



Collection of Sexual Orientation and Gender Identity Data: FY17-18 Annual Report

**San Francisco Human Services Agency
City and County of San Francisco**

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BACKGROUND

San Francisco SOGI Data Collection Ordinance

The San Francisco Board of Supervisors passed Ordinance 159-16 on July 26, 2016, which added Chapter 104 (Collection of Sexual Orientation and Gender Identity Data) to the Administrative Code. The ordinance posits that while the City of San Francisco is committed to using data to identify the needs of San Franciscans and evaluates its programs, many of its social services programs do not collect sexual orientation and gender identity (SOGI) information on the clients they serve. As a result, it is difficult to quantify the needs of the lesbian, gay, bisexual, and transgender (LGBT) population. Thus, the purpose of Chapter 104 is “to accelerate the collection and analysis of sexual orientation and gender identity data in order to evaluate how City agencies can better serve the needs of LGBT San Franciscans.”

Below are some key requirements of Chapter 104 of the Administrative Code:

- Starting July 1, 2017, when collecting demographic data from clients, covered departments shall seek to collect and record information about a client’s sexual orientation and gender identity.
- Covered departments must protect unauthorized disclosure of personally identifiable SOGI data and communicate to clients that providing SOGI data is completely voluntary and will have no impact on whether services are provided.
- Contractors and grantees of covered departments are also subject to the ordinance if the contract amount is greater than \$50K per fiscal year.
- Data collection, coding and reporting should be consistent with the Department of Public Health’s “Sexual Orientation Guidelines” and “Sex and Gender Guidelines”.
- Covered departments, with the approval of the City Administrator, may waive the requirements of Chapter 104 in full or in part if they are not feasible or create an undue hardship.
- The City Administrator shall monitor compliance of Chapter 104 and covered departments shall submit an annual report analyzing the SOGI data collected under Chapter 104.

California SOGI Data Collection Law

Roughly a year before San Francisco passed its SOGI data collection ordinance, the State of California passed a very similar law (Assembly Bill 959). AB 959 required SOGI data collection to begin a year later (July 2018 versus July 2017 in San Francisco). The San Francisco Human Services Agency (HSA) is also subject to this state law, given that HSA administers programs under the purview of the covered departments of AB 959.

SOGI Data Collection at HSA

HSA is a large and complex agency comprised of three separate departments. It serves over two hundred thousand San Franciscans across dozens of programs. HSA has an annual budget of over \$900 million that includes a combination of federal, state and city/county funding streams. The impetus for the SOGI data collection ordinance was a recommendation in a 2014 report from the San Francisco LGBT Aging Task Force, which is supported by staff from HSA's Department of Aging and Adult Services (DAAS) and the Human Right's Commission.

HSA is very supportive of the SOGI data collection ordinance and committed to its implementation across its many programs. However, the complexity of the agency and the numerous computer systems used by the various programs translates to a heavy implementation lift. What's more, some HSA programs utilize a statewide or county consortium computer system, which limits the HSA's ability to dictate when and how data collection fields are added to the system. Likewise, some HSA programs utilize a statewide intake form. Fortunately, the California SOGI data collection law means that these statewide/consortium systems and forms must ultimately include SOGI demographic fields. However, some SOGI updates are still in the process of being rolled out and the questions and responses do not exactly match the San Francisco Department of Public Health (DPH) guidelines. While HSA has worked very hard to comply with the ordinance, there is still work to be done in some areas.

FY17-18 Annual Report

The purpose of this report is to serve as HSA's FY17-18 annual report required by the San Francisco SOGI data collection ordinance. Specifically, Chapter 104 calls for each covered department to provide the following information:

1. Analysis of the data collected.
2. Identification of any direct services programs, where the data demonstrate that LGBT individuals are underrepresented or underserved.
3. Description of planned steps to make the programs identified above more accessible to LGBT individuals who are eligible for those services.

The remainder of the report will describe by department and program, the status of SOGI data collection across HSA. To-date efforts and key challenges will be outlined, along with plans or strategies to improve data coverage and quality moving forward. Where SOGI data is available for FY17-18, it will be included. However, coverage and quality of the SOGI data is not yet high enough that HSA can analyze

the extent to which LGBT individuals are under or overrepresented or underserved. Furthermore, to do a sophisticated “equity” or “take up rate” analysis, there would need to be reliable community data (e.g., SOGI data for all of San Francisco with information like income, age, and minor dependents) to estimate the total eligible population. Even so, as the quality of SOGI data across social services program improves over time, it will be useful to analyze which programs are and are not reaching LGBT San Franciscans to identify programmatic gaps and/or opportunities for outreach.

DAAS PROGRAMS

The Department of Aging and Adult Services (DAAS) is charged with planning, coordinating, providing, and advocating for community-based services for older adults and individuals with disabilities. DAAS serves over 50,000 San Franciscans each year. DAAS has been at the forefront of HSA’s efforts to collect SOGI data and better serve the needs of the LGBT community in San Francisco.

Adult Protective Services

The San Francisco Adult Protective Services (APS) program relies on masters-level social workers to investigate allegations of abuse among elders and adults with disabilities, collaborate with criminal justice partners, and conduct short-term intensive case management to facilitate service connections and help stabilize vulnerable individuals.

Below is the data from the computer system (LEAPS) used by APS. APS has done a good job of collecting sexual orientation and gender identity data. There were technical issues with compiling “sex at birth” data before the publication of this report, but the fields are present in the LEAPS system.

SEXUAL ORIENTATION										
Program	Straight/ Heterosexual	Bisexual	Gay/Lesbian/ Same-Gender Loving	Questioning/ Unsure	Not listed, please specify	Declined to answer	Not Asked	Incomplete/ Missing Data	(blank)	Grand Total
Adult Protective Services	2,531	45	241	28	312	110	138	567	1,208	5,180

GENDER IDENTITY										
Program	Male	Female	Trans Male	Trans Female	Genderqueer/ Gender Non- binary	Not listed, please specify	Declined/Not stated	Question Not Asked	(blank)	Grand Total
Adult Protective Services	2,387	2,641	2	20	9	13	11	6	91	5,180

The matrix below contains a summary of the APS' activities, challenges and future plans related to SOGI data collection.

To-Date Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> • APS database updated to capture SOGI data. • APS staff was trained to collect SOGI data in June 2017. • SOGI data is collected at intake and during in-person assessment by APS staff.
Key Challenges	<ul style="list-style-type: none"> • Inconsistencies and delays when requesting SOGI data extracts from the APS database vendor. • Reporters of suspected abuse do not always know the SOGI of alleged victims of abuse. • APS clients do not solicit our services. Because client engagement with APS social workers is voluntary and often unannounced, social workers are not able to collect SOGI data from clients with whom contact cannot be made or those clients who refuse services. • APS staff is concerned that they will lose client engagement, and therefore the opportunity to address abuse, among some older adult populations when SOGI questions are asked. • APS clients do not complete program forms where SOGI data may be collected; written applications are not required for protective services.
Plans/Strategies to Improve Data Coverage and Quality in FY18-19	<ul style="list-style-type: none"> • Additional staff training on SOGI integration/data collection as part of the APS in-person assessment. • Quality Assurance reviews to ensure that APS social workers are asking SOGI questions. • Identify SOGI data collection as a program goal for FY18-19.

In-Home Supportive Services

The In-Home Supportive Services (IHSS) Program is a statewide benefit for Medi-Cal clients with disabilities, whereby clients can receive in-home care. All California IHSS programs utilize a state-controlled computer system (CMIPS II) and application form (SOC 295), so San Francisco cannot dictate the timing or design of SOGI data questions and fields. SOGI data collection began after the close of

FY17-18, so baseline reporting will take place in HSA's FY18-19 SOGI data report. The matrix below summarizes the status of SOGI data collection within San Francisco's IHSS Program.

