FY2021-22 Report on the Collection of Sexual Orientation & Gender Identity Data

Submitted September 2022 | Department of Homelessness and Supportive Housing

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REPORT OVERVIEW

The Department of Homelessness and Supportive Housing (HSH) and our contracted non-profit partners and grantees provide direct services to people who are currently experiencing, have experienced, or are at risk of homelessness through San Francisco's Homelessness Response System. HSH offers direct services through the core components of our system: Street Outreach, Coordinated Entry, Problem Solving, Prevention, Temporary Shelter and Crisis Interventions, Housing, and the Housing Ladder. Per the City's Sexual Orientation and Gender Identity reporting requirements, this report analyzes these program areas, looking at the rate of LGBTQ+ households served by each core service area for FY21-22.[1]

In FY2021-22**, approximately 14% of the households that HSH served across our core service areas were LGBTQ+.** This rate is consistent with the percent of LGBTQ+ households served in FY2020-21. The expansion of the Homelessness Response System in FY2021-22 is important context for these rates. **HSH implemented an unprecedented expansion of services that led to a 18% increase in the number of LGBTQ+ households served between FY2020-21 and FY2021-22**, from 1,606 to 1,892.

HSH is committed to providing equitable access to services for LGBTQ+ households. This commitment is key to guiding the Department's rapid expansion in the context of the **continued disproportionate impact of homelessness and the COVID-19 pandemic on the global majority and LGBTQ+ community in San Francisco**. The Department's 2022 Homeless Point-in-Time (PIT) Count further underscored the vulnerabilities of LGBTQ+ people experiencing homelessness: unhoused LGBTQ+ survey respondents were twice as likely to have experienced domestic violence and more than three times as likely to have HIV or AIDS than non-LGBTQ+ respondents. This report discusses the steps we have taken in each core program area to improve access, as well as the actions HSH plans to take over the next year to increase the rate of LGBTQ+ households served.

This year, for the first time, HSH is **reporting demographic data drawn almost exclusively from our centralized client database**, the ONE System (Online Navigation and Entry System). In prior years, client data spanned multiple data systems. This decentralization led to significant challenges when HSH tried to efficiently analyze demographics for clients served across programs. This shift to one centralized database has resulted in **major improvements to the comprehensiveness and quality of data**. Additionally, this streamlined approach allows HSH to **track and monitor progress serving LGBTQ+ clients** through consistent, automated reports moving forward. Led by our new Chief Equity Officer, HSH will leverage this improved methodology to inform equity goals in the Department's forthcoming five-year strategic plan.

Equity Goals

The City's SOGI reporting standards include a requirement for HSH to identify programs that are underserving LGBTQ+ households. HSH is in the process of setting goals in several of our core service

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[1] In 2016 the San Francisco Board of Supervisors passed Ordinance 159-16, which amended Section 104.8 of the City's Administrative Code to require covered City departments (including HSH) to collect and analyze data on the sexual orientation and gender identity (SOGI) of the clients they serve. This report fulfills HSH's SOGI reporting requirements.

areas to serve the LGBTQ+ population through our strategic planning process. Starting next year, we will benchmark some of our program data against those equity goals to identify programs that are underserving LGBTQ+ households.

Until these goal rates are ready, data from several sources provides context for the service rates presented in this report:

- **City population:** 12% of San Franciscans identify as LGBTQ+, according to a 2019 report from the San Francisco Controller's Office.
- **Homeless count:** 28% of people experiencing homelessness identified as LGBTQ+, according to the City's most recent Point-in-Time (PIT) Count in 2022.[2]
    - 38% of youth respondents (under 25) identified as LGBTQ+.
- **Coordinated Entry Data:** 14.5% of people who engaged with Coordinated Entry in FY2021-22 identified as LGBTQ+.
    - 31% of youth (ages 18-24) engaged with Coordinated Entry identified as LGBTQ+.

The Coordinated Entry (CE) administrative data is likely the most relevant data source for a rough estimate of the percent of people experiencing homelessness that are LGBTQ+. By process, all households seeking housing and many other services from HSH's Homelessness Response System should first be enrolled in the CE program in the ONE system. Therefore, this dataset reflects the vast majority of households engaged with HSH. For the purposes of this report, we will benchmark the percentage of LGBTQ+ households served by HSH's other programs to the percentage of LGBTQ+ households represented in CE program data to identify programs that may be underserving the LGBTQ+ population.

HSH may need to conduct further analysis to understand if LGBTQ+ clients may be underrepresented in HSH's CE program overall and how this underrepresentation could be measured. The CE Evaluation and Reform process that is currently underway will help inform that analysis. PIT Count survey results from recent years have indicated a higher percentage of the homeless population at large may identify as LGBTQ+ than the percent captured in the CE data. However, the PIT data is collected at an individual level rather than a household level and reflects a snapshot of the population extrapolated from a survey, rather than the population over the course of a full year. HSH will consider both data points when developing equity benchmarks and targets for our forthcoming strategic plan.

HSH's Strategic Planning Process - HSH's strategic planning process will conclude in early 2023 with the Department's second five-year strategic plan. As part of the process, HSH will work with community and client stakeholders to set equity goals across the Homelessness Response System. Guided by our Chief Equity Officer, a new position hired in FY2021-22, HSH will determine targets for serving LBGTQ+ households across some of our core service areas. **These goals will help the Department identify where we need to make further investments to reduce demographic disparities between the population of people experiencing homelessness and the clients served by HSH.**

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[2] This percentage may not be highly accurate since PIT count demographics are generated from a peer-to-peer survey that is then extrapolated.

ANALYSIS OF FY2021-22 SERVICE DATA

HSH's FY2021-22 SOGI report analysis includes all households served in FY2020-21 and FY2021-22 (between July 1, 2020, and June 30, 2022) through the Department's direct services.

- This report provides an **overview** of all HSH services and then breaks down the data with qualitative context for **each service component.**
- We also examine **access for transgender and non-binary/gender non-conforming people.**
- The FY2021-22 analysis concludes with a **comparative examination of incomplete data** across our program areas.

Starting this year, HSH is using demographic data almost exclusively from our centralized database, the ONE System, to improve quality and consistency of data. Due to this methodological change, we are only able to make comparisons back to FY2020-21. The FY2020-21 numbers in this report differ from the numbers presented in HSH's FY2020-21 SOGI Report due to these methodological improvements. For more information, see the "Collecting and Storing SOGI Data" section.

Approach and Data Quality - HSH collected complete SOGI data for **87% of program participants**, a slight increase from 86% in FY2020-21.[3] The Department will continue to focus on training for provider partners and HSH staff to further improve data quality in future years.

Table 1: Programs Included and Excluded from Overview Analysis

Programs Included in Overall Analysis	% of Program Data
Included: Street Outreach, Coordinated Entry, Problem Solving, Temporary Shelter & Crisis Interventions, and Housing	96%
Excluded: Prevention and Housing Ladder	4%

HSH has enough complete SOGI data to conduct analysis for the "Included" programs listed in Table 1. Completeness rates varied by program and by year, but all programs had between 87% and 95% complete SOGI data. These five programs account for **96% of the relevant program data** for households served in the Homelessness Response System in FY21-22. With this level of data completeness, we were able to exclude incomplete data from these programs and make meaningful comparisons between years and programs. The analysis in the Overview section focuses on these five programs.

Our two programs without meaningfully complete data, Prevention and Housing Ladder, are the Department's two smallest programs.

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[3] Participants with complete SOGI data have recorded answers for both the sexual orientation and gender identity questions.

- **Prevention** accounted for 3.6% of program data and had 61% complete SOGI data in the ONE System in FY2021-22. Due to this low level of complete data and the relatively small program size, this service is excluded from the overview analysis and explored in a supplemental section.
- **Housing Ladder** accounted for 0.02% of program data (with 77 placements last year) and had 65% complete data in the ONE System in FY2021-22. This program serves households already in Permanent Supportive Housing. Given the small program size and the fact that these households are not new to HSH's housing, we excluded this component. Information about the Housing Ladder is available on the HSH website and in data tables in Appendix B.

Overview

HSH's five core programs with high rates of SOGI data completeness – Street Outreach, Coordinated Entry, Problem Solving, Temporary Shelter and Crisis Interventions, and Housing - have **maintained relatively steady levels of service for LGBTQ+ households** since FY2020-21.[4] During the same time frame, the programs **expanded to serve more LGBTQ+ households**.

Between FY2020-21 and FY2021-22, HSH implemented an **unprecedented expansion of the Homelessness Response System**. The total number of LGBTQ+ households served by the Homelessness Response System increased across every service area, for **a total deduplicated increase of 286 LGBTQ+ households.**

Table 2: Number of LGBTQ+ Households Served, FY2020-21 and FY2021-22

| Core Component	LGBTQ+ Households Served: FY2020-21	LGBTQ+ Households Served: FY2021-22	% Change
Street Outreach	153	416	*+ 172%*
Coordinated Entry	1227	1419	*+ 16%*
Problem Solving	479	994	*+ 108%*
Temporary Shelter & Crisis Interventions	1009	1028	*+ 2%*
Housing	231	306	*+ 32%*
All Served (deduplicated)*	***1,606***	***1,892***	***18%***

*The All Served category reflects the total number of unique LGBTQ+ households served across HSH's system. For example, if a household is served in Coordinated Entry and Shelter, they are counted once in "All Served." The All Served category may include a small number of households served only by Prevention or Housing Ladder who are otherwise excluded from this overview analysis.

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[4] LGBTQ+ is calculated as any household where the head of household selects one or more of the following responses from HSH's standard sexual orientation and gender identity questions: gay/lesbian/same-gender loving, bisexual, questioning/unsure, not listed, transgender, a gender other than singularly male or female, and questioning. See the Methodology section for more information.

In the context of these expansions, the percent of total households served that are LGBTQ+ stayed largely constant. **In FY2020-21, LGBTQ+ households made up an average of 14.6% of the households served across these programs. In FY2021-22, LGBTQ+ households accounted for 14.0% of all households served.** There were **modest but notable drops** in the percent of LGBTQ+ households served in **Coordinated Entry** and **Housing**.

