing implementation of the Community Living Fund.

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## **NEW ACTIVITIES**

### **DAAS has developed a new database dedicated to Community Living Fund referrals.**

Launched in December 2007, the finished database is now in use, providing DAAS program staff the ability to track information on client demographics and requested services. It also allows DAAS to easily transfer data to the CLF contractor, the Institute on Aging (IOA), which allows for streamlined pre-screening and case management assignment. This is Phase I of the IT project work for CLF. Phase II is designed to further streamline intake, track all services that are provided to clients, and provide additional reporting.

Existing data on over 700 referrals will be migrated into the new database. Time for completion of transfer will be based on staffing availability.

### **CLF Advisory Committee.**

IOA will develop and institute the CLF Advisory Committee in February 2008. This will ensure adequate input and feedback from participants and the community at large. Members will include Partner agency representatives, program participants, and community agencies, such as Independent Living Resource Center, Laguna Honda Hospital (LHH), San Francisco General Hospital (SFGH) and Planning for Elders in The Central City (PECC).

### **DAAS has developed two contracts for expedited service needs.**

Referrals received through the Long-Term Care (LTC) Intake and Screening unit during the first several months of the CLF program revealed the need for targeted, expedited services in two areas: transitional care, and emergency meals. The development of two contracts allows the fund to provide urgent services to the CLF target populations as efficiently as possible. All participants are screened for CLF eligibility before receiving these services. The contracts are described, below:

*Homecoming Services Network, Purchase Of Service.* This contract provides funds to the San Francisco Senior Center's Homecoming Services Network, which provides transitional care service. It enables them to respond to the immediate needs of older adults and younger adults with disabilities upon discharge from acute and sub-acute hospitals, skilled nursing facilities and residential care facilities. These funds allow for purchase of services and goods that will keep people stable in the community until long-term services can begin or the individual stabilizes.

*Emergency meals.* Meals on Wheels of San Francisco has expanded its contract with DAAS in order to provide immediate home-delivered meals to older adults and younger adults with disabilities. Emergency Home-delivered meals are provided to

individuals who are homebound by reason of illness, incapacitating disability, isolation, and lack of support network; have no safe, healthy alternative for meals; are on the citywide Clearinghouse waiting list for ongoing home-delivered meals; and are assessed as needing emergency home-delivered meals by DAAS staff. Consumers will receive these emergency home-delivered meals until regular ongoing home-delivered meals become available through the Clearinghouse waitlist system.

### **Case Management Training Institute.**

DAAS is working closely with the community to develop an effective training program for case managers and is anticipating that an RFP will be released in FY08-09. DAAS recently had an offer from a community-based organization to provide a series of case management trainings, free of charge, and staff is examining that proposal as a viable initial option.

### **PROGRAM CHALLENGES**

#### **Coordination of services focusing on LHH diversion and discharge.**

Efforts continue on developing protocols and procedures to address the designated top-priority populations for the CLF: (1) those at Laguna Honda Hospital (LHH) and San Francisco General Hospital (SFGH) willing and able to be discharged into the community; and (2) those on the LHH waiting list. The CLF has seen an increase in referrals from LHH Targeted Case Management Program as well as the LHH Department of Social Services. IOA meets monthly with the Targeted Case Management Program staff to improve care coordination.

#### **The IOA has developed a dedicated CLF database.**

The development of the CLF database, CaseCare by RTZ Associates, encountered problems early on; however, RTZ Associates responded quickly, dedicating additional staff to troubleshoot and change programming. The end of the second quarter has seen improvements that have streamlined the Assessment, Progress Notes and Service Authorization modules so that data can be captured and printed. Full use of the Service Authorization module by Case Management staff will be launched in February 2008. Also to be implemented in February 2008 is computerized Care Plans, slowed due to systems issues and staff training.

Entry and report generation for historical data has been more time consuming than expected and work on confirming accurate information and data entry remains a work in progress. IOA maintains a manual Excel spreadsheet as a back up system to track purchases to ensure data capture. This spreadsheet as well as demographic system reports is shared with DAAS to allow for integrated data analysis.

