



Collection of Sexual Orientation and Gender Identity Data:

FY23-24 Annual Report

September 2024



SAN FRANCISCO
HUMAN SERVICES AGENCY



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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. SFHSA views the SOGI data as a valuable resource for conducting LGBTQ+ equity analyses, as well as cross-sectional equity analyses.

FY23-24 Annual Report

The purpose of this report is to serve as SFHSA's FY23-24 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 FY23-24
- FY23-24 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 2023-2024.

Inclusion Efforts during FY23-24	Division
Supported the Shanti Project's program to provide animal bonding services for isolated LGBTQ+ older adults and adults with disabilities.	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
Continued 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 or enhanced strategies to boost community engagement, as outlined in our outreach plan.	DAS
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
Funded LGBTQ+ Community Services in Adult Day Health Care Centers (ADHCs) through Steppingstone to provide cultural events, support	DAS

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

groups, workshops, and other programs specifically designed for LGBTQ+ older adults and adults with disabilities at ADHCs throughout San Francisco.	
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
Renewed the LGBTQ+ Mental Health Connections program. The program 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
Formed a LGBTQIA+ Employee Resource Group which led a series of pre-Pride events, including a dance class, a poster making group, and an ice cream social. Celebrated Pride by forming an SFHSA contingent in the annual Pride Parade.	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 of 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.

This year, APS contracted with the Institute on Aging and Asian Pacific Islander Legal Outreach to provide elder abuse prevention education for specific vulnerable populations, including LGBTQ+ individuals. APS plans to continue to include a focus on LGBTQ+ populations for future requests-for-proposals in its contracts with service providers.

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 FY23-24. Sexual orientation data was collected for 54% of clients with roughly 15% identifying with a sexual orientation other than heterosexual. Gender Identity was also collected for most

clients, with 95% responding. Nearly 2% of clients identified as gender-queer/gender non-binary, trans female, trans male, or otherwise not listed.

Sexual Orientation - Adult Protective Services

Sexual Orientation	Responses	% of Total with Responses	% of Grand Total
Bisexual	97	2%	1%
Gay/Lesbian/Same-Gender Loving	404	8%	5%
Questioning/Unsure	39	0.81%	0.44%
Straight/Heterosexual	4,093	85%	46%
Not listed, please specify	178	4%	2%
Total with Responses (rows above)	4,811		54%
Declined/Not Stated	174		2%
Not Asked	965		11%
Incomplete/No Data	2,973		33%
Grand Total	8,923		100%

Gender Identity - Adult Protective Services

Gender Identity	Responses	% of Total with Responses	% of Grand Total
Female	4,344	51%	49%
Male	3,977	47%	45%
Gender-queer/Gender Non-binary	28	0.33%	0.31%
Trans Female	80	0.94%	0.90%
Trans Male	13	0.15%	0.15%
Not listed, please specify	28	0.33%	0.31%
Total with Responses (rows above)	8,470		95%
Client Does Not Know/Client Refused	14		0.16%
Not Asked	80		1%
Incomplete/Missing Data/No Data	359		4%
Grand Total	8,923		100%

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

<p>FY23-24 Efforts to Promote/Improve SOGI Data Collection</p>	<ul style="list-style-type: none"> • Our training efforts to promote SOGI data collection during FY23-24 have helped us maintain the same collection rate as FY 22-23, despite a 6.7% increase in the number of reports assigned for investigation. For example, during FY23-24, 44% of APS clients were either not asked or the information was left incomplete or blank for sexual orientation in contrast to 4.4% for gender identity. These percentages are the same as FY 22-23. In our continued effort to improve SOGI data collection, we will review our internal measurements to better understand the difference between collecting gender identity and sexual orientation data and implement additional internal measures.
<p>Challenges</p>	<ul style="list-style-type: none"> • SOGI information for APS clients is collected during the intake process from reporting parties. The vast majority of reports to APS are not made by the clients themselves. When that information has not been obtained at intake, APS Protective Service Workers (PSWs) are trained to ask clients for their SOGI information when meeting them face-to-face during the needs assessment, and secondary to addressing the protective issue. PSWs report that often older adults and adults with disabilities do not want to share this information or do not want their sexual orientation documented. APS investigations can be considered intrusive as the clients themselves did not reach out to APS, and some PSWs report that asking clients questions about their sexual orientation and gender identity is often perceived as inconsequential and interferes with rapport-building.
<p>Plans/Strategies to Improve Data Coverage and Quality Going Forward</p>	<ul style="list-style-type: none"> • This year, the APS Program will continue to monitor data on sexual orientation collected and conduct additional training, develop a job aid for PSWs, and a checklist for supervisors to use. Moreover, the APS program will implement quality assurance reviews targeting missing SOGI data and ensuring prompt follow-up by supervisors.

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.

This fiscal year, IHSS led outreach efforts to address safety concerns in the LGBTQ+ community with an emphasis on addressing safety concerns for transgender IHSS recipients and transgender care providers. In the future, IHSS hopes that SOGI data can be used to continue to identify LGBTQ+ communities in need and create opportunities for discussions on the collection of SOGI data.

Below is the SOGI data from the IHSS case management system (CMIPS II) for clients served during the most recent fiscal year. IHSS received responses for 88% of those asked about sexual orientation and 93% of those asked about gender identity. Four percent reported identifying a sexual orientation other than heterosexual, while a half percent reported a gender identity of gender-queer/gender non-binary, trans female, or trans male.

Sexual Orientation – In-Home Supportive Services

Sexual Orientation	Responses	% of Total with Responses	% of Grand Total
Bisexual	229	1%	1%
Gay/Lesbian/Same-Gender Loving	631	2%	2%
Questioning/Unsure	43	0.16%	0.14%
Straight/Heterosexual	25,709	96%	84%
Not listed, please specify	45	0.17%	0.15%
Total with Responses (rows above)	26,657		88%
Declined/Not Stated	1,835		6%
Not Asked	599		2%
Incomplete/No Data	1,367		4%
Grand Total	30,458		100%

Gender Identity – In-Home Supportive Services

Gender Identity	Responses	% of Total with Responses	% of Grand Total
Female	16,566	58%	54%
Male	11,643	41%	38%
Gender-queer/Gender Non-binary	30	0.11%	0.10%
Trans Female	101	0.36%	0.33%
Trans Male	14	0.05%	0.05%
Not listed, please specify	22	0.08%	0.07%
Total with Responses (rows above)	28,376		93%
Declined/Not Stated	429		1%
Not Asked	0		0%
No Data	1,653		5%
Grand Total	30,458		100%

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

<p>FY23-24 Efforts to Promote/Improve SOGI Data Collection</p>	<ul style="list-style-type: none"> • IHSS continued its practice of not asking about sex at birth because it puts undue burden on transgender and gender non-conforming clients as the information is not relevant or warranted for non-medical services. • In comparison to FY22-23, the IHSS SOGI collection rate for Sexual Orientation went up by 1% (87% to 88%) and for Gender Identity went down by 1% (94% to 93%). • Social Worker Supervisors continued to check for completed SOGI demographics prior to approving cases. The Quality Assurance Unit sampled cases and monitored for errors in assessment, including missing SOGI demographics. • Management shared tips with all IHSS staff regarding best practices for asking SOGI questions that may be uncomfortable for some IHSS recipients. • IHSS continues to make SOGI data collection training available through our DEIB work around crucial conversations and awareness of cultural sensitivity. This includes how to respectfully explain the purpose of collecting SOGI data to parents of minor children and ensure they are aware that they can refuse to answer. • IHSS Social Workers are required to request and collect SOGI data from all IHSS recipients at every IHSS initial assessment and reassessment.
<p>Challenges</p>	<ul style="list-style-type: none"> • Staff experience challenges in collecting responses from parents for clients who are minor children. • Staff experience challenges in collecting responses from some clients due to their religious or cultural practices.
<p>Plans/Strategies to Improve Data Coverage and Quality Going Forward</p>	<ul style="list-style-type: none"> • IHSS social workers will continue to train how to respectfully explain the purpose of collecting SOGI data to parents of minor children and ensure they are aware that they can refuse to answer. • IHSS will inform staff of SOGI data collection requirement, along with providing best practices and tips, as part of the IHSS induction training for new staff. • 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. The PG, PC, and RP programs saw a significant increase in responses as compared with the previous fiscal year due to a significant effort in cleaning up SOGI data. Across the three programs, roughly seven percent of respondents reported a sexual orientation of bisexual, gay/lesbian/same-gender loving, or questioning/unsure. Nearly two percent of respondents across the same three programs reported a gender identity as trans female, trans male, gender-queer/gender non-binary, or not listed.

