Mission Statement

Gender Health SF’s mission 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/or lack of income.

Values:
- Social justice
- Community investment
- Peer led
- Harm reduction
- Wellness
- Advocacy
- Compassionate whole person care
Program Milestones

2012
- BOS Resolution recognizes “medical necessity”
- Health Commission approves surgery access program development

2013
- Discriminatory exclusions removed
- Transgender Health Services launch

2017
- Program expansion (staff/programming)
- Move to ZSFG
- New name: Gender Health SF!

2018
- June: New leadership
# Client Demographics

<table>
<thead>
<tr>
<th>Domain</th>
<th>GHSF</th>
<th>2015 US Trans Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>74% trans women</td>
<td>33% trans women</td>
</tr>
<tr>
<td></td>
<td>25% trans men</td>
<td>30% trans men</td>
</tr>
<tr>
<td></td>
<td>1% GNB (Gender Non-Binary)</td>
<td>35% GNB (Gender Non-Binary)</td>
</tr>
<tr>
<td>Race</td>
<td>61% POC</td>
<td>38% POC</td>
</tr>
<tr>
<td></td>
<td>39% White</td>
<td>62% White</td>
</tr>
<tr>
<td>Age</td>
<td>11% 18-24 years</td>
<td>42% 18-24 years</td>
</tr>
<tr>
<td></td>
<td>57% 25-44 years</td>
<td>42% 25-44 years</td>
</tr>
<tr>
<td></td>
<td>29% 45-64 years</td>
<td>14% 45-64 years</td>
</tr>
<tr>
<td>Education</td>
<td>28% some college</td>
<td>40% some college</td>
</tr>
<tr>
<td></td>
<td>24% college degree or higher</td>
<td>47% college degree or higher</td>
</tr>
<tr>
<td>Housing</td>
<td>25% unstable</td>
<td>~15% unstable</td>
</tr>
<tr>
<td>Employment</td>
<td>11% full time</td>
<td>35% full time</td>
</tr>
<tr>
<td></td>
<td>29% part time</td>
<td>30% part time or self-employed</td>
</tr>
<tr>
<td></td>
<td>56% unemployed</td>
<td>32% unemployed</td>
</tr>
</tbody>
</table>
Surgery Wait Time from enrollment to surgery completion

- In Network (chest/breast, gonads): 29 weeks
- Out of Network (genital): 108 weeks
Compared to a National Sample of Trans People

At Program Intake…

➢ Better overall health
➢ Less “serious psychological distress”
➢ Less alcohol and tobacco use
➢ More cannabis use
Patient Outcomes

Significant improvements in:

- self-reported body discomfort
- self-reported gender dysphoria
- psychological quality of life

Also improved, but not statistically significant:

- Lower psychological distress
- Better social relationship quality
QUALITATIVE EVALUATION HIGHLIGHTS

- Care Quality
- Experience
- Liked Best
- Challenges
GAPS

CHALLENGES

DISPARITIES

NEEDS
Promoting System-wide Access:

- Health education (bilingual, group, and one-on-one)
- Wrap-around peer navigation in BHS
- Integrated, interdisciplinary care coordination (e.g., Nurse Practitioner)
- Pre-Surgical Assessments and Addendums
- Weekly Drop-In’s (emotional support, possible referrals, etc.)
- Community Socials!
Testimonials
Karen Aguilar.

Lead Patient Navigator,
2018 Hearts & Heroes Award Recipient

“... I thought I was going to die without achieving my dreams ...
Transgender communities, (we are) human beings just like anybody else, you know. (Professionals) should treat transgender community like any person having diabetes, or having a baby, or heart problems, just health care. Just being able to access proper health care."
Thank you!

Questions & Answers?

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