Another challenge to accurate data collection has been the learning curve for the direct case management staff; many whom are new to computerized assessments and progress notes management or have to conduct dual data entry because their Agency requirements. The goal for the third quarter is to ensure all data is being entered in a timely manner according to the requirements of the program as established by IOA and DAAS.

### **CLF Waitlist for Case Management and Services.**

There has been a waitlist for CLF since early fall. As of December 31<sup>st</sup>, there was a waitlist of 119 referrals for CLF case management and services that is being managed by the staff of the DAAS LTC Intake and Screening Unit. The IOA has been trying to accommodate referrals from LHH and SFGH, as these are our top priority. The speed at which a waitlist developed speaks to the level of need for services for clients residing in the community and the complexity of the discharges from Laguna Honda Hospital. The primary roadblock is the need for case management.

### **Case Management Staffing.**

CLF Partner Agencies continued to struggle with finding skilled staff for the Intensive Case Manager positions. Most of the Partner Agencies hired staff that did not have an understanding of a purchase of service model of case management that incorporates a computerized documentation system.

A case manager will be hired to address the waitlist backlog. In collaborating with the intake workers at DAAS, this new case manager will provide an opportunity to assess the needs of the people on the waitlist and determine if they have long-term intensive case management needs or one-time-only services needs. If there are one-time-only service needs, this case manager will be able to initiate service provision to address the identified need and decrease the waitlist. This information will help DAAS and CLF to plan future staffing.

### **DAAS sent outreach letter to discharged LHH residents.**

In September 2007, a letter was sent to 130 residents discharged from LHH in the 6-month period prior to start of CLF program (October 2006 through March 2007). The purpose of this outreach letter was to determine whether or not those recently discharged: (1) continued to be in a stable living situation; and (2) were in need of different or additional services. There were a total of 7 responses. DAAS is currently looking at the possibility of reaching the non-responders in a more effective way.

## SUMMARY OF SERVICES<sup>L</sup>

### Referral Intake and Screening

The Intake and Screening Unit began receiving referrals for the CLF program on February 28, 2007, and received 709 referrals by the end of December 2007. The majority of those referrals (512) were received between July and December 2007. Summaries of six-month and project-to-date referral statistics are included in Appendix A.

Approximately 75 percent of the referrals received in the last six months (384) met initial eligibility requirements. Those individuals were referred on to the IOA for a more detailed assessment and eligibility verification. As of January 8, 2008, the status of those 384 cases was as follows:

- 194 had been approved to receive service,
- 119 had been placed on a waitlist for future services,
- 20 were denied service (often due to the availability of alternative resources that made the use of CLF funds unnecessary),
- 51 were pending final assessment and determination.

The status of the remaining 128 referrals was:

- 68 did not meet basic eligibility criteria (nearly half due to the availability of alternative resources),
- 46 withdrew applications before completing the referral, often due to the availability of alternative resources,
- 14 were pending initial eligibility determination.

Additionally, the Homecoming Services Network provided services to 17 unduplicated clients during the six-month period.<sup>2</sup>

### Service Requests

The most common initial requests for services among the 194 program-approved clients were in the following service areas during the last six months:

- Homecare services (56 requests),
- Case management (55 requests)
- Housing-related services (45 requests),
- Assistive devices (41 requests).

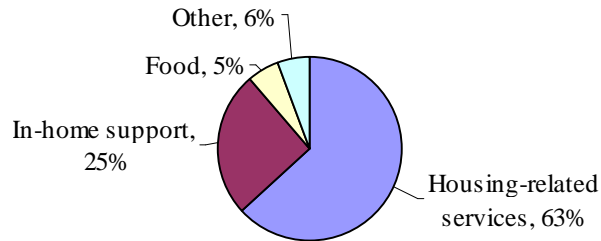
Purchases through the Homecoming Network totaled \$11,918 during the same period. The breakdown of those purchases by service type is shown in the chart below.

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<sup>1</sup> Please see Appendix A for more detailed information regarding client demographics, living situations, and referral sources to date.