Sexual Orientation - Public Guardian, Public Conservator, and Representative Payee

Sexual Orientation	Public Guardian			Public Conservator			Representative Payee		
	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total
Bisexual	1	0.44%	0.34%	28	4%	3%	24	4%	2%
Gay/Lesbian/Same-Gender Loving	25	11%	8%	29	4%	4%	22	4%	2%
Questioning/Unsure	2	1%	1%	9	1%	1%	10	2%	1%
Straight/Heterosexual	190	84%	64%	595	89%	74%	555	90%	57%
Another Sexual Orientation	7	3%	2%	10	1%	1%	9	1%	1%
Total with Responses (rows above)	225		76%	671		83%	620		64%
Declined/Not Stated	23		8%	103		13%	93		10%
Not Asked	23		8%	13		2%	44		5%
No Data	25		8%	19		2%	216		22%
Grand Total	296		100%	806		100%	973		100%

Gender Identity - Public Guardian, Public Conservator, and Representative Payee

Gender Identity	Public Guardian			Public Conservator			Representative Payee		
	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total
Female	120	43%	41%	296	37%	37%	348	36%	36%
Male	153	55%	52%	488	61%	61%	598	62%	61%
Gender-queer/ Gender Non-binary	0	0%	0%	8	1%	1%	5	1%	1%
Trans Female	0	0%	0%	5	1%	1%	4	0%	0%
Trans Male	0	0%	0%	4	0%	0%	4	0%	0%
Not listed, please specify	3	1%	1%	0	0%	0%	2	0.21%	0.21%
Total with Responses (rows above)	276		93%	801		99%	961		99%
Declined/ Not Stated	2		1%	5		1%	3		0%
Not Asked	1		0.34%	0		0%	1		0.10%
No Data	17		6%	0		0%	8		1%
Grand Total	296		100%	806		100%	973		100%

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

FY23-24 Efforts to Promote/Improve SOGI Data Collection	<ul style="list-style-type: none"> • Our previous efforts to add SOGI questions on the referral form and to conduct biannual clean-up has been effective in consistently managing the collection of SOGI data for Public Guardian and Public Conservator. • Representative Payee conducted its first SOGI clean-up, resulting in a significant increase in responses for sexual orientation data over last year’s report. • Representative Payee updated the referral packet to include SOGI data collection.
Challenges	<ul style="list-style-type: none"> • Representative Payee undertook its first data clean-up project, which was a significant undertaking as there was no formalized SOGI data collection process in prior years for Representative Payee-only clients.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	<ul style="list-style-type: none"> • Public Guardian, Public Conservator, and Representative Payee will continue gathering data at the referral stage and conducting the bi-annual clean-up.

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. Integrated Intake's sexual orientation data is limited because many clients decline to provide any demographic 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 0.7%, respectively.

Sexual Orientation - Integrated Intake

	Aging & Disability Resource Centers (ADRCs)			DAS Integrated Intake		
	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total
Gender Identity						
Bisexual	186	1%	1%	40	2%	1%
Gay/Lesbian/Same-Gender Loving	307	2%	2%	122	7%	3%
Questioning/Unsure	9	0.06%	0.05%	15	0.82%	0.34%
Straight/Heterosexual	13,560	96%	76%	1,543	84%	35%
Not listed, please specify	103	0.73%	0.58%	116	6%	3%
Total with Responses (rows above)	14,165		80%	1,836		41%
Declined/Not Stated	960		5%	1,727		39%
Not Asked	2		0.01%	0		0%
Incomplete/No Data	2,604		14.69%	891		20%
Grand Total	17,731		100%	4,454		100%

Gender Identity - Integrated Intake

Gender Identity	Aging & Disability Resource Centers (ADRCs)			DAS Integrated Intake		
	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total
Female	10,273	62%	58%	2,125	56%	48%
Male	6173	37%	35%	1,623	43%	36%
Gender-queer/ Gender Non-binary	8	0.05%	0.05%	6	0.16%	0.13%
Trans Female	15	0.09%	0.08%	6	0.16%	0.13%
Trans Male	31	0.19%	0.17%	18	0.48%	0.40%
Not listed, please specify	0	0%	0%	0	0%	0%
Total with Responses (rows above)	16,500		93%	3,778		85%
Declined/ Not Stated	67		0%	351		8%
Not Asked	13		0.07%	66		1%
Incomplete/No Data	1151		6%	259		6%
Grand Total	17,731		100%	4,454		100%

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

FY23-24 Efforts to Promote/Improve SOGI Data Collection	<ul style="list-style-type: none"> • DAS Integrated Intake continued to provide training to new staff and refresher training to existing staff on SOGI data collection. • HSA Mandatory Training “LGBTQ: Promoting Respect Among HSA” provided additional opportunities for staff to discuss culturally competent best practices and gain new tools.
Challenges	<ul style="list-style-type: none"> • DAS Intake staff continue to express challenges in collecting data from consumers who only need basic information on a resource or service and refuse to provide any identifying information, including SOGI details.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	<ul style="list-style-type: none"> • Support DAS Intake staff in completing the Annual SOGI refresher training, in addition to other HSA trainings offered throughout the year to remind them of the importance of data collection to assess the needs of the consumers. • Monthly monitoring and quality assurance reviews will be completed to ensure consistent data collection, along with discussions of missing data during 1:1 supervisions with staff. • Staff will actively collect missing SOGI data from participants during follow-up calls that are conducted to collect other needed information. • 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.

This fiscal year, CLF created a roadmap to increase outreach efforts to the LGBTQ+ community in FY 24/25 and to develop new collaborations with relevant local organizations including Onlok, USCF Alliance Project, and San Francisco AIDS Foundation. Additionally, Openhouse was invited to participate as a new member of the CLF Advisory Committee to promote LGBTQ+ inclusion through targeted outreach, and to provide training to CLF staff. CLF also continued its work with the database vendor RTZ to improve the new PACECare Online (PCO) database functionality in collecting and reporting SOGI data.

CLF underwent some significant programmatic and data transitions during FY23-24 with the launch of the CalAIM Enhanced Care Management Service (ECM). The data below is an unduplicated count of client enrollments across CLF CASECare, which tracks traditional Intensive Case Management enrollments, and the new IOA PACECare Online database that tracks new ECM enrollments. Only 52% and 57% of clients have recorded responses for sexual

orientation and gender identity, respectively, which appears is at least partially due to differing requirements in ECM enrollment.

Sexual Orientation - Community Living Fund

Sexual Orientation	Responses	% of Total with Responses	% of Grand Total
Bisexual	5	4%	2%
Gay/Lesbian/Same-Gender Loving	14	10%	5%
Questioning/Unsure	0	0%	0%
Straight/Heterosexual	117	85%	45%
Not listed, please specify	1	0.73%	0.38%
Total with Responses (rows above)	137		52%
Declined/Not Stated	9		3%
Not Asked	2		1%
Incomplete/No Data	114		44%
Grand Total	262		100%

Gender Identity - Community Living Fund

Gender Identity	Responses	% of Total with Responses	% of Grand Total
Female	66	44%	25%
Male	82	55%	31%
Gender-queer/Gender Non-binary	0	0%	0%
Trans Female	0	0%	0%
Trans Male	0	0%	0%
Not listed, please specify	1	0.67%	0.38%
Total with Responses (rows above)	149		57%
Declined/Not Stated	0		0%
Not Asked	0		0%
No Data	113		43%
Grand Total	262		100%

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

FY23-24 Efforts to Promote/Improve SOGI Data Collection	<ul style="list-style-type: none"> • In FY23-24, CLF developed partnerships with Openhouse and other local organizations to offer SOGI training to all staff members. • The CLF has created a new role—Outreach Coordinator—intended to increase outreach to and develop partnerships with community organizations to promote equitable and inclusive access to CLF services. In the coming year, outreach initiatives extend access the LGBTQ+ communities.
Challenges	<ul style="list-style-type: none"> • The implementation of Enhanced Care Management (ECM) services and development of the new PaceCare Online (PCO) client system have created some challenges in the consistent tracking of SOGI data during FY23-24. SOGI data does not appear to be included in the available reports in PCO. “No Data” responses for both gender identity and sexual orientation of ECM clients are 43% and 44% respectively, which are higher than those in past years.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	<ul style="list-style-type: none"> • CLF continues to work with database vendor RTZ and DAS program analysts to complete the development of new PCO system. The CLF team will receive training on demographic data gathering, terminology, and entry once the system is ready.

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.

CQI Public Health Nurses use a trauma informed approach when engaging with clients to create a safe environment, allowing clients to feel comfortable and open about who they are. PHNs model introductions with their pronouns and ask clients for their pronouns. Awareness of clients’ sexual orientation and gender identity helps PHNs identify potential service gaps, allows them to connect clients with appropriate supportive services, and to promote health treatments that may impact the LGBTQ+ population. The CQI Unit plans to continue this work into FY24-25 to enhance inclusion efforts.

Below is the SOGI data from CQI’s web application (HEALS). All of the CQI unit’s SOGI data comes from referrals from other programs at HSA, such as IHSS and APS. Responses for sexual orientation and gender identity were at 82% and 99% respectively, near the percentages reported for IHSS (88% and 93%). Of those clients with responses, around 13% identify with a sexual orientation other than heterosexual, and roughly 2 percent identify as transgender, gender-queer, or gender non-binary.

