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**MEMORANDUM**

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DATE: October 4, 2017

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

THROUGH: Aging and Adult Services Commission

FROM: Shireen McSpadden, Executive Director, Department of Aging and Adult Services  
Carrie Wong, Long Term Care Operations Director

SUBJECT: Community Living Fund (CLF): Program for Case Management and Purchase of Resources and Services. Six Month Report: Jan-June 2017

**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 Aging and Adult Services (DAAS) report to the Board of Supervisors every six months detailing the level of service provided and costs incurred in connection with the duties and services associated with this fund.

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.

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 received 201 total new referrals, which is a 32% increase over the prior period. This is consistent with prior program trends; after a period with decreased referrals, the following period tends to see a slight increase in referrals as the waitlist is reduced or completely served. Most (87%) of those referred were eligible and most of these have been served.
- ❖ 316 clients were served. All clients were enrolled in the core CLF service – the intensive case management program provided by the Institute on Aging (IOA). This is the most clients served by IOA in a six-month period since July-December 2013.

## Demographics

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

- ❖ Two-thirds of referred clients were seniors aged 60 and up. This is generally consistent with program trends to date. In 2011 and 2012, referred clients were more equally split between seniors and younger adults with disabilities (aged 18-59) but seniors typically represent the majority of referrals.
- ❖ Trends in the ethnic profile of new referrals remain generally consistent with prior periods. Most commonly, referrals were made on behalf of White (40%) and African-American (21%) clients. Approximately 21% of referrals were for Asian/Pacific Islander clients, primarily Chinese (9%). Please see the “Systemic changes / Trends affecting CLF” section of this report for information about outreach efforts to increase participation of this population.
- ❖ Referrals for English-speaking clients continue to dominate but did decrease from 86% in the prior period to 75% in the current reporting period. The second most common primary language is Spanish at 8%, and 6% speak Cantonese. Most of the 6% of referred clients categorized in “Other” speak Asian languages: Korean, Japanese, and Toisanese (Chinese dialect).
- ❖ More than half of referrals (53%) were for males. This trend has been relatively consistent since June 2011.<sup>1</sup> No referred clients were identified as transgender or genderqueer.
- ❖ Referred clients are most frequently heterosexual (55% of all referrals; 82% of referrals with sexual orientation identified). Approximately six percent of all referrals were for persons identified as gay/lesbian/same-sex loving. Approximately 33% of referrals were missing sexual orientation data. While still an inadequate response rate, this does represent an improvement over prior periods when over 40% of referrals lacked this data. As of July 2017, a city ordinance requires collection of sexual orientation and gender identity (SOGI) data. This should increase reporting of this information. DAAS has been conducting outreach and training of staff and community partners for compliance with the SOGI ordinance requirements; these efforts began during the current reporting period and likely contribute to the increased reporting of SOGI data in the current reporting period. DAAS will continue working to improve this data collection at point of intake.<sup>1</sup>
- ❖ The most frequent zip code for referred clients remained 94102 (12% of referrals). This area includes the Tenderloin and Hayes Valley areas. Other common areas are 94110 (Mission) with 10% of all referrals and 94103 (SOMA) with 9%.
- ❖ Referrals from Laguna Honda Hospital represent 18% of all referrals. This is a decline from period periods; over the last three years, approximately 35% of referrals came from Laguna Honda Hospital. Focusing on the number referred, the total number of referrals from Laguna Honda Hospital in the current period (37) remains

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<sup>1</sup> Note: This demographic characteristic has been newly added to the Six Month Report beginning with the July-December 2015 report. Historic data was populated.

consistent with the prior period (39). Over the last three years, Laguna Honda Hospital has typically referred closer to 50 clients per six month period.

### Service Requests

- ❖ Self-reported service needs remain consistent with prior periods. The most commonly-requested services at intake include: case management (75%), in-home support (64%), mental health/substance abuse services (39%), and housing-related support (38%). Other frequent requests include food assistance (37%) and assistive devices (34%).

### Program Costs

The six-month period ending in June 2017 shows a net increase of \$277,844 in CLF program costs over the prior six-month period ending in December 2016. This is primarily due to an increase in purchase of services as well as increases in case management and operating costs.

- ❖ Total monthly program costs per client<sup>2</sup> averaged \$1,983 per month in the latest six-month period, a decline of \$97 per month over the prior six-month period. While total program costs increased by \$277,844 over the prior six-month period, the average cost per client decreased due to a higher number of active cases (316 in the latest six-month period compared to 279 in 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 \$166 per month in the latest reporting period, a decrease of \$24 per client from the previous six-month period.

### Performance Measures

DAAS 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, DAAS 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 **89%** 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 CLF (excludes “banked” clients). *Goal: 80%*

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

On average, **75%** of service plan items were marked as resolved or transferred.<sup>3</sup> While a subset of clients will always have less than 100% performance due to ongoing care needs, IOA has been working with care managers to ensure that care plan goals are S.M.A.R.T. (specific, measurable, achievable, realistic, and time-based) and that care plans are updated as services are completed to better track timeliness of service plan completion. These efforts have made an impact – the first time this measure was reported, performance was 55%. IOA will continue to support care managers to ensure this measure accurately reflects performance.

### **Systemic changes / Trends affecting CLF**

- ❖ As of September 2017, there are 26 referrals awaiting assignment. Most were received in August; the oldest referral is from mid-July. The average wait for these referrals is currently 35 days.
- ❖ Beginning FY15/16, CLF funding increased by \$1 million to support the service areas listed below. In the current period:
  - **Home Care:** CLF purchased 12,600 hours of home care to 49 individuals. As a comparison, in the five years prior to the funding growth the program averaged closer to 7,000 total hours and 25 individuals served per six month period.
  - **Housing:** CLF is using the additional housing funding for assisted living (“board & care”) and independent living units. The average monthly assisted living subsidy is \$2,700. In the current period, CLF spent approximately \$423,857 on behalf of 28 clients. Over the five years prior to this funding increase, the average expenditure for assisted living was closer to \$220,000 and service levels closer to 20 clients. The increase in expenditure reflects the additional clients served and also the increasing cost of assisted living. Also during this period, CLF used purchase of service dollars to transition 3 clients from private Skilled Nursing Facilities (SNFs) to scattered site units.
  - **Home Modifications:** \$37,000 was spent in the current period to purchase home modifications that enable clients with functional impairment to live safely at home. These modifications included 4 stair lifts, upgrade and/or repair of 1 existing stair lift systems, 1 automatic door openers and 1 scalamobil (stair-climber).<sup>4</sup>

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<sup>3</sup> This measure is focused on the first year of enrollment in CLF. It includes clients enrolled at least 12 months and those enrolled for less time whose cases were closed because all service needs were addressed. It does not include clients who moved or passed away before a full year of enrollment. It includes items that were resolved or transferred to another professional for resolution.

