

**County of San Diego, Health and Human Services Agency (HHSA)
Special Notice**

Temporary Directions for Collecting Gender Information

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22-03

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Effective Date:

February 1, 2022

Background:

State law allows for the non-binary gender category on California birth certificates, drivers' licenses, identity cards, and gender marker change court orders. The Department of Health Care Services (DHCS) collects Sexual Orientation and Gender Identity (SOGI) information as part of identifying underserved groups and health disparities in the community. DHCS is in the process of updating paper and online applications to include a non-binary gender category upon federal approval. The Medi-Cal Eligibility Data System (MEDS) does not currently include the non-binary gender category.

Purpose:

To provide temporary guidance for collecting and recording SOGI in the California Work Opportunity and Responsibility to Kids Information Network (CalWIN) system for non-binary customers.

Policy:

Enter gender identity and SOGI information in the case file. Address customers by their self-identified gender and pronouns at all communication. Use gender neutral pronouns (they/them) to prevent misgendering customers. For example, avoid calling customers, "sir," or "ma'am," and use the terms partner or spouse instead of husband and wife.

Procedure:

When a customer identifies as non-binary, enter the non-binary gender and any provided optional SOGI information in CalWIN. Let the customer know that while the county will have the accurate gender in our system, the state system only allows male and female genders at this time and until that is fixed, we need to enter male or female into that system. If the customer is unsure of what gender to provide ask them what gender is recorded on their Social Security record and enter that. Enter a case comment to record the customer's gender and preferred gender pronouns and that the gender in MEDS is selected only as a workaround.

Contact Medi-Cal Program for technical assistance when the customer does not provide gender information, but do not deny benefits for failure to provide gender.

Program Impacts:

Automation

Enter SOGI information including Birth Gender (sex recorded in their Social Security Record), Current Gender, and Sexual Orientation on the SOGI Detail tab of the Collect Individual Demographics Detail window.

References:

ACWDL 21-25

Sunset Date:

This policy will be reviewed for continuance on or by 2/28/2023.

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Approval for Release:

A handwritten signature in blue ink, appearing to read "Rick Wanne" followed by "for:".

Rick Wanne, Director
Self-Sufficiency Services