

Dedicated Programming for Lesbian, Gay, Bisexual, Trans, and Queer Communities

San Francisco Department of Public Health

Community and Public Health Committee

June 21, 2022

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San Francisco Department of Public Health

Programs and Services for LGBTQ Communities in the SFDPH: An overview for the Health Commission

Outline of today's presentation

- Sexual Orientation / Gender Identity data
- SF Health Network Programs
 - HIV Health Services – Trans Access
 - Tom Waddell Urban Health – Transgender Clinics
 - Castro Mission Health Center -- Dimensions Clinic
 - GenderHealth San Francisco
 - South Van Ness Adult Behavioral Health Services:
 - HIV
 - Gender
- Population Health Division Programs
 - Community Engagement
 - Health Access Points
 - STI and HIV Clinical Care and Prevention
 - Data Improvement Initiatives

The background of the image is a vibrant, multi-colored rainbow pattern. The colors transition from dark blue and green on the left, through yellow and orange in the center, to red and pink on the right. The pattern consists of many thin, slightly wavy lines that create a sense of depth and movement. In the center of the image, there is a white, shield-shaped area with a thin, dotted border. Inside this shield, the text "SOGI Data Collection Updates" is written in a clean, black, sans-serif font, centered both horizontally and vertically.

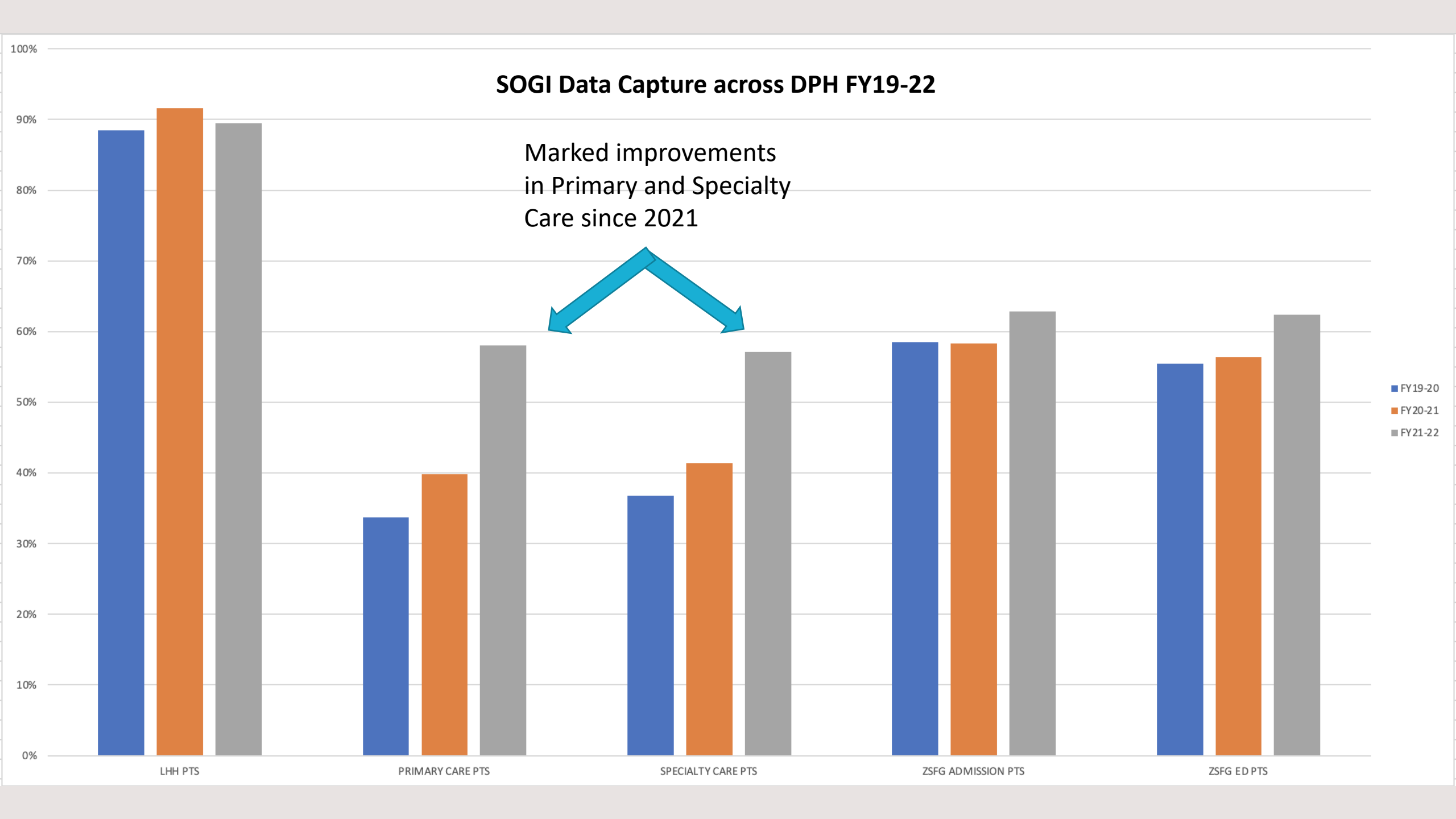
SOGI Data Collection Updates

SOGI Data Collection Summary

- During transition to Epic in 2019, DPH lost all SOGI data
- Barriers to robustly collecting SOGI data since Epic go-live:
 - Epic adaptation and optimization
 - Managing Covid-19 response
- Starting last year, DPH launched a robust analysis and plan to build back SOGI screening
 - Initial focus on Primary Care (lowest performing area)
 - Spread to other departments with lessons learned from Primary Care

SOGI Data Capture across DPH FY19-22

Marked improvements
in Primary and Specialty
Care since 2021



SOGI Improvement Journey

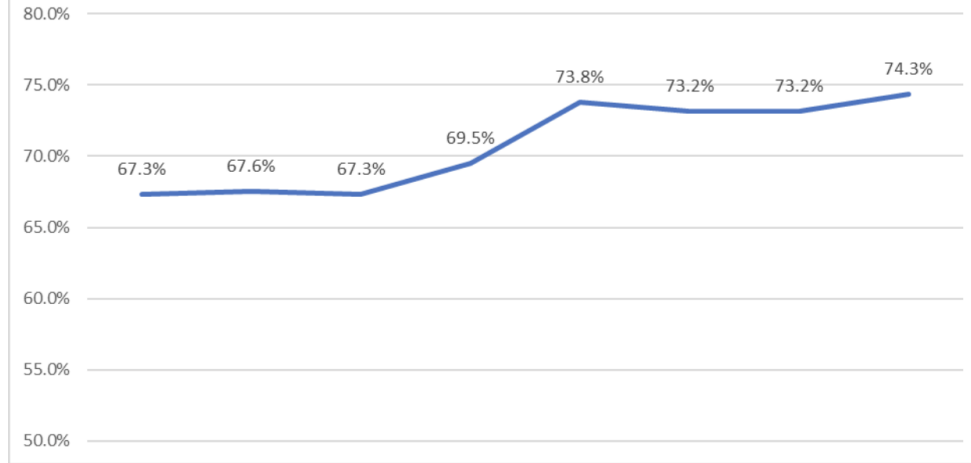
- Extensive coaching of registration team in primary care on SOGI workflows
- Developed **Missed Opportunities report** to evaluate performance and support manager coaching
- Data shared out regularly via **newsletter**
- Identified **major barrier** to SOGI screening: SOGI field not easily viewed in Epic, no flag exists to remind to staff to collect SOGI information

SOGI data collection (measured by sex-at-birth field) slightly declined last week! Please work with your staff to collect data on at least 80% of patients.

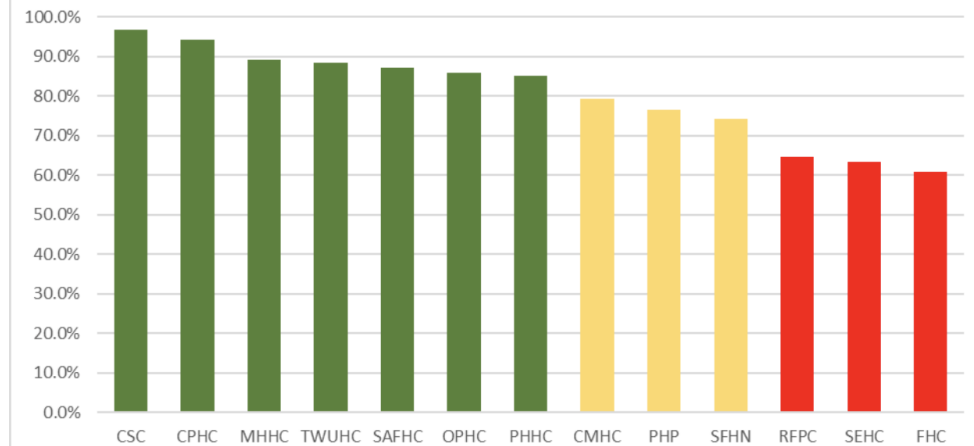
There is a planned update to help make SOGI easier to collect and review but will not be in production for several weeks.

