HSA Biannual Surveillance Report 2026

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.

Security Cameras - HSA Security Cameras is an inventory of all recording devices we have in our buildings. These recording devices are used to monitor the safety of HSA staff as well as HSA clients. The cameras are managed by HSA investigations. This is a standard video recording that is subject to HSA_Security Camera Policy_2.9.2021

Social Media Monitoring (Sprout Social) - SFHSA's Communications Division is responsible for informing San Franciscans of critical public benefits program updates and information, while presenting this information in a timely and highly accessible manner. One of our key communications channels is social media. Using Sprout Social allows the Communications Division to manage all social media channels within one platform, rather than multiple platforms. Importantly, it also provides statistical data to analyze the performance of these channels, all of which helps in making sure we are effectively reaching San Franciscans who need our help the most.

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.

Security Cameras - HSA security cameras are used to monitor safety and security situation at the client service center. They are used to provide safer work environment for HSA staff and safer environment for clients who come to us for services. A very small number of people have access to the video recordings to protect privacy and confidentiality of staff and clients.

Social Media Monitoring (Sprout Social) - HSA uses Sprout Social to schedule and publish social media posts across our various social media platforms; track social media post performance; analyze social media trends to improve content and strategy; and monitor public posts for references to HSA’s social media presence and for specific search terms or hashtags related to HSA’s work in the community

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.

Security Cameras - HSA Investigations team is able to use video recordings to track incidents from its origin to its climax. HSA is able to view footage from several cameras that shows how a person involved in an incident was moving towards the place the
incident occurred, the incident itself, and how they left. The camera footage has been used to gather evidence for security incidents and to provide information to prevent future incidents.

Social Media Monitoring (Sprout Social) - Using a social media management software, like Sprout Social, has allowed the SFHSA Communications Division to
manage our Facebook, Instagram, LinkedIn, and X (formerly known as Twitter) social media channels within one platform, rather than multiple platforms. Importantly, it has also provided statistical data to analyze the performance of these channels, all of which helps in making sure we are effectively reaching San Franciscans who need our help the most

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.

Security Cameras - The incidents that were talked about here mostly took place inside our buildings, not on the streets, so crime statistics from the area are absolutely irrelevant. This technology helps HSA keep our clients and staff safer inside of our buildings. By reviewing the videos, we can see how incidents progressed inside the buildings and based on those observations we can make adjustments to business processes and/or adjust locations of the security guards in the buildings.

Social Media Monitoring (Sprout Social) - Not Applicable

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?

Security Cameras - None

Social Medial Monitoring - None

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

Security Cameras - NA

Social Medial Monitoring - NA

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

Security Cameras - None

Social Medial Monitoring - None

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

Security Cameras - NA

Social Medial Monitoring - NA

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?

No