To-Date Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> • CMIPS database and SOC 295 (IHSS application) were updated and translated to include SOGI questions in August of 2018. • All staff has been trained and began collecting SOGI data in September of 2018.
Key Challenges	<ul style="list-style-type: none"> • Delay in implementation of SOGI questions by the state. • Poor execution of question implementation by the state. Questions are redundant and confusing, but the state is currently fixing issues. • Initial staff resistance. However, after more leadership and management support of staff, resistance seems to have been reduced.
Plans/Strategies to Improve Data Coverage and Quality in FY18-19	<ul style="list-style-type: none"> • Despite no state requirement to collect SOGI data for <i>preexisting</i> clients or update data annually, IHSS has aligned practices with other DAAS programs and will be doing both. • DAAS is implementing an on-going training for new staff. • SF IHSS initiated a system change request that will lead to better question implementation by the state.

Public Guardian, Public Conservator and Representative Payee

The **Public Guardian** (PG) program supports people whose physical and mental limitations make them unable to handle basic personal and financial needs. Public Guardian staff is responsible for managing medical care, placement, and financial resources. The **Public Conservator** (PC) provides mental health conservatorship services for San Francisco residents who are gravely disabled (unable to provide for their food, clothing or shelter) due to mental illness and who have been found by the Court unable or unwilling to accept voluntary treatment. The **Representative Payee** (RP) program provides money management services directly by DAAS staff. This program was developed within the Public Guardian to support high-risk, vulnerable clients who do not require a full conservatorship but require a moderate level of financial support.

Below is the data from the computer system (Panoramic) used by PG, PC, and RP. These DAAS programs have made a start in collecting SOGI data, although data is missing for most FY17-18 "sexual orientation" and "sex at birth" records. The incapacitation challenges faced by PG, PC, and RP clients complicate the ability to collect self-reported SOGI data.

Sexual Orientation							
Program	Gay/Lesbian/ Same-Gender Loving	Straight/ Heterosexual	Not Asked	Decline to answer	Not listed	No Data	Grand Total
Public Guardian	5	33	5	-	-	306	349
Public Conservator	-	-	11	5	1	578	595
Representative Payee	-	-	9	5	1	1,298	1,313

Current Gender						
Program	Female	Male	Other (specified)	Trans Male (specified)	No Data	Grand Total
Public Guardian	161	186	-	-	2	349
Public Conservator	208	383	-	-	4	595
Representative Payee	482	818	4	1	8	1,313

The matrix below contains a summary of activities, challenges and future plans related to SOGI data collection within PG, PC and RP.

To-Date Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> PG/RP/PC: Database is up to date and staff has been trained. PG/RP: SOGI information is requested on intake form. When the form is turned in, it is sent back to the social workers if they have not filled in requested information. PC: Program is working with the local court to incorporate the SOGI requirements into personal data forms (next meeting is 10/5/18). PC: In the process of adding SOGI questions to Permanent Conservatorship Investigation Report.
Key Challenges	<ul style="list-style-type: none"> PG clients have limited capacity and sometimes don't speak. Information sometimes gathered through family members and case managers. RP data is collected by contractors and clients are often not willing or unable to provide information. PC: Collecting SOGI data directly from the client is a challenge since the PC population is deemed gravely disabled and most are diagnosed with psychotic thought disorders and unable/unwilling to provide information.

Plans/Strategies to Improve Data Coverage and Quality in FY18-19

- PG/RP: Will stress with contractors the importance of the SOGI data collection and include highlighted request for information in referral packets.
- PC: Additional SOGI training for influx of new staff during recent months and the newly formed team.
- PC: Referrals will capture SOGI data in a personal data form which will be corroborated at time of Permanent Conservatorship Investigation Report completion, and entered into the database.

Integrated Intake

The DAAS Integrated Intake & Referral Unit was established in 2008 to streamline access to social services and maximize service connections. Through a single call, seniors and adults with disabilities are able to learn about available services throughout the city and also apply for several DAAS services. The Aging and Disability Resource Center (ADRC) network provides one-stop shops for information and assistance services for seniors and younger adults with disabilities. The IHSS Care Transitions Program supports new IHSS applicants who are transitioning back to the community after a hospitalization.

Below is the data from the computer system (SF GetCare) used by Integrated Intake. SOGI data collection is evident, although there are many blank records for clients served during FY17-18, which the program is working to address (see matrix following the raw data).

SEXUAL ORIENTATION										
Program	Straight/ Heterosexual	Bisexual	Gay/Lesbian/ Same-Gender Loving	Questioning/ Unsure	Not listed, please specify	Declined to answer	Not Asked	Incomplete/ Missing Date	(blank)	Grand Total
Aging & Disability Resource Centers	6,796	71	527	9	-	93	40	30	7,013	14,579
DAAS Intake - Information & Referral	756	11	72	5	-	39	18	51	3,024	3,976
DAAS Intake - IHSS Care Transitions Program	706	3	41	4	-	-	36	107	138	1,035

SEX AT BIRTH						
Program	Male	Female	Declined/ Not stated	Question Not Asked	(blank)	Grand Total
Aging & Disability Resource Centers	1,416	1,649	35	9	11,470	14,579
DAAS Intake - Information & Referral	387	377	25	7	3,180	3,976
DAAS Intake - IHSS Care Transitions Program	500	362	68	17	88	1,035

GENDER										
Program	Male	Female	Trans Male	Trans Female	Genderqueer / Gender Non-binary	Not listed, please specify	Declined/ Not stated	Question Not Asked	(blank)	Grand Total
Aging & Disability Resource Centers	5,436	7,194	16	27	5	-	6	1	1,894	14,579
DAAS Intake - Information & Referral	826	1,069	1	4	-	-	1	3	2,072	3,976
DAAS Intake - IHSS Care Transitions Program	610	416	-	4	1	-	-	1	3	1,035

The following matrix contains a summary of activities, challenges and future plans related to SOGI data collection within Integrated Intake.

To-Date Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> Database is up to date. Staff has been trained.
Key Challenges	<ul style="list-style-type: none"> Translations and concerns/fears/confusion from clients. Some data not collected due to type of contact (e.g., outreach contacts may not give demographic info). Instances of staff or contractor staff fear or resistance were minimal and, if presented, addressed through training.
Plans/Strategies to Improve Data Coverage and Quality in FY18-19	<ul style="list-style-type: none"> Ongoing training and monitoring of staff. Change outreach sign-in sheet to include demographic/SOGI questions. Change database to “require” demographic/SOGI fields to be filled in to continue and save in the system.

Community Living Fund

The Community Living Fund (CLF) is focused on preventing unnecessary institutionalization of seniors and adults with disabilities and helping those currently institutionalized transition back to the community if that is their preference. CLF is part of DAAS’ Long Term Care Operations division and services are provided via a contract with the Institute of Aging.

Below is the data from the computer system (CLF CaseCare) used to track CLF clients. The Institute on Aging has excelled at collecting “sexual orientation” and “gender identity” data, but has a higher rate of blank fields for “sex at birth”.

SEXUAL ORIENTATION											
Program	Straight/ Heterosexual	Bisexual	Gay/Lesbian/ Same-Gender Loving	Questioning/ Unsure	Not listed, please specify	Declined to answer	Not Asked	Incomplete/ Missing Date	Unknown	(blank)	Grand Total
Community Living Fund	306	8	41	3	3	15	5	-	4	1	386

SEX AT BIRTH						
Program	Male	Female	Declined/ Not stated	Question Not Asked	(blank)	Grand Total
Community Living Fund	171	113	5	3	94	386

GENDER										
Program	Male	Female	Trans Male	Trans Female	Genderqueer / Gender Non-binary	Not listed, please specify	Declined/ Not stated	Question Not Asked	(blank)	Grand Total
Community Living Fund	218	161	-	4	-	-	-	2	1	386

The matrix below contains a summary of the Community Living Fund's activities, challenges and future plans related to SOGI data collection.

To-Date Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> Database (CLF CASECare) updated with SOGI fields. Staff has been trained.
Key Challenges	<ul style="list-style-type: none"> Database issues. Process issues.
Plans/Strategies to Improve Data Coverage and Quality in FY18-19	<ul style="list-style-type: none"> Working to make improvements to the CLF CaseCare database. Plans for additional/ongoing training.

