
MEMORANDUM

DATE: May 3, 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: July-December 2016

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 152 total new referrals, which is 28% less than the prior period. This is consistent with prior program trends; after a period with increased referrals, the following period tends to see a slight decline in referrals. Most (80%) of those referred were eligible. All of these referrals have been served – none of these eligible clients are currently waitlisted.
- ❖ 279 clients were served. This is consistent with service levels in the core CLF service – the intensive case management program provided by the Institute on Aging.

Demographics

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

- ❖ There has been a slight shift in the age of referred clients. Approximately 65% of referrals were for seniors aged 60 and up. Historically, this figure has been closer to 60% or less – particularly in the early years of the program when almost all program clients were residents of Laguna Honda Hospital and Rehabilitation Center.
- ❖ Trends in the ethnic profile of new referrals remain consistent with prior periods. Most commonly, referrals were made on behalf of White (43%) and African-American (25%) clients. Please see the “Systemic changes / Trends affecting CLF” section of this report for information about new outreach efforts, including targeting to increase participation of Asian-Pacific Islander clients.
- ❖ Referrals for English-speaking clients continue to dominate at 86%. The second most common primary language is Spanish at 8. The 3% of referred clients categorized in “Other” speak Asian languages: Japanese, Korean, and Toisanese (Chinese dialect).
- ❖ More than half of referrals (55%) were for males. This trend has been relatively consistent since June 2011.¹
- ❖ Referred clients are most frequently heterosexual (50% of all referrals; 84% of those with sexual orientation identified). Approximately five percent of all referrals were for persons identified as gay/lesbian/same-sex loving. Over 40% of referrals were missing sexual orientation data. DAAS will continue working to improve this data collection at point of intake.¹ As of July 2017, a new city ordinance will require collection of sexual orientation and gender identity. This should increase reporting of this information.
- ❖ The most frequent zip code for referred clients remained 94102 (16% of referrals). This area includes the Tenderloin and Hayes Valley areas. Other common areas are 94109 (Polk Gulch/Nob Hill) with 10% of referrals, 94115 (Western Addition) and 94103 (SOMA) each with 9% of referrals respectively, and 94110 (Mission) with 8%.
- ❖ Referrals from Laguna Honda Hospital represent 26% of all referrals. This is a decline from period periods; over the last three years, approximately 37% of referrals came from Laguna Honda Hospital.

Service Requests

- ❖ Self-reported service needs remain consistent with prior periods. The most commonly-requested services at intake include: case management (74%), in-home support (61%), food assistance (39%), and mental health/substance abuse services (36%). Other frequent requests include housing-related support (33%) and assistive devices (30%).

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

Program Costs

There are some changes that impacted program costs for this reporting period. First, the California Community Transitions (CCT) revenue had a significant increase due to program efficiencies and staffing stability in the IOA's Medi-Cal Biller role. Second, the Case Management Training Institute contract ended during this reporting period. A new Request for Proposal is anticipated to be released late Spring 2017. Lastly, two contracts – the DAAS Nutrition Program and the MSO consultant – were either shifted or ended and thus have no further expenditures under CLF.

❖ Costs per client are as follows:

- Total monthly program costs per client² averaged \$2,080 per month in the latest six-month period. This considerable increase from the \$1,237 reported in the last report is largely a result of the increase in expenditures for the higher cost areas like board and care and homecare. Excluding costs for home care and rental subsidies, average monthly purchase of service costs for CLF clients who received any purchased services was \$190 per month in the latest reporting period, a decrease of \$15 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%*

On average, **73%** of service plan items were marked as resolved or transferred.³ While a subset of clients will always have less than 100% performance due to ongoing care needs, review of client records has indicated that low performance is partly a reflection of database utilization. Historically, care managers have

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

³ 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.

often waited until the annual reassessment to finalize the prior care plan. IOA has been working with care managers to update care plans 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

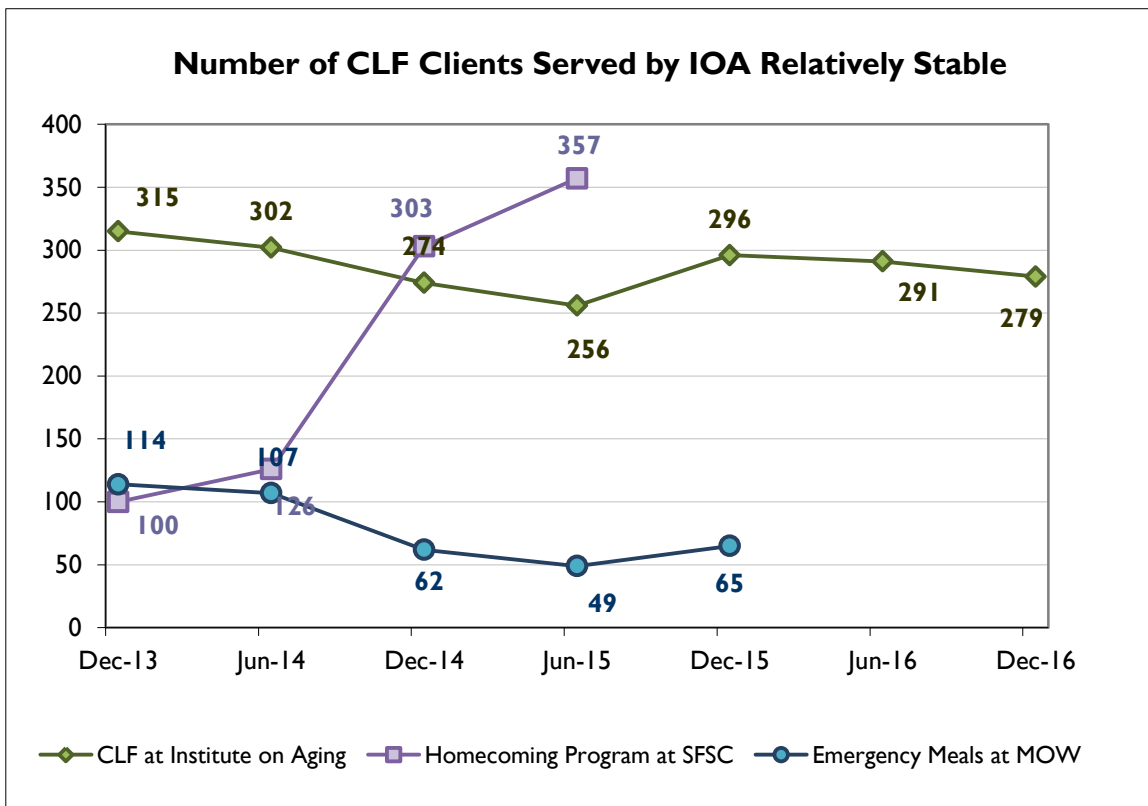
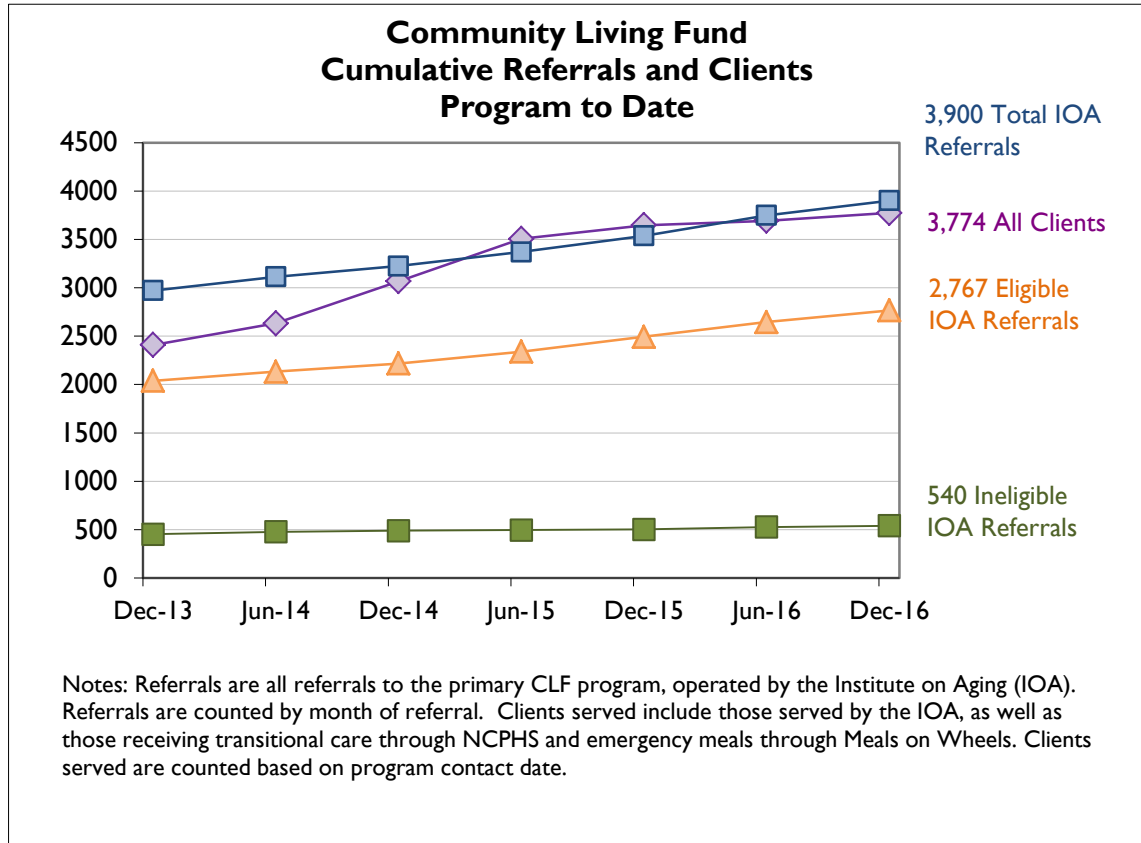
- ❖ As of April 2017, there are 9 referrals awaiting assignment on the CLF waitlist. This is a significant decrease from the previous Six Month Report when 66 were waitlisted (primarily purchase only clients). All of these referrals were submitted in March 2017.
- ❖ With the additional \$1 million per year beginning in FY15-16, CLF expanded services in three key areas:
 - Home Care: CLF purchased almost 11,000 hours of home care in the current period. As a comparison, the average over the last five years has been closer to 7,000 total hours. This funding has allowed CLF to serve more clients, including additional high-need clients. Over the last year, the number of CLF clients receiving home care has increased to 35 unduplicated individuals per six month period. As a comparison, the average over the last five years has been closer to 25 individuals per reporting 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 \$2,400. In the current period, CLF spent approximately \$379,000 on behalf of 29 clients. In prior periods, the total expense for this category was closer to \$220,000 and service levels closer to 20 clients. CLF also secures limited scattered site units in advance to ensure resource availability when clients are ready to discharge from institutional care. Given the lifetime nature of these subsidies, CLF ensures appropriateness and uses prudence for this limited housing resource. As of March 2017, CLF is preparing for the imminent transition of three additional clients back to the community and continuing to educate private skilled nursing facility staff on appropriate clients for these units.
 - Home modifications: Over \$50,000 was spent in the current period to purchase home modifications that enable clients with functional impairment to live safely at home. This is approximately \$10,000 more than the previous reporting period. These modifications included 5 stair lifts, upgrade and/or repair of 2 existing stair lift systems, and 1 ceiling-mounted transfer system.⁴
- ❖ CLF is collaborating with the Shanti Project/PAWS (Pets are Wonderful Support) to support Animal Bonding Services for Isolated LGBT Seniors and Adults with

