Date: __3/14/2018____________

Providers who completed survey:
FAL, OCG, HH, P90, PALM, EL CENTRO, HR360, BAART, SITIKE, STARVISTA, TLC

Surveys completed by: Program Manager, Clinical Director, Executive Director

Summary completed by: Kathy Reyes, Analyst

<table>
<thead>
<tr>
<th>Please rate your staff's level of:</th>
<th>1</th>
<th>2</th>
<th>3</th>
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<tbody>
<tr>
<td>Confidence to ask SOGI questions.</td>
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<td></td>
<td>Not at all confident</td>
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<tr>
<td>Understanding about the purpose for collecting SOGI demographic data?</td>
<td>1</td>
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<td></td>
<td>Not informed at all</td>
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<tr>
<td>Confidence to respond to client questions or concerns about SOGI data collection.</td>
<td>1</td>
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<td>Not at all confident</td>
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</tbody>
</table>

1. How would you describe your staff’s (clinical, intake staff) ability to ask clients sexual orientation and gender identity?
   - One program has already implemented SOGI data collection.
   - Many providers report varying levels of training and practice (very little to moderate amounts)
   - Terms used by providers to describe their staff’s ability to ask SOGI questions as “high;” “educated;” “fairly comfortable;” “continue to improve their ability;” “varying ability;” “most feel inexperienced”

2. Please describe your staff’s knowledge or understanding regarding the difference between sexual orientation, gender identity, and sex?
   - Providers report some staff are able to describe differences, others are not
   - One provider noted “Those who went to the training obtained the knowledge [about differences]
   - Several providers report they are trying to improve staff knowledge

3. Have any of your program’s staff expressed discomfort or other concerns about collecting SOGI data from clients? Please explain.
   - Several providers report that some staff have been uncomfortable
     o attributed to concern over client’s confidentiality and perceived intrusiveness of questions; fear about insulting clients; some staff express extreme discomfort
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- At least three providers described how they would respond if a staff felt uncomfortable (supervision, training)

4. How would you describe the purpose for collecting SOGI data?
- Improve quality of care
- Better address needs of LGBTQ population
- Create more welcoming environment
- Increase access to services
- Address disparities; improve outcomes

5. How many staff have attended the SOGI trainings offered by the county? Are the majority clinical/intake/counselor staff?
- Most providers report 4 or more staff have attended
- At least 2 providers report zero staff have attended

6. What is your plan for onboarding new staff with respect to SOGI data collection? How will you train new staff to collect SOGI data?
- One program described embedding LGBTQ cultural competency in hiring process
- Most providers said they will send new staff to SOGI trainings offered by County
- Some providers will have staff trained by Clinical Supervisor, other SOGI-trained staff, or other staff who have been identified as expert in this area
- Some did not have a clear plan (gap between hire and county SOGI training)

7. What type of ongoing support and technical assistance is your program interested in receiving related to SOGI?
- Most providers request webinar or other alternatives to in-person trainings
- A small number would like 1:1 technical assistance to work through discomfort
- Collaboration with PRIDE center
- Way to train staff in time between new hire and SOGI training availability
- One provider would like to host SOGI trainings