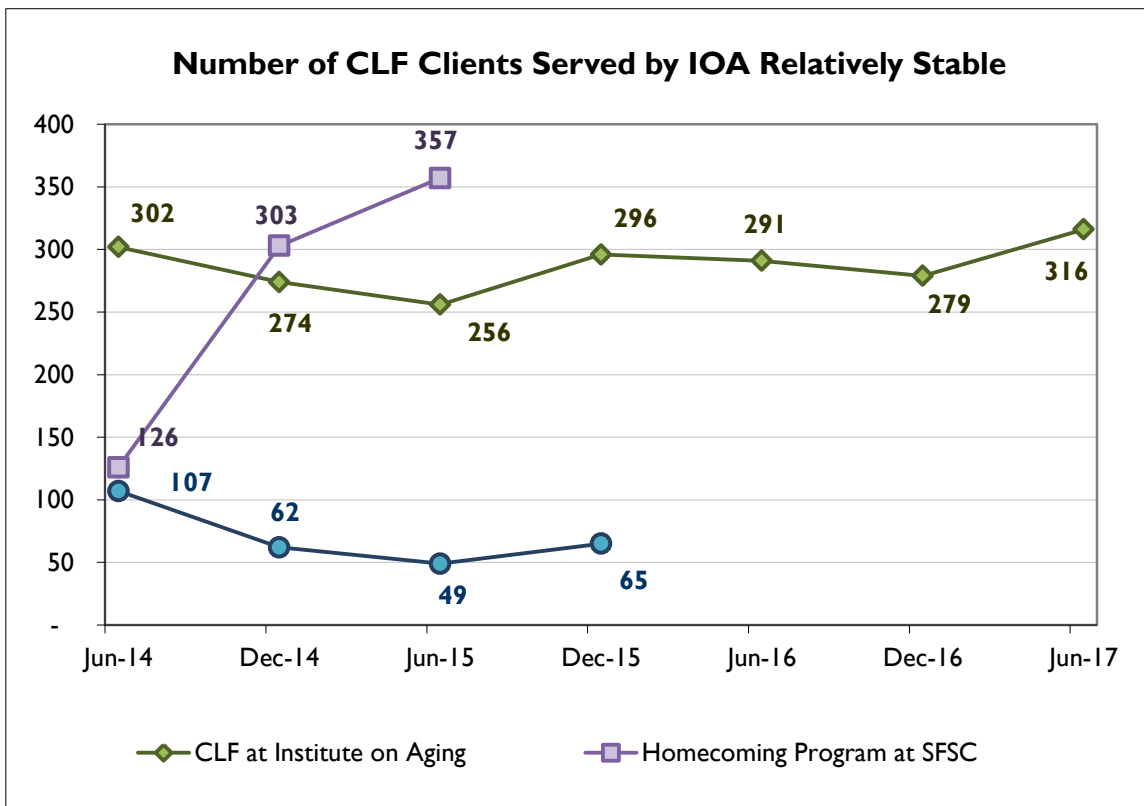
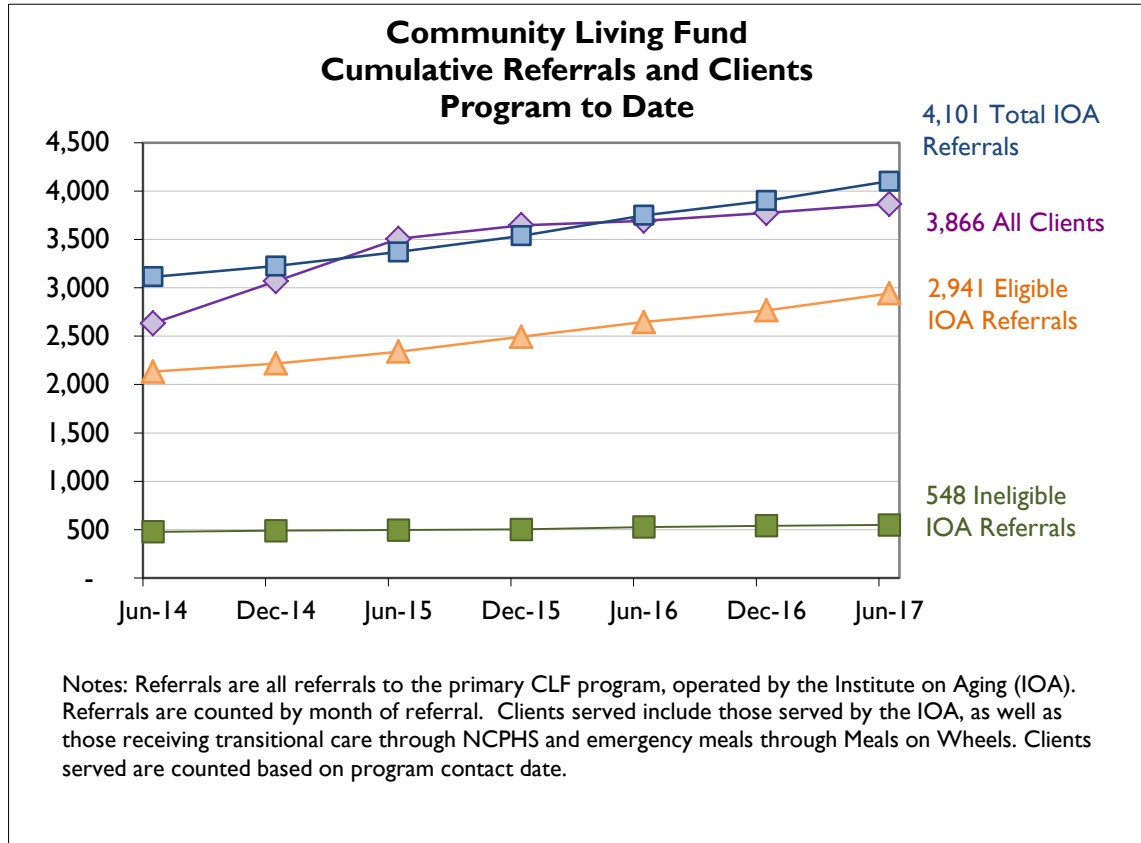
<sup>4</sup> The purchase categorization system was updated this year to ensure home modifications will be consistently tracked in the Housing-Related purchase category in Section 4 of the accompanying report tables. Stair lift payments in a given period may represent partial or full payment depending on installation status.

- ❖ During FY16/17, DAAS worked closely with Brilliant Corners (BC) and IOA to create infrastructure and processes for scattered site housing needs for the CLF clients. In July 2017, the new Integrated Housing database was launched to streamline information-sharing between CLF and BC for mutual clients. CLF-eligible individuals living in institutional care who have no appropriate housing alternatives and meet scattered site housing criteria are considered for these units. As Laguna Honda Hospital has priority for these units, early identification of potential referrals, managing a referral pipeline, and acquiring appropriate units will be the focus in FY17/18. BC will continue to work with DAAS and IOA in addressing barriers to housing access, such as obtaining acceptable identification for housing applicants, matching appropriate units to client needs, and coordinating complex transitions from institution to community. During this report period, six new CLF-eligible clients were referred to Brilliant Corners for housing and 4 of those were successfully placed in the community. As of June 30, 2017, there are 108 clients housed under this contract throughout San Francisco, and BC currently has the capacity to serve approximately 10 additional clients.
- ❖ The CLF Purchasing Care Coordinator, a contracted position with Catholic Charities, was hired in October 2016. In this reporting period, this position has expedited access to CLF funds (largely for durable medical equipment not covered by insurance) for 4 stair lifts, 1 scalamobil (mobile stair climber device), 1 stair lift repair and smaller items for clients who already had community-based case managers in place to meet their other identified needs. Of the \$1 million spent on purchases and services in the reporting period, \$39,000 was associated with purchases coordinated by this position.
- ❖ In addition to Laguna Honda Hospital, CLF continues to outreach to private Skilled Nursing Facilities (SNFs) to identify clients who are appropriate and interested in transitioning back to the community. During this period, CLF expanded its collaboration to include two more SNFs, bringing to a total five SNFs: Central Gardens, Tunnell, Kindred Golden Gate, CPMC Davies, and SFGH 4A. CLF leadership and rehabilitation staff meets with administration, social services and the rehabilitation departments of the SNFs to refine the referral and transition processes. CLF transitioned 3 clients during this period to scattered site units out of SNFs.
- ❖ In an effort to serve a population reflective of San Francisco's overall ethnic composition, CLF has engaged in targeted outreach with the Asian and Pacific Islander (API) community that included API Partnership, Self-Help for the Elderly Adult Day Services, Stepping Stone, Chinatown Community Development, and API Wellness. In the current reporting period, CLF received 45 referrals for API consumers; they represent 21% of all referrals. In prior periods, API referral numbers were closer to 20 referrals and 10-15% of new referrals. DAAS and IOA will continue to monitor this trend and consider strategies to ensure the API community is adequately served by the CLF program.
- ❖ CLF has also conducted outreach to the LGBT community and will continue to do so in the coming year. Currently, 47 CLF clients (15%) identify as LGBT. CLF staff conducted presentations to Shanti, Tenderloin Area Center of Excellence (TACE) and TransThrive

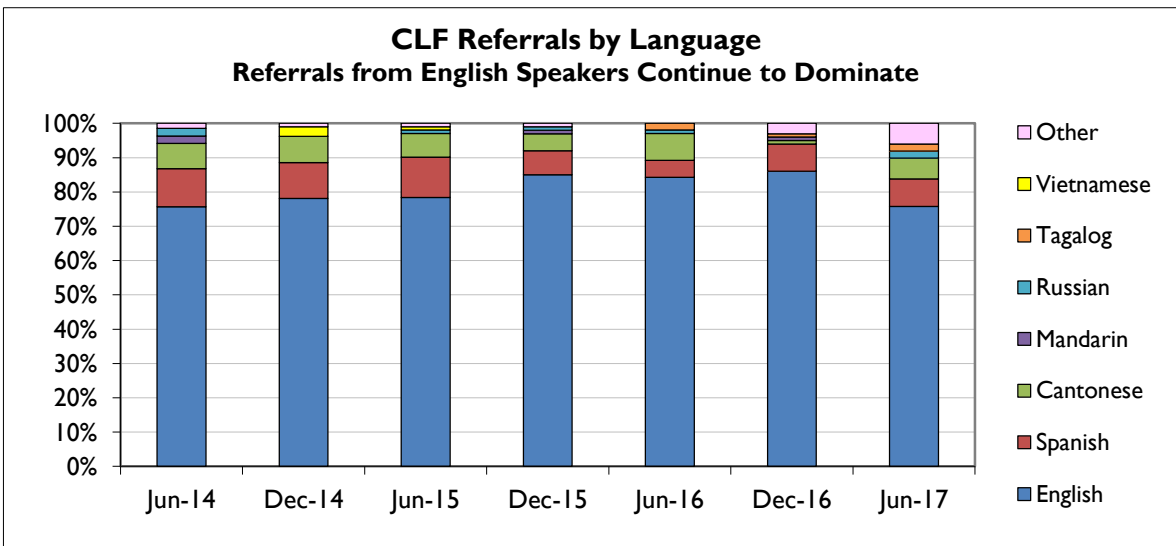
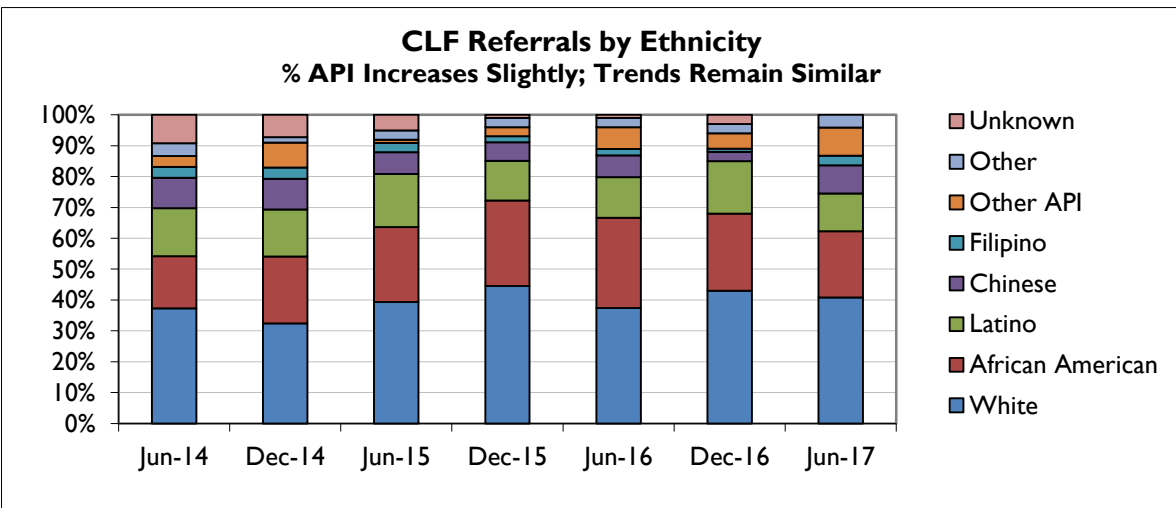
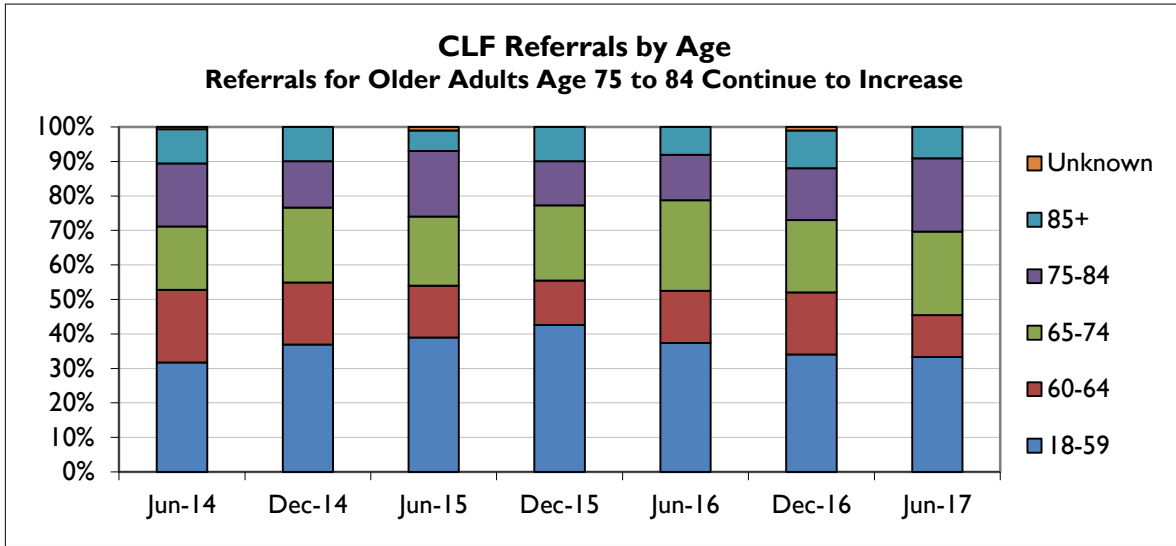
in the current reporting period. In the next six months, CLF will continue these efforts with plans to reach out to Alliance Health Project and OpenHouse.