Clinical Quality & Assurance Unit

The Clinical and Quality Assurance (CQA) unit, part of DAAS' Long Term Care Operations Division, was launched in FY15-16. CQA provides clinical consultations by Registered Nurses and Licensed Clinical Social Workers to serve IHSS and APS consumers with complex clinical needs, including complex medical, nursing and behavioral health needs.

Below is the SOGI data from CQA's web application (Devero). The distribution of data indicates that CQA has made a good start in collecting SOGI data, although the sexual orientation field will hopefully contain fewer "Not Asked" and "blank" fields in the future.

SEXUAL ORIENTATION										
Program	Straight/ Heterosexual	Bisexual	Gay/Lesbian/ Same-Gender Loving	Questioning/ Unsure	Not listed, please specify	Declined to answer	Not Asked	Incomplete/ Missing Data	(blank)	Grand Total
Clinical & Quality Assurance	265	8	25	1	24	44	128	-	68	563

SEX AT BIRTH						
Program	Male	Female	Declined/ Not stated	Question Not Asked	(blank)	Grand Total
Clinical & Quality Assurance	296	259	3	1	4	563

GENDER										
Program	Male	Female	Trans Male	Trans Female	Genderqueer / Gender Non- binary	Not listed, please specify	Declined/ Not stated	Question Not Asked	(blank)	Grand Total
Clinical & Quality Assurance	273	244	1	-	-	-	4	-	41	563

The following matrix contains a summary of activities, challenges and future plans related to SOGI data collection within CQA.

To-Date Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> • SOGI data is being collected in two key ways: (1) via intakes performed by IHSS and APS staff for clients who are eventually referred to the CQA Unit, and (2) during CQA staff consultations with clients. • CQA staff nurses and social workers have been trained in SOGI data collection.
Key Challenges	<ul style="list-style-type: none"> • Client referrals following IHSS and APS intakes are often missing SOGI data; as a result, this data is logged as missing or incomplete in the CQA database. • Although nurses and social workers collect SOGI data during client consultations, they must remember to update a client's demographic information in a different part of the CQA database from the one in which they typically perform their work, and often face technical difficulties in doing so. • The opportunity to update a client's missing SOGI data only occurs when CQA staff can make contact with a client (at present, many clients may be unreachable or have their case withdrawn).

**Plans/Strategies to
Improve Data Coverage
and Quality in FY18-19**

- Train CQA nurses and social workers how to enter SOGI information, once collected.
- Explore technical solutions to data entry challenges with CQA database vendor.

Office on the Aging and Dignity Fund

The Office on the Aging facilitates the provision of almost all DAAS-funded community-based services, including those supported by Older Americans Act funding. The Dignity Fund was passed by voters in 2016, guaranteeing funding to enhance supportive services to help older adults (60+ years old) and adults with disabilities (18 – 59 years old) age with dignity in their own homes and communities.

Below is the SOGI data pulled from CA GetCare, the system used to support the Office on the Aging and new Dignity Fund initiatives. The distribution of data indicates that these programs have made an excellent start in collecting SOGI data.

SEXUAL ORIENTATION											
Program	Straight/ Heterosexual	Bisexual	Gay/Lesbian/ Same-Gender Loving	Questioning/ Unsure	Not listed, please specify	Declined to answer	Not Asked	Incomplete/ Missing Date	Unknown	(blank)	Grand Total
Adult Day Health/Social Care	159		1			8				17	185
Alzheimer's Day	92					3				10	105
Case Management	1,228	23	161	7	7	63	20	26	2	53	1,590
Community Bridge	94		2			8		3		49	156
Community Connector	42				1	5				31	79
Community Service Center Pilots (DF)	668	5	26	3	6	57	6	4		86	861
Community Service Centers	12,671	155	624	19	44	1,080	19	286		928	15,826
Congregate Meals	12,754	136	202	8	20	1,797	23	142		626	15,708
Congregate Meals - AWD	1,150	32	63	2	6	250	4	12		66	1,585
Emergency Short-Term Home Care	101	1	8		1	2	1			53	167
FCSP-Older Adult Care	277	7	101	1	2	15	2	19		121	545
FCSP-Grandchild Care	15							1		3	19
Food Assistance	2,102	11	16	2	21	821	1			2	2,976
HDG	2,194	49	92	3	7	319		6		73	2,743
HDM - AWD	747	41	64	9	12	70	22	36		23	1,024
HDM - ER	422	9	41	5	4	28	7	36		19	571
HDM - Senior	3,970	50	253	8	6	218	23	97	4	89	4,718
Health Promotion	695	7	28		1	37	2	11		147	928
Housing Subsidy	133	15	94	4		9		3		13	271
LGBT Care Navigation	13	21	131	2	7	6				13	193
Money Management	98	3	8			9		9		34	161
NAPIS-Nutrition Counseling	901	13	73	1	1	50	4	21	1	2	1,067
Naturalization Services	38	1								1	40
Nutrition and Support (DF)	31					2				3	36
Nutrition Counseling-Non NAPIS	26	2	1		1	3				2	35
Nutrition Education SFL	383	7	9			52	1	6		19	477
ReServe-Employment Services	33	1	16			5		1		26	82
Respite Care (DF)	76		1			5	1	5		6	94
Senior Companion Program	14	1	1								16
Senior Empowerment	81		4			6				14	105
SF Connected	1,032	16	32		1	90	2	20		733	1,926
Technology and Connections at Home (DF)	9	2	3								14
Transportation	31		2			1				17	51
Veterans Service Connect (DF)	135	5	8			16		1		2	167
Village Model	307	4	31	1		12		21		193	569
Unduplicated Client Count	27,703	415	1,405	43	104	3,729	105	578	5	3,174	37,261

SEX AT BIRTH						
Program	Male	Female	Declined/ Not stated	Question Not Asked	(blank)	Grand Total
Adult Day Health/Social Care	67	112			6	185
Alzheimer's Day	41	61			3	105
Case Management	826	743	10	4	7	1,590
Community Bridge	26	103	2		25	156
Community Connector	12	53			14	79
Community Service Center Pilots (DF)	417	375	11		58	861
Community Service Centers	5,899	9,448	99	19	361	15,826
Congregate Meals	6,250	9,229	90	13	126	15,708
Congregate Meals - AWD	842	703	17		23	1,585
Emergency Short-Term HC	78	88			1	167
FCSP-Older Adult Care	172	358	1	2	12	545
FCSP-Grandchild Care	1	17			1	19
Food Assistance	839	1,926	143	43	25	2,976
HDG	989	1,666	27	38	23	2,743
HDM - AWD	631	373	13	2	5	1,024
HDM - ER	322	225	16	6	2	571
HDM - Senior	2,379	2,291	29	11	8	4,718
Health Promotion	164	674	1	1	88	928
Housing Subsidy	167	93	1	1	9	271
LGBT Care Navigation	143	38			12	193
Money Management	100	50	1		10	161
NAPIS-Nutrition Counseling	555	501	7	2	2	1,067
Naturalization Services	14	26				40
Nutrition and Support (DF)	16	16	1	3		36
Nutrition Counseling-Non NAPIS	19	16				35
Nutrition Education SFL	133	335	3		6	477
ReServe-Employment Services	29	34			19	82
Respite Care (DF)	22	70		2		94
Senior Companion Program	10	6				16
Senior Empowerment	28	73			4	105
SF Connected	576	806	7	2	535	1,926
Technology and Connections at Home (DF)	8	6				14
Transportation	17	22			12	51
Veterans Service Connect (DF)	159	7	1			167
Village Model	140	361	3		65	569
Unduplicated Client Count	14,819	20,558	389	113	1,382	37,261