Figure 1: LGBTQ+ Households as % of Total Served by Program and Year, FY2020-21 & FY2021-22 (Complete Data)
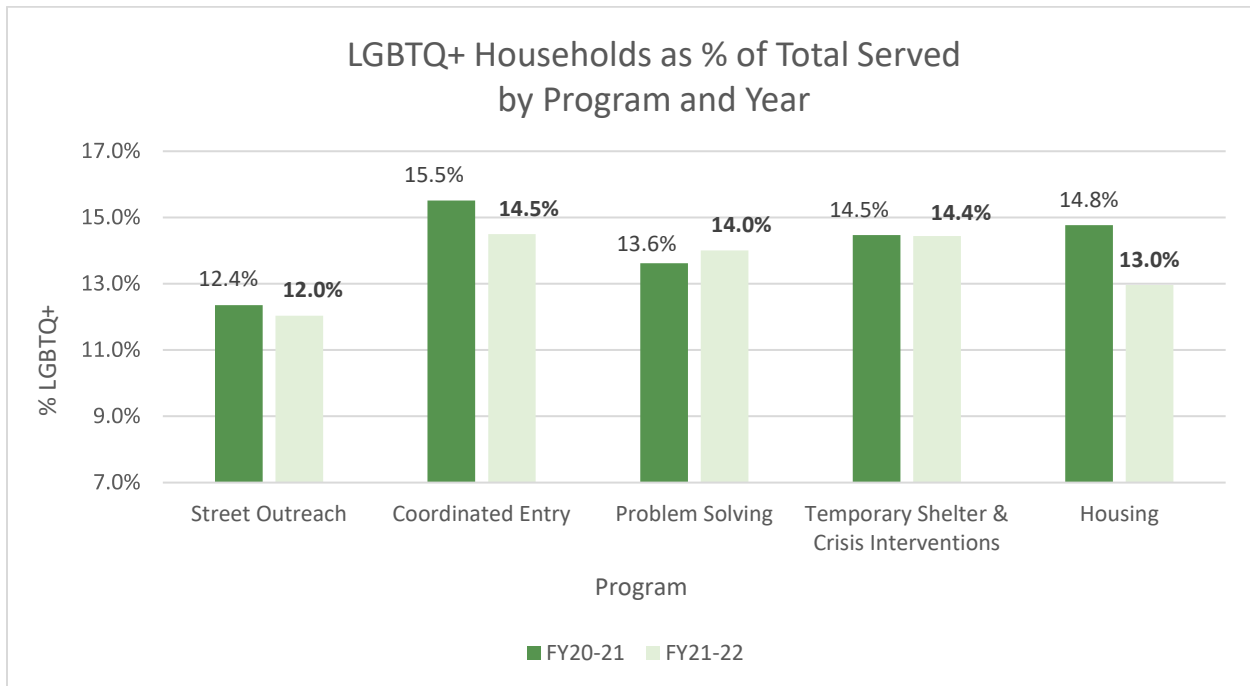
See Appendix B for the total number of households served by program and year.

Problem Solving and Temporary Shelter and Crisis Interventions served LGBTQ+ households at a similar rate to Coordinated Entry, our interim benchmark for evaluating programs, in FY2021-22. Street Outreach and Housing programs slightly underrepresented LGBTQ+ households, serving LGBTQ+ households at rates of 12% and 13% compared to 14.5% of Coordinated Entry households.

 The program-specific sections of this report discuss the **steps the Department is taking to increase LGBTQ+ access** in individual programs and across HSH's overall work. The report focuses in-depth on Housing and Coordinated Entry to explain the decreases in the percent of LGBTQ+ households compared to overall households served last year and lay out HSH's plans to improve access.

Outreach

Program Description – The San Francisco Homeless Outreach Team (HOT) connects the most vulnerable individuals living outside with available and appropriate resources within the Homelessness Response System. Through outreach, engagement, and case management, HOT works to engage and stabilize these clients. HOT works in small teams of two seven days a week. Teams have expertise in the complex issues that are barriers to stability for this population. For individuals who are not ready to accept the

services HSH has to offer, HOT continues to outreach and build motivation to ensure services are available when they are needed.

Figure 2: Outreach - LGBTQ+ Households as % of Total Served by Fiscal Year

Program Data[5] – In FY2021-22, the total number of LGBTQ+ households served by HOT **increased by 172% from 153 to 416.** Twelve percent of households served were LGBTQ+.

The percent of LGBTQ+ households relative to overall households served by Street Outreach remained relatively steady from FY2020-21. That year, 12.4% of households served identified as LGBTQ+.

Outreach: LGBTQ+ Households Served by Fiscal Year

% LGBTQ+

- FY2020-21: 12.4%
- FY2021-22: 12.0%
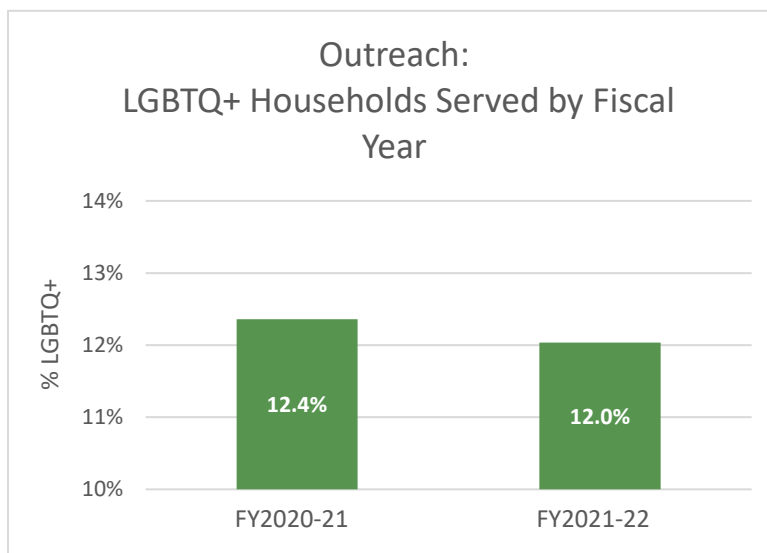
FY2020-21 n =1,334 (1,238 with complete data); FY2021-22 n = 3,671 (3,457 with complete data).

Table 3: Outreach – Households by Sexual Orientation, FY2020-21 and FY2021-22

Sexual Orientation	% Households - FY2020-21	% Households- FY2021-22
Straight/Heterosexual	89%	89%
Gay/Lesbian/Same-Gender Loving	5%	5%
Bisexual	5%	5%
Other/Not Listed	1%	1%
Questioning/Unsure	1%	1%
Total Number Households with Complete Data	*1,233*	*3,459*

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[5] Data notes: In FY2020-21, HOT's data collection was impacted by the team's shift to an emergency protocol during COVID-19. This protocol prioritized maximizing engagements to support as many clients as possible during the pandemic response with health and safety measures and deprioritized typical protocol for outreach program engagement and full data collection. While HOT continued to ensure unhoused clients were captured in the ONE System, emergency protocol led to fewer households being enrolled in Street Outreach programs. The emergency protocol, which ended in April 2021, resulted in fewer households captured in the Street Outreach program's totals above than would have happened under usual procedures. Additionally, some data collected during the HOT team's work with the Street Wellness Response Teams (which started in FY2021-22) is included.

Table 4: Outreach - Households by Gender Identity, FY2020-21 and FY2021-22

Gender Identity	% Households - FY2020-21	% Households- FY2021-22
Male	67%	69%
Female	30%	29%
Transgender	2%	1%
No single gender	1%	1%
Questioning	0%	0%
Total Number Households with Complete Data	*1,334*	*3,671*

Interventions to Increase LGBTQ+ Access in FY2021-2022:

- **HHOME:** HOT continued the team's partnership with the Homeless HIV Outreach and Mobile Engagement (HHOME) Program. One HOT case manager is dedicated to this program, which works with HIV-positive clients experiencing homelessness. HOT receives many referrals for placement through HHOME and many of those clients are LGBTQ+.
- **Data improvements:** After ending emergency COVID-19 protocols at the end of FY2020-21, HOT focused on updating their data processes to capture all client interactions. This increased focus on data quality partially explains the sharp increase in number of households served between the two years. This data provides a more accurate picture of the kinds of households HOT is serving to inform our equity work.
- **Training:** HOT continued to conduct an annual training for all outreach staff on providing culturally competent services to the LGBTQ+ community.
- **Placements:** HOT started placing transgender and non-binary/gender non-conforming (TGNC) people into the Taimon Booton Navigation Center, which focuses on TGNC people, when the program opened.
- **Castro effort:** HOT launched a coordinated multi-departmental effort, in coordination with the San Francisco Department of Public Health and other city departments, to engage people experiencing homelessness with acute needs in the Castro neighborhood.

Strategies to Increase LGBTQ+ Access in FY2022-23:

- In FY2022-23, HOT will continue the initiatives from FY2021-22:
  - Continued partnership with HHOME.
  - Annual SOGI training to support culturally competent outreach and data collection.
  - Placements to Taimon Booton Navigation Center.
- HOT will continue to **deepen interdepartmental coordination** and partnerships to meet the needs of unsheltered people in the Castro.

Coordinated Entry

Program Description - Coordinated Entry (CE) is the foundation of the City of San Francisco's Homelessness Response System, serving as the "front door" for connecting households experiencing homelessness to the resources needed to resolve their housing crisis. At CE Access Points, which are

located throughout the City and operated by non-profit service providers, households experiencing homelessness access Problem Solving services and housing assessments to determine if they are eligible for a referral to housing. Each CE Access Point serves adults, youth aged 18 to 24, or families with minor children. CE services are now also available via phone.

Program Data[6] *–* Between FY2020-21 and FY2021-22 the proportion of LGBTQ+ households served in CE **decreased slightly from 15.5% to 14.5**%, even as the total number of LGBTQ+ households served **increased by 16% from 1,227 to 1,419**. This slight drop in the percentage of LGBTQ+ clients can be partially explained by changing ratios of the populations served in CE. The number of youth (including LGBTQ+ youth) served by CE stayed relatively consistent between the two years. During the same period the overall number of households enrolled increased by 16%, **largely driven by increases in the adult CE system.** In FY2021-22, 14% of adult households enrolled in CE were LGBTQ+, in contrast to 31% of youth households. As such, the proportional **decrease** of youth and **increase** of adults in the overall group of households served by CE helps explain the slight decrease in the overall rate of LGBTQ+ people served.