⁴ 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.

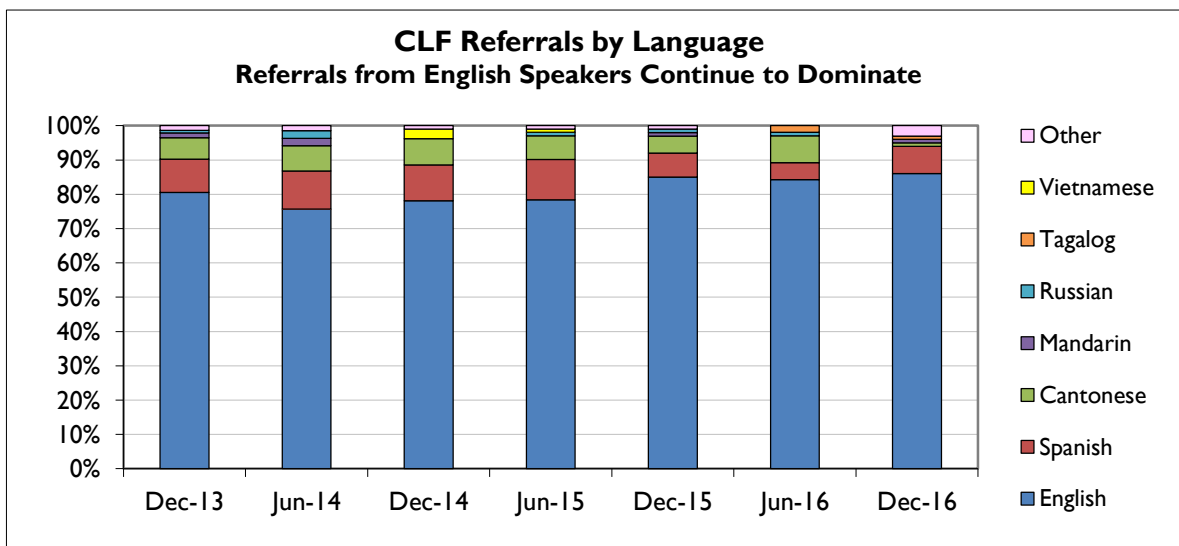
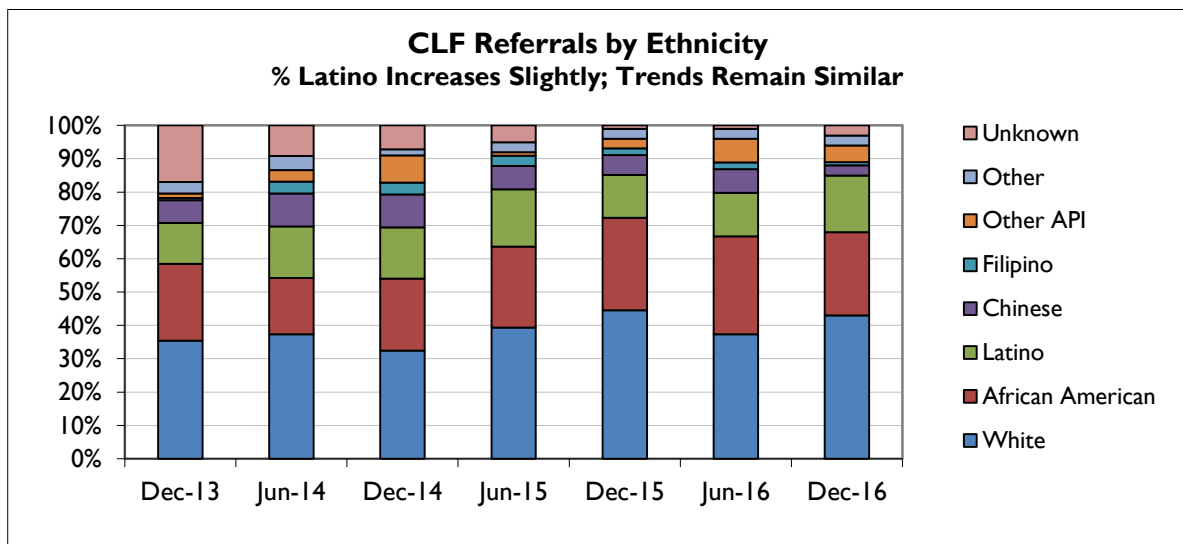
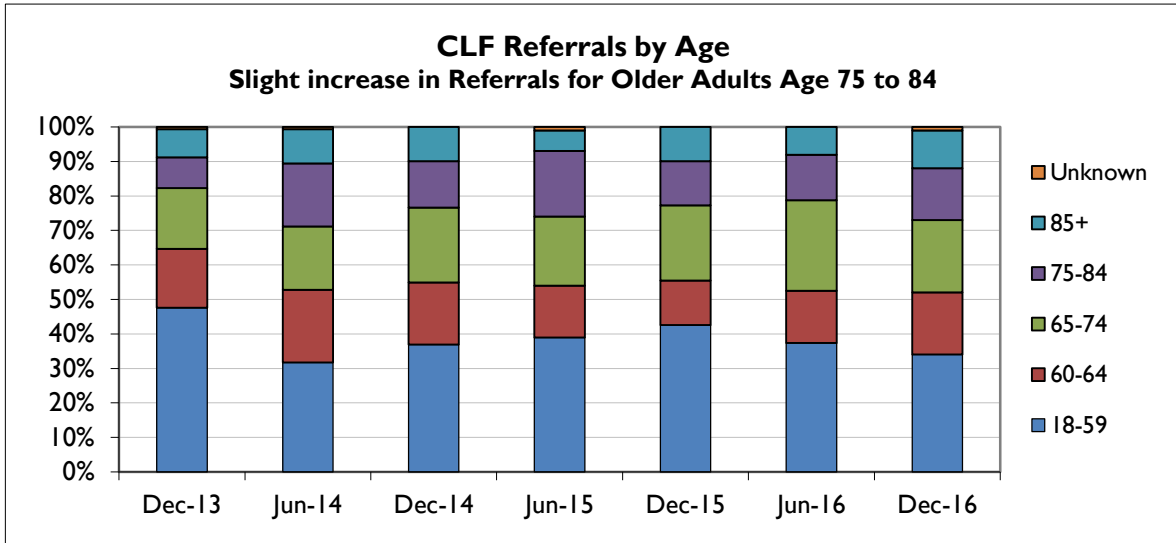
Disabilities who meet CLF criteria. Pets have an important role as a support system, and CLF will increase the Shanti Project/PAWS capacity to assist isolated, low-income, and frail individuals by funding the purchases of tangible goods and services such as pet food, pet supplies, medication, and pet health services. This effort is anticipated to not only help expand services and relieve the current waitlist but will also have positive health impacts from delayed or interrupted health services due to pet maintenance concerns. Expenditures will be detailed during the next reporting period.