Shout-out to SAFHC, who **improved by more than 12%** from the previous week and met goal!

SFHN: Weekly SOGI data collection rate
April - May 2022



SFHN: SOGI data collection by clinic
May 16th - 20th



Future Improvement Work

- To address issue of SOGI field visibility, Epic is making SOGI front and center during patient registration
- Staff will be prompted to collect SOGI information during registration
- We anticipate significant improvements in SOGI collection across all departments once the change goes live in July

Hyperspace - ZSFG PC MEDICAL AT 81 FAMILY HC - Proof of Concept - L

Epic Find Patients Registration/ADT Admin Schedule Admin Referral Admin Welcome Admin Content Management My Reports Data Courier Compare R

Zzztest, Leonel Seven

Appt Desk Registration

Registration

Pat Guar and Cvg Travel Screening Appt Desk Launch Coverage Discovery Patient FYI Family Lookup Financial Assistance Cvg Eligib

REGISTRATION INFO

Demographics

Additional Pat Info
Verify Rx Benefits
Documents

Name
Leo Seven Zzztest "Leonel" Aliases (2)

SSN
980-50-9080

Date of Birth
Dec 25, 19

Legal Sex (i)
Male

Gender Identity (i)

Sex Assigned at Birth (i)

Sexual Orie

Permanent

Address
123 Market st

City (or ZIP)
SAN FRANCISCO

State ZIP
CA 94102

Phone Numbers

Home Phone 650-650-1234

Work Phone Number

Mobile Number

Email Address
email@email.com

Leonel S. Zzztest
Male, 31 y.o., 12/25/1990
650-650-1234
MRN: 200001388
SSN: 980-50-9080
Pref Language: English
FYI: (None)

COVID-19 Vaccine: Unknown
COVID-19: Unknown

Infection: None

Confidential encounter

Employee

Needs Interpreter?: No

Housing Status: Rent or Own

Care Gaps: 6

Specialty Comments: t

Neda Ratanawongsa, MD
PCP - General

TransAccess

Tom Waddell Urban Health Center & San Francisco Community Health Center

Established with **HRSA SPNS funding in 2012** and located in the **Tenderloin**, the TransAccess program is designed to **Enhance Engagement and Retention in Quality HIV Care for HIV-positive Transgender Women** (with a priority target of Trans Women of Color) living in the City and County of San Francisco, California.

Trans Access receives **\$276,101 in HRSA Ending the HIV Epidemic funding** to provide **Medical Case Management, Peer Navigation, and Support Groups**. **Outpatient Ambulatory Primary Medical Care** is provided in-kind.

45

Trans clients were served by TransAccess from the beginning of 2020 through May 2022

79%

of all TransAccess clients identify as persons of color (38% Black or African American)

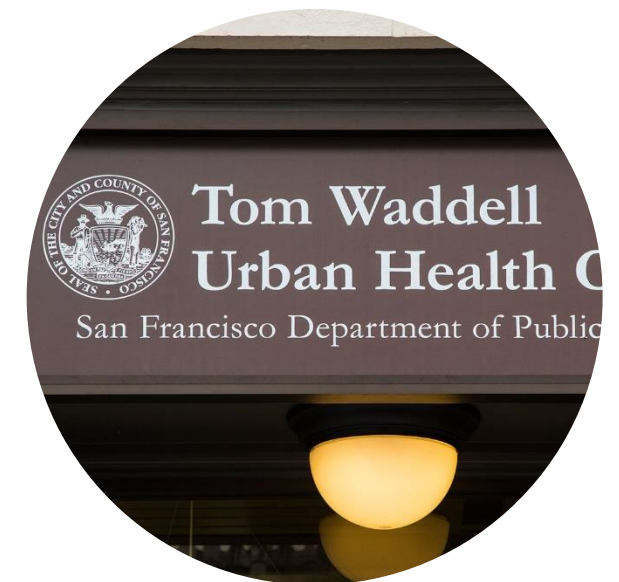
98%

of TransAccess clients reported income below 200% of Federal Poverty Level

78%

of TransAccess clients were virally suppressed as of May 2022

Data from the AIDS Reporting & Information System (ARIES) – May 13, 2022





Tom Waddell Health Center's "Transgender Tuesdays" began in November 1993. A group of concerned health care professionals advocated for a specialized gender clinic in response to the disproportionately high rates of HIV/AIDS impacting transgender women in San Francisco.

