

# Sexual Orientation and Gender Identity Data Collection

## Human Services Agency

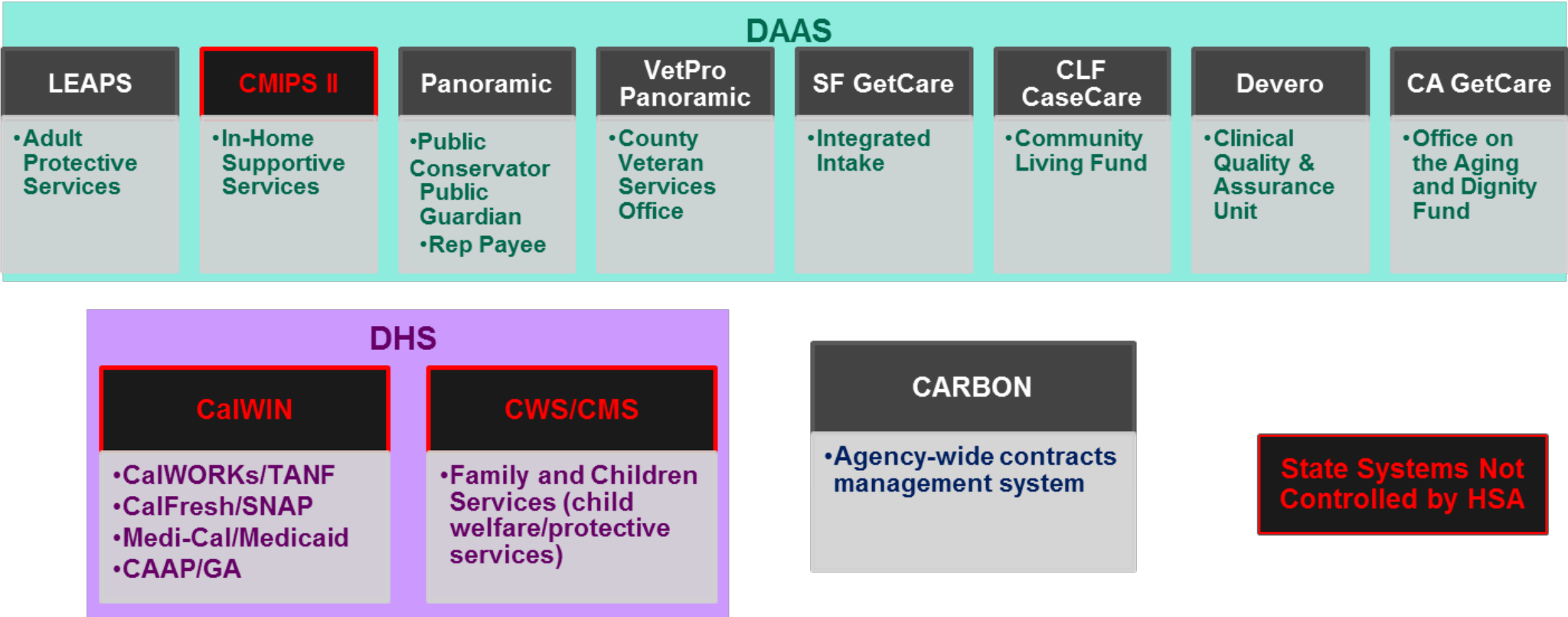
**Board of Supervisors - Government Audit and Oversight Committee**  
**November 7, 2019**



# Presentation Overview

1. Scope of SOGI Data Collection at HSA
2. Highlights of FY18-19 SOGI Report
3. HSA Efforts to Promote LGBTQ Inclusion
4. Overview of Training Efforts at HSA
5. Project to Improve Collection and Use of SOGI Data  
Underway with Controller's CSA City Performance Group

# More than 80 HSA Programs or Contracts Collect SOGI Data Across 11 Computer Systems



## Highlights of FY18-19 SOGI Report



- Quantitative and qualitative data for 80+ HSA programs and contracts
  - Statistical breakdown of SOGI data fields for clients served during F18-19
  - Description of efforts to promote SOGI data collection during FY18-19
  - Explanation of remaining challenges and plans to continue to improve data coverage/quality

## Highlights of FY18-19 SOGI Report (continued)



- F18-19: 1st year SOGI data reported for programs using state-mandated systems and forms:
  - Medi-Cal, CalFresh, CalWORKs & CAAP/GA
  - In-Home Supportive Services
  - Family and Children Services