- ❖ Beginning FY16/17, DAAS assumed responsibility of a Scattered Site Housing (SSH) contract from the Department of Public Health. The contractor for this program is Brilliant Corners (formerly West Bay Housing Corporation). As an existing program, most of the slots are currently occupied. When vacancies become available, eligible CLF clients leaving institutions will be considered for these units. DAAS has worked closely with Brilliant Corners, IOA, and RTZ Associates to establish program operations and infrastructure, including creation of an Integrated Housing database for this program. New SSH placements are anticipated to start Spring 2017. The waitlist and provision of units will be based on appropriateness and need.
- ❖ The CLF Purchasing Care Coordinator, a contracted position with Catholic Charities, was hired in October 2016. With a caseload of 30-40 clients, this coordinator's primary goal is to serve community-based clients who are concurrently enrolled in other case management programs, who have a purchase-only need and who meet CLF eligibility criteria. A modified assessment for expedited enrollment allows these clients to access the purchase of goods and services more efficiently. CLF will remain the payer of last resort.
- ❖ CLF began collaborating with three San Francisco Skilled Nursing Facilities (SNFs) during this reporting period. A barrier to serving these clients in the past was due to a lack of housing options in the community. Due to settlement agreements, LHH clients had priority for city-supported housing options like SSH and DAH. With the expansion of B&C patches and/or transfer of Brilliant Corners contract, the CLF program will be better able to serve those in private SNF facilities who are willing and able to live at a lower level of care.
- ❖ In an effort to serve a population reflective of San Francisco's overall ethnic composition, CLF began targeted outreach with the Asian and Pacific Islander (API) community that includes, but not exclusive to, community-based organizations and other entities such as API Wellness, SteppingStone Adult Day Health at Golden Gate Center, Chinatown Community Development, and Asian Pacific Islander Partnership. CLF will continue targeted outreach during the next reporting period.