GENDER										
Program	Male	Female	Trans Male	Trans Female	Genderqueer / Gender Non-binary	Not listed, please specify	Declined/ Not stated	Question Not Asked	(blank)	Grand Total
Adult Day Health/Social Care	68	112							5	185
Alzheimer's Day	41	61							3	105
Case Management	824	751	3	6	1				5	1,590
Community Bridge	26	105					1		24	156
Community Connector	12	54							13	79
Community Service Center Pilots (DF)	421	405	1	7	1	1	6		19	861
Community Service Centers	5,938	9,560	19	29	5	2	37	10	226	15,826
Congregate Meals	6,246	9,269	19	23	3	1	81	1	65	15,708
Congregate Meals - AWD	835	703	6	10			14		17	1,585
Emergency Short-Term HC	78	88							1	167
FCSP-Older Adult Care	171	358	1	1	3		1		10	545
FCSP-Grandchild Care	1	17							1	19
Food Assistance	891	2,076	2	1			5		1	2,976
HDG	1,003	1,703	4	11	3		4		15	2,743
HDM - AWD	615	381	5	10	4		5	1	3	1,024
HDM - ER	331	233			2		2	2	1	571
HDM - Senior	2,386	2,307	8	16				1		4,718
Health Promotion	172	699		1					56	928
Housing Subsidy	164	92	1	7	1				6	271
LGBT Care Navigation	134	36	2	8		1			12	193
Money Management	99	51	1	1					9	161
NAPIS-Nutrition Counseling	553	503	3	6			1	1		1,067
Naturalization Services	14	26								40
Nutrition and Support (DF)	17	17		1			1			36
Nutrition Counseling-Non NAPIS	18	16			1					35
Nutrition Education SFL	133	338							6	477
ReServe-Employment Services	29	34					1		18	82
Respite Care (DF)	21	71							2	94
Senior Companion Program	10	6								16
Senior Empowerment	27	74							4	105
SF Connected	596	847	1	3	2		3		474	1,926
Technology and Connections at Home (DF)	8	6								14
Transportation	17	22		1					11	51
Veterans Service Connect (DF)	157	8	1		1					167
Village Model	143	364	1				2		59	569
Unduplicated Client Count	14,949	20,961	54	97	15	2	145	13	1,025	37,261

The following matrix contains a summary of activities, challenges and future plans related to SOGI data collection across the Dignity Fund programs.

To-Date Efforts to Comply with SOGI Data Collection Ordinance

- Database is up to date, all DAAS staff has been trained.
- Training has also been delivered to CBO contractor staff.

Key Challenges

- Some translation challenges arose, particularly with Chinese language translations, but these have been resolved.
- Episodes of staff or contractor staff fear or resistance were minimal and, if presented, addressed through training.

Plans/Strategies to Improve Data Coverage and Quality in FY18-19

- Program Analysts have provided and will continue to provide technical assistance to contractors to address data collection issues.
- Ongoing in-person trainings will be available monthly for new DAAS and CBO contractor staff.
- Working with database provider to develop new auditing tools to allow CBO contractors to most efficiently review their own data completion rates.

County Veteran Services Office

The County Veterans Service Office (CVSO) is a locally-funded service program that assists veterans and their families in accessing U.S. Department of Veterans Affairs benefits and entitlements, such as service-connected disability benefits and education benefits.

Below is the SOGI data from the computer system (VetPro Panoramic) used to track CVSO clients. The CVSO made a start in collecting sexual orientation and sex at birth data. Gender identity data was also collected but there was a technical issue with pulling that data (the database vendor was still working on resolving the issue at the time of this report).

SEXUAL ORIENTATION										
Program	Straight/ Heterosexual	Bisexual	Gay/Lesbian/ Same-Gender Loving	Questioning/ Unsure	Not listed, please specify	Declined to answer	Not Asked	Incomplete/ Missing Date	(blank)	Grand Total
CVSO	255	-	4	-	-	-	22	2	1,166	1,449

SEX AT BIRTH						
Program	Male	Female	Declined/ Not stated	Question Not Asked	(blank)	Grand Total
CVSO	1,170	86	0	2	191	1,449

The following matrix contains a summary of activities, challenges and future plans related to SOGI data collection within the CVSO.

To-Date Efforts to Comply with SOGI Data Collection Ordinance

- SOGI fields were added to database (VetPro Panoramic).
- All CVSO staff has been trained in SOGI data collection.

Key Challenges	<ul style="list-style-type: none"> • Current understaffing at the CVSO has contributed to challenges in logging SOGI and other data in the database, despite having collected this information from clients. • CVSO veteran representatives often see repeat clients for whom demographic data has already been collected prior to the development of SOGI data fields. Because not all client services are in-person or over the phone (for example, clients are considered “served” by the CVSO if the US Department of Veterans Affairs shares updated awards documentation with the CVSO), CVSO staff do not always have the opportunity to collect self-reported SOGI information. • Technical challenges in extracting existing SOGI data from the database vendor for reporting and aggregate analysis.
Plans/Strategies to Improve Data Coverage and Quality in FY18-19	<ul style="list-style-type: none"> • CVSO will be onboarding new veteran representatives in the coming months. They will receive SOGI training as part of this onboarding process. • Review of CVSO staff data collection and documentation procedures to improve completeness of SOGI data, and subsequent staff training. • Collaboration with database vendor to improve reporting on SOGI data that is being collected by CVSO staff.

DHS ECONOMIC SUPPORT & SELF-SUFFICIENCY PROGRAMS

HSA’s Department of Human Services’ (DHS) Economic Support & Self-Sufficiency (ESSS) Division operates the core social services programs of county welfare departments: CalWORKs (cash aid for families), CalFresh (food assistance), Medi-Cal (Medicaid health insurance), CAAP (cash aid for single adults), and Workforce Development (employment services). Together these programs serve over 200,000 San Franciscans. ESSS uses the CalWIN case management information system to administer these programs. CalWIN is jointly funded and managed by a consortium of 18 California counties. Therefore, San Francisco cannot control the design of the SOGI fields. Thanks to the California SOGI data collection law, CalWIN added SOGI fields during FY17-18. These fields do not exactly match the San Francisco DPH guidelines but are very close.

Even though the SOGI fields already exist in CalWIN, ESSS workers cannot start populating them until the California Department of Social Services (CDSS) issues a client intake form to solicit the information from the client. CDSS is in the process of developing a supplemental demographic form that will include SOGI questions. DHS is waiting for the official version of the form and translations to be issued

(hopefully before the end of 2018) and is preparing to roll out training to coincide with the launch of the new form and official start of SOGI data collection. The matrix below provides a summary of to-date efforts, key challenges, and plans for SOGI data collection within the DHS ESSS Programs.

To-Date Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> • SOGI fields added to the CalWIN system at the beginning of FY17-18. • HSA's Learning & Development Division provided train-the-trainer style SOGI training to key program staff in 2017.
Key Challenges	<ul style="list-style-type: none"> • CalWIN system is controlled by a consortium of counties; therefore, San Francisco could not control the timing and design of the SOGI fields. • ESSS is still waiting for the state (CDSS) to issue a supplemental demographic form that will include the voluntary SOGI questions. SOGI data collection will begin once this form is available.
Plans/Strategies to Improve Data Coverage and Quality in FY18-19	<ul style="list-style-type: none"> • HSA Learning & Development is planning to roll-out a new round of train-the-trainer sessions once the official SOGI demographics form/questionnaire and associated translations are issued by CDSS. • Data collection will begin midway through FY18-19 so an analysis of the coverage and quality of data collected will be assessed as part of the next annual report.

DHS FAMILY AND CHILDREN SERVICES

DHS also houses San Francisco's county child welfare services within its Family and Children Services (FCS) Program. FCS protects children from abuse and neglect and finds permanency for children through reunification, legal guardianship, or adoptions. FCS conducts investigations and provides case management for families and for children living at home and in foster care. FCS uses a statewide computer system called the Child Welfare Services Case Management System (CWS/CMS). SOGI fields were not added to CWS/CMS until in the spring of 2018, so data for FY17-18 is not available.

