



MEMORANDUM

Date: 2/29/2019

To: Department Heads, Department Head Assistants

From: Clair Farley, Director of the Office of Transgender Initiatives

Re: **Implementation Memo - Executive Directive to Support People of All Gender Identities**

CC: Office of Transgender Initiatives (OTI)

In October 2018, Mayor London N. Breed issued an Executive Directive to expand gender identifiers on all City forms and applications when asking for demographic information, and to provide gender identity training for City employees.

Since 2017, the City has practiced collecting sexual orientation and gender identity (SOGI) data across six City departments that provide direct services to the community: Department of Public Health; Mayor's Office of Housing and Community Development; Department of Human Services; Department of Aging and Adult Services; Department of Children, Youth and their Families; and the Department of Homelessness and Supportive Housing. The Sheriff's Department and the Police Department have also taken important steps to allow individuals to self-identify, and have instituted Gender Awareness trainings as integral components of their practices.

This Directive will extend the practice of collecting more accurate and expanded gender identity options to all departments that collect demographic information during the course of licensing, permitting, or other administrative, business or service functions, thereby officially recognizing the breadth of gender identities within our City. Please note the timeline below to ensure timely and coordinated implementation across City Departments.

Executive Directive Implementation

1. By March 15th, 2019: City Departments shall designate an employee to coordinate implementation of the Directive within their respective Department; and shall [complete this survey](#) regarding each Department's forms and applications that collect demographic information or include gendered language of any kind. This data shall be collected by the Office of Transgender Initiatives (OTI) to identify support needs in the implementation of this Executive Directive across all City Departments.
2. Between March 15th and June 30th, 2019: City Departments shall modify all relevant forms and applications in accordance with standard best practices across the City, as identified by the Office of Transgender Initiatives (OTI). The Office of Transgender Initiatives (OTI) will provide support and guidance to City Departments as needed. Designated employees from various Departments may be asked to participate in working groups to jointly develop standardized data collection formats that will address unique data needs while upholding the intention of the Executive Directive.

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3. By July 1st, 2019: All updates shall be completed. Any forms already in print that do not conform with the requirements of the Directive will be allowed to be exhausted, but any new printing shall comply with the new gender-inclusive requirements.
4. By August 1st, 2019: The Office of Transgender Initiatives (OTI) will issue a final report on the implementation process of the Executive Directive, the compliance status of forms and applications across City Departments, relevant guidelines for standardized data collection, and any next steps necessary to complete implementation.
5. During FY2019-20: The Office of Transgender Initiatives (OTI) will support Departments in developing a training plan for their employees, as needed. These trainings may include content on gender identity data collection best practices, gender awareness, use of gender-neutral language, and other content based on each Department's unique training needs.

For more information and for further instructions on implementation of this Directive, please contact Pau Crego, Director of Policy and Programs at the Office of Transgender Initiatives, at pau.crego@sfgov.org or (415) 671-3072.

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FREQUENTLY ASKED QUESTIONS

What is the Executive Directive to Support People of All Gender Identities?

In October 2018, Mayor London N. Breed issued an Executive Directive to expand gender identifiers on all City forms and applications when asking for demographic information, to use non-gendered or gender-neutral language in all forms and applications, and to provide gender identity training for City employees. This Directive will extend the practice of eliminating gender-specific language when unnecessary, and of collecting more accurate and expanded gender identity options during the course of licensing, permitting, or other administrative, business or service functions, thereby officially recognizing the breadth of gender identities within our City.

What is the best practice to ask about gender identity?

It is recommended that demographic information regarding gender that is collected during the course of licensing, permitting, or other administrative, business or service functions follow the format below. Do not use 'sex' and 'gender' interchangeably. For the purposes of service provision, it is usually only relevant to inquire about an individual's current gender identity, and it is generally invasive and irrelevant to ask a person's sex assigned at birth.

What is your gender? (Check one that best describes your current gender identity)

- | | |
|--|---|
| <input type="checkbox"/> Female | <input type="checkbox"/> Trans Female |
| <input type="checkbox"/> Male | <input type="checkbox"/> Trans Male |
| <input type="checkbox"/> Genderqueer / Gender Non-binary | <input type="checkbox"/> Not listed. Please specify _____ |

If your Department has unique needs or concerns regarding collecting data in this format, please contact the Office of Transgender Initiatives to get support for your Department's particular needs.

This question does not fit on our Department's forms and/or applications. What shall we do instead?

If the format above does not fit your Department's forms and applications, you may ask about gender identity in the following format:

What is your gender? _____



How can we change the wording in our forms and applications to be non-gendered or gender-neutral?

Some forms and applications may still use gender-specific terminology, such as Mr., Ms., mother / father, husband / wife, among others. However, gender-specific wording on forms and applications is rarely necessary for the purposes of collecting accurate information, and can be invasive or offensive to some groups. The Executive Directive to Support People of All Gender Identities requires that gender-specific language be replaced with gender-neutral terminology.

Some possible modifications include:

- 'Parent / guardian' instead of 'mother / father'
- 'Spouse' instead of 'husband / wife'
- 'Child' instead of 'son / daughter'
- Eliminate fields asking or stating 'Mr. / Ms.'