Sexual Orientation – Clinical Quality & Improvement Unit

Sexual Orientation	Responses	% of Total with Responses	% of Grand Total
Bisexual	10	3%	2%
Gay/Lesbian/Same-Gender Loving	19	5%	4%
Questioning/Unsure	1	0.29%	0.24%
Straight/Heterosexual	301	87%	71%
Not listed, please specify	15	4%	4%
Total with Responses (rows above)	346		82%
Declined/Not Stated	48		11%
Not Asked	0		0%
Incomplete/No Data	30		7%
Grand Total	424		100%

Gender Identity – Clinical Quality & Improvement Unit

Gender Identity	Responses	% of Total with Responses	% of Grand Total
Female	166	39%	39%
Male	245	58%	58%
Gender-queer/Gender Non-binary	4	0.95%	0.94%
Trans Female	5	1%	1%
Trans Male	1	0.24%	0.24%
Not listed, please specify	0	0%	0%
Total with Responses (rows above)	421		99%
Declined/Not Stated	2		0%
Not Asked	0		0%
No Data	1		0%
Grand Total	424		100%

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

FY23-24 Efforts to Promote/Improve SOGI Data Collection	<ul style="list-style-type: none"> • CQI is transitioning to an online intake form and is working with the vendor to make SOGI data points required fields for submission of the CQI Consultation Request Form.
Challenges	<ul style="list-style-type: none"> • CQI SOGI data is primarily collected by the referent (e.g. IHSS, APS, PG/PC) and submitted at intake through the CQI Consultation Request Form. • Cases are sometimes closed prior to collection of SOGI data when a client refuses services or their needs are addressed through other programs.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	<ul style="list-style-type: none"> • CQI will work with existing database vendor to make the SOGI data mandatory at the time of referral.

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 8% of respondents identify with a sexual orientation other than straight or heterosexual. Less than one 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 pages.

Sexual Orientation - Office of Community Partnerships

Sexual Orientation	Responses	% of Total with Responses	% of Grand Total
Bisexual	1,535	3%	3%
Gay/Lesbian/Same-Gender Loving	1,848	4%	4%
Questioning/Unsure	84	0.18%	0.16%
Straight/Heterosexual	42,634	92%	81%
Not listed, please specify	455	1%	1%
Total with Responses (rows above)	46,556		88%
Declined/Not Stated	3035		6%
Not Asked	11		0.02%
Incomplete/No Data	3,057		6%
Grand Total	52,659		100%

Gender Identity - Office of Community Partnerships

Gender Identity	Responses	% of Total with Responses	% of Grand Total
Female	29,900	59%	57%
Male	20,470	40%	39%
Gender-queer/Gender Non-binary	73	0.14%	0.14%
Trans Female	201	0.40%	0.38%
Trans Male	74	0.15%	0.14%
Not listed, please specify	6	0.01%	0.01%
Total with Responses (rows above)	50,724		96%
Declined/Not Stated	328		0.62%
Not Asked	10		0.02%
No Data	1597		3%
Grand Total	52,659		100%

Sexual Orientation

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	6	19	0	232	1	12	0	16	286
Assisted Living Facilities (ALF) Support	0	0	0	30	0	4	0	1	35
Caregiver Respite	1	5	0	121	0	12	0	16	155
Case Management	82	94	3	837	18	26	1	22	1,083
Community Connector	27	40	1	1,072	3	493	0	15	1,651
Community Liaisons	0	0	0	3	0	0	0	1	4
Community Service Centers	511	794	27	20,650	139	1,008	5	948	24,082
Congregate Meals	729	308	23	16,258	109	769	2	521	18,719
Creative Arts for Older Adults and Adults with Disabilities	10	31	0	339	3	27	1	45	456
Culturally Responsive Nutrition Services	23	5	2	744	0	25	0	26	825
Employment Navigation and Benefits Support	5	10	0	111	0	21	0	2	149
Employment Support	8	23	2	140	13	42	0	71	299
Empowerment Programs	3	5	0	85	10	27	0	148	278
Family Caregiver Support Program	2	4	0	407	3	18	1	121	556
Food Pantry	177	14	2	3,309	13	162	0	118	3,795
Health Promotion - Physical Fitness	15	47	0	794	0	41	0	7	904
Home-Delivered Groceries	200	184	6	7,238	67	261	0	142	8,098
Home-Delivered Meals	192	380	20	5,714	77	179	9	92	6,663
Housing Subsidies	18	40	2	345	6	17	0	17	445
Intergenerational Programs	30	119	3	865	7	65	0	110	1,199
LGBTQ+ Care Navigation	36	226	2	120	11	24	0	75	494
LGBTQ+ Financial Literacy	7	33	0	6	2	2	0	3	53
LGBTQ+ Mental Health Connections	20	108	2	29	1	9	0	56	225
Money Management	6	3	0	112	2	2	0	8	133
Naturalization	2	0	0	96	0	2	0	1	101
Neighborhood-Based Programs	23	24	1	801	4	49	0	190	1,092
Nutrition as Health	17	50	2	762	3	22	0	11	867
Nutrition Counseling	28	90	3	953	17	28	1	13	1,133
Nutrition Education	11	15	0	580	1	13	0	20	640
Peer Ambassadors	0	0	0	3	0	0	0	1	4
Senior Companion	0	0	0	14	0	0	0	0	14
Senior Ex-Offender Program	1	0	1	36	1	2	0	13	54
SF Connected	107	140	5	3,400	35	382	1	276	4,346
Short-Term Home Care for Seniors	38	14	0	250	16	2	0	7	327
Support at Home	0	0	0	1	0	0	0	0	1
Support Services for People with Collecting Behaviors	1	13	1	33	1	5	0	21	75
Technology at Home	7	22	0	113	0	0	0	6	148
Transgender and Gender Non-Conforming (TGNC) Supports	19	37	1	39	5	6	0	4	111
Transportation	8	25	0	348	3	86	0	6	476
Veterans Drop-In Center	15	42	4	352	12	17	0	2	444
Veterans Services Connect	14	26	2	247	8	43	0	11	351
Video Doorbells	4	2	0	139	0	10	0	46	201
Village Programs	21	59	0	784	7	114	0	266	1,251
Volunteer Visitors	9	22	1	159	1	8	0	7	207
Grand Total	1,535	1,848	84	42,634	455	3,035	11	3,057	52,659

Gender Identity

Program	Female	Male	Gender queer /Gender Non-binary	Trans Female	Trans Male	Not listed, please specify	Declined /Not stated	Question Not Asked	No Data	Grand Total
Adult Day Programs	163	111	0	3	0	0	0	0	9	286
Assisted Living Facilities (ALF) Support	29	6	0	0	0	0	0	0	0	35
Caregiver Respite	105	42	0	0	0	0	0	0	8	155
Case Management	539	527	6	6	2	0	2	0	1	1,083
Community Connector	1,210	318	1	0	0	1	107	0	14	1,651
Community Liaisons	3	0	0	0	0	0	0	0	1	4
Community Service Centers	14,845	8,615	31	68	20	4	40	7	452	24,082
Congregate Meals	10,433	7,857	14	31	22	2	46	6	308	18,719
Creative Arts for Older Adults and Adults with Disabilities	342	88	2	1	1	0	1	0	21	456
Culturally Responsive Nutrition Services	550	258	0	0	0	0	2	0	15	825
Employment Navigation and Benefits Support	83	62	1	0	0	0	2	0	1	149
Employment Support	126	102	0	0	1	0	4	0	66	299
Empowerment Programs	99	100	0	0	0	0	4	0	75	278
Family Caregiver Support Program	384	104	0	1	0	0	0	0	67	556
Food Pantry	2,637	1,134	0	2	4	0	6	1	11	3,795
Health Promotion - Physical Fitness	752	151	0	0	0	0	0	0	1	904
Home-Delivered Groceries	5,410	2,541	15	27	13	0	13	0	79	8,098
Home-Delivered Meals	3,122	3,480	10	40	7	0	2	1	1	6,663
Housing Subsidies	241	189	2	4	2	0	1	0	6	445
Intergenerational Programs	735	419	3	8	1	0	0	0	33	1,199
LGBTQ+ Care Navigation	121	268	7	32	10	0	1	0	55	494
LGBTQ+ Financial Literacy	13	22	6	7	5	0	0	0	0	53
LGBTQ+ Mental Health Connections	43	111	4	15	0	0	1	0	51	225
Money Management	40	86	0	1	1	0	0	0	5	133
Naturalization	65	36	0	0	0	0	0	0	0	101
Neighborhood-Based Programs	705	233	1	2	1	1	8	0	141	1,092
Nutrition as Health	380	471	2	11	1	0	0	0	2	867
Nutrition Counseling	497	627	0	7	1	0	1	0	0	1,133
Nutrition Education	464	162	0	5	0	0	1	0	8	640
Peer Ambassadors	0	3	0	0	0	0	0	0	1	4
Senior Companion	9	5	0	0	0	0	0	0	0	14
Senior Ex-Offender Program	2	47	0	0	0	0	0	0	5	54
SF Connected	2,688	1,384	5	20	5	0	113	1	130	4,346
Short-Term Home Care for Seniors	194	116	0	0	0	0	0	0	17	327
Support at Home	1	0	0	0	0	0	0	0	0	1
Support Services for People with Collecting Behaviors	43	21	2	0	0	0	1	0	8	75
Technology at Home	78	65	0	1	0	0	0	0	4	148
Transgender and Gender Non-Conforming (TGNC) Supports	19	13	9	61	7	0	0	0	2	111
Transportation	297	150	0	0	1	0	24	0	4	476
Veterans Drop-In Center	38	392	2	11	1	0	0	0	0	444
Veterans Services Connect	20	318	3	2	3	0	0	0	5	351
Video Doorbells	124	73	0	2	1	0	0	0	1	201
Village Programs	804	229	1	1	0	0	11	0	205	1,251
Volunteer Visitors	123	80	1	0	0	0	0	0	3	207
Grand Total	29,900	20,470	73	201	74	6	328	10	1,597	52,659

