Compliance Plan and Report on the Collection of Sexual Orientation and Gender Identity Data

January 13, 2021

Introduction

In July 2016, the San Francisco Board of Supervisors passed Ordinance 159-16, which amended the City's Administrative Code to require covered City departments and contractors that provide health care and social services to collect and analyze data concerning sexual orientation and gender identity (SOGI) of the clients they serve. The Ordinance identified the Department of Homelessness and Supportive Housing (HSH) as one of the covered departments. This report fulfills the requirements of section 104.8 of the Administrative Code and serves as HSH's FY19-20 Compliance Plan and Report for the Collection of Sexual Orientation and Gender Identity (SOGI) data.

HSH along with our contracted non-profit providers and grantees are responsible for direct services provided to people experiencing homelessness through San Francisco's Homelessness Response System (HRS). The HRS offers direct services through the six core components of HSH's Strategic Framework that include: Street Outreach, Problem Solving, Coordinated Entry, Temporary Shelter, Housing and the Housing Ladder. Other direct services, such and health and behavioral health, are provided via the Department of Public Health and their contracted providers. HSH's 5-Year Strategic Framework outlines specific goals and the strategies implemented to achieve them. The system goals include the development and management of the Coordinated Entry system which, through data and system transformation, prioritizes those most vulnerable, those with the longest experience of homelessness and those with the most barriers to housing for the system's limited resources. The Strategic Framework also sets out bold yet attainable goals for preventing and ending homelessness for adults, families with children, youth and those living unsheltered in our community.

While the 5-Year Strategic Framework included a call for making the Homelessness Response System more equitable as one of several guiding principles, it did not adequately center equity as the foundation across the entirety of our work. The historic and continuing impact of anti-blackness and white supremacy, and of homophobia and anti-trans bias, have led to disproportionate levels of homelessness for communities of color, LGBQ+ and transgender and gender non-confirming (TGNC) persons experiencing homelessness. HSH has recently received its first funding focused on equity and will be hiring a Chief Equity Officer funded by the City as well as engaging with a group of expert consultants provided through an in-kind philanthropic gift to the department to revisit the strategy with equity at the center.

COVID-19 Impacts on FY19-20 SOGI Data Quality and Collection

Since the start of the COVID-19 crisis the work of HSH and our community partners has dramatically changed. The 5-Year Strategic Framework continues to serve as the guiding document for our work, and its values, principles, high-level goals and key strategies remain central. The six core components of our Homelessness Response System continue to serve as the building blocks for our response. Our activities in pursuit of the goals, however, have had to shift to:

> 1) respond to the dangers COVID-19 poses to COVID-vulnerable unhoused people;
> 2) strengthen our commitment to equity and our response to the overwhelmingly disproportionate impacts of both homelessness and COVID-19 on Black, Latinx and other communities of color; and
> 3) continue the operations of the core and essential programs that shelter, serve and house more than 13,000 people every day in our community.

Since the beginning of the COVID crisis in early 2020, HSH prioritized resources to support the implementation of COVID prevention and mitigation strategies in adherence with SFDPH guidance across the existing Homelessness Response System while playing a lead role in the development and ongoing operations of the City's Alternative Housing (Shelter) System that provides COVID-informed, emergency, temporary shelter options for the City's most vulnerable during the pandemic.

The impacts of the crisis effected every component of the existing Homelessness Response System and HSH. The following impacts are important to note in relation to the FY19-20 SOGI report:

Integration of HSH Program Areas into the ONE System
Due to the COVID crisis some of the outstanding HSH direct service programs that were anticipated to be integrated into the ONE system in 2020 were delayed. Additional details and updated estimated timelines for these services to be integrated into the ONE system are included by program area in this report.

Street Outreach
The San Francisco Homeless Outreach Team (SFHOT), the main provider of Street Outreach services, pivoted to an emergency protocol response starting in March 2020. The emergency protocol included the prioritization of the delivery of services, including wellness checks and referrals to appropriate systems of care for people experiencing unsheltered homelessness during the pandemic. Due to the need to prioritize rapid and effective outreach during the crisis, SFHOT continued to collected data on services provided (resources distributed, referrals, etc.) but paused collection of client information into the ONE System beginning in March 2020. SFHOT anticipates resuming client data collection in early 2021, depending on the status of the pandemic.

Temporary Shelter
The implementation of COVID-informed public health policy resulted in a temporary pause of new intakes into congregate shelters as well as a loss of capacity within the congregate shelter system due to physical distancing requirements. Congregate Shelters have and will continue to remain open and operating, although at a lower, COVID-informed capacity. Adult congregate shelters, including Navigation Centers were integrated into a centralized referral system managed by the COVID-19 Command Center (CCC) as a critical component of the City's Alternative Housing (Shelter) System. The centralized referral process supports the City's priorities to place COVID vulnerable clients to new Shelter in Place (SIP) Hotel sites, to manage the outflow of clients from the public health system (hospitals and Isolation and Quarantine resources) and to coordinate referrals from other entities including SFHOT and the City's Healthy Streets Operations Center (HSOC) as appropriate.

As part of the centralized referral process, all shelters managed through the CCC's centralized referral system adopted a new bed management software system called RTZ. As a result, a large volume of client data that would previously have been managed in the Civic Center Navigation Center Database, CHANGES or the Navigation Center Database was centralized in RTZ and then manually transferred to the ONE system to satisfy FEMA cost recovery requirements. While this new data process allows for greater centralization of SOGI-compliant data in the ONE system for Temporary Shelter, data quality and completeness were low for several months during the transition between systems.

Low data quality resulted from the City's emphasis on bringing vulnerable clients into Temporary Shelter and other program areas within the system of care quickly during the pandemic. Unfortunately, complete client information including SOGI data was not available at the time of client move in for some of these placements.

To improve data quality, HSH began training Care Coordinators starting in October 2020 to update all client profile data into the ONE System including SOGI data as part of client engagement.

HSH requires our Coordinated Entry Access points to meet or exceed HSH data quality and completeness standards (95% complete) and provides training, technical assistance and accountability to ensure these goals are met.

Scope and Standards for Collecting SOGI Data

Revisions to Data Collection Forms
Having SOGI compliant data collection systems across HSH direct services is essential to HSH's ability to understand and better serve the LGBTQ+ population of people experiencing homelessness. Since the creation of HSH in 2016, significant strides have been made to update inherited data systems and mandate data collection to provide standardized data across systems and more accurately represent historically underserved populations.

HSH modified its data collection standards to be consistent with policies and procedures issued by the Department of Public Health (DPH) in accordance with section 104.3(c) (2) of the Administrative Code. In April 2019 HSH requested and received a partial waiver to the City Administrator for the requirement to collect information on participants' sex assigned at birth. This change is reflected on forms and applications used beginning June 26, 2019. Table 1 provides the two remaining questions and corresponding response options implemented by HSH for collecting SOGI data for all SOGI compliant systems.