<sup>2</sup> Some Homecoming clients (8) also appear in the referrals to the IOA CLF program for ongoing services.

**Homecoming Network CLF Purchases, July - Dec 2007**  
**Total = \$11,918**



**Referral Sources**

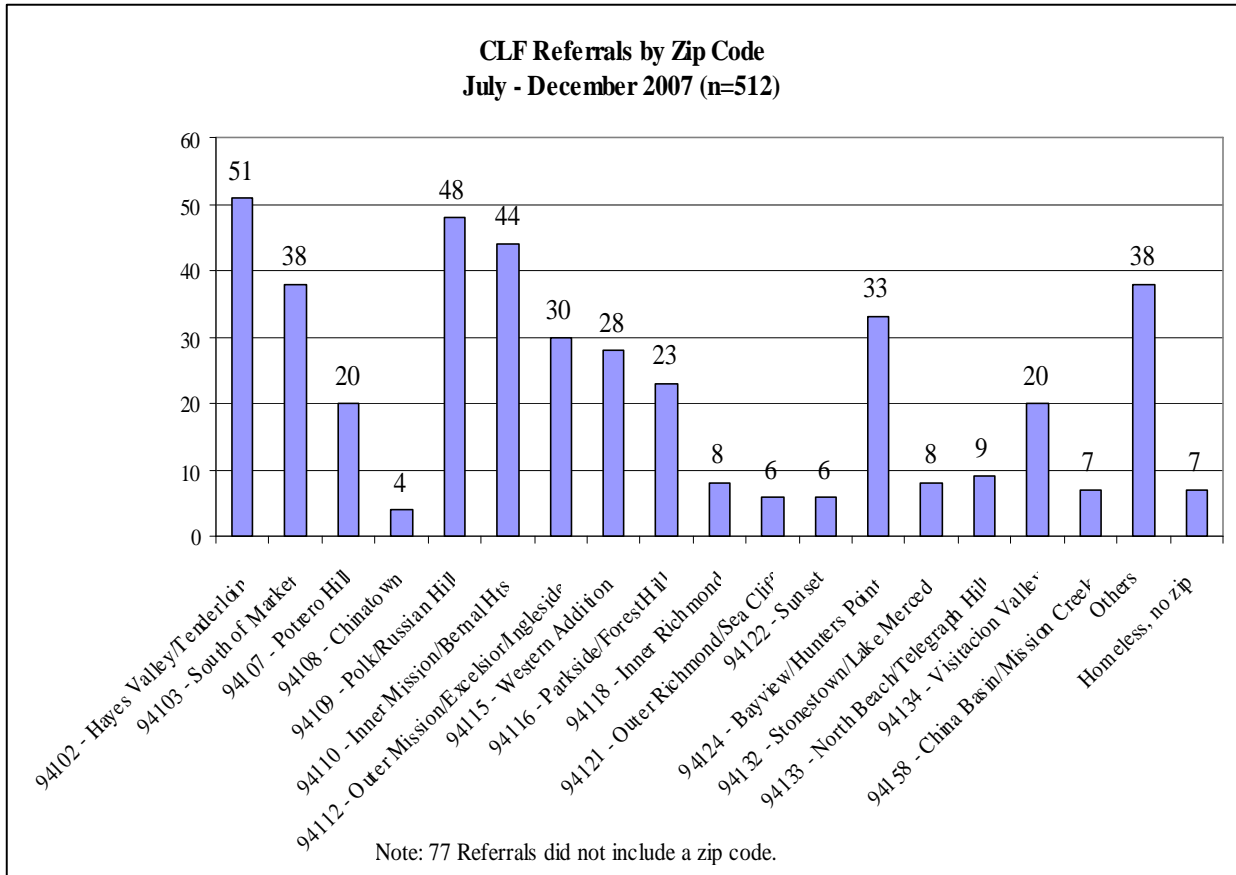
Referrals came from 93 local organizations, demonstrating the impact of recent outreach efforts. The largest numbers of accepted referrals have come from:

- In-Home Supportive Services Consortium (12%),
- Targeted Case Management (10%),
- Laguna Honda Hospital (10%), and
- IOA's Multipurpose Senior Services Program (MSSP) (7%).

