



Collection of Sexual Orientation and Gender Identity Data: FY18-19 Annual Report

**San Francisco Human Services Agency
City and County of San Francisco**

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BACKGROUND

San Francisco SOGI Data Collection Ordinance

The San Francisco Board of Supervisors passed Ordinance 159-16 on July 26, 2016, which added Chapter 104 (Collection of Sexual Orientation and Gender Identity Data) to the Administrative Code. The ordinance posits that while the City of San Francisco is committed to using data to identify the needs of San Franciscans and evaluates its programs, many of its social services programs do not collect sexual orientation and gender identity (SOGI) information on the clients they serve. As a result, it is difficult to quantify the needs of the LGBTQ population. Thus, the purpose of Chapter 104 is to accelerate the collection and analysis of SOGI data to evaluate how City social service agencies can better serve the needs of LGBTQ San Franciscans.

California SOGI Data Collection Law

Roughly a year before San Francisco passed its SOGI data collection ordinance, the State of California passed a very similar law (Assembly Bill 959). AB 959 required SOGI data collection to begin a year later (July 2018 versus July 2017 in San Francisco). The San Francisco Human Services Agency (HSA) is also subject to this state law, given that HSA administers programs under the purview of the covered departments of AB 959.

SOGI Data Collection at HSA

HSA is a large and complex agency comprised of three separate departments. It serves over two hundred thousand San Franciscans across dozens of programs and 400+ contracts. HSA has an annual budget of over a billion dollars that includes a combination of 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, which is supported by staff from HSA's Department of Aging and Adult Services (DAAS) and the Human Rights Commission.

HSA wholeheartedly supports the SOGI data collection ordinance and has worked hard to comply with it. The complexity of the agency and the fact that SOGI data is collected by around 140 programs or contracts and is stored in 11 different computer systems has translated to a heavy implementation lift. Some HSA programs utilize a statewide or county consortium computer system, which limited HSA's

ability to dictate how SOGI data is tracked and delayed implementation for some programs. Therefore, while many programs first reported data for FY17-18, some are reporting SOGI data for the first time in this FY18-19 report.

FY17-18 Annual Report

The purpose of this report is to serve as HSA's FY18-19 annual report required by the San Francisco SOGI data collection ordinance. A key goal of collecting SOGI data is to analyze the extent to which LGBTQ individuals are under or overrepresented or underserved. In the fall of 2018, HSA conducted a sophisticated participation and equity analysis for LGBTQ seniors and adults with disabilities as part of the Dignity Fund's community needs assessment for DAAS community-based programs. The findings from this analysis are available on HSA's web site. HSA envisions conducting more such rigorous LGBTQ equity analyses focused on different programs over time. In addition, HSA has launched a project with the Office of the Controller's Performance Audit group to recommend best practices for reporting and analyzing SOGI data in the future.

For each covered HSA department and program, this report includes the following:

- Breakdown of SOGI data for clients served during F18-19
- Efforts to promote SOGI data collection during FY18-19
- Remaining challenges
- Plans/strategies to improve data coverage and quality in FY19-20

HSA has already taken many steps to promote LGBTQ inclusion. A summary of HSA's efforts to better serve the needs of San Francisco's LGBTQ community is included at the end of this report.

DAAS PROGRAMS

The Department of Aging and Adult Services (DAAS) is charged with planning, coordinating, providing, and advocating for community-based services for older adults and individuals with disabilities. DAAS serves over 50,000 San Franciscans each year. DAAS has been at the forefront of HSA'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 data from the computer system (LEAPS) used by APS. The SOGI questions have been asked and recorded for the vast majority of clients served during FY18-19. The sexual orientation question was not asked or recorded for 28% of clients and another 3% of clients declined to answer. For the sex at birth question, 15% of clients were either not asked or have blank records and 6% declined to answer. Only 2.2% of clients have missing gender identity data and another 1% declined to answer the gender identity question.

SEXUAL ORIENTATION										
Program	Bisexual	Gay/ Lesbian/ Same- Gender Loving	Questioning /Unsure	Straight/ Hetero- sexual	Not listed	Decline to answer	Not Asked	No Data	Grand Total	Total with Responses (first 5 columns)
Adult Protective Services	59	270	32	2,966	351	139	288	1,197	5,302	3,678
% of Grand Total	1%	5%	1%	56%	7%	3%	5%	23%	100%	69%
% of Total with Responses	2%	7%	1%	81%	10%					100%

SEX AT BIRTH								Total with Responses (first 2 columns)
Program	Female	Male	Declined /Not stated	Not Asked	No Data	Grand Total		
Adult Protective Services	2,119	2,073	320	106	684	5,302		4,192
% of Grand Total	40%	39%	6%	2%	13%	100%		79%
% of Total with Responses	51%	49%						100%

GENDER IDENTITY											
Program	Female	Male	Gender- queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Declined/ Not stated	Not Asked	No Data	Grand Total	Total with Responses (first 6 columns)
Adult Protective Services	2,627	2,492	10	22	5	19	32	10	85	5,302	5,175
% of Grand Total	50%	47%	0.2%	0.4%	0.1%	0.4%	1%	0.2%	2%	100%	98%
% of Total with Responses	51%	48%	0.2%	0.4%	0.1%	0.4%					100%

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

FY18-19 Efforts to Promote SOGI Data Collection	<ul style="list-style-type: none"> • APS Database is able to capture SOGI data. • Staff were trained to collect SOGI data in June 2017, and received ongoing support for data collection in 2018 and early 2019 as part of broader efforts to improve program documentation. • CDSS began to collect SOGI data in January 2019, and APS remains compliant with these requirements. • SOGI data is collected at Intake and during in-person assessment.
Remaining Challenges	<ul style="list-style-type: none"> • Reporters of suspected abuse do not always know the gender identity and/or sexual orientation of alleged victims of abuse; SOGI information collected at this stage is sometimes speculation. • Recipients of adult protective services are not soliciting our services, and often refuse to engage with the social worker. • APS Workers do unannounced visits to address reports of suspected abuse, and collecting SOGI data when our presence is unsolicited by the client is a challenge. • APS Workers fear losing engagement and opportunity to address abuse with some older adult populations, when SOGI questions are asked. • Recipients of adult protective services do not complete program forms as a written application is not required for protective services.
Plans/Strategies to Improve Data Coverage and Quality in FY19-20	<ul style="list-style-type: none"> • Job Aids to support data collection in the field, which help to ensure the accuracy of the APS Case Record. This document highlights SOGI as part of intake and the needs assessment. • Ongoing Quality Assurance reviews to ensure that APS Workers are asking SOGI questions. • Review of our SOC 242 statistical form that we submit to CDSS to gauge improvement in consistency of data collection.

In-Home Supportive Services

The In-Home Supportive Services (IHSS) Program is a statewide benefit for Medi-Cal clients with disabilities, whereby clients can receive in-home care. All California IHSS programs utilize a state-controlled computer system (CMIPS II) and application form (SOC 295). The SOGI fields and translated forms were not all put in place by the state until mid-September 2018; this date marks the start of comprehensive SOGI data collection for IHSS in San Francisco.

Below is the SOGI data from the IHSS computer system (CMIPS II) for clients served during FY18-19. Forty-four percent of clients have missing sexual orientation and gender identity records. Another 6% declined to answer the sexual orientation question and 2% declined to answer the gender identity question. Since comprehensive data collection was delayed until the fall of 2018 (due to state forms and systems), it is encouraging that a majority of IHSS FY18-19 client records contain SOGI data; the proportion of clients with missing data should decline next fiscal year.

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	Total with Responses (first 5 columns)
IHSS	65	201	-	12,344	36	1,519	-	11,080	25,245	12,646
% of Grand Total	0.3%	1%	0%	49%	0.1%	6%	0%	44%	100%	50%
% of Total with Responses	1%	2%	0%	98%	0.3%					100%

SEX AT BIRTH							
Program	Female	Male	Declined/ Not stated	Not Asked	No Data	Grand Total	Total with Responses (first 2 columns)
IHSS	15,278	9,967	-	-	-	25,245	25,245
% of Grand Total	61%	39%	0%	0%	0%	100%	100%
% of Total with Responses	61%	39%					100%

GENDER IDENTITY											
Program	Female	Male	Gender- queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Declined/ Not stated	Not Asked	No Data	Grand Total	Total with Responses (first 6 columns)
IHSS	8,393	5,227	0	32	10	3	493	0	11,087	25,245	13,665
% of Grand Total	33%	21%	0%	0.1%	0.04%	0.01%	2%	0%	44%	100%	54%
% of Total with Responses	61%	38%	0%	0.2%	0.1%	0.02%					100%

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

<p>FY18-19 Efforts to Comply with SOGI Data Collection Ordinance</p>	<ul style="list-style-type: none"> • IHSS implemented SOGI in September of 2018. The delayed implementation in IHSS was the result of delays by the State in updating CMIPS II to include SOGI fields • All IHSS Social Workers were trained on SOGI prior to September 2018 and were provided a County policy and tool to collect SOGI information at new client intake and annual assessment visits. IHSS Social Worker Supervisors were also trained and now are required to check that SOGI questions are answered as part of their case review process. • Additionally, IHSS Social Workers have adapted State SOGI tools to improve their quality and cultural appropriateness, particularly in response to challenges soliciting SOGI information from clients who speak a primary language other than English (e.g., Cantonese, Spanish, Russian, etc.).
<p>Remaining Challenges</p>	<ul style="list-style-type: none"> • Overall collection of SOGI data in IHSS has been successful. As of now, approximately 85% of clients who have received an intake and/or assessment visit have recorded answers to SOGI questions. However, due in part to statewide delays in SOGI implementation, some clients received their annual assessment visit prior to SOGI implementation; these clients make up the majority of clients for whom SOGI data has not been collected. • In looking at the data collection across the staff, it appears that most units are collecting SOGI data at a similar rate.
<p>Plans/Strategies to Improve Data Coverage and Quality in FY19-20</p>	<ul style="list-style-type: none"> • As we began collecting SOGI information late in FY 18-19, collection should go up immediately as we complete a full year of SOGI collection at the end of August 2019. Additionally, the program generally has roughly 10% of cases in overdue status. As Social Workers catch up with their cases from FY18-19, the number of clients without data that did not receive a home visit should be reduced significantly. • As an additional measure, a program announcement will go out to all staff in September with our current SOGI collection statistics and a reminder to collect the information at the next home visit. • IHSS leadership and staff will continue to engage the State in a feedback loop to improve the quality and cultural appropriateness of SOGI tools (e.g., non-English language speakers, minors, etc.).