Table 1: HSH SOGI Questions in accordance with Section 104.3(c)(2) of the Administrative Code

Sex and Gender Identity Question

What is your gender? (Check one that best describes your current gender identify)
- Male   Trans Male (FTM or Female to Male)
- Female   Trans Female (MTF or Male to Female)
- Client Refused   Data not collected
- Blank
- Gender Non-Conforming (i.e. not exclusively Male or Female

Sexual Orientation Question

How do you describe your sexual orientation or sexual identify?
- Straight / Heterosexual   Gay/Lesbian/Same-Gender Loving
- Bisexual   Questioning / Unsure
- Not Listed   Declined to Answer
- Not asked   Incomplete / Missing Data

Instruction to Staff, Contractors and Grantees
HSH requires all contractors and grantees to collect SOGI data for clients accessing direct services and this requirement is reflected in all agreements with contractors and grantees. All new contracts have the language below included. HSH is systematically updating existing contracts to include the following clause in all updated contracts and grant agreements:

16.20 Duty to Collect and Record Client Sexual Orientation and Gender Identity Data.
Contractor shall comply with San Francisco Administrative Code Chapter 104 by seeking to collect and record information about clients' sexual orientation and gender identity, and reporting such data to the Department of Homelessness and Supportive Housing at intake and as instructed by the Department. In seeking to collect information about clients' sexual orientation and gender identity, Contractor shall: (1) communicate to clients that the provision of sexual orientation and gender identity information is voluntary, and no direct services shall be denied to clients who decline to provide that information; (2) solicit gender identity and sexual orientation data using questions and approaches consistent with the Department of Public Health's Policies and Procedures entitled "Sexual Orientation Guidelines: Principles for Collecting, Coding, and Reporting Identity Data," reissued on September 2, 2014, and "Sex and Gender Guidelines: Principles for Collecting, Coding, and Reporting Identity Data," reissued on September 2, 2014, or any successor Policies and Procedures; and (3) advise clients that they will protect personally identifiable information regarding clients' sexual orientation and gender identity from unauthorized disclosure, to the extent permitted by law. The duty to collect information about gender identity and sexual orientation shall not apply to the extent such collection is incompatible with any professionally reasonable clinical judgment that is based on articulable facts of clinical significance. Further, Contractor shall protect personally identifiable information from unauthorized disclosure, to the extent permitted by law and as required by the Health Insurance Portability and Accountability Act, the California Medical Information Act, Article 1 of the California Constitution, the California Health and Safety Code and regulations promulgated thereunder, the California Welfare and Institutions Code and regulations promulgated thereunder, and any other applicable provision of federal or state law.

Updates to Data Storage Systems Towards SOGI Compliance
Since the City's adoption of the Ordinance, HSH has worked diligently to ensure that data collection systems operated by HSH are in or moving towards full compliance with the Ordinance. Due to HSH's critical role in the City's ongoing response to the COVID-19 health crisis, the original timelines of some of these goals have been impacted as mentioned above.

In 2017, HSH launched the Online Entry and Navigation (ONE) System as the client-level system of record for the San Francisco Homelessness Response System (HRS). The ONE system will eventually replace all of the legacy data systems within the HRS that HSH inherited or created as interim systems until the ONE System is fully deployed. HSH has articulated that moving all data to the ONE System is the department's plan for full SOGI Compliance. If full integration to the ONE system is not completed by the time of the FY20-21 SOGI Report, HSH will incorporate other SOGI-compliant programs not yet integrated into the ONE system to ensure comprehensive SOGI reporting of all program areas in FY20-21.

HSH has continued to advocate for increased resources for ONE System deployment and improved governance while simultaneously updating data collection policies for all existing data systems that HSH

maintains to advance SOGI compliance while the ONE System continues to roll out across the HRS. In 2020, HSH started a ONE System Advisory Committee that includes HSH leadership and provider partners to work together on ONE deployment and effectiveness. The FY19-20 SOGI report includes all client data from program areas that utilize the ONE system as reflected in Table 3 below as well as SOGI data from the Homeward Bound program. Program areas that are not yet integrated into the ONE system are still SOGI compliant, but data is not included in this report. HSH is committed to continuing to prioritize the integration of these outstanding program areas into the ONE system to provide a comprehensive analysis of all direct services accessed by LGBTQ+ households.

The only existing non-SOGI compliant data storage system is CHANGES, the adult shelter bed reservation system that has been inactive since March 2020 due to COVID. HSH is committed to continuing to work with City partners to ensure post-COVID this system meets the needs of clients and is in compliance with SOGI by either integrating fully over to the ONE system or redesigning the current platform.

Additionally, many clients in the Homelessness Response System who have a record in CHANGES or have accessed program areas that are not yet integrated into the ONE system have a ONE System record through Coordinated Entry. This means the majority of households in non-SOGI compliant database or in a program not yet integrated into the ONE system have SOGI data captured through engagement or assessments with a physical or mobile Access Point prior to being referred to a specific program area.

Table 3: SOGI Compliance in HSH Data Systems

PROGRAM TYPE	DATA SYSTEM	SOGI COMPLIANT	PLAN FOR COMPLIANCE
Coordinated Entry	ONE System	Yes	N/A
Street Outreach	ONE System	Yes	N/A
Problem Solving – Homelessness Prevention	ONE System	Yes	N/A
Problem Solving – Relocation Assistance	Homeward Bound Database	Yes	Problem Solving Relocation Assistance (Homeward Bound Program) is not yet integrated into the ONE System. The Homeward Bound Database is SOGI compliant and FY19-20 SOGI data is included in this report.
Problem Solving	ONE System	Yes	Problem Solving program areas including Flexible Grants, Mediation and Reconciliation and Housing Location Assistance were integrated into the ONE System in October 2020 and will be included in HSH's FY20-21 SOGI report.

Temporary Shelter (Transitional Housing and some Emergency Shelters)	ONE System	Yes	N/A
Temporary Shelter (Navigation Centers)	ONE System	Yes	Navigation Center sites became part of the COVID-19 response system and thus began tracking in RTZ with data then transferred to the ONE system. Households served as part of COVID-19 response are captured in this report. Pre-COVID, Navigation Center client data was managed in the Navigation Center Database and Civic Center Hotel Database. SOGI compliant questions were made available in these systems but this data is not represented in the current report as it is not available through the ONE System. Beginning in 2021, all Navigation Centers will begin tracking in the ONE system.
Temporary Shelter (SIP sites)	ONE System	Yes	SIP Hotel and congregate site client data including SOGI data is tracked in RTZ and transferred to the ONE system.
Temporary Shelter (Adult Shelter System)	CHANGES (Adult Shelter Reservation System)	No	Currently inactive due to COVID-19 protocol for shelter referral and shelter data management. Adult Shelter sites became part of the COVID-19 response system and thus began tracking in RTZ with data then transferred to the ONE system. Households served as part of COVID-19 response are captured in this report. HSH will continue to work with City partners to determine CHANGES can be integrated into the ONE system or if a new platform will

			need to be developed to support SOGI compliance.
Permanent Housing (Permanent Supportive Housing and Rapid Rehousing)	ONE System (partial)	Yes / In Process	All clients newly placed in Permanent Supportive Housing (PSH) are asked SOGI compliant questions upon enrollment in the ONE system and should be represented in Coordinated Entry as of August 2019. HSH continues to collect SOGI data for current tenants in Permanent Housing that may have been placed before the SOGI ordinance was implemented.

However, not all PSH programs are set up to track PSH tenants at present in the ONE System. HSH is prioritizing the integration of all outstanding housing programs into the ONE System in 2021 including: TAY Permanent Supportive Housing, Housing Ladder programs and some locally funded sites. Reporting on these program areas are anticipated to be included in HSH's FY20-21 SOGI Report. |

Point in Time Count
Every two years the City and County of San Francisco conducts a HUD-mandated census of the homeless population. The Point in Time (PIT) Count is a benchmark that helps measure changes in need at the population and subpopulation level for Continuums of Care (CoC) across the nation. Data collected through the PIT Count helps inform and shape local interventions to most effectively meet the needs of those experiencing homelessness. The PIT Count methodology has improved over the years and now includes a visual assessment of people living unsheltered in San Francisco, a census of all shelter and transitional housing programs and a survey of over 1,000 people experiencing homelessness that includes SOGI data collection.

