



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

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To: Angela Calvillo, Clerk of the Board
Board of Supervisors

From: Rose Johns
Acting Deputy Director of Policy, Planning, and Public Affairs
San Francisco Human Services Agency

Date: August 15, 2025

Subject: HSA Call Recording Annual Surveillance Report

Per Administrative Code Section 19B.6(a), I am submitting the San Francisco Human Services Agency's (SFHSA) Call Recording Annual Surveillance Report.

In 2024, the Board of Supervisors approved SFHSA's surveillance technology policy regarding the use of call recording technology. We use call recording technology at our call centers to record and store audio phone calls to (1) ensure consistent service delivery by conducting quality assurance evaluations and (2) deliver services to clients more efficiently by enabling telephonic signature to access and maintain SFHSA services.

As part of this ordinance, SFHSA is required to submit a surveillance report and include a resolution for the Board of Supervisors to accept the report. The attached report has been reviewed by the Committee on Information Technology (COIT) and is being submitted with their approval.

Please let me know if you have any questions or concerns regarding the report.



Daniel Lurie
Mayor

Trent Rhorer
Executive Director, SFHSA