- ❖ IOA convenes monthly Multi-Disciplinary Team (MDT) meeting consisting of clinical and administrative staff from Brilliant Corners, DAAS, CLF, and Laguna Honda Hospital (LHH) to coordinate transitions of Laguna Honda residents to Scattered Site Housing units.
- ❖ CLF supported the Shanti Project/PAWS (Pets are Wonderful Support) for animal bonding services for isolated LGBT seniors and adults with disabilities who meet CLF criteria. From September 2016 through June 2017, CLF helped increase the Shanti Project/PAWS capacity to assist isolated, low-income, and frail individuals by funding \$75,000 in purchases of tangible goods and services consisting of pet food and litter (41%), veterinary care (37%), pet supplies (21%), and emergency boarding (1%). A total of 295 unduplicated Shanti Project/PAWS clients were served from the waitlist, and this supported access for healthcare services that had been previously delayed or interrupted due to pet-related needs. Respondents to the Shanti Project/PAWS survey reported positive health impacts and that the CLF-funded goods and services had reduced their risk for hospitalization (93%) and prevented institutionalization (87%).
- ❖ Ten years after its inception, CLF is being replicated as a best practice throughout the state for creating community-based alternatives to long term care. In 2014, Health Plan of San Mateo replicated the program as the Community Care Settings Program with Institute on Aging and Brilliant Corners. Partnering with a health plan helped demonstrate the cost savings potential of programs like CLF as per member per month costs have dropped by 50% in the community rather than in an institutional setting. Earlier this year, Inland Empire Health Plan (Riverside/San Bernadino) contracted with Institute on Aging to perform a Gap Analysis/Needs Assessment for a similar program - they are expected to launch early 2018. In summer of 2017, Santa Clara County received funding to develop a similar program from the CMS Whole Person Care initiative. Institute on Aging is working with Sorensen Impact Center, a Pay-For-Success intermediary, and CA DHCS to assess the feasibility of introducing similar programs in non CalMediConnect counties where Medi-Cal plans do not have financial risk for long term care.

# Community Living Fund Six-Month Report

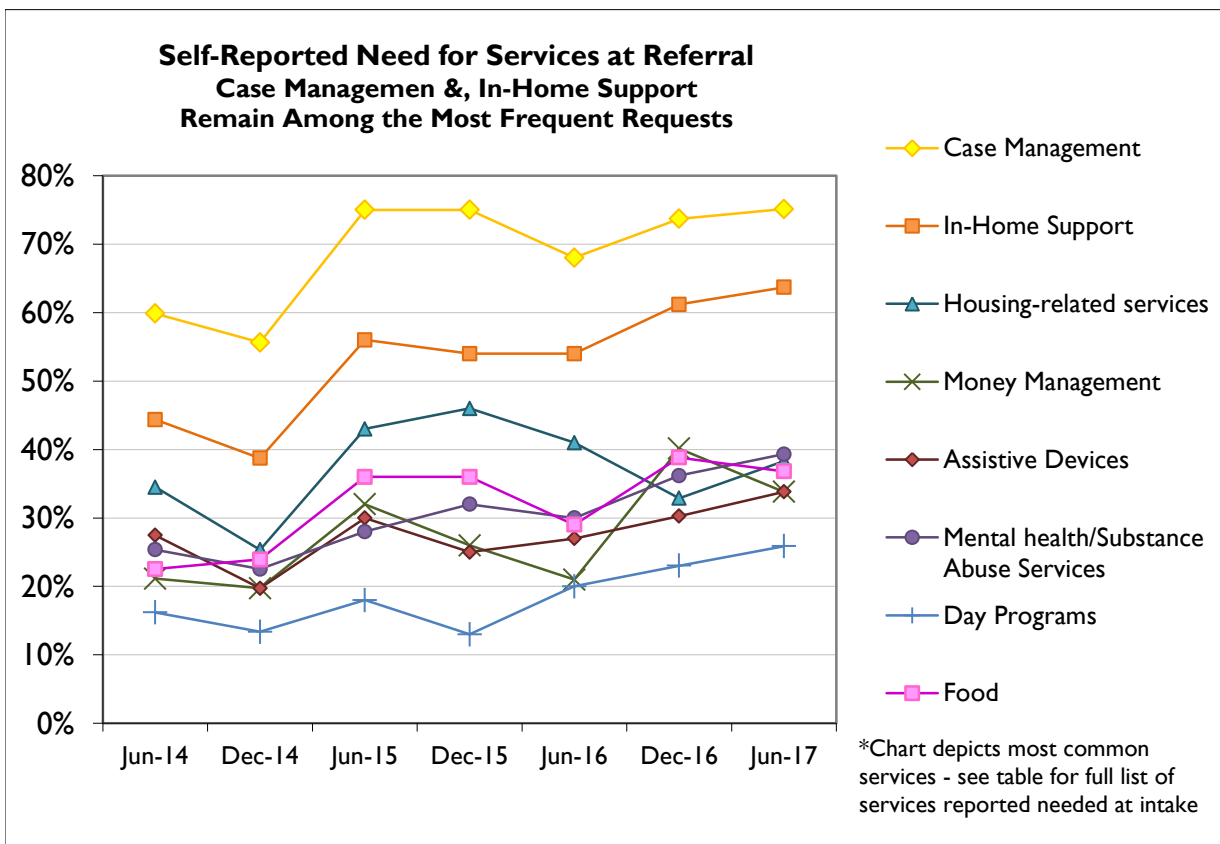
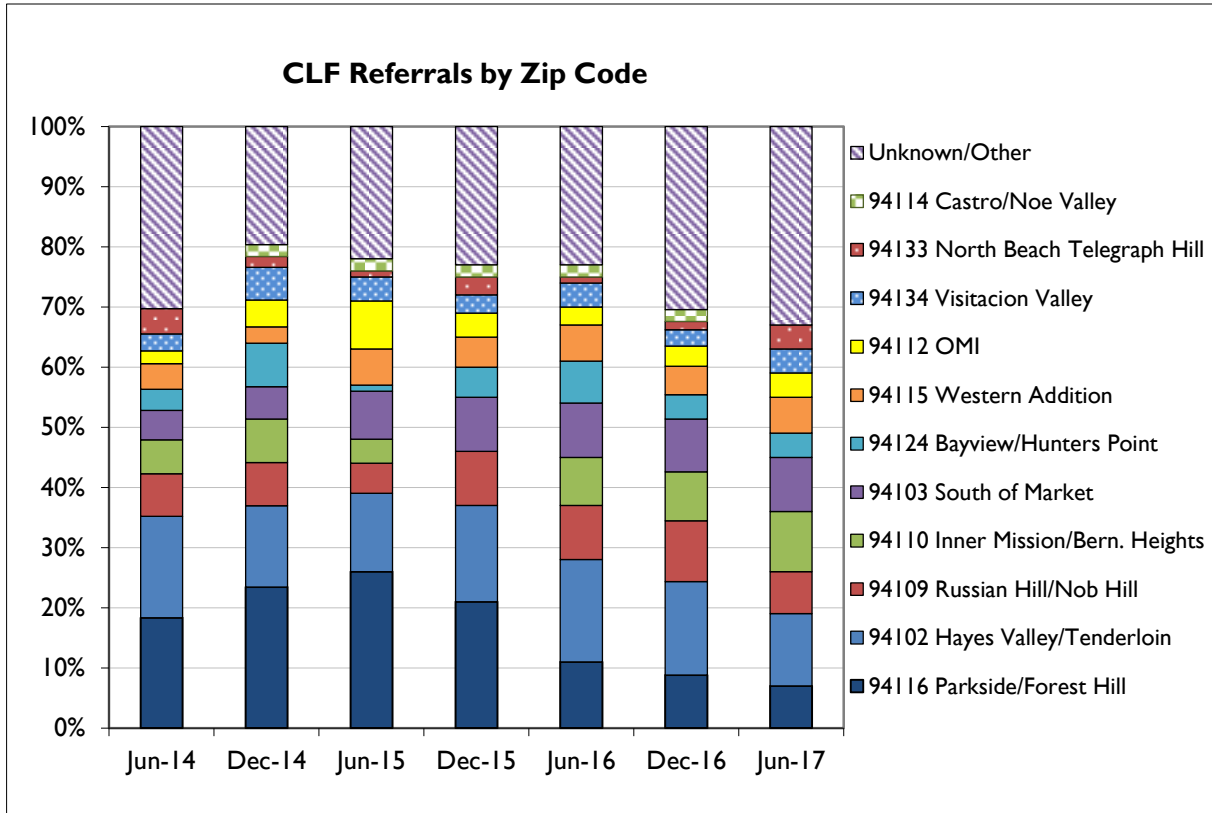


