Collection of Sexual Orientation and Gender Identity Data:

FY22-23 Annual Report

September 2023

SAN FRANCISCO HUMAN SERVICES AGENCY

Contents

Background

San Francisco SOGI Data Collection Ordinance

The San Francisco Board of Supervisors passed the Collection of Sexual Orientation and Gender Identity Data Ordinance (Chapter 104 of the Administrative Code) on July 26, 2016. At the time, many social services programs did not collect sexual orientation and gender identity (SOGI) demographic information, making it difficult to quantify the needs and well-being of the LGBTQ+ population. Chapter 104 has institutionalized SOGI data collection and makes it possible to perform analysis to guide the City's efforts to better serve LGBTQ+ San Franciscans.

California SOGI Data Collection Legislation

Roughly a year before San Francisco passed its SOGI data collection ordinance, the State of California passed an analogous law (Assembly Bill 959). The San Francisco Human Services Agency (SFHSA) is also subject to this state law, given that SFHSA administers programs under the purview of the covered departments of AB 959.

SOGI Data Collection at SFHSA

SFHSA serves over two-hundred fifty-thousand San Franciscans across dozens of programs and roughly 440 contracts. SFHSA has an annual budget of over a billion dollars that combines federal, state and city/county funding streams.

The impetus for the SOGI data collection ordinance was a recommendation in a 2014 report from the San Francisco LGBT Aging Task Force, supported by SFHSA's Department of Disability and Aging Services (DAS) and the Human Right's Commission.

SFHSA enthusiastically supports the City's SOGI data collection ordinance and has committed significant resources to comply with it over the past seven years. The complexity of the Agency, and the fact that SOGI data is collected across 100 programs and contracts and is stored in 11 different computer systems, has translated to a heavy implementation lift. Even so, SFHSA has made great strides in improving the quality and completeness of its client SOGI demographic data. In February 2023, the City terminated the COVID-19 local health emergency declaration, enabling more in-person operations and communication with clients and easing pandemic related data collection challenges. SFHSA views the SOGI data as a valuable resource for conducting LGBTQ+ equity analyses, as well as cross-sectional equity analyses.

FY22-23 Annual Report

The purpose of this report is to serve as SFHSA's FY22-23 annual report required by the San Francisco SOGI data collection ordinance. For each covered SFHSA program, this report includes the following:

- Tabulation of SOGI demographic data for clients served during FY22-23
- FY22-23 efforts to promote and/or improve SOGI data collection

- Data collection challenges
- Plans/strategies to improve data coverage and quality going forward

The 2023 San Francisco City Survey, sponsored by the Office of the Controller City Services Auditor, approximates that **16% of San Franciscans identify as LGBTQ+**[1]. While the survey data closely mirrors the population of San Francisco, directly comparing this community-wide estimate with the program-specific SOGI demographic data within this report is not straightforward. SFHSA's programs serve different sub-populations (e.g., based on income, age, disability status, presence of a child in the household, etc.), and the proportion of persons identifying as LGBTQ+ may differ across these sub-populations and programs. Still, this 16% overall benchmark provides useful context.

Before diving into the SOGI data, this report looks at SFHSA's commitment to using this type of information to design and target services and craft policies and procedures to champion LGBTQ+ equity and inclusion.

SFHSA Efforts to Promote LGBTQ+ Inclusion

SFHSA has taken numerous actions to address underrepresentation of LGBTQ+ clients in social services programs and to better serve the unique needs of LGBTQ+ communities. Below is a summary of both new and continuous efforts SFHSA engaged in during FY 2022-2023.

New Efforts	Division
Launched the LGBTQ+ Mental Health Connections program, which connects older adults and adults with disabilities to culturally competent mental telehealth services, in response to community research demonstrating the severe impact of the COVID-19 pandemic on the mental health and wellbeing of LGBTQ+ older adults. The program also offers clients technology support to help them access telehealth services, including tech training and provision of digital devices.	DAS
Completed the Dignity Fund Services and Allocation Plan for the FY 2023-24 to FY 2026-27 funding cycle, which outlines DAS funding and program priorities in allocating the Dignity Fund over the next four years. In particular, the plan focuses on addressing unmet needs and equity concerns identified through the 2022 Dignity Fund Community Needs Assessment, including the specific needs of LGBTQ+ older and disabled adults.	DAS
Began implementing a formal DAS Benefits and Resource Hub outreach plan, building on prior work to strengthen our outreach messaging and develop strategies for more tailored engagement of diverse consumers, including LGBTQ+ older adults and people with disabilities. This year, we will continue to coordinate and conduct outreach programming, while also carrying out new	DAS

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[1] https://sf.gov/sites/default/files/2023-04/City%20Survey%202023%20Summary%20Report.pdf

or enhanced strategies to boost community engagement, as outlined in our outreach plan.	
In May, SFHSA's Office of Diversity Equity, Inclusion, and Belonging participated in the 2023 TLGBQ+ Career Fair. Hosted by the SF LGBT Center, the career fair connects TLGBQ+ community members to employers who are dedicated to providing safe and supportive work environments.	SFHSA
The Agency's LGBTQIA+ Employee Resource Group led a contingency of staff in the SF Pride Parade in June 2023. This was an historic event for the Agency, marking the first time SFHSA marched in the Parade. Forty-four individuals—employees, along with their friends and family—represented SFHSA and participated in the celebration.	SFHSA

Ongoing Efforts	Division
Partnered with Openhouse to offer their LGBTQ+ Aging Cultural Humility training to DAS service providers.	DAS
Funded the Alzheimer's Association's LGBT Dementia Care Project, a suite of free trainings offered to health and social services providers.	DAS
Contracted with Legal Assistance to the Elderly to support their Legal and Life Planning Program for LGBTQ+ older adults and adults with disabilities, providing tailored services for end of life planning.	DAS
Provided funding for LGBTQ+ Care Navigation and Peer Support Programs for seniors and adults with disabilities at risk of isolation, through the Shanti Project.	DAS
Supported the Shanti Project's program to provide animal bonding services for isolated LGBTQ+ older adults and adults with disabilities.	DAS
Funded LGBTQ+ Community Services in Adult Day Health Care Centers (ADHCs) through Steppingstone to provide cultural events, support groups, workshops, and other programs specifically designed for LGBTQ+ older adults and adults with disabilities at ADHCs throughout San Francisco.	DAS
Partnered with the San Francisco Office of Financial Empowerment to provide LGBTQ+ older adults and adults with disabilities with Smart Money Coaching, to help individuals manage their finances and achieve their financial goals.	DAS
Used the Mayor's Executive Directive on Gender Inclusivity guidelines to update forms and applications, and ensured these principles are woven into the LGBTQ+ inclusivity trainings across SFHSA.	SFHSA

Disability and Aging Services Programs

The Department of Disability and Aging Services (DAS) is charged with coordinating services for older adults, veterans, people with disabilities, and their families to maximize safety, health, and independence. DAS serves approximately 70,000 San Franciscans each year and has been at the forefront of the City's efforts to collect SOGI data and better serve the needs of the LGBTQ+ community in San Francisco.

Adult Protective Services

The San Francisco Adult Protective Services (APS) program relies on masters-level social workers to investigate allegations of abuse among elders and adults with disabilities, collaborate with criminal justice partners, and conduct short-term intensive case management to facilitate service connections and help stabilize vulnerable individuals.

Below is the SOGI demographic data from the APS case management system (LEAPS). The SOGI questions have been asked and recorded for the majority of clients served during FY22-23. Sexual orientation data was collected for 56% of APS clients, of which 15% chose a response other than "Straight/Heterosexual." Gender identity data was collected for 96% of APS clients. Roughly 1.4% of clients identified as either transgender, gender non-binary or another gender identity besides female or male.

SEXUAL ORIENTATION

Program	Bisexual	Gay/ Lesbian/ Same-Gender Loving	Questioning/ Unsure	Straight/ Hetero-sexual	Not listed, please specify	Total with Responses (columns to left)	Decline to answer	Not Asked	Incomplete/ No Data	Grand Total
Adult Protective Services	82	395	54	3,975	177	4,683	162	998	2,484	8,327
% of Grand Total	1%	5%	1%	48%	2%	56%	2%	12%	30%	100%
% of Total with Responses	2%	8%	1%	85%	4%					

GENDER IDENTITY

Program	Female	Male	Gender-queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Total with Responses (columns to left)	Declined/ Not stated	Not Asked	No Data	Grand Total
Adult Protective Services	4119	3800	19	47	2	42	8,029	18	36	244	8,327
% of Grand Total	49%	46%	0.2%	1%	0.02%	0.5%	96%	0.2%	0.4%	3%	100%
% of Total with Responses	51%	47%	0.2%	0.6%	0.02%	0.5%					

The matrix below contains a summary of the APS' activities, challenges and future plans related to SOGI data collection.

FY22-23 Efforts to Promote/Improve SOGI Data Collection	• SOGI information for APS clients is usually collected during the intake process. However, when that information has not been obtained, either because an intake was not completed or the questions were not logged in the system for any reason, APS protective service workers (PSWs) are trained to ask clients for their SOGI information when meeting them face-to-face.

