



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



SAN FRANCISCO HUMAN SERVICES AGENCY
Department of Disability and Aging Services



SAN FRANCISCO HUMAN SERVICES AGENCY
Department of Benefits and Family Support



SAN FRANCISCO HUMAN SERVICES AGENCY



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
- 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.
- COVID-centered survey of LGBTQ+ older adults.
- 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





SAN FRANCISCO
HUMAN SERVICES AGENCY

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





SAN FRANCISCO
HUMAN SERVICES AGENCY

Thank you!

Questions?

www.sfhsa.org