## Highlights of FY18-19 SOGI Report (continued)

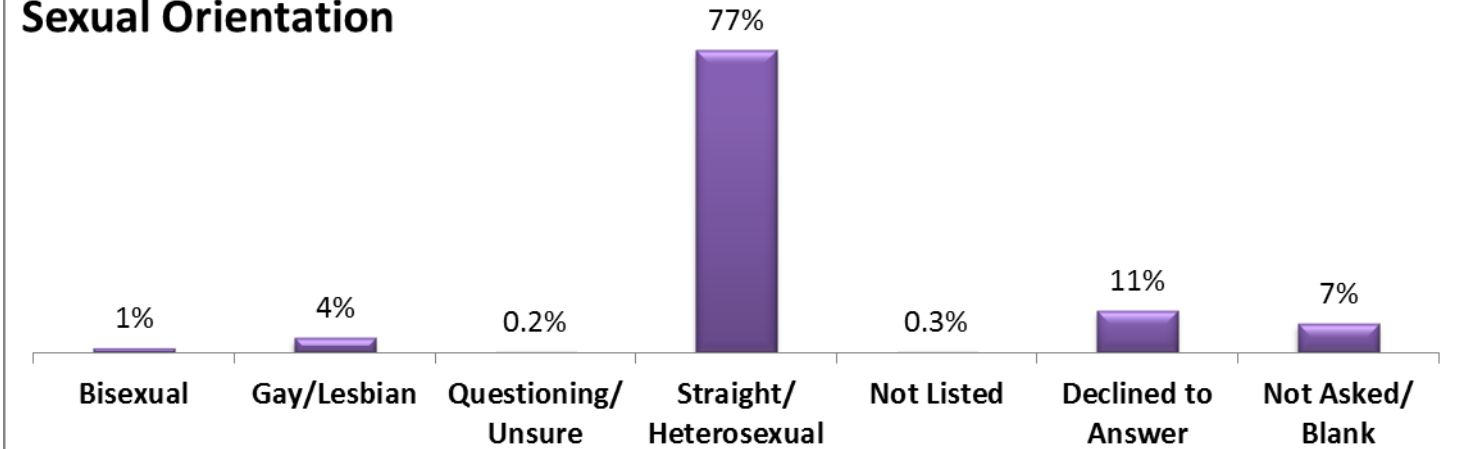
- Contractor data saw marked improvement thanks to...
  - Additional training in collaboration with the Mayor's Office of Transgender Initiatives
  - Mid-year reminders and compliance monitoring
- 100% of Applicable HSA Programs and Contracts Reporting SOGI Data as of FY18-19



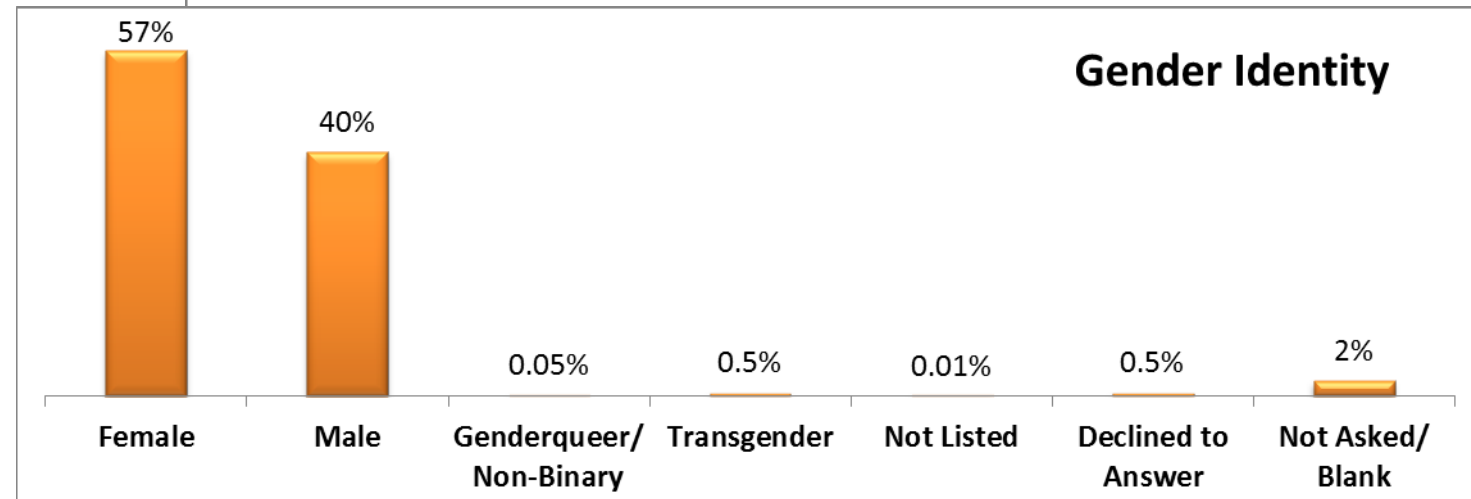
# Highlights of FY18-19 SOGI Report (continued)