# Community Living Fund Six-Month Report



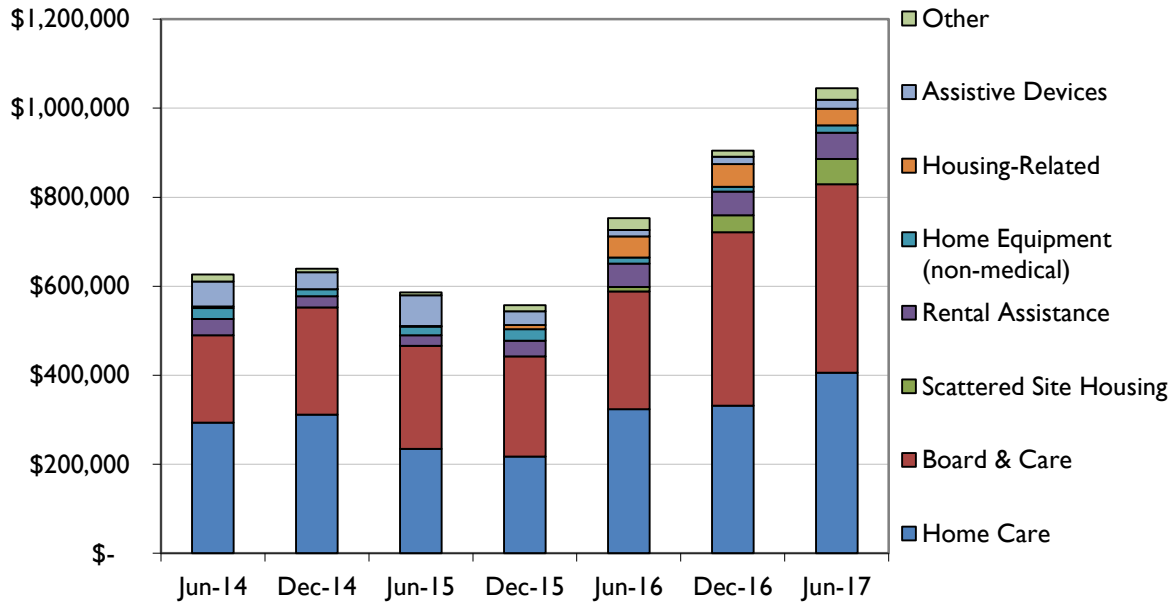


# Community Living Fund Six-Month Report

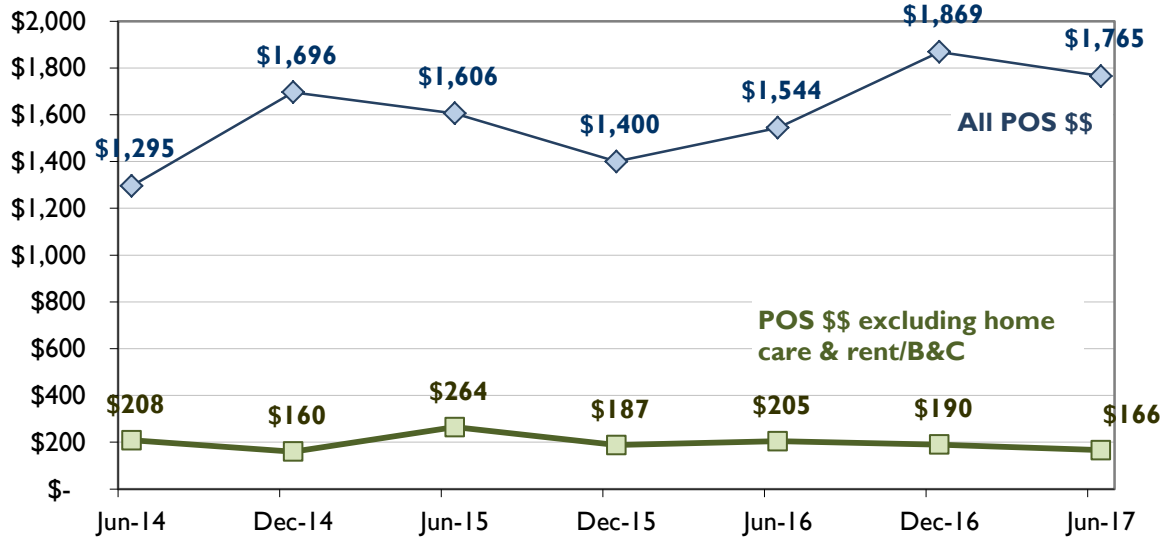


# Community Living Fund Six-Month Report

**Expenditures at CLF Continue to Increase. Large Increases in Spending on Home Care, Board & Care, and Scattered Site Housing.**

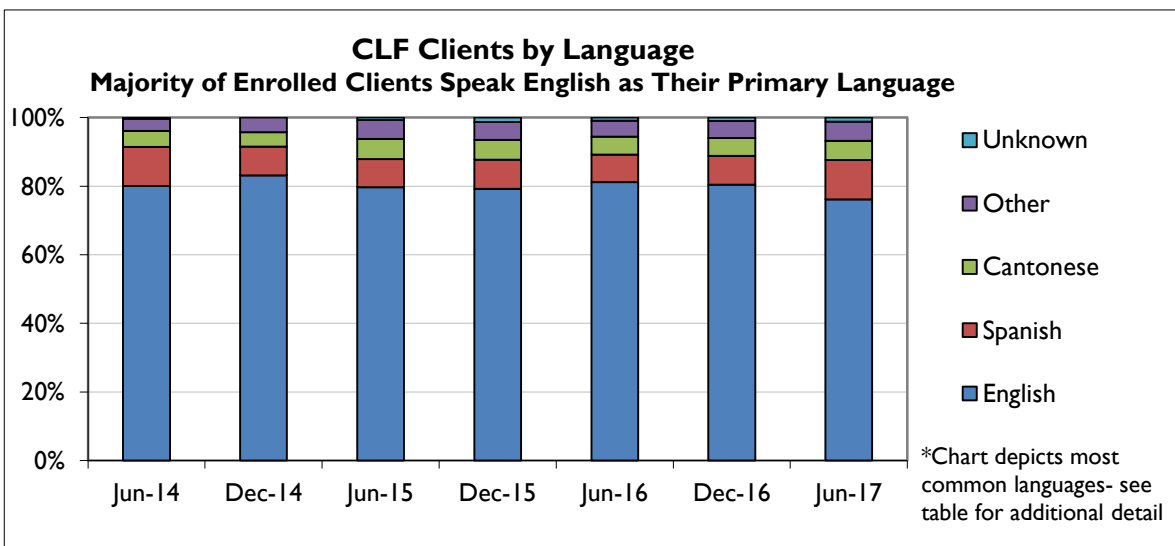
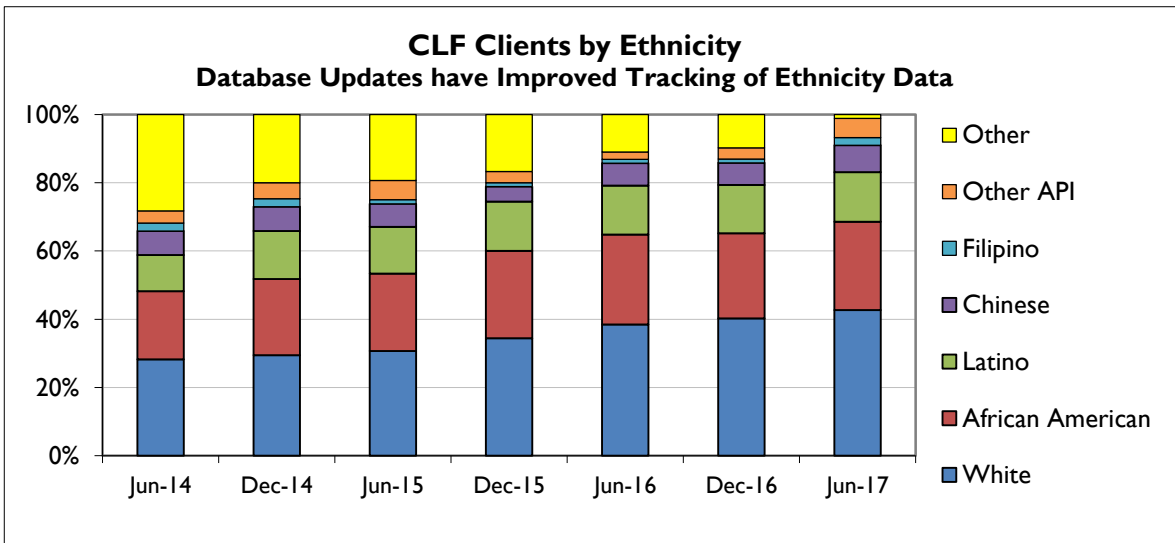
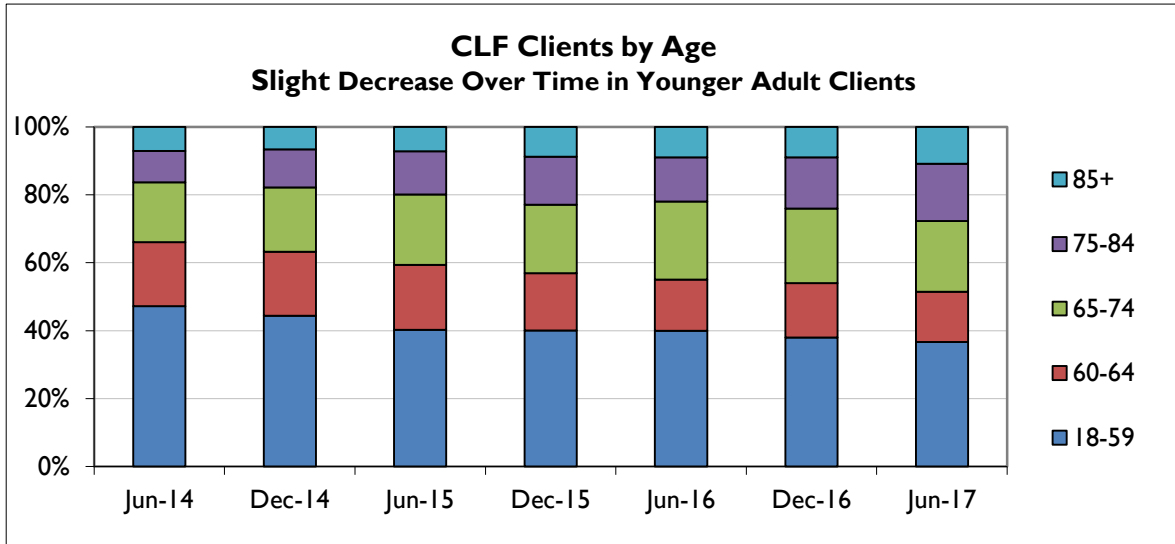