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

FY23-24 Efforts to Promote/Improve SOGI Data Collection	<ul style="list-style-type: none"> • 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. DAS staff are continuously working with nonprofit providers to ensure that they update their intake forms in accordance with this change. • The “sex at birth” data field was still available prior to FY 2023-24 in GetCare, and that field was removed in FY 2023-24.
Challenges	<ul style="list-style-type: none"> • Although the removal of the “sex at birth” question has been communicated through an official memo from the OCP Director, some nonprofits that are still unaware of this change. • Service providers express that frontline staff feel discomfort asking for SOGI demographic information. • Service providers are asking for culturally specific and in-language support for SOGI data collection in threshold languages.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	<ul style="list-style-type: none"> • Community nonprofit 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 SOGI data collection and intake forms during the contract monitoring process. They also review semi-annual SOGI reports for compliance and provide technical assistance as indicated. • OCP will launch a new round of SOGI data collection trainings for winter and spring of FY 2024-25. This includes Spanish language SOGI data collection training, as well as translated SOGI data collection trainings.

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.

In FY23-24, the CVSO held outreach events to connect with Veterans from all backgrounds and communities, including LGBTQ+ Veterans. Additionally, the CVSO partnered with the non-profit Swords to Plowshares through a Mental Health Services Act grant to better reach LGBTQ+ individuals and other vulnerable populations. The CVSO plans to continue their outreach campaign to LGBTQ+ Veterans who utilize Dept. of Veterans Affairs Health Care facilities, colleges and universities within San Francisco County, and work with Veteran non-profits such as Swords to Plowshares to improve data collection.

Below is the SOGI data from VetPro Panoramic (the system used to track CVSO clients). Approximately one and a half percent identified as a gender other than solely male or female. Additionally, a little more than one and a half percent of respondents identified as having a sexual orientation other than heterosexual. More than two percent of respondents indicated a gender other than male or female. The matrix below the data describes some of the challenges the CVSO faces related to SOGI data collection.

Sexual Orientation - County Veterans Service Office

Sexual Orientation	Responses	% of Total with Responses	% of Grand Total
Bisexual	6	0.31%	0.19%
Gay/Lesbian/Same-Gender Loving	24	1%	1%
Questioning/Unsure	7	0.36%	0.23%
Straight/Heterosexual	1,893	98%	61%
Not listed, please specify	3	0.16%	0.10%
Total with Responses (rows above)	1,933		62%
Declined/Not Stated	16		1%
Not Asked	47		2%
Incomplete/No Data	1,107		36%
Grand Total	3,103		100%

Gender Identity – County Veterans Service Office

Gender Identity	Responses	% of Total with Responses	% of Grand Total
Female	233	10%	8%
Male	2,166	88%	70%
Gender-queer/Gender Non-binary	2	0.08%	0.06%
Trans Female	4	0.16%	0.13%
Trans Male	2	0.08%	0.06%
Not listed, please specify	41	2%	1%
Total with Responses (rows above)	2,448		79%
Declined/Not Stated	5		0%
Not Asked	491		16%
No Data	159		5%
Grand Total	3,103		100%

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

<p>FY23-24 Efforts to Promote/Improve SOGI Data Collection</p>	<ul style="list-style-type: none"> • While there was an 11.5% increase in the number of clients served from FY22-23 to 23-24, staff awareness to the importance of collecting SOGI information helped ensure there was no change in the total percentage of sexual orientation responses and only a slight (2%) decrease in the percentage of gender identity responses. • All CVSO staff, including Veterans Claims Representatives and Administrative Clerks, are aware of the need to collect SOGI information from Veterans, and have been trained and instructed to do so when conducting virtual, phone, or in-person interviews. • Increased training was provided on how to accurately collect SOGI information when the client is not the Veteran themselves, and how to collect the information when the Veteran makes initial contact with the CVSO at the service counter where privacy to respond to SOGI questions is not available.
<p>Challenges</p>	<ul style="list-style-type: none"> • SOGI data collection occurs when the profile is created in the CVSO's database, VetPro, which is always done under the Veteran's name and SSN. When a family member (spouse or dependent of the Veteran), applies for a benefit without the Veteran present, the SOGI questions are not asked since it is not reasonable to expect someone to report this information about another person. Therefore, some profiles will never have these questions completed, or there will be a high number of 'not asked' responses. • The service counter check-in model also does not lend itself well to asking SOGI questions, as the information being asked is sensitive and the service counter lacks privacy. • Some profiles are created simply for the purpose of providing income verifications for the Veteran, which are requested by external programs including Medi-Cal, CalFresh, CAAP, PA/PG/PC/Rep Payee, or housing authorities. Limited Veteran information is provided in these request forms and the CVSO staff person creating the profile does not have the opportunity to speak with the Veteran directly to solicit SOGI data. • Some clients continue to express fear, frustration, confusion, or anger in response to SOGI data collection efforts despite staff assurances regarding the purpose and anonymity of the SOGI data collection and clients' ongoing access to benefits. Some clients regard these questions as offensive or irrelevant to the purpose of their visit. • Some Veterans Claims Representative may be uncomfortable or unfamiliar with how to ask SOGI questions and avoid doing so or simply mark 'Not Asked'.

Plans/Strategies to Improve Data Coverage and Quality Going Forward

- Management will create guidance about when and how to request SOGI data from Veterans, including best practices on how to overcome barriers when asking SOGI questions.
- Require staff to complete or retake mandatory and optional LGBTQ+ and SOGI trainings, through city-wide and internal SFHSA offerings, to improve staff comfort with asking SOGI questions.
- Address challenges of collecting SOGI data at the service counter and ensure consistency and quality of data collection by identifying an improved process that increases confidentiality when SOGI questions are asked.
- Continue to provide CVSO staff reminders to review SOGI data, even with repeat clients, as the data may not have been collected the first time around and follow up interactions with clients provide additional opportunities to capture this data.

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 recently transitioned to using the CalSAWS case management information system to administer these programs. CalSAWS is a statewide system which San Francisco cannot modify independently, including adding or changing fields on its own. SOGI data fields have been collected in CalSAWS and its predecessor system since 2018. There is currently no option to indicate whether a client declined to answer the SOGI questions or was not asked for their SOGI information.

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 SFHSA 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 individuals and eligible families with children under age 19. The CalWORKs program uses a state SOGI demographic questionnaire (CW2223) created 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 FY23-24. Around half of all adult clients have provided SOGI demographic information. Around four percent of respondents reported a sexual orientation other than straight or heterosexual. Around half a percent of CalWORKs clients who responded identified as gender non-binary or another gender identity other than male or female.

Sexual Orientation - CalWORKs

Sexual Orientation	Responses	% of Total with Responses	% of Grand Total
Bisexual	82	3%	1%
Gay/Lesbian/Same-Gender Loving	33	1%	0.50%
Questioning/Unsure	12	0.39%	0.18%
Straight/Heterosexual	2,967	96%	46%
Not listed, please specify	9	0.29%	0.14%
Total with Responses (rows above)	3,103		48%
Declined/Not Stated	22		0%
Unknown	237		4%
No Response	3,155		48%
Grand Total	6,517		100%

Gender Identity - CalWORKs

Gender Identity	Responses	% of Total with Responses	% of Grand Total
Female	2,765	80%	42%
Male	658	19%	10%
Gender-queer/Gender Non-binary	10	0.29%	0.15%
Trans Female	0	0%	0%
Trans Male	1	0.03%	0.02%
Not listed, please specify	3	0.09%	0.05%
Total with Responses (rows above)	3,437		53%
Declined/Not Stated	13		0%
Unknown	0		0%
No Response	3,067		47%
Grand Total	6,517		100%

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

FY23-24 Efforts to Promote/Improve SOGI Data Collection	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Eligibility Workers, Employment & Social Worker Specialists are required to gather a vast amount of important and 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 interviews. 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 sexual orientation and gender identify are too personal and/or an inappropriate question, especially among mono-lingual, non-English speaking clients.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	<ul style="list-style-type: none"> • 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 ask 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

During FY23-24, LGBTQ+ community members were invited to ideation sessions on the development of a mobile van that will provide SFHSA services throughout San Francisco. Additionally, presentations on Medi-Cal and CalFresh benefits were given at agencies focused on serving LGBTQ+ community members. Additionally, 29 CBO application assisters were added during the fiscal year, including the San Francisco LGBT Center.