- Welcoming all transgender and gender non-binary peoples
- >177 unduplicated clients served in last 12 months
- Empathic, affirming, and trauma-informed care for our TGNB clients
- Celebration of diverse gender identities, perspectives, and experiences
- Gender care at the center of comprehensive primary care services, including:
 - Medical support for all gender transition modalities
 - Pre and post-operative care and support
 - Medical treatment for conditions including hepatitis, HIV, hypertension, diabetes
 - Preventive care such as STI screenings, PrEP, mammogram and PAP smears, and more
 - Mental health care for emotional health and wellness
 - Social work to assist with psychosocial needs
 - Substance use and harm reduction support services
 - Referrals to community partners to enhance community and belonging



- Medical treatments and surgical access to help clients to express their gender in concordance with their gender identify, including:
 - Individualized feminizing and masculinizing hormone therapy
 - Access to gender-affirming surgeries and procedures, such as:

- Feminizing hormone therapy (oral, topical, or injection)
- Facial feminization surgery
- Hair restoration treatments
- Vocal feminization surgery
- Feminizing mammoplasty
- Feminizing body contouring
- Orchiectomy
- Vaginoplasty

- Masculinizing hormone therapy (oral, topical, or injection)
- Facial masculinization surgery
- Vocal masculinization surgery
- Mastectomy and male chest reconstruction
- Masculinizing body contouring
- Salpingo-oophorectomy & hysterectomy
- Metoidioplasty
- Phalloplasty

Dimensions Clinic for Queer and Trans Youth



Founded in 1998, Dimensions Clinic is a groundbreaking primary care clinic for transgender, nonbinary (TGNB), and queer-identifying youth, ages 12-25. Dimensions provides affirming comprehensive healthcare services, including gender-affirming care and assistance with access to surgeries, wellness check-ups, sexual healthcare, behavioral health counseling, and psychiatry.

Dimensions' Mission is to improve the physical and mental health and wellness of LGBTQIQ young people in an environment which champions cultural humility. Our clients are predominantly trans and nonbinary Youth of Color and predominantly from low-income households. Many of Dimensions clients face family rejection, homelessness, violence, discrimination, and other significant complex trauma.

Over the years, Dimensions has developed an innovative informed-consent model of care, eliminating much of the pathologization that can come with gender-affirming services, and ensuring access to care for vulnerable youth.

Dimensions services are typically quite robust, with packed medical clinics taking place on Thursday evenings and Saturday afternoons, and full-to-capacity behavioral health services available 5 days a week.

In the past year, Dimensions served approximately 275 young people, with over 2700 visits, total.



Gender Health SF was established in April 2013 by the San Francisco Department of Public Health to provide access to gender-affirming surgeries and a range of health services and provide related preparation and education to eligible publicly insured and uninsured transgender and nonbinary residents of San Francisco. Currently, SFDPH offers the following range of health services to transgender and nonbinary residents:

- Primary care
- Behavioral health
- Preventative care
- Hormone therapy
- Facial surgeries
- Body surgeries (upper and lower)
- Non-surgical procedures

The mission of Gender Health SF is to increase access to quality gender-affirming health care for underserved transgender and non-binary people in San Francisco, regardless of immigration status and lack of income.

Values:

- Social justice
- Community investment
- Trauma informed
- Peer-led services
- Harm reduction
- Wellness
- Compassionate whole-person care

"We're ready to partner with you so you can take the next steps toward becoming more of the person you know yourself to be."

Becoming more **YOU** with Gender Health SF

Peer Patient Navigation

All patients referred to Gender Health SF for gender-affirming surgery will be connected to a peer patient navigator. Patient navigators monitor patient care from the point of referral through post-op surgical care and follow-up. A patient navigator will assist in moving a patient through the process of gender-affirming surgeries and procedures, which includes:

- Provide peer resources and information to help patients reach their goals
- Teach self-advocacy skills to patients
- Accompany patients to appointments as needed
- Provide peer-led groups, such as patient education, support, and post-operative groups in English and Spanish.
- Wellness programs, such as smoking cessation, diet, and nutrition, including mental well-being goals.
- Education, preparation, and planning support about surgical and recovery process from navigators with lived and professional experience supporting gender health patients.