**Average Monthly Purchase of Service (POS) Cost Per Client for CLF Clients with Any Purchases:**  
Overall rate remains higher than prior years due to increase in Home Care, Board & Care, and Scattered Site Housing purchases, while spending rate excluding these categories decreased slightly.

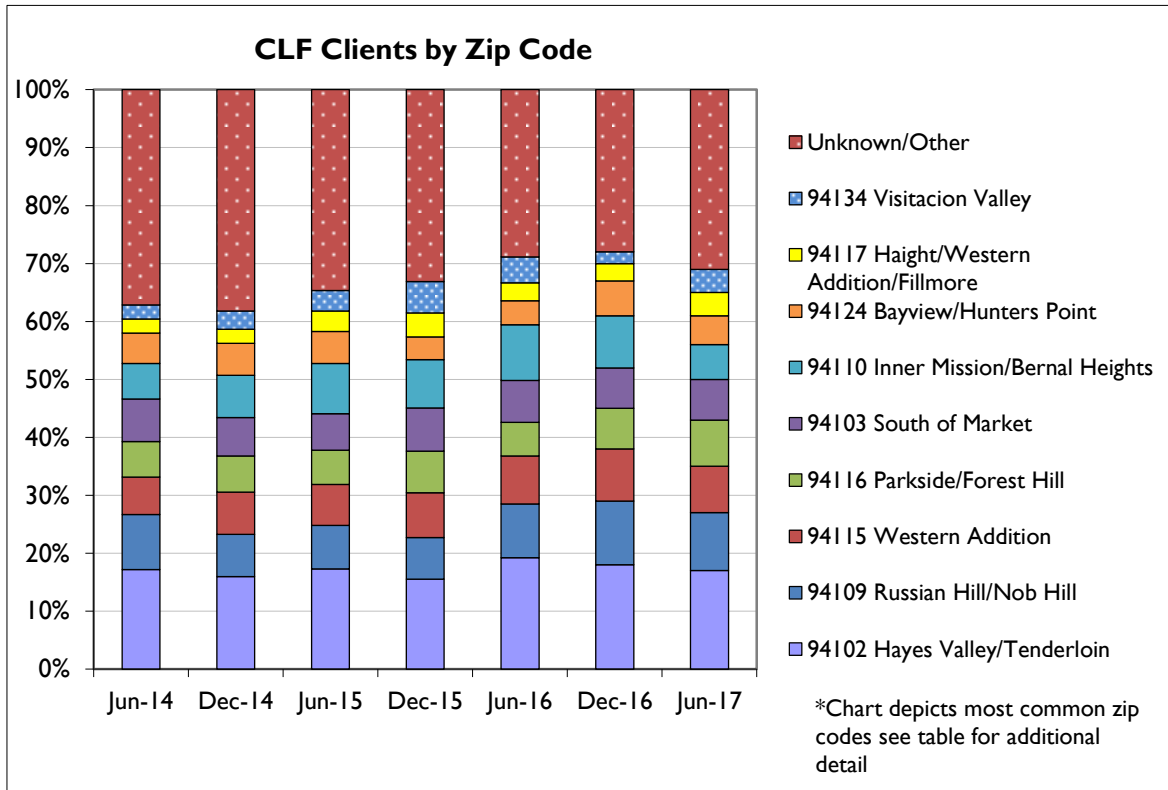


Note: Purchases in this chart represent those from the Institute on Aging sub-program of CLF.

# Community Living Fund Six-Month Report



# Community Living Fund Six-Month Report



## Community Living Fund Six-Month Report

Active Caseload	Jun-14		Dec-14		Jun-15		Dec-15		Jun-16		Dec-16		Jun-17	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
<b>All Active Cases*</b>	526		631		659		358		291		279		316	
Change from Prior 6 Months	5	1.0%	105	20.0%	28	4.4%	(301)	-45.7%	(67)	-18.7%	(12)	-4.1%	37	13.3%
Change from Previous Year	53	11.2%	110	21.1%	133	25.3%	(273)	-43.3%	(368)	-55.8%	(79)	-22.1%	25	8.6%
Change from 2 Years	121	29.9%	164	35.1%	186	39.3%	(163)	-31.3%	(235)	-44.7%	(352)	-55.8%	(343)	-52.0%
<b>Program Enrollment</b>														
CLF at Institute on Aging	302	57%	274	43%	256	39%	296	83%	291	100%	279	100%	316	100%
with any service purchases	150	50%	115	42%	119	46%	134	45%	145	50%	147	53%	180	57%
with no purchases	152	50%	159	58%	137	54%	162	55%	146	50%	132	47%	136	43%
Transitional Care (Homecoming)	126	24%	303	48%	357	54%	.	.	.	.	.	.	.	.
Emergency Meals at MOW	107	20%	62	10%	49	7%	65	18%	.	.	.	.	.	.
<b>Program to Date</b>														
All CLF Enrollment	2,632		3,067		3,505		3,646		3,692		3,774		3,866	
CLF at Institute on Aging Enrollment	1,304	50%	1,362	44%	1,416	40%	1,504	41%	1,554	42%	1,638	43%	1,734	45%
with any service purchases	937	72%	971	71%	1,013	72%	1,056	70%	1,099	71%	1,172	72%	1,250	72%
Average monthly \$/client (all clients, all \$)	\$ 557		\$ 500		\$ 491		\$ 908		\$ 1,237		\$ 2,080		\$ 1,983	
Average monthly purchase of service \$/client for CLF IOA purchase clients	\$ 1,295		\$ 1,696		\$ 1,606		\$ 1,400		\$ 1,544		\$ 1,869		\$ 1,765	
Average monthly purchase of service \$/client for CLF IOA purchase clients, excluding home care, housing subsidies	\$ 208		\$ 160		\$ 264		\$ 187		\$ 205		\$ 190		\$ 166	

\*Includes clients enrolled with Institute on Aging, Homecoming (through June 2015), and Emergency Meals (through December 2015).