Challenges	• PSWs report that some older adults do not want to share this information, and anecdotally, some clients state that they did not want their sexual orientation documented. • APS investigations can be considered invasive, and some PSWs report that asking clients uncomfortable questions which may be perceived as inconsequential can hamper rapport-building.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	• This year, the APS Program will focus on monitoring data on sexual orientation collected, as 44% of APS clients were either not asked or the information was left incomplete or blank. To achieve this, the APS program will implement quality review activities targeting these fields and ensuring prompt follow-up by supervisors. Additional training will be coordinated by the APS Administrative team.

In-Home Supportive Services

The In-Home Supportive Services (IHSS) Program is a statewide entitlement program for older adults and persons with disabilities to receive care in their homes rather than in institutional settings like skilled nursing and assisted living facilities. All California IHSS programs utilize a statewide application form (SOC 295) and database (CMIPS II) to collect and store SOGI demographic data.

Below is the SOGI data from the IHSS case management system (CMIPS II) for clients served during the most recent fiscal year. Of IHSS clients served during FY22-23, sexual orientation and gender identity data is available for 87% and 94% of clients, respectively. During this past fiscal year, the IHSS application form added "Queer" as a sexual orientation category. Of clients reporting their sexual orientation, three percent reported a sexual orientation other than straight or heterosexual. Of clients reporting their gender identity, half a percent identified as transgender, gender non-binary, or a gender identity not listed.

SEXUAL ORIENTATION

Program	Bisexual	Gay/ Lesbian/ Same-Gender Loving	Questioning/ Unsure	Straight/ Hetero-sexual	Queer	Not listed, please specify	Total with Responses (columns to left)	Decline to answer	Not Asked	No Data	Grand Total
IHSS	194	552	-	24,527	35	45	25,353	1,967	-	1,825	29,145
% of Grand Total	1%	2%	0%	84%	0.1%	0.2%	87%	7%	0%	6%	100%
% of Total with Responses	1%	2%	0%	97%	0.1%	0.2%					

GENDER IDENTITY

Program	Female	Male	Gender-queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Total with Responses (columns to left)	Declined/ Not stated	Not Asked	No Data	Grand Total
IHSS	16,043	11,078	21	93	14	17	27,266	462	-	1,417	29,145
% of Grand Total	55%	38%	0.1%	0.3%	0.05%	0.1%	94%	2%	0%	5%	100%
% of Total with Responses	59%	41%	0.1%	0.3%	0.1%	0.1%					

The matrix below summarizes the status of SOGI data collection within San Francisco's IHSS Program.

FY22-23 Efforts to Promote/Improve SOGI Data Collection	• Starting in FY22-23, IHSS ceased its practice of asking about sex at birth because it put undue burden on transgender and gender non-conforming clients, as the information is not relevant or warranted for non-medical services. • In comparison to FY21-22, the IHSS SOGI collection rate remained steady at 95%. • Social Worker Supervisors continued to check for complete SOGI demographics before approving cases. The Quality Assurance Unit samples cases and monitors the types of errors in assessment, including SOGI demographics.
Challenges	• Staff experience challenges in collecting responses from parents for clients who are minor children.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	• IHSS social workers will continue to train on how to respectfully explain the purpose of collecting SOGI data to parents of a minor child, and ensure they are aware that they can refuse to answer. • The leadership team, Quality Assurance Unit, and supervisors will regularly remind staff about the importance of collecting SOGI data.

Public Guardian, Public Conservator, and Representative Payee

The Office of the **Public Guardian** (PG) supports people whose physical and mental limitations make them unable to handle basic personal and financial needs. Public Guardian staff are responsible for managing medical care, placement, and financial resources. The Office of the **Public Conservator** (PC) provides mental health conservatorship services for San Francisco residents who are gravely disabled (unable to provide for their food, clothing, or shelter) due to serious mental illness and who have been found by the Court unable or unwilling to accept voluntary treatment. The **Representative Payee** (RP) program provides money management services in collaboration with community-based case managers. This program was developed to support high-risk, vulnerable clients who do not require a full conservatorship but require a moderate level of financial support.

Below is the data from the case management system (Panoramic) used by PG, PC, and RP. Due to the incapacitation issues of PG, PC, and RP clients, it is challenging to collect SOGI data for these programs, especially since SOGI information must be self-reported, according to best practices. Of clients reporting their sexual orientation across the three programs, roughly 11% identify as gay, bisexual, questioning or another identify other than straight/heterosexual. Slightly over three percent of clients report a gender identity other than male or female.

SEXUAL ORIENTATION

Program	Bisexual	Gay/ Lesbian/ Same- Gender Loving	Questioning/ Unsure	Straight/ Hetero- sexual	Another Sexual Orientation	Total with Responses (columns to left)	Decline to answer	Not Asked	No Data	Grand Total
Public Guardian	1	22	2	197	4	**226**	24	28	52	**330**
% of Grand Total	0.3%	7%	1%	60%	1%	**68%**	7%	8%	16%	**100%**
% of Total with Responses	0.4%	10%	1%	87%	2%					
Public Conservator	23	26	9	581	10	**649**	97	12	21	**779**
% of Grand Total	3%	3%	1%	75%	1%	**83%**	12%	2%	3%	**100%**
% of Total with Responses	4%	4%	1%	90%	2%					
Representative Payee	11	15	4	305	7	**342**	57	7	522	**928**
% of Grand Total	1%	2%	0.4%	33%	1%	**37%**	6%	1%	56%	**100%**
% of Total with Responses	3%	4%	1%	89%	2%					

GENDER IDENTITY

Program	Female	Male	Gender- queer/ Gender Non-binary	Trans Female	Trans Male	Another Gender Identity	Total with Responses (columns to left)	Declined/ Not Stated	Not Asked	No Data	Grand Total
Public Guardian	125	163	-	1	0	1	**290**	2	2	36	**330**
% of Grand Total	38%	49%	0%	0.3%	0%	0.3%	**88%**	1%	1%	11%	**100%**
% of Total with Responses	43%	56%	0%	0%	0%	0%					
Public Conservator	291	469	6	5	2	-	**773**	5	-	1	**779**
% of Grand Total	37%	60%	1%	1%	0.3%	0%	**99%**	1%	0%	0.1%	**100%**
% of Total with Responses	38%	61%	1%	1%	0.3%	0%					
Representative Payee	327	584	2	3	3	-	**919**	3	-	6	**928**
% of Grand Total	35%	63%	0.2%	0.3%	0.3%	0%	**99%**	0.3%	0%	1%	**100%**
% of Total with Responses	36%	64%	0.2%	0.3%	0.3%	0%					

The matrix below contains a summary of activities, challenges and future plans related to SOGI data collection within PG, PC and RP.

FY22-23 Efforts to Promote/Improve SOGI Data Collection	• Our previous efforts to add SOGI questions on the referral form and to conduct bi-annual clean-up has been effective in consistently managing the collection of SOGI data for Public Guardian and Public Conservator.
Challenges	• As RP does not work directly with clients, the program had not formalized SOGI data collection efforts for RP-only clients.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	• PG and PC will continue gathering data at the referral stage and conducting the bi-annual clean-up. • RP is working to clarify and strengthen processes to collect and report SOGI data by RP-only clients to ensure compliance with privacy and address potential duplication of city-wide data and any data integrity issues.

DAS Integrated Intake

DAS Integrated Intake, which operates the DAS Benefits and Resource Hub phone helpline and drop-in service center at 2 Gough Street, was established in 2008 to streamline access to social services and maximize service connections. Through a single call, seniors and adults with disabilities can learn about available services throughout the city and apply for several DAS services. DAS's community-based partner network of Aging and Disability Resource Centers (ADRCs) extend the Department's reach into the community, with sites located in each of the city's 11 supervisorial districts. Like the DAS Hub, ADRCs serve as one-stop shops for information and assistance about services for seniors and younger adults with disabilities.

Below is the data on information and referral contacts from the case management system (SF GetCare) used by DAS Integrated Intake and ADRC providers. In June of 2023, the program underwent a database transition; therefore, the data below only reflects intakes from July 1, 2022, to May 30, 2023. Integrated Intake's sexual orientation data is limited because many clients decline to provide any information when calling for information that does not lead to a program intake. The percentage of clients with responses who identify with a sexual orientation other than heterosexual is four percent for the ADRCs and seven percent for DAS Integrated Intake. Of clients with a response, the percentage of ADRCs and DAS Integrated Intake clients with a gender identity other than male or female is 0.3% and 0.5%, respectively.