It is estimated that 12% of San Francisco's whole population is LGBTQ+, while 27% of 2019 PIT survey respondents self-identified to peers through the PIT survey as LGBTQ+. Among 2019 survey respondents that self-identified as LGBTQ+, 55% were gay, lesbian, or same-gender loving; 29% as bisexual; 13% were transgender; 3% were genderqueer/gender non-confirming and 5% were questioning. 40% of homeless youth in San Francisco identified as LGBTQ+ compared with 27% of the adult population. Respondents who identified as LGBTQ+ were more likely to report having experienced domestic violence (48% compared to 27%). Respondents who identified as LGBTQ+ also reported a higher incidence of HIV or AIDS related illness (14% compared to 4%) and more also more likely to report first experiencing

homelessness as a youth or young adult than non-LGBTQ+ survey respondents (58% and 40% respectfully). A full report of the San Francisco 2019 Point in Time Count can be found online. On January 4, 2021 the Local Homelessness Coordinating Board (LHCB) unanimously approved its motion to seek an exception from HUD for the unsheltered and survey components of the 2021 PIT Count based on public health guidance. At the direction of LHCB and the guidance of the Department of Public Health, HSH has submitted the request for this exception to HUD. HSH further recommended that a full PIT count be conducted in both 2022 and 2023. The shelter count will be conducted in 2021 per pre-pandemic plans. This represents the loss of significant data critical to our system of care, but it was important to balance the need for this data in 2021 with the safety of people experiencing homelessness, PIT volunteers and the San Francisco community as a whole given the level of surge currently present in our community. The results of the 1000+ person survey conducted in 2019 are represented below.

Table 3: 2019 PIT SOGI Data Collection

A3. What is your gender?

Gender	#	%
Female	372	35.50%
Male	618	58.97%
Genderqueer/Gender Non-Binary	9	0.86%
Trans female	27	2.58%
Trans male	15	1.43%
Not listed: (specify) _____	7	0.67%
TOTAL	1048	

A6. Do you consider yourself? *

LGBTQ+	#	% of Responses
Straight/Heterosexual	722	68.50%
Gay/Lesbian/Same gender loving	158	14.99%
Questioning/Unsure	16	1.52%
Declined to answer	38	3.61%
Bisexual	83	7.87%
Not asked	7	0.66%
Total	1049	

responses were each considered their own variable

Analysis of FY2018-19 SOGI Direct Service Data

The following section presents and analyzes the SOGI data collected for FY2019-20. This period represents the second full year of implementation of the updated SOGI guidelines as required by the Ordinance and reflects significant impacts due to the COVID health crisis as mentioned above.

The FY19-20 HSH SOGI report analysis includes all households served between July 1, 2019 and June 30, 2020 for which SOGI compliant data was collected in the ONE System. The direct services included in this analysis closely reflect the six core components of the Homelessness Response System and include: Street Outreach, Coordinated Entry, Problem Solving, Temporary Shelter, and Permanent Housing. This report does not provide an analysis for the program areas that do not have SOGI data available in the ONE system.

As demonstrated in Table 3 above, HSH anticipates the integration of outstanding program areas (with the possible exception of Homeward Bound and adult shelters previously managed in CHANGES) into the ONE System in 2021. If these program services have not been integrated into the ONE System by 2021, HSH will provide available SOGI data for these programs in the FY20-21 report to ensure comprehensive reporting. For Permanent Housing services not yet integrated into the ONE system, SOGI data for those households is collected during their engagement with Coordinated Entry prior to being referred to these services.

Methodology

HSH's FY18-19 SOGI Report reported data at the client level. In FY19-20, we adjusted our methodology to report at the household level. This change in methodology is based on early learnings including the findings from the FY18-19 SOGI report that demonstrated high rates of incomplete data for family households. The majority of placements into HSH direct services are made at a household level. Often, especially when serving families, only the Head of Household is fully assessed and comprehensive collection of gender identify and sexual orientation data may be limited for other family members and minors in the household. We believe this change in methodology reflected in the FY19-20 report will provide a more accurate analysis of how households identifying as LGBTQ+ are utilizing HSH direct services. For the purposes of this report, "household" refers to data collected from the Head of Household.

To ensure HSH's ability to compare LGBTQ+ client access of HSH direct services over time, this report includes comparative data from FY18-19 to FY19-20 for each program area at a household level. The inclusion of FY18-19 SOGI data utilizing the new methodology supports the ability of HSH to identify opportunities and challenges across program areas in relation to utilization and representation by LGBTQ+ households.

For the purposes of this report, "LGBTQ+" is calculated as anyone who selected the following responses from the gender identity and sexual orientation questions as listed above: Gay/Lesbian/Same-Gender Loving, Trans Female (MTF of Male to Female), Trans Male (FTM or Male to Female), Gender Non-Conforming, Bisexual, Questioning/Unsure, Not Listed or Client Doesn't Know.

It is important to note that data collected in the ONE system may include a small number of programs that participate in Coordinated Entry or data sharing but are not funded through HSH or placed by Coordinated Entry. HSH is not able to categorically exclude these programs and it may have a small impact on data presented in this report.

Specific methodology for each program area is noted under each subsection in this report, including any significant impacts to data quality or collection due to COVID-19.

**Table 4**: **Summary of LGBTQ+ Data for HSH Program Areas in FY2019-20 (complete)***

FY19-20 Summary of LGBTQ+ Data by Program Area				
	Total Households	Total non-LGBTQ+ Households	Total LGBTQ+ Households	% of LGBTQ+ Households

Coordinated Entry	7677	6403	1274	16.60%
Permanent Housing	1411	1195	216	15.31%
Street Outreach	1196	1016	180	13.45%
Temporary Shelter	2347	2007	340	14.49%
Problem Solving - Homelessness Prevention	626	595	31	4.95%
Problem Solving – Relocation Assistance	259	227	32	12.36%

* The data in Table 4 above does not include households with missing or incomplete data in FY19-20. Appendix A provides incomplete and missing data of all heads of households served in FY19-20 including those with incomplete data.

% LGBTQ+ Households Served by Program Area
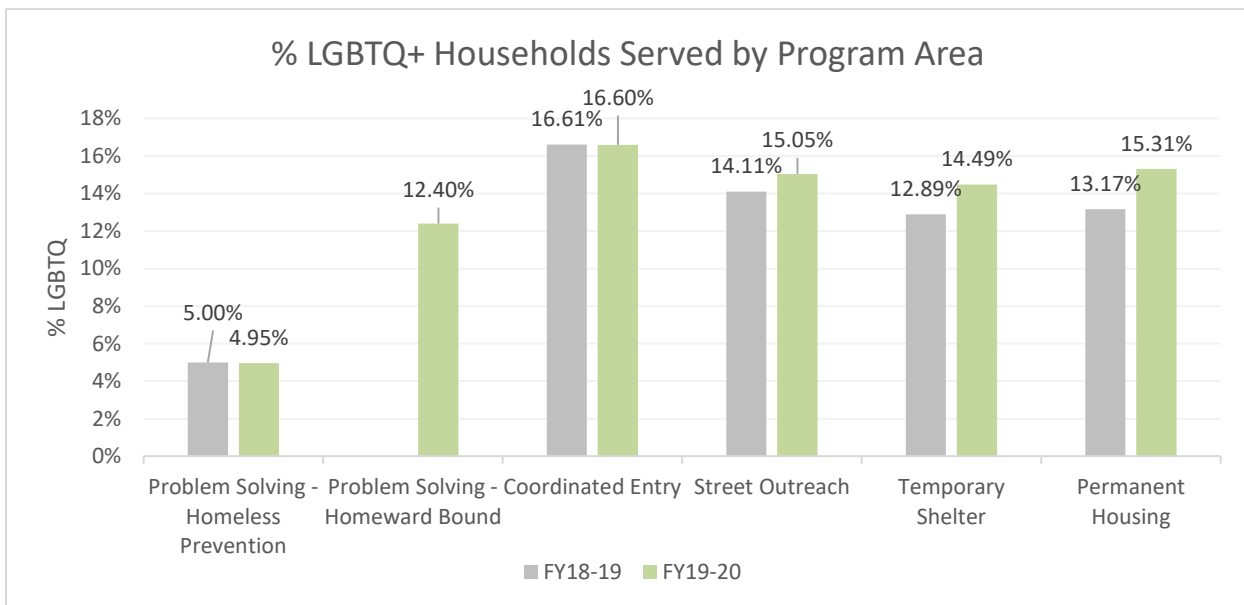
* The Homeward Bound database was not compliant in FY18-19

1. **Coordinated Entry**

Coordinated Entry is the entry point to the majority of program areas provided within the Homelessness Response System. In FY19-20, a total of 8,176 new households accessed Coordinated Entry, 7,176 with complete data. When excluding missing data of 409 households with incomplete data, 1,274, or 16.60% were LGBTQ+. This demonstrates an overall increase of 88 LGBTQ+ households that accessed Coordinated Entry in FY19-20 from FY18-19. The data also reflects a small but notable increase in TGNC households that accessed Coordinated Entry in FY19-20.