Community Living Fund Six-Month Report

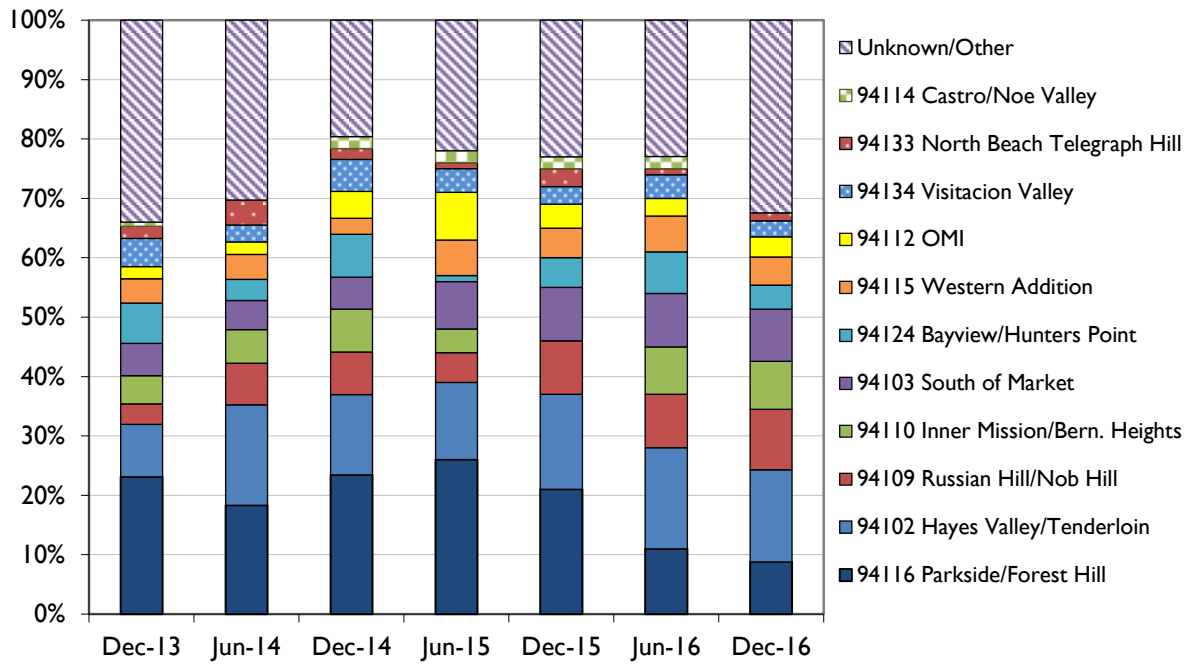


Community Living Fund Six-Month Report

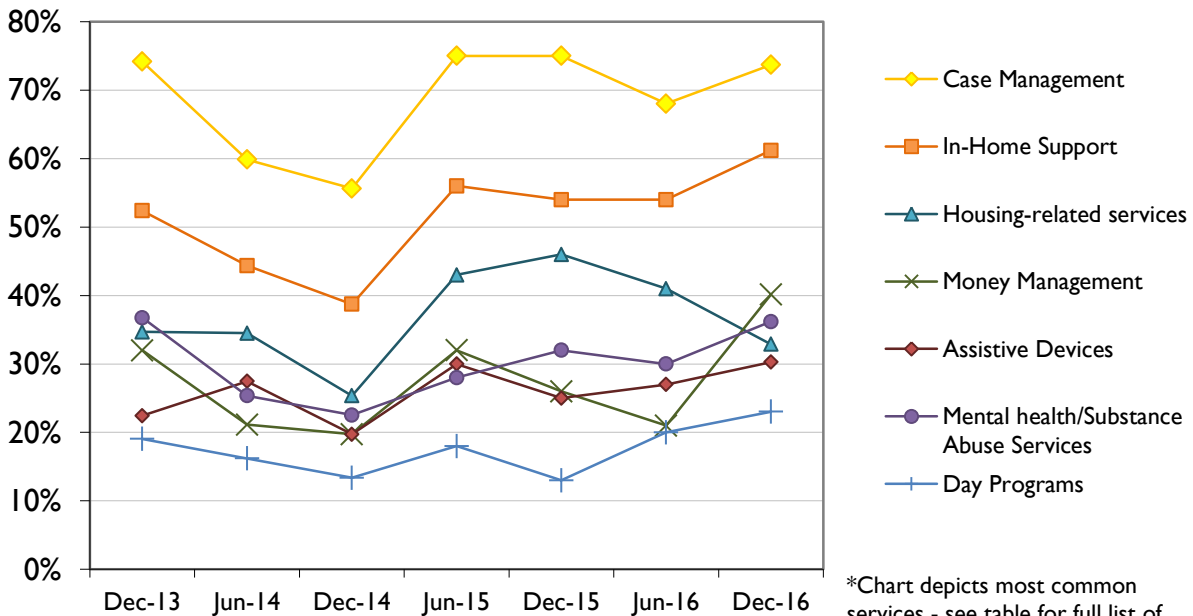


Community Living Fund Six-Month Report

CLF Referrals by Zip Code



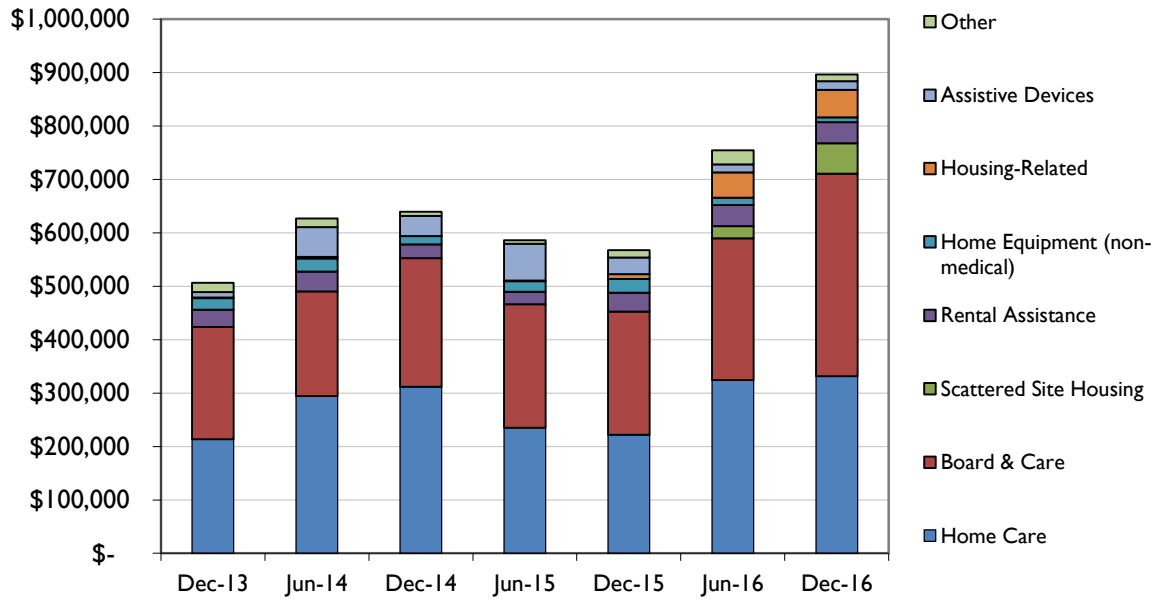
Self-Reported Need for Services at Referral Case Management, In-Home Support & Housing Remain Among the Most Frequent Requests



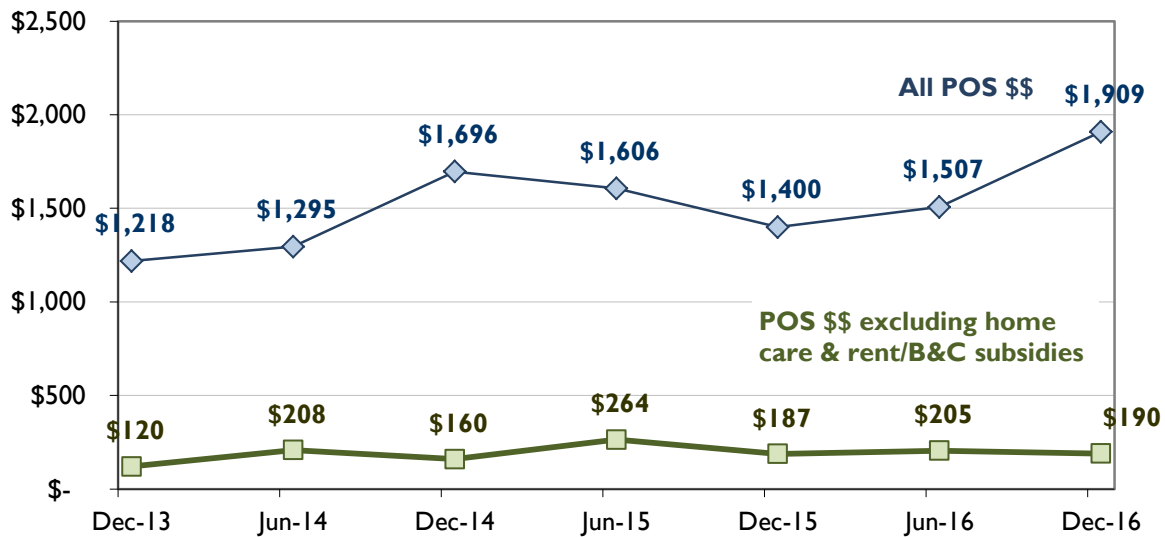
*Chart depicts most common services - see table for full list of services reported needed at intake

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.



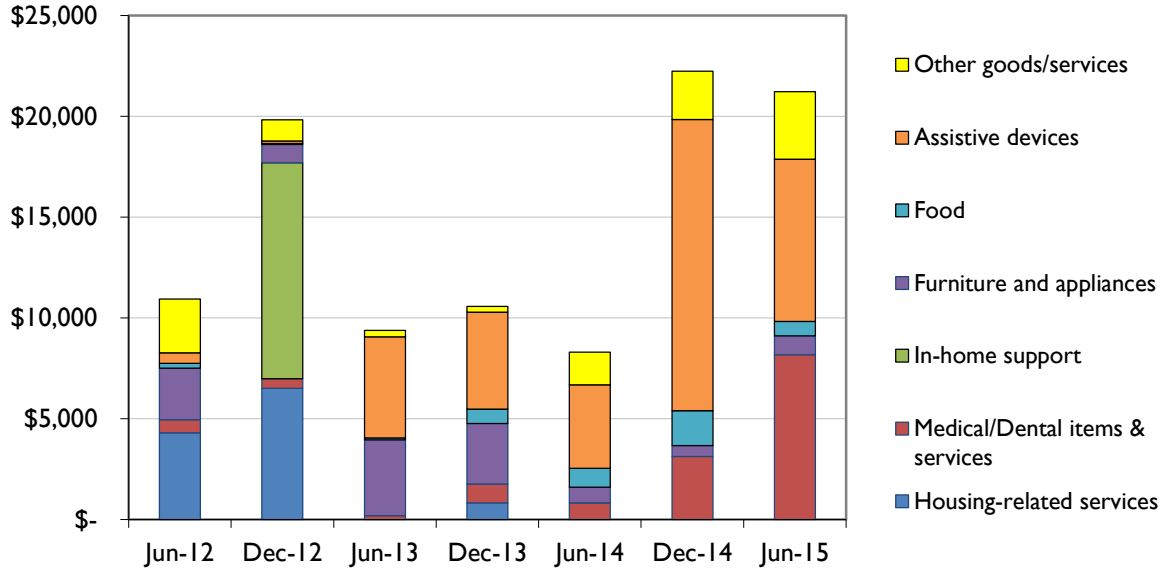
Average Monthly Purchase of Service (POS) Cost Per Client for CLF Clients with Any Purchases:
Overall rate increased due to increase in Home Care, Board & Care, and Scattered Site Housing purchases, while spending rate excluding these categories