SEXUAL ORIENTATION

Program	Bisexual	Gay/ Lesbian/ Same- Gender Loving	Questioning /Unsure	Straight/ Hetero-sexual	Not listed	Total with Responses (columns to left)	Decline to answer	Not Asked	No Data	Grand Total
Aging & Disability Resource Centers	105	425	6	14,048	-	**14,584**	811	1,928	118	**17,441**
% of Grand Total	1%	2%	0%	81%	0%	84%	5%	11%	1%	100%
% of Total with Responses	1%	3%	0.04%	96%	0%					
DAS Intake - Information & Referral	22	81	9	1,527	-	**1,639**	1,209	1,178	185	**4,211**
% of Grand Total	0.5%	2%	0.2%	36%	0%	39%	29%	28%	4%	100%
% of Total with Responses	1%	5%	0.5%	93%	0%					

GENDER IDENTITY

Program	Female	Male	Gender-queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Total with Responses (columns to left)	Declined/ Not stated	Not Asked	No Data	Grand Total
Aging & Disability Resource Centers	10,193	7,063	16	19	16	1	**17,308**	67	46	19	**17,440**
% of Grand Total	58%	40%	0.1%	0.1%	0.1%	0.01%	**99%**	0.4%	0.3%	0.1%	**100%**
% of Total with Responses	59%	41%	0.1%	0.1%	0.1%	0.01%					
DAS Intake - Information & Referral	2,236	1,691	3	10	4	1	**3,945**	178	88	-	**4,211**
% of Grand Total	53%	40%	0.1%	0.2%	0.1%	0.02%	**94%**	4%	2%	0%	**100%**
% of Total with Responses	57%	43%	0.1%	0.3%	0.1%	0.03%					

The following matrix contains a summary of Integrated Intake's SOGI data collection efforts and issues.

FY22-23 Efforts to Promote/Improve SOGI Data Collection	• OCP Continued to provide training to new staff and refresher training to existing staff on SOGI data collection. • A bi-annual review of SOGI data was conducted to target gaps in data collection and implement continuous improvement process.
Challenges	• Database transition resulted in one month of incomplete data (June 2023). • Staff continue to express challenges in collecting data from consumers who only need specific information on a resource or service and refuse to provide any identifying information. • Some staff express having difficulties reviewing questions with older adults due to language barriers and/or cultural sensitivity.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	• OCP will work with database vendor to transfer SOGI data from old platform to ensure data completeness in new database. • Continuous monitoring and quality assurance reviews will be completed to ensure consistent data collection. • Staff will actively collect missing SOGI data from participants during follow-up calls. • Supervisors will continue to address reasons for missing information with staff in monthly supervision meetings and build techniques to improve their skills and comfort level.

Community Living Fund

The Community Living Fund (CLF) program is focused on preventing unnecessary institutionalization of older adults and adults with disabilities and helping those currently institutionalized transition back to the community if that is their preference. CLF is part of

DAS' Office of Community Partnerships and services are provided via a contract with the Institute on Aging.

Below is the data from the case management system used to track CLF clients (CLF CaseCare). The Institute on Aging has excelled at collecting SOGI data, with very few clients in the "Not Asked" or "No Data" categories. Of clients responding to the sexual orientation question, 13% designated an LGBTQ identity. For the gender identify question, 1.6% of clients with a response chose an identity other than male or female.

SEXUAL ORIENTATION

Program	Bisexual	Gay/ Lesbian/ Same-Gender Loving	Questioning/ Unsure	Straight/ Hetero-sexual	Not listed, please specify	Total with Responses (columns to left)	Declined to answer	Not Asked	No Data	Grand Total
Community Living Fund	4	19	0	151	0	174	8	3	4	189
% of Grand Total	2%	10%	0%	80%	0%	92%	4%	2%	2%	100%
% of Total with Responses	2%	11%	0%	87%	0%					

GENDER IDENTITY

Program	Female	Male	Gender-queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Total with Responses (columns to left)	Declined/ Not stated	Not Asked	No Data	Grand Total
Community Living Fund	83	101	-	1	1	1	187	-	-	3	190
% of Grand Total	44%	53%	0%	0.5%	0.5%	0.5%	98%	0%	0%	2%	100%
% of Total with Responses	44%	54%	0%	0.5%	0.5%	0.5%					

The matrix below contains a summary of the Community Living Fund's activities, challenges and future plans related to SOGI data collection.

FY22-23 Efforts to Promote/Improve SOGI Data Collection	• CLF ensured that provider continues training for new staff in SOGI data collection and any updates are included in program policy and procedures. • Seasoned staff received ongoing training on SOGI data collection periodically.
Challenges	• Cultural sensitivity and/or language barriers present challenges in collecting SOGI information. • Data collection over the phone or virtually, when in-person assessment is not feasible, has proven to be difficult.

Plans/Strategies to Improve Data Coverage and Quality Going Forward	• CLF will continue ongoing monitoring and quality assurance reviews to ensure consistent data collection. • Staff will make multiple attempts to collect data when missed at initial assessment, including during scheduled contacts or at reassessments. • CLF will use data to monitor success in LGBTQ+ outreach and to create new outreach strategies for this target population.

Clinical Quality & Improvement Unit

The Clinical and Quality Improvement (CQI) unit was created in 2015 to support DAS programs in addressing the needs of clients with complex healthcare and nursing needs. There are four CQI Public Health Nurses (PHN) and one Nurse Manager. The CQI PHNs provide nursing consultations, transitional case management, medical service connections and health education to assist DAS social workers in meeting the needs of their clients.

Below is the SOGI data from CQI's web application (Devero). The distribution of data indicates that CQI's SOGI collection rate is very high. Of those clients with responses, around nine percent identify with an LGBQ+ sexual orientation, and roughly 2.5 percent identify as transgender, gender-queer, or gender non-binary.

SEXUAL ORIENTATION

Program	Bisexual	Gay/Lesbian/Same-Gender Loving	Questioning/Unsure	Straight/Hetero-sexual	Not listed, please specify	Total with Responses (columns to left)	Declined to answer	Not Asked	No Data	Grand Total
Clinical Quality & Improvement	3	20	3	322	6	354	36	-	8	398
% of Grand Total	0.8%	5.0%	0.8%	81%	1.5%	89%	9%	0%	2%	100%
% of Total with Responses	0.8%	5.6%	0.8%	91%	1.7%					

GENDER IDENTITY

Program	Female	Male	Gender-queer/Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Total with Responses (columns to left)	Declined/Not stated	Not Asked	No Data	Grand Total
Clinical Quality & Improvement	148	236	2	8	-	-	394	3	-	1	398
% of Grand Total	37%	59%	0.5%	2%	0%	0%	99%	1%	0%	0.3%	100%
% of Total with Responses	38%	60%	0.5%	2%	0%	0%					

The following matrix contains a summary of activities, challenges and plans related to SOGI data collection within CQI.

FY22-23 Efforts to Promote/Improve SOGI Data Collection	• CQI will improve SOGI data collection via implementation of new practices to collect SOGI data while cases are active.
Challenges	• CQI audits SOGI data, but cases are closed by the time the audit is completed and data cannot be updated.

Plans/Strategies to Improve Data Coverage and Quality Going Forward	• Staff will review all referrals for completeness, including SOGI data, and request missing information from referents if the referral is incomplete. CQI will concurrently notify staff of the situation and will ask staff to collect information from referees. • Working with vendor, JUMP technologies, CQI will upgrade the documentation system to alert staff of required data entry/fields.

Office of Community Partnerships

The Office of Community Partnerships (OCP) facilitates the provision of almost all DAS-funded community-based services, including those supported by Dignity Fund and Older Americans Act funding. The Dignity Fund was passed by voters in 2016, guaranteeing funding to enhance supportive services to help older adults (60+ years old) and adults with disabilities (18 – 59 years old) live with dignity in their own homes and communities.

Below is the SOGI data pulled from CA GetCare, the system used to support OCP, including Dignity Fund initiatives. The data represents an unduplicated count of clients across all the individual programs. Overall, around six percent of respondents identify with a sexual orientation other than straight or heterosexual. A little more than half a percent of all clients identify as transgender or gender non-binary. The SOGI data for the individual OCP programs can be found on the following two pages.