**Referral Demographics: July – December 2007**

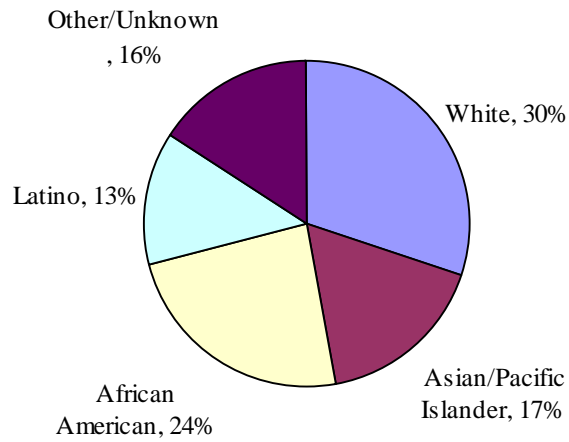
While the majority of referrals in the last six months have been over 60 years of age, nearly 30 percent were younger adults with disabilities (28%).

Individuals have been referred from all over the city, with the largest numbers from the Tenderloin (94102), the northeast neighborhoods near Chinatown (94109), the Inner Mission/Bernal Heights (94110), and Bayview/Hunter's Point (94124). See chart below for detail.

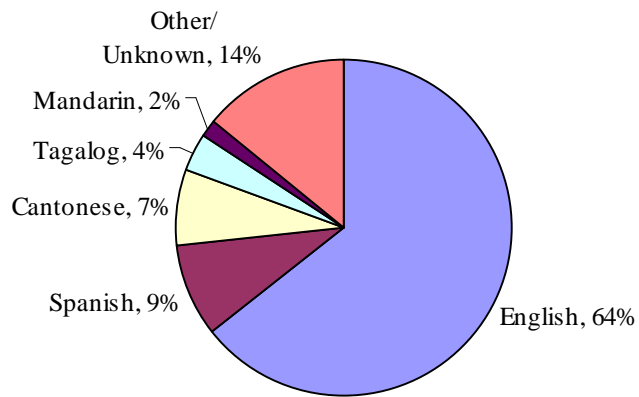


Referred clients represent the diversity of these neighborhoods. However, the majority of referred clients report that English is their primary language (64%). The charts below provide greater detail on the diversity of client referrals from July through December 2007.

**CLF Referrals by Ethnicity  
(n=512)**



**CLF Referrals by Language  
(n=512)**





## **EXPENDITURE REPORT – FISCAL YEAR 2007/08**

The Department of Public Health's Health at Home contract was shifted from a subcontractor to IOA to a work order directly through DAAS. The expenditures that were reported in the last Board memo were shifted to a corresponding new line in the expenditure report to be reported discreetly.

IT project management was also extended and modified for CLF to run through 6/30/09. Project work for CLF includes the improvement of current business practices for Integrated Intake and Community Living Fund. Phase I is focused on intake, screening, and referral to the CLF lead agency and Phase II is designed to further streamline intake, track all services that are provided to clients, and provided additional reporting.

A new CLF funded contract for the provision of emergency meals through Meals on Wheels, SF is in the process of being developed.

The Community Living Fund expenditures are under budget year-to-date primarily due to staffing challenges at both the Institute on Aging (IOA) as well as their CLF subcontractors. Many of IOA's partner agencies had difficulty hiring qualified staff due to the shortage locally of experienced MSW/Social Workers. Because staffing was delayed for many partner agencies, the purchase-of-service is also lower than the expected projections for this time period. One-time-only purchases are also lower than expected due to the learning curve for staff on how to manage a purchase of service caseload.

IOA will hire a Case Manager who will conduct Assessments for those on the waiting list and complete one-time-only purchases as identified. IOA will also hire a Case Manager to handle an additional intensive client caseload of 15. This will enable DAAS to decrease the waitlist and further evaluate for future staffing needs.

Both Housing and CLF SOCAP (Share of Cost Assistance Program) subsidies will begin in February, 2008.