As the entry point to the majority of program areas provided through the Homelessness Response System, SOGI data for households active in Coordinated Entry for FY19-20 is a good representation of HSH's general serviceable population for the year. Households engaged in Coordinated Entry are then

referred to other program areas within the system of care. HSH is deeply committed to ensuring that the LGBTQ+ population is accessing and being served by Coordinated Entry to ensure access to resources to resolve homelessness are available and being appropriately matched to meet the needs of this especially vulnerable population.

Coordinated Entry organizes the Homelessness Response System with a common, population specific assessment, a centralized data system, a "by name" database of households and a prioritization method. The assessment directs households to the appropriate resources and allows for data-driven decision making and performance-based accountability. The Coordinated Entry process is organized to serve three subpopulations: Adults, Families with Children and Youth. The Coordinated Entry process is comprised of the following parts: Problem Solving, access, assessment, prioritization and referral. As of May 2019, Coordinated Entry Access Points are now serving all three subpopulations, each with their own designated Access Points.

HSH continues to analyze Coordinated Entry prioritization on an ongoing basis for equity, including LGBTQ+ status. Through recent analysis, HSH and our evaluation partners have determined TGNC households are significantly more likely to be Housing Referral Status than cisgender people experiencing homelessness and LGBTQ+ people are prioritized in a representative rate. HSH is pleased that the prioritization method of focusing on chronicity of homelessness, barriers to housing, and vulnerability is leading to a significant prioritization of LGBTQ+ people experiencing homelessness being identified for Homeless Response System housing assistance.

In FY19-20 HSH engaged in multiple initiatives to support increased access, awareness and engagement for LGBTQ+ persons experiencing homelessness within the Coordinated Entry system. Highlights include:

o *LGBTQ+ Coordinated Entry Community Engagement*
   HSH invited local LGBTQ+ leaders and experts to learn about Coordinated Entry in September 2019 to understand how to better connect those they serve with Access Points and mobile services, and for HSH to receive feedback and recommended improvements in connecting the LGBTQ+ population with Coordinated Entry.

o *TGIJP Access Point Partnership*
   As part of HSH's commitment to ensuring equitable service access for LGBTQ+ individuals experiencing homelessness, in FY19-20, Transgender Gender-Variant and Intersex Justice Project (TGIJP) joined the Adult Access Point partnership. TGIJP is the first LGBTQ+ services focused provider who is providing Problem Solving and Coordinated Entry services to the adult population experiencing homelessness in San Francisco. HSH is proud to increase safe spaces for LGBTQ+ people experiencing homelessness to access housing resources through this partnership.

o *Citywide Training*
   HSH partnered with two Youth Access Points, Larkin Street Youth Services and the SF LGBT Center (The Center), to provide trauma-informed, culturally responsive Problem Solving and Housing Navigation services to transgender and gender nonconforming (TGNC) youth experiencing homelessness in San Francisco. The Center has received funding to start a TGNC

peer-to-peer Problem Solving Program where they will hire a team of paid interns with lived expertise. This program will also create a community training plan to educate our nonprofit shelter providers on best practices serving LGBTQ+ and TGNC youth experiencing homelessness. The Center recently hired a Housing Navigation Manager in December who will lead these efforts along with a team of paid interns to provide trauma-oriented and human centered services to TGNC youth experiencing homelessness.

It is important to note that while Problem Solving offers direct services that are distinct from Coordinated Entry, Problem Solving is a strategy that is integrated within Coordinated Entry. HSH is committed to ensuring the LGBTQ+ community is aware of and has access to Problem Solving strategies, the majority of which begin with a Problem Solving conversation offered at a Coordinated Entry Access Point. In FY19-20, HSH engaged in the following initiatives to increase LGBTQ+ access and awareness of Problem Solving:

- o *Dedicated Problem Solving Program Manager*
  In FY19-20, HSH hired a dedicated Problem Solving Lead Program Manager who is responsible for managing and monitoring all Homelessness Prevention and Problem Solving contracts under HSH. This work includes: updates to existing policies, development and implementation of a Problem Solving Guide, development of Problem Solving training systemwide, integration of Problem Solving services into the ONE system and engagement in data analysis and quality assurance of programs offered through Problem Solving.

While data demonstrates that progress is being made in connecting and appropriately assessing LGBTQ+ households, HSH recognizes we have more work to do to ensure equitable LGBTQ+ representation in Coordinated Entry and will continue to work closely with our partners to expand and explore access and awareness to this program area. Specifically, HSH is currently developing a new training for all Access Point staff on engaging all clients respectfully to improve data quality and engagement of TGNC and all LGBTQ+ people.

Table 5: FY19-20 Coordinated Entry SOGI Data (complete)*

Coordinated Entry: Gender Identity				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Male	4543	59.80%	4834	59.63%
Female	2886	37.99%	3045	37.56%
Trans Male	13	0.17%	28	0.35%
Trans Female	104	1.37%	128	1.58%
Gender Non-Conforming (I.e. not exclusively male or female)	51	0.67%	70	0.86%
Client doesn't know	n/a	n/a	2	0.2%
Total	7597	100%	8107	100%

Coordinated Entry: Sexual Orientation

	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Straight / Heterosexual	5753	83.44%	6252	83.98%
Gay / Lesbian / Same-Gender Loving	623	9.04%	599	8.05%
Bisexual	386	5.60%	474	6.37%
Not Listed	75	1.09%	70	0.94%
Questioning / Unsure	58	0.84%	50	0.67%
Total	6895	100%	7445	100%

The data in Table 5 above does not include 69 households with missing or incomplete data for Gender Identity and 731 households with missing or incomplete data for Sexual Orientation that engaged with Coordinated Entry in FY19-20. Appendix A provides incomplete and missing data of all heads of households served in FY19-20 including those with incomplete data.

2. Permanent Housing

Permanent Housing provides permanent solutions to homelessness through subsidies and supportive housing services. In FY19-20 a total of 1,484 new households here referred to Permanent Housing through Coordinated Entry. When excluding missing data of 73 households, 216 or 15.31% of these new referrals were LGBTQ+ households. This demonstrates an overall increase of 54 LGBTQ+ households that accessed Permanent Housing in FY19-20 from FY18-19. In FY19-20, Permanent Housing was the second highest utilized program area accessed by LGBTQ+ households, demonstrating the efficacy of Coordinated Entry referrals of the most vulnerable to permanent housing. FY19-20 SOGI data for Permanent Housing demonstrate similar trends seen in Coordinated Entry including an overall increase in households who are LGBQ+ and TGNC, specifically transgender men whom were not represented in FY18-19 new enrollments into Permanent Housing.