SEXUAL ORIENTATION

Program	Bisexual	Gay/ Lesbian/ Same-Gender Loving	Questioning/ Unsure	Straight/ Hetero-sexual	Not listed, please specify	Total with Responses (columns to left)	Declined to answer	Not Asked	No Data	Grand Total
Office of Community	496	1,494	85	34,390	211	36,676	4,099	283	2,728	43,786
% of Grand Total	1%	3%	0.2%	79%	0.5%	83.8%	9%	1%	6%	100%
% of Total with Responses	1%	4%	0.2%	94%	1%					

GENDER IDENTITY

Program	Male	Female	Gender-queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Total with Responses (columns to left)	Declined/ Not stated	Not Asked	No Data	Grand Total
Office of Community Partnerships	24,476	16,973	49	165	60	-	41,723	11	4	2,048	43,786
% of Grand Total	56%	39%	0.1%	0.4%	0.1%	0%	95%	0.03%	0.01%	5%	100%
% of Total with Responses	59%	41%	0.1%	0.4%	0.1%	0%					

SEXUAL ORIENTATION

Program	Bisexual	Gay/ Lesbian/ Same-Gender Loving	Questioning/ Unsure	Straight/ Hetero-sexual	Not listed, please specify	Declined to answer	Not Asked	No Data	Grand Total
Adult Day Programs	10	29	1	254	1	12	3	13	323
Case Management	27	111	6	1,096	13	67	35	60	1,415
Community Ambassador	0	0	0	0	0	0	0	1	1
Community Connector	14	28	0	722	2	407	1	12	1,186
Food Assistance	28	18	6	2,756	63	532	2	30	3,435
HDG	66	148	8	4,546	31	447	57	203	5,506
HDM	98	366	21	6,057	24	283	94	185	7,128
Health Promotion (Physical Fitness)	8	38	0	658	0	44	0	8	756
Housing Subsidy	16	40	7	288	4	25	3	18	401
Intergenerational Programs	16	106	4	555	2	63	2	46	794
LGBTQ+ Care Navigation	33	197	4	109	10	25	0	93	471
LGBTQ+ Mental Health Connections	11	62	0	14	3	5	0	15	110
Money Management	1	5	0	92	0	10	0	4	112
Naturalization	0	0	0	68	0	1	0	0	69
Neighborhood Choir	2	16	0	185	0	20	1	36	260
Neighborhood-Based Programs	4	13	2	542	0	64	5	172	802
Nutrition as Health	12	41	2	547	3	19	9	4	637
Nutrition Counseling	21	128	5	1,345	6	63	18	32	1,618
Nutrition Education	5	4	1	341	1	22	1	10	385
Respite Care	1	0	0	29	0	7	0	8	45
Senior Ex-Offender Program	1	0	0	36	0	2	0	12	51
SF Connected	38	58	4	1,819	5	354	10	290	2,578
Short-Term Home Care	0	11	0	192	0	14	6	31	254
Support Services for People with Collect	1	7	2	17	0	3	0	5	35
Technology at Home	3	19	0	90	0	4	0	2	118
TGNC Supports	15	32	2	34	5	6	0	4	98
Transportation (Access Program)	1	14	0	114	0	18	1	29	177
Transportation (Taxi Vouchers)	0	1	0	37	0	2	0	4	44
Veterans Drop-In Center	0	14	1	81	0	7	2	3	108
Veterans Service Connect	8	25	1	213	3	47	3	9	309
Video Doorbell	1	1	0	51	1	6	1	25	86
Village Programs	8	51	1	629	3	117	4	209	1,022
Volunteer Visitor	1	7	1	50	0	2	2	11	74
Workforce Support	0	0	0	0	0	0	0	1	1
Grand Total	**496**	**1,494**	**85**	**34,390**	**211**	**4,099**	**283**	**2,728**	**43,786**

GENDER IDENTITY

Program	Male	Female	Gender-queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Declined/ Not stated	Not Asked	No Data	Grand Total
Adult Day Programs	181	128	1	5	0	0	0	0	8	323
Case Management	724	672	3	9	3	0	1	0	3	1,415
Community Ambassador	0	0	0	0	0	0	0	0	1	1
Community Connector	874	228	0	0	0	0	1	0	83	1,186
Community Liaisons	3	1	0	0	0	0	0	0	1	5
Community Services	9,700	5,664	18	53	14	0	1	1	487	15,938
Congregate Meals	10,049	7,533	14	23	23	0	6	1	632	18,281
Employment Services	84	59	0	0	0	0	0	0	46	189
Empowerment Programs	77	95	0	0	0	0	0	0	139	311
FCSP	298	111	0	1	0	0	0	0	52	462
FCSP (Grandparent)	19	1	0	0	0	0	0	0	10	30
Financial Literacy	3	8	3	4	1	0	0	0	0	19
Food Assistance	2,410	1,005	0	2	4	0	1	0	13	3,435
HDG	3,536	1,823	9	21	9	0	0	1	107	5,506
HDM	3,387	3,668	9	50	8	0	1	1	4	7,128
Health Promotion (Physical Fitness)	626	124	1	0	0	0	0	0	5	756
Housing Subsidy	201	177	1	5	1	0	0	0	16	401
Intergenerational Programs	485	275	3	6	2	0	0	0	23	794
LGBTQ+ Care Navigation	119	237	7	30	7	0	1	0	70	471
LGBTQ+ Mental Health Connections	28	56	2	9	1	0	0	0	14	110
Money Management	32	73	0	1	1	0	0	0	5	112
Naturalization	47	22	0	0	0	0	0	0	0	69
Neighborhood Choir	193	39	1	0	0	0	0	0	27	260
Neighborhood-Based Programs	475	174	0	1	0	0	0	0	152	802
Nutrition as Health	262	361	2	7	1	0	0	0	4	637
Nutrition Counseling	764	843	1	8	0	0	0	1	1	1,618
Nutrition Education	290	87	0	2	0	0	0	0	6	385
Respite Care	29	10	0	0	0	0	0	0	6	45
Senior Ex-Offender Program	2	46	0	0	0	0	0	0	3	51
SF Connected	1,614	682	2	4	2	0	3	0	271	2,578
Short-Term Home Care	155	75	0	0	0	0	0	0	24	254
Support Services for People with Coll	20	10	0	0	0	0	0	0	5	35
Technology at Home	60	55	0	1	0	0	0	0	2	118
TGNC Supports	17	13	7	52	5	0	0	0	4	98
Transportation (Access Program)	99	48	0	0	1	0	1	0	28	177
Transportation (Taxi Vouchers)	24	17	0	0	0	0	0	0	3	44
Veterans Drop-In Center	6	95	1	3	2	0	0	0	1	108
Veterans Service Connect	18	279	2	1	4	0	0	0	5	309
Video Doorbell	44	19	0	0	0	0	0	0	23	86
Village Programs	661	211	0	0	0	0	0	0	150	1,022
Volunteer Visitor	45	23	0	0	0	0	0	0	6	74
Workforce Support	0	0	0	0	0	0	0	0	1	1
Grand Total	**24,476**	**16,973**	**49**	**165**	**60**	**0**	**11**	**4**	**2,048**	**43,786**

The following matrix contains a summary of efforts and challenges related to SOGI data collection across OCP programs.

FY22-23 Efforts to Promote/Improve SOGI Data Collection	• Data collection of SOGI information is a routine part of demographic information collection upon intake in community programs. SOGI data collection is part of staff induction trainings upon hire. • Office of Community Partnerships removed the "sex at birth" question from the demographic information collection. This request from OCP is reflective of the current best practice to eliminate this question from the SOGI demographic data collection. OCP Director issued a memo to community partners explaining this change. Standardized intake forms were updated.
Challenges	• Community partners have experienced a lot of staffing changes since coming back to in-person services from the pandemic. This has resulted in an increase of service provider discomfort to ask SOGI demographic questions. • OCP recently updated their database with their software provider. Currently the "sex at birth" question is in the database as an available field, which can send a mixed message to providers.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	• Community partners are encouraged to review demographic data collection, including SOGI, to ensure compliance and provide training or re-training to staff as indicated. • Program analysts review semi-annual SOGI reports for compliance and provide technical assistance as indicated. • OCP will launch a new round of trainings for FY 2023-24. • Removal of the "sex at birth" question is partially complete, with removal from all available fields expected by Fall 2023.

County Veterans Services Office

The County Veterans Service Office (CVSO) is a locally-funded unit that assists veterans and their families in obtaining benefits and services accrued through military service. To help connect veterans to service benefits, the CVSO works cooperatively with other organizations serving veterans such as the U.S. Department of Veterans Affairs (USDVA) benefits, California Department of Veterans Affairs, USDVA Medical Facilities, the California Employment Development Department, county and state mental health departments, and the county Social Service Department.

Below is the SOGI data from VetPro Panoramic (the system used to track CVSO clients). Approximately one percent of respondents identified as transgender, gender queer or non-binary. While sexual orientation data is still underreported, the response rate of 62% is seven percent higher than the previous year, continuing an upward trend. The matrix below the data describes some of the challenges the CVSO faces related to SOGI data collection.

SEXUAL ORIENTATION

Program	Bisexual	Gay/ Lesbian/ Same-Gender Loving	Questioning /Unsure	Straight/ Hetero-sexual	Not listed, please specify	Total with Responses (columns to left)	Declined to answer	Not Asked	No Data	Grand Total
County Veterans Services Office	6	24	9	1,688	9	**1,736**	20	54	972	**2,782**
% of Grand Total	0.2%	1%	0.3%	61%	0.3%	62%	1%	2%	35%	100%
% of Total with Responses	0.3%	1%	1%	97%	1%					

GENDER IDENTITY

Program	Female	Male	Gender-queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Total with Responses (columns to left)	Declined /Not stated	Not Asked	No Data	Grand Total
County Veterans Services Office	199	2,024	4	3	4	9	**2,243**	4	330	205	**2,782**
% of Grand Total	7%	73%	0%	0.1%	0.1%	0.3%	81%	0.1%	12%	7%	100%
% of Total with Responses	9%	90%	0%	0.1%	0.2%	0.4%					

The following matrix contains a summary of efforts and challenges related to SOGI data collection within the CVSO.

