

File No. 250875 Committee Item No. 3  
Board Item No.

# **COMMITTEE/BOARD OF SUPERVISORS**

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Committee: Rules Committee Date Jan 12, 2026  
Board of Supervisors Meeting Date \_\_\_\_\_

## Cmte Board

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<input type="checkbox"/>	<b>Ordinance</b>
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<input type="checkbox"/>	<b>Budget and Legislative Analyst Report</b>
<input type="checkbox"/>	<b>Youth Commission Report</b>
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<input type="checkbox"/>	<b>Public Correspondence</b>

**OTHER** (Use back side if additional space is needed)

**Completed by:** Victor Young **Date** Jan 8, 2026  
**Completed by:** \_\_\_\_\_ **Date** \_\_\_\_\_

1 [Annual Surveillance Report - Human Services Agency - Call Recording Technology]

2

3 **Resolution approving the Human Services Agency's Annual Surveillance Report for**

4 **call recording technology.**

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6 WHEREAS, Administrative Code, Chapter 19B, Section 19B.2, requires City

7 departments to obtain Board of Supervisors approval by Ordinance of a Surveillance

8 Technology Policy under which the department will acquire and use Surveillance Technology;

9 and

10 WHEREAS, Administrative Code, Chapter 19B, Section 19B.6(a), requires City

11 departments that received approval for the acquisition of Surveillance Technology under

12 Section 19B.2 to submit to the Board of Supervisors and Committee on Information

13 Technology (COIT), and make available on its website, an Annual Surveillance Report for all

14 Surveillance Technology used by the City Department within 12 months of Board approval of

15 the applicable Surveillance Technology Policy, and on or before November 1 every two years

16 thereafter; and

17 WHEREAS, If the Department is unable to meet the deadline, the Department may

18 submit a request to COIT for an extension of the deadline, and COIT may extend the deadline

19 for good cause; and

20 WHEREAS, Each Annual Surveillance Report that City departments submit to the

21 Board of Supervisors shall include a Resolution to accept the report; and

22 WHEREAS, On June 4, 2024, the Board of Supervisors approved Human Services

23 Agency's (HSA) Surveillance Technology Policy for call recording technology, a copy of which

24 is located in File No. 240048; and

1           WHEREAS, On July 28, 2025, HSA submitted its Annual Surveillance Report to COIT  
2 for its call recording technology; and

3           WHEREAS, On July 31, 2025, HSA requested an extension of the deadline for the  
4 submission of its Annual Surveillance Report; and

5           WHEREAS, On July 31, 2025, COIT approved HSA's extension request for good  
6 cause; and

7           WHEREAS, On August 15, 2025, HSA posted its Annual Surveillance Report on its  
8 website; and

9           WHEREAS, On August 15, 2025, HSA submitted its Annual Surveillance Report to the  
10 Board of Supervisors for review and approval; now, therefore, be it

11           RESOLVED, The Board of Supervisors hereby approves HSA's Annual Surveillance  
12 Report for its call recording technology.

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**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

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San Francisco, CA  
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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

# HSA Call Recording Software Biannual Surveillance Report 2025

Fields marked with an asterisk (\*) are required.

## General Description ▾



### **1. Please (a) describe the technology or technologies and (b) make a clear notation of which policy each technology corresponds to.**

This Biannual Review pertains to Human Services Agency (HSA) Call Recording Technology. HSA Call Recording Technology is used to record and store audio recordings from phone calls handled by the HSA call centers. The system is configured to monitor when call center agents are on a call and captures the conversation as an audio wav file. The audio files are stored in a secured on-premises server. Authorized users (call center supervisors/manager) can log into the system to conduct quality assurance (QA) reviews of their staff's interactions with clients or retrieve a needed telephonic (verbal) signature.

### **2. How was the surveillance technology or technologies used by your department during the reporting period?**

**Provide a 3-4 sentence description for each technology listed.**

Call recording technology is primarily used for telephonic (verbal) signature, also known as Telsig. Telsig enables clients to attest to the validity of the info in their applications submitted electronically, during the course of a call with an HSA call center staff, eliminating the need for obtaining ink signatures. The net effect is saving clients and HSA staff time that would otherwise be spent on preparing packets, mailing them, receiving and processing the returned packet. In addition to Telsig, call recording technology is utilized for training and quality assurance (QA) purposes. For this use case, HSA call center supervisors and managers utilize call recordings for performance reviews and coaching.