The matrix below summarizes the status of SOGI data collection within the FCS Program.

To-Date Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> • FCS Program leadership affirmed their support of the state and local SOGI data collection ordinances. • SOGI fields were added to the state CWS/CMS database in spring of 2018 (San Francisco could not control the timing or exact design of the fields). • FCS developed policies and procedures for populating SOGI fields in July 2018. • FCS arranged for an all-day training for its staff delivered by California Youth Connections in August 2018. The training covered SOGI data collection and how many LGBTQ youth have the added layer of trauma that comes with being rejected or mistreated because of their sexual orientation, gender identity or gender expression.
Key Challenges	<ul style="list-style-type: none"> • Still work to be done to institutionalize policies and procedures around confidentiality of SOGI data, so information is not inappropriately shared with parents or foster parents. • Issue of minor consent and shaping age-appropriate protocols for collecting SOGI data from minors. • Overcoming staff fears and wariness, and ensuring SOGI information is collected with sensitivity.
Plans/Strategies to Improve Data Coverage and Quality in FY18-19	<ul style="list-style-type: none"> • Data Quality Assurance team will periodically monitor data quality of SOGI fields. • FCS plans to have additional staff training. Current thinking is that a shorter training more focused on SOGI data collection may make sense (versus the all-day training like the one offered this summer).

CONTRACTOR-OPERATED PROGRAMS

HSA has over 200 contracts with numerous non-profits. Many contractors collect demographic data and are therefore subject to San Francisco's SOGI data collection ordinance. Some contractors collect client-level data through an HSA system, so this data would be reflected in a preceding program-specific section of this report. The remaining contractors use HSA's contract management system, CARBON, to report aggregate SOGI data. This system was modified to flag whether contracts are required to report aggregate SOGI data in CARBON, which allows for sending targeted reminders and compliance tracking. A mechanism for submitting and reporting SOGI data was also added to CARBON's functionality.

The aggregate SOGI data submitted by contractors for FY17-18 can be found within the **Appendix** of this report. The rows with no data indicate that HSA was expecting the contractor to submit SOGI data for

FY17-18, but they failed to do so. HSA is providing additional training and follow-up with contractors to confirm whether they actually should report aggregate SOGI data in CARBON. Some may end up being exempt because they do not collect any demographic data, or submits client-level data through another HSA system.

The matrix below summarizes the status of SOGI data collection by HSA's contractor-operated programs.

To-Date Efforts to Comply with SOGI Data Collection Ordinance	<ul style="list-style-type: none"> • Notice of SOGI requirements and training information sent to contractors via CARBON in 2017. • SOGI Data Collection Information Sessions held April 24, 2017 and May 1, 2017. • Translations of questions sent to vendors. • Contract management system (CARBON) was modified to include a "SOGI Data Collection" flag and mechanism for submitting annual aggregate SOGI data. CARBON system also used to send reminders to contractors about collecting and submitting SOGI data. • SOGI refresher workshop for WTW contractors at their quarterly meeting in Born Auditorium. • Check-in with Program Monitors at Contract Meetings. • Reminders sent to contractors to submit data for FY 17-18. • SOGI collection requirement discussed by Program Monitors at Annual Site Visits.
Key Challenges	<ul style="list-style-type: none"> • The need for additional training to help contractors not only understand the need for the data, but best practices to utilize when asking/collecting this data. • Confusion over whether contractor should report aggregate SOGI data in CARBON.
Plans/Strategies to Improve Data Coverage and Quality in FY18-19	<ul style="list-style-type: none"> • Collaborated with the Mayor's Office of Transgender Initiatives to conduct additional SOGI trainings. First training held 9/20/18. Second training scheduled for 10/11/18. • Review list of contracts to verify accuracy of "SOGI Data Collection" flag in CARBON. • Provide midyear email reminders via CARBON and Contractor meetings.

CONCLUSION

HSA would like to reiterate its support for SOGI data collection as championed by the Board and Supervisors and many City Departments (especially DPH and DAAS). HSA is aware that LGBT citizens face disproportionately higher rates of poverty, suicide, homelessness, isolation, substance abuse and violence. Accurate data is essential to inform the design and delivery of critical social service programs to better serve this vulnerable population. HSA views SOGI data collection as part of a broader strategy of embracing and understanding the full diversity of its residents.

FY17-18 SOGI Data File

As part of this Annual Report, HSA has compiled a master Excel file containing all the aggregate SOGI data included in this report. The data file will be sent along with this report to the Office of Transgender Initiatives and the City Administrator to facilitate additional analysis and/or comparison of SOGI data from across the City of San Francisco.

Thank you for your time and attention in reviewing this report. HSA welcomes any follow-up questions or input related to the agency's efforts to collect SOGI data and better serve the needs of San Francisco's LGBT community.

SOGI Contact at HSA:

Candace Thomsen
Policy and Planning Unit
(415) 524-3234
candace.thomsen@sfgov.org

APPENDIX: SOGI Data from HSA Contract Management System (CARBON)

HSA Contractor SOGI Report Fiscal Year: 2017-2018				Sexual Orientation															
				Straight/ Heterosexual		Bisexual		Gay/ Lesbian		Questioning/ Unsure		Not Listed		Decline to Answer		Not asked		Incomplete	
Program Area	Vendor/Agency	Contract	# of Clients Served	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Admin/ Misc/IT	JUMP TECHNOLOGY SERVICES	APS Automated Client Tracking Sys. FY17-20	5,172	2,483	48%	45	1%	227	4%	28	1%	306	6%	110	2%	130	3%	1,843	36%
CalFresh	SAN FRANCISCO FOOD BANK	CalFresh Outreach Renewal																	
CalFresh	SAN FRANCISCO FOOD BANK	DHS - Immigrant Food Assistance (IFA) / Pantry Food Assistance (PFA)																	
CalFresh	SAN FRANCISCO FOOD BANK	DHS Emergency Food Box (EFB) Renewal																	
DAAS	ASIAN AMERICANS ADVANCING JUSTICE - ASIAN LAW CAUCUS	Legal Services 18-19 Older Adults																	
DAAS	HOMEBRIDGE	Contract Mode & Training	1,202	742	62%	19	2%	70	6%	7	1%	9	1%	95	8%	237	20%	23	2%
DAAS	INDEPENDENT LIVING RESRC CENTER OF S F	Community Services																	
DAAS	JEWISH FAMILY AND CHILDREN'S SERVICES	Naturalization	35	25	71%	0	0%	6	17%	-	0%	-	0%	4	11%	-	0%	-	0%
DAAS	LEGAL ASSISTANCE TO THE ELDERLY INC	Legal Services Program for Health-Related Law	21	14	67%	0	0%	-	0%	-	0%	-	0%	7	33%	-	0%	-	0%
DAAS	LEGAL ASSISTANCE TO THE ELDERLY INC	Life Planning Legal Service Program for LGBT Older Adults and AWD	55	-	0%	3	5%	49	89%	-	0%	3	5%	-	0%	-	0%	-	0%
DAAS	MERCED RESIDENTIAL CARE	Emergency Bed Placement																	
DAAS	ON LOK DAY SERVICES	ADRC + I&A																	
DAAS	ON LOK DAY SERVICES	ENP Congregate Meals																	
DAAS	SAN FRANCISCO SENIOR CENTER	ADRC + I&A																	
DAAS	SELF HELP FOR THE ELDERLY	Health Insurance Counseling and Advocacy Program (HICAP)	2,086	1,928	92%	4	0%	42	2%	-	0%	-	0%	111	5%	-	0%	1	0%
DAAS	SF IN-HOME SPPRTIV SVCS (IHSS) PUBL AUTH	Emergency On-Call IHSS																	
DAAS	SF IN-HOME SPPRTIV SVCS (IHSS) PUBL AUTH	IHSS IP Mode PA Admin, Health, Dental Community Services Program Pilot (Dignity Fund)	76	72	95%	0	0%	4	5%	-	0%	-	0%	-	0%	-	0%	-	0%
DAAS	STEPPINGSTONE	ADRC																	
DAAS	TOOLWORKS INC	ADRC																	
FCS	ASPIRANET	Permanency Assessments																	
FCS	COMMUNITY WORKS WEST, INC	Visitation & Support Services for Incarcerated Parents																	
FCS	FAMILY BUILDERS BY ADOPTION	Adoption and Permanency Services	63	38	60%	1	2%	2	3%	3	5%	1	2%	-	0%	18	29%	-	0%
FCS	FAMILY SUPPORT SVCS	Respite Care and Training & Recruitment Program for RFA Approved Families																	
FCS	FAMILY SUPPORT SVCS	SafeCare Parenting Education																	