Public Guardian, Public Conservator and Representative Payee

The **Public Guardian** (PG) program 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 **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 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 directly by DAAS staff. This program was developed within the Public Guardian 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 computer system (Panoramic) used by PG, PC, and RP. These DAAS programs have made progress in collecting SOGI data, although many FY18-19 client records are missing “sexual orientation” and “sex at birth” information (i.e., questions were not asked or there is no data). Because PG, PC, and RP clients often face incapacitation issues, it can be challenging to collect SOGI data for these programs, especially since information must be self-reported.

SEXUAL ORIENTATION										
Program	Bisexual	Gay/ Lesbian/ Same- Gender Loving	Questioning /Unsure	Straight/ Hetero- sexual	Not listed	Decline to answer	Not Asked	No Data	Grand Total	Total with Responses (first 5 columns)
Public Guardian	-	6	-	54	1	1	19	253	334	61
% of Grand Total	0%	2%	0%	16%	0%	0%	6%	76%	100%	18%
% of Total with Responses	0%	10%	0%	89%	2%					100%
Public Conservator	6	7	2	254	3	38	99	292	701	272
% of Grand Total	1%	1%	0%	36%	0%	5%	14%	42%	100%	39%
% of Total with Responses	2%	3%	1%	93%	1%					100%
Representative Payee	4	5	2	206	3	32	78	997	1,327	220
% of Grand Total	0%	0%	0%	16%	0%	2%	6%	75%	100%	17%
% of Total with Responses	2%	2%	1%	94%	1%					100%

SEX AT BIRTH								
Program	Female	Male	Declined /Not stated	Not Asked	No Data	Grand Total	Total with Responses (first 2 columns)	
Public Guardian	53	63	-	-	218	334	116	
% of Grand Total	16%	19%	0%	0%	65%	100%	35%	
% of Total with Responses	46%	54%					100%	
Public Conservator	168	259	2	6	266	701	427	
% of Grand Total	24%	37%	0%	1%	38%	100%	61%	
% of Total with Responses	39%	61%					100%	
Representative Payee	143	210	1	2	971	1,327	353	
% of Grand Total	11%	16%	0%	0%	73%	100%	27%	
% of Total with Responses	41%	59%					100%	

GENDER IDENTITY									
Program	Female	Male	Genderqueer /Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	No Data	Grand Total	Total with Responses (first 6 columns)
Public Guardian	146	185	-	-	-	-	3	334	331
% of Grand Total	44%	55%	0%	0%	0%	0%	1%	100%	99%
% of Total with Responses	44%	56%	0%	0%	0%	0%			100%
Public Conservator	259	433	3	3	2	-	1	701	700
% of Grand Total	37%	62%	0%	0%	0%	0%	0%	100%	99.9%
% of Total with Responses	37%	62%	0%	0%	0%	0%			100%
Representative Payee	477	834	1	3	3	3	6	1,327	1,321
% of Grand Total	36%	63%	0%	0%	0%	0%	0%	100%	99.5%
% of Total with Responses	36%	63%	0%	0%	0%	0%			100%

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

<p>FY18-19 Efforts to Comply with SOGI Data Collection Ordinance</p>	<ul style="list-style-type: none"> • Public Guardian transitioned to an electronic intake form, which included all SOGI fields. • Public Guardian and Representative Payee staff had access to refresher trainings for SOGI data collection, which they could participate in on a voluntary basis. • Public Conservator partnered with the local court to incorporate SOGI requirements into personal data forms. (Starting 08/2019). • Public Conservator incorporated SOGI requirements into Permanent Conservatorship Investigation Report (Starting 08/2019).
<p>Remaining Challenges</p>	<ul style="list-style-type: none"> • Public Guardian clients have limited capacity and often cannot speak. • Collecting SOGI data directly from the clients remains a challenge since the Public Conservator population is deemed gravely disabled and most are debilitated by unremitting psychotic symptoms which interfere with their ability/willingness to provide information. • Representative Payee staff rarely has direct contact with clients; access to SOGI information is limited by lack of training among case workers in community-based organizations, who are primarily responsible for data collection from clients.
<p>Plans/Strategies to Improve Data Coverage and Quality in FY19-20</p>	<ul style="list-style-type: none"> • Public Guardian will undertake a quality control process involving monthly review of all active client cases to ensure that all three SOGI questions have appropriate responses. • Public Guardian and Representative Payee staff will continue to have access to voluntarily participate in refresher trainings for SOGI data collection, and training on cultural competency related to LGBTQ issues. • Program will provide referral sources with updated referral forms for mental health conservatorship services. Referrals will not be processed unless SOGI questions are completed, or a bona fide attempt is made. • Public Conservator will collect SOGI data at three distinct time periods: At the time of the referral, during the investigation process, and at the annual review. • Public Conservator staff is encouraged to attend additional SOGI trainings.

Integrated Intake

The DAAS Integrated Intake & Referral Unit was established in 2008 to streamline access to social services and maximize service connections. Through a single call, seniors and adults with disabilities are able to learn about available services throughout the city and also apply for several DAAS services. The Aging and Disability Resource Center (ADRC) network provides one-stop shops for information and assistance services for seniors and younger adults with disabilities. The IHSS Care Transitions Program supports new IHSS applicants who are transitioning back to the community after a hospitalization.

Below is the data from the computer system (SF GetCare) used by Integrated Intake. These programs have made strides in their SOGI data collection efforts. The Information and Referral unit has a higher proportion of clients with missing data (question was not asked or the fields contain no data) compared to the other two programs.

SEXUAL ORIENTATION										
Program	Bisexual	Gay/ Lesbian/ Same- Gender Loving	Questioning /Unsure	Straight/ Hetero- sexual	Not listed	Decline to answer	Not Asked	No Data	Grand Total	Total with Responses (first 5 columns)
Aging & Disability Resource Centers	110	552	20	12,010	-	1,288	624	2,584	17,188	12,692
% of Grand Total	1%	3%	0%	70%	0%	7%	4%	15%	100%	74%
% of Total with Responses	1%	4%	0%	95%	0%					100%
DAAS Intake - Information & Referral	21	104	7	1,274	-	619	463	1,504	3,992	1,406
% of Grand Total	1%	3%	0%	32%	0%	16%	12%	38%	100%	35%
% of Total with Responses	1%	7%	0%	91%	0%					100%
DAAS Intake - IHSS Care Transitions Program	8	44	18	729	-	88	22	106	1,015	799
% of Grand Total	1%	4%	2%	72%	0%	9%	2%	10%	100%	79%
% of Total with Responses	1%	6%	2%	91%	0%					100%

SEX AT BIRTH							
Program	Female	Male	Declined /Not stated	Not Asked	No Data	Grand Total	Total with Responses (first 2 columns)
Aging & Disability Resource Centers	6,986	5,146	1,292	171	3,593	17,188	12,132
% of Grand Total	41%	30%	8%	1%	21%	100%	71%
% of Total with Responses	58%	42%					100%
DAAS Intake - Information & Referral	887	753	627	444	1,281	3,992	1,640
% of Grand Total	22%	19%	16%	11%	32%	100%	41%
% of Total with Responses	54%	46%					100%
DAAS Intake - IHSS Care Transitions Program	400	514	46	11	44	1,015	914
% of Grand Total	39%	51%	5%	1%	4%	100%	90%
% of Total with Responses	44%	56%					100%

GENDER IDENTITY											
Program	Female	Male	Gender-queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Declined/ Not stated	Not Asked	No Data	Grand Total	Total with Responses (first 6 columns)
Aging & Disability Resource Centers	8,992	6,846	8	34	6	3	649	34	616	17,188	15,889
% of Grand Total	52%	40%	0.0%	0.2%	0.0%	0.0%	4%	0%	4%	100%	92%
% of Total with Responses	57%	43%	0.1%	0.2%	0.0%	0.0%					100%
DAAS Intake - Information & Referral	1,711	1,313	2	6	1	-	209	98	652	3,992	3,033
% of Grand Total	43%	33%	0.1%	0.2%	0.03%	0%	5%	2%	16%	100%	76%
% of Total with Responses	56%	43%	0.1%	0.2%	0.03%	0%					100%
DAAS Intake - IHSS Care Transitions Program	439	559	-	14	-	-	-	-	3	1,015	1,012
% of Grand Total	43%	55%	0%	1%	0%	0%	0%	0%	0%	100%	99.7%
% of Total with Responses	43%	55%	0%	1%	0%	0%					100%

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

Fy18-19 Efforts to Comply with SOGI Data Collection Ordinance

- The I&R database tool used by both DAAS Intake and ADRC staff was updated in December 2018 to improve data collection and entry of SOGI fields, after which data completeness has improved.
- Intake leadership continues to support ongoing staff training and reinforce the importance of SOGI data collection.