Figure 3: Coordinated Entry - LGBTQ+ Households as % of Total Served by CE Population, FY2021-22
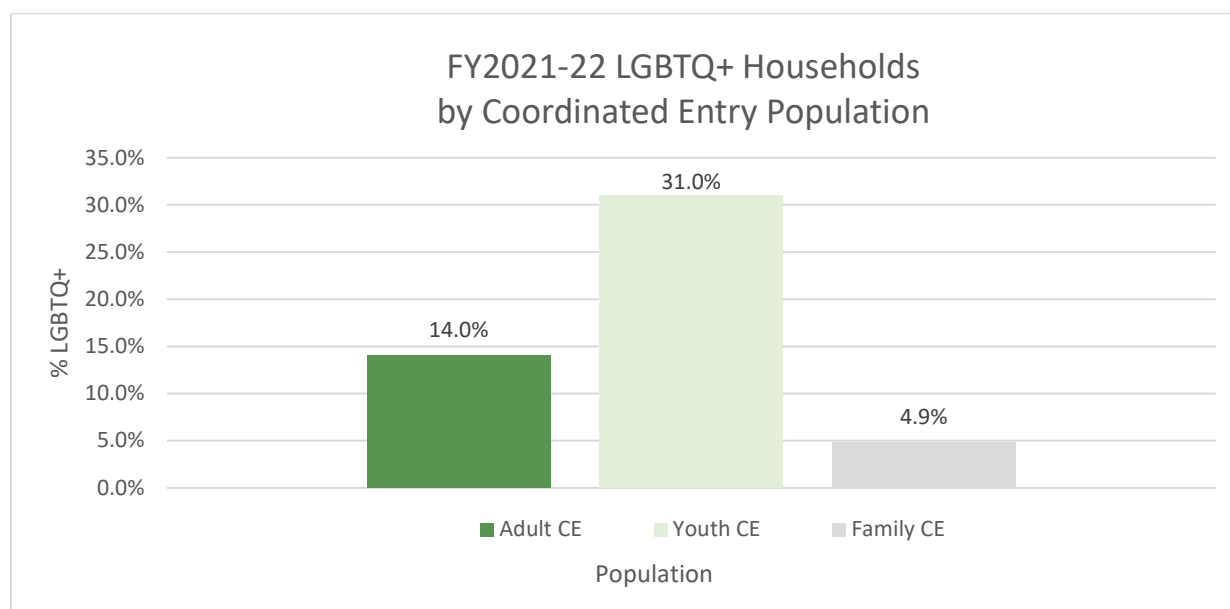
Adult CE: n = 8,294 (7,736 with complete data); Youth CE: n = 928 (899 with complete data); Family CE: n = 1,202 (1,153 with complete data).

The **disproportionate impact of the COVID-19 pandemic on our youth CE providers** helps explain why the number of youth and LGBTQ+ youth served by CE stayed relatively consistent, rather than increasing, over the last two fiscal years. Some of our nonprofit partners who specialize in providing care to LGBTQ+ youth populations, including the SF LGBT Center and LYRIC Center for LGBTQQ Youth, have been disproportionately impacted by the pandemic and operated with reduced hours in FY2021-22. These reduced operating hours at our youth access points help explain the slight 5% drop in the number of youth households with complete SOGI data served between FY2020-21 and FY2021-22, from 970 to 924. Despite this slight overall drop in youth served, the number of LGBTQ+ youth households served stayed consistent, at 281 in FY2020-21 and 279 in FY2021-22.

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[6] Data notes: This data reflects all heads of households (adults, youth, and families) who were enrolled in Coordinated Entry at any point in the fiscal year.

The **Shelter-in-Place (SIP) Hotel Housing Process** may help explain the increased number of adults engaged with Coordinated Entry while the number of youth stayed consistent. Between FY2020-21 and FY2021-22, the number of adult households with complete SOGI data increased from 6,002 to 7,720. This increase likely corresponds with the SIP Hotel Housing Process, which focused on older adults. HSH's housing resources – including adult Coordinated Entry assessments – increased significantly between FY2020-21 and FY2021-22 with a focus on serving these people leaving the SIP hotels.

Figure 4: SOGI Responses by Coordinated Population, FY2021-22
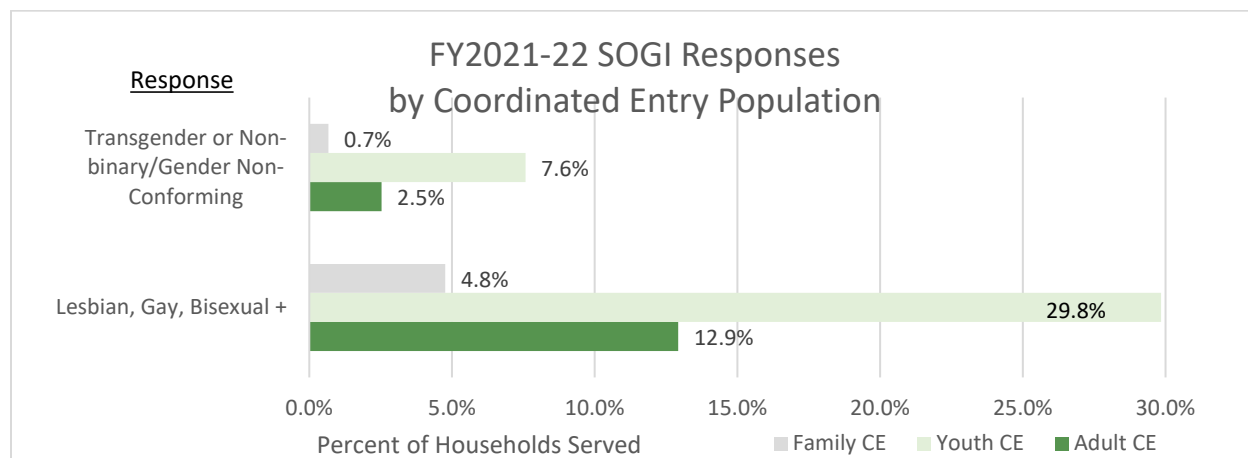
See Appendix B for exact n values for complete sexual orientation and gender identity data by population. Responses to these two questions are not necessarily mutually exclusive – for example, someone can be transgender and bisexual.

In keeping with the data trends for overall LGBTQ+ households, a significantly greater share of youth is transgender, non-binary/gender non-conforming, lesbian, gay, or bisexual compared to adult and family households.

Within the data for specific subpopulations served by CE, there were few large shifts in the data between FY2020-21 and FY2021-22. Of note, in Youth CE, the percentage of male households decreased by 4% and percentage of female households increased by 4%.[7]

Table 5: Coordinated Entry – Households by Sexual Orientation, FY2020-21 and FY2021-22

Sexual Orientation	% Households - FY2020-21	% Households- FY2021-22
Straight/Heterosexual	86%	86%
Gay/Lesbian/Same-Gender Loving	7%	6%
Bisexual	6%	6%
Other/Not Listed	1%	1%
Questioning/Unsure	1%	1%
Total Number Households with Complete Data	*7,885*	*9,773*

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[7] A full data breakout by CE population is available in Appendix B.

Table 6: Coordinated Entry – Households by Gender Identity, FY2020-21 and FY2021-22

Gender Identity	% Households - FY2020-21	% Households- FY2021-22
Male	61%	61%
Female	36%	37%
Transgender	2%	2%
No single gender	1%	1%
Questioning	0%	0%
Total Number Households with Complete Data	*8,341*	*10,376*

Interventions to Increase LGBTQ+ Access in FY2021-2022:

- **Continued funding of LGBTQ+-focused Access Points:** As of July 2022, two of the four youth CE Access Points focused on the LGBTQ+ population.
- **Coordinated Entry Evaluation - Phase 1:** HSH started a Coordinated Entry Process Improvement Review in FY2021-22. The first phase of the project consisted of information gathering and a report with documentation about how the system currently functions. This phase included targeted surveys of LGBTQ+ people and a series of community meetings for youth planning that focused on making sure there were Access Points meeting the needs of LGBTQ+ and BIPOC youth.
- **Community Needs Assessment for Survivors of Domestic Violence:** In FY2021-22, Coordinated Entry started the Community Needs Assessment for survivors of domestic violence. This assessment will be used to develop and implement policies that ensure equitable access for survivors to the Homelessness Response System, considering sexual orientation, gender identity, race, and other identities that further marginalize survivors. The assessment consisted of listening sessions with survivors, including LGBTQ+ survivors, and stakeholder input from several City departments, community-based organizations, and frontline staff. HSH also conducted a survey and received 100 responses from HSH and Victim Service providers. Additionally, HSH updated the San Francisco Coordinated Entry Written standards to better protect survivors' confidentiality and privacy in the Homeless Management Information System.
- **Coordinated Entry Data Dashboards:** HSH published a public dashboard with demographic information about households at different phases of the Coordinated Entry and housing process. This interactive dashboard refreshes every quarter and includes SOGI data. The dashboard is intended to help HSH and our partners contextualize our work serving the LGBTQ+ and BIPOC populations.

Strategies to Increase LGBTQ+ Access in FY2022-23:

- **Increasing Services at Youth and LGBTQ+ Focused Sites:** HSH's youth CE providers that focus on the LGBTQ+ community were heavily impacted by COVID-19 and reduced operating hours as a result. HSH increased our investment in the FY2022-24 budget with these providers and other Access Points for Youth to restore in person services at a minimum of 32 hours per week effective November 15, 2022. The Department also expanded youth Access Point services at a weekly "pop-up" location in the Mission District.

- **Coordinated Entry Evaluation - Phase 2:** In FY2022-23, as part of the strategic planning process, CE will leverage the insights from the Phase 1 report to refine and redefine the CE process. These changes will draw on the feedback received in Phase 1 from LGBTQ+ stakeholders.
- **Community Needs Assessment for Survivors of Domestic Violence:** In FY2022-23, HSH will publish a report on the findings and recommendations from the assessment. Based on the quantitative and qualitative information received, HSH will be developing and implementing policies that ensure equitable access for survivors to the Homelessness Response System, considering sexual orientation, gender identity, race, and other identities that further marginalize survivors.

Problem Solving

Program Description - Problem Solving helps people identify possible pathways to resolve their current housing crisis without needing ongoing shelter or a housing resource from the Homelessness Response System. The foundation of Problem Solving is a creative, strengths-based conversation that helps people explore all options available to them – the person or household drives their own solutions. A Problem Solving resolution is achieved when a household has found a safe, indoor solution to their housing crisis outside of the Homelessness Response System. Problem Solving interventions include housing location assistance, travel and relocation support outside San Francisco to reunite with support networks, reunification and conflict resolution in current housing situations, flexible financial assistance, and connections to employment.

Program Data[8] – Between FY2020-21 and FY2021-22, **the number of LGBTQ+ households in Problem Solving increased by 108% from 479 households served to 994 households served.** The percent of LGBTQ+ households increased slightly between FY2020-21 and FY2021-22, from 13.6% to 14.0%.