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

Community Living Fund Six-Month Report

**Homecoming Purchases:
This Transitional Care Program Ended in FY 14-15.
Included Here for Historical Purposes.**



Community Living Fund Six-Month Report

Active Caseload	Dec-13		Jun-14		Dec-14		Jun-15		Dec-15		Jun-16		Dec-16	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
All Active Cases*	521		526		631		659		358		291		279	
Change from Prior 6 Months	48	10.1%	5	1.0%	105	20.0%	28	4.4%	(301)	-45.7%	(67)	-18.7%	(12)	-4.1%
Change from Previous Year	54	11.6%	53	11.2%	110	21.1%	133	25.3%	(273)	-43.3%	(368)	-55.8%	(79)	-22.1%
Change from 2 Years	220	73.1%	121	29.9%	164	35.1%	186	39.3%	(163)	-31.3%	(235)	-44.7%	(352)	-55.8%
Program Enrollment														
CLF at Institute on Aging	315	60%	302	57%	274	43%	256	39%	296	83%	291	100%	279	100%
with any service purchases	131	42%	150	50%	115	42%	119	46%	134	45%	145	50%	141	51%
needing one-time purchases	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	9	3%
with no purchases	184	58%	152	50%	159	58%	137	54%	162	55%	146	50%	138	49%
Transitional Care (Homecoming)	100	19%	126	24%	303	48%	357	54%
Emergency Meals at MOW	114	22%	107	20%	62	10%	49	7%	65	18%
Program to Date														
All CLF Enrollment	2,409		2,632		3,067		3,505		3,646		3,692		3,774	
CLF at Institute on Aging Enrollment	1,231	51%	1,304	50%	1,362	44%	1,416	40%	1,504	41%	1,554	42%	1,638	43%
with any service purchases	885	72%	937	72%	971	71%	1,013	72%	1,056	70%	1,099	71%	1,172	72%
Average monthly \$/client (all clients, all \$)	\$ 529		\$ 557		\$ 500		\$ 491		\$ 908		\$ 1,237		\$ 2,080	
Average monthly purchase of service \$/client for CLF IOA purchase clients	\$ 1,218		\$ 1,295		\$ 1,696		\$ 1,606		\$ 1,400		\$ 1,507		\$ 1,909	
Average monthly purchase of service \$/client for CLF IOA purchase clients, excluding home care, housing subsidies	\$ 120		\$ 208		\$ 160		\$ 264		\$ 187		\$ 205		\$ 190	

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

Community Living Fund Six-Month Report

Referrals	Dec-13		Jun-14		Dec-14		Jun-15		Dec-15		Jun-16		Dec-16	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
New Referrals**	147		142		111		144		168		211		152	
Change from previous six months	31	27%	(5)	-3%	(31)	-22%	33	30%	24	17%	43	26%	(59)	-28%
Change from previous year	30	26%	26	22%	(36)	-24%	2	1%	57	51%	67	47%	(16)	-10%
Status After Initial Screening														
Eligible:	112	76%	94	66%	84	76%	123	85%	154	92%	152	72%	121	80%
Approved to Receive Service	108	96%	69	73%	76	90%	105	85%	123	80%	116	76%	121	100%
Wait List	3	3%	23	24%	7	8%	1	1%	16	10%	27	18%	0	0%
Pending Final Review	1	1%	2	2%	1	1%	15	12%	9	6%	9	6%	0	0%
Ineligible	20	14%	24	17%	12	11%	6	4%	8	5%	24	11%	13	9%
Withdrew Application	8	5%	14	10%	10	9%	10	7%	12	7%	35	17%	18	12%
Pending Initial Determination	0	0%	1	1%	0	0%	4	3%	0	0%	0	0%	0	0%
Program to Date														
Total Referrals	2,972		3,114		3,225		3,369		3,537		3,748		3,900	
Eligible Referrals	2,039	69%	2,133	68%	2,217	69%	2,340	69%	2,494	71%	2,646	71%	2,767	71%
Ineligible Referrals	453	15%	477	15%	489	15%	495	15%	503	14%	527	14%	540	14%

** 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-07	Dec-07	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	
Age (in years)																					
18-59	32%	31%	30%	31%	38%	32%	43%	48%	41%	47%	51%	47%	39%	48%	32%	37%	39%	43%	37%	34%	
60-64	11%	13%	10%	11%	13%	13%	14%	11%	17%	12%	10%	14%	17%	17%	21%	18%	15%	13%	15%	18%	
65-74	19%	22%	21%	20%	17%	21%	19%	16%	14%	20%	12%	18%	20%	18%	18%	22%	20%	22%	26%	21%	
75-84	24%	21%	22%	24%	18%	20%	13%	17%	14%	11%	16%	12%	14%	9%	18%	14%	19%	13%	13%	15%	
85+	14%	12%	17%	14%	14%	13%	10%	8%	8%	9%	11%	9%	9%	8%	10%	10%	6%	10%	8%	11%	
Unknown	0%	1%	0%	0%	1%	0%	1%	0%	5%	1%	1%	1%	2%	1%	1%	0%	1%	0%	0%	1%	
Ethnicity																					
White	34%	32%	30%	26%	36%	29%	30%	41%	47%	23%	25%	30%	31%	35%	37%	32%	39%	45%	37%	43%	
African American	26%	25%	19%	21%	23%	18%	26%	16%	20%	30%	16%	21%	26%	23%	17%	22%	24%	28%	29%	25%	
Latino	17%	14%	19%	15%	14%	13%	12%	15%	13%	14%	8%	9%	9%	12%	15%	15%	17%	13%	13%	17%	
Chinese	12%	10%	8%	14%	7%	7%	6%	5%	3%	4%	4%	5%	6%	7%	10%	10%	7%	6%	7%	3%	
Filipino	4%	6%	5%	6%	4%	2%	2%	1%	2%	3%	2%	1%	0%	1%	4%	4%	3%	2%	2%	1%	
Other API	4%	2%	3%	5%	4%	1%	2%	2%	1%	2%	2%	3%	3%	1%	4%	8%	1%	3%	7%	5%	
Other	2%	2%	2%	2%	6%	4%	2%	4%	3%	5%	2%	3%	3%	3%	4%	2%	3%	3%	3%	3%	
Unknown	1%	9%	15%	11%	7%	25%	21%	15%	10%	19%	40%	28%	21%	17%	9%	7%	5%	1%	1%	3%	
Language																					
English	68%	68%	68%	63%	76%	79%	78%	77%	83%	77%	83%	84%	78%	81%	76%	78%	80%	85%	86%	86%	
Spanish	13%	11%	15%	13%	10%	9%	11%	12%	8%	12%	8%	7%	8%	10%	11%	10%	12%	7%	5%	8%	
Cantonese	10%	7%	5%	9%	5%	6%	7%	3%	2%	6%	4%	4%	7%	6%	7%	8%	7%	5%	8%	1%	
Mandarin	2%	1%	2%	2%	3%	1%	1%	0%	0%	0%	1%	1%	1%	1%	2%	0%	0%	1%	0%	1%	
Russian	3%	0%	1%	1%	1%	1%	2%	1%	0%	2%	1%	1%	1%	1%	2%	0%	1%	1%	1%	0%	
Tagalog	1%	4%	2%	5%	0%	2%	2%	0%	1%	2%	2%	0%	0%	0%	0%	0%	0%	0%	2%	1%	
Vietnamese	1%	0%	1%	1%	0%	0%	0%	0%	2%	0%	2%	0%	1%	0%	0%	3%	1%	0%	0%	0%	
Other	2%	7%	6%	6%	4%	2%	1%	6%	4%	1%	0%	3%	4%	1%	1%	1%	1%	0%	0%	3%	
Gender																					
Male	38%	47%	47%	49%	41%	44%	53%	49%	66%	60%	55%	63%	61%	60%	61%	56%	58%	58%	60%	55%	
Female	59%	50%	50%	50%	54%	53%	43%	45%	32%	39%	44%	37%	38%	40%	38%	44%	42%	40%	40%	45%	
Transgender MtF	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	2%	0%	0%	
Transgender FtM	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Unknown	3%	2%	4%	1%	5%	3%	4%	6%	2%	1%	1%	0%	1%	1%	0%	0%	0%	1%	0%	0%	
Sexual Orientation																					
Heterosexual	33%	36%	36%	40%	41%	39%	40%	29%	31%	44%	33%	40%	34%	31%	33%	42%	51%	46%	48%	50%	
Gay/Lesbian/Same Gender-Loving	1%	0%	3%	3%	2%	2%	3%	4%	6%	3%	7%	7%	6%	5%	6%	3%	4%	8%	8%	5%	
Bisexual	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%	0%	2%	1%	0%	0%	0%	1%	1%	0%	3%	
Declined to State	5%	2%	3%	3%	1%	2%	1%	1%	1%	0%	1%	2%	3%	1%	1%	2%	0%	2%	0%	1%	
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	
Not Asked/Blank	62%	62%	59%	54%	56%	56%	56%	65%	61%	51%	60%	50%	56%	63%	59%	54%	44%	43%	44%	41%	