## Community Living Fund Six-Month Report

Referrals	Jun-14		Dec-14		Jun-15		Dec-15		Jun-16		Dec-16		Jun-17	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
<b>New Referrals**</b>	142		111		144		168		211		152		201	
Change from previous six months	(5)	-3%	(31)	-22%	33	30%	24	17%	43	26%	(59)	-28%	49	32%
Change from previous year	26	22%	(36)	-24%	2	1%	57	51%	67	47%	(16)	-10%	(10)	-5%
<b>Status After Initial Screening</b>														
Eligible:	94	66%	84	76%	123	85%	154	92%	152	72%	121	80%	174	87%
<i>Approved to Receive Service</i>	69	73%	76	90%	105	85%	123	80%	116	76%	121	100%	154	89%
<i>Wait List</i>	23	24%	7	8%	1	1%	16	10%	27	18%	0	0%	0	0%
<i>Pending Final Review</i>	2	2%	1	1%	15	12%	9	6%	9	6%	0	0%	20	11%
Ineligible	24	17%	12	11%	6	4%	8	5%	24	11%	13	9%	8	4%
<i>Withdrew Application</i>	14	10%	10	9%	10	7%	12	7%	35	17%	18	12%	19	9%
<i>Pending Initial Determination</i>	1	1%	0	0%	4	3%	0	0%	0	0%	0	0%	0	0%
<b>Program to Date</b>														
Total Referrals	3,114		3,225		3,369		3,537		3,748		3,900		4,101	
Eligible Referrals	2,133	68%	2,217	69%	2,340	69%	2,494	71%	2,646	71%	2,767	71%	2,941	72%
Ineligible Referrals	477	15%	489	15%	495	15%	503	14%	527	14%	540	14%	548	13%

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

## Community Living Fund Six-Month Report

Referral Demographics	Jun-08	Dec-08	Jun-09	Dec-09	Jun-10	Dec-10	Jun-11	Dec-11	Jun-12	Dec-12	Jun-13	Dec-13	Jun-14	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	
<b>Age (in years)</b>																				
18-59	30%	31%	38%	32%	43%	48%	41%	47%	51%	47%	39%	48%	32%	37%	39%	43%	37%	34%	33%	
60-64	10%	11%	13%	13%	14%	11%	17%	12%	10%	14%	17%	17%	21%	18%	15%	13%	15%	18%	12%	
65-74	21%	20%	17%	21%	19%	16%	14%	20%	12%	18%	20%	18%	18%	22%	20%	22%	26%	21%	24%	
75-84	22%	24%	18%	20%	13%	17%	14%	11%	16%	12%	14%	9%	18%	14%	19%	13%	13%	15%	21%	
85+	17%	14%	14%	13%	10%	8%	8%	9%	11%	9%	9%	8%	10%	10%	6%	10%	8%	11%	9%	
Unknown	0%	0%	1%	0%	1%	0%	5%	1%	1%	1%	2%	1%	1%	0%	1%	0%	0%	1%	0%	
<b>Ethnicity</b>																				
White	30%	26%	36%	29%	30%	41%	47%	23%	25%	30%	31%	35%	37%	32%	39%	45%	37%	43%	40%	
African American	19%	21%	23%	18%	26%	16%	20%	30%	16%	21%	26%	23%	17%	22%	24%	28%	29%	25%	21%	
Latino	19%	15%	14%	13%	12%	15%	13%	14%	8%	9%	9%	12%	15%	15%	17%	13%	13%	17%	12%	
Chinese	8%	14%	7%	7%	6%	5%	3%	4%	4%	5%	6%	7%	10%	10%	7%	6%	7%	3%	9%	
Filipino	5%	6%	4%	2%	2%	1%	2%	3%	2%	1%	0%	1%	4%	4%	3%	2%	2%	1%	3%	
Other API	3%	5%	4%	1%	2%	2%	1%	2%	2%	3%	3%	1%	4%	8%	1%	3%	7%	5%	9%	
Other	2%	2%	6%	4%	2%	4%	3%	5%	2%	3%	3%	3%	4%	2%	3%	3%	3%	3%	4%	
Unknown	15%	11%	7%	25%	21%	15%	10%	19%	40%	28%	21%	17%	9%	7%	5%	1%	1%	3%	0%	
<b>Language</b>																				
English	68%	63%	76%	79%	78%	77%	83%	77%	83%	84%	78%	81%	76%	78%	80%	85%	86%	86%	75%	
Spanish	15%	13%	10%	9%	11%	12%	8%	12%	8%	7%	8%	10%	11%	10%	12%	7%	5%	8%	8%	
Cantonese	5%	9%	5%	6%	7%	3%	2%	6%	4%	4%	7%	6%	7%	8%	7%	5%	8%	1%	6%	
Mandarin	2%	2%	3%	1%	1%	0%	0%	0%	1%	1%	1%	1%	2%	0%	0%	1%	0%	1%	0%	
Russian	1%	1%	1%	1%	2%	1%	0%	2%	1%	1%	1%	1%	2%	0%	1%	1%	1%	0%	2%	
Tagalog	2%	5%	0%	2%	2%	0%	1%	2%	2%	0%	0%	0%	0%	0%	0%	0%	2%	1%	2%	
Vietnamese	1%	1%	0%	0%	0%	0%	2%	0%	2%	0%	1%	0%	0%	3%	1%	0%	0%	0%	0%	
Other	6%	6%	4%	2%	1%	6%	4%	1%	0%	3%	4%	1%	1%	1%	1%	1%	0%	3%	6%	
<b>Gender</b>																				
Male	47%	49%	41%	44%	53%	49%	66%	60%	55%	63%	61%	60%	61%	56%	58%	58%	60%	55%	53%	
Female	50%	50%	54%	53%	43%	45%	32%	39%	44%	37%	38%	40%	38%	44%	42%	40%	40%	45%	47%	
Transgender MtF	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	2%	0%	0%	0%	
Transgender FtM	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Other (Genderqueer, Not listed)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Incomplete/Missing data	4%	1%	5%	3%	4%	6%	2%	1%	1%	0%	1%	1%	0%	0%	0%	1%	0%	0%	0%	
<b>Sexual Orientation</b>																				
Heterosexual	36%	40%	41%	39%	40%	29%	31%	44%	33%	40%	34%	31%	33%	42%	51%	46%	48%	50%	55%	
Gay/Lesbian/Same Gender-Loving	3%	3%	2%	2%	3%	4%	6%	3%	7%	7%	6%	5%	6%	3%	4%	8%	8%	5%	6%	
Bisexual	0%	0%	0%	0%	0%	1%	1%	1%	0%	2%	1%	0%	0%	0%	1%	1%	0%	3%	0%	
Other (Questioning/Unsure, Not Listed)	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	3%	
Declined to State	3%	3%	1%	2%	1%	1%	1%	0%	1%	2%	3%	1%	1%	2%	0%	2%	0%	1%	1%	
Incomplete/Missing data/Not asked	59%	54%	56%	56%	56%	65%	61%	51%	60%	50%	56%	63%	59%	54%	44%	43%	44%	41%	33%	

### Community Living Fund Six-Month Report

Referral Demographics (cont.)	Jun-08	Dec-08	Jun-09	Dec-09	Jun-10	Dec-10	Jun-11	Dec-11	Jun-12	Dec-12	Jun-13	Dec-13	Jun-14	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	
<b>Zipcode</b>																				
94102 Hayes Valley/Tenderloin	8%	10%	9%	10%	9%	12%	11%	10%	13%	8%	36%	9%	17%	14%	13%	16%	17%	16%	12%	
94103 South of Market	8%	9%	9%	6%	9%	6%	6%	7%	9%	3%	3%	5%	5%	5%	8%	9%	9%	9%	9%	
94107 Potrero Hill	4%	1%	2%	2%	2%	0%	1%	0%	1%	2%	1%	3%	0%	2%	1%	1%	1%	1%	0%	
94108 Chinatown	1%	1%	0%	1%	0%	1%	0%	0%	1%	1%	0%	1%	1%	0%	1%	1%	1%	3%	0%	
94109 Russian Hill/Nob Hill	8%	9%	10%	10%	7%	10%	9%	5%	7%	6%	4%	3%	7%	7%	5%	9%	9%	10%	7%	
94110 Inner Mission/Bernal Heights	12%	12%	11%	7%	5%	6%	3%	4%	4%	10%	4%	5%	6%	7%	4%	0%	8%	8%	10%	
94112 Outer Mission/Excelsior/Ingleside	4%	7%	5%	7%	5%	4%	3%	4%	3%	10%	2%	2%	2%	5%	8%	4%	3%	3%	4%	
94114 Castro/Noe Valley	2%	2%	2%	2%	3%	2%	5%	0%	1%	1%	1%	1%	1%	0%	2%	2%	2%	2%	2%	
94115 Western Addition	7%	8%	5%	6%	5%	4%	7%	9%	5%	3%	3%	4%	4%	3%	6%	5%	6%	5%	6%	
94116 Parkside/Forest Hill	11%	12%	17%	12%	26%	25%	21%	23%	21%	34%	21%	23%	18%	23%	26%	21%	11%	9%	7%	
94117 Haight/Western Addition/Fillmore	2%	3%	2%	3%	1%	3%	1%	0%	3%	1%	1%	3%	2%	4%	1%	2%	3%	1%	3%	
94118 Inner Richmond/Presidio/Laurel	5%	1%	2%	1%	1%	2%	2%	2%	1%	2%	3%	1%	1%	2%	1%	2%	2%	3%	4%	
94121 Outer Richmond/Sea Cliff	3%	2%	2%	3%	1%	4%	0%	0%	1%	1%	1%	3%	2%	2%	1%	1%	1%	2%	0%	
94122 Sunset	2%	3%	5%	2%	2%	1%	3%	2%	1%	1%	3%	5%	7%	3%	3%	5%	3%	2%	4%	
94123 Marina/Cow Hollow	2%	1%	1%	0%	2%	0%	0%	0%	2%	0%	1%	1%	1%	0%	1%	2%	0%	0%	2%	
94124 Bayview/Hunters Point	5%	6%	7%	10%	4%	6%	5%	6%	6%	6%	4%	7%	4%	7%	1%	5%	7%	4%	4%	
94127 West Portal/St. Francis Wood	2%	1%	1%	1%	1%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%	1%	0%	0%	
94129 Presidio	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	
94130 Treasure Island	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	
94131 Twin Peaks/Diamond Hts/Glen Park	4%	1%	0%	3%	1%	2%	2%	1%	3%	1%	0%	1%	3%	3%	1%	0%	0%	1%	3%	
94132 Stonestown/Lake Merced	2%	1%	1%	1%	4%	0%	3%	2%	1%	0%	0%	3%	2%	1%	2%	1%	2%	4%	2%	
94133 North Beach Telegraph Hill	2%	3%	2%	3%	3%	3%	1%	2%	2%	2%	3%	2%	4%	2%	1%	3%	1%	1%	4%	
94134 Visitacion Valley	4%	3%	2%	3%	4%	1%	1%	1%	0%	3%	1%	5%	3%	5%	4%	3%	4%	3%	4%	
Unknown/Other	3%	4%	5%	6%	7%	5%	14%	23%	13%	5%	7%	15%	9%	5%	7%	11%	9%	13%	10%	
Referral Source = Laguna Honda Hospital/TCM	9%	13%	18%	14%	26%	31%	27%	30%	30%	47%	37%	43%	32%	42%	44%	31%	30%	26%	18%	