Figure 5: Problem Solving - LGBTQ+ Households as % of Total Served by Fiscal Year
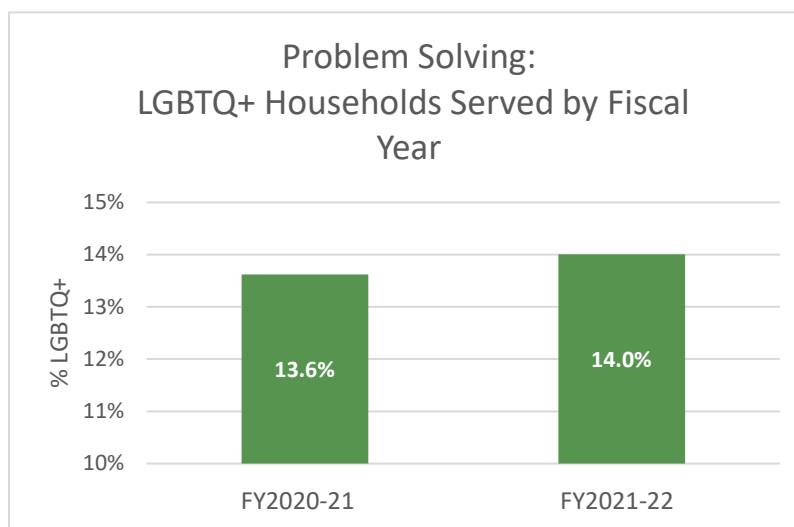
FY2020-21 n =3,706 (3,517 with complete data); FY2021-22 n = 7,520 (7,096 with complete data).

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[8] Data notes: The Homeward Bound program was a relatively small standalone relocation assistance program that sunset in June 2022. Homeward Bound's services have been repositioned under the general portfolio of Problem Solving services offered at Access Points. HSH incorporated Homeward Bound SOGI data for 163 households in FY2020-21 and 278 households in FY2021-22 to the counts of households served through Problem Solving. Some of the households served through Homeward Bound may be duplicative with the Problem Solving records in ONE.

Table 7: Problem Solving – Households by Sexual Orientation, FY2020-21 and FY2021-22

Sexual Orientation	% Households - FY2020-21	% Households- FY2021-22
Straight/Heterosexual	87%	87%
Gay/Lesbian/Same-Gender Loving	6%	6%
Bisexual	5%	6%
Other/Not Listed	0%	1%
Questioning/Unsure	1%	0%
Total Number Households with Complete Data	*3,508*	*7,084*

Table 8: Problem Solving – Households by Gender Identity, FY2020-21 and FY2021-22

Gender Identity	% Households - FY2020-21	% Households- FY2021-22
Male	60%	59%
Female	37%	38%
Transgender	2%	2%
No single gender	1%	1%
Questioning	0%	0%
Total Number Households with Complete Data	*3,692*	*7,489*

Interventions to Increase LGBTQ+ Access in FY2021-2022:

- **Housing Location:** The Department added housing location assistance to the Problem Solving portfolio in May 2022, including assistance for youth ages 18-24. This new program will help unhoused youth, who are more likely to be LGBTQ+ than adults or families, resolve their homelessness by helping them find a place to rent, including in shared housing placements.
- **Data Improvements:** HSH ended Homeward Bound as a standalone program and rolled the relocation assistance services up into Problem Solving tracked in the ONE System. This move will make it easier for the Department to track and analyze SOGI data for households receiving relocation assistance in the future and allow all clients visiting an Access Point to engage and explore reunification with their support networks as part of Problem Solving conversations.
- **LGBTQ+-focused Providers:** The Department continued to partner with the SF LGBT Center and LYRIC to offer Problem Solving Services at the CE Access Points.

Strategies to Increase LGBTQ+ Access in FY2022-23:

HSH is investing in Problem Solving for youth ages 18 to 24, which will likely serve a higher percentage of LGBTQ+ households than adult or family programs would. New initiatives include:

- **Direct Cash Transfer:** HSH is in the process of developing a Direct Cash Transfer program for youth. The Department anticipates we will launch the program with a community partner in 2023.
- **Problem Solving Capacity:** HSH held planning meetings with Youth Access Points and has allocated Proposition C funds to enhance Problem Solving capacity.

Temporary Shelter and Crisis Interventions

Program Description - HSH provides temporary places for people to stay while accessing other services to support an exit from homelessness. HSH offers a <u>variety of programs</u>, including:

- **Emergency Shelter:** This category includes Navigation Centers, SIP Hotels, cabin programs, RV/Trailer program, seasonal shelters, emergency pop-up shelters, and other program models. Emergency shelter can be non-congregate, semi-congregate, or congregate.
- **Transitional Housing:** This model provides people with a place to live and intensive social services for up to two years while they work towards self-sufficiency and housing stability. In contrast to longer-term housing programs, tenants do not have a lease.
- **Crisis Interventions:** These programs do not meet the federal definition of shelter but provide secure locations for people to sleep in tents or vehicles while accessing services. San Francisco's current crisis interventions portfolio includes Safe Sleeping tent sites and Vehicle Triage Centers for people staying in cars or RVs.

Program Data[9] – Between FY2020-21 and FY2021-22, the proportion of LGBTQ+ households served by these programs remained constant, **at 14.5% in FY2020-21 and 14.4% in FY2021-22**. The number of LGBTQ+ households increased slightly from **1,009 to 1,028 (2%).**

Table 9: Temporary Shelter and Crisis Interventions – Households by Sexual Orientation, FY2020-21 and FY2021-22

Sexual Orientation	% Households - FY2020-21	% Households - FY2021-22
Straight/Heterosexual	86%	87%
Gay/Lesbian/Same-Gender Loving	7%	
Bisexual	5%	5%
Other/Not Listed	1%	1%
Questioning/Unsure	1%	1%
Total Number Households with Complete Data	*6,948*	*7,091*

Table 10: Temporary Shelter and Crisis Interventions – Households by Gender Identity, FY2020-21 and FY2021-22

Gender Identity	% Households - FY2020-21	% Households- FY2021-22
Male	65%	64%
Female	33%	33%
Transgender	2%	2%
No single gender	1%	1%
Questioning	0%	0%
Total Number Households with Complete Data	*7,762*	*7,766*

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[9] Data notes: As noted, the Emergency Shelter category includes the Shelter-in-Place Hotel data. Some Emergency Shelter and Crisis Intervention data came from the SF COVID Placement Tool, a database developed by RTZ Systems and used to manage data for certain temporary shelter sites. SOGI data recorded in the SF COVID Placement Tool was used when available for clients that did not have complete ONE system data.

Figure 6: LGBTQ+ Households as % of Total Served by Shelter and Crisis Intervention Program, FY2021-22


FY2021-22: % LGBTQ+ Households by Shelter & Crisis Intervention Program Type
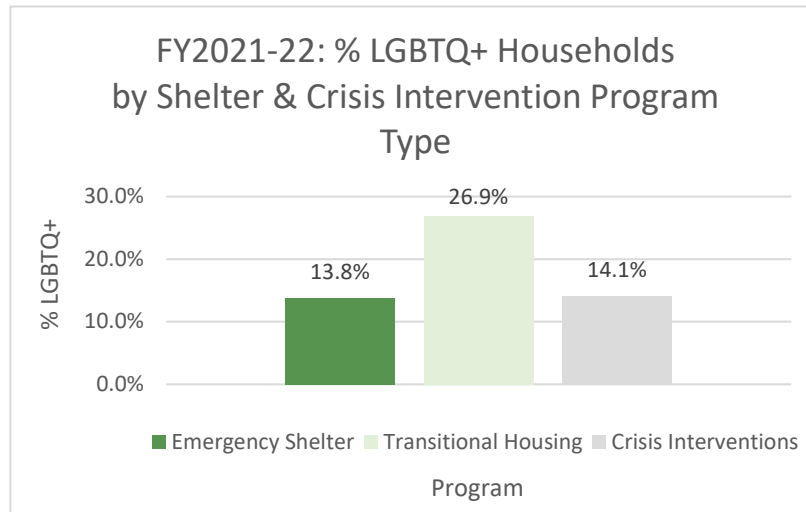
There are **significant discrepancies in the rate of LGBTQ+ people served by these different programs, largely due to the age group served**. HSH's transitional housing portfolio serves mostly youth ages 18 to 24 and families. The high proportion of youth served through this program increases the transitional housing LGBTQ+ rate to 26.7%, since youth are more likely to be LGBTQ+ than adults or families.[10]

Emergency Shelter n = 7,020 (6,256 with complete data); Transitional Housing n = 376 (340 with complete data); Crisis Interventions n = 568 (521 with complete data).

More detailed data shows this trend holds for both gender identity and sexual orientation. In transitional housing, 6.8% of people are TGNC, as compared to 1.4% in crisis interventions and 2.8% in emergency shelter. Almost 26% of people in transitional housing are LGB+, compared to 9.8% of people in crisis interventions and 12.9% of people in emergency shelter.

Figure 7: SOGI Responses by Shelter and Crisis Intervention Program, FY2021-22
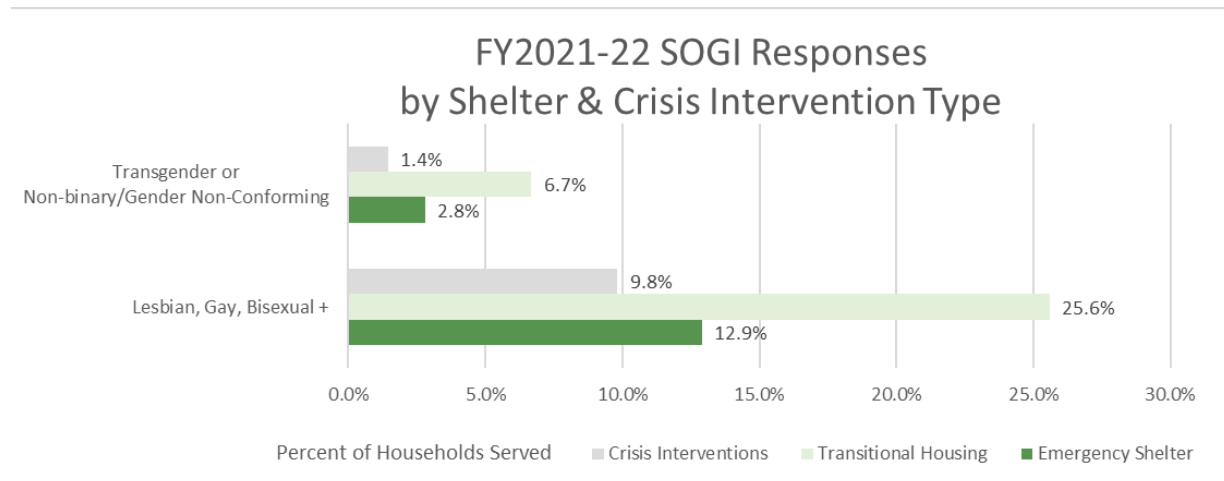
FY2021-22 SOGI Responses by Shelter & Crisis Intervention Type

See Appendix B for exact n values for complete sexual orientation and gender identity data by population. Responses to these two questions are not necessarily mutually exclusive – for example, someone can be transgender and bisexual.