Community Living Fund Six-Month Report

Referral Demographics (cont.)	Jun-07	Dec-07	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
Zipcode																				
94102 Hayes Valley/Tenderloin	14%	11%	8%	10%	9%	10%	9%	12%	11%	10%	13%	8%	36%	9%	17%	14%	13%	16%	17%	16%
94103 South of Market	11%	9%	8%	9%	9%	6%	9%	6%	6%	7%	9%	3%	3%	5%	5%	5%	8%	9%	9%	9%
94107 Potrero Hill	4%	4%	4%	1%	2%	2%	2%	0%	1%	0%	1%	2%	1%	3%	0%	2%	1%	1%	1%	1%
94108 Chinatown	1%	1%	1%	1%	0%	1%	0%	1%	0%	0%	1%	1%	0%	1%	1%	0%	1%	1%	1%	3%
94109 Russian Hill/Nob Hill	8%	10%	8%	9%	10%	10%	7%	10%	9%	5%	7%	6%	4%	3%	7%	7%	5%	9%	9%	10%
94110 Inner Mission/Bernal Heights	6%	11%	12%	12%	11%	7%	5%	6%	3%	4%	4%	10%	4%	5%	6%	7%	4%	0%	8%	8%
94112 Outer Mission/Excelsior/Ingleside	6%	6%	4%	7%	5%	7%	5%	4%	3%	4%	3%	10%	2%	2%	2%	5%	8%	4%	3%	3%
94114 Castro/Noe Valley	1%	2%	2%	2%	2%	2%	3%	2%	5%	0%	1%	1%	1%	1%	0%	2%	2%	2%	2%	2%
94115 Western Addition	7%	5%	7%	8%	5%	6%	5%	4%	7%	9%	5%	3%	3%	4%	4%	3%	6%	5%	6%	5%
94116 Parkside/Forest Hill	4%	5%	11%	12%	17%	12%	26%	25%	21%	23%	21%	34%	21%	23%	18%	23%	26%	21%	11%	9%
94117 Haight/Western Addition/Fillmore	3%	3%	2%	3%	2%	3%	1%	3%	1%	0%	3%	1%	1%	3%	2%	4%	1%	2%	3%	1%
94118 Inner Richmond/Presidio/Laurel	0%	2%	5%	1%	2%	1%	1%	2%	2%	2%	1%	2%	3%	1%	1%	2%	1%	2%	2%	3%
94121 Outer Richmond/Sea Cliff	4%	1%	3%	2%	2%	3%	1%	4%	0%	0%	1%	1%	1%	3%	2%	2%	1%	1%	1%	2%
94122 Sunset	2%	2%	2%	3%	5%	2%	2%	1%	3%	2%	1%	1%	3%	5%	7%	3%	3%	5%	3%	2%
94123 Marina/Cow Hollow	1%	2%	2%	1%	1%	0%	2%	0%	0%	0%	2%	0%	1%	1%	1%	0%	1%	2%	0%	0%
94124 Bayview/Hunters Point	9%	8%	5%	6%	7%	10%	4%	6%	5%	6%	6%	6%	4%	7%	4%	7%	1%	5%	7%	4%
94127 West Portal/St. Francisc Wood	1%	1%	2%	1%	1%	1%	1%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%	1%	0%
94129 Presidio	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
94130 Treasure Island	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%
94131 Twin Peaks/Diamond Hts/Glen Park	1%	0%	4%	1%	0%	3%	1%	2%	2%	1%	3%	1%	0%	1%	3%	3%	1%	0%	0%	1%
94132 Stonestown/Lake Merced	2%	2%	2%	1%	1%	1%	4%	0%	3%	2%	1%	0%	0%	3%	2%	1%	2%	1%	2%	4%
94133 North Beach Telegraph Hill	5%	2%	2%	3%	2%	3%	3%	3%	1%	2%	2%	2%	3%	2%	4%	2%	1%	3%	1%	1%
94134 Visitation Valley	5%	5%	4%	3%	2%	3%	4%	1%	1%	1%	0%	3%	1%	5%	3%	5%	4%	3%	4%	3%
Unknown/Other	7%	7%	3%	4%	5%	6%	7%	5%	14%	23%	13%	5%	7%	15%	9%	5%	7%	11%	9%	13%
Referral Source = Laguna Honda Hospital/TCM	4%	10%	9%	13%	18%	14%	26%	31%	27%	30%	30%	47%	37%	43%	32%	42%	44%	31%	30%	26%

Community Living Fund Six-Month Report

	Jun-07	Dec-07	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
Services Needed at Intake (Self-Reported)																				
Case Management	12%	26%	31%	52%	52%	43%	67%	58%	81%	66%	50%	68%	61%	74%	60%	56%	75%	75%	68%	74%
In-Home Support	33%	30%	48%	43%	47%	39%	51%	58%	61%	58%	47%	56%	42%	52%	44%	39%	56%	54%	54%	61%
Housing-related services	20%	23%	13%	27%	41%	22%	34%	49%	38%	40%	34%	32%	28%	35%	35%	25%	43%	46%	41%	33%
Money Management	11%	7%	4%	26%	27%	21%	30%	36%	35%	29%	20%	33%	22%	32%	21%	20%	32%	26%	21%	40%
Assistive Devices	32%	16%	12%	27%	27%	23%	27%	23%	22%	24%	19%	19%	17%	22%	27%	20%	30%	25%	27%	30%
Mental health/Substance Abuse Services	9%	1%	3%	23%	19%	24%	26%	36%	30%	31%	32%	35%	26%	37%	25%	23%	28%	32%	30%	36%
Day Programs	14%	4%	4%	30%	26%	23%	25%	11%	26%	26%	21%	20%	15%	19%	16%	13%	18%	13%	20%	23%
Food	6%	4%	4%	17%	16%	11%	23%	26%	25%	23%	23%	22%	28%	24%	23%	24%	36%	36%	29%	39%
Caregiver Support	8%	2%	3%	15%	23%	18%	17%	23%	18%	19%	10%	15%	10%	12%	15%	14%	15%	18%	19%	24%
Home repairs/Modifications	9%	9%	6%	13%	18%	17%	15%	19%	21%	19%	13%	23%	14%	18%	24%	17%	18%	18%	20%	15%
Other Services	29%	34%	35%	8%	9%	18%	11%	11%	5%	13%	9%	5%	9%	11%	16%	11%	14%	17%	13%	16%

Performance Measures	Jun-07	Dec-07	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
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Active Performance Measures

Percent of CLF clients with 1 or less acute hospital admissions in six month period																			93%	89%	89%
Percent of care plan problems resolved on average after first year of enrollment in CLF																			55%	61%	73%