The data below is for all adults aided on CalFresh and Medi-Cal during FY23-24. Roughly 31% of CalFresh adult client records contain SOGI demographic data, while around 21% 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 LGBTQ+ identity. Approximately one percent of CalFresh and less than half a percent Medi-Cal clients who provided gender identity information identified as non-binary, transgender or another gender identity besides female or male.

Sexual Orientation - SFBN

Gender Identity	Medi-Cal			CalFresh		
	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total
Bisexual	1,000	2%	0.50%	898	3%	1%
Gay/Lesbian/Same-Gender Loving	2,002	5%	1%	1,666	5%	2%
Questioning/Unsure	453	1%	0.22%	361	1%	0.34%
Straight/Heterosexual	37,858	91%	19%	29,925	91%	28%
Not listed, please specify	177	0.43%	0.09%	148	0.45%	0.14%
Total with Responses (rows above)	41,490		21%	32,998		31%
Declined/Not Stated	368		0.18%	305		0.29%
Not Asked	2,979		1%	2,359		2%
No Data	157,138		77.80%	70,616		66%
Grand Total	201,975		100%	106,278		100%

Gender Identity - SFBN

Gender Identity	Medi-Cal			CalFresh		
	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total
Female	10273	62%	58%	2125	56%	48%
Male	6173	37%	35%	1623	43%	36%
Gender-queer/ Gender Non-binary	8	0.05%	0.05%	6	0.16%	0.13%
Trans Female	15	0.09%	0.08%	6	0.16%	0.13%
Trans Male	31	0.19%	0.17%	18	0.48%	0.40%
Not listed, please specify	0	0%	0%	0	0%	0%
Total with Responses (rows above)	16,500		93%	3,778		85%
Declined/Not Stated	67		0.38%	351		8%
Not Asked	13		0.07%	66		1%
No Data	1151		6%	259		6%
Grand Total	17,731		100%	4,454		100%

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

FY23-24 Efforts to Promote/Improve SOGI Data Collection	<ul style="list-style-type: none"> • State SOGI Form (CW2223) continued to be included in intake and renewal packets, though completion is not required. • Reminders about collection of SOGI information remained on the intake/renewal checklist used by eligibility workers when processing intakes and renewals for CalFresh and Medi-Cal. • Provided ongoing reminders to eligibility workers and supervisors to continue seeking SOGI information during interviews for CalFresh and at other interactions with CalFresh/Medi-Cal clients.
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. • California Department of Social Services has not modified the state CalFresh paper application to include SOGI questions. • The Medi-Cal application process does not include an interview requirement, limiting our ability to solicit SOGI information from applicants. • In alignment with Medi-Cal policy, a significant percentage of Medi-Cal renewals are completed automatically, limiting our ability to solicit SOGI information from applicants. • The CalFresh interview requirement for application and renewals was waived for most households for a large part of FY23-24 and as a result, a significant percentage were processed without a telephone or face-to-face contact, limiting our ability to solicit SOGI information from those clients. • In-person and phone applications are usually made by one adult household member, which means other adults are not asked to provide voluntary SOGI information. • Some clients express discomfort answering the SOGI questions.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	<ul style="list-style-type: none"> • State SOGI Form (CW2223) will continue to be included in intake and renewal packets. • SOGI information data collection will continue to be included on intake/renewal checklist used by eligibility workers when processing intakes and renewals for CalFresh and Medi-Cal. • Management will continue to remind SFBN eligibility workers at meetings and in staff newsletters about importance of requesting SOGI information during interviews and other interactions with clients. • Eligibility workers will be reminded regularly about entering “Decline to State” (an option not available in previous CalWin system) in the CalSAWS SOGI data field when clients do not want to provide SOGI information.

County Adult Assistance Program

The County Adult Assistance Program (CAAP) provides cash assistance to low-income adults without dependent children, adults who 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.

This fiscal year, CAAP formed a workgroup to promote LGBTQ+ inclusivity, updating the online program manual to use gender neutral language across the program. Additionally, CAAP will continue to review induction materials to train new eligibility workers for LGBTQ+ inclusivity.

Below is the SOGI data for all CAAP clients active during FY23-24. Around half of CAAP client records contain data on sexual orientation and 58% have data on gender identity. Of clients with SOGI data, around 13% identified with an LGBTQ+ sexual orientation and about two percent reported their gender identity as non-binary, transgender, or another gender identity other than male or female.

Sexual Orientation – County Adult Assistance Program

Sexual Orientation	Responses	% of Total with Responses	% of Grand Total
Bisexual	187	4%	2%
Gay/Lesbian/Same-Gender Loving	382	8%	4%
Questioning/Unsure	33	0.69%	0.35%
Straight/Heterosexual	4,136	87%	43%
Not listed, please specify	28	0.59%	0.29%
Total with Responses (rows above)	4,766		50%
Declined/Not Stated	33		0.35%
Not Asked	379		4%
Incomplete/No Data	4,351		46%
Grand Total	9,529		100%

Gender Identity – County Adult Assistance Program

Gender Identity	Responses	% of Total with Responses	% of Grand Total
Female	1,710	31%	18%
Male	3,684	67%	39%
Gender-queer/Gender Non-binary	33	0.60%	0.35%
Trans Female	57	1%	0.60%
Trans Male	8	0.15%	0.08%
Not listed, please specify	4	0.07%	0.04%
Total with Responses (rows above)	5,496		58%
Declined/Not Stated	19		0.20%
Not Asked	0		0%
No Data	4014		42%
Grand Total	9,529		100%

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

FY23-24 Efforts to Promote/Improve SOGI Data Collection	<ul style="list-style-type: none"> • Management continued to remind staff to actively encourage applicants and recipients to provide SOGI information when updating the individual demographics window in CalSAWS if the SOGI window was not complete.
Challenges	<ul style="list-style-type: none"> • Some clients do not understand what staff are asking about when SOGI information is solicited. • Some staff are uncomfortable asking SOGI questions. • 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 non-English speaking clients. • Lack of knowledge among some staff of SOGI-related trainings or citywide resources on the topic.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	<ul style="list-style-type: none"> • Management will continue to remind staff to actively encourage applicants and recipients to provide SOGI information when updating the individual demographics window in CalSAWS if the SOGI window is not complete.

Citywide Food Access Team

The Citywide Food Access Team (CFAT) supports free food programs for San Franciscans who need supplementary food assistance, regardless of income and background. In FY23-24, the team supported over 20 community-based grantees whose programs provided fresh, culturally appropriate groceries, grocery vouchers to increase choice, and meals for individuals and families with limited access to kitchen space.

During this fiscal year, in an effort to ensure critical food resources for the LGBTQ+ community, CFAT incorporated an “LGBTQ+ Grocery Grant” in its summer 2023 procurement (RFP 1091). The grant was awarded to Mission Action, which has deep roots and trust within the LGBTQ+ community, and provides grocery programming to low-income members of this group. CFAT sought this service because LGBTQ+ individuals experience disproportionately high food insecurity rates, at 16% compared to 5% for adults who identify as heterosexual.

CFAT will continue to steward the LGBTQ+ focused food security program through Mission Action, including periodic surveying to ensure program satisfaction.

Below is the SOGI data for CFAT's programs, including: Neighborhood Groceries and Meals, GLIDE Meals, Food Bank Pop-Up Pantries, Farm Trainees, Produce Recipients, and Farm Volunteers. Response rates and trends vary significantly by program; please see below.

Sexual Orientation - Neighborhood Groceries and Meals

Sexual Orientation	Neighborhood Groceries			Meals		
	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total
Bisexual	44	1%	0.50%	12	1%	1%
Gay/Lesbian/Same-Gender Loving	66	1%	1%	6	1%	0.34%
Questioning/Unsure	17	0.27%	0.19%	3	0.33%	0.17%
Straight/Heterosexual	6,010	97%	68%	870	95%	49%
Not listed, please specify	53	0.86%	0.60%	27	2.94%	1.52%
Total with Responses (rows above)	6,190		70%	918		52%
Declined/Not Stated	762		9%	341		19%
Not Asked	1,345		15%	236		13%
No Data	591		6.66%	288		16%
Grand Total*	8,880		100%	1,781		100%

*The sexual orientation field in CFAT's client database allows for more than one option to be chosen. The grand total reflects the unique individuals, but sometimes may not equal the sum of the other columns if some individuals selected more than one option.