### Community Living Fund Six-Month Report

	Jun-08	Dec-08	Jun-09	Dec-09	Jun-10	Dec-10	Jun-11	Dec-11	Jun-12	Dec-12	Jun-13	Dec-13	Jun-14	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17
<b>Services Needed at Intake (Self-Reported)</b>																			
Case Management	31%	52%	52%	43%	67%	58%	81%	66%	50%	68%	61%	74%	60%	56%	75%	75%	68%	74%	75%
In-Home Support	48%	43%	47%	39%	51%	58%	61%	58%	47%	56%	42%	52%	44%	39%	56%	54%	54%	61%	64%
Housing-related services	13%	27%	41%	22%	34%	49%	38%	40%	34%	32%	28%	35%	35%	25%	43%	46%	41%	33%	38%
Money Management	4%	26%	27%	21%	30%	36%	35%	29%	20%	33%	22%	32%	21%	20%	32%	26%	21%	40%	34%
Assistive Devices	12%	27%	27%	23%	27%	23%	22%	24%	19%	19%	17%	22%	27%	20%	30%	25%	27%	30%	34%
Mental health/Substance Abuse Services	3%	23%	19%	24%	26%	36%	30%	31%	32%	35%	26%	37%	25%	23%	28%	32%	30%	36%	39%
Day Programs	4%	30%	26%	23%	25%	11%	26%	26%	21%	20%	15%	19%	16%	13%	18%	13%	20%	23%	26%
Food	4%	17%	16%	11%	23%	26%	25%	23%	23%	22%	28%	24%	23%	24%	36%	36%	29%	39%	37%
Caregiver Support	3%	15%	23%	18%	17%	23%	18%	19%	10%	15%	10%	12%	15%	14%	15%	18%	19%	24%	25%
Home repairs/Modifications	6%	13%	18%	17%	15%	19%	21%	19%	13%	23%	14%	18%	24%	17%	18%	18%	20%	15%	23%
Other Services	35%	8%	9%	18%	11%	11%	5%	13%	9%	5%	9%	11%	16%	11%	14%	17%	13%	16%	23%

Performance Measures	Jun-08	Dec-08	Jun-09	Dec-09	Jun-10	Dec-10	Jun-11	Dec-11	Jun-12	Dec-12	Jun-13	Dec-13	Jun-14	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17
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**Active Performance Measures**

Percent of CLF clients with 1 or less acute hospital admissions in six month period																				93%
Percent of care plan problems resolved on average after first year of enrollment in CLF																				55%

**Archived Performance Measures**

Percentage of CLF clients who have successfully continued community living for a period of at least six months:																				
Formerly institutionalized clients	73%	76%	70%	80%	80%	81%	76%	79%	77%	82%	82%	84%								
Clients previously at imminent risk of nursing home placement	76%	76%	74%	82%	82%	80%	82%	81%	83%	80%	82%	83%								
Target	70%	70%	70%	75%	75%	75%	75%	80%	80%	80%	80%	80%								
Percentage of CLF clients who had successfully continued community living for six months or more by the time of disenrollment.	63%	79%	76%	82%	74%	73%	88%	88%	93%	90%	91%	91%								

## Community Living Fund Six-Month Report

Expenditures	Dec-15	Jun-16	Dec-16	Jun-17	Project to Date
IOA Contract					
Purchase of Service *	\$ 549,540	\$ 779,848	\$ 876,467	\$ 1,085,570	\$ 12,670,673
CBAS Assessments for SF Health Plan	\$ 69,780	\$ 69,435	\$ 58,778	\$ 88,959	\$ 676,042
Case Management	\$ 655,431	\$ 736,438	\$ 737,983	\$ 824,081	\$ 12,032,007
Capital & Equipment	\$ -	\$ 1,289	\$ -	\$ -	\$ 178,717
Operations	\$ 188,684	\$ 206,233	\$ 180,038	\$ 305,953	\$ 3,672,103
Indirect	\$ 134,261	\$ 148,138	\$ 143,952	\$ 180,135	\$ 1,885,664
CCT Reimbursement	\$ (21,070)	\$ (24,945)	\$ (195,561)	\$ (162,190)	\$ (1,092,762)
SF Health Plan Reimbursement for CBAS	\$ -	\$ (201,520)	\$ -	\$ (202,840)	\$ (976,840)
Historical Expenditures within IOA Contract***	\$ -	\$ -	\$ -		\$ 483,568
<i>Subtotal</i>	\$ 1,576,626	\$ 1,714,916	\$ 1,801,657	\$ 2,119,668	\$ 27,409,504
DPH Work Orders					\$ -
RTZ – DCIP	\$ 30,000	\$ 66,000	\$ 24,000	\$ 72,000	\$ 912,000
DAAS Internal (Salaries & Fringe)	\$ 223,855	\$ 246,388	\$ 235,964	\$ 276,738	\$ 3,880,209
Homecoming Services Network & Research (SFSC)	\$ -	\$ -	\$ -	\$ -	\$ 274,575
Emergency Meals (Meals on Wheels)	\$ 29,864	\$ 25,435	\$ -	\$ -	\$ 807,029
MSO Consultant (Meals on Wheels)	\$ 11,276	\$ 50,000	\$ -	\$ -	\$ 199,711
Case Management Training Institute (FSA)	\$ 78,689	\$ 56,211	\$ 46,562	\$ -	\$ 679,906
Scattered Site Housing (Brilliant Corners)	\$ -	\$ -	\$ 1,373,336	\$ 1,290,957	\$ 2,664,293
Shanti / PAWS (Pets are Wonderful Support)	\$ -	\$ -	\$ 20,328	\$ 54,672	\$ -
Historical Expenditures within CLF Program****	\$ -	\$ -	\$ -		\$ 1,447,669
<b>Grand Total</b>	<b>\$ 1,950,310</b>	<b>\$ 2,158,950</b>	<b>\$ 3,481,519</b>	<b>\$ 3,759,363</b>	<b>\$ 36,635,201</b>
	<b>FY1516</b>		<b>FY1617</b>		<b>Project to Date</b>
Total CLF Fund Budget***	\$ 4,832,189		\$ 8,328,889		\$ 43,878,887
% DAAS Internal of Total CLF Fund**	10%		6%		9%
* 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.					

## Community Living Fund Six-Month Report

CLF @ IOA Purchased Services	Dec-14		Jun-15		Dec-15		Jun-16		Dec-16		Jun-17		Project-to-Date	
	\$	Clients	\$	Clients	\$	Clients	\$	Clients	\$	Clients	\$	Clients	\$	Clients
<b>Grand Total</b>	\$ 639,560	115	\$ 586,072	119	\$ 557,228	134	\$ 752,853	146	\$ 904,463	147	\$1,044,568	180	\$ 12,644,118	1,250
Home Care	\$ 311,359	28	\$ 235,001	27	\$ 217,267	35	\$ 323,696	35	\$ 331,586	38	\$ 405,554	49	\$ 5,120,568	285
Board & Care	\$ 240,902	21	\$ 231,153	20	\$ 225,467	19	\$ 264,892	23	\$ 389,406	29	\$ 423,858	28	\$ 4,378,114	69
Scattered Site Housing							\$ 9,797	1	\$ 38,188	1	\$ 56,485	3	\$ 104,471	3
Rental Assistance (General)	\$ 25,515	21	\$ 23,417	17	\$ 35,003	25	\$ 52,367	28	\$ 53,594	21	\$ 58,874	22	\$ 923,351	379
Non-Medical Home Equipment	\$ 15,390	25	\$ 19,684	29	\$ 25,675	41	\$ 13,503	31	\$ 10,365	23	\$ 16,391	19	\$ 560,827	688
Housing-Related	\$ 498	5	\$ 1,310	2	\$ 9,380	8	\$ 47,612	13	\$ 51,244	11	\$ 37,422	9	\$ 394,220	294
Assistive Devices	\$ 38,063	22	\$ 69,163	35	\$ 31,096	31	\$ 14,704	51	\$ 16,533	35	\$ 20,509	57	\$ 577,420	528
Adult Day Programs									\$ 30	1	\$ 340	1	\$ 109,382	20
Communication/Translation	\$ 3,662	19	\$ 2,471	23	\$ 6,205	30	\$ 10,513	30	\$ 8,443	44	\$ 13,003	52	\$ 113,802	346
Respite											\$ 5,627	2	\$ 44,222	10
Health Care							\$ 2,567	1			\$ 184	1	\$ 91,727	93
Other Special Needs	\$ -	1	\$ 41	2	\$ 1,645	3	\$ 965	2					\$ 34,644	89
Counseling	\$ 2,950	9	\$ 3,450	8	\$ 3,600	12	\$ 6,525	19	\$ 4,650	15	\$ 4,650	21	\$ 98,136	150
Professional Care Assistance													\$ 20,418	15
Habilitation			\$ 150	1	\$ 150	1	\$ 2,250	2					\$ 22,688	10
Transportation	\$ 494	9	\$ 202	8	\$ 1,097	14	\$ 3,462	15	\$ 424	16	\$ 1,262	10	\$ 27,828	134
Legal Assistance	\$ 700	1	\$ 5	1	\$ 108	1					\$ 410	1	\$ 6,531	20
Others	\$ 27	3	\$ 25	2	\$ 535	3							\$ 15,769	51

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.