Archived Performance Measures

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

Community Living Fund Six-Month Report

Expenditures	Jun-15	Dec-15	Jun-16	Dec-16	Project to Date
IOA Contract					
Purchase of Service *	\$ 637,438	\$ 549,540	\$ 779,848	\$ 876,467	\$ 11,585,103
CBAS Assessments for SF Health Plan	\$ 69,599	\$ 69,780	\$ 69,435	\$ 58,778	\$ 587,083
Case Management	\$ 613,817	\$ 655,431	\$ 736,438	\$ 737,983	\$ 11,207,926
Capital & Equipment	\$ -	\$ -	\$ 1,289	\$ -	\$ 178,717
Operations	\$ 201,198	\$ 188,684	\$ 206,233	\$ 180,038	\$ 3,366,150
Indirect	\$ 129,595	\$ 134,261	\$ 148,138	\$ 143,952	\$ 1,705,529
CCT Reimbursement	\$ (22,580)	\$ (21,070)	\$ (24,945)	\$ (195,561)	\$ (930,572)
SF Health Plan Reimbursement for CBAS	\$ (202,840)	\$ -	\$ (201,520)	\$ -	\$ (774,000)
Historical Expenditures within IOA Contract***	\$ -	\$ -	\$ -	\$ -	\$ 483,568
<i>Subtotal</i>	\$1,426,227	\$1,576,626	\$ 1,714,916	\$ 1,801,657	\$ 27,409,504
DPH Work Orders					\$ -
RTZ – DCIP	\$ 80,000	\$ 30,000	\$ 66,000	\$ 24,000	\$ 840,000
DAAS Internal (Salaries & Fringe)	\$ 157,932	\$ 223,855	\$ 246,388	\$ 235,964	\$ 3,603,471
Homecoming Services Network & Research (SFSC)	\$ 24,418	\$ -	\$ -	\$ -	\$ 274,575
Emergency Meals (Meals on Wheels)	\$ 58,556	\$ 29,864	\$ 25,435	\$ -	\$ 807,029
MSO Consultant (Meals on Wheels)	\$ 138,435	\$ 11,276	\$ 50,000	\$ -	\$ 199,711
Case Management Training Institute (FSA)	\$ 55,254	\$ 78,689	\$ 56,211	\$ 46,562	\$ 679,906
Scattered Site Housing (Brilliant Corners)	\$ -	\$ -	\$ -	\$ 1,373,336	\$ 1,373,336
Shanti / PAWS (Pets are Wonderful Support)	\$ -	\$ -	\$ -	\$ -	\$ -
Historical Expenditures within CLF Program****	\$ -	\$ -	\$ -	\$ -	\$ 1,447,669
Grand Total	\$1,940,822	\$1,950,310	\$ 2,158,950	\$ 3,481,519	\$ 36,635,201
	FY1415	FY1516			Project to Date
Total CLF Fund Budget***	\$4,032,139	\$ 4,832,189	\$ 8,328,889	\$ 43,878,887	
% DAAS Internal of Total CLF Fund**	10%	10%	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.					

Community Living Fund Six-Month Report

CLF @ IOA Purchased Services	Dec-13		Jun-14		Dec-14		Jun-15		Dec-15		Jun-16		Dec-16		Project-to-Date	
	\$	Clients	\$	Clients	\$	Clients	\$	Clients	\$	Clients	\$	Clients	\$	Clients	\$	Clients
Total	\$ 506,282	131	\$ 626,592	150	\$ 639,388	115	\$ 586,208	119	\$ 567,294	134	\$ 754,318	145	\$ 896,551	141	\$ 11,649,121	1,172
Home Care	\$ 213,475	27	\$ 294,319	33	\$ 311,855	28	\$ 235,102	27	\$ 221,920	35	\$ 324,646	35	\$ 331,616	37	\$ 4,733,722	259
Board & Care	\$ 210,305	24	\$ 196,095	22	\$ 240,903	21	\$ 231,153	20	\$ 230,880	19	\$ 264,897	23	\$ 378,974	29	\$ 3,955,564	67
Scattered Site Housing	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ 22,763	-	\$ 57,282	1	\$ 80,045	1
Rental Assistance (General)	\$ 32,217	31	\$ 36,803	36	\$ 25,515	21	\$ 23,417	17	\$ 35,005	25	\$ 39,902	27	\$ 39,484	20	\$ 848,068	366
Non-Medical Home Equipment	\$ 21,704	31	\$ 24,651	40	\$ 15,388	25	\$ 19,682	29	\$ 25,676	41	\$ 13,501	31	\$ 9,109	22	\$ 545,030	671
Housing-Related	\$ 1,301	7	\$ 2,971	7	\$ 498	5	\$ 1,310	2	\$ 9,381	8	\$ 47,614	13	\$ 51,244	11	\$ 370,276	290
Assistive Devices	\$ 9,954	17	\$ 56,026	44	\$ 37,264	22	\$ 69,163	35	\$ 31,093	31	\$ 14,706	51	\$ 16,118	36	\$ 551,611	485
Adult Day Programs	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ 30	1	\$ 110,469	19
Communication/Translation	\$ 4,191	29	\$ 3,194	22	\$ 3,781	19	\$ 2,507	23	\$ 6,203	30	\$ 10,502	30	\$ 7,655	39	\$ 100,176	307
Respite	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ 43,060	8
Health Care	\$ 2,889	5	\$ 793	4	\$ -	0	\$ -	0	\$ -	0	\$ 2,567	1	\$ -	0	\$ 91,547	93
Other Special Needs	\$ 1,110	4	\$ 1,037	4	\$ -	1	\$ 41	2	\$ 1,645	3	\$ 965	2	\$ -	0	\$ 34,641	89
Counseling	\$ 6,401	24	\$ 9,642	31	\$ 2,950	9	\$ 3,450	8	\$ 3,600	12	\$ 6,525	19	\$ 4,600	15	\$ 93,834	142
Professional Care Assistance	\$ 1,018	1	\$ 120	1	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ 20,416	15
Habilitation	\$ -	0	\$ -	0	\$ -	0	\$ 150	1	\$ 150	1	\$ 2,250	2	\$ -	0	\$ 22,788	10
Transportation	\$ 1,271	6	\$ 383	6	\$ 508	9	\$ 203	8	\$ 1,098	14	\$ 3,480	15	\$ 439	16	\$ 26,757	129
Legal Assistance	\$ -	1	\$ 100	2	\$ 700	1	\$ 5	1	\$ 108	1	\$ -	0	\$ -	0	\$ 6,120	19
Others	\$ 446	3	\$ 458	4	\$ 26	3	\$ 25	2	\$ 535	3	\$ -	0	\$ -	0	\$ 15,774	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-13		Jun-14		Dec-14		Jun-15		Dec-15		Jun-16		Dec-16		Project-to-Date	
	\$	%	\$	%	\$	%	\$	%	\$	%	\$	%	\$	%	\$	%
Total	\$ 10,579		\$ 8,305		\$ 22,245		\$ 21,233								\$ 199,132	
Housing-related services	\$ 829	8%	\$ -	0%	\$ -	0%	\$ -	0%							\$ 74,318	37%
Medical/Dental items & services	\$ 935	9%	\$ 836	10%	\$ 3,136	14%	\$ 8,177	39%							\$ 23,443	12%
In-home support	\$ -	0%	\$ -	0%	\$ -	0%	\$ -	0%							\$ 15,666	8%
Furniture and appliances	\$ 2,996	28%	\$ 763	9%	\$ 535	2%	\$ 929	4%							\$ 16,949	9%
Food	\$ 725	7%	\$ 950	11%	\$ 1,723	8%	\$ 725	3%							\$ 8,999	5%
Assistive devices	\$ 4,804	45%	\$ 4,136	50%	\$ 14,444	65%	\$ 8,039	38%							\$ 40,406	20%
Other goods/services	\$ 290	3%	\$ 1,621	20%	\$ 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-07	Dec-07	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	
Age (in years)																					
18-59	36%	34%	37%	38%	37%	40%	42%	47%	48%	51%	56%	57%	53%	50%	47%	44%	40%	40%	40%	38%	
60-64	12%	14%	11%	14%	15%	13%	13%	13%	14%	13%	14%	15%	14%	18%	19%	19%	19%	17%	15%	16%	
65-74	18%	19%	19%	18%	20%	19%	18%	16%	15%	15%	15%	13%	17%	16%	18%	19%	21%	20%	23%	22%	
75-84	18%	17%	18%	21%	18%	15%	16%	12%	12%	11%	9%	8%	9%	10%	9%	11%	13%	14%	13%	15%	
85+	15%	16%	15%	9%	10%	13%	11%	12%	12%	9%	7%	6%	6%	6%	7%	7%	7%	9%	9%	9%	
Ethnicity																					
White	34%	27%	22%	25%	27%	27%	30%	35%	30%	25%	20%	16%	16%	23%	24%	25%	27%	31%	35%	37%	
African American	24%	25%	28%	31%	28%	28%	29%	26%	23%	16%	13%	11%	15%	15%	17%	19%	20%	23%	24%	23%	
Latino	5%	10%	11%	13%	15%	16%	15%	16%	16%	14%	10%	7%	7%	7%	9%	12%	12%	13%	13%	13%	
Chinese	10%	10%	10%	8%	8%	7%	5%	5%	5%	4%	4%	4%	5%	5%	6%	6%	6%	4%	6%	6%	
Filipino	4%	3%	3%	3%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	
Other API	3%	5%	3%	3%	3%	2%	2%	1%	1%	1%	1%	3%	3%	3%	3%	4%	5%	3%	2%	3%	
Other	14%	15%	15%	10%	8%	7%	7%	7%	13%	22%	36%	46%	42%	33%	24%	17%	17%	15%	10%	9%	
Unknown	7%	5%	8%	6%	9%	11%	10%	9%	11%	16%	13%	12%	11%	13%	14%	16%	12%	10%	8%	9%	
Language																					
English	73%	64%	67%	69%	75%	75%	74%	79%	79%	79%	80%	83%	80%	79%	81%	80%	76%	76%	79%	80%	
Spanish	3%	12%	13%	13%	13%	15%	15%	14%	13%	12%	11%	8%	8%	8%	8%	8%	12%	11%	11%	10%	
Cantonese	12%	7%	7%	8%	6%	6%	6%	4%	3%	5%	5%	4%	6%	6%	5%	5%	6%	6%	4%	5%	
Mandarin	0%	2%	2%	1%	1%	0%	0%	0%	0%	0%	0%	1%	1%	1%	1%	1%	1%	0%	0%	0%	
Russian	3%	1%	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	0%	
Tagalog	6%	4%	2%	3%	2%	1%	1%	2%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Vietnamese	0%	0%	1%	1%	1%	1%	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%	1%	1%	0%	0%	
Other	0%	2%	4%	4%	3%	2%	2%	2%	3%	2%	1%	1%	2%	2%	2%	2%	3%	2%	4%	3%	
Unknown	3%	7%	3%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%	1%	1%	1%	0%	0%	
Gender																					
Male	45%	44%	48%	47%	47%	47%	50%	53%	55%	57%	59%	62%	62%	60%	61%	56%	59%	57%	60%	59%	
Female	48%	50%	49%	51%	51%	51%	49%	46%	44%	41%	39%	37%	37%	39%	38%	42%	40%	42%	39%	38%	
Transgender MtF	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	2%	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%	0%	
Unknown	6%	6%	2%	1%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	
Sexual Orientation																					
Heterosexual	0%	2%	2%	7%	12%	15%	17%	22%	26%	32%	34%	35%	52%	68%	74%	80%	80%	81%	82%	78%	
Gay/Lesbian/Same Gender-Loving	0%	0%	0%	0%	1%	1%	2%	1%	1%	2%	4%	6%	7%	8%	9%	10%	11%	8%	11%	10%	
Bisexual	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	2%	2%	2%	3%	2%	3%	
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	2%	
Declined to State	0%	0%	0%	1%	0%	0%	1%	1%	1%	0%	1%	1%	2%	2%	4%	3%	5%	5%	5%	5%	
(Blank)	100%	98%	97%	92%	86%	83%	80%	76%	72%	66%	62%	57%	39%	20%	12%	4%	2%	2%	0%	2%	