Gender Identity - Neighborhood Groceries and Meals

Gender Identity	Neighborhood Groceries			Meals		
	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total
Female	5,725	74%	64%	1250	78%	70%
Male	1,954	25%	22%	310	19%	17%
Gender-queer/ Gender Non-binary	6	0.08%	0.07%	1	0.06%	0.06%
Trans Female	7	0.09%	0.08%	0	0%	0%
Trans Male	3	0.04%	0.03%	1	0.06%	0.06%
Not listed, please specify	34	0.44%	0.38%	33	2%	2%
Total with Responses (rows above)	7,729		87%	1,595		90%
Declined/Not Stated	75		1%	144		8%
Not Asked	1076		12.12%	42		2%
No Data	0		0%	0		0%
Grand Total	8,880		100%	1,781		100%

Because GLIDE collects their data differently, it is presented here in a different format.

Sexual Orientation - GLIDE Meals

Sexual Orientation	Responses	% of Total with Responses
LGBTQ+	73	15%
Straight/Heterosexual	355	75%
Unknown	45	10%
Total	473	100%

Gender Identity - GLIDE Meals

Gender Identity	Responses	% of Total with Responses
Woman	208	44%
Man	250	53%
Trans/Non-Binary/Gender Non-Conforming/Gender Queer	12	3%
Unknown	3	0.63%
Total	473	100%

Sexual Orientation - Food Bank Pop-Up Pantries

Sexual Orientation	Responses	% of Total with Responses	% of Grand Total
Bisexual	50	1%	0.27%
Gay/Lesbian/Same-Gender Loving	58	1%	0.32%
Questioning/Unsure	20	0.26%	0.11%
Straight/Heterosexual	7,389	96%	40%
Not listed, please specify	186	2%	1%
Total with Responses (rows above)	7,703		42%
Declined/Not Stated	780		4%
Not Asked	15		0%
No Data	9,801		54%
Grand Total	18,299		100%

Gender Identity – Food Bank Pop-Up Pantries

Gender Identity	Responses	% of Total with Responses	% of Grand Total
Female	11,245	62%	61%
Male	6,890	38%	38%
Gender-queer/Gender Non-binary	5	0.03%	0.03%
Trans Female	3	0.02%	0.02%
Trans Male	2	0.01%	0.01%
Not listed, please specify	27	0.15%	0.15%
Total with Responses (rows above)	18,172		99%
Declined/Not Stated	64		0.35%
Not Asked	63		0.34%
No Data	0		0%
Grand Total	18,299		100%

Sexual Orientation - Farm Trainees, Produce Recipients, and Farm Volunteers

Sexual Orientation	Farm Trainees			Produce Recipients			Farm Volunteers		
	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total
Bisexual	5	5%	3%	12	14%	1%	1	2%	1%
Gay/Lesbian/ Same-Gender Loving	5	5%	3%	3	4%	0%	2	4%	1%
Questioning/Unsure	3	3%	2%	3	4%	0%	0	0%	0%
Straight/Hetero- sexual	75	77%	47%	63	76%	4%	53	95%	37%
Another Sexual Orientation	9	9%	6%	2	2%	0%	0	0%	0%
Total with Responses (rows above)	97		60%	83		6%	56		39%
Declined/Not Stated	32		20%	1346		92%	2		1%
Not Asked	0		0%	16		1%	85		59%
No Data	32		20%	16		1%	0		0%
Grand Total	161		100%	1,461		100%	143		100%

Gender Identity - Farm Trainees, Produce Recipients, and Farm Volunteers

Gender Identity	Farm Trainees			Produce Recipients			Farm Volunteers		
	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total
Female	75	50%	47%	34	30%	2%	40	69%	28%
Male	51	34%	32%	68	60%	5%	12	21%	8%
Gender-queer/ Gender Non-binary	12	8%	7%	11	10%	1%	0	0%	0%
Trans Female	0	0%	0%	0	0%	0%	0	0%	0%
Trans Male	0	0%	0%	0	0%	0%	0	0%	0%
Not listed, please specify	11	7%	7%	0	0%	0%	6	10%	4%
Total with Responses (rows above)	149		93%	113		8%	58		41%
Declined/ Not Stated	11		7%	1321		90%	0		0%
Not Asked	0		0%	16		1%	85		59%
No Data	1		1%	11		1%	0		0%
Grand Total	161		100%	1,461		100%	143		100%

The matrix below describes CFAT’s program experience in SOGI data collection.

FY23-24 Efforts to Promote/Improve SOGI Data Collection	<ul style="list-style-type: none"> As part of procuring a new client management database, the Citywide Food Access Team now has better tools to collect and track SOGI information, as well as report on unduplicated client counts.
Challenges	<ul style="list-style-type: none"> Despite contractual requirements to collect SOGI data, some grantees still do not ask their clients about sexual orientation and gender identity. For instance, 15% of CFAT meal and grocery clients were not asked about their sexual orientation and 11% were not asked about their gender identity.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	<ul style="list-style-type: none"> CFAT staff will reach out to grantees with higher rates of “Didn’t Ask” for these fields, and request that they speak with clients to collect this data.

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.

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.

FCS plans on including services in FY24-25 to help parents understand the importance of SOGIE for youth and how to show acceptance for their sexual orientation and gender expression.

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 FY23-24 (1,168 youth in this group). The second population is all cases opened anytime during FY23-24 (487 youth in this group). The third population is youth who were assessed using the Family Strength and Needs Assessment during FY23-24 (198 unduplicated youth assessed).

For a sizeable majority of youth in all three populations, there is no recorded response. Because of the high level of non-responses conclusions about SOGIE identification among FCS youth cannot be made.

Sexual Orientation - BFS Children and Family Services

Sexual Orientation	Youth Referred			Youth with Opened Child Welfare Case			Youth Assessed using Family Strength and Needs Assessment		
	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total
Asexual	24	11%	2%	4	3%	1%	0	0%	0%
Bisexual	8	4%	1%	16	10%	3%	5	6%	3%
Gay/Lesbian/Same-Gender Loving	4	2%	0.34%	8	5%	2%	2	2%	1%
Pan-sexual	2	1%	0.17%	3	2%	1%	0	0%	0%
Straight/Heterosexual	176	78%	15%	121	79%	25%	68	84%	34%
Not listed	11	5%	1%	2	1%	0.41%	6	7%	3%
Total with Responses (rows above)	225		19%	154		32%	81		41%
Declined/Not Stated	17		1%	8		2%	0		0%
Not Asked	0		0%	0		0%	97		49%
Unable to Determine	926		79%	325		67%	20		10%
Grand Total	1,168		100%	487		100%	198		100%

Gender Identity - BFS Children and Family Services

Gender Identity	Youth Referred			Youth with Opened Child Welfare Case			Youth Assessed using Family Strength and Needs Assessment		
	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total	Responses	% of Total with Responses	% of Grand Total
Female	193	54%	17%	105	56%	22%	94	52%	47%
Male	152	42%	13%	72	38%	15%	81	45%	41%
Gender-queer/Gender Non-binary	7	2%	1%	5	3%	1%	0	0%	0%
Trans	6	2%	1%	4	2%	1%	3	2%	2%
Not listed, please specify	1	0.28%	0.09%	1	0.53%	0.21%	3	2%	2%
Unsure	1	0.28%	0.09%	1	0.53%	0.21%	0	0%	0%
Total with Responses (rows above)	360		31%	188		39%	181		91%
Declined/Not Stated	12		1%	3		1%	0		0%
Not Asked	796		68%	296		61%	17		9%
Grand Total	1,168		100%	487		100%	198		100%

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

FY23-24 Efforts to Promote/Improve SOGIE Data Collection	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Continue to train staff and explain the importance of collecting SOGI information to better the lives, experiences, and possible unique challenges of people within this community. • Improve supervisor oversight and discuss with supervisors the importance of explaining and coaching their staff on the importance of collecting SOGI data, as well as having supervisors check that the SOGIE information is in CWS/CMS.

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 FY23-24 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.

FY23-24 Efforts to Promote/Improve SOGI Data Collection	<ul style="list-style-type: none"> • Continued to provide SOGI training to new SFHSA Program Monitors. • Program Monitors continue to confirm that CBOs are collecting data throughout the year. Not doing so can result in a finding at the annual contract monitoring visits.
Challenges	<ul style="list-style-type: none"> • Nonprofit staff turnover remains high, requiring continual trainings and reminders, and resulting in low compliance rates.
Plans/Strategies to Improve Data Coverage and Quality Going Forward	<ul style="list-style-type: none"> • Continuing partnership with our CBOs; encouraging them to share their skills, train others, and document their SOGI processes internally so that sudden and frequent vacancies do not lead to loss of institutional knowledge and requirements.

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.