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[10] A full data breakout by program type (transitional housing, emergency shelter, and crisis interventions) is available in Appendix B.

Within the data for specific subpopulations, there were few large shifts in the data between FY2020-21 and FY2021-22. Of note:

- The percent of straight/heterosexual households in Crisis Interventions programs rose by 3.4% with corresponding small decreases in gay/lesbian/same-gender loving and bisexual households.
- The percent gender identity data not collected in crisis interventions decreased from 6% to 2%; the percent of sexual orientation data not collected for those interventions also decreased from 16% to 7%.
- The percent of sexual orientation data not collected in transitional housing increased from 4% of all data to 10%.

SIP Hotel Data Breakout – As part of the City's initial response to COVID-19, San Francisco stood up Shelter-in-Place (SIP) Hotels to provide non-congregate shelter to unhoused people who were most vulnerable to COVID-19. At the program's height, the SIP Hotel Program offered 2,288 rooms across 25 sites. The City placed guests through a centralized referral system. However, in recognition that many in the LGBTQ+ community were especially vulnerable to the virus, **HSH partnered with the Office on Transgender Initiatives and other community groups serving the LGBTQ+ community for referrals**. The program stopped accepting new guests at the end of FY2020-21. In FY2021-22, HSH focused on placing remaining guests into housing or other stable exits. As such, the number of guests served in the SIPs dropped from 3,565 to 2,127. The tables below present a breakout of SOGI data for guests served in the SIP hotels. This data was included in the rollup for emergency shelter programs presented above.

Table 11: Shelter-in-Place Hotels – Households by Sexual Orientation, FY2020-21 and FY2021-22

Sexual Orientation	% Households - FY2020-21	% Households- FY2021-22
Straight/Heterosexual	87%	89%
Gay/Lesbian/Same-Gender Loving	6%	6%
Bisexual	5%	4%
Other/Not Listed	1%	0%
Questioning/Unsure	1%	1%
Total Number Households with Complete Data	*3,097*	*1,980*

Table 12: Shelter-in-Place Hotels – Households by Gender Identity, FY2020-21 and FY2021-22

Gender Identity	% Households - FY2020-21	% Households- FY2021-22
Male	65%	68%
Female	33%	30%
Transgender	2%	1%
No single gender	1%	0%
Questioning	0%	0%
Total Number Households with Complete Data	*3,464*	*2,109*

In FY2020-21, the SIPs served 13.7% LGBTQ+ guests. In FY2021-22, the rate dropped slightly to 11.8%. Between the two years, there were few changes in the overall program composition. The program

became slightly more male and slightly straighter**. Of the guests who have exited the SIP hotels, there are not significant disparities between the percent of LGBTQ+ households who have gone to housing and to other exits like shelter or unknown destinations**. More data about the demographics of SIP Hotel guests is available on the HSH website.

Interventions to Increase LGBTQ+ Access in FY2021-2022:

- **Taimon Booton Navigation Center:** In March 2022, HSH reopened the Navigation Center on Bryant Street as the Taimon Booton Navigation Center. This new resource focuses on the transgender and non-binary/gender non-conforming community and can serve up to 84 guests at full capacity. Taimon Booton is now run by St. James Infirmary. Unlike most of our shelters, Taimon Booton accepts some of their referrals directly from community partners serving the TGNC community. Unhoused people can call St. James Infirmary to request a referral.

- **SIP Hotel Data Dashboards:** In June 2022 HSH published a public dashboard with demographic information about households who had exited the SIP hotels. This interactive dashboard refreshes daily and includes SOGI data. The dashboard is intended to help HSH and our partners track on any discrepancies in housing LGBTQ+ households as we wind down the SIP Hotel Program.
- **Data Quality:** the shelter team worked with Safe Sleep and Vehicle Triage Center staff to decrease the amount of incomplete data.

Strategies to Increase LGBTQ+ Access in FY2022-23:

- **Jazzie's Place:** In July 2022, HSH reopened Jazzie's Place, a shelter dormitory with 9 beds for LGBTQ+ adults within the Dolores Shelter Program in the Mission. Jazzie's Place is a dedicated space for LGBTQ+ guests in the temporary shelter system. The space was temporarily closed for two years during the pandemic. Guests are referred directly from a group of partner CBOs with experience serving LGBTQ+ clients. The referral partners include SF LGBT Center, St. James Infirmary, TGIJP (Transgender Gender-variant and Intersex Justice Project, and El/La Para Translatinas.
- **Taimon Booton Expansion:** The Taimon Booton Navigation Center opened at a COVID-informed capacity of 64 guests. This year, HSH is expanding the program to full capacity (while following public health guidance) to serve 20 additional guests.
- **Youth Shelter:** Since youth experiencing homelessness are more likely to be LGBTQ+ than families or adults, investments in resources for youth aged 18 to 24 will help the Department serve more LGBTQ+ households. Programs in development for youth include 40 hotel voucher slots for youth that will come online this year. As part of the reinflation of the Navigation Center system, we will also add 32 beds at the youth Navigation Center.
- **Housing Assistance for LGBTQ+ Youth:** HSH is in conversations with the Mayor's Office of Housing and Community Development to implement $300,000 in addback funding from last budget cycle for shelter assistance in hotels, Airbnb, or other creative short-term options for LGBTQ+ youth. This program will focus on transgender youth who may not feel safe in other forms of shelter. MOHCD will likely implement these funds through their existing partnership with LYRIC.
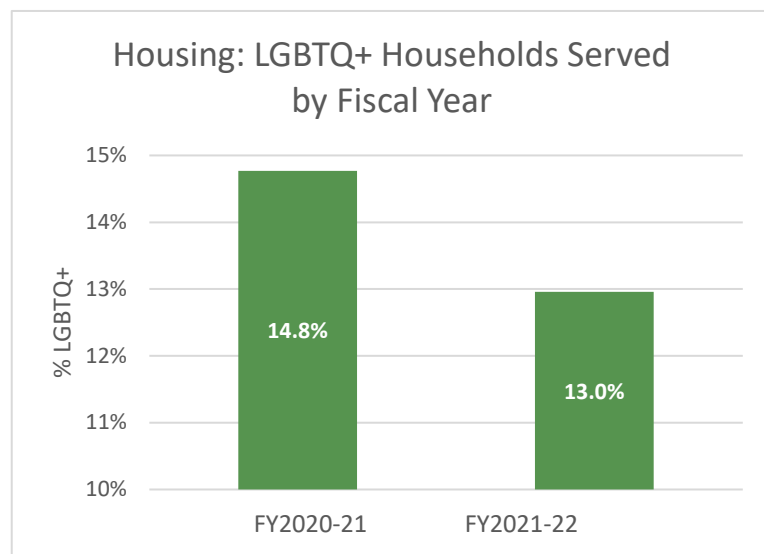
Housing

Program Description – [Housing](#) provides permanent solutions to homelessness through subsidies and supportive services. HSH offers various types of housing for adults, families, and youth ages 18 to 24. Program types include Permanent Supportive Housing (PSH) and Rapid Rehousing.

- PSH offers tenants long-term affordable housing with a range of supportive services, including case management and housing retention assistance. Tenants pay up to 30% of their income in rent. PSH can be project-based or scattered-site, like the Flexible Housing Subsidy Pool. The scattered-site PSH program encompasses voucher programs like the Housing Choice Vouchers (including Emergency Housing Vouchers).
- Rapid Rehousing is a time-limited subsidy that gradually decreases as the tenant stabilizes and finds housing outside of the Homelessness Response System. Tenants live in private-market units and access supportive services, including case management and housing retention assistance.

FY2021-22 Data[11] – From FY2020-21 to FY2021-21, the number of LGBTQ+ households placed in housing increased from 231 to 306, a 32% increase. However, the percent of the households served through housing that identify as LGBTQ+ decreased slightly from 14.8% to 13.0%.

The decrease in the proportion of households that are LGBTQ+ mirrors a decrease in the proportion of LGBTQ+ households overall in HSH's Coordinated Entry system during the same reporting period (from 15.5% LGBQT+ in FY2020-21 to 14.5% in FY2021-22).

Figure 8: Housing - LGBTQ+ Households as % of Total Served by Fiscal Year

FY2020-21 n =1,649 (1,564 with complete data); FY2021-22 n = 2,565 (2,361 with complete data).

This **decrease likely corresponds with HSH's Shelter-in-Place (SIP) Hotel program** and the corresponding SIP Housing Process, which prioritized seniors and those with medical vulnerabilities for shelter and housing during COVID-19. Unhoused adults over 24 in San Francisco are far less likely than unhoused youth to identify as LGBTQ+, at a rate of approximately 14% LGBTQ+ in Coordinated Entry

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[11] Data notes: To best capture the population being actively served by HSH's housing process, the housing data includes new placements to housing only. Placements are counted by new enrollments. This data includes placements to all kinds of HSH housing (i.e., Permanent Supportive Housing as well as Rapid Rehousing). HSH's entire portfolio of housing serves over 12,000 households.

data relative to 31% of youth (see Figure 4). Between FY2020-21 and FY2021-22, HSH's housing resources expanded, and housing program enrollments increased significantly (55%). During this period, the City **focused on housing these older guests from SIP Hotels**. This focus on the SIP Hotels resulted in an increase of adults housed – particularly seniors – while the number of youth housed remained relatively constant. This expansion of adult housing likely explains some of the decrease in LGBTQ+ households enrolled in housing.

Table 13: Housing – Households by Sexual Orientation, FY2020-21 and FY2021-22.