## Surveillance Technology Goals ▾



### 3. Has the surveillance technology been effective at achieving its identified purpose?

Yes

#### 4. In 4-10 sentences, please explain how the technology has or has not been effective.

Use of call recording has been instrumental in reducing the number of client visits to HSA service centers;. As noted in the answer to the next question, close to 480,000 visits were avoided during the review period. Moreover, this technology has supported staff training, enhanced transparency, and ensured accountability in client interactions. Also as noted in the answer to the next question, call recordings were used in nearly 3,000 cases of employee performance reviews and for coaching purposes. Employees' knowledge of call recordings raises their awareness of being monitored and motivating them to be more mindful of their interactions with the public. This in turn fosters accountability since staff know there is a record of their phone conversations with clients, available to management for review. These effects are hallmarks of the Hawthorne effect in psychology: increase in the performance of people who are being watched and paid attention to.

#### 4.a. Provide quantitative data to support your response. This should include crime statistics for the radius where the technology operates if that was a motivating factor in acquiring the surveillance technology.

During the review period, a total of 427,981 calls were handled by HSA call centers. This number represents the potential number of office visits that were dispositioned through our phone system instead of in-person visits.

In addition, call recordings were used in nearly 3,000 cases for QA and staff training purposes.

## Complaints, Concerns and/or Accidental Receipt of Face Recognition Technology ▾



### 5. How many complaints or concerns has your department received from the public about the surveillance technology?

There have been no complaints or concerns received from the public about the use of HSA call recording technology.

### 6. Please summarize the complaints or concerns which your department received about the surveillance technology.

Not applicable since there were no complaints or concerns received during the review period.

### 7. How many complaints or concerns has your department received from the public about the receipt of information from face recognition technology?

Not applicable; HSA call recording technology is only auditory and does not process any visual information.

### 8. Please summarize the complaints or concerns which your department received about the receipt of information from face recognition technology.

Not applicable; HSA call recording technology is only auditory and does not process any visual information.

## Violations ▾



### 9. Were there any violations of the Surveillance Technology Policy or Surveillance Impact Report, reported through community members, non-privileged internal audits, or through other means in the last year?

No

## Requested Modifications ▾



### **10. Is your department requesting to modify the Surveillance Technology Policy or Policies covered in this report?**

Yes

#### **10.a. List a detailed request of the modification(s), clearly explaining (a) what the request is and (b) why your department is requesting to make this change.**

HSA would like to utilize live call monitoring as an adjunct technology for training as well as quality assurance (QA) purposes. Other changes to be made to the STP are to update contact info on page 16 and to improve its readability. An updated Call Recording STP document has been submitted via email to COIT PSAB and will be submitted for review to the Board of Supervisors soon.

## **Johns, Rose (HSA)**

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**From:** McCaffrey, Edward (ADM)  
**Sent:** Thursday, July 31, 2025 1:44 PM  
**To:** Leontiev, Alex (HSA)  
**Cc:** Toledo, Natalie (HSA); Durbala, Anastasia (HSA); Chrusciel, Julia (ADM)  
**Subject:** Re: HSA Call Recoding Surveillance Technology Biannual Review

Hi Alex,

Thank you for the email. Extension granted of course. Appreciate your proactive outreach and work. We are here if we can be of continued support in any way between now and 8.15.25.

Best,  
Eddie

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Edward J. McCaffrey  
Director, COIT  
City and County of SF

**From:** Leontiev, Alex (HSA) <alexander.leontiev@sfgov.org>  
**Date:** Thursday, July 31, 2025 at 8:11 AM  
**To:** McCaffrey, Edward (ADM) <Edward.Mccaffrey@sfgov.org>  
**Cc:** Toledo, Natalie (HSA) <natalie.toledo@sfgov.org>, Durbala, Anastasia (HSA) <anastasia.durbala@sfgov.org>, Chrusciel, Julia (ADM) <julia.chrusciel@sfgov.org>  
**Subject:** HSA Call Recoding Surveillance Technology Biannual Review

Dear Eddie,

I'm with the HSA IT department, writing to request a two-week extension for submitting the petition for HSA Call Recording Surveillance Technology Biannual Review to the Board of Supervisors. If this extension is granted, our petition will be submitted by EOD Friday August 15<sup>th</sup>. The reason for this request is constrained staff availability due to summer vacations and other priorities.

Thank you for your consideration.

**Alex Leontiev**  
Business Engagement Lead  
Information Technology

**O:** (415) 557-5029

**Office Address:**  
1650 Mission St. 2<sup>nd</sup> Floor

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



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