Internal to DAAS, there are two CLF vacancies that are in the process of being hired. Once these positions are filled, there will be a corresponding increase in salary spending.

## Community Living Fund Expenditures

	<i>Expenditures March 1 thru June 30, 2007</i>	<i>Expenditures July 1 thru Dec 31, 2007</i>	<i>Cumulative Project Expenditure</i>
<b><u>IOA Contract</u></b>			
<b>**Purchase of Service</b>	\$ 21,918	\$ 295,424	\$ 317,342
<b>Case Management</b>	\$ 59,670	\$ 226,624	\$ 286,294
<b>Capital &amp; Equipment</b>	\$ 56,090	\$ -	\$ 56,090
<b>Operations &amp; Overhead</b>	\$ 26,215	\$ 67,335	\$ 93,550
<b>Subtotal</b>	<b>\$ 163,893</b>	<b>\$ 589,383</b>	<b>\$ 753,276</b>
<b><u>DAAS Internal</u></b>			\$ -
<b>Staff Salaries / Fringes</b>	\$ 204,022	\$ 74,985	\$ 279,007
<b><u>San Francisco Senior Center</u></b>			
<b>Homecoming Services Network</b>	\$ -	\$ 11,918	\$ 11,918
<b><u>Meals on Wheels</u></b>			
<b>Emergency Meals</b>	\$ -	\$ -	\$ -
<b><u>IT Contractor</u></b>			
	\$ 34,000	\$ -	\$ 34,000
<b><u>*DPH Work Order</u></b>			
<b>Health at Home</b>	\$ 64,317	\$ 54,048	\$ 118,365
<b><u>Grand Total</u></b>	<b>\$ 466,232</b>	<b>\$ 730,334</b>	<b>\$ 1,196,566</b>

\*expenditures shifted to a work order; originally reported as IOA subcontractor

\*\* see chart below for more detail on the types of purchases provided to CLF clients

<i>Purchase of Service Categories</i>	<i>July - December</i>
<b>Assistive Devices</b>	<b>27%</b>
<b>Rental/Housing Assistance</b>	<b>25%</b>
<b>Personal Care</b>	<b>18%</b>
<b>Non-emergency medical equipment</b>	<b>13%</b>
<b>Health Care</b>	<b>7%</b>
<b>Respite</b>	<b>3%</b>
<b>Chore</b>	<b>2%</b>
<b>Utilities</b>	<b>2%</b>
<b>Other Services</b>	<b>2%</b>
<b>Total</b>	<b>100%</b>

## APPENDIX A: COMMUNITY LIVING FUND REFERRAL DATA

Age	All Referrals				Accepted Referrals			
	July - Dec 2007		Project to Date		July - Dec 2007		Project to Date	
Under 18	1	0%	1	0%	0	0%	0	0%
18-59	144	28%	196	28%	66	34%	98	33%
60+	313	61%	426	60%	128	66%	198	67%
Age Missing	54	11%	86	12%	0	0%	0	0%
<b>Total</b>	512	100%	709	100%	194	100%	296	100%

Ethnicity	All Referrals				Accepted Referrals			
	July - Dec 2007		Project to Date		July - Dec 2007		Project to Date	
White	155	30%	211	30%	64	33%	101	34%
Asian/Pacific Islander	85	17%	119	17%	37	19%	57	19%
African American	122	24%	165	23%	51	26%	79	27%
Latino	69	13%	96	14%	35	18%	50	17%
Other/Unknown	81	16%	118	17%	7	4%	9	3%
<b>Total</b>	512	100%	709	100%	194	100%	296	100%

Primary Language	All Referrals				Accepted Referrals			
	July - Dec 2007		Project to Date		July - Dec 2007		Project to Date	
English	330	64%	442	62%	134	69%	204	69%
Spanish	46	9%	67	9%	22	11%	35	12%
Cantonese	36	7%	52	7%	15	8%	27	9%
Tagalog	19	4%	21	3%	9	5%	9	3%
Mandarin	9	2%	12	2%	6	3%	8	3%
Other/ Unknown	72	14%	115	16%	8	4%	13	4%
<b>Total</b>	512	100%	709	100%	194	100%	296	100%