As mentioned in regard to the Methodology applied for this report, Permanent Housing SOGI data reflects new enrollments to Permanent Supportive Housing (PSH) and Rapid Rehousing (RRH) during the designated reporting time period, and not all active households within the Permanent Housing system. This is due to a large portion of households in Permanent Housing being existing tenants that entered the system pre-SOGI requirements. As of August 1, 2019, all new referrals to Permanent Housing are managed through Coordinated Entry ensuring all new referrals enter Permanent Housing with appropriate demographic data including SOGI data. HSH will continue to work with Housing Providers and tenants to collect SOGI, racial, ethnicity and other appropriate demographic data from existing tenants.

FY19-20 data does not include the following Permanent Housing resources that are not yet integrated into the ONE system. These resources are anticipated to be integrated into the ONE system in FY20-21, original integration timelines were impacted due to COVID-19. Permanent Housing resources not included in FY19-20 SOGI data include TAY PSH, Housing Ladder, some locally funded PSH units and any new Permanent Housing resources (e.g. PSH Flexible Housing Subsidy Pool) launched after June 30, 2020. Referrals to these programs (with the exception of the Housing Ladder) are managed through Coordinated Entry ensuring SOGI and other appropriate demographic data is being collected.

Fair Market Housing laws dictate that Permanent Housing cannot be restricted to any specific subpopulations, but HSH provides dedicated outreach and marketing to Permanent Housing eligible LGBTQ+ households to ensure their awareness when housing opens in LGBTQ+ welcoming and inclusive housing resource. As FY19-20 SOGI data demonstrates, as HSH continues to increase LGBTQ+ representation in the Coordinated Entry system and as LGBTQ+ households are appropriately prioritized within this system, there is a subsequent increase in LGBTQ+ households eligible for Permanent Housing, thus increasing the representation of LGBTQ+ households accessing Permanent Housing in San Francisco.

Highlights of the innovative housing initiatives that promoted LGBTQ+ access and inclusion in Permanent Housing in FY19-20 include:

- ○ *Castro Youth Housing Initiative*
  Larkin Street Youth Services provided 38 units of Transitional Housing for LGBTQ+ youth, six of the thirty-eight units are in a single house that is specifically dedicated to Trans youth. This program also offers street outreach and emergency housing vouchers dedicated to youth experiencing homelessness in the Castro.

- ○ *Host Homes Program*
  Funded by the City and piloted by the LGBT Center, Host Homes is a unique emergency housing intervention that pairs 25 LGBTQ+ youth experiencing homelessness with "hosts". Hosts are trained community members who are part of the program that provides a spare room in their house for up to 12 months for the youth participant.

- ○ *Grand Challenge*
  HSH along with non-profit partners and young adults continue to participate in A Way Home America's Grand Challenge to end homelessness for youth of color and LGBTQ Youth. This work involves a cohort model in which San Francisco along with nine other communities across the country receive support and technical assistance to create goals and strategies that center equity and system change that will lead to ending homelessness for youth of color and LGBTQ youth, our most vulnerable youth impacted by homelessness. During FY19-20, goals included: increasing youth voice in decision making, analysis of Coordinated Entry through an equity lens, and using current and new resources in a way that leads to ending homelessness for youth of color and LGBTQ youth.

In FY20-21 the following initiatives are planned to continue to promote LGBTQ+ access and inclusion in Permanent Housing in addition to the initiatives mentioned under Coordinated Entry that support referrals to Permanent Housing program areas:

- • *Rapid Rehousing for Family Survivors of Domestic Violence*
  Asian Women's Shelter (AWS) operates a newly funded Rapid Rehousing program for families that have survived domestic violence and/or human trafficking. Families will be identified and prioritized through Coordinated Entry System. The target population of the project is survivors of domestic violence and human trafficking who are seeking safe, stable housing for themselves,

and if applicable, their children and/or other dependents. This program will provide Rapid Rehousing for 25 households fleeing domestic violence. Asian Women's Shelter has a long history of tailoring its services to LGBQ and TGNC communities. LGBTQ and TGNC survivors who are referred to this Rapid Rehousing program will benefit from responsive services that affirm and support their safety and self-determination.

Table 6: FY19-20 Permanent Housing SOGI Data (complete)*

Permanent Housing: Gender Identity				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Male	666	54.50%	775	52.58%
Female	540	44.19%	667	42.25%
Trans Male	0	**0.00%**	4	0.27%
Trans Female	12	0.98%	16	1.09%
Gender Non-Conforming (I.e. not exclusively male or female)	4	0.33%	12	0.81%
Total	1222	100%	1474	100%

Permanent Housing: Sexual Orientation				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Straight / Heterosexual	945	86.22%	6252	83.98%
Gay / Lesbian / Same-Gender Loving	87	7.94%	599	8.05%
Bisexual	54	4.93%	474	6.37%
Questioning / Unsure	10	0.91%	4	0.30%
Total	1096	100%	1354	100%

*The data in Table 6 above does not include 10 households with missing or incomplete data for Gender Identity and 130 households with missing or incomplete data for Sexual Orientation that access Permanent Housing in FY19-20. Appendix A provides incomplete and missing data of all heads of households served in FY19-20 including those with incomplete data.

3. Street Outreach

Street Outreach connects those living outside with the Homelessness Response System. In FY19-20, 1,338 households engaged with Street Outreach and were tracked in the ONE system. When excluding the 142 missing responses, 180 households or 15.05% were LGBTQ+, demonstrating an increase of 22 LGBTQ+ households (0.94%) from FY18-19.

The total number of households who actively engaged with Street Outreach reflected in this report is likely an undercount. This is due to Street Outreach staff pivoting to prioritize emergency response

needs of unsheltered individuals during the COVID crisis including conducting wellness checks and identifying and engaging COVID-vulnerable unsheltered individuals for referrals to SIP Hotels. During the emergency response, SFHOT referred over 900 COVID-vulnerable individuals experiencing unsheltered homelessness to SIP hotels. Due to the reprioritization of Street Outreach resources to meet the needs of the ongoing emergency response, Street Outreach paused tracking households in the ONE system in March 2020. Household data tracking in ONE by Street Outreach is anticipated to resume in early 2021 based on availability of resources and the status of the pandemic.

Street Outreach can be an entry point into the Homelessness Response System. Unsheltered households who engage with SFHOT but do not have their SOGI information collected are often referred to other program areas within the Homelessness Response System where, upon intake, SOGI and other appropriate demographic information is collected. It is important to note that best practice of Street Outreach is to provide services to households even if they are not in a place to provide personal data or share their story.

In FY19-20 HSH engaged in multiple initiatives to support increased access, awareness and engagement for LBTQ+ persons experiencing homelessness accessing Street Outreach. Highlights include:

o   *SOGI 101 Training*
    In FY19-20, all staff providing Street Outreach services through the San Francisco Homeless Outreach Team (SFHOT) completed "*SO/GI 101: Practicing Cultural Humility, Collecting Information about Sexual Orientation and Gender Identity*" as the first part of a series of cultural responsiveness trainings.

o   *LGBTQ+ COVID-Vulnerable Outreach and Referrals to SIP Hotels*
    SFHOT worked closely with OTI and other community partners that serve the LGBTQ+ community to identify individuals at highest risk for COVID-19 and referred them to SIP hotel rooms dedicated to serve this population. Additionally, SFHOT partnered with OTI and the Department on the Status of Women to place women (trans and cis gender) fleeing domestic violence into rooms specifically dedicated to this population.

HSH will continue to invest in Street Outreach training and partnerships to ensure equitable LGBTQ+ representation in FY20-21, including the following initiatives:

o   *Cultural Responsiveness Trainings*
    Continue cultural responsiveness trainings for SFHOT staff building off of SOGI 101 trainings offered in FY19-20.

o   *LGBTQ+ Focused Street Outreach Partnerships*
    HSH will continue to work with and support the Homeless Youth Alliance that conducts Street Outreach for youth experiencing homelessness in the Castro, particularly LGTBQ+ youth.

