



SAN FRANCISCO  
HUMAN SERVICES AGENCY

# SFHSA Programs Supporting the LGBTQ+ Cultural Heritage Strategy Recommendations

Land Use and Transportation Committee

July 2022



# Presentation Overview

1. HSA Initiatives Supporting LGBTQ+ Communities:
  - a. Well-being
  - b. Culture
  - c. Opportunities
2. LGBTQ+ Initiatives in response to COVID-19
3. Challenges & Strategies



# This is SFHSA:



2,400 Employees



60+ Community Services



Hundreds of Community Partners



Serving Over 1 in 4 San Franciscans



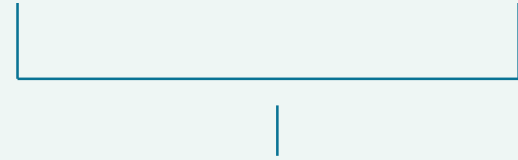
\$1.11 Billion Budget



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# Programs Targeted to LGBTQ+ Communities



# HSA Initiatives Supporting Well-being for LGBTQ+ Communities

- Curry Senior Center and Openhouse programs for transgender and gender nonconforming older adults and adults with disabilities
- Alzheimer's Association's [LGBT Dementia Care Project](#), offering a suite of free trainings to health and social services providers.
- [LGBTQ Care Navigation and Peer Support Programs](#), providing compassionate supportive services for those at risk of isolation.
- Legal Assistance to the Elderly providing tailored services for end of life planning [for LGBTQ+ older adults and adults with disabilities](#)



# HSA Initiatives Supporting Well-being for LGBTQ+ Communities

- Conducted an assessment of the needs of LGBTQ+ older adults and disabled people of color & a COVID-specific survey
- Trained our child welfare staff on **Sexual Health and Wellness for Foster Youth**
- Provide mandatory training to all resource families, and offer intervention and support for parents, to support LGBTQ+ children and youth in the child welfare system



# HSA Initiatives Supporting Well-being for LGBTQ+ Communities

- Instituted LGBTQ+ cultural sensitivity training for all employees across the Human Services Agency.
- Partnered with Openhouse to offer trainings:
  - LGBTQ+ Aging Cultural Humility for DAS service providers.
  - SOGI data collection for all SFHSA service providers



# HSA Initiatives Supporting Opportunities for LGBTQ+ Communities

- SF LGBT Center's Transgender Employment Program (TEP) creates inclusive workplaces and jobs for TGNC individuals





# LGBTQ+ Programming in Response to COVID-19

- Give2SF funds allocated to LGBTQ+ communities:
  - \$75,000 in gift cards distributed for food purchases.
  - SF LGBT Center was lead CBO with sub-grants to El/La Para TransLatinas, TGI Justice Project, & TurnOut.
- **Food coordinator position** within Openhouse created to organize volunteers and connect LGBTQ+ persons with food resources.



# LGBTQ+ Programming in Response to COVID-19

- Funded mental health survey of 500 LGBTQ+ adults age 50+.

During COVID:

- 3x percentage of LGBTQ+ older adults reporting symptoms of depression
  - Over 80% said they felt isolated from others
  - Nearly 65% of respondents felt lonelier than before the pandemic began
  - Mental health counseling was the highest unmet need
- **Mental health telehealth pilot** serving LGBTQ+ older adults and HIV long term survivors
  - Investing in nonprofit staffing to expand and improve service connections





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# Challenges in Reaching LGBTQ+ Residents with HSA Services



# Challenges & Strategies

- Challenge
  - LGBTQ+ consumers **access services at much lower rates** than the overall population.
- Strategy
  - **Strengthening service provider capacity**, with focus and intentionality in providing inclusive services
  - **Launching Online Resource Directory**, which will:
    - Provide information on a broad range of resources and services.
    - Link people directly to services through online referrals.
  - **Customize outreach** to LGBTQ+ population



# Challenges & Strategies

- Challenge:
  - Response rates are still lower for SOGI demographic questions, making it hard to assess true need
- Strategy:
  - Seeking input and continued partnership with LGBTQ+-serving CBOS and leaders on community need and gaps
  - Seeking input and continued partnership with other City departments in increasing our reach to this community and reducing data gaps





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**Thank you!**

**Questions?**

[www.sfhsa.org](http://www.sfhsa.org)