FY22-23 Efforts to Promote/Improve SOGI Data Collection	• CVSO efforts to build capacity and training have resulted in a seven percent increase in the collection of SOGI data with 62% of clients being asked the questions as compared to last year's 55%. • All CVSO personnel, including veterans service representatives and administrative clerks, are trained to collect SOGI information from clients. • Staff are mandated to collect information from veterans during in-person and phone interviews.
Challenges	• CVSO staff may create a client record without speaking with the client (over the phone or in person) due to the administrative nature of the work. For example, when a veteran applies to another benefits program, the staff from that program may ask the CVSO to verify the client's income by submitting a form to the CVSO with limited data. CVSO staff will process the form and create a profile for the veteran who is applying for other benefits to document the administrative action, but never speak to the client directly to gather additional information. • Some clients express fear, frustration, confusion, or anger in response to SOGI data collection efforts, despite staff assurances regarding the purpose of SOGI data collection and clients' ongoing access to benefits. Some clients regard these questions as offensive or irrelevant to the purpose of their visit. • There are technical challenges in extracting existing SOGI data from the database vendor for reporting and aggregate analysis.

Plans/Strategies to Improve Data Coverage and Quality Going Forward	• CVSO staff meetings will include ongoing training to ensure compliance with SOGI data collection standards, especially to address persistent challenges in client relations with respect to SOGI.
	• Staff will receive reminders to review SOGI data, even with repeat clients, as the data may not have been collected the first time around and it is a second opportunity to capture the data.
	• Management will continue to build on strategies to equip staff to politely and efficiently solicit SOGI information, including sending staff a minimum of twice-yearly reminders to collect SOGI information at the earliest opportunity to directly engage with clients.
	• In partnership with the Veterans Affairs Commission, CVSO will educate veterans on the relevance of SOGI data.
	• CVSO will work with Swords to Plowshares to record Prop 63 SOGI data.
	• SFHSA will work with the California Association of CVSOs to educate veterans on the relevance of SOGI data collection.

BFS Economic Support & Self-Sufficiency Programs

SFHSA's Department of Benefits and Family Support's (BFS) Economic Support & Self-Sufficiency (ESSS) Division operates the core social services programs of county welfare departments: CalWORKs (cash aid and employment services for families), CalFresh (food assistance), Medi-Cal (Medicaid health insurance), and CAAP (cash aid and employment services for single adults). Together these programs serve over 240,000 San Franciscans annually.

ESSS uses the CalWIN case management information system to administer these programs. CalWIN is jointly funded and managed by a consortium of 18 California counties, so San Francisco cannot add or change fields on its own. Because of the California SOGI data collection law, CalWIN added SOGI fields in 2018. There is no option to indicate whether a client declined to answer the SOGI questions or was not asked. The California Department of Social Services (CDSS) developed a form for collecting SOGI data in 2019. However, there are many pathways to apply for these public benefits and in some cases there is no verbal interaction between client and case/social worker. Similarly, some clients are not required to interview with county staff as part of the renewal process to continue receiving benefits. These factors mean that some new and pre-existing clients are not directly asked the SOGI questions, which has resulted in overall lower data coverage across the ESSS programs. The programs endeavor to gather SOGI information for the majority of clients and continue to look for ways of increasing SOGI demographic data coverage over time.

CalWORKs

CalWORKs provides temporary financial support, as well as job training, education, childcare, and counseling, to pregnant women and eligible families with children under age 19. The CalWORKs program uses a state SOGI demographic questionnaire (CW2223) designed by CDSS. CDSS directs county welfare departments to provide the optional SOGI questionnaire to adults present during the intake interview. Copies of the optional questionnaire are also included in the annual renewal packets.

The data below is for all adults aided on CalWORKs during FY22-23. Around half of all adult clients have provided SOGI demographic information. Only four percent of clients who responded report a sexual orientation other than straight or heterosexual. Looking at the gender identity data, around a half a percent of CalWORKs clients who responded have identified as gender non-binary or another gender identity other than male or female.

SEXUAL ORIENTATION

Program	Bisexual	Gay/ Lesbian/ Same-Gender Loving	Straight/ Hetero-sexual	Another Sexual Orientation	Total with Responses (columns to left)	Unknown	No Data	Grand Total
CalWORKs	55	14	1,967	8	2,044	134	1,599	3,777
% of Grand Total	1%	0.4%	52%	0.2%	54%	4%	42%	100%
% of Total with Responses	3%	1%	96%	0.4%				

GENDER IDENTITY

Program	Female	Male	Gender-queer/ Gender Non-binary	Trans Female	Trans Male	Another Gender Identity	Total with Responses (columns to left)	No Data	Grand Total
CalWORKs	1,879	354	9	-	-	2	2,244	1,533	3,777
% of Grand Total	50%	9%	0.2%	0%	0%	0.1%	59%	41%	100%
% of Total with Responses	84%	16%	0.4%	0%	0%	0.09%			

The matrix below describes efforts of the CalWORKs program to collect SOGI demographic data.

FY22-23 Efforts to Promote/Improve SOGI Data Collection	• CalWORKs continues to provide SOGI training during induction and in-service trainings. • The state SOGI form (CW2223) is included in all intake and annual renewal packets.

Challenges	• Eligibility workers are required to gather a vast amount of sensitive data as part of CalWORKs eligibility determination. Therefore, it is to be expected that many clients get fatigued from answering so many questions and decline to fill out the optional SOGI questionnaire. • Since the pandemic, CalWORKs has been able to conduct intake interviews by phone rather than mandating face-to-face. This adds another layer of complexity to the already lengthy interview process and likely causes more clients to decline answering optional SOGI questions. • Some clients express discomfort answering the SOGI questions and state that asking about sexual orientation and gender identify is too personal and/or an inappropriate question, especially among mono-lingual clients.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	• Management will discuss SOGI data collection at section and unit meetings as well as online virtual meetings with Staff. • Supervisors will review SOGI data collection protocols quarterly with their staff to hear challenges faced by staff directly so they can offer guidance.

SF BenefitsNet: CalFresh and Medi-Cal

Low-income individuals and families use CalFresh to purchase food at many retail food outlets, grocery stores, and farmers' markets. Medi-Cal provides free or low-cost health insurance for eligible individuals and comes with a range of health benefits and services. The CalFresh and Medi-Cal programs are jointly administered under a division called SF BenefitsNet (SFBN). These programs are overseen by two separate agencies at the state level; both parent agencies require counties to collect SOGI data but prescribe different tools and methods. CalFresh is required to use the same state SOGI demographics questionnaire as CalWORKs (CW2223). This optional questionnaire is given to all adults present at the Intake interview and included in renewal packets. When supporting clients applying for Medi-Cal, our eligibility staff asks adults the SOGI questions (in person or over the phone). However, most Medi-Cal eligibility determinations do not require an interview or in-person intake with SFHSA staff. Therefore, there is limited opportunity to collect SOGI data.

The data below is for all adults aided on CalFresh and Medi-Cal during FY22-23. Roughly 35% of CalFresh adult client records contain SOGI demographic data, while around 24% of adult Medi-Cal client records contain SOGI data. Medi-Cal will likely continue to have a lower coverage rate than CalFresh, due to the application and automatic renewal processes described above. Around nine percent of CalFresh clients and eight percent of Medi-Cal clients who responded to the sexual orientation question, indicated an LGBQ+ identity. Approximately 1.6% of CalFresh and one percent Medi-Cal clients providing gender identity information identified as non-binary, transgender or another gender identity besides female or male.

SEXUAL ORIENTATION

Program	Bisexual	Gay/Lesbian/Same-Gender Loving	Straight/Hetero-sexual	Not listed, please specify	Total with Responses (columns to left)	Unknown	No Data	Grand Total
CalFresh	732	1,506	23,281	117	25,636	2,043	50,973	78,652
% of Grand Total	1%	2%	30%	0.1%	33%	3%	65%	100%
% of Total with Responses	3%	6%	91%	0%				
Medi-Cal	959	1,964	38,019	166	41,108	2,885	140,318	184,311
% of Grand Total	0.5%	1%	21%	0.1%	22%	2%	76%	100%
% of Total with Responses	2%	5%	92%	0.4%				

GENDER IDENTITY

Program	Female	Male	Gender-queer/Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Total with Responses (columns to left)	No Data	Grand Total
CalFresh	14,381	14,597	178	30	116	30	29,332	49,320	78,652
% of Grand Total	18%	19%	0.2%	0.0%	0.15%	0.04%	37%	63%	100%
% of Total with Responses	49%	50%	1%	0.1%	0.4%	0.1%			
Medi-Cal	24,016	21,681	214	55	170	51	46,187	138,124	184,311
% of Grand Total	13%	12%	0.1%	0.0%	0.09%	0.03%	25%	75%	100%
% of Total with Responses	52%	47%	0.5%	0.1%	0.4%	0.1%			

The matrix summarizes the efforts, challenges and strategies related to SOGI data collection within SFBN.