Key highlights

- 875 unduplicated patients served since 2013 with over 1500 surgical referrals
- 96 unduplicated patients in FY 20/21 with 148 surgical referrals
- Access to 13 gender-affirming surgical procedures with San Francisco Health Plan or Healthy SF
- Patient outcomes report significant improvements in:
 - Self-reported body discomfort
 - Self-reported gender dysphoria
 - Psychological quality of life

South Van Ness Adult Behavioral Health Services

HIV Program and Gender Program

South Van Ness Adult Behavioral Health Services: HIV Program and Gender Program

Our clinic houses two specialty programs:
HIV Mental Health Case Management
Services & Gender Mental Health Services.

We provide sensitive and specialized mental health care for people living with HIV or AIDS, and for Transgender, Gender-expansive, Genderqueer and Gender Non-binary adults. Services are available for residents of San Francisco in English and Spanish.


Our specialized mental health services include individual and group psychotherapy, clinical case management, and psychiatric services to those with HIV-related and/or gender-related mental health challenges.

South Van Ness Adult Behavioral Health Services: HIV Program

Clinicians conduct initial intake assessments and work closely with clients to create treatment plans that ensure that priority needs are addressed. Clients are provided with culturally sensitive, trauma-informed mental health services, focused on serving adults living with HIV or AIDS.

Individual and group therapy are offered with sensitivity to issues such as culture, trauma, immigration, stigma, grief, disclosure, loss, gender, sexuality, homophobia, substance abuse, and more.

Our program offers case management services to identify resources and link clients with appropriate community services. We collaborate with medical providers, substance abuse treatment providers and other agencies to support our clients in developing and maintaining physical and emotional health.



South Van Ness Adult Behavioral Health Services: Gender Program

Clinicians conduct initial intake assessments and provide clients with culturally sensitive care focused on serving the Transgender, Gender-expansive, Genderqueer and Gender Non-binary community.

When appropriate, clinicians are trained to conduct assessments and provide Gender Affirming surgery referrals. Clinicians support clients to identify and shift barriers to surgery including referrals to smoking cessation and harm reduction resources. Each clinician and client will collaborate to establish a care team composed of a primary care physician, Peer Navigator at Gender Health SF and other appropriate providers to facilitate positive outcomes in the surgery process.



LGBTQ Program Updates

Population Health Division



POPULATION HEALTH DIVISION
SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH



Introduction

Population Health Division collaborates across PHD branches to promote LGBTQ health to San Franciscans to ensure they have equitable access to high quality prevention, care, and treatment services to attain optimal health and wellness in all areas and with a focus on HIV, STI/STD and HCV.



Overview

PHD focuses on addressing the disparities using SOGI data that results in disproportionate levels of HIV, HCV, and STD/STI.

These groups include:

- **Black/African Americans**
- **Latina/o/x**
- **Asian Americans, Native Hawaiians and Pacific Islanders (AANHPI)**
- **Gay Men And Other Men Who Have Sex With Men (MSM)**
- **Trans Women**
- **People Who Use Drugs**
- **Youth/Young Adult**



Community Partnerships within HIV/Hepatitis C /Sexually Transmitted Infections





Harm
Reduction
Services For
Substance
Use

Prep And ART
For HIV/HCV
Treatment
STD
Treatment

Integrated
HIV, HCV,
and STD
testing

Syringe
Access
And
Disposal

Linkage/navigation
to PrEP, HIV care,
HCV treatment, STD
treatment, primary
care, case
management

Overdose
Prevention

Community Partnerships within HIV/ Hepatitis C /Sexually Transmitted Infections

Substance
Use
Treatment

Mental
health
services

Food,
Housing &
Employment
Services

Primary
Care

Community
engagement
and mobilization
(physical and
online, social
media)

Condom
Distribution



Health Access Points

In January 2023, PHD funds Health Access Points (HAPs) to meet the needs of communities with the greatest health disparities.

Funded populations include Latina/o/x, Black/African Americans, Asian Americans, Native Hawaiians, and Pacific Islanders, Trans Women, Youth and Young Adults, Gay Men and Other MSM, and People who use drugs.

HAPs are defined as a population specific; one-stop shop or network of agencies/programs with a lead agency that provides an equity-focused, stigma-free, and low barrier access to person-centered, standard of care services regardless of HIV, HCV, or STD/STI status.