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HSA Contractor SOGI Report Fiscal Year: 2017-2018				Sexual Orientation															
				Straight/ Heterosexual		Bisexual		Gay/ Lesbian		Questioning/ Unsure		Not Listed		Decline to Answer		Not asked		Incomplete	
Program Area	Vendor/Agency	Contract	# of Clients Served	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
FCS	FIRST PLACE FOR YOUTH	Independent Living Skills Program for Foster Youth	371	115	31%	5	1%	2	1%	2	1%	-	0%	3	1%	175	47%	69	19%
FCS	HUCKLEBERRY YOUTH PROGRAMS, INC	Crisis Intervention & Case Management for CSEC/YA																	
FCS	SENECA FAMILY OF AGENCIES	East Bay Visitation Center																	
FCS	ST VINCENT DE PAUL SOCIETY	Domestic Violence Intervention Services																	
WTW	ARRIBA JUNTOS - IAL	Clean Streets Transitional Employment Services 15-18	128	122	95%	2	2%	4	3%	-	0%	-	0%	-	0%	-	0%	-	0%
WTW	ARRIBA JUNTOS - IAL	Employment Services to Formerly and Currently At-Risk Homeless Individuals	18	17	94%	0	0%	1	6%	-	0%	-	0%	-	0%	-	0%	-	0%
WTW	ARRIBA JUNTOS - IAL	HUD HEC																	
WTW	ARRIBA JUNTOS - IAL	Transitional Empl Support Svc (TESS) for IPO																	
WTW	ARRIBA JUNTOS - IAL	Transitional Empl Svc (CJP/CJP1) 16-19	684	524	77%	32	5%	7	1%	-	0%	4	1%	26	4%	45	7%	46	7%
WTW	ARRIBA JUNTOS - IAL	VESL-VIP-Rapid Response 16-18																	
WTW	ARRIBA JUNTOS - IAL	WTW - Transitional Empl for Re-Engagement 18-21	824	274	33%	19	2%	3	0%	-	0%	-	0%	12	1%	497	60%	19	2%
WTW	ARRIBA JUNTOS - IAL	Youth Employment Services II	92	84	91%	6	7%	2	2%	-	0%	-	0%	-	0%	-	0%	-	0%
WTW	BAY AREA LEGAL AID	Client Advocacy, Legal Barriers to Employment Program	198	60	30%	3	2%	4	2%	-	0%	1	1%	10	5%	-	0%	120	61%
WTW	CENTER ON JUVENILE AND CRIMINAL JUSTICE	HUD HEC																	
WTW	COMMUNITY HOUSING PARTNERSHIP	Employment Services to Formerly and Currently At-Risk Homeless Individuals	16	14	88%	1	6%	1	6%	-	0%	-	0%	-	0%	-	0%	-	0%
WTW	COMMUNITY HOUSING PARTNERSHIP	SNAP to Skills	31	25	81%	0	0%	3	10%	-	0%	1	3%	2	6%	-	0%	-	0%
WTW	DRESS FOR SUCCESS	DRESS FOR SUCCESS																	
WTW	EPISCOPAL COMMUNITY SVCS OF S F INC	Employment Services to Formerly and Currently At-Risk Homeless Individuals	21	16	76%	1	5%	4	19%	-	0%	-	0%	-	0%	-	0%	-	0%
WTW	EPISCOPAL COMMUNITY SVCS OF S F INC	HUD CHEFS Grant																	
WTW	EPISCOPAL COMMUNITY SVCS OF S F INC	Vocational and Employment Services 14-17																	
WTW	GOODWILL INDUST OF S F SAN MATEO & MARIN	Employment Services to Formerly and Currently At-Risk Homeless Individuals	4	-	0%	3	75%	-	0%	-	0%	-	0%	1	25%	-	0%	-	0%
WTW	HAMILTON FAMILIES	Housing Locator and Connector Services to CW Participants 16-20	136	67	49%	0	0%	-	0%	-	0%	-	0%	6	4%	48	35%	15	11%

APPENDIX: SOGI Data from HSA Contract Management System (CARBON)

HSA Contractor SOGI Report Fiscal Year: 2017-2018				Sexual Orientation															
				Straight/ Heterosexual		Bisexual		Gay/ Lesbian		Questioning/ Unsure		Not Listed		Decline to Answer		Not asked		Incomplete	
Program Area	Vendor/Agency	Contract	# of Clients Served	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
WtW	LA CASA DE LAS MADRES	Domestic Violence Services to CalWORKs	211	106	50%	5	2%	2	1%	-	0%	2	1%	9	4%	-	0%	87	41%
WtW	LARKIN STREET YOUTH SERVICES	Youth Employment Services II	56	40	71%	7	13%	4	7%	-	0%	-	0%	1	2%	-	0%	4	7%
WtW	MISSION HIRING HALL	HUD SF Training Partnership																	
WtW	RICHMOND AREA MULTI-SERVICES (RAMS)	CalWORKs Pre-Vocational Services																	
WtW	RICHMOND AREA MULTI-SERVICES (RAMS)	CalWORKs Pre-Vocational Services	263	81	31%	11	4%	3	1%	1	0%	1	0%	6	2%	160	61%	-	0%
WtW	RICHMOND AREA MULTI-SERVICES (RAMS)	PAES Pre-Vocational Services FY16-18																	
WtW	SAN FRANCISCO CLEAN CITY COALITION	Employment Training 16-18	27	24	89%	0	0%	1	4%	-	0%	1	4%	1	4%	-	0%	-	0%
WtW	SAN FRANCISCO CLEAN CITY COALITION	Neighborhood Beautification & Transitional Empl Svc 18-19	9	9	100%	0	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	SAN FRANCISCO CLEAN CITY COALITION	Neighborhood Beautification 17-18 Renewal	9	9	100%	0	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	SAN FRANCISCO COMMUNITY COLLEGE DISTRICT	Work Study Program- CalWORKS	228	198	87%	0	0%	-	0%	-	0%	-	0%	30	13%	-	0%	-	0%
WtW	SAN FRANCISCO COMMUNITY COLLEGE DISTRICT	Work Study Program- CalWORKS																	
WtW	SAN FRANCISCO LGBT COMMUNITY CENTER	Transgender Employment	79	5	6%	14	18%	14	18%	2	3%	13	16%	8	10%	-	0%	23	29%
WtW	SELF HELP FOR THE ELDERLY	Light Duty Community Services	1,792	55	3%	1	0%	7	0%	-	0%	3	0%	8	0%	1,718	96%	-	0%
WtW	SWORDS TO PLOWSHARES	HUD HEC																	
WtW	YOUNG COMMUNITY DEVELOPERS	Clean Streets Transitional Employment Services 15-18	135	99	73%	0	0%	1	1%	-	0%	34	25%	-	0%	-	0%	1	1%
WtW	YOUNG COMMUNITY DEVELOPERS	Transitional Empl Support Svc (TESS) for PST																	
WtW	YOUNG COMMUNITY DEVELOPERS	Transitional Empl Svc (CJP/CJP1) 16-19	495	196	40%	9	2%	3	1%	3	1%	1	0%	2	0%	-	0%	281	57%

APPENDIX: SOGI Data from HSA Contract Management System (CARBON)