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

HSA Contractor SOGI Report
Fiscal Year: 2023-2024

				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	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Admin/ Misc/IT	Mission Economic Development Agency	Immigrant Outreach & Engagement Services 22-25	649	523	81%	3	0.46%	5	0.77%	1	0.15%	11	2%	97	15%	9	1.39%	0	0%
Admin/ Misc/IT	Self Help For The Elderly	Immigrant Outreach & Engagement Services 22-25	36	29	81%	0	0%	0	0%	0	0%	0	0%	7	19%	0	0%	0	0%
Admin/ Misc/IT	Self Help For The Elderly	Immigrant Outreach & Engagement Services 22-25	94	90	96%	0	0%	0	0%	0	0%	0	0%	4	4%	0	0%	0	0%
Admin/ Misc/IT	Self Help For The Elderly	Immigrant Outreach & Engagement Services 22-25	130	119	92%	0	0%	0	0%	0	0%	0	0%	11	8%	0	0%	0	0%
CalFresh	Bay Area Legal Aid	Housing Disability & Advocacy Program (HDAP) Services	371	290	78%	19	5%	21	6%	2	0.54%	6	2%	8	2%	19	5%	6	2%
CalFresh	San Francisco Food Bank	BFS IFA-PFA 22-26	5,309	2,578	49%	36	0.68%	45	0.85%	2	0.04%	105	2%	343	6%	26	0.49%	2,174	41%
CalFresh	San Francisco Food Bank	Calfresh And Medi-Cal Benefits Promotion And Application Assistance FY23-27	5,155	2,331	45%	17	0.33%	23	0.45%	0	0%	14	0.27%	1,884	37%	739	14%	147	3%
CalFresh	San Francisco Food Bank	Mobile Benefits Office Pilot FY23- 25	5	2	40%	0	0%	2	40%	0	0%	0	0%	1	20%	0	0%	0	0%
DAS	Chinatown Community Development Center	Rental Assistance Housing Support Services - 227 Bay St FY19-24	44	18	41%	0	0%	0	0%	0	0%	0	0%	26	59%	0	0%	0	0%
DAS	Chinatown Community Development Center	Rental Assistance Housing Support Services - 990 Pacific Ave FY19-24	91	67	74%	0	0%	1	1%	0	0%	0	0%	23	25%	0	0%	0	0%
DAS	Homebridge	IHSS Contract Mode FY20-25	1,361	916	67%	35	3%	86	6%	2	0.15%	14	1%	251	18%	57	4%	0	0%
DAS	Homerise (Formerly Community Housing Partnership)	Rental Assistance Demonstration-Seniors-1750 McAllister FY19-24	84	80	95%	0	0%	4	5%	0	0%	0	0%	0	0%	0	0%	0	0%
DAS	Homerise (Formerly Community Housing Partnership)	Rental Assistance Demonstration-Seniors-666 Ellis FY19-24	64	59	92%	1	2%	4	6%	0	0%	0	0%	0	0%	0	0%	0	0%

DAS	Mercy Housing California	1760 Bush Street (RAD Phase II Seniors) FY19-24	114	105	92%	0	0%	9	8%	0	0%	0	0%	0	0%	0	0%	0	0%
DAS	Mercy Housing California	1760 Bush Street (RAD Phase II Seniors) FY19-24	230	209	91%	0	0%	21	9%	0	0%	0	0%	0	0%	0	0%	0	0%
DAS	Mercy Housing California	1880 Pine Street (RAD Seniors) FY19-24	202	179	89%	0	0%	23	11%	0	0%	0	0%	0	0%	0	0%	0	0%
DAS	Mercy Housing California	2698 California Street (RAD Phase II Seniors) FY19-24	71	56	79%	0	0%	4	6%	0	0%	0	0%	0	0%	0	0%	11	15%
DAS	Mercy Housing California	345 Arguello Blvd (RAD Seniors) FY19-24	139	70	50%	1	0.72%	4	3%	0	0%	0	0%	0	0%	0	0%	64	46%
DAS	Mercy Housing California	491 31st Ave. (RAD Seniors) FY19-24	142	62	44%	1	0.70%	5	4%	0	0%	0	0%	0	0%	74	52%	0	0%
DAS	Mercy Housing California	JFK Towers (RAD Phase II Seniors) FY19-24	192	186	97%	0	0%	6	3%	0	0%	0	0%	0	0%	0	0%	0	0%
DAS	Tenderloin Neighborhood Development Corp	RAD - 430 Turk FY19-24	92	76	83%	1	1%	12	13%	0	0%	0	0%	3	3%	0	0%	0	0%
DAS	Tenderloin Neighborhood Development Corp	RAD - 939-51 Eddy FY19-24	79	74	94%	1	1%	3	4%	1	1%	0	0%	0	0%	0	0%	0	0%
DAS	Tenderloin Neighborhood Development Corp	RAD - Rosa Parks (1251 Turk) FY19-24	251	218	87%	1	0.40%	4	2%	0	0%	2	0.80%	26	10%	0	0%	0	0%
FCS	Family Builders By Adoption	Adoption and Permanency Services FY22-26	207	84	41%	4	2%	6	3%	9	4%	91	44%	7	3%	6	3%	0	0%
FCS	Family Support Svcs	Respite Care and Training & Recruitment Program for RFA Approved Families FY22-26	45	34	76%	2	4%	0	0%	0	0%	0	0%	6	13%	3	7%	0	0%
FCS	Family Support Svcs	SafeCare Parenting Education FY22-26	61	50	82%	4	7%	0	0%	0	0%	3	5%	4	7%	0	0%	0	0%
FCS	First Place For Youth	Independent Living Skills Program for Foster Youth FY22-26	496	236	48%	38	8%	16	3%	0	0%	42	8%	24	5%	134	27%	6	1%
FCS	Unity Care Group	Housing Services for TAY 21-25	42	30	71%	6	14%	1	2%	1	2%	0	0%	4	10%	0	0%	0	0%
ESSS	Abode Services	CalWORKS Housing Locator, Housing Connector, and Case Management Services FY22-25	474	225	47%	5	1%	0	0%	0	0%	2	0.42%	7	1%	4	0.84%	231	49%
ESSS	Arriba Juntos	Community Jobs Program(CJP) - CalWORKS FY21-25	161	140	87%	7	4%	4	2%	0	0%	0	0%	10	6%	0	0%	0	0%
ESSS	Arriba Juntos	Community Jobs Program (CJP) for Justice Involved for Tay FY21-25	60	54	90%	4	7%	2	3%	0	0%	0	0%	0	0%	0	0%	0	0%

ESSS	Arriba Juntos	Employment Services to Formerly and Currently At-Risk Homeless Individuals FY23-27	81	76	94%	2	2%	1	1%	0	0%	0	0%	2	2%	0	0%	0	0%
ESSS	Arriba Juntos	Transitional Employment For Reengagement And Work Participation Activities Programs FY23-27	361	282	78%	11	3%	3	0.83%	0	0%	7	2%	58	16%	0	0%	0	0%
ESSS	Arriba Juntos	Transitional Empl Support Svc (TESS) for PST FY21-26	180	166	92%	2	1%	8	4%	0	0%	1	0.56%	3	2%	0	0%	0	0%
ESSS	Arriba Juntos	Vocational Immersion VIP-VESL FY23-26	177	175	99%	0	0%	0	0%	0	0%	0	0%	2	1%	0	0%	0	0%
ESSS	Arriba Juntos	Youth Employment Services FY23-26	19	17	89%	0	0%	1	5%	0	0%	0	0%	1	5%	0	0%	0	0%
ESSS	Bay Area Legal Aid	Individualized Legal Support Services (ILSS) FY23-27	100	75	75%	6	6%	4	4%	1	1%	1	1%	4	4%	9	9%	0	0%
ESSS	Catholic Charities	CalWORKS Housing Locator, Housing Connector, and Case Management Services FY22-25	44	42	95%	2	5%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
ESSS	Episcopal Community Svcs Of Sf	Employment Services to Formerly and Currently At-Risk Homeless Individuals FY23-27	145	111	77%	10	7%	10	7%	2	1%	4	3%	8	6%	0	0%	0	0%
ESSS	Five Keys Schools And Programs	Academic Assessment Services For WTW Participants 19-24	22	22	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
ESSS	Goodwill Indust Of SF San Mateo & Marin	Employment Services to Formerly and Currently At-Risk Homeless Individuals FY23-27	25	5	20%	0	0%	0	0%	0	0%	0	0%	20	80%	0	0%	0	0%
ESSS	Hunter's Point Family	Community Jobs Program-Park Stop Program	27	27	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
ESSS	La Casa De Las Madres	Domestic Violence Services to CalWORKs 22-26	256	185	72%	8	3%	2	0.78%	4	2%	0	0%	10	4%	0	0%	47	18%
ESSS	San Francisco Clean City Coalition	Transitional Employment in Urban Maintenance FY22-26	33	27	82%	0	0%	2	6%	0	0%	0	0%	4	12%	0	0%	0	0%
ESSS	San Francisco Lgbt Community Center	Transgender Employment FY22-26	20	2	10%	4	20%	7	35%	0	0%	6	30%	1	5%	0	0%	0	0%
ESSS	Young Community Developers	Community Jobs Program (CJP) for Justice Involved TAY FY21-25	47	45	96%	0	0%	0	0%	0	0%	0	0%	2	4%	0	0%	0	0%
ESSS	Young Community Developers	Community Jobs Program (CJP) Non CalWORKs FY21-25	133	115	86%	2	2%	3	2%	0	0%	0	0%	6	5%	0	0%	7	5%
ESSS	Young Community Developers	Transitional Empl Support Svc (TESS) for PST FY21-26	58	51	88%	1	2%	1	2%	0	0%	0	0%	5	9%	0	0%	0	0%