Table 7: FY19-20 Street Outreach SOGI Data (complete)*

Street Outreach: Gender Identity

	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Male	902	66.57%	878	66.72%
Female	417	30.77%	402	30.55%
Trans Male	5	0.37%	6	0.46%
Trans Female	20	1.48%	17	1.29%
Gender Non-Conforming (I.e. not exclusively male or female)	11	0.81%	13	0.99%
Total	1355	100%	1316	100%

Street Outreach: Sexual Orientation				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Straight / Heterosexual	864	85.88%	976	85.09%
Gay / Lesbian / Same-Gender Loving	658	5.77%	72	6.28%
Bisexual	64	6.36%	77	6.71%
Not Listed	15	1.49%	14	1.22%
Questioning / Unsure	5	0.50%	8	0.70%
Total	1006	100%	1147	100%

*The data in Table 7 above does not include 22 households with missing or incomplete data for Gender Identity and 191 households with missing or incomplete data for Sexual Orientation that engaged with Street Outreach in FY19-20. Appendix A provides incomplete and missing data of all heads of households served in FY19-20 including those with incomplete data.

4. Temporary Shelter

Temporary Shelter provides temporary places for people to stay while accessing other services and seeking housing solutions. In FY19-20, 2,832 households accessed Temporary Shelter. When excluding the 485 missing responses, 340 households or 14.49% were LGBTQ+, demonstrating an increase of 209 LGBTQ+ households (1.6%) from FY18-19.

FY19-20 data follows the trends of other HSH program areas demonstrating an overall increase in households identifying as LGBQT+ accessing Temporary Shelter as shown in Table 8 below. In FY19-20, Temporary Shelter saw the number of transgender males double from FY18-19 and the number of transgender females increase by 37 households or 1.09%.

As mentioned earlier in this report, Temporary Shelter programs were significantly impacted by the pandemic. For the purposes of this report, FY19-20 Temporary Shelter data includes all temporary shelter sites that are available in the ONE system (Transitional Housing and emergency shelter), Temporary Shelters that adopted the use of the RTZ system as part of the COVID-19 response (Adult Shelters and Navigation Centers) and Shelter in Place (SIP) Hotels.

SIP hotels were stood up as part of the City's emergency response to COVID-19 to serve people experiencing homelessness who are at highest risk of the disease. HSH noted in 2020 that we were concerned by the underrepresentation of LGBTQ+ guests in the SIP hotels despite the efforts mentioned above including dedicated outreach in partnership with LGBTQ+ community organizations and designated SIP hotel rooms for LGBTQ+ guests. In digging into the underlying reasons, it seems that many LGBTQ+ individuals presented for referral to SIPs were not deemed to be COVID vulnerable by the Department of Public Health criteria and thus were not eligible for the service. HSH and partners are continuing to investigate additional potential barriers to these referrals. Going forward, HSH in partnership with the CCC and other City and community partners seeks to address this through additional LGBTQ+ focused outreach for new intakes into SIP hotels as required under Emergency Ordinance 273-20 and will continue to monitor and analyze how this emergency resource is serving the LGBTQ+ community. Additional SOGI data for SIP Hotels will be available as part of SIP hotel reporting required by the Emergency Ordinance 273-20 in early 2021.

HSH is committed to provide dedicated Temporary Shelter resources for LGBTQ+ households. We have heard from the community and those experiencing homelessness that designated, safe space within the Temporary Shelter system is a priority. HSH has committed to a number of innovative initiatives in FY19-20 that will continue in FY20-21 to increase LGBTQ+ access and utilization of Temporary Shelter. Highlights include:

o *SOGI "101" Trainings*
HSH and the Office of Transgender Initiatives (OTI) held a series of Sexual Orientation /Gender Identity "101" Trainings for staff that work at HSH-funded Navigation Centers and adult, transitional aged youth (TAY) and family emergency shelters in Fall 2019 and Spring 2020. These trainings provided staff at various levels of service delivery within these programs an overview, suggestions and support regarding how to interact with LGBTQ+ individuals in a welcoming way. The trainings supported the temporary shelter program staff in developing a shared language around gender and sexual orientation, along with bringing operational questions related to SOGI to the foreground. This first series of trainings was also used to identify next steps and additional training that will continue the efforts to enhance HSH and its programs' support of this population.

o *Jazzie's Place*
As mentioned above, Dolores Street Shelter that hosts Jazzie's Place was temporarily closed during the pandemic as it was not able to operate 24/7 and shared space with other programs. HSH advocated for and received funding to expand Jazzie's place should the space become available as a daycare which shares the space relocates. HSH is working closely with the provider to explore options for COVID-safe re-opening in 2021 as we recognize how critical this dedicated space is for LGBTQ+ households in the Temporary Shelter System. As this resource is temporarily unavailable, HSH worked closely with the COVID-19 Command Center (CCC) to identify designated LGBTQ+ rooms in SIP hotels and as part of the temporary closure of this site referred eligible clients staying at Jazzie's Place to these dedicated SIP resources.

o *Trans-Focused Temporary Shelter Dorm*

HSH was making plans with one of our CBO providers to implement the repurposing of an existing dorm for additional placements of self-identified LGBTQ+ and Gender Non-binary unsheltered persons experiencing homelessness. Due to the COVID pandemic and closure of the designated site, this plan has been paused. As beds are added back into the Temporary Shelter system post-COVID, HSH will work to implement this goal of creating a designated dorm space for this population.

o *TAY Navigation Center*
HSH will open San Francisco's first Navigation Center dedicated to serving Transitional Aged Youth (TAY) in early 2021. The purpose of the program is to provide a safe and affirming place for TAY and provide services to stabilize and achieve their housing goals. HSH selected a non-profit provider, Third Street Youth Center and Clinic, with experience working with LGBTQ+ youth to operate this site.

Table 8: FY19-20 Temporary Shelter SOGI Data (complete)*

Temporary Shelter: Gender Identity				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Male	517	46.58%	1659	61.02%
Female	575	51.80%	986	36.26%
Trans Male	5	0.45%	10	0.37%
Trans Female	5	0.45%	42	1.54%
Gender Non-Conforming (I.e. not exclusively male or female)	8	0.72%	21	0.77%
Total	1110	100%	2719	100%

Temporary Shelter: Sexual Orientation				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Straight / Heterosexual	859	87.03%	1897	85.91%
Gay / Lesbian / Same-Gender Loving	41	4.15%	154	6.97%
Bisexual	66	6.69%	119	5.39%
Not Listed	14	1.42%	26	1.18%
Questioning / Unsure	7	0.71%	12	0.54%
Total	987	100%	2208	100%

*The data in Table 8 above does not include 113 households with missing or incomplete data for Gender Identity and 624 households with missing or incomplete data for Sexual Orientation that accessed Temporary Shelter in FY19-20. Appendix A provides incomplete and missing data of all heads of households served in FY19-20 including those with incomplete data.

5. *Problem Solving*

Problem Solving is an umbrella term used for strategies including Homelessness Prevention programs that provide opportunities to prevent people from entering the Homelessness Response System and to redirect people who can resolve their homelessness without the need for ongoing support. Additional Problem Solving programs referenced in Table 2 of this report were integrated into the ONE System in late 2020 and will be included in the FY20-21 SOGI report.

Problem Solving: Homelessness Prevention
FY19-20 there were 744 households known to the ONE system served by Problem Solving's Homelessness Prevention services. When excluding 118 incomplete responses, 31 households or 4.17% were LGBTQ+, a decrease of 2 (-0.03%) households from FY18-19.

Problem Solving Homelessness Prevention includes households that received a one-time grant for eviction prevention or to resolve immediate homelessness.