The HAPs will deliver services that contribute to the following citywide goals...



HAP Services



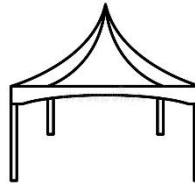
**Integrated
HIV, HCV &
STD
Testing**



**Health
Education
&
Counseling**



**Linkage &
Navigation**



**PrEP &
ART for
HIV**



**Substance
Use
& Harm
Reduction**



**Substance
Use
Treatment**



**Overdose
Prevention**



**Syringe
Access and
Disposal**



**Condom
Distribution**



**Mental
Health
Services**





STD/HIV/HCV Community Engagement

- PHD staff convene the STD Partners Group, which includes community-based organizations, business owners (e.g., sex industry), and other community experts.
- PHD staff convenes the Adolescent Community Partners Group, which includes providers, community-based organizations, schools, UCSF, and other stakeholders.
- Lastly, staff lead an e-coalition of over 500 people, which is focused primarily on syphilis prevention. The group convenes as needed to provide input on how best to address syphilis in SF. PHD staff conducts focus groups annually with gay men and African American youth to assess behavior and obtain input on strategies for prevention.

STD/HIV Clinical Prevention and Care

- San Francisco City Clinic (SFCC) provides a variety of services to support the sexual health of LGBTQ+ patients and plays a critical role in our citywide Ending the Epidemics work
- SFCC offers free or low-cost HIV, STI and HCV screening, diagnosis and treatment on a walk-in basis to all patients, regardless of insurance status
- HIV prevention services offered at SFCC include condom provision, pre- and post-exposure prophylaxis (PEP and PrEP), same-day antiretroviral treatment (ART) initiation in patients newly diagnosed with or not in care for HIV, and support with linkage to and engagement in HIV primary care





Community Engagement Groups



HIV Community Planning Council (HCPC): SF's federally mandated HIV prevention community planning group. PHD staff are Co-Chairs and provide staff and technical support.

End Hep C SF: PHD staff participate in and support this collective impact initiative to end Hepatitis C in SF among populations disproportionately affected.

Getting to Zero (GTZ): PHD staff work closely with GTZ to fund and manage programs that work toward getting to zero new HIV infection, zero deaths related to HIV, and eliminating HIV stigma.

Community Action Plans: Ending the Epidemic funding supports CBOs to work closely with communities disproportionately affected by HIV, HCV, and STI.

Community Health Leadership Institute (CHLI): Aims to change the culture of how the HIV/HCV/STI field approaches workforce development, so that those most affected by HIV/HCV/STIs are those who drive the agenda for prevention, care, and treatment efforts in SF.

LGBTQ Data Improvement Initiatives



SFDPH SOGI Steering Committee

Center for Data Science staff are members of the SOGI Steering Committee as a subject matter expert and co-authored the Sexual Orientation Data Collection Guidelines as well as the Sex & Gender Data Collection Guidelines for the City.

mSN (mHealth systems navigation) Pilot

Mental health and substance use linkage services for trans women living with HIV - this is a NIH-funded pilot study being implemented in collaboration with Tom Waddell clinic.

Not One More

This project is being launched to assess real time violence against trans women in San Francisco and to work with stakeholders to develop violence prevention and redress solutions. Our work is a collaborative with TAJA's Coalition, which is a non-profit to address the genocide of trans women of color.

TEACH Study

We recently published on the latest *HIV care cascade* with trans women in San Francisco using a populations-based study of the community in 2020. We also have findings on the *HCV cascade*, *violence* and *housing*, and the *PrEP cascade*

SHINE Strong

We are in the second year of the first training program to build a pipeline of trans and nonbinary HIV and health research.

Mirtazapine Studies

The Mirtazapine studies provide testing as a treatment for methamphetamine use disorder amongst sexual and gender minorities.

ION+EMI Study: Intermittent Oral Naltrexone enhanced with Ecological Momentary Intervention

This is a double-blind, placebo-controlled trial in which meth-using men who have sex with men will be randomly assigned (2:1) to receive 12 weeks of as-needed oral naltrexone enhanced with an EMA-informed EMI platform.

PRIME: PrEP Intervention for people who Inject Methamphetamine

This randomized-controlled trial will compare video directly observed treatment versus counseling for adherence to once-daily oral pre-exposure prophylaxis for prevention of HIV transmission among people who inject methamphetamine.

Thank you!

Thank You To Our Contributors:

- Milo Glen-Santos
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