HSA Contractor SOGI Report
Fiscal Year: 2023-2024

				Gender Identity															
Program Area	Vendor/Agency	Contract	# of Clients Served	Male		Female		Trans Male		Trans Female		Genderqueer /Gender Non-binary		Not Listed		Decline to Answer		Not Asked	
				#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Admin/Misc/IT	Mission Economic Development Agency	Immigrant Outreach & Engagement Services 22-25	649	147	23%	494	76%	0	0%	0	0%	1	0.15%	1	0.15%	2	0.31%	4	1%
Admin/Misc/IT	Self Help For The Elderly	Immigrant Outreach & Engagement Services 22-25	130	39	30%	80	62%	0	0%	0	0%	0	0%	0	0%	11	8%	0	0%
CalFresh	Bay Area Legal Aid	Housing Disability & Advocacy Program (HDAP) Services	371	235	63%	113	30%	4	1%	10	3%	7	2%	0	0%	1	0.27%	1	0.27%
CalFresh	San Francisco Food Bank	BFS IFA-PFA 22-26	5,309	1,396	26%	3,766	71%	1	0.02%	5	0.09%	16	0.30%	16	0.30%	12	0.23%	97	2%
CalFresh	San Francisco Food Bank	CalFresh And Medi-Cal Benefits Promotion And Application Assistance FY23-27	5,155	1,141	22%	2,283	44%	3	0.06%	11	0.21%	4	0.08%	3	0.06%	858	17%	852	17%
CalFresh	San Francisco Food Bank	Mobile Benefits Office Pilot FY23-25	5	2	40%	1	20%	0	0%	1	20%	0	0%	0	0%	1	20%	0	0%
DAS	Chinatown Community Development Center	Rental Assistance Housing Support Services - 227 Bay St FY19-24	44	16	36%	28	64%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
DAS	Chinatown Community Development Center	Rental Assistance Housing Support Services - 990 Pacific Ave FY19-24	91	29	32%	43	47%	0	0%	1	1%	0	0%	0	0%	18	20%	0	0%
DAS	Homebridge	IHSS Contract Mode FY20-25	1,361	829	61%	455	33%	2	0.15%	26	2%	1	0.07%	4	0.29%	10	1%	34	2%
DAS	Homerise (Formerly Community Housing Partnership)	Rental Assistance Demonstration-Seniors-1750 McAllister FY19-24	84	42	50%	42	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
DAS	Homerise (Formerly Community Housing Partnership)	Rental Assistance Demonstration-Seniors-666 Ellis FY19-24	64	36	56%	28	44%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
DAS	Mercy Housing California	1760 Bush Street (RAD Phase II Seniors) FY19-24	230	100	43%	109	47%	4	2%	6	3%	11	5%	0	0%	0	0%	0	0%
DAS	Mercy Housing California	1880 Pine Street (RAD Seniors) FY19-24	202	83	41%	112	55%	2	1%	3	1%	2	1%	0	0%	0	0%	0	0%

DAS	Mercy Housing California	2698 California Street (RAD Phase II Seniors) FY19-24	71	31	44%	40	56%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
DAS	Mercy Housing California	345 Arguello Blvd (RAD Seniors) FY19-24	139	63	45%	75	54%	0	0%	0	0%	1	1%	0	0%	0	0%	0	0%
DAS	Mercy Housing California	491 31st Ave. (RAD Seniors) FY19-24	142	67	47%	73	51%	0	0%	2	1%	0	0%	0	0%	0	0%	0	0%
DAS	Mercy Housing California	JFK Towers (RAD Phase II Seniors) FY19-24	192	78	41%	110	57%	4	2%	0	0%	0	0%	0	0%	0	0%	0	0%
DAS	Tenderloin Neighborhood Development Corp	RAD - 430 Turk FY19-24	92	51	55%	39	42%	1	1%	1	1%	0	0%	0	0%	0	0%	0	0%
DAS	Tenderloin Neighborhood Development Corp	RAD - 939-51 Eddy FY19-24	79	35	44%	44	56%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
DAS	Tenderloin Neighborhood Development Corp	RAD - Rosa Parks (1251 Turk) FY19-24	251	140	56%	108	43%	0	0%	1	0.40%	0	0%	2	1%	0	0%	0	0%
FCS	Family Builders By Adoption	Adoption and Permanency Services FY22-26	207	98	47%	94	45%	6	3%	0	0%	1	0.48%	8	4%	0	0%	0	0%
FCS	Family Support Svcs	Respite Care and Training & Recruitment Program for RFA Approved Families FY22-26	45	1	2%	34	76%	0	0%	0	0%	0	0%	0	0%	6	13%	4	9%
FCS	Family Support Svcs	SafeCare Parenting Education FY22-26	61	16	26%	40	66%	1	2%	0	0%	2	3%	0	0%	2	3%	0	0%
FCS	First Place For Youth	Independent Living Skills Program for Foster Youth FY22-26	496	187	38%	259	52%	0	0%	0	0%	15	3%	35	7%	0	0%	0	0%
FCS	Unity Care Group	Housing Services for TAY 21-25	42	14	33%	24	57%	0	0%	0	0%	0	0%	0	0%	4	10%	0	0%
ESSS	Abode Services	CalWORKS Housing Locator, Housing Connector, and Case Management Services FY22-25	474	117	25%	220	46%	0	0%	0	0%	0	0%	1	0.21%	4	1%	132	28%
ESSS	Arriba Juntos	Community Jobs Program(CJP) - CalWORKS FY21-25	161	20	12%	137	85%	0	0%	0	0%	1	1%	0	0%	3	2%	0	0%
ESSS	Arriba Juntos	Community Jobs Program (CJP) for Justice Involved for Tay FY21-25	60	29	48%	31	52%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

ESSS	Arriba Juntos	Employment Services to Formerly and Currently At-Risk Homeless Individuals FY23-27	81	12	15%	69	85%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
ESSS	Arriba Juntos	Transitional Employment For Reengagement And Work Participation Activities Programs FY23-27	361	52	14%	301	83%	0	0%	0	0%	3	1%	0	0%	5	1%	0	0%
ESSS	Arriba Juntos	Transitional Empl Support Svc (TESS) for PST FY21-26	180	118	66%	60	33%	0	0%	0	0%	0	0%	0	0%	2	1%	0	0%
ESSS	Arriba Juntos	Vocational Immersion VIP-VESL FY23-26	177	34	19%	142	80%	0	0%	0	0%	0	0%	0	0%	1	1%	0	0%
ESSS	Arriba Juntos	Youth Employment Services FY23-26	19	11	58%	8	42%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
ESSS	Bay Area Legal Aid	Individualized Legal Support Services (ILSS) FY23-27	100	33	33%	62	62%	0	0%	2	2%	1	1%	0	0%	0	0%	2	2%
ESSS	Catholic Charities	CalWORKS Housing Locator, Housing Connector, and Case Management Services FY22-25	44	0	0%	44	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
ESSS	Episcopal Community Svcs Of Sf	Employment Services to Formerly and Currently At-Risk Homeless Individuals FY23-27	145	64	44%	72	50%	0	0%	5	3%	2	1%	1	1%	1	1%	0	0%
ESSS	Five Keys Schools And Programs	Academic Assessment Services For WTW Participants 19-24	22	5	23%	17	77%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
ESSS	Goodwill Indust Of S F San Mateo & Marin	Employment Services to Formerly and Currently At-Risk Homeless Individuals FY23-27	25	4	16%	1	4%	0	0%	0	0%	0	0%	0	0%	20	80%	0	0%
ESSS	Hunter's Point Family	Community Jobs Program-Park Stop Program	27	25	93%	2	7%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
ESSS	La Casa De Las Madres	Domestic Violence Services to CalWORKs 22-26	256	9	4%	245	96%	0	0%	0	0%	0	0%	0	0%	2	1%	0	0%
ESSS	San Francisco Clean City Coalition	Transitional Employment in Urban Maintenance FY22-26	33	26	79%	7	21%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

ESSS	San Francisco Lgbt Community Center	Transgender Employment FY22-26	20	1	5%	0	0%	4	20%	5	25%	9	45%	1	5%	0	0%	0	0%
ESSS	Young Community Developers	Community Jobs Program (CJP) for Justice Involved TAY FY21-25	47	20	43%	27	57%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
ESSS	Young Community Developers	Community Jobs Program (CJP) Non CalWORKs FY21-25	133	90	68%	39	29%	0	0%	1	1%	0	0%	0	0%	1	1%	2	2%
ESSS	Young Community Developers	Transitional Empl Support Svc (TESS) for PST FY21-26	58	37	64%	19	33%	0	0%	0	0%	0	0%	0	0%	2	3%	0	0%