Sexual Orientation	% Households – FY2020-21	% Households- FY2021-22
Straight/Heterosexual	86%	88%
Gay/Lesbian/Same-Gender Loving	7%	6%
Bisexual	6%	5%
Other/Not Listed	1%	1%
Questioning/Unsure	0%	0%
Total Number Households with Complete Data	*1,564*	*2,357*

Table 14: Housing - Households by Gender Identity, FY2020-21 and FY2021-22

Gender Identity	% Households – FY2020-21	% Households- FY2021-22
Male	51%	59%
Female	47%	38%
Transgender	2%	1%
No single gender	1%	1%
Questioning	0%	0%
Total Number Households with Complete Data	*1,637*	*2,548*

Of note:

- The share of male households housed increased from 51% to 59%. There was a proportional decrease in the percentage of female households housed, from 47% to 38%. The proportions of transgender, no single gender, and questioning households remained steady, with an overall increase of 28 for a total of 55 TGNC households served in FY2021-22.
- The percent of sexual orientation data not collected changed from 4% to 6%.

Interventions to Increase LGBTQ+ Access in FY2021-2022:

- **Youth Housing:** HSH opened 60 units of housing for youth at the Artmar.
- **Rapid Rehousing for Domestic Violence Survivors:** In the fall of 2021 HSH opened 25 slots of Rapid Rehousing through the Asian Women's Shelter, which has special programs for LGBTQ+ people who are experiencing domestic violence.
- **Emergency Housing Vouchers:** HSH rolled out the Emergency Housing Voucher program. Of the 691 households referred to the program as of June 2022, 11% were LGBTQ+ (including 18% of youth). 181 Emergency Housing Vouchers were dedicated to youth.

Strategies to Increase LGBTQ+ Access in FY2022-23:

- **Increased Youth Housing Resources:** HSH is opening several programs serving youth this year that will help increase the number of youth served and the overall rate of LGBTQ+ households served in our housing placements. Planned expansions include:
    - 25 units at Casa Esperanza (3061 16th Street)
    - 52 units at the Mission Inn (5630 Mission Street).
    - 50 Flexible Housing Subsidy Pool slots
        - 20 additional slots planned for FY2023-24.
    - 71 Rapid Rehousing subsidies through Rising Up (remain to be implemented in FY22-23).
- **Initiative to End Transgender Homelessness:** As part of HSH's FY2022-24 Budget, the Department plans to invest in and implement programs to serve transgender and non-binary/gender non-conforming people. The investments include:
    - Acquiring a 50- to 80-unit project-based PSH site to serve TGNC youth.
    - 150 scattered-site PSH slots dedicated to TGNC people:
        - 50 funded slots and 100 slots contingent on federal vouchers.
    - $3 million in ongoing General Fund investments for services, including short-term or shallow housing subsidies, as well as capacity-building for community-based organizations serving TGNC people.
- **Improved tracking of denial rates:** The 2022 Coordinated Entry Evaluation Report suggested inequities in who is denied enrollment in a housing program after Coordinated Entry matches them to the unit. This year, HSH will work to improve the quality of data collected to allow for better tracking of housing denials by race, gender identity and sexual orientation, and to implement other changes that will help ensure equitable treatment of all people seeking housing.

Supplemental Analysis: Prevention

Program Description – Homelessness Prevention aims to reduce the overall inflow into the Homelessness Response System, particularly among groups overrepresented in homelessness. Prevention is a critical element to reducing the massive inequities in homelessness since achieving equity in our homelessness response cannot just be considered once people become homeless. HSH is part of a citywide Homelessness Prevention & Anti-Displacement System, in partnership with the Mayor's Office of Housing & Community Development (MOHCD), to comprehensively prevent homelessness. The Department engages and collaborates with community partners, disability & aging services, affordable housing providers, and other partner systems to identify households at the highest risk of homelessness. Prevention strategies include flexible financial assistance provided through the San Francisco Emergency Rental Assistance Program (ERAP) and eviction prevention to help households secure and retain housing.

Program Data[12] – Prevention uses a separate platform outside the ONE System to conduct most of their work, and SOGI data from that platform is not yet being consistently transferred to the ONE System.

Figure 9: Prevention - Households by SOGI Response and Year

Because of this disconnect, there is **a high level of incomplete data for Prevention clients in the ONE System** that makes analysis difficult.

Approximately 6% of households with demographic data in ONE identified as LGBTQ+ each year. Nearly half of households had incomplete data in ONE in FY2020-21, while over a third had incomplete data in FY2021-22.

The Department is actively working to make sure comprehensive demographic data is migrated from the Prevention database to the ONE System.
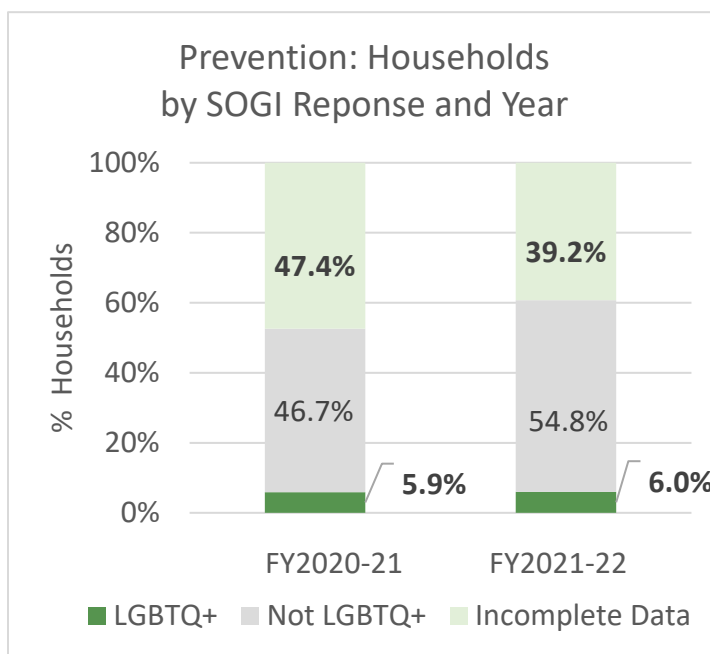
FY2020-21 n = 574; FY2021-22 n = 1,267.

To account for the high percentage of incomplete data in sexual orientation, percentages in household tables are presented as a total of all data (including incomplete). Although gender identity data was more complete, the data below is also presented as a percent of all data (including incomplete) for consistency with SOGI reporting across this program area.

Table 15: Prevention – Households by Sexual Orientation, FY2020-21 and FY2021-22 (ONE System Data)

Sexual Orientation	% Households - FY2020-21	% Households- FY2021-22
Straight/Heterosexual	47%	55%
Gay/Lesbian/Same-Gender Loving	2%	3%
Bisexual	3%	1%
Other/Not Listed	0%	1%
Questioning/Unsure	0%	0%
Client Refused	2%	3%

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[12] Data notes: The data includes households active in Prevention programs in the ONE System at any point in the fiscal year. For the purposes of this report, Prevention programs include some households enrolled in prevention-focused programs outside the Department's conventional Prevention program offerings, including a small number of the households enrolled in the Emergency Housing Voucher program. There is comprehensive SOGI data available for the 884 households that received financial assistance through the Homelessness Prevention Platform. Some of this data is represented in the ONE System data above, but some demographic data from the Platform has not been added to the ONE System.

Data Not Collected	45%	36%
Total Number Households	*574*	*1267*

Table 16: Prevention – Households by Gender Identity, FY2020-21 and FY2021-22 (ONE System Data)

Gender Identity	% Households - FY2020-21	% Households- FY2021-22
Male	35%	40%
Female	59%	57%
Transgender	1%	1%
No single gender	0%	0%
Questioning	0%	0%
Client Refused	0%	0%
Data not Collected	5%	2%
Total Number Households with Complete Data	*574*	*1267*

To contextualize the ONE System data in this report, we also included **SOGI information for the 884 households served through Prevention's financial assistance programs in FY2021-22**. These households all were asked SOGI questions upon intake into the Homelessness Prevention Platform, which tracks all households receiving financial assistance through Prevention.[13] Some of this SOGI data transferred to the ONE System, but some providers are not consistently entering this collected SOGI information in ONE. HSH is working to streamline these systems to provide more comprehensive prevention data from the ONE System next year.

Table 17: Prevention – Households by Gender Identity, FY2021-22 (Prevention Platform Data)

Table 18: Prevention – Households by Sexual Orientation, FY2021-22 (Prevention Platform Data)

Gender Identity[14]	% Households
Male	35%
Female	61%
Transgender	1%
No single gender	1%
Questioning	0%
Client Refused	2%
Data not Collected	0%
Total Number Households	*884*

Sexual Orientation	% Households -
Straight/Heterosexual	74%
Gay/Lesbian/Same-Gender Loving	8%
Bisexual	4%
Other/Not Listed	2%
Questioning/Unsure	0%
Client Refused	12%
Data Not Collected	0%
Total Number Households	*884*

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[13] The Homelessness Prevention Platform still uses SOGI data responses from the previous standards before the 2022 HUD update. For consistency, we've mapped the responses to the new 2022 HUD standards.

[14] The Prevention system's gender identity response categories have not yet been updated in line with the 2022 HUD standards. HSH mapped responses to the 2022 HUD categories for consistency in this report. See the "Data Collection and Storage" section for more details.

There is much more complete data in the Prevention platform for these 884 clients. No households have "data not collected" as a response, in contrast to the large amount of data that shows up as "data not collected" in the ONE System. The data from FY2021-22 for clients served with financial assistance shows approximately 2% of households were transgender or non-binary/gender non-conforming and approximately 14% of households were LGB+. This more complete data indicates prevention programs are serving LGBTQ+ clients at a much higher level than the ONE System data indicates.

Interventions to Increase LGBTQ+ Access in FY2021-2022:

- **SF ERAP:** Prevention services were previously targeted to and accessed by low-income families. Since family head of households have a relatively low rate of being LGBTQ+, the program therefore reached few LGBTQ+ people. With the launch of the online San Francisco Emergency Rental Assistance Program portal in August 2021, Prevention became more accessible to the general population, including the LGBTQ+ community.
- **Data Improvement:** As noted above, most demographic information for households served by prevention services is captured in the Homelessness Prevention Platform that was developed to support HSH's partnership on prevention services with MOHCD. The Department has experienced challenges ensuring that providers update ONE System profiles with all demographic data from the Homelessness Prevention Platform. In FY21-22, HSH worked with prevention providers to ensure SOGI and other key client data was also being entered into the ONE System. These programmatic changes led to increased data collection in FY2021-22 and contributed to the 8% reduction in incomplete SOGI data.