Remaining Challenges	<ul style="list-style-type: none"> • Translations and concerns/fears/confusion from clients remain a persistent challenge despite assurances from staff about the purpose of this data collection. • Some data not collected due to type of contact (e.g., outreach contacts may not give demographic info).
Plans/Strategies to Improve Data Coverage and Quality in FY19-20	<ul style="list-style-type: none"> • Ongoing training and monitoring of staff. • Interim SOGI monitoring for data completion, quality assurance, etc.

Community Living Fund

The Community Living Fund (CLF) is focused on preventing unnecessary institutionalization of seniors and adults with disabilities and helping those currently institutionalized transition back to the community if that is their preference. CLF is part of DAAS’ Long Term Care Operations division and services are provided via a contract with the Institute of Aging.

Below is the data from the computer system (CLF CaseCare) used to track CLF clients. The Institute on Aging has excelled at collecting SOGI data, with very few clients in the “Not Asked” or “No Data” categories.

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	Total with Responses (first 5 columns)
Community Living Fund	12	40	2	274	3	16	1	4	352	331
% of Grand Total	3%	11%	1%	78%	1%	5%	0.3%	1%	100%	94%
% of Total with Responses	4%	12%	1%	83%	1%					100%

SEX AT BIRTH							
Program	Female	Male	Declined/ Not stated	Not Asked	No Data	Grand Total	Total with Responses (first 2 columns)
Community Living Fund	150	193	4	-	5	352	343
% of Grand Total	43%	55%	1%	0%	1%	100%	97%
% of Total with Responses	44%	56%					100%

GENDER IDENTITY											Total with Responses (first 6 columns)
Program	Female	Male	Gender-queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Declined/ Not stated	Not Asked	No Data	Grand Total	
Community Living Fund	152	191	1	5	-	-	1	-	2	352	349
% of Grand Total	43%	54%	0%	1%	0%	0%	0%	0%	1%	100%	99%
% of Total with Responses	44%	55%	0%	1%	0%	0%					100%

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

FY18-19 Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> Improvements made to GetCare database. Additional and ongoing training on data collection.
Remaining Challenges	<ul style="list-style-type: none"> Barriers due to language and/or cultural sensitivity.
Plans/Strategies to Improve Data Coverage and Quality in FY19-20	<ul style="list-style-type: none"> Ongoing monitoring and quality assurance reviews to ensure consistent data collection. Actively collect missing SOGI data from participants during scheduled contacts or reassessments.

Clinical Quality & Assurance Unit

The Clinical and Quality Assurance (CQA) unit, part of DAAS’ Long Term Care Operations Division, was launched in FY15-16. CQA provides clinical consultations by Registered Nurses and Licensed Clinical Social Workers to serve IHSS and APS consumers with complex clinical needs, including complex medical, nursing and behavioral health needs.

Below is the SOGI data from CQA’s web application (Devero). The distribution of data indicates that CQA has done a good job overall in collecting SOGI data. Although, the proportion of clients with “No Data” in their sexual orientation field is relatively high at 33%.

SEXUAL ORIENTATION										Total with Responses (first 5 columns)
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	
Clinical & Quality Assurance	4	29	2	366	18	79	10	245	753	419
% of Grand Total	1%	4%	0%	49%	2%	10%	1%	33%	100%	56%
% of Total with Responses	1%	7%	0%	87%	4%					100%

SEX AT BIRTH							
Program	Female	Male	Declined/ Not stated	Not Asked	No Data	Grand Total	Total with Responses (first 2 columns)
Clinical & Quality Assurance	342	324	22	4	61	753	666
% of Grand Total	45%	43%	3%	1%	8%	100%	88%
% of Total with Responses	51%	49%					100%

GENDER IDENTITY											
Program	Female	Male	Gender- queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Declined/ Not stated	Not Asked	No Data	Grand Total	Total with Responses (first 6 columns)
Clinical & Quality Assurance	386	350	-	2	-	-	4	-	11	753	738
% of Grand Total	51%	46%	0%	0%	0%	0%	1%	0%	1%	100%	98%
% of Total with Responses	52%	47%	0%	0%	0%	0%					100%

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

FY18-19 Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> • SOGI data is being collected in two key ways: (1) via intakes performed by IHSS and APS staff for clients who are eventually referred to the CQA Unit, and (2) during CQA staff consultations with clients. • All CQA staff nurses and social workers have been trained in SOGI data collection and entry. CQA leadership has reinforced the importance of completing missing SOGI data (based on the information available from referral sources) during the CQA intake process.
Remaining Challenges	<ul style="list-style-type: none"> • The opportunity to update a client's missing SOGI data only occurs when CQA staff can make contact with a client (at present, many clients may be unreachable or have their case withdrawn). If referrals come to CQA from IHSS or APS without complete SOGI data (as is often the case), CQA staff are only able to complete this data pending client contact.
Plans/Strategies to Improve Data Coverage and Quality in FY19-20	<ul style="list-style-type: none"> • Ongoing training and monitoring of staff. • Develop technical solutions to data entry challenges with CQA database vendor. • Interim SOGI monitoring for data completion, quality assurance, etc.

Office on the Aging and Dignity Fund

The Office on the Aging (OOA) facilitates the provision of almost all DAAS-funded community-based services, including those supported by 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) age with dignity in their own homes and communities.

Below is the SOGI data pulled from CA GetCare, the system used to support the OOA and new Dignity Fund initiatives. The data represents an unduplicated count of clients across all of the individual programs. The overall proportion of clients with “No Data” is less than 10% for all three SOGI questions. The statistics for the individual OOA and Dignity Fund programs can be found on the following three pages.

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	Total with Responses (first 5 columns)
Office on the Aging and Dignity Fund (unduplicated clients across all programs)	458	1,476	67	29,626	124	4,118	94	2,729	38,692	31,751
% of Grand Total	1%	4%	0.2%	77%	0.3%	11%	0.2%	7%	100%	82%
% of Total with Responses	1%	5%	0.2%	93%	0.4%					100%

SEX AT BIRTH							
Program	Female	Male	Declined/ Not stated	Not Asked	No Data	Grand Total	Total with Responses (first 2 columns)
Office on the Aging and Dignity Fund (unduplicated clients across all programs)	21,324	15,283	573	106	1,406	38,692	36,607
% of Grand Total	55%	39%	1%	0.3%	4%	100%	95%
% of Total with Responses	58%	42%					100%

GENDER IDENTITY											
Program	Female	Male	Gender- queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Declined/ Not stated	Not Asked	No Data	Grand Total	Total with Responses (first 6 columns)
Office on the Aging and Dignity Fund (unduplicated clients across all programs)	21,883	15,469	19	58	122	4	175	-	962	38,692	37,555
% of Grand Total	57%	40%	0.05%	0.1%	0.3%	0.01%	0.5%	0%	2%	100%	97%
% of Total with Responses	58%	41%	0.1%	0.2%	0.3%	0.01%					100%

SEXUAL ORIENTATION									
Office on the Aging and Dignity Fund Program	Bisexual	Gay/Lesbian/ Same-Gender Loving	Questioning/ Unsure	Straight/ Heterosexual	Not listed, please specify	Declined to answer	Not Asked	No Data	Grand Total
Adult Day Programs		2		163		7		18	190
AWD Empowerment		1		30		3	1	23	58
Case Management	17	142	6	993	11	44	11	51	1,275
Community Liasons				3				1	4
Community Svc Program Pilot	18	65	7	1,314	6	124		112	1,646
Community Services	155	597	26	11,958	27	1,080	23	904	14,770
Congregate Meals	189	293	16	15,381	36	2,212	21	673	18,821
Consumer Outreach	2			58		6		56	122
Employment Services	2	15		35		7		36	95
Empowerment Programs		3		202	1	21	1	34	262
FCSP	6	98	1	503	3	15		61	687
FCSP (Grandparent)				22		1		4	27
Financial Literacy	3	17	1	10		3		4	38
Food Assistance	28	29	7	3,371	28	967	1	69	4,500
HDG	55	134	6	2,895	13	416	13	47	3,579
HDM	88	344	13	4,808	22	290	33	91	5,689
Health Promotion	12	35	1	897		87	2	153	1,187
Housing Subsidy	13	87	5	123		9		12	249
Intergenerational Programs	6	82	3	132	2	15		18	258
LGBT Care Navigation	29	159	2	36	7	17	1	75	326
Mental Health Support Svcs	2	8	3	28	2	4		11	58
Money Management	4	9		113		12		25	163
Naturalization				26				0	26
Nutrition & Supportive Svcs	3	10		139		9		21	182
Nutrition Counseling	36	145	5	1,629	4	101	2	19	1,941
Nutrition Education	5	1		474		46	1	8	535
Respite Care		5		184		8		0	197
Senior Companion	1	1		12				0	14
SF Connected	23	51	4	1,064	3	90	5	475	1,715
Short-Term Home Care	2	8		183	1	11	1	33	239
Technology at Home	3	8		65	1			0	77
Transportation (Taxi Vouchers)		2		31		1		17	51
Veterans Service Connect	8	21		235	1	58		2	325
Village Programs	7	31		417	2	89		61	607
Volunteer Visitor		2	1	34				4	41
Unduplicated Client Count	458	1,476	67	29,626	124	4,118	94	2,729	38,692