Homecoming @ SFSC Purchases	Dec-14		Jun-15		Dec-15		Jun-16		Dec-16		Jun-17		Project-to-Date	
	\$	%	\$	%	\$	%	\$	%	\$	%	\$	%	\$	%
<b>Total</b>	\$ 22,245		\$ 21,233		.	.	.	.	.	.	.	.	\$ 199,132	
Housing-related services	\$ -	0%	\$ -	0%	.	.	.	.	.	.	.	.	\$ 74,318	37%
Medical/Dental items & services	\$ 3,136	14%	\$ 8,177	39%	.	.	.	.	.	.	.	.	\$ 23,443	12%
In-home support	\$ -	0%	\$ -	0%	.	.	.	.	.	.	.	.	\$ 15,666	8%
Furniture and appliances	\$ 535	2%	\$ 929	4%	.	.	.	.	.	.	.	.	\$ 16,949	9%
Food	\$ 1,723	8%	\$ 725	3%	.	.	.	.	.	.	.	.	\$ 8,999	5%
Assistive devices	\$ 14,444	65%	\$ 8,039	38%	.	.	.	.	.	.	.	.	\$ 40,406	20%
Other goods/services	\$ 2,407	11%	\$ 3,363	16%	.	.	.	.	.	.	.	.	\$ 19,351	10%

Note: CLF stopped funding transitional care purchases in FY 15-16

## Community Living Fund Six-Month Report

Enrolled Client Demographics	Jun-08	Dec-08	Jun-09	Dec-09	Jun-10	Dec-10	Jun-11	Dec-11	Jun-12	Dec-12	Jun-13	Dec-13	Jun-14	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17
<b>Age (in years)</b>																			
18-59	37%	38%	37%	40%	42%	47%	48%	51%	56%	57%	53%	50%	47%	44%	40%	40%	40%	38%	37%
60-64	11%	14%	15%	13%	13%	13%	14%	13%	14%	15%	14%	18%	19%	19%	19%	17%	15%	16%	15%
65-74	19%	18%	20%	19%	18%	16%	15%	15%	15%	13%	17%	16%	18%	19%	21%	20%	23%	22%	21%
75-84	18%	21%	18%	15%	16%	12%	12%	11%	9%	8%	9%	10%	9%	11%	13%	14%	13%	15%	17%
85+	15%	9%	10%	13%	11%	12%	12%	9%	7%	6%	6%	6%	7%	7%	7%	9%	9%	9%	11%
<b>Ethnicity</b>																			
White	22%	25%	27%	27%	30%	35%	30%	25%	20%	16%	16%	23%	24%	25%	27%	31%	35%	37%	38%
African American	28%	31%	28%	28%	29%	26%	23%	16%	13%	11%	15%	15%	17%	19%	20%	23%	24%	23%	23%
Latino	11%	13%	15%	16%	15%	16%	16%	14%	10%	7%	7%	7%	9%	12%	12%	13%	13%	13%	13%
Chinese	10%	8%	8%	7%	5%	5%	5%	4%	4%	4%	5%	5%	6%	6%	6%	4%	6%	6%	7%
Filipino	3%	3%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%
Other API	3%	3%	3%	2%	2%	1%	1%	1%	1%	3%	3%	3%	3%	4%	5%	3%	2%	3%	5%
Other	15%	10%	8%	7%	7%	7%	13%	22%	36%	46%	42%	33%	24%	17%	17%	15%	10%	9%	1%
Unknown	8%	6%	9%	11%	10%	9%	11%	16%	13%	12%	11%	13%	14%	16%	12%	10%	8%	9%	10%
<b>Language</b>																			
English	67%	69%	75%	75%	74%	79%	79%	79%	80%	83%	80%	79%	81%	80%	76%	76%	79%	80%	79%
Spanish	13%	13%	13%	15%	15%	14%	13%	12%	11%	8%	8%	8%	8%	8%	12%	11%	11%	10%	10%
Cantonese	7%	8%	6%	6%	6%	4%	3%	5%	5%	4%	6%	6%	5%	5%	6%	6%	4%	5%	5%
Mandarin	2%	1%	1%	0%	0%	0%	0%	0%	0%	1%	1%	1%	1%	1%	1%	0%	0%	0%	0%
Russian	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	0%	1%
Tagalog	2%	3%	2%	1%	1%	2%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Vietnamese	1%	1%	1%	1%	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%	1%	1%	0%	0%	0%
Other	4%	4%	3%	2%	2%	2%	3%	2%	1%	1%	2%	2%	2%	2%	3%	2%	4%	3%	3%
Unknown	3%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%	1%	1%	1%	0%	0%	0%
<b>Gender</b>																			
Male	48%	47%	47%	47%	50%	53%	55%	57%	59%	62%	62%	60%	61%	56%	59%	57%	60%	59%	54%
Female	49%	51%	51%	51%	49%	46%	44%	41%	39%	37%	37%	39%	38%	42%	40%	42%	39%	38%	41%
Transgender MtF	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Transgender FtM	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other (Genderqueer, Not listed)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Incomplete/Missing data	2%	1%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	4%
<b>Sexual Orientation</b>																			
Heterosexual	2%	7%	12%	15%	17%	22%	26%	32%	34%	35%	52%	68%	74%	80%	80%	81%	82%	78%	79%
Gay/Lesbian/Same Gender-Loving	0%	0%	1%	1%	2%	1%	1%	2%	4%	6%	7%	8%	9%	10%	11%	8%	11%	10%	10%
Bisexual	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	2%	2%	2%	3%	2%	3%	3%
Other (Questioning/Unsure, Not Listed)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	2%	2%
Declined to State	0%	1%	0%	0%	1%	1%	1%	0%	1%	1%	2%	2%	4%	3%	5%	5%	5%	5%	3%
Incomplete/Missing data/Not asked	97%	92%	86%	83%	80%	76%	72%	66%	62%	57%	39%	20%	12%	4%	2%	2%	0%	2%	3%

### Community Living Fund Six-Month Report

Enrolled Client Demographics (cont)	Jun-08	Dec-08	Jun-09	Dec-09	Jun-10	Dec-10	Jun-11	Dec-11	Jun-12	Dec-12	Jun-13	Dec-13	Jun-14	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	
<b>Zipcode</b>																				
94102 Hayes Valley/Tenderloin	11%	10%	11%	10%	10%	10%	11%	13%	18%	21%	23%	20%	17%	16%	17%	16%	19%	18%	17%	
94103 South of Market	10%	11%	12%	8%	10%	9%	7%	7%	8%	9%	8%	7%	7%	7%	6%	7%	7%	7%	7%	
94107 Potrero Hill	3%	1%	2%	1%	2%	2%	3%	1%	2%	1%	1%	2%	2%	2%	2%	1%	1%	2%	1%	
94108 Chinatown	1%	1%	0%	1%	1%	1%	1%	1%	0%	0%	0%	1%	1%	1%	0%	1%	0%	0%	1%	
94109 Russian Hill/Nob Hill	10%	10%	10%	10%	9%	12%	12%	13%	11%	10%	9%	9%	10%	7%	7%	7%	9%	11%	10%	
94110 Inner Mission/Bernal Heights	12%	9%	9%	11%	11%	10%	9%	8%	7%	6%	6%	6%	6%	7%	9%	8%	10%	9%	6%	
94112 Outer Mission/Excelsior/Ingleside	6%	5%	4%	4%	4%	3%	4%	4%	5%	5%	4%	3%	2%	3%	4%	5%	3%	3%	3%	
94114 Castro/Noe Valley	2%	3%	2%	3%	3%	3%	3%	3%	3%	3%	3%	2%	2%	2%	2%	1%	2%	1%	2%	
94115 Western Addition	7%	7%	9%	10%	11%	12%	11%	10%	11%	9%	7%	7%	6%	7%	7%	8%	8%	9%	8%	
94116 Parkside/Forest Hill	3%	5%	7%	7%	5%	4%	3%	3%	3%	4%	4%	6%	6%	6%	6%	7%	6%	7%	8%	
94117 Haight/Western Addition/Fillmore	5%	3%	5%	5%	4%	4%	3%	3%	3%	2%	2%	2%	2%	2%	4%	4%	3%	3%	4%	
94118 Inner Richmond/Presidio/Laurel	1%	2%	2%	2%	1%	1%	2%	2%	1%	1%	2%	2%	1%	2%	3%	2%	2%	1%	2%	
94121 Outer Richmond/Sea Cliff	3%	1%	2%	2%	1%	2%	2%	2%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
94122 Sunset	1%	3%	3%	3%	2%	3%	4%	5%	4%	3%	4%	5%	6%	7%	6%	5%	4%	5%	3%	
94123 Marina/Cow Hollow	0%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	
94124 Bayview/Hunters Point	7%	8%	7%	5%	5%	4%	5%	5%	3%	4%	4%	4%	5%	6%	6%	4%	4%	6%	5%	
94127 West Portal/St. Francisc Wood	1%	1%	2%	2%	2%	2%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
94129 Presidio	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
94130 Treasure Island	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	
94131 Twin Peaks/Diamond Hts/Glen Park	1%	2%	3%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	1%	1%	1%	
94132 Stonestown/Lake Merced	1%	1%	0%	1%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	3%	
94133 North Beach Telegraph Hill	2%	2%	1%	1%	1%	2%	2%	1%	1%	1%	3%	4%	3%	2%	1%	1%	1%	1%	1%	
94134 Visitacion Valley	4%	5%	5%	4%	5%	4%	3%	3%	3%	2%	2%	3%	2%	3%	4%	5%	4%	2%	4%	
Unknown/Other	8%	8%	5%	7%	8%	9%	8%	10%	11%	10%	11%	11%	13%	14%	13%	11%	12%	11%	12%	
Referral Source = Laguna Honda Hospital/TC	18%	20%	24%	27%	29%	40%	39%	43%	44%	49%	49%	52%	52%	52%	53%	49%	46%	41%	31%	