*Strategies to Increase LGBTQ+ Access in FY2022-23:*

- **Enhanced Outreach Strategies & Targeting**: HSH is engaging in multiple evaluations of Homelessness Prevention services to better understand which populations the program is effectively serving and where gaps may exist. This will allow the Department to better target outreach and service provision, including to those who identify as LGBTQ+.
- **Continued Data Improvement:** HSH will continue to use the easily navigable Prevention Platform to continue reducing the amount of incomplete data in the system. The Department has reiterated to providers that they need to update SOGI information in both this platform and in the ONE System. We hope to see improvements in data collected.
- **Strategic Planning Process:** As part of the HSH strategic planning process, we will be working with provider, client, and community stakeholders to better understand the landscape of prevention to ensure equitable access to LGBTQ+ and other vulnerable communities.

Serving Transgender and Non-Binary/Gender Non-Conforming Households

As detailed in the programmatic sections above, the Department initiated a **coordinated effort to increase resources available to the transgender and non-binary/gender non-conforming (TGNC) community in FY2021-22**. HSH served 237 transgender households and 150 non-binary/gender non-conforming households in FY2021-22.[15] These figures mark an increase of 34 (16%) and 51 (51%) households, respectively, served from FY2020-21. **While the overall percentage of LGBTQ+ people served went down slightly in HSH's systems, the percentage of TGNC households stayed steady at approximately 2.5% of households served.** The proportion of transgender households served decreased slightly from 1.7% to 1.6%, while the proportion of non-binary/gender non-conforming households increased from 0.8% to 1.0%.

Figure 10: Transgender & Non-binary/Gender Non-Conforming Households as % of All Served, by Program and Year[16]
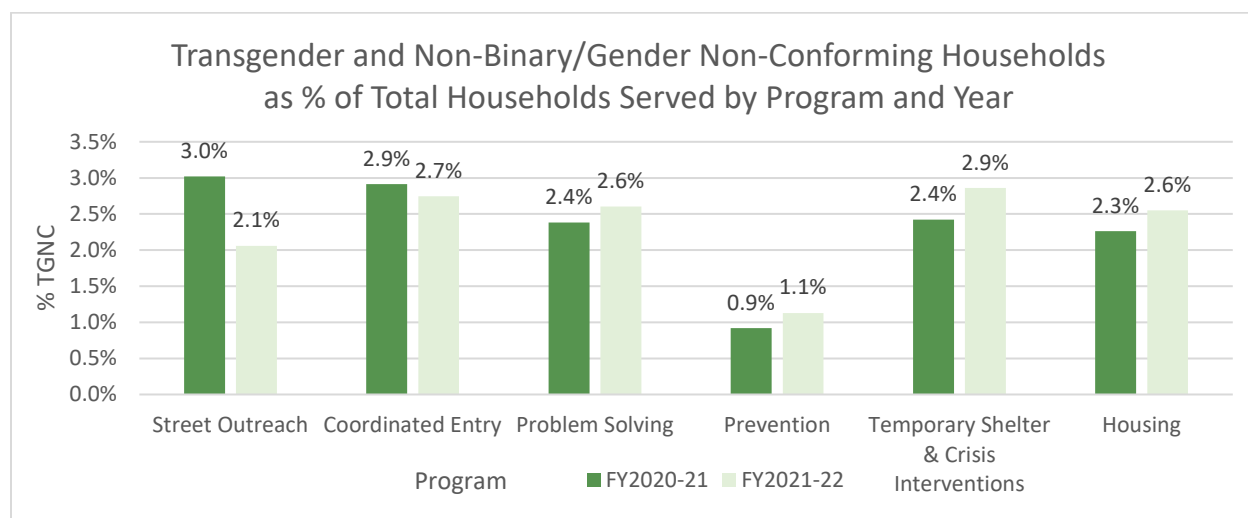
See Appendix B for total numbers of households served by program and year.

In FY2021-22, the Department's Coordinated Entry, Problem Solving, Temporary Shelter and Crisis Interventions, and Housing programs served the highest proportion of TGNC households. As outlined in the programmatic sections above, the Prevention program is looking into ways to improve data quality to get a more accurate picture of how many TGNC households they serve and shift programs as needed.

One of the Department's and Mayor's priorities in the FY22-24 budget process is to make progress towards ending homelessness for TGNC people. **In next year's SOGI report, we will report back on our progress.**

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[15] Per guidance from the Office of Transgender Initiatives, "non-binary/gender non-conforming" refers to households with a "no single gender" response in the HUD gender identity question.
[16] This section includes the limited complete data from the ONE System for Prevention. Due to small program size, Housing Ladder is excluded.

Incomplete Data

HSH has complete SOGI data for **87% of households** in FY2021-22. Households with missing data in either the sexual orientation or the gender identity question (or both) are counted as having incomplete data. Incomplete data stems from two responses: client refusal to provide the information, or the data not being collected in the first place.

A. Client Refusal

Client refusal accounts for a relatively small percentage of the incomplete data.

For gender identity, client refusal is almost nonexistent, accounting for just 0.1% of responses in both years. This very low rate of client refusal far exceeds HSH's current goal data quality standards, which set a goal of less than 5% for client refusals.

For sexual orientation, between 2% and 3% of heads of households declined to provide this information across our program areas in FY2020-21 and FY2021-22. HSH does not currently have a data quality standard goal associated with the percent of client refusals for the sexual orientation field. There are no major discrepancies in rates of refusal to state sexual orientation between the program components of HSH's work. HSH will continue to work with providers and department staff to reduce the number of client refusals by training staff to asked questions in culturally competent ways. However, a certain percentage of heads of households may not feel comfortable or safe providing this information.

B. Data Not Collected

There is more room for analysis and Departmental improvements in the "Data Not Collected" category.

Gender Identity - Prevention and Temporary Shelter & Crisis Interventions showed relatively high rates of non-collection of this data in FY2020-21. In FY2021-22, the gender identity non-collection rate for both programs dropped down to 2%. This percentage brings these programs closer to the average of our other programs (between 0 and 1 percent). We expect to see these figures decrease further as we continue to improve data collection systems and staff trainings.

Figure 11: Gender Identity - Percent of Households Served with Data not Collected by Program and Year
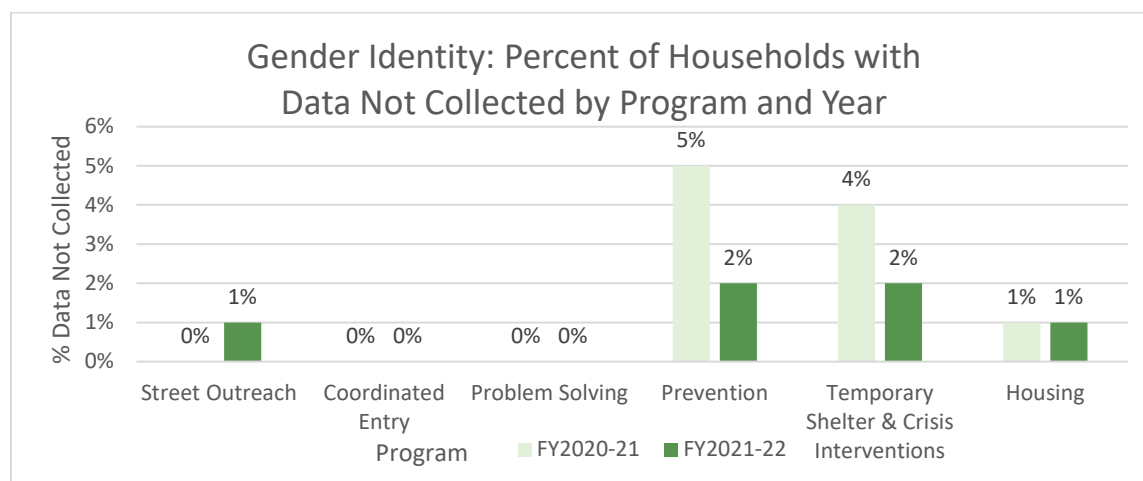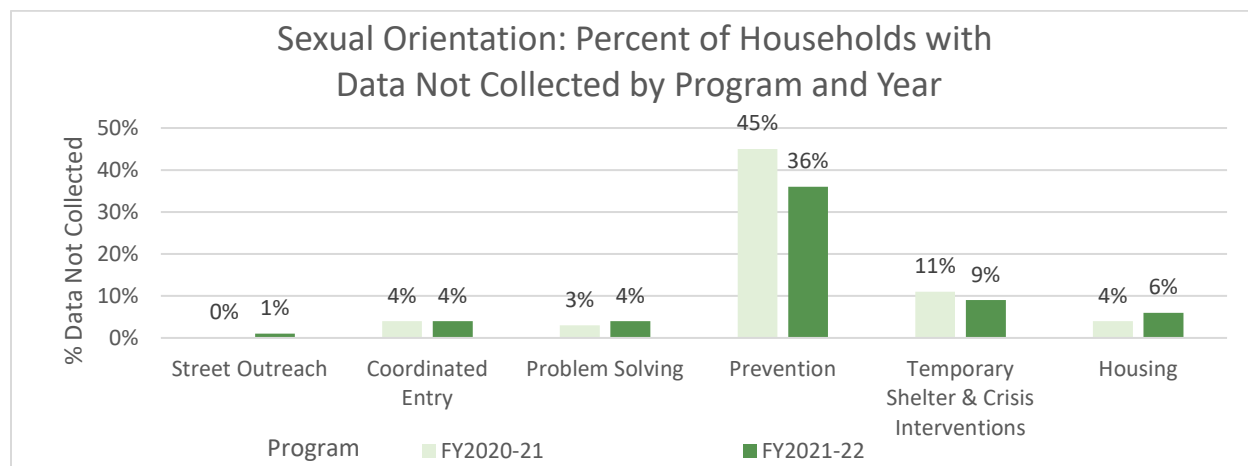

See Appendix B for total numbers of households served by program and year.

Sexual Orientation - Discrepancies grow in the percent of data not collected for the sexual orientation question.

Figure 12: Sexual Orientation - Percent of Households Served with Data not Collected by Program and Year

See Appendix B for total numbers of households served by program and year.

While collection of incomplete sexual orientation data remained the same or decreased for the majority of HSH programs, **we observed a marked need for Prevention programs to collect and report this data in ONE more thoroughly.** Due to the initiatives described in the program-specific sections of this report, the percentage of complete data in the ONE System for Prevention is rising. HSH is hopeful that continued cultural competency trainings and improved data collection standards will help us further reduce the amount of incomplete demographic data in these programs.