Community Living Fund Six-Month Report

Enrolled Client Demographics (cont)	Jun-07	Dec-07	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	
Zipcode																					
94102 Hayes Valley/Tenderloin	29%	13%	11%	10%	11%	10%	10%	10%	11%	13%	18%	21%	23%	20%	17%	16%	17%	16%	19%	18%	
94103 South of Market	3%	9%	10%	11%	12%	8%	10%	9%	7%	7%	8%	9%	8%	7%	7%	7%	6%	7%	7%	7%	
94107 Potrero Hill	0%	3%	3%	1%	2%	1%	2%	2%	3%	1%	2%	1%	1%	2%	2%	2%	2%	1%	1%	2%	
94108 Chinatown	3%	1%	1%	1%	0%	1%	1%	1%	1%	1%	0%	0%	0%	1%	1%	1%	0%	1%	0%	0%	
94109 Russian Hill/Nob Hill	6%	11%	10%	10%	10%	10%	9%	12%	12%	13%	11%	10%	9%	9%	10%	7%	7%	7%	9%	11%	
94110 Inner Mission/Bernal Heights	6%	10%	12%	9%	9%	11%	11%	10%	9%	8%	7%	6%	6%	6%	6%	7%	9%	8%	10%	9%	
94112 Outer Mission/Excelsior/Ingleside	0%	5%	6%	5%	4%	4%	4%	3%	4%	4%	5%	5%	4%	3%	2%	3%	4%	5%	3%	3%	
94114 Castro/Noe Valley	0%	0%	2%	3%	2%	3%	3%	3%	3%	3%	3%	3%	3%	2%	2%	2%	2%	1%	2%	1%	
94115 Western Addition	3%	6%	7%	7%	9%	10%	11%	12%	11%	10%	11%	9%	7%	7%	6%	7%	7%	8%	8%	9%	
94116 Parkside/Forest Hill	9%	3%	3%	5%	7%	7%	5%	4%	3%	3%	3%	4%	4%	6%	6%	6%	6%	7%	6%	7%	
94117 Haight/Western Addition/Fillmore	0%	5%	5%	3%	5%	5%	4%	4%	3%	3%	3%	2%	2%	2%	2%	2%	4%	4%	3%	3%	
94118 Inner Richmond/Presidio/Laurel	3%	2%	1%	2%	2%	2%	1%	1%	2%	2%	1%	1%	2%	2%	1%	2%	3%	2%	2%	1%	
94121 Outer Richmod/Sea Cliff	0%	3%	3%	1%	2%	2%	1%	2%	2%	2%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	
94122 Sunset	3%	1%	1%	3%	3%	3%	2%	3%	4%	5%	4%	3%	4%	5%	6%	7%	6%	5%	4%	5%	
94123 Marina/Cow Hollow	0%	0%	0%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	
94124 Bayview/Hunters Point	15%	7%	7%	8%	7%	5%	5%	4%	5%	5%	3%	4%	4%	4%	5%	6%	6%	4%	4%	6%	
94127 West Portal/St. Francisc Wood	0%	1%	1%	1%	2%	2%	2%	2%	2%	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%	0%	
94130 Treasure Island	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	
94131 Twin Peaks/Diamond Hts/Glen Park	0%	1%	1%	2%	3%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	1%	1%	
94132 Stonestown/Lake Merced	3%	0%	1%	1%	0%	1%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	
94133 North Beach Telegraph Hill	3%	4%	2%	2%	1%	1%	1%	2%	2%	1%	1%	1%	3%	4%	3%	2%	1%	1%	1%	1%	
94134 Visitacion Valley	3%	5%	4%	5%	5%	4%	5%	4%	3%	3%	3%	2%	2%	3%	2%	3%	4%	5%	4%	2%	
Unknown/Other	12%	10%	8%	8%	5%	7%	8%	9%	8%	10%	11%	10%	11%	11%	13%	14%	13%	11%	12%	11%	
Referral Source = Laguna Honda Hospital/TCM	0%	13%	18%	20%	24%	27%	29%	40%	39%	43%	44%	49%	49%	52%	52%	52%	53%	49%	46%	41%	