SEX AT BIRTH						
Office on the Aging and Dignity Fund Program	Female	Male	Declined/ Not stated	Question Not Asked	No Data	Grand Total
Adult Day Programs	122	60	1		7	190
AWD Empowerment	10	26			22	58
Case Management	599	648	15	3	10	1,275
Community Liasons	2	2				4
Community Service Program Pilot	860	669	15	1	101	1,646
Community Services	8,779	5,400	117	11	463	14,770
Congregate Meals	10,760	7,712	200	11	138	18,821
Consumer Outreach	67	13	2		40	122
Employment Services	36	34			25	95
Empowerment Programs	202	48	1		11	262
FCSP	449	213	2	1	22	687
FCSP (Grandparent)	25	1			1	27
Financial Literacy	14	22			2	38
Food Assistance	2,909	1,289	228	36	38	4,500
HDG	2,187	1,285	50	42	15	3,579
HDM	2,603	3,021	47	11	7	5,689
Health Promotion (Physical Fitness)	838	217	9	2	121	1,187
Housing Subsidy	85	155		1	8	249
Intergenerational Programs	133	113	4		8	258
LGBT Care Navigation	71	186	3		66	326
Mental Health Support Services	29	22			7	58
Money Management	45	107	1		10	163
Naturalization	18	8				26
Nutrition & Supportive Services	67	107	2	1	5	182
Nutrition Counseling	866	1,062	7	3	3	1,941
Nutrition Education	386	143	2	1	3	535
Respite Care	147	49		1		197
Senior Companion	5	9				14
SF Connected	769	576	15	4	351	1,715
Short-Term Home Care	144	94			1	239
Technology at Home	41	36				77
Transportation (Taxi Vouchers)	22	17			12	51
Veterans Service Connect	16	306	3			325
Village Programs	420	150	5	3	29	607
Volunteer Visitor	24	13			4	41
Unduplicated Client Count	21,324	15,283	573	106	1,406	38,692

GENDER IDENTITY									
Office on the Aging and Dignity Fund Program	Female	Male	Genderqueer/ Gender Non-binary	Trans Male	Trans Female	Not listed, please specify	Declined /Not stated	No Data	Grand Total
Adult Day Programs	122	61					1	6	190
AWD Empowerment	19	39							58
Case Management	600	653	2	2	9		2	7	1,275
Community Liasons	2	2							4
Community Service Program Pilot	878	672	2	3	1	1	17	72	1,646
Community Services	8,915	5,468	5	25	34	1	36	286	14,770
Congregate Meals	10,826	7,695	8	28	40	3	105	116	18,821
Consumer Outreach	69	15						38	122
Employment Services	34	36					2	23	95
Empowerment Programs	202	47		1	1		2	9	262
FCSP	450	210	3	1			1	22	687
FCSP (Grandparent)	24	1						2	27
Financial Literacy	14	21			1			2	38
Food Assistance	3,108	1,363		6	3		12	8	4,500
HDG	2,225	1,301	2	5	14		13	19	3,579
HDM	2,637	2,996	5	8	38		3	2	5,689
Health Promotion (Physical Fitness)	891	236					4	56	1,187
Housing Subsidy	82	150	1	1	8			7	249
Intergenerational Programs	135	106		3	7		1	6	258
LGBT Care Navigation	67	177		4	10	1	1	66	326
Mental Health Support Services	27	21	1					9	58
Money Management	45	106		1				11	163
Naturalization	18	8							26
Nutrition & Supportive Services	68	104		1	2		2	5	182
Nutrition Counseling	871	1,052		2	13			3	1,941
Nutrition Education	386	144					1	4	535
Respite Care	148	49							197
Senior Companion	5	9							14
SF Connected	842	632			3		7	231	1,715
Short-Term Home Care	145	93			1				239
Technology at Home	41	35			1				77
Transportation (Taxi Vouchers)	22	17			1			11	51
Veterans Service Connect	17	303	1	1	2		1		325
Village Programs	429	154					3	21	607
Volunteer Visitor	27	13						1	41
Unduplicated Client Count	21,883	15,469	19	58	122	4	175	962	38,692

The following matrix contains a summary of efforts and challenges related to SOGI data collection across the Office on the Aging and Dignity Fund programs.

FY18-19 Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> Data collection continues to improve, and will continue to focus on nutrition programs including congregate meals, food pantry, HDG. DAAS staff and community partner staff have been trained in SOGI data collection.
Remaining Challenges	<ul style="list-style-type: none"> Develop process to train new staff in incorporating SOGI questions into routine demographics.

Plans/Strategies to Improve Data Coverage and Quality in FY19-20

- Program analysts provide ongoing technical assistance to address data collection issues.
- Develop auditing tools to assist CBOs in reviewing their data.
- Work with Office of Transgender Initiatives to share their training opportunities.

County Veteran Services Office

The County Veterans Service Office (CVSO) is a locally-funded service program that assists veterans and their families in accessing U.S. Department of Veterans Affairs benefits and entitlements, such as service-connected disability benefits and education benefits.

Below is the SOGI data from VetPro Panoramic (the computer system used to track CVSO clients). The CVSO has done a good job of collecting the gender-related SOGI data, but is missing sexual orientation data for 71% of its clients. The matrix below the data describes some of the challenges the CVSO faces in collecting SOGI data.

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	Total with Responses (first 5 columns)
County Veterans Service Office	3	14	-	961	1	6	6	2,377	3,368	979
% of Grand Total	0.1%	0%	0%	29%	0.0%	0.2%	0.2%	71%	100%	29%
% of Total with Responses	0.3%	1%	0%	98%	0.1%					100%

SEX AT BIRTH							
Program	Female	Male	Declined/ Not stated	Not Asked	No Data	Grand Total	Total with Responses (first 2 columns)
County Veterans Service Office	344	2,912	-	-	112	3,368	3,256
% of Grand Total	10%	86%	0%	0%	3%	100%	97%
% of Total with Responses	11%	89%					100%

GENDER IDENTITY											
Program	Female	Male	Gender- queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Declined/ Not stated	Not Asked	No Data	Grand Total	Total with Responses (first 6 columns)
County Veterans Service Office	206	2,427	1	2	-	-	-	-	732	3,368	2,636
% of Grand Total	6%	72%	0.03%	0.1%	0%	0%	0%	0%	22%	100%	78%
% of Total with Responses	8%	92%	0.04%	0.1%	0%	0%					100%

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

FY18-19 Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> • All CVSO personnel, including Veterans Service Representatives and Administrative Clerks are trained to collect SOGI information from clients. • After long-time staffing shortages at CVSO, the program is fully staffed and is continuing to build capacity for SOGI data collection.
Remaining Challenges	<ul style="list-style-type: none"> • CVSO veteran representatives often see repeat clients for whom demographic data has already been collected prior to the development of SOGI data fields. Because not all client services are in-person or over the phone (for example, clients are considered “served” by the CVSO if the US Department of Veterans Affairs shares updated awards documentation with the CVSO), CVSO staff do not always have the opportunity to collect or update self-reported SOGI information. • Veteran clients express fear/frustration/confusion/anger in response to SOGI data collection efforts, despite staff assurances regarding the purpose of SOGI data collection and clients’ ongoing access to benefits. Many clients regard these questions as offensive. • Technical challenges in extracting existing SOGI data from the database vendor for reporting and aggregate analysis.
Plans/Strategies to Improve Data Coverage and Quality in FY19-20	<ul style="list-style-type: none"> • Ongoing training and monitoring of staff to ensure compliance with SOGI data collection standards, especially to address persistent challenges in client relations with respect to SOGI • Interim SOGI monitoring for data completion, quality assurance, etc.

DHS ECONOMIC SUPPORT & SELF-SUFFICIENCY PROGRAMS

HSA’s Department of Human Services’ (DHS) 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 200,000 San Franciscans. 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 their own. Thanks to the California SOGI data collection law, CalWIN added SOGI fields during FY17-18, but the state did not issue guidance or a form/questionnaire

for collecting SOGI data until midway through FY18-19. Therefore, FY18-19 represents a transition year in which SOGI data collection is officially being rolled out.

CalWORKs

CalWORKs provides temporary financial support, as well as job training, education, child care, and counseling, to pregnant women and eligible families with children under age 19. The CalWORKs program uses a state SOGI demographic questionnaire (CW2223) issued by the California Department of Social Services (CDSS). CDSS directs county welfare departments to provide their 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 FY18-19. About half of the adults on the CalWORKs caseload have data populated in their SOGI fields, even though the CDSS SOGI questionnaire was not rolled out until early 2019.