HSA Contractor SOGI Report Fiscal Year: 2017-2018				Gender Identity															
				Male		Female		Trans Male		Trans Female		Genderqueer/ Gender Non-binary		Not Listed		Decline to answer		Question not asked	
Program Area	Vendor/Agency	Contract	# of Clients Served	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Admin/ Misc/IT	JUMP TECHNOLOGY SERVICES	APS Automated Client Tracking Sys. FY17-20	5,172	2,387	46%	2,642	51%	2	0%	19	0%	7	0%	13	0%	96	2%	6	0%
CalFresh	SAN FRANCISCO FOOD BANK	CalFresh Outreach Renewal																	
CalFresh	SAN FRANCISCO FOOD BANK	DHS - Immigrant Food Assistance (IFA) / Pantry Food Assistance (PFA)																	
CalFresh	SAN FRANCISCO FOOD BANK	DHS Emergency Food Box (EFB) Renewal																	
DAAS	ASIAN AMERICANS ADVANCING JUSTICE - ASIAN LAW CAUCUS	Legal Services 18-19 Older Adults																	
DAAS	HOMEBRIDGE	Contract Mode & Training	1,202	617	51%	425	35%	3	0%	12	1%	-	0%	-	0%	-	0%	145	12%
DAAS	INDEPENDENT LIVING RESRC CENTER OF S F	Community Services																	
DAAS	JEWISH FAMILY AND CHILDREN'S SERVICES	Naturalization	35	16	46%	17	49%	-	0%	1	3%	-	0%	-	0%	1	3%	-	0%
DAAS	LEGAL ASSISTANCE TO THE ELDERLY INC	Legal Services Program for Health-Related Law	21	8	38%	13	62%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
DAAS	LEGAL ASSISTANCE TO THE ELDERLY INC	Life Planning Legal Service Program for LGBT Older Adults and AWD	55	52	95%	3	5%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
DAAS	MERCED RESIDENTIAL CARE	Emergency Bed Placement																	
DAAS	ON LOK DAY SERVICES	ADRC + I&A																	
DAAS	ON LOK DAY SERVICES	ENP Congregate Meals																	
DAAS	SAN FRANCISCO SENIOR CENTER	ADRC + I&A																	
DAAS	SELF HELP FOR THE ELDERLY	Health Insurance Counseling and Advocacy Program (HICAP)	2,086	892	43%	1,093	52%	-	0%	1	0%	-	0%	-	0%	100	5%	-	0%
DAAS	SF IN-HOME SPRTIV SVCS (IHSS) PUBL AUTH	Emergency On-Call IHSS																	
DAAS	SF IN-HOME SPRTIV SVCS (IHSS) PUBL AUTH	IHSS IP Mode PA Admin, Health, Dental Community Services Program Pilot (Dignity Fund)																	
DAAS	STEPPINGSTONE		76	28	37%	48	63%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
DAAS	TOOLWORKS INC	ADRC																	
FCS	ASPIRANET	Permanency Assessments																	
FCS	COMMUNITY WORKS WEST, INC	Visitation & Support Services for Incarcerated Parents																	
FCS	FAMILY BUILDERS BY ADOPTION	Adoption and Permanency Services	63	37	59%	21	33%	-	0%	-	0%	1	2%	-	0%	-	0%	4	6%
FCS	FAMILY SUPPORT SVCS	Respite Care and Training & Recruitment Program for RFA Approved Families																	
FCS	FAMILY SUPPORT SVCS	SafeCare Parenting Education																	

APPENDIX: SOGI Data from HSA Contract Management System (CARBON)

HSA Contractor SOGI Report Fiscal Year: 2017-2018				Gender Identity															
				Male		Female		Trans Male		Trans Female		Genderqueer/ Gender Non-binary		Not Listed		Decline to answer		Question not asked	
Program Area	Vendor/Agency	Contract	# of Clients Served	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
FCS	FIRST PLACE FOR YOUTH	Independent Living Skills Program for Foster Youth	371	168	45%	195	53%	2	1%	2	1%	-	0%	-	0%	-	0%	4	1%
FCS	HUCKLEBERRY YOUTH PROGRAMS, INC	Crisis Intervention & Case Management for CSEC/YA																	
FCS	SENECA FAMILY OF AGENCIES	East Bay Visitation Center																	
FCS	ST VINCENT DE PAUL SOCIETY	Domestic Violence Intervention Services																	
WtW	ARRIBA JUNTOS - IAL	Clean Streets Transitional Employment Services 15-18	128	103	80%	25	20%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	ARRIBA JUNTOS - IAL	Employment Services to Formerly and Currently At-Risk Homeless Individuals	18	7	39%	11	61%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	ARRIBA JUNTOS - IAL	HUD HEC																	
WtW	ARRIBA JUNTOS - IAL	Transitional Empl Support Svc (TESS) for IPO																	
WtW	ARRIBA JUNTOS - IAL	Transitional Empl Svc (CJP/CJP1) 16-19	684	106	15%	497	73%	-	0%	-	0%	-	0%	-	0%	36	5%	45	7%
WtW	ARRIBA JUNTOS - IAL	VESL-VIP-Rapid Response 16-18																	
WtW	ARRIBA JUNTOS - IAL	WtW - Transitional Empl for Re-Engagement 18-21	824	75	9%	244	30%	-	0%	-	0%	-	0%	-	0%	8	1%	497	60%
WtW	ARRIBA JUNTOS - IAL	Youth Employment Services II	92	53	58%	37	40%	-	0%	2	2%	-	0%	-	0%	-	0%	-	0%
WtW	BAY AREA LEGAL AID	Client Advocacy, Legal Barriers to Employment Program	198	67	34%	129	65%	1	1%	-	0%	-	0%	1	1%	-	0%	-	0%
WtW	CENTER ON JUVENILE AND CRIMINAL JUSTICE	HUD HEC																	
WtW	COMMUNITY HOUSING PARTNERSHIP	Employment Services to Formerly and Currently At-Risk Homeless Individuals	16	9	56%	6	38%	1	6%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	COMMUNITY HOUSING PARTNERSHIP	SNAP to Skills	31	13	42%	16	52%	2	6%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	DRESS FOR SUCCESS	DRESS FOR SUCCESS																	
WtW	EPISCOPAL COMMUNITY SVCS OF S F INC	Employment Services to Formerly and Currently At-Risk Homeless Individuals	21	14	67%	7	33%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	EPISCOPAL COMMUNITY SVCS OF S F INC	HUD CHEFS Grant																	
WtW	EPISCOPAL COMMUNITY SVCS OF S F INC	Vocational and Employment Services 14-17																	
WtW	GOODWILL INDUST OF S F SAN MATEO & MARIN	Employment Services to Formerly and Currently At-Risk Homeless Individuals	4	-	0%	4	100%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	HAMILTON FAMILIES	Housing Locator and Connector Services to CW Participants 16-20	136	17	13%	119	88%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%

APPENDIX: SOGI Data from HSA Contract Management System (CARBON)

