



January 17, 2024

Ms. Angela Calvillo  
President of the Board  
City and County of San Francisco  
1 Dr. Carlton B. Goodlett Place, Room 244  
San Francisco, CA 94102 – 4689

Dear Ms. Calvillo:

Pursuant to Administrative Code Section 19B.2(b), the San Francisco Human Services Agency (SFHSA) seeks Board of Supervisors approval of a Surveillance Technology Policy regarding the use of call recording technology.

Please find the attached supporting documents:

- Ordinance seeking approval of SFHSA's Surveillance Technology Policy for the use of call recording technology;
- SFHSA's Surveillance Technology Policy; and
- COIT Surveillance Impact Report of SFHSA's Surveillance Technology and recommendation for Board of Supervisor approval.

## **Background**

On March 23, 2023 and June 15, 2023, the Committee on Information Technology ("COIT") and its Privacy and Surveillance Advisory Board conducted two public hearings at which they considered HSA's Surveillance Impact Report for HSA's use of call recording technology and developed a Surveillance Technology Policy for SFHSA's use of call recording technology. On June 15, 2023, COIT voted to recommend that the Board of Supervisors adopt the HSA Surveillance Technology Policy

SFHSA operates telephonic service centers to aid client access to SFHSA supports and services. Following the COVID-19 pandemic, use of telephonic services has increased across SFHSA service centers. SFHSA uses call recording technology at HSA call centers to record and store audio phone calls. HSA will use these recordings to: (1) ensure equitable and consistent service delivery to all of its clients by conducting quality assurance evaluations; and (2) deliver services to its clients more efficiently by enabling telephonic signature to access and maintain HSA services.

Should you have any questions about this policy or ordinance, please do not contact me by email at or phone at (415) 557-6348.

**City and County of San Francisco**

*London Breed, Mayor*



**Human Services Agency**

**Department of Human Services  
Susie Smith, Deputy Director  
Policy, Planning & Public Affairs**

Sincerely,

A handwritten signature in cursive script that reads "Susie Smith".

Susie Smith  
Deputy Director, Policy, Planning & Public Affairs