SEXUAL ORIENTATION									
Program	Bisexual	Gay/ Lesbian/ Same- Gender Loving	Questioning /Unsure	Straight/ Hetero- sexual	Not listed, please specify	Unknown	No Data	Grand Total	Total with Responses (first 5 columns)
CalWORKs	16	5	-	1,148	3	41	1,566	2,779	1,172
% of Grand Total	1%	0.2%	0%	41%	0.1%	1%	56%	100%	42%
% of Total with Responses	1%	0.4%	0%	98%	0.3%				100%

SEX AT BIRTH					
Program	Female	Male	No Data	Grand Total	Total with Responses (first 2 columns)
CalWORKs	1,083	214	1,482	2,779	1,297
% of Grand Total	39%	8%	53%	100%	47%
% of Total with Responses	84%	16%			100%

GENDER IDENTITY									
Program	Female	Male	Gender-queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	No Data	Grand Total	Total with Responses (first 6 columns)
CalWORKs	1,077	211	-	-	-	-	1,491	2,779	1,288
% of Grand Total	39%	8%	0%	0%	0%	0%	54%	100%	46%
% of Total with Responses	84%	16%	0%	0%	0%	0%			100%

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

FY18-19 Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> The procedure for collecting and entering SOGI data was reviewed in detail at an all staff meeting in March 2019. The CW2223 form is not programmed into CalWIN, so staff was trained on how to translate answers into CalWIN. At same meeting as above, the Mayor’s Gender Inclusivity Executive Directive was also reviewed. The FAQ from the Mayor’s Office of Transgender Initiatives was used to highlight how the county and state are in alignment with their request to be inclusive and collect data. SOGI data collection was incorporated into CalWORKs Induction training and the CW2223 questionnaire was highlighted in the monthly CalWORKs Newsletter, issue #39 for February/March 2019.
Remaining Challenges	<ul style="list-style-type: none"> CalWORKs intake interviews can run between 1-2 hours. EWs are required to gather a huge amount of sensitive data as part of eligibility determination. Therefore, it is not surprising that many clients get fatigued from answering so many questions and, therefore, decline to fill out the optional SOGI questionnaire.
Plans/Strategies to Improve Data Coverage and Quality in FY19-20	<ul style="list-style-type: none"> CalWORKs plans to have more conversations around how a worker introduces the CW2223 (SOGI questionnaire) and how to make the interaction/data collection process better (if possible). CalWORKs welcomes more guidance on best practices and is interested in receiving formal training from an LGBTQ agency.

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 at HSA 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. The online portals for both programs include optional SOGI

demographic fields. 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. Medi-Cal asks adults the SOGI questions during intake interviews (in-person or over the phone). However, the Medi-Cal paper application controlled by the state does not contain SOGI questions (clients can mail-in these paper applications). Also, Medi-Cal does not conduct renewal interviews and a significant percentage of Medi-Cal beneficiaries are automatically renewed each year, so there is limited opportunity to collect SOGI data for existing Medi-Cal clients.

The data below is for all adults aided on CalFresh and Medi-Cal during FY18-19. Around 40% of CalFresh adult client records contain SOGI demographic data, while less than 20% of adult Medi-Cal client records have SOGI data. Medi-Cal will likely always have a lower coverage rate, due in part to the paper mail-in applications and automatic renewal processes described in the previous paragraph.

SEXUAL ORIENTATION									
Program	Bisexual	Gay/ Lesbian/ Same- Gender Loving	Questioning /Unsure	Straight/ Hetero- sexual	Not listed, please specify	Unknown	No Data	Grand Total	Total with Responses (first 5 columns)
CalFresh	605	1,275	-	20,966	78	1,487	35,898	60,309	22,924
% of Grand Total	1%	2%	0%	35%	0.1%	2%	60%	100%	38%
% of Total with Responses	3%	6%	0%	91%	0.3%				100%
Medi-Cal	551	1,238	-	22,796	69	1,439	130,773	156,866	24,654
% of Grand Total	0.4%	1%	0%	15%	0.04%	1%	83%	100%	16%
% of Total with Responses	2%	5%	0%	92%	0.3%				100%

SEX AT BIRTH					
Program	Female	Male	No Data	Grand Total	Total with Responses (first 2 columns)
CalFresh	11,588	13,639	35,082	60,309	25,227
% of Grand Total	19%	23%	58%	100%	42%
% of Total with Responses	46%	54%			100%
Medi-Cal	13,051	13,857	129,958	156,866	26,908
% of Grand Total	8%	9%	83%	100%	17%
% of Total with Responses	49%	51%			100%

GENDER IDENTITY									
Program	Female	Male	Gender-queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	No Data	Grand Total	Total with Responses (first 6 columns)
CalFresh	11,632	13,408	73	38	17	22	35,119	60,309	25,190
% of Grand Total	19%	22%	0.1%	0.06%	0.03%	0.04%	58%	100%	42%
% of Total with Responses	46%	53%	0.3%	0.2%	0.1%	0.1%			100%
Medi-Cal	13,101	13,619	60	57	22	22	129,985	156,866	26,881
% of Grand Total	8%	9%	0.04%	0.04%	0.01%	0.01%	83%	100%	17%
% of Total with Responses	49%	51%	0.2%	0.2%	0.1%	0.1%			100%

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

FY18-19 Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> • SOGI reminder issued at all staff forum. • SOGI training provided to all Eligibility Staff. • SOGI script provided to all Eligibility Staff to aid EWs on how to ask SOGI questions of clients.
Remaining Challenges	<ul style="list-style-type: none"> • California Department of Healthcare Services has not modified the state Medi-Cal paper application to include SOGI questions. • In person/phone applications are usually made by one adult household member, which means other adults are not asked to provide voluntary SOGI information. • In alignment with Medi-Cal policy, a significant percentage of Medi-Cal renewals are done following the automated path, with no client contact, and thus no opportunity to collect SOGI demographics. • CalWIN SOGI data tab does not allow an Eligibility Workers to record when a client declines to provide SOGI information. If SOGI window is modified to collect client's refusal to provide SOGI information, we could implement a business process to require Eligibility Workers to collect SOGI information at any point of contact, as long as the SOGI decline to provide information field is blank.

Plans/Strategies to Improve Data Coverage and Quality in FY19-20

- Issue quarterly SOGI reminders via Forum and Unit meetings.
- Implement use of the CW2223 form for online and mail-in intakes.
- Include CW2223 in renewal Medi-Cal packets (for cases where redetermination could not be automatically renewed).
- Submit a change order to CalWIN to modify SOGI window to have ability to record when client declines to provide SOGI demographics. Other counties in the CalWIN consortium would have to agree with and prioritize this proposal.
- Conduct a detailed in-program assessment of SOGI data to help guide strategy.

NOTE: Above strategies must be assessed and approved by SFBN management before they can be implemented.

CAAP

County Adult Assistance Programs (CAAP) provide 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 FY18-19. Almost two-thirds of CAAP client records contain SOGI demographic data (i.e., around one-third of client records contain “no data”).

SEXUAL ORIENTATION									
Program	Bisexual	Gay/ Lesbian/ Same- Gender Loving	Questioning /Unsure	Straight/ Hetero- sexual	Not listed, please specify	Unknown	No Data	Grand Total	Total with Responses (first 5 columns)
CAAP	159	370	-	4,467	26	340	3,167	8,529	5,022
% of Grand Total	2%	4.3%	0%	52%	0.3%	4%	37%	100%	59%
% of Total with Responses	3%	7.4%	0%	89%	0.5%				100%

SEX AT BIRTH					
Program	Female	Male	No Data	Grand Total	Total with Responses (first 2 columns)
CAAP	1,530	3,947	3,052	8,529	5,477
% of Grand Total	18%	46%	36%	100%	64%
% of Total with Responses	28%	72%			100%

GENDER IDENTITY									
Program	Female	Male	Gender-queer/ Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	No Data	Grand Total	Total with Responses (first 6 columns)
CAAP	1,577	3,865	18	2	11	4	3,052	8,529	5,477
% of Grand Total	18%	45%	0%	0%	0%	0%	36%	100%	64%
% of Total with Responses	29%	71%	0%	0%	0%	0%			100%

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

FY18-19 Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> CAAP created a new SOGI section in its handbook/procedures manual. All staff was trained via supervisory training. A How-To was created to guide Eligibility Workers on how to update the SOGI screen in CalWIN. CAAP has updated all program forms that collected SOGI demographics to be more inclusive and affirming of all gender and sexual identities.
Remaining Challenges	<ul style="list-style-type: none"> Implementation is relatively new for CAAP, so remaining challenges are still to be determined.
Plans/Strategies to Improve Data Coverage and Quality in FY19-20	<ul style="list-style-type: none"> Strategies to improve will be developed based on post-implementation findings.

DHS FAMILY AND CHILDREN SERVICES

DHS also houses San Francisco’s county child welfare services within its Family and Children Services (FCS) Program. FCS 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). SOGI fields

were not added to CWS/CMS until in the spring of 2018. An All-County Letter from the State giving guidance on how to collect the data was not received until March 13, 2019. FCS also uses a Structured Decision Making tool called the Family Strengths and Needs Assessment that includes SOGIE information.

San Francisco FCS has a policy related to SOGI 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 SOGI data for youth 10 years old and older collected by FCS for three populations. The first population is CWS/CMS Investigated Referrals opened during FY18-19 (832 youth in this group). The second population is all CWS/CMS Cases opened during FY18-19 (546 youth in this group). The third population is youth who were assessed using the Family Strength and Needs Assessment during FY18-19 (694 unduplicated youth assessed). The data shows that while FCS has made a start in collecting SOGI demographics, there is missing data for the majority of youth.