HSA Contractor SOGI Report Fiscal Year: 2017-2018				Gender Identity															
				Male		Female		Trans Male		Trans Female		Genderqueer/ Gender Non-binary		Not Listed		Decline to answer		Question not asked	
Program Area	Vendor/Agency	Contract	# of Clients Served	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
WtW	LA CASA DE LAS MADRES	Domestic Violence Services to CalWORKs	211	-	0%	206	98%	-	0%	1	0%	-	0%	3	1%	1	0%	-	0%
WtW	LARKIN STREET YOUTH SERVICES	Youth Employment Services II	56	37	66%	17	30%	-	0%	1	2%	1	2%	-	0%	-	0%	-	0%
WtW	MISSION HIRING HALL	HUD SF Training Partnership																	
WtW	RICHMOND AREA MULTI-SERVICES (RAMS)	CalWORKs Pre-Vocational Services																	
WtW	RICHMOND AREA MULTI-SERVICES (RAMS)	CalWORKs Pre-Vocational Services	263	8	3%	121	46%	-	0%	-	0%	-	0%	1	0%	-	0%	133	51%
WtW	RICHMOND AREA MULTI-SERVICES (RAMS)	PAES Pre-Vocational Services FY16-18																	
WtW	SAN FRANCISCO CLEAN CITY COALITION	Employment Training 16-18	27	20	74%	7	26%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	SAN FRANCISCO CLEAN CITY COALITION	Neighborhood Beautification & Transitional Empl Svc 18-19	9	7	78%	2	22%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	SAN FRANCISCO CLEAN CITY COALITION	Neighborhood Beautification 17-18 Renewal	9	7	78%	2	22%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%
WtW	SAN FRANCISCO COMMUNITY COLLEGE DISTRICT	Work Study Program- CalWORKS	228	19	8%	208	91%	-	0%	-	0%	-	0%	-	0%	1	0%	-	0%
WtW	SAN FRANCISCO COMMUNITY COLLEGE DISTRICT	Work Study Program- CalWORKS																	
WtW	SAN FRANCISCO LGBT COMMUNITY CENTER	Transgender Employment	79	1	1%	10	13%	13	16%	33	42%	19	24%	2	3%	1	1%	-	0%
WtW	SELF HELP FOR THE ELDERLY	Light Duty Community Services	1,792	60	3%	10	1%	-	0%	-	0%	-	0%	2	0%	1	0%	1,719	96%
WtW	SWORDS TO PLOWSHARES	HUD HEC																	
WtW	YOUNG COMMUNITY DEVELOPERS	Clean Streets Transitional Employment Services 15-18	135	105	78%	29	21%	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%
WtW	YOUNG COMMUNITY DEVELOPERS	Transitional Empl Support Svc (TESS) for PST																	
WtW	YOUNG COMMUNITY DEVELOPERS	Transitional Empl Svc (CJP/CJP1) 16-19	495	46	9%	152	31%	-	0%	-	0%	-	0%	-	0%	297	60%	-	0%

APPENDIX: SOGI Data from HSA Contract Management System (CARBON)

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APPENDIX: SOGI Data from HSA Contract Management System (CARBON)

HSA Contractor SOGI Report Fiscal Year: 2017-2018				Sex at Birth							
				Male		Female		Decline to answer		Question not asked	
Program Area	Vendor/Agency	Contract	# of Clients Served	#	%	#	%	#	%	#	%
FCS	FIRST PLACE FOR YOUTH	Independent Living Skills Program for Foster Youth	371	151	41%	184	50%	-	0%	36	10%
FCS	HUCKLEBERRY YOUTH PROGRAMS, INC	Crisis Intervention & Case Management for CSEC/YA									
FCS	SENECA FAMILY OF AGENCIES	East Bay Visitation Center									
FCS	ST VINCENT DE PAUL SOCIETY	Domestic Violence Intervention Services									
WtW	ARRIBA JUNTOS - IAL	Clean Streets Transitional Employment Services 15-18	128	103	80%	25	20%	-	0%	-	0%
WtW	ARRIBA JUNTOS - IAL	Employment Services to Formerly and Currently At-Risk Homeless Individuals	18	7	39%	11	61%	-	0%	-	0%
WtW	ARRIBA JUNTOS - IAL	HUD HEC									
WtW	ARRIBA JUNTOS - IAL	Transitional Empl Support Svc (TESS) for IPO									
WtW	ARRIBA JUNTOS - IAL	Transitional Empl Svc (CJP/CJP1) 16-19	684	106	15%	494	72%	39	6%	45	7%
WtW	ARRIBA JUNTOS - IAL	VESL-VIP-Rapid Response 16-18									
WtW	ARRIBA JUNTOS - IAL	WTW - Transitional Empl for Re-Engagement 18-21	824	75	9%	244	30%	8	1%	497	60%
WtW	ARRIBA JUNTOS - IAL	Youth Employment Services II	92	55	60%	37	40%	-	0%	-	0%
WtW	BAY AREA LEGAL AID	Client Advocacy, Legal Barriers to Employment Program	198	33	17%	34	17%	2	1%	129	65%
WtW	CENTER ON JUVENILE AND CRIMINAL JUSTICE	HUD HEC									
WtW	COMMUNITY HOUSING PARTNERSHIP	Employment Services to Formerly and Currently At-Risk Homeless Individuals	16	10	63%	6	38%	-	0%	-	0%
WtW	COMMUNITY HOUSING PARTNERSHIP	SNAP to Skills	31	16	52%	15	48%	-	0%	-	0%
WtW	DRESS FOR SUCCESS	DRESS FOR SUCCESS									
WtW	EPISCOPAL COMMUNITY SVCS OF S F INC	Employment Services to Formerly and Currently At-Risk Homeless Individuals	21	14	67%	7	33%	-	0%	-	0%
WtW	EPISCOPAL COMMUNITY SVCS OF S F INC	HUD CHEFS Grant									
WtW	EPISCOPAL COMMUNITY SVCS OF S F INC	Vocational and Employment Services 14-17									
WtW	GOODWILL INDUST OF S F SAN MATEO & MARIN	Employment Services to Formerly and Currently At-Risk Homeless Individuals	4	-	0%	3	75%	1	25%	-	0%
WtW	HAMILTON FAMILIES	Housing Locator and Connector Services to CW Participants 16-20	136	-	0%	-	0%	-	0%	136	100%

APPENDIX: SOGI Data from HSA Contract Management System (CARBON)

HSA Contractor SOGI Report Fiscal Year: 2017-2018				Sex at Birth							
				Male		Female		Decline to answer		Question not asked	
Program Area	Vendor/Agency	Contract	# of Clients Served	#	%	#	%	#	%	#	%
WtW	LA CASA DE LAS MADRES	Domestic Violence Services to CalWORKs	211	1	0%	206	98%	4	2%	-	0%
WtW	LARKIN STREET YOUTH SERVICES	Youth Employment Services II	56	24	43%	13	23%	1	2%	18	32%
WtW	MISSION HIRING HALL	HUD SF Training Partnership									
WtW	RICHMOND AREA MULTI-SERVICES (RAMS)	CalWORKs Pre-Vocational Services									
WtW	RICHMOND AREA MULTI-SERVICES (RAMS)	CalWORKs Pre-Vocational Services	263	6	2%	97	37%	-	0%	160	61%
WtW	RICHMOND AREA MULTI-SERVICES (RAMS)	PAES Pre-Vocational Services FY16-18									
WtW	SAN FRANCISCO CLEAN CITY COALITION	Employment Training 16-18	27	20	74%	7	26%	-	0%	-	0%
WtW	SAN FRANCISCO CLEAN CITY COALITION	Neighborhood Beautification & Transitional Empl Svc 18-19	9	7	78%	2	22%	-	0%	-	0%
WtW	SAN FRANCISCO CLEAN CITY COALITION	Neighborhood Beautification 17-18 Renewal	9	7	78%	2	22%	-	0%	-	0%
WtW	SAN FRANCISCO COMMUNITY COLLEGE DISTRICT	Work Study Program- CalWORKS	228	19	8%	208	91%	1	0%	-	0%
WtW	SAN FRANCISCO COMMUNITY COLLEGE DISTRICT	Work Study Program- CalWORKS									
WtW	SAN FRANCISCO LGBT COMMUNITY CENTER	Transgender Employment	79	30	38%	19	24%	30	38%	-	0%
WtW	SELF HELP FOR THE ELDERLY	Light Duty Community Services	1,792	60	3%	11	1%	1	0%	1,720	96%
WtW	SWORDS TO PLOWSHARES	HUD HEC									
WtW	YOUNG COMMUNITY DEVELOPERS	Clean Streets Transitional Employment Services 15-18	135	1	1%	-	0%	-	0%	134	99%
WtW	YOUNG COMMUNITY DEVELOPERS	Transitional Empl Support Svc (TESS) for PST									
WtW	YOUNG COMMUNITY DEVELOPERS	Transitional Empl Svc (CJP/CJP1) 16-19	495	46	9%	192	39%	257	52%	-	0%