FY22-23 Efforts to Promote/Improve SOGI Data Collection	• Weekly supervisor forum meeting minutes and in bi-weekly newsletters, which are distributed to all SFBN staff, issued periodic SOGI reminders. • Staff continued using the SOGI CW 2223 form in intake and renewal packets for CalFresh and Medi-Cal. • SOGI data collection was added to case review process.

Challenges	• Medi-Cal application process does not include an interview requirement.
	• Due to the COVID-19 Pandemic, the CalFresh interview requirement was waived for most households on applications and renewals, and as a result, a significant percentage were processed without a telephone or face-to-face contact.
	• In alignment with Medi-Cal policy, a significant percentage of Medi-Cal renewals are done following an automated path, with no client contact, and thus no opportunity to collect SOGI information. Additionally, due to the COVID-19 pandemic, Medi-Cal renewals were suspended until June 2023.
	• California Department of Healthcare Services has not modified the state Medi-Cal paper application to include SOGI questions.
	• California Department of Social Services has not modified the state CalFresh paper applications to include SOGI questions.
	• GetCalFresh.org, a widely used online CalFresh application site, limits gender identity options to male or female.
	• In person/phone applications are usually made by one adult household member, which means other adults are not asked to provide voluntary SOGI information.
	• There is no CalWIN functionality that allows the eligibility worker to record when an applicant/recipient declines to provide information.
	• With new telephonic recording technology clients are advised when calling our service center that the full conversation is recorded; clients may be more hesitant to provide information if there is a voice recording of their answers.
	• Some clients express discomfort answering the SOGI questions and state that asking about sexual orientation and gender identify is too personal and/or an inappropriate question, especially among mono-lingual clients.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	• Management will continue to provide periodic SOGI reminders via supervisor forum meetings and bi-weekly newsletters.
	• Program will request SOGI training from Human Resources Learning and Organizational Development unit.
	• A new call service center business process will require eligibility workers to attempt to obtain SOGI information whenever a client contacts the county and SOGI information is blank.

County Adult Assistance Program

The County Adult Assistance Program (CAAP) provides cash assistance to low-income adults without dependent children, adults that cannot work, and refugees. CAAP clients are required to also apply for both CalFresh and Medi-Cal, so their SOGI demographic data is generally collected by the SFBN program procedures (described in previous section of this

report). CAAP eligibility workers have been trained to update the SOGI demographic fields during the application or renewal process.

Below is the SOGI data for all CAAP clients active during FY22-23. Around 58% of CAAP client records contain SOGI demographic data. Of clients with SOGI data, around 12% identified with an LGBQ+ sexual orientation and about 1.7% reported their gender identity as non-binary, transgender, or another gender identity other than male or female.

SEXUAL ORIENTATION

Program	Bisexual	Gay/ Lesbian/ Same-Gender Loving	Straight/ Hetero-sexual	Another Sexual Orientation	Total with Responses (columns to left)	Unknown	No Data	Grand Total
CAAP	190	370	4,463	22	5,045	406	3,831	9,282
% of Grand Total	2%	4%	48%	0.2%	54%	4%	41%	100%
% of Total with Responses	4%	7%	88%	0.4%				

GENDER IDENTITY

Program	Female	Male	Gender-queer/ Gender Non-binary	Trans Female	Trans Male	Another Gender Identity	Total with Responses (columns to left)	No Data	Grand Total
CAAP	1,748	3,996	31	8	49	10	5,842	3,440	9,282
% of Grand Total	19%	43%	0.3%	0.1%	1%	0.1%	63%	37%	100%
% of Total with Responses	30%	68%	0.5%	0.1%	0.8%	0.2%			

The information below describes the CAAP program's experience with SOGI data collection.

FY22-23 Efforts to Promote/Improve SOGI Data Collection	• As the online manual (OLM) and forms were updated, CAAP ensured they utilized gender neutral language. • Program continued to review Induction material used to train new eligibility workers. • All new hires took "LGBTQ: Promoting Respect among SFHSA" training. • Periodically reminded staff to actively encourage applicants/ recipients to provide SOGI information when updating the demographics window in CalWIN if the SOGI information is blank.

Challenges	• It is a challenge to devote resources to SOGI specifically, so it is done ad hoc or piecemeal in the efforts described above. • Given that some data fields are optional, it is a challenge to achieve consistency in completing SOGI information when demographics are updated. • Some clients express discomfort answering the SOGI questions and state that asking about sexual orientation and gender identify is too personal and/or an inappropriate question, especially among mono-lingual clients. • Lack of knowledge of SOGI-related trainings or citywide resources on the topic.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	• CAAP will form a workgroup to address all forms and all sections of the online manual and change the language to be gender neutral across program. • Management will continue to remind staff to actively encourage applicants and recipients to provide SOGI information when updating the demographics window in CalWIN if the SOGI window is blank. • New hires will be required to take LGBTQ: Promoting Respect Among SFHSA training, and all staff will be trained in SOGI data collection.

BFS Family and Children's Services

SFHSA's Department of Benefits and Family Support (BFS) also houses San Francisco's child welfare programs within its Family and Children's Services (FCS) Division. FCS, which uses the acronym SOGIE to signify "Sexual Orientation, Gender Identity, and Expression," protects children from abuse and neglect and finds permanency for children through reunification, legal guardianship, or adoptions. FCS conducts investigations and provides case management for families and for children living at home and in foster care. FCS uses a statewide computer system called the Child Welfare Services Case Management System (CWS/CMS). SOGIE fields were added to CWS/CMS in 2018. Guidance from the State on how to collect SOGIE data was issued in 2019. FCS also uses a structured decision-making tool called the Family Strengths and Needs Assessment, which includes collection of SOGIE information.

San Francisco FCS has a policy related to SOGIE data collection that states:

> Protective Service Workers shall engage with youth ages 10-21 about SOGIE information, so long as they are developmentally and cognitively capable of understanding and discussing gender, in an age-appropriate discussion of their preferred gender expression and the gender with which they identify.

The tables below contain the SOGIE demographic data for youth 10 years old and older collected by FCS for three populations. The first population is all referrals that were investigated during FY22-23 (1,059 youth in this group). The second population is all cases opened anytime during FY22-23 (569 youth in this group). The third population is youth who

were assessed using the Family Strength and Needs Assessment during FY22-23 (102 unduplicated youth assessed).

For a sizeable majority of youth in all three populations, there is no recorded response. Additionally, a discrepancy in the data—that the sexual orientation most represented among youth referred is reported as asexual—suggests erroneous data capture or a bias among protective service workers. This is borne out by additional analysis, which shows that younger youth are more likely to be categorized as asexual, indicating that this categorization may be the default choice selected by PSWs rather than the sexual identity indicated by youth. Because of the high level of non-responses and the potential for worker bias when these questions are completed for younger youth, conclusions about SOGIE identification among FCS youth cannot be made.

SEXUAL ORIENTATION

Program	Asexual	Bisexual	Gay/Lesbian/Same-Gender Loving	Pan-sexual	Straight/Hetero-sexual	Not listed	Total with Responses (columns to left)	Declined to Answer	Not Asked	Unable to Determine	Grand Total
Youth Referred	16	11	6	1	149	4	187	12	-	860	1,059
% of Grand Total	1.5%	1.0%	1%	0.1%	14%	0.4%	18%	1.1%	0%	81%	100%
% of Total with Responses	9%	6%	3%	1%	80%	2%					
Youth with Opened Child Welfare Case	-	13	7	5	133	2	160	5	-	404	569
% of Grand Total	0%	2%	1%	0.9%	23%	0%	28%	1%	0%	71%	100%
% of Total with Responses	0%	8%	4%	3%	83%	1%					
Youth Assessed using Family Strength and Needs Assessment	1	3	2	-	14	-	20	1	-	81	102
% of Grand Total	1%	3%	2%	0%	14%	0%	20%	1%	0%	79%	100%
% of Total with Responses	5%	15%	10%	0%	70%	0%					

GENDER IDENTITY

Program	Female	Male	Gender-queer/Gender Non-binary	Trans-gender	Not listed, please specify	Unsure	Total with Responses (columns to left)	Declined to Answer	Not Asked	Grand Total
Youth Referred	152	110	6	3	-	4	275	10	774	1,059
% of Grand Total	14%	10%	0.6%	0.3%	0%	0.4%	26%	0.9%	73%	100%
% of Total with Responses	55%	40%	2%	1%	0%	1%				
Youth with Opened Child Welfare Case	102	75	5	3	1	1	187	0	382	569
% of Grand Total	18%	13%	0.9%	1%	0%	0%	33%	0.0%	67%	100%
% of Total with Responses	55%	40%	3%	2%	1%	1%				
Youth Assessed using Family Strength and Needs Assessment	12	10	1	-	-	-	23	-	79	102
% of Grand Total	12%	10%	1%	0%	0%	0%	23%	0%	77%	100%
% of Total with Responses	52%	43%	4%	0%	0%	0%				

The matrix below summarizes the status of SOGIE data collection within the FCS Program.