One theory HSH has for the lower percentage of LGBTQ+ households accessing Homelessness Prevention services in FY19-20 is due to the fact that Homelessness Prevention (specifically Eviction Prevention) is a strategy has historically been made available and accessed by low-income families that are facing eviction. In general, the majority of families identify as cisgender, which speaks to the data in Table 9 that reflects a high majority of program participants in FY19-20 as cisgender/heterosexual.

HSH has implemented a strong focus on quality assurance and continuous quality improvement in our Problem Solving and Prevention programs and will be closely evaluating data quality and need.

Problem Solving: Relocation Assistance
Problem Solving Relocation Assistance reconnects people experiencing homelessness with support networks including family and friends. In FY19-20 there were 259 households that accessed Problem Solving Relocation Services. When excluding 157 incomplete responses, 32 households or 12.36% were LGBTQ+. FY19-20 is the first year SOGI data was available for this program.

Problem Solving is the most recent addition to the Homelessness Response System and as mentioned under the Coordinated Entry section in this report, HSH has hired dedicated staff to manage and continue to expand the program areas included under the umbrella of Problem Solving. HSH looks forward to analyzing and presenting more comprehensive data for Problem Solving direct services in FY20-21 that will inform how the LGBTQ+ community is accessing Problem Solving programs and if additional efforts and creative partnerships need to be pursued to support awareness and access of this program area.

Table 9: Problem Solving - Homelessness Prevention SOGI Data (complete)*

Homelessness Prevention: Gender Identity				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Male	196	25.42%	204	28.33%

Female	572	74.19%	512	71.11%
Trans Male	0	0.00%	0	0.00%
Trans Female	1	0.13%	0	0.00%
Gender Non-Conforming (I.e. not exclusively male or female)	0	0.00%	2	0.28%
Client doesn't know	0	0.00%	2	0.28%
Total	769	100%	720	100%

Homelessness Prevention: Sexual Orientation				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Straight / Heterosexual	317	91.35%	400	93.46%
Gay / Lesbian / Same-Gender Loving	10	2.88%	14	3.27%
Bisexual	19	5.48%	13	3.04%
Not Listed	0	0.00%	1	0.23%
Questioning / Unsure	1	0.29%	0	0.00%
Total	347	100%	428	100%

The data in Table 9 above does not include 24 households with missing or incomplete data for Gender Identity and 316 households with missing or incomplete data for Sexual Orientation that accessed Problem Solving Homelessness Prevention in FY19-20. Appendix A provides incomplete and missing data of all heads of households served in FY19-20 including those with incomplete data.

Table 9: Problem Solving -Relocation Assistance SOGI Data (complete)*

Relocation Assistance: Gender Identity				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Male	n/a	n/a	288	72.18%
Female	n/a	n/a	107	26.82%
Trans Male	n/a	n/a	0	0.00%
Trans Female	n/a	n/a	3	0.75%
Gender Non-Conforming (I.e. not exclusively male or female)	n/a	n/a	1	0.25%
Client doesn't know	n/a	n/a	0	0.00%
Total	n/a	n/a	399	100%

Relocation Assistance: Sexual Orientation				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Straight / Heterosexual	n/a	n/a	229	91.24%

Gay / Lesbian / Same-Gender Loving	n/a	n/a	14	5.58%
Bisexual	n/a	n/a	6	2.39%
Not Listed	n/a	n/a	0	0.00%
Questioning / Unsure	n/a	n/a	2	0.80%
Total	n/a	n/a	251	100%

The data in Table 9 above does not include 17 households with missing or incomplete data for Gender Identity and 165 households with missing or incomplete data for Sexual Orientation that accessed Problem Solving Relocation Assistance in FY19-20. Sexual Orientation questions were not compliant until September 2019. Appendix A provides incomplete and missing data of all heads of households served in FY19-20 including those with incomplete data.

Discussion of Analysis
Overall based on FY19-20 SOGI Data HSH recognizes an improvement of representation of LGBTQ+ households across program areas. As housing is healthcare and we as know that LGBTQ+ persons experiencing homelessness are likely to be more vulnerable, we are pleased to see an increase of LGBTQ+ referrals to Permanent Housing that reflects the effectiveness of Coordinated Entry in referring the most vulnerable to Permanent Housing resources. We were also pleased to see an increase in TGNC households across the significant majority of programs in FY19-20.

Overall, in FY19-20 we saw that 15.38% of LGBTQ+ households were served with an average rate of 10% of households providing incomplete data or declining to respond to SOGI questions. This is less than the 27% of households experiencing homelessness that self-identified as LGBTQ+ in the 2019 PIT Count, however this could be due to households being more likely to present accurate SOGI information during the anonymous PIT survey conducted by their peers than to service providers upon intake to HSH program areas. It is important to note that the 2019 PIT count demographics are generated from a 1,000-person peer-to-peer one-time administered survey that is then extrapolated so may also not be the correct benchmark for HSH to identify for LGBTQ+ representation across program areas.

HSH believes this warrants further analysis and review and we look forward to providing additional SOGI analysis in FY20-21, noting there will still be impacts on data quality and accuracy due to the continuing impacts of the pandemic.

HSH is grateful for the continued partnership of the Office of Transgender Initiatives (OTI) and community partners who have supported the innovative outreach, education and training opportunities HSH conducted in FY19-20, despite the impacts of the pandemic. While HSH has seen progress since FY18-19 in both data collection standards and representation of the LGBTQ+ population utilizing HSH programs, there is much more work to do to ensure equitable representation of these historically underserved communities within the Homelessness Response System.

FY19-20 SOGI Analysis: Opportunities for Improvement
Overall, FY19-20 SOGI data shows a slight decrease across program areas of incomplete or missing SOGI data. HSH is committed to continuing to improve collection of SOGI data from households by improving practices and continuing to extend training opportunities to service provider staff facilitating the collection of SOGI data from households across all program areas. Some of the initiatives HSH is committed to conducting in FY20-21 to support this goal include:

- Review and revisit language used in standard SOGI collection forms to ensure it is culturally appropriate and translates clearly to clients and staff
- Continue integration of remaining program areas, with a prioritization on housing programs into the ONE system to support comprehensive SOGI analysis in FY20-21 (with the possible exception of CHANGES and Homeward Bound Database)
- Conduct ongoing analysis to ensure Problem Solving services are being accessed and utilized by the LGBTQ+ community
- Continue to work with OTI and other partners to offer training opportunities to service provider staff that facilitate the collection and input of SOGI data from households accessing direct services in the Homelessness Response System, like "SOGI 101" that was offered in FY19-20

In addition to the various initiatives briefly touched on in the sections above, HSH looks forward to our continued work on the following SOGI-related initiatives in FY20-21 and beyond.

Thank you for your time and attention in reviewing this report. This work could not be done without the unwavering commitment of HSH staff, partner providers, advocates and the leadership of OTI.

HSH welcomes any follow up questions or conversations.