- Quantitative** data example for DAAS community-based services (38,692 unduplicated clients across 35 programs)

**Sexual Orientation**



**Gender Identity**



## Highlights of FY18-19 SOGI Report (continued)

- Agency-wide themes from **qualitative** data
  - Need for ongoing training to reinforce procedures, and overcome lingering staff and client wariness
  - Plans to expand quality assurance and review of SOGI data





## DAAS at Forefront of Efforts to Collect and Analyze SOGI Data



- **LGBTQ Aging Task Force**, supported by DAAS, first recommended the SOGI Data Collection Ordinance
- DAAS was **first to provide training and collect SOGI data** at HSA
- DAAS has the **highest SOGI data coverage/quality**, especially within community-based services

## DAAS at Forefront of Efforts to Collect and Analyze SOGI Data



- **LGBTQ Equity Analysis** of DAAS community-based programs analyzed SOGI data and recommended...
  - Expand services tailored to the LGBTQ population and placed at LGBTQ-focused organizations to combat **underrepresentation of LGBTQ persons**
  - Draw on knowledge of community partners serving diverse communities to address **lack of ethnic diversity** among LGBTQ clients
  - Develop and **tailor services** specifically to meet the needs of the **aging and disabled transgender populations**

## Efforts to Promote LGBTQ Inclusion and Address Underrepresentation

- DHS contract with LGBTQ Community Center to fund the **Transgender Employment Program** (TEP)
- DAAS **LGBTQ Cultural Competency Training** delivered to DAAS staff, local service providers and 15 other counties
- DAAS Alzheimer's Association's **LGBTQ Dementia Care Project**
- **Legal and Life Planning Program** for LGBTQ older adults and adults with disabilities (DAAS contract with Legal Assistance to the Elderly)
- DAAS Shanti Project's **Isolation Prevention Services** and **Animal Bonding Services** for isolated LGBTQ seniors and adults with disabilities
- DAAS **LGBTQ Care Navigation and Peer Support Programs** for persons at risk of isolation

## Efforts to Promote LGBTQ Inclusion and Address Underrepresentation (continued)

- **LGBTQ cultural sensitivity training** required for all HSA employees
- Implemented Mayor's **Gender Inclusivity** Executive Directive, including removing gendered language from forms and using client's "Chosen Name"
- Converted all single use bathrooms to **all gender bathrooms**
- Performed detailed review of forms and applications to make them **gender inclusive**
- DAAS provides ongoing support to San Francisco's **LGBTQ Aging Task Force**
- **New DAAS transgender program** led by and serving older transgender persons and transgender persons with disabilities planned for early 2020



# LGBTQ and SOGI Training at HSA



- **LGBTQ cultural sensitivity training required for HSA employees**
- **SOGI training across HSA**
  - Tailored by division, program and/or system
  - Built into new employee induction training
- **Contractor annual mandatory SOGI training**
- **DAAS training**
  - Contract with community partner Openhouse
  - All new DAAS employees and contractors now referred to OTI for SOGI training
- **Training best practices**
  - Partner with subject matter experts to develop and deliver training
  - Blend LGBTQ cultural humility with SOGI training to put purpose of SOGI data collection in context
  - Share expertise and materials across divisions and programs

## Controller's CSA City Performance SOGI Project

- Project Objectives...
  - Establish SOGI-related performance measures and identify desired outcomes for LGBTQ clients
  - Make recommendations for how SOGI data should inform programmatic decisions
  - Identify best practices for collecting SOGI data and conducting meaningful analyses (e.g., determining underrepresentation)
  - Make recommendation for how to efficiently and effectively present and analyze data within HSA's annual SOGI reports



**Thank you!**

**Questions?**