FY22-23 Efforts to Promote/Improve SOGIE Data Collection	• Through our contract with Bay Area Academy, FCS offered a training on Sexual Orientation, Gender Identity and Expression in Child Welfare. Participants learned what SOGIE is and the importance of collecting SOGIE information to better understand the lives, experiences, and possible unique challenges of people within this community. • The SOGIE data collection policy was updated in February 2022 and shared to staff via the Policy Newsletter.
Challenges	• Levels of no-response for FCS SOGIE data remain high, making it difficult to draw conclusions from the data which is collected. • SOGIE data are more likely to be incomplete at the referral level. Additional training for Emergency Response Protective Services Workers may be recommended.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	• FCS will continue to work with providers to collect data from service recipients regarding SOGIE. This includes services to increase parents' understanding of the importance of SOGIE for youth and how to show their acceptance for their sexual orientation and gender expression. • FCS will include SOGIE as a topic in the standard pre-service training for resource parents.

Contractor-Operated Programs

SFHSA currently has around 440 contracts with numerous community-based organizations. Many contractors collect demographic data and are therefore subject to San Francisco's SOGI data collection ordinance. Some community partners input client-level data through an SFHSA program's dedicated case management system, in which case the data is reflected in a preceding program-specific section of this report. The remaining contractors use SFHSA's contract management system, called CARBON, to submit aggregate SOGI data. This system was modified to flag whether contractors are required to report aggregate SOGI data in CARBON, which allows for compliance tracking and sending targeted reminders.

The aggregate SOGI data submitted by contractors for FY22-23 can be found within the **Appendix** of this report. The matrix below summarizes the status of SOGI data collection among SFHSA's contractor-operated programs.

FY22-23 Efforts to Promote/Improve SOGI Data Collection	• Continue to provide SOGI training to new SFHSA Program Monitors. • Program Monitors continue to confirm that CBOs are collecting data through the year. Not doing so can result in a finding at the Annual Monitoring Visits. • New administrative process on front-end of contract set-up in CARBON to ensure that contracts are flagged properly for SOGI collection.

Challenges	• Decreased opportunities to do more in-person technical assistance on SOGI collection for CBOs.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	• Looking to increase in-person visits to CBOs in Fiscal Year 2023-24 to support the work of SFHSA Program Monitors in ensuring compliance. • Incorporate more content on creating an inclusive and affirming environment into the SOGI training for Contractors.

Conclusion

Due to ongoing systemic discrimination and stigma, LGBTQ+ persons continue to face increased barriers to needed services and suffer significant personal and communal harms as a result. SFHSA continually strives to welcome and affirm all of San Francisco's diverse communities in order to connect them to our agency's web of vital services and benefits; SOGI data collection is a critical part of this strategy. Reliable SOGI demographic data is essential to inform the design and delivery of our programs to improve the well-being of LGBTQ+ populations. SFHSA commends the Office of Transgender Initiatives' longstanding leadership in regard to the annual SOGI reports and Board of Supervisor hearings, which raise awareness and accountability, and facilitate cross-department information sharing.

Thank you for your time and attention in reviewing this report. SFHSA welcomes any follow-up questions or feedback.

SOGI Contact at SFHSA:

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APPENDIX: SOGI Data from SFHSA Contract Management System (CARBON)

HSA Contractor SOGI Report
Fiscal Year: 2022-2023

Program Area	Vendor/Agency	Contract	# of Clients Served	Straight/ Heterosexual #	%	Bisexual #	%	Gay/Lesbian #	%	Questioning/ Unsure #	%	Not Listed #	%	Decline to Answer #	%	Not asked #	%	Incomplete #	%
CalFresh	SAN FRANCISCO FOOD BANK	CalFresh and Medi-Cal Promotion 18-24	1410	949	67%	3	0.2%	11	1%	-	0%	5	0.4%	372	26%	-	0%	70	5%
DAS	BRIDGE HOUSING CORP	3850 18th Street - RAD Seniors FY19-24	106	28	26%	1	1%	1	1%	-	0%	-	0%	2	2%	-	70%	-	0%
DAS	BRIDGE HOUSING CORP	Duboce - RAD Seniors FY19-24	41	30	73%	-	0%	2	5%	-	0%	-	0%	9	22%	-	0%	-	0%
DAS	BRIDGE HOUSING CORP	Mission Dolores - RAD Seniors FY19-24	84	37	44%	-	0%	1	1%	-	0%	-	0%	46	55%	-	0%	-	0%
DAS	BRIDGE HOUSING CORP	Sanchez - RAD Seniors FY19-24	82	12	15%	1	1%	-	0%	-	0%	-	0%	67	82%	2	2%	-	0%
DAS	BRIDGE HOUSING CORP	Woodside - RAD Seniors FY19-24	40	22	55%	1	3%	1	3%	-	0%	-	0%	5	13%	-	28%	-	0%
DAS	MERCY HOUSING CALIFORNIA	1760 Bush Street (RAD Phase II Seniors) FY19-24	196	175	89%	-	0%	21	11%	-	0%	-	0%	-	0%	-	0%	-	0%
ESSS	FIVE KEYS SCHOOLS AND PROGRAMS	Academic Assessment Services For WTW Participants 19-24	25	22	88%	-	0%	-	0%	-	0%	-	0%	3	12%	-	0%	-	0%
DAS	HOMEBRIDGE	IHSS Contract Mode FY20-25	2133	1375	64%	33	2%	131	6%	9	0%	14	1%	358	17%	213	10%	-	0%
ESSS	ARRIBA JUNTOS	Vocational Immersion VIP/VESL FY21-23	175	175	100%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
ESSS	ARRIBA JUNTOS	WTW - PST Skills Development for Work Study FY21-23	3	3	100%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
ESSS	ARRIBA JUNTOS	WTW - Transitional Empl for Re-Engagement FY21-23	305	251	82%	20	7%	2	1%	-	0%	5	2%	27	9%	-	0%	-	0%
ESSS	ARRIBA JUNTOS	WTW - WPA Bridge & Filler FY21-23	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ESSS	ARRIBA JUNTOS	Employment Services to Formerly and Currently At-Risk Homeless Individuals FY21-23	40	36	90%	1	3%	-	0%	-	0%	-	0%	3	8%	-	0%	-	0%
ESSS	EPISCOPAL COMMUNITY SVCS OF SF	Employment Services to Formerly and Currently At-Risk Homeless Individuals FY21-23	114	83	73%	12	11%	4	4%	1	1%	6	5%	7	6%	1	1%	-	0%
ESSS	ARRIBA JUNTOS	Community Jobs Program (CJP) for Justice Involved for Tay FY21-24	52	51	98%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%
ESSS	YOUNG COMMUNITY DEVELOPERS	Community Jobs Program (CJP) for Justice Involved TAY FY21-24	71	70	99%	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%
ESSS	ARRIBA JUNTOS	Transitional Empl Support Svc (TESS) for PST FY21-24	61	54	89%	4	7%	2	3%	-	0%	-	0%	1	2%	-	0%	-	0%
ESSS	YOUNG COMMUNITY DEVELOPERS	Transitional Empl Support Svc (TESS) for PST FY21-24	138	107	78%	4	3%	9	7%	-	0%	3	2%	15	11%	-	0%	-	0%
ESSS	BAY AREA LEGAL AID	Individualized Legal Support Services (ILSS) 21-23	1117	638	57%	34	3%	38	3%	2	0.2%	17	2%	55	5%	237	21%	96	9%
ESSS	ARRIBA JUNTOS	Community Jobs Program(CJP) - CalWORKS FY21-24	224	210	94%	6	3%	1	0.4%	1	0.4%	1	0.4%	4	2%	-	0%	1	0.4%