SEXUAL ORIENTATION										
Population	Bisexual	Gay/ Lesbian/ Same- Gender Loving	Questioning /Unsure	Straight/ Hetero- sexual	Not listed	Unable to Deter- mine	Not Asked	No Data	Grand Total	Total with Responses (first 5 columns)
Youth Referred	-	-	-	155	2	667	-	8	832	157
% of Grand Total	0%	0%	0%	19%	0.2%	80%	0%	1%	100%	19%
% of Total with Responses	0%	0%	0%	99%	1%					100%
Youth with Opened Child Welfare Case	-	1	-	48	3	494	-	-	546	52
% of Grand Total	0%	0.2%	0%	9%	1%	90%	0%	0%	100%	10%
% of Total with Responses	0%	2%	0%	92%	6%					100%
Youth Assessed using Family Strength and Needs Assessment	2	1	-	116	5	-	531	39	694	124
% of Grand Total	0.3%	0.1%	0%	17%	1%	0%	77%	6%	100%	18%
% of Total with Responses	2%	1%	0%	94%	4%					100%

GENDER IDENTITY										
Population	Female	Male	Genderqueer /Gender Non-binary	Trans-gender	Not listed, please specify	Unsure	Not Asked	No Data	Grand Total	Total with Responses (first 6 columns)
Youth Referred	77	89	-	3	-	1	662	-	832	170
% of Grand Total	9%	11%	0%	0.4%	0%	0.1%	80%	0%	100%	20%
% of Total with Responses	45%	52%	0%	2%	0%	1%				100%
Youth with Opened Child Welfare Case	27	26	-	3	1	1	488	-	546	58
% of Grand Total	5%	5%	0%	1%	0.2%	0.2%	89%	0%	100%	10.6%
% of Total with Responses	47%	45%	0%	5%	2%	2%				100%
Youth Assessed using Family Strength and Needs Assessment	350	280	-	1	2	2	-	59	694	635
% of Grand Total	50%	40%	0%	0.1%	0.3%	0.3%	0%	9%	100%	91%
% of Total with Responses	55%	44%	0%	0.2%	0.3%	0.3%				100%

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

FY18-19 Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> FCS Program leadership affirmed their support of the state and local SOGI data collection ordinances. SOGI fields were added to the state CWS/CMS database in spring of 2018 (San Francisco could not control the timing or exact design of the fields) and an All-County Letter received March 13, 2019 gave further guidance on how to use the new fields. FCS developed policies and procedures for populating SOGI fields in July 2018. FCS arranged for an all-day training for its staff delivered by California Youth Connections in August 2018. The training covered SOGI data collection and how many LGBTQ youth have the added layer of trauma that comes with being rejected or mistreated because of their sexual orientation, gender identity or gender expression.
Remaining Challenges	<ul style="list-style-type: none"> Still work to be done to institutionalize policies and procedures around confidentiality of SOGI data, so information is not inappropriately shared with parents or foster parents. Issue of minor consent and shaping age-appropriate protocols for collecting SOGI data from minors. Overcoming staff fears and wariness, and ensuring SOGI information is collected with sensitivity.
Plans/Strategies to Improve Data Coverage and Quality in FY19-20	<ul style="list-style-type: none"> The FCS Data Team has monitored the use of the SOGI fields and updated management as to the coverage and quality of the SOGI fields. FCS will continue to offer training and has discussed mandated training. Current thinking is that a shorter training more focused on SOGI data collection may make sense (versus the all-day training offered last summer).

CONTRACTOR-OPERATED PROGRAMS

HSA has over 200 contracts with numerous non-profits. Many contractors collect demographic data and are therefore subject to San Francisco's SOGI data collection ordinance. Some contractors input client-level data through an HSA program system, so this data would be reflected in a preceding program-specific section of this report. The remaining contractors use HSA's contract management system, CARBON, to report aggregate SOGI data. This system was modified to flag whether contracts are required to report aggregate SOGI data in CARBON, which allows for sending targeted reminders and compliance tracking. A mechanism for submitting and reporting SOGI data was also added to CARBON's functionality during FY17-18.

The aggregate SOGI data submitted by contractors for FY18-19 can be found within the **Appendix** of this report. Last year, some contractors did not submit SOGI data even though they were instructed to do so. In response, HSA provided additional training and follow-up with all of the relevant contractors. HSA is pleased to report that it had a 100% response rate from contractors required to report aggregate SOGI data through CARBON for FY18-19.

The matrix below summarizes the status of SOGI data collection by HSA's contractor-operated programs.

FY18-19 Efforts to Comply with SOGI Data Collection Ordinance

- HSA Program Monitors began checking to confirm that vendors are collecting SOGI data. If not, it is now considered a site visit finding. If a vendor is given a finding at a monitoring, they must provide in writing how they plan to remedy this finding for the next fiscal year.
- HSA contract management database (CARBON) sent out reminder alerts throughout the fiscal year to remind vendors of the requirement to report SOGI data and due dates.
- Vendors were also sent communication to advise them that effective FY19-20, they must report SOGI data mid-year and end-of year. This will allow HSA to identify earlier vendors that are not properly collecting SOGI data and may be in need of training for new staff members.
- Contract Monitoring & Performance Analyst attended vendor meetings to discuss SOGI data collection throughout the fiscal year and remind contractors of due dates and offered further training as needed.
- Contract Monitoring & Performance Analyst provides SOGI training to new HSA Program Monitors.

Remaining Challenges	<ul style="list-style-type: none"> • Staff turnover within the non-profit contractors makes it challenging to ensure everyone is properly trained on SOGI data collection. When staff leaves, there can be a gap in the collection of data until new staff is on-boarded and trained. • Vendors/contractors struggle to tabulate and submit their SOGI data by HSA’s deadline (deadline for FY18-19 was July 10th).
Plans/Strategies to Improve Data Coverage and Quality in FY19-20	<ul style="list-style-type: none"> • Mandatory mid-year data submission will allow HSA to identify vendors struggling with SOGI data collection earlier in the process. • Continue to make collection of SOGI a priority during monitoring site visits. • Update and improve the training material for vendors.

HSA EFFORTS TO PROMOTE LGBTQ INCLUSION

HSA has taken many steps to address underrepresentation of LGBTQ clients and better serve the unique needs of LGBTQ communities. Below is a summary of these efforts.

- DHS contracts with the LGBTQ Community Center to fund the Transgender Employment Program (TEP).
- DAAS funds Openhouse’s LGBTQ Cultural Competency Training for service providers.
- DAAS delivered LGBTQ Cultural Competence Training to all DAAS staff. This training has also been delivered to 15 other Central and Northern California counties, as well as to local contractors.
- The Alzheimer’s Association LGBTQ Dementia Care Project in San Francisco is supported by a DAAS contract.
- DAAS contracts with Legal Assistance to the Elderly to support the Legal and Life Planning Program for LGBTQ older adults and adults with disabilities.
- Shanti Project’s Isolation Prevention Services and Animal Bonding Services for isolated LGBTQ seniors and adults with disabilities are also funded and overseen by DAAS.
- DAAS developed their LGBTQ Care Navigation and Peer Support Programs for persons at risk of isolation.
- LGBTQ cultural sensitivity training is required for all HSA employees.
- HSA converted all of its single use bathrooms to all gender bathrooms.
- As part of the Mayor’s Gender Inclusivity Executive Directive, HSA performed a detailed review of its forms and applications to make them gender inclusive.
- The values of the Mayor’s Gender Inclusivity Executive Directive have also been woven into the LGBTQ inclusivity trainings across HSA. Front line staff is encouraged to ask how clients would

like to be addressed. In many cases, HSA is not able to add a “Given Name” field to the state-controlled forms and systems it uses. However, program staff providing ongoing case management can capture how the client prefers to be addressed in case comment or note fields. For example, child welfare workers make an effort to document and use the preferred name and pronouns of foster care children on their caseload.

- DAAS provides ongoing support to San Francisco’s LGBTQ Aging Task Force.

CONCLUSION

HSA is aware that LGBTQ citizens face disproportionately higher rates of poverty, suicide, homelessness, isolation, substance abuse and violence. Accurate data is essential to inform the design and delivery of programs to better serve vulnerable LGBTQ populations. HSA is continually striving to welcome and affirm all of San Francisco’s diverse communities in order to connect them to our agency’s vital safety net of services and public benefits; SOGI data collection is part of that broader strategy. HSA appreciates the Office of Transgender Initiatives’ leadership on these issues, including planning the April 2019 Board of Supervisors Hearing on SOGI data collection, and supporting and monitoring implementation of the Mayor’s Gender Inclusivity Executive Directive.

Thank you for your time and attention in reviewing this report. HSA welcomes any follow-up questions or input related to the agency’s efforts to collect SOGI data and better serve the needs of San Francisco’s LGBTQ community.

