



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



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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
- 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





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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