Zip code	All Referrals				Accepted Referrals			
	July - Dec 2007		Project to Date		July - Dec 2007		Project to Date	
94102 - Hayes Valley/Tenderloin	51	10%	74	10%	22	11%	39	13%
94103 - South of Market	38	7%	55	8%	17	9%	27	9%
94107 - Potrero Hill	20	4%	26	4%	5	3%	8	3%
94108 - Chinatown	4	1%	6	1%	3	2%	5	2%
94109 - Polk/Russian Hill	48	9%	62	9%	22	11%	31	10%
94110 - Inner Mission/Bernal Hts	44	9%	54	8%	17	9%	24	8%
94112 - Outer Mission/Excelsior/Ingleside	30	6%	40	6%	11	6%	16	5%
94115 - Western Addition	28	5%	40	6%	14	7%	24	8%
94116 - Parkside/Forest Hill	23	4%	29	4%	15	8%	19	6%
94118 - Inner Richmond	8	2%	9	1%	3	2%	3	1%
94121 - Outer Richmond/Sea Cliff	6	1%	12	2%	1	1%	6	2%
94122 - Sunset	6	1%	9	1%	0	0%	2	1%
94124 - Bayview/Hunters Point	33	6%	48	7%	11	6%	17	6%
94132 - Stonestown/Lake Merced	8	2%	11	2%	4	2%	6	2%
94133 - North Beach/Telegraph Hill	9	2%	17	2%	6	3%	13	4%
94134 - Visitacion Valley	20	4%	28	4%	8	4%	12	4%
94158 - China Basin/Mission Creek	7	1%	13	2%	1	1%	2	1%
Others	38	7%	48	7%	16	8%	22	7%
Homeless, no zip	7	1%	8	1%	1	1%	1	0%
None given	77	15%	120	17%	17	9%	19	6%
<b>Total</b>	<b>512</b>	<b>100%</b>	<b>709</b>	<b>100%</b>	<b>194</b>	<b>100%</b>	<b>296</b>	<b>100%</b>

Referring Agency	All Referrals				Accepted Referrals			
	July - Dec 2007		Project to Date		July - Dec 2007		Project to Date	
30th Street	6	1%	6	1%	1	1%	1	0%
ALS Association	1	0%	2	0%	0	0%	0	0%
APS	20	4%	22	3%	8	4%	9	3%
Arab Cultural and Community Center	1	0%	1	0%	0	0%	0	0%
Article	2	0%	2	0%	0	0%	0	0%
Bernal Heights Neighborhood Center	1	0%	2	0%	0	0%	1	0%
BVHP/ADH	7	1%	12	2%	3	2%	5	2%
Canon Kip	10	2%	10	1%	2	1%	2	1%
Catholic Charities	6	1%	6	1%	6	3%	6	2%
CATS	2	0%	4	1%	0	0%	1	0%
Central City Older Adults	2	0%	7	1%	0	0%	5	2%
Chinatown Community Develop	0	0%	1	0%	0	0%	0	0%
Chinatown/ NB Mental Health	1	0%	1	0%	1	1%	1	0%
Chinese Hospital	1	0%	1	0%	1	1%	1	0%
Citywide Case Management	1	0%	1	0%	0	0%	0	0%
Civic Center Residence	1	0%	1	0%	0	0%	0	0%
Community Living Campaign	1	0%	1	0%	0	0%	0	0%
Conard	1	0%	1	0%	0	0%	0	0%
CPMC	7	1%	8	1%	1	1%	2	1%
CPMC-Psych	1	0%	1	0%	0	0%	0	0%
Curry Center	1	0%	3	0%	1	1%	3	1%
DPH Forensic AIDS Project	0	0%	1	0%	0	0%	0	0%
DPH/PHN	0	0%	1	0%	0	0%	1	0%
El Dorodo Hotel	1	0%	1	0%	0	0%	0	0%
Episcopal Community Services	2	0%	2	0%	1	1%	1	0%
Family Health Center	1	0%	1	0%	0	0%	0	0%
Family Service Agency	2	0%	6	1%	1	1%	3	1%
Golden Gate ADHC	7	1%	10	1%	5	3%	6	2%
Hamilton Family Center	2	0%	2	0%	0	0%	0	0%
Health at Home	33	6%	35	5%	8	4%	10	3%
Hospice by the Bay	1	0%	1	0%	0	0%	0	0%
Idlylwood Care Center SNF	0	0%	1	0%	0	0%	1	0%