HSA Contractor SOGI Report
Fiscal Year: 2022-2023

Program Area	Vendor/Agency	Contract	# of Clients Served	Straight/ Heterosexual		Bisexual		Gay/Lesbian		Questioning/ Unsure		Not Listed		Decline to Answer		Not asked		Incomplete	
				#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
ESSS	YOUNG COMMUNITY DEVELOPERS	Community Jobs Program(CJP) - CalWORKS FY21-24	94	72	77%	3	3%	6	6%	-	0%	1	1%	4	4%	-	0%	8	9%
FCS	UNITY CARE GROUP	Housing Services for TAY 21-25	83	50	60%	7	8%	1	1%	1	1%	-	0%	12	14%	-	0%	12	14%
CalFresh	BAY AREA LEGAL AID	HDAP & SSI Advocacy 21-23	175	131	75%	10	6%	11	6%	1	1%	4	2%	5	3%	10	6%	3	2%
ESSS	ARRIBA JUNTOS	Youth Employment Services FY23-26	31	24	77%	3	10%	-	0%	-	0%	-	0%	4	13%	-	0%	-	0%
FCS	FAMILY SUPPORT SVCS	SafeCare Parenting Education FY22-26	18	15	83%	1	6%	-	0%	-	0%	-	0%	2	11%	-	0%	-	0%
FCS	FIRST PLACE FOR YOUTH	Independent Living Skills Program for Foster Youth FY22-26	345	170	49%	24	7%	6	2%	-	0%	5	1%	9	3%	119	34%	12	3%
ESSS	LA CASA DE LAS MADRES	Domestic Violence Services to CalWORKs 22-26	336	247	74%	17	5%	2	1%	-	0%	2	1%	41	12%	-	0%	27	8%
ESSS	SAN FRANCISCO LGBT COMMUNITY CENTER	Transgender Employment FY22-26	94	9	10%	28	30%	13	14%	3	3%	32	34%	6	6%	-	0%	3	3%
FCS	FAMILY SUPPORT SVCS	Respite Care and Training & Recruitment Program for RFA Approved Families FY22-26	37	30	81%	1	3%	1	3%	-	0%	-	0%	5	14%	-	0%	-	0%
ESSS	SAN FRANCISCO CLEAN CITY COALITION	Transitional Employment in Urban Maintenance FY22-26	28	11	39%	-	0%	-	0%	-	0%	-	0%	7	25%	-	0%	10	36%
CalFresh	SAN FRANCISCO FOOD BANK	BFS - IFA / PFA 22-26	4596	1933	42%	27	1%	24	1%	5	0%	96	2%	294	6%	26	1%	2191	48%
ESSS	ABODE SERVICES	CalWORKS Housing Locator, Housing Connector, and Case Management Services FY22-25	497	227	46%	7	1%	2	0.4%	2	0.4%	1	0.2%	2	0.4%	5	1%	251	51%
ESSS	CATHOLIC CHARITIES	CalWORKS Housing Locator, Housing Connector, and Case Management Services FY22-25	18	17	94%	1	6%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
Admin/Misc/IT	MISSION ECONOMIC DEVELOPMENT AGENCY	Immigrant Outreach & Engagement Services 22-25	192	165	86%	-	0%	-	0%	-	0%	2	1%	25	13%	-	0%	-	0%

Program Area	Vendor/Agency	Contract	# of Clients	Male		Female		Trans Male		Trans Female		Genderqueer /Gender Non-binary		Not Listed		Decline to Answer		Not Asked	
				#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CalFresh	SAN FRANCISCO FOOD BANK	CalFresh and Medi-Cal Promotion 18-24	1410	568	40%	759	54%	1	0.1%	-	0%	2	0%	3	0%	65	5%	12	1%
DAS	BRIDGE HOUSING CORP	3850 18th Street - RAD Seniors	106	12	11%	17	16%	-	0%	1	1%	-	0%	-	0%	2	2%	74	70%
DAS	BRIDGE HOUSING CORP	Duboce - RAD Seniors FY19-24	41	20	49%	19	46%	-	0%	-	0%	-	0%	-	0%	2	5%	-	0%
DAS	BRIDGE HOUSING CORP	Mission Dolores - RAD Seniors FY19-24	84	17	20%	20	24%	1	1%	-	0%	-	0%	-	0%	46	55%	-	0%
DAS	BRIDGE HOUSING CORP	Sanchez - RAD Seniors FY19-24	82	9	11%	10	12%	-	0%	-	0%	-	0%	-	0%	63	77%	-	0%
DAS	BRIDGE HOUSING CORP	Woodside - RAD Seniors FY19-24	40	14	35%	16	40%	-	0%	-	0%	-	0%	-	0%	10	25%	-	0%
DAS	MERCY HOUSING CALIFORNIA	1760 Bush Street (RAD Phase II Seniors) FY19-24	196	101	52%	85	43%	6	3%	4	2%	-	0%	-	0%	-	0%	-	0%
ESSS	FIVE KEYS SCHOOLS AND PROGRAMS	Academic Assessment Services For WTW Participants 19-24	25	4	16%	21	84%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
DAS	HOMEBRIDGE	IHSS Contract Mode FY20-25	2133	1196	56%	703	33%	4	0%	27	1%	-	0%	-	0%	13	1%	188	9%
ESSS	ARRIBA JUNTOS	Vocational Immersion VIP/VESL	175	78	45%	97	55%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
ESSS	ARRIBA JUNTOS	WTW - PST Skills Development for Work Study FY21-23	3	-	0%	3	100%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
ESSS	ARRIBA JUNTOS	WTW - Transitional Empl for Re-Engagement FY21-23	305	46	15%	251	82%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
ESSS	ARRIBA JUNTOS	WTW - WPA Bridge & Filler FY21-	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ESSS	ARRIBA JUNTOS	Employment Services to Formerly and Currently At-Risk Homeless Individuals FY21-23	40	3	8%	37	93%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
ESSS	EPISCOPAL COMMUNITY SVCS OF SF	Employment Services to Formerly and Currently At-Risk Homeless Individuals FY21-23	77	25	32%	46	60%	-	0%	5	6%	1	1%	-	0%	-	0%	-	0%
ESSS	EPISCOPAL COMMUNITY SVCS OF SF	Employment Services to Formerly and Currently At-Risk Homeless Individuals FY21-23	114	38	33%	67	59%	-	0%	7	6%	2	2%	-	0%	-	0%	-	0%
ESSS	ARRIBA JUNTOS	Community Jobs Program (CJP) for Justice Involved for Tay FY21-24	52	34	65%	17	33%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
ESSS	YOUNG COMMUNITY DEVELOPERS	Community Jobs Program (CJP) for Justice Involved TAY FY21-24	71	55	77%	16	23%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
ESSS	ARRIBA JUNTOS	Transitional Empl Support Svc (TESS) for PST FY21-24	61	41	67%	20	33%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
ESSS	YOUNG COMMUNITY DEVELOPERS	Transitional Empl Support Svc (TESS) for PST FY21-24	138	84	61%	50	36%	-	0%	-	0%	3	2%	-	0%	1	1%	-	0%
ESSS	BAY AREA LEGAL AID	Individualized Legal Support Services (ILSS) 21-23	1117	418	37%	630	56%	2	0%	13	1%	17	2%	1	0%	12	1%	24	2%
ESSS	ARRIBA JUNTOS	Community Jobs Program(CJP) - CalWORKS FY21-24	224	35	16%	189	84%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%

HSA Contractor SOGI Report
Fiscal Year: 2022-2023

Program Area	Vendor/Agency	Contract	# of Clients	Male		Female		Trans Male		Trans Female		Genderqueer /Gender Non-binary		Not Listed		Decline to Answer		Not Asked	
				#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
ESSS	YOUNG COMMUNITY DEVELOPERS	Community Jobs Program(CJP) - CalWORKS FY21-24	94	38	40%	46	49%	-	0%	-	0%	1	1%	-	0%	9	10%	-	0%
FCS	UNITY CARE GROUP	Housing Services for TAY 21-25	83	25	30%	39	47%	-	0%	-	0%	-	0%	-	0%	7	8%	12	14%
CalFresh	BAY AREA LEGAL AID	HDAP & SSI Advocacy 21-23	175	102	58%	61	35%	2	1%	4	2%	4	2%	-	0%	-	0%	2	1%
ESSS	ARRIBA JUNTOS	Youth Employment Services FY23-26	31	12	39%	19	61%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
FCS	FAMILY SUPPORT SVCS	SafeCare Parenting Education FY22-26	18	4	22%	13	72%	-	0%	-	0%	-	0%	-	0%	1	6%	-	0%
FCS	FIRST PLACE FOR YOUTH	Independent Living Skills Program for Foster Youth FY22-26	345	157	46%	175	51%	2	1%	-	0%	6	2%	-	0%	5	1%	-	0%
ESSS	LA CASA DE LAS MADRES	Domestic Violence Services to CalWORKs 22-26	336	8	2%	309	92%	-	0%	-	0%	-	0%	-	0%	12	4%	7	2%
ESSS	SAN FRANCISCO LGBT COMMUNITY CENTER	Transgender Employment FY22-26	94	2	2%	4	4%	9	10%	36	38%	27	29%	15	16%	1	1%	-	0%
FCS	FAMILY SUPPORT SVCS	Respite Care and Training & Recruitment Program for RFA Approved Families FY22-26	37	-	0%	33	89%	-	0%	-	0%	-	0%	-	0%	4	11%	-	0%
ESSS	SAN FRANCISCO CLEAN CITY COALITION	Transitional Employment in Urban Maintenance FY22-26	28	19	68%	8	29%	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%
CalFresh	SAN FRANCISCO FOOD BANK	BFS - IFA / PFA 22-26	4596	1284	28%	3214	70%	-	0%	2	0.04%	11	0%	12	0.3%	13	0.3%	60	1%
ESSS	ABODE SERVICES	CalWORKS Housing Locator, Housing Connector, and Case Management Services FY22-25	497	200	40%	297	60%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
ESSS	CATHOLIC CHARITIES	CalWORKS Housing Locator, Housing Connector, and Case Management Services FY22-25	18	1	6%	17	94%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
Admin/Misc/IT	MISSION ECONOMIC DEVELOPMENT AGENCY	Immigrant Outreach & Engagement Services 22-25	192	23	12%	153	80%	1	1%	-	0%	-	0%	-	0%	1	1%	14	7%