SOGI Contact at HSA:

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Pronouns: she, her, hers

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

HSA Contractor SOGI Report Fiscal Year: 2018-2019				Sexual Orientation															
				Straight/ Heterosexual		Bisexual		Gay/ Lesbian		Questioning/ Unsure		Not Listed		Decline to Answer		Not asked		Incomplete	
Program Area	Vendor/Agency	Contract	# of Clients Served	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CalFresh	SAN FRANCISCO FOOD BANK	DHS - IFA/ PFA Renewal 17-22	1,998	203	10%	10	1%	2	0%	20	1%	20	1%	440	22%	1,303	65%	-	0%
DAAS	ASIAN AMERICANS ADVANCING JUSTICE - ASIAN LAW CAUCUS	Legal Services 18-19 Older Adults	120	77	64%	1	1%	2	2%	2	2%	-	0%	38	32%	-	0%	-	0%
DAAS	INSTITUTE ON AGING	Multi-Purpose Senior Svcs Program	538	513	95%	3	1%	12	2%	-	0%	-	0%	-	0%	6	1%	4	1%
DAAS	LA RAZA CENTRO LEGAL INC	Legal Services to YAD FY18-20	17	13	76%	-	0%	1	6%	-	0%	-	0%	2	12%	-	0%	1	6%
DAAS	LEGAL ASSISTANCE TO THE ELDERLY INC	Legal Services Program for Health-Related Law	151	124	82%	2	1%	5	3%	2	1%	-	0%	11	7%	7	5%	-	0%
DAAS	LEGAL ASSISTANCE TO THE ELDERLY INC	Life Planning Legal Service Program for LGBT Older Adults and AWD	176	24	14%	6	3%	144	82%	-	0%	-	0%	2	1%	-	0%	-	0%
DAAS	STEPPINGSTONE	Community Services Program Pilot (Dignity Fund)	14	7	50%	1	7%	6	43%	-	0%	-	0%	-	0%	-	0%	-	0%
FCS	FAMILY SUPPORT SVCS	SafeCare Parenting Education	39	29	74%	6	15%	-	0%	1	3%	1	3%	1	3%	-	0%	1	3%
FCS	FIRST PLACE FOR YOUTH	Independent Living Skills Program for Foster Youth	331	106	32%	9	3%	6	2%	2	1%	-	0%	3	1%	176	53%	29	9%
WtW	ARRIBA JUNTOS - IAL	Employment Services to Formerly and Currently At-Risk Homeless Individuals	45	31	69%	2	4%	4	9%	1	2%	2	4%	5	11%	-	0%	-	0%
WtW	ARRIBA JUNTOS - IAL	Transitional Empl Svc (CJP/CJP1) 16-20	580	526	91%	27	5%	1	0%	1	0%	-	0%	21	4%	-	0%	4	1%
WtW	ARRIBA JUNTOS - IAL	Vocational Immersion VIP/VESL 18-21	145	79	54%	3	2%	-	0%	2	1%	2	1%	14	10%	25	17%	20	14%
WtW	ARRIBA JUNTOS - IAL	WTW - PST Skills Development for Work Study 18-21	24	20	83%	2	8%	-	0%	-	0%	-	0%	1	4%	1	4%	-	0%
WtW	ARRIBA JUNTOS - IAL	WTW - Transitional Empl for Re-Engagement 18-21	601	498	83%	20	3%	-	0%	-	0%	2	0%	31	5%	31	5%	19	3%
WtW	ARRIBA JUNTOS - IAL	WTW - WPA Bridge & Filler 18-21	39	34	87%	1	3%	-	0%	-	0%	-	0%	4	10%	-	0%	-	0%
WtW	ARRIBA JUNTOS - IAL	Youth Employment Services II	84	78	93%	-	0%	6	7%	-	0%	-	0%	-	0%	-	0%	-	0%

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HSA Contractor SOGI Report Fiscal Year: 2018-2019				Sexual Orientation															
				Straight/ Heterosexual		Bisexual		Gay/ Lesbian		Questioning/ Unsure		Not Listed		Decline to Answer		Not asked		Incomplete	
Program Area	Vendor/Agency	Contract	# of Clients Served	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
WtW	BAY AREA LEGAL AID	Client Advocacy and Individualized Legal Support Services	212	108	51%	3	1%	4	2%	-	0%	8	4%	16	8%	-	0%	73	34%
WtW	COMMUNITY HOUSING PARTNERSHIP	Employment Services to Formerly and Currently At-Risk Homeless Individuals	87	75	86%	2	2%	6	7%	-	0%	-	0%	4	5%	-	0%	-	0%
WtW	EPISCOPAL COMMUNITY SVCS OF S F INC	Employment Services to Formerly and Currently At-Risk Homeless Individuals	52	44	85%	2	4%	3	6%	1	2%	-	0%	2	4%	-	0%	-	0%
WtW	FIVE KEYS CHARTER SCHOOLS	Educational Support and Academic Services 16-19	287	117	41%	6	2%	4	1%	1	0%	-	0%	8	3%	76	26%	75	26%
WtW	GOODWILL INDUST OF S F SAN MATEO & MARIN	Employment Services to Formerly and Currently At-Risk Homeless Individuals	53	44	83%	3	6%	2	4%	-	0%	-	0%	4	8%	-	0%	-	0%
WtW	HAMILTON FAMILIES	Housing Locator and Connector Services to CW Participants 16-19	112	102	91%	-	0%	1	1%	1	1%	-	0%	1	1%	7	6%	-	0%
WtW	LARKIN STREET YOUTH SERVICES	Youth Employment Services II	53	31	58%	4	8%	7	13%	1	2%	1	2%	2	4%	-	0%	7	13%
WtW	RICHMOND AREA MULTI-SERVICES (RAMS)	CalWORKs Pre-Vocational Services Renewal	147	99	67%	5	3%	1	1%	-	0%	1	1%	4	3%	5	3%	32	22%
WtW	SAN FRANCISCO CLEAN CITY COALITION	Neighborhood Beautification & Transitional Empl Svc 18-19 Renewal	34	28	82%	1	3%	2	6%	-	0%	-	0%	3	9%	-	0%	-	0%
WtW	SAN FRANCISCO COMMUNITY COLLEGE DISTRICT	Work Study Program- CalWORKS	55	45	82%	4	7%	-	0%	-	0%	3	5%	3	5%	-	0%	-	0%
WtW	SAN FRANCISCO LGBT COMMUNITY CENTER	Transgender Employment	71	49	69%	5	7%	10	14%	2	3%	2	3%	3	4%	-	0%	-	0%
WtW	SELF HELP FOR THE ELDERLY	Light Duty Community Services	897	607	68%	28	3%	49	5%	-	0%	11	1%	58	6%	141	16%	3	0%
WtW	STATE OF CALIFORNIA / DEPT OF REHABILITA	Vocational Rehabilitation Services 16-19 Renewal	15	12	80%	3	20%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	YOUNG COMMUNITY DEVELOPERS	Transitional Empl Support Svc (TESS) for PST	215	183	85%	6	3%	8	4%	-	0%	-	0%	18	8%	-	0%	-	0%
WtW	YOUNG COMMUNITY DEVELOPERS	Transitional Empl Svc (CJP/CJP1) 16-20	338	190	56%	4	1%	5	1%	-	0%	-	0%	6	2%	-	0%	133	39%

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

HSA Contractor SOGI Report Fiscal Year: 2018-2019				Sex at Birth							
				Male		Female		Decline to answer		Question not asked	
Program Area	Vendor/Agency	Contract	# of Clients Served	#	%	#	%	#	%	#	%
CalFresh	SAN FRANCISCO FOOD BANK	DHS - IFA/ PFARenewal 17-22	1,998	157	8%	432	22%	106	5%	1,303	65%
DAAS	ASIAN AMERICANS ADVANCING JUSTICE - ASIAN LAW CAUCUS	Legal Services 18-19 Older Adults	120	50	42%	56	47%	14	12%	-	0%
DAAS	INSTITUTE ON AGING	Multi-Purpose Senior Svcs Program	538	176	33%	362	67%	-	0%	-	0%
DAAS	LARAZACENTRO LEGAL INC	Legal Services to YAD FY18-20	17	-	0%	1	6%	1	6%	15	88%
DAAS	LEGAL ASSISTANCE TO THE ELDERLY INC	Legal Services Program for Health-Related Law	151	60	40%	86	57%	-	0%	5	3%
DAAS	LEGAL ASSISTANCE TO THE ELDERLY INC	Life Planning Legal Service Program for LGBT Older Adults and AWD	176	161	91%	15	9%	-	0%	-	0%
DAAS	STEPPINGSTONE	Community Services Program Pilot (Dignity Fund)	14	6	43%	8	57%	-	0%	-	0%
FCS	FAMILY SUPPORT SVCS	SafeCare Parenting Education	39	12	31%	27	69%	-	0%	-	0%
FCS	FIRST PLACE FOR YOUTH	Independent Living Skills Program for Foster Youth	331	111	34%	156	47%	1	0%	63	19%
WtW	ARRIBA JUNTOS - IAL	Employment Services to Formerly and Currently At-Risk Homeless Individuals	45	10	22%	35	78%	-	0%	-	0%
WtW	ARRIBA JUNTOS - IAL	Transitional Empl Svc (CJP/CJP1) 16-20	580	98	17%	474	82%	8	1%	-	0%
WtW	ARRIBA JUNTOS - IAL	Vocational Immersion VIP/VESL 18-21	145	18	12%	94	65%	9	6%	24	17%
WtW	ARRIBA JUNTOS - IAL	WTW - PST Skills Development for Work Study 18-21	24	1	4%	22	92%	-	0%	1	4%
WtW	ARRIBA JUNTOS - IAL	WTW - Transitional Empl for Re-Engagement 18-21	601	115	19%	410	68%	48	8%	28	5%
WtW	ARRIBA JUNTOS - IAL	WTW - WPA Bridge & Filler 18-21	39	1	3%	38	97%	-	0%	-	0%
WtW	ARRIBA JUNTOS - IAL	Youth Employment Services II	84	63	75%	21	25%	-	0%	-	0%