IHSS	19	4%	40	6%	4	2%	19	6%
IHSS Consortium	36	7%	50	7%	23	12%	32	11%
Independent Living Resource	2	0%	2	0%	0	0%	0	0%
IOA/ADH	1	0%	2	0%	0	0%	0	0%
IOA/Linkages	11	2%	24	3%	4	2%	12	4%
IOA/MSSP	22	4%	39	6%	13	7%	19	6%
JFCS	1	0%	2	0%	0	0%	0	0%
Kaiser Home Health	16	3%	19	3%	4	2%	6	2%
Kaiser Hospital	1	0%	1	0%	0	0%	0	0%
Kimochi	2	0%	2	0%	1	1%	1	0%
LHH	24	5%	30	4%	19	10%	23	8%
LHH Letter	6	1%	6	1%	5	3%	5	2%
LHH/ADH	2	0%	2	0%	2	1%	2	1%
Lighthouse for the Blind	0	0%	3	0%	0	0%	3	1%
Little Brothers	1	0%	1	0%	1	1%	1	0%
Mabini Adult Day Health	4	1%	13	2%	0	0%	9	3%
Mayors' office	0	0%	1	0%	0	0%	1	0%
Mercy Housing	1	0%	2	0%	0	0%	0	0%
Mission Creek ADHC	4	1%	12	2%	0	0%	1	0%
Mission SRO Collaborative	1	0%	1	0%	0	0%	0	0%
MSC South	1	0%	2	0%	0	0%	0	0%
MSSP	2	0%	2	0%	0	0%	0	0%
Mt. Zion Hospital	1	0%	1	0%	0	0%	0	0%
NEMS	1	0%	1	0%	0	0%	0	0%
Network for Elders	1	0%	1	0%	0	0%	0	0%
North Beach Citizens	1	0%	1	0%	0	0%	0	0%
Ombudsman	0	0%	1	0%	0	0%	0	0%
OMI Resource Center	1	0%	1	0%	0	0%	0	0%
On Lok Senior Services	4	1%	4	1%	2	1%	2	1%
Pot Hill Health Center	1	0%	1	0%	0	0%	0	0%
Presentation ADH	2	0%	3	0%	1	1%	2	1%
Private Conservator	1	0%	1	0%	0	0%	0	0%
Protection and Advocacy	1	0%	1	0%	0	0%	0	0%
Public conservator	7	1%	9	1%	5	3%	6	2%
Public Guardian	0	0%	2	0%	0	0%	1	0%
Rebuilding Together	1	0%	1	0%	0	0%	0	0%