Cc:
Clair Farley, Director, Office of Transgender Initiatives
Pau Crego, Office of Transgender Initiatives
Emily Cohen, Interim Director of Strategy and External Affairs

Appendix A: SOGI Data by Household for FY18-19 and FY19-20 (including incomplete responses)

Table A: Summary of FY19-20 SOGI Data by Program Area (including incomplete responses)

FY19-20: SOGI Overview by Program Area					
	Total Households	Total non-LGBTQ+ Households	Total LGBTQ+ Households	Total Incomplete / Missing Data	% of LGBTQ+ Households
Coordinated Entry	8176	6403	1274	499	15.58%
Permanent Housing	1484	1195	216	73	14.56%
Street Outreach	1338	1016	180	142	13.45%
Temporary Shelter	2832	2007	340	485	7.92%
Problem Solving – Prevention Assistance	744	595	31	118	4.17%
Problem Solving – Relocation Assistance	416	227	32	157	12.36%

Table B: Summary of FY18-19 SOGI Data by Program Area (including incomplete responses)

FY18-19: SOGI Overview by Program Area					
	Total Households	Total non-LGBTQ+ Households	Total LGBTQ+ Households	Total Incomplete / Missing Data	% of LGBTQ+ Households
Coordinated Entry	7662	5955	1186	521	15.48%
Permanent Housing	1230	994	162	74	13.17%
Street Outreach	1403	962	158	283	11.26%
Temporary Shelter	1119	885	131	103	11.71%
Problem Solving - Homelessness Prevention	787	627	33	127	4.19%
Problem Solving – Relocation Assistance	n/a	n/a	n/a	n/a	n/a

Table C: Coordinated Entry SOGI Data (including incomplete responses)

Coordinated Entry: Gender Identity	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Male	4543	59.29%	4834	59.12%

	FY18-19		FY19-20	
Female	2886	37.67%	3045	37.24%
Trans Male	13	0.17%	28	0.34%
Trans Female	104	1.36%	128	1.57%
Gender Non-Conforming (I.e. not exclusively male or female)	51	0.67%	70	0.86%
Client Refused	n/a	n/a	2	0.02%
Data Not Collected	53	0.69%	56	0.68%
Blank	10	0.13%	10	0.12%
Total	7662	100%	8176	100%

Coordinated Entry: Sexual Orientation				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Straight / Heterosexual	5753	75.08%	6252	76.47%
Gay / Lesbian / Same-Gender Loving	623	8.13%	599	7.33%
Bisexual	386	5.04%	474	5.80%
Not Listed	75	0.98%	70	0.86%
Questioning / Unsure	58	0.76%	0	0.00%
Declined to Answer	107	1.40%	154	1.88%
Incomplete / Missing Data	15	0.20%	27	0.33%
Not Asked	308	4.02%	250	3.06%
Blank	337	4.40%	300	3.67%
Total	7662	100%	8176	100%

Table D: Permanent Housing SOGI Data (including incomplete responses)

Permanent Housing: Gender Identity				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Male	666	54.15%	775	52.22%
Female	540	43.90%	667	44.95%
Trans Male	n/a	n/a	4	0.27%
Trans Female	12	0.98%	16	1.08%
Gender Non-Conforming (I.e. not exclusively male or female)	4	2.33%	12	0.81%
Data Not Collected	6	0.49%	7	0.47%
Blank	2	0.16%	3	0.20%
Total	1230	100%	1484	100%

Permanent Housing: Sexual Orientation		
	FY18-19	FY19-20

	# of Households	% of Households	# of Households	% of Households
Straight / Heterosexual	945	76.83%	1163	78.37%
Gay / Lesbian / Same-Gender Loving	87	7.07%	111	7.48%
Bisexual	54	4.39%	76	5.12%
Not Listed	5	0.41%	16	1.08%
Questioning / Unsure	10	0.81%	4	0.27%
Declined to Answer	27	2.20%	24	1.62%
Incomplete / Missing Data	3	0.24%	8	0.54%
Not Asked	37	3.01%	49	3.30%
Blank	62	5.04%	33	2.22%
Total	1230	100%	1484	100%

Table E: Street Outreach Data (including incomplete responses)

Street Outreach: Gender Identity				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Male	902	64.29%	878	65.62%
Female	417	29.72%	402	30.04%
Trans Male	5	0.36%	6	0.45%
Trans Female	20	1.43%	17	1.27%
Gender Non-Conforming (I.e. not exclusively male or female)	11	0.78%	13	0.97%
Data not collected	48	3.42%	21	1.57%
Blank	n/a	n/a	1	0.07%
Total	1403	100%	1338	100%

Street Outreach: Sexual Orientation				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Straight / Heterosexual	864	61.58%	976	72.94%
Gay / Lesbian / Same-Gender Loving	58	4.13%	72	5.38%
Bisexual	64	4.56%	77	5.75%
Not Listed	15	1.07%	14	1.05%
Questioning / Unsure	5	0.36%	8	0.60%
Declined to Answer	18	1.28%	18	1.35%
Incomplete / Missing Data	11	0.78%	11	0.82%
Not Asked	292	20.81%	115	8.59%
Blank	76	5.42%	47	3.51%
Total	1403	100%	1338	100%

Table F: Temporary Shelter Data (including incomplete responses)

Temporary Shelter: Gender Identity	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Male	517	46.20%	1659	58.58%
Female	575	51.39%	986	34.82%
Trans Male	5	0.45%	10	0.35%
Trans Female	5	0.45%	42	1.48%
Gender Non-Conforming (I.e. not exclusively male or female)	8	0.71%	21	0.74%
Client doesn't know	n/a	n/a	1	0.04%
Client refused	n/a	n/a	1	0.04%
Data not collected	8	0.71%	103	3.64%
Blank	1	0.09%	9	0.32%
Total	1119	100%	2832	100%

Temporary Shelter: Sexual Orientation	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Straight / Heterosexual	859	76.76%	1897	66.98%
Gay / Lesbian / Same-Gender Loving	41	3.66%	154	5.44%
Bisexual	66	5.90%	119	4.20%
Not Listed	14	1.25%	26	0.92%
Questioning / Unsure	7	0.63%	12	0.42%
Declined to Answer	20	1.79%	39	1.38%
Incomplete / Missing Data	7	0.63%	69	2.44%
Not Asked	46	4.11%	344	12.15%
Blank	59	5.27%	175	6.07%
Total	1119	100%	2832	100%

Table G: Problem Solving Homelessness Prevention Data (including incomplete responses)

Problem Solving: Gender Identity	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Male	196	24.90%	204	27.42%
Female	572	72.68%	512	68.82%
Trans Male	n/a	n/a	n/a	n/a
Trans Female	1	0.13%	n/a	n/a
Gender Non-Conforming (I.e. not exclusively male or female)	n/a	n/a	2	0.27%

	# of Households	% of Households	# of Households	% of Households
Client doesn't know	2	0.25%	2	0.27%
Client refused	1	0.13%	1	0.13%
Data not collected	12	1.52%	18	2.42%
Blank	3	0.38%	5	0.67%
Total	787	100%	744	100%

Problem Solving: Sexual Orientation				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Straight / Heterosexual	317	40.28%	400	53.76%
Gay / Lesbian / Same-Gender Loving	10	1.27%	14	1.88%
Bisexual	19	2.41%	13	1.75%
Not Listed	n/a	n/a	1	0.13%
Questioning / Unsure	1	0.13%	n/a	n/a
Declined to Answer	27	3.43%	28	3.76%
Incomplete / Missing Data	43	5.46%	13	1.75%
Not Asked	186	23.63%	129	17.34%
Blank	184	23.38%	146	19.62%
Total	787	100%	744	100%

Table H: Problem Solving Relocation Assistance SOGI Data (including incomplete responses)

Relocation Assistance: Gender Identity				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Male	n/a	n/a	288	69.23%
Female	n/a	n/a	107	25.72%
Trans Male	n/a	n/a	0	0.00%
Trans Female	n/a	n/a	3	0.72%
Gender Non-Conforming (I.e. not exclusively male or female)	n/a	n/a	1	0.23%
Client doesn't know	n/a	n/a	0	0.00%
Incomplete / Missing Data	n/a	n/a	17	4.09%
Total	n/a	n/a	416	100%

Relocation Assistance: Sexual Orientation				
	FY18-19		FY19-20	
	# of Households	% of Households	# of Households	% of Households
Straight / Heterosexual	n/a	n/a	229	55.04%
Gay / Lesbian / Same-Gender Loving	n/a	n/a	14	3.37%
Bisexual	n/a	n/a	6	1.44%

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Not Listed	n/a	n/a	0	0.00%
Questioning / Unsure	n/a	n/a	2	0.05%
Incomplete / Missing Data*	n/a	n/a	165	39.66%
Total	n/a	n/a	416	100%

This question was not added to the Homeward Bound database until September 2019