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

**HSA Contractor SOGI Report
Fiscal Year: 2018-2019**

Program Area	Vendor/Agency	Contract	# of Clients Served	Sex at Birth							
				Male		Female		Decline to answer		Question not asked	
				#	%	#	%	#	%	#	%
WtW	BAY AREA LEGAL AID	Client Advocacy and Individualized Legal Support Services	212	-	0%	-	0%	-	0%	212	100%
WtW	COMMUNITY HOUSING PARTNERSHIP	Employment Services to Formerly and Currently At-Risk Homeless Individuals	87	55	63%	31	36%	1	1%	-	0%
WtW	EPISCOPAL COMMUNITY SVCS OF S F INC	Employment Services to Formerly and Currently At-Risk Homeless Individuals	52	36	69%	16	31%	-	0%	-	0%
WtW	FIVE KEYS CHARTER SCHOOLS	Educational Support and Academic Services 16-19	287	36	13%	97	34%	77	27%	77	27%
WtW	GOODWILL INDUST OF S F SAN MATEO & MARIN	Employment Services to Formerly and Currently At-Risk Homeless Individuals	53	30	57%	23	43%	-	0%	-	0%
WtW	HAMILTON FAMILIES	Housing Locator and Connector Services to CW Participants 16-19	112	18	16%	94	84%	-	0%	-	0%
WtW	LARKIN STREET YOUTH SERVICES	Youth Employment Services II	53	29	55%	18	34%	1	2%	5	9%
WtW	RICHMOND AREA MULTI-SERVICES (RAMS)	CalWORKs Pre-Vocational Services Renewal	147	9	6%	102	69%	1	1%	35	24%
WtW	SAN FRANCISCO CLEAN CITY COALITION	Neighborhood Beautification & Transitional Empl Svc 18-19 Renewal	34	21	62%	12	35%	1	3%	-	0%
WtW	SAN FRANCISCO COMMUNITY COLLEGE DISTRICT	Work Study Program - CalWORKS	55	4	7%	46	84%	5	9%	-	0%
WtW	SAN FRANCISCO LGBT COMMUNITY CENTER	Transgender Employment	71	-	0%	-	0%	71	100%	-	0%
WtW	SELF HELP FOR THE ELDERLY	Light Duty Community Services	897	604	67%	181	20%	13	1%	99	11%
WtW	STATE OF CALIFORNIA/ DEPT OF REHABILITA	Vocational Rehabilitation Services 16-19 Renewal	15	12	80%	3	20%	-	0%	-	0%
WtW	YOUNG COMMUNITY DEVELOPERS	Transitional Empl Support Svc (TESS) for PST	215	115	53%	98	46%	2	1%	-	0%
WtW	YOUNG COMMUNITY DEVELOPERS	Transitional Empl Svc (CJP/CJP1) 16-20	338	38	11%	154	46%	146	43%	-	0%

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

**HSA Contractor SOGI Report
Fiscal Year: 2018-2019**

Program Area	Vendor/Agency	Contract	# of Clients Served	Gender Identity															
				Male		Female		Trans Male		Trans Female		Genderqueer/ Gender Non-binary		Not Listed		Decline to answer		Question not asked	
				#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
CalFresh	SAN FRANCISCO FOOD BANK	DHS - IFA/ PFA Renewal 17-22	1,998	159	8%	466	23%	4	0%	-	0%	-	0%	2	0%	64	3%	1,303	65%
DAAS	ASIAN AMERICANS ADVANCING JUSTICE - ASIAN LAW CAUCUS	Legal Services 18-19 Older Adults	120	55	46%	63	53%	-	0%	-	0%	-	0%	-	0%	2	2%	-	0%
DAAS	INSTITUTE ON AGING	Multi-Purpose Senior Svcs Program	538	176	33%	362	67%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
DAAS	LA RAZA CENTRO LEGAL INC	Legal Services to YAD FY18-20	17	7	41%	9	53%	-	0%	-	0%	-	0%	-	0%	1	6%	-	0%
DAAS	LEGAL ASSISTANCE TO THE ELDERLY INC	Legal Services Program for Health-Related Law	151	58	38%	89	59%	-	0%	1	1%	-	0%	-	0%	-	0%	3	2%
DAAS	LEGAL ASSISTANCE TO THE ELDERLY INC	Life Planning Legal Service Program for LGBT Older Adults and AWD	176	160	91%	15	9%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%
DAAS	STEPPINGSTONE	Community Services Program Pilot (Dignity Fund)	14	5	36%	7	50%	1	7%	1	7%	-	0%	-	0%	-	0%	-	0%
FCS	FAMILY SUPPORT SVCS	SafeCare Parenting Education	39	12	31%	27	69%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
FCS	FIRST PLACE FOR YOUTH	Independent Living Skills Program for Foster Youth	331	141	43%	181	55%	2	1%	-	0%	1	0%	-	0%	2	1%	4	1%
WtW	ARRIBA JUNTOS - IAL	Employment Services to Formerly and Currently At-Risk Homeless Individuals	45	10	22%	35	78%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	ARRIBA JUNTOS - IAL	Transitional Empl Svc (CJP/CJP1) 16-20	580	96	17%	477	82%	-	0%	-	0%	1	0%	1	0%	5	1%	-	0%
WtW	ARRIBA JUNTOS - IAL	Vocational Immersion VIP/VESL 18-21	145	18	12%	100	69%	-	0%	-	0%	-	0%	1	1%	2	1%	24	17%
WtW	ARRIBA JUNTOS - IAL	WTW - PST Skills Development for Work Study 18-21	24	1	4%	22	92%	-	0%	-	0%	-	0%	-	0%	-	0%	1	4%
WtW	ARRIBA JUNTOS - IAL	WTW - Transitional Empl for Re-Engagement 18-21	601	119	20%	435	72%	-	0%	-	0%	1	0%	1	0%	18	3%	27	4%
WtW	ARRIBA JUNTOS - IAL	WTW - WPA Bridge & Filler 18-21	39	1	3%	38	97%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	ARRIBA JUNTOS - IAL	Youth Employment Services II	84	61	73%	20	24%	1	1%	2	2%	-	0%	-	0%	-	0%	-	0%

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

**HSA Contractor SOGI Report
Fiscal Year: 2018-2019**

Program Area	Vendor/Agency	Contract	# of Clients Served	Gender Identity															
				Male		Female		Trans Male		Trans Female		Genderqueer/ Gender Non-binary		Not Listed		Decline to answer		Question not asked	
				#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
WtW	BAY AREA LEGAL AID	Client Advocacy and Individualized Legal Support Services	212	67	32%	142	67%	3	1%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	COMMUNITY HOUSING PARTNERSHIP	Employment Services to Formerly and Currently At-Risk Homeless Individuals	87	54	62%	31	36%	-	0%	1	1%	-	0%	-	0%	1	1%	-	0%
WtW	EPISCOPAL COMMUNITY SVCS OF S F INC	Employment Services to Formerly and Currently At-Risk Homeless Individuals	52	35	67%	16	31%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%
WtW	FIVE KEYS CHARTER SCHOOLS	Educational Support and Academic Services 16-19	287	36	13%	96	33%	-	0%	1	0%	-	0%	-	0%	77	27%	77	27%
WtW	GOODWILL INDUST OF S F SAN MATEO & MARIN	Employment Services to Formerly and Currently At-Risk Homeless Individuals	53	30	57%	22	42%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%
WtW	HAMILTON FAMILIES	Housing Locator and Connector Services to CW Participants 16-19	112	18	16%	94	84%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	LARKIN STREET YOUTH SERVICES	Youth Employment Services II	53	25	47%	23	43%	-	0%	2	4%	3	6%	-	0%	-	0%	-	0%
WtW	RICHMOND AREA MULTI-SERVICES (RAMS)	CalWORKs Pre-Vocational Services Renewal	147	9	6%	102	69%	1	1%	-	0%	-	0%	-	0%	1	1%	34	23%
WtW	SAN FRANCISCO CLEAN CITY COALITION	Neighborhood Beautification & Transitional Empl Svc 18-19 Renewal	34	21	62%	13	38%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	SAN FRANCISCO COMMUNITY COLLEGE DISTRICT	Work Study Program - CalWORKS	55	4	7%	46	84%	-	0%	-	0%	-	0%	5	9%	-	0%	-	0%
WtW	SAN FRANCISCO LGBT COMMUNITY CENTER	Transgender Employment	71	-	0%	-	0%	19	27%	36	51%	14	20%	-	0%	2	3%	-	0%
WtW	SELF HELP FOR THE ELDERLY	Light Duty Community Services	897	587	65%	163	18%	-	0%	13	1%	-	0%	5	1%	2	0%	127	14%
WtW	STATE OF CALIFORNIA / DEPT OF REHABILITA	Vocational Rehabilitation Services 16-19 Renewal	15	12	80%	3	20%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	YOUNG COMMUNITY DEVELOPERS	Transitional Empl Support Svc (TESS) for PST	215	115	53%	99	46%	1	0%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	YOUNG COMMUNITY DEVELOPERS	Transitional Empl Svc (CJP/CJP1) 16-20	338	38	11%	154	46%	-	0%	-	0%	-	0%	-	0%	146	43%	-	0%