Relative/Friend	9	2%	11	2%	3	2%	4	1%
Renal Advantage Inc	1	0%	1	0%	1	1%	1	0%
Rep Payee Program/CAAS	1	0%	1	0%	0	0%	0	0%
San Francisco Senior Center	2	0%	3	0%	0	0%	0	0%
SE Mission Geriatric Services	2	0%	2	0%	1	1%	1	0%
Self Help ADHC	7	1%	10	1%	1	1%	3	1%
Self Help for the Elderly	2	0%	3	0%	1	1%	1	0%
Self Help/APS	1	0%	1	0%	0	0%	0	0%
Self Referral	10	2%	13	2%	2	1%	5	2%
SF Homeless Outreach	4	1%	4	1%	1	1%	1	0%
SF Housing Authority	4	1%	3	0%	3	2%	3	1%
SF Housing Coalition	1	0%	1	0%	0	0%	0	0%
SF Senior Center/Homecoming	0	0%	1	0%	0	0%	1	0%
SF Senior Center	13	3%	14	2%	9	5%	10	3%
SFGH	24	5%	27	4%	9	5%	11	4%
SFGH/ Psych Services	1	0%	1	0%	0	0%	0	0%
SFGH/EDCM Team	1	0%	1	0%	1	1%	1	0%
Southeast Mission Geriatric	1	0%	1	0%	1	1%	1	0%
St Francis of Assisi	1	0%	1	0%	1	1%	1	0%
St Lukes	2	0%	2	0%	0	0%	0	0%
St Mary's ADH	1	0%	1	0%	0	0%	0	0%
St. Anthony's	2	0%	4	1%	0	0%	2	1%
St. Lukes	3	1%	3	0%	0	0%	0	0%
St. Mary's ADH	7	1%	7	1%	5	3%	5	2%
St. Mary's Hospital	0	0%	2	0%	0	0%	1	0%
Sutter VNH	10	2%	11	2%	2	1%	3	1%
Swords to Plowshares	0	0%	1	0%	0	0%	1	0%
TCM	22	4%	23	3%	20	10%	21	7%
Tenderloin Mental Health	0	0%	1	0%	2	1%	2	1%
Tenderloin Neighborhood Dev	2	0%	2	0%	0	0%	0	0%
TLC	0	0%	1	0%	0	0%	0	0%
Tom Waddell	1	0%	1	0%	1	1%	1	0%
Trauma Recovery Center	1	0%	1	0%	0	0%	0	0%
Tunnell Center	7	1%	7	1%	0	0%	0	0%
UCSF	1	0%	2	0%	0	0%	1	0%
UCSF Citywide Team	3	1%	3	0%	1	1%	1	0%

UCSF Homecare	9	2%	9	1%	0	0%	0	0%
UCSF Langley Porter	1	0%	1	0%	0	0%	0	0%
UCSF Medical Center	2	0%	2	0%	0	0%	0	0%
VAMC	4	1%	6	1%	2	1%	4	1%
Victorian Manor	0	0%	1	0%	0	0%	1	0%
Westside Crisis	1	0%	1	0%	1	1%	1	0%
None reported	47	9%	79	11%	0	0%	0	0%
<b>Total</b>	512	100%	709	100%	194	100%	296	100%

Residence Type	All Referrals				Accepted Referrals			
	July - Dec 2007		Project to Date		July - Dec 2007		Project to Date	
Laguna Honda Hospital	29	6%	33	5%	25	13%	27	9%
Other SNF	8	2%	9	1%	0	0%	1	0%
SFGH	6	1%	6	1%	4	2%	4	1%
Board & Care/Assisted Living	8	2%	12	2%	2	1%	3	1%
Owned house	54	11%	67	9%	17	9%	24	8%
Rented apt/house	305	60%	431	61%	127	65%	210	70%
SRO	35	7%	50	7%	16	8%	25	8%
Homeless	14	3%	15	2%	3	2%	3	1%
Other/Unknown	53	10%	86	12%	0	0%	1	0%
<b>Total</b>	512	100%	709	100%	194	100%	298	100%



Service Requests at Time of Referral	All Referrals				Accepted Referrals			
	July - Dec 2007		Project to Date		July - Dec 2007		Project to Date	
In Home Support	149	29%	213	30%	56	29%	96	32%
Housing-related	119	23%	169	24%	45	23%	61	20%
Assistive Devices	85	17%	141	20%	41	21%	73	24%
Case Management	132	26%	155	22%	55	28%	72	24%
Money Management	35	7%	55	8%	18	9%	30	10%
Medical/Dental Items + Services	52	10%	67	9%	25	13%	34	11%
Day Programs	20	4%	46	6%	5	3%	20	7%
Home Repair / Modification	47	9%	62	9%	17	9%	29	10%
Furniture and Appliances	55	11%	72	10%	24	12%	34	11%
Food	24	5%	34	5%	7	4%	13	4%
Emergency Response/Lifeline Services	44	9%	50	7%	13	7%	19	6%
Caregiver Support	8	2%	22	3%	2	1%	11	4%
Other	25	5%	36	5%	8	4%	12	4%