If your Department has unique needs or concerns regarding modifying gendered language in your forms and applications, please contact the Office of Transgender Initiatives to get support for your particular needs.

What can we do to make our forms and applications even more welcoming to people of all gender identities?

In addition to collecting gender identity data and modifying gendered language as outlined above, you can include two optional components in forms and applications that will make your Department even more welcoming to people of all gender identities: a chosen name field, and a gender pronouns field. These fields are especially relevant if your Department uses forms to gather information about someone prior to engaging with them directly. See more information below on how, and why, to ask about chosen names and gender pronouns.

Chosen name field: Why and How?

Many people use a name that is different from the name on their official documents for a variety of reasons. Including a chosen name field on forms and applications ensures that: 1) Everyone uses the correct name when referring to the individual completing the form or application from the initial contact; 2) All communication with, and with regards to, that individual is affirming and respectful of the person's identities and circumstances, and does not "out" them as using a different name; and 3) Your Department is a safe and affirming environment for people of all gender identities and backgrounds. Please note that chosen

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names should always be the primary option, and legal names should only be asked when proof of legal name is required.

To ask about chosen name, you can use this format:

Name: _____
(Please include your current / chosen name)

If you need to verify the individual's legal information, you can ask about both chosen and legal names this way:

Name: _____
(Please include your current / chosen name)

Legal Name: _____
(Please include your name as it appears on your official documents)

Gender pronouns field: Why and How?

Some common gender pronouns include she, her, hers; he, him, his; and they, them, their(s). Gender identity and gender pronouns are not visible to others. We often make assumptions about someone else's gender pronouns based on their gender expression, but our perceptions do not always match that person's preference and/or gender identity. Like a chosen name field, including a pronouns field in forms and applications ensures everyone is treated with dignity and respect based on their identity, and that your Department has the tools to be a safe and affirming environment for people of all gender identities.

To ask about gender pronouns, you can use this format:

What gender pronouns should we use when referring to you? (Some common pronouns include he/him/his, she/her/hers, and they/them/their(s).)



DEFINITIONS

Sex / Sex Assigned at Birth: The classification of a person as male or female. At birth, infants are assigned a sex, usually based on the appearance of their anatomy, i.e. what is written on the birth certificate. However, sex is a combination of bodily characteristics, including chromosomes, hormones, internal and external reproductive organs, and secondary sex characteristics. Generally, we are expected to identify with the gender and gender expectations that are associated with the sex assigned at birth. For transgender, gender non-conforming and non-binary individuals, being asked one's sex or sex assigned at birth can be invasive. Sex assigned at birth is unnecessary information for providing services.

Gender Identity: A person's internal, deeply held sense of their gender. For transgender people, the internal gender identity does not match the sex assigned at birth. Many people have a gender identity of man or woman (or boy or girl); others have gender identities that do not fit neatly into one of those two choices (see non-binary and/or genderqueer below.) Unlike gender expression (see below), gender identity is not visible to others.

Gender Expression: External manifestations of gender, expressed through a person's name, pronouns, clothing, haircut, behavior, voice, and/or body characteristics. Society identifies these cues as masculine or feminine, although what is considered masculine or feminine changes over time and varies by culture.

Sexual Orientation: A person's enduring physical, romantic, and/or emotional attraction to another person. Gender identity and sexual orientation are not the same. Transgender people may be straight, lesbian, gay, bisexual, or queer.

Transgender: An umbrella term for people whose gender identity and/or gender expression differs from what is typically associated with the sex they were assigned at birth. People under the transgender umbrella may describe themselves using one or more of a wide variety of terms, including transgender or trans. While some trans people use hormonal therapy and/or surgeries to feel affirmed in their gender identity, not all trans people can or will take those steps. Transgender identity is not dependent upon physical appearance and/or medical procedures.

Trans Female: A narrowing from the umbrella term 'transgender' used to describe individuals who are trans and express and/or identify with being female, woman, and/or femme. For



example, someone who identifies as female or a woman and was assigned male at birth. Another commonly used term is trans woman.

Trans Male: Individuals who are transgender and express and/or identify as male, man, and/or masculine. For example, someone who identifies as male or a man and was assigned female at birth. Another commonly used term is trans man.

Genderqueer and/or Gender Non-binary: Describes people who experience their gender identity and/or gender expression as falling outside or beyond the categories of man and woman. They may define their gender as falling somewhere in between man and woman, as a combination of masculinity and femininity, or as beyond the concepts of woman and man.

TIPS ON USING NON-GENDERED LANGUAGE

Use these tips to address and refer to people when you don't know or can't ask how they like to be addressed. Once you know how they want to be addressed, use the correct terms as provided by that person. This practice demonstrates respect for, and affirmation of, the person's gender identity.

Instead of this...	Try this!
How may I help you, sir/ma'am?	How may I help you?
This lady is asking about...	They are asking about... This person is asking about...
Do you have a wife/husband?	Are you in a relationship?
She/he is here for his appointment.	They are here for their appointment.
He/she is in the waiting room.	They are sitting in the waiting room.
What are the names of your mother and father?	What are your parents' names?
Do you have sisters and brothers?	Do you have siblings?