COLLECTING AND STORING SOGI DATA

SOGI-compliant data collection across HSH direct services is essential to HSH's ability to understand and better serve the LGBTQ+ population of people experiencing homelessness. Since HSH's creation in 2016, the Department has made significant strides to consolidate client data systems and ensure standardized SOGI data elements are collected for all clients served. **Starting this year, the Department is reporting almost exclusively from the ONE System, HSH's HUD-compliant Homeless Management Information System (HMIS).**

FY2021-22 Data Collection

Table 21 includes the two SOGI questions HSH asked in FY2021-22 and the corresponding response options in the ONE System. Options for the gender identity question comply with the FY 2022 HMIS Data Standards defined by the U.S. Department of Housing and Urban Development (HUD).

Table 19: HSH FY2021-22 Sexual Orientation and Gender Identity Questions and Response Options

What is your current gender identity? (Select all that apply)	How do you describe your sexual orientation or sexual identity?
- Male - Female - Transgender - A gender other than singularly female or male (e.g., non-binary, genderfluid, agender, culturally specific gender) - Questioning - Client doesn't know - Client refused - Data not collected	- Straight/ Heterosexual - Gay/Lesbian/Same-gender loving - Bisexual - Questioning/Unsure - Not Listed - Declined to Answer - Not Asked - Incomplete/missing data

We will continue to work with our provider partners to ensure all heads of household are asked these SOGI questions at the time of intake into the ONE System.

C.   2022 HUD Data Collection Standards

In October 2021, HSH updated our gender identity question to meet HUD's FY 2022 HMIS data standards This updated guidance allows for clients to select multiple responses. These new response options also include options that are intended to be more culturally appropriate and inclusive for clients. Data from prior years was mapped to the new response categories per HUD's FY 2022 guidance.

For analysis and reporting purposes, clients that select multiple response options are recoded to the one of the following singular responses:[17]

- Female
- Male
- Questioning
- Transgender
- No single gender
- Doesn't know/refused
- Data not collected

D.   Local Standards

HSH's data collection standards are largely guidance issued by the Department of Public Health (DPH) in accordance with section 104.3(c) (2) of the Administrative Code. In 2019, following consultation with the Office of Transgender Initiatives, HSH requested and received a partial waiver to the City Administrator for the requirement to collect information on participants' sex assigned at birth.

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[17] A detailed explanation of this categorization is available on the HSH website.

Data Storage

In 2017, HSH launched the Online Navigation and Entry (ONE) System as the client-level system of record for the San Francisco Homelessness Response System. The ONE System is now the primary source of client records and information on HSH program enrollments and client demographic information, including compliant SOGI data elements. **Ninety-five percent of the demographic data in this year's report is from the ONE System.**

A small proportion of this year's data was sourced from two other administrative databases:

- The **SF COVID Placement Tool**, a database developed by RTZ System, is used to manage data for certain temporary shelter and crisis intervention sites. Most clients served in these sites have ONE System profiles which were used for reporting SOGI data. Compliant SOGI fields are also collected in the SF COVID Placement Tool. In cases where ONE System data for a client was incomplete, available data was used from the SF COVID Placement Tool.
- The **Homeward Bound** program, categorized under HSH's Problem Solving program area, previously managed data in a standalone Microsoft Access database. SOGI compliant data elements were captured in the Homeward Bound database and used for this report. This program sunset in June 2022 and will not be included as a separate component in future reports.

METHODOLOGY

A. Head of Household

This report analyzes SOGI data according to the heads of households served, since most placements into HSH direct services are made at a household level. Gender identity and sexual orientation data elements are also often left incomplete for other family members and minors in a household. For these reasons, analysis at a head of household level provides a more accurate representation of how households identifying as LGBTQ+ are utilizing HSH funded direct services. For the purposes of this report, "household" refers to data collected from the head of household.

B. Years Included

For the purposes of analyzing trends over time, this report includes data from both FY2020-21 and FY2021-22. Data in this timeframe is sourced almost entirely from HSH's ONE System, allowing for direct comparability year-to-year and the ability to deduplicate for unique clients served across programs. Data from years preceding FY2020-21 spanned multiple databases and cannot be produced comparably. Future SOGI reports will monitor trends from FY2020-21 and forward. Due to methodology changes, data from FY2020-21 included in this report is slightly different the data presented in our FY2020-21 SOGI Report.

C. LGBTQ+ Calculation

"LGBTQ+" is calculated as anyone who selected any of the following responses from the gender identity and sexual orientation questions as listed in Table 22:

Table 20: LGBTQ+ Response Options

Sexual Orientation Responses	Gender Identity Responses
• Gay/Lesbian/Same-Gender Loving • Bisexual • Questioning/unsure • Not listed	• Transgender • A gender other than singularly male or female • Questioning

E. Other Notes

This report only analyzes equity for program areas where SOGI data elements are at least 85% complete. Data collected in the ONE system may include a small number of programs that are not funded through HSH or do not accept referrals through Coordinated Entry. HSH is not able to categorically exclude these programs and it may have a small impact on data presented in this report. As applicable, relevant program-specific methodology is noted under each core component subsection in this report.

CONCLUSION

As HSH continues to grow the Homelessness Response System in FY2022-23, the Department will invest in our planning and data systems to **guide the equitable expansion of our programs**. Our new five-year Strategic Plan, which will be released in early 2023, will set **key equity goals in many of our programs for serving the LGBTQ+ community.** As part of the strategic planning process, HSH will host multiple opportunities for stakeholders to provide input that will help the Department set priorities for equitably serving the LGBTQ+ community, including unhoused transgender and non-binary/gender non-conforming people. **This work is guided by HSH's first-ever Chief Equity Officer Anthony Bush, who started at HSH in FY2021-22.** In the FY2022-23 SOGI Report, we will describe the relevant benchmarks we've set and our plans to reach them.

In addition, the Department's progress in consolidating data systems and achieving high client representation and program enrollments in the ONE System enable staff **to analyze data with far greater ease**. HSH staff are working to develop reports that will allow for more frequent monitoring of our progress towards equity goals, including how our programs serve the LGBTQ+ community.

HSH is grateful for the continued partnership of the Office of Transgender Initiatives (OTI) and community partners who have supported the initiatives HSH conducted in FY2021-22. While HSH has seen progress in both data methods and the number of LGBTQ+ households utilizing HSH-funded direct services**, there is much more work to do to ensure equitable representation of these historically underserved communities within the Homelessness Response System**. We look forward to reporting back next year.

APPENDICES

Appendix A: Standard HSH Contract Clause Requiring SOGI Data Collection

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.

Appendix B: Data Tables – Number and Percent of LGBTQ+ Households by Core Component

Table 21: FY2021-22 Number and Percent of Households - LGBTQ+, Non-LGBTQ+, and Incomplete Data

	Total	LGBTQ+	Non-LGBTQ+	Incomplete or Missing Data	% LGBTQ+ - Complete Data	% LGBTQ+ - All Data	% Incomplete Data
Street Outreach	3671	416	3041	214	12.0%	11.3%	6%
Coordinated Entry	10424	1419	8369	636	14.5%	13.6%	6%
Problem Solving	7520	994	6102	424	14.0%	13.2%	6%
Prevention	1267	76	694	497	9.9%	6.0%	39%
Temporary Shelter & Crisis Interventions	7964	1028	6089	847	14.4%	12.9%	11%
Housing	2565	306	2055	204	13.0%	11.9%	8%
Housing Ladder	77	4	46	27	8.0%	5.2%	35%
All Served*	*15,392*	*1,881*	*11,547*	*1,964*	*14.0%*	*12.2%*	*12.8%*

*The "All Served" category represents a deduplicated count of households served across our programs. For example, a client served in Shelter and Coordinated Entry is only counted once.

Table 22: FY2021-22 Number and Percent of Households by Program and Sexual Orientation Response

Sexual Orientation	Bisexual		Client refused		Data not collected		Gay / Lesbian / Same-Gender Loving		Other / Not Listed		Questioning / Unsure		Straight / Heterosexual		Total Served
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#
All Served	706	5%	363	2%	1,627	11%	814	5%	144	1%	75	0%	11,663	76%	*15,392*
Outreach	185	5%	90	2%	122	3%	162	4%	27	1%	20	1%	3,065	83%	*3,671*
Emergency Shelter	330	5%	182	3%	603	9%	386	5%	46	1%	43	1%	5,430	77%	*7,020*
SIP Hotel	82	4%	56	3%	91	4%	117	6%	6	0%	14	1%	1,761	83%	*2,127*
Transitional Housing	38	10%	4	1%	36	10%	33	9%	13	3%	2	1%	250	66%	*376*
Crisis Interventions	19	3%	9	2%	39	7%	27	5%	3	1%	2	0%	469	83%	*568*
Adult Coordinated Entry	398	5%	184	2%	390	5%	495	6%	61	1%	44	1%	6,722	81%	*8,294*
Family Coordinated Entry	40	3%	8	1%	39	3%	10	1%	2	0%	3	0%	1,100	92%	*1,202*
Youth Coordinated Entry (18-24)	122	13%	17	2%	13	1%	112	12%	24	3%	10	1%	630	68%	*928*
Problem Solving	391	5%	150	2%	286	4%	440	6%	58	1%	31	0%	6,164	82%	*7,520*
Prevention	19	1%	41	3%	455	36%	37	3%	16	1%	1	0%	698	55%	*1,267*
Housing	114	4%	62	2%	146	6%	139	5%	26	1%	8	0%	2,070	81%	*2,565*
Housing Ladder	1	1%	2	3%	25	32%	2	3%	0	0%	0	0%	47	61%	*77*

Table 23: FY2021-22 Number and Percent of Households by Program and Gender Identity Response

Gender	Data not collected		Doesn't know / refused		Female		Male		No Single Gender		Questioning		Transgender		Total Served
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#
All Served	277	2%	14	0%	5,570	36%	9,141	59%	150	1%	3	0%	237	2%	*15,392*
Outreach	26	1%	5	0%	1,042	28%	2,523	69%	35	1%	0	0%	40	1%	*3,671*
Emergency Shelter	181	3%	5	0%	2,215	32%	4,428	63%	64	1%	2	0%	125	2%	*7,020*
SIP Hotel	17	1%	1	0%	643	30%	1,427	67%	9	0%	1	0%	29	1%	*2,127*
Transitional Housing	1	0%	0	0%	167	44%	183	49%	14	4%	0	0%	11	3%	*376*
Crisis Interventions	11	2%	0	0%	177	31%	372	65%	1	0%	0	0%	7	1%	*568*
Adult Coordinated Entry	38	0%	1	0%	2,316	28%	5,730	69%	69	1%	2	0%	138	2%	*8,294*
Family Coordinated Entry	5	0%	0	0%	1,057	88%	132	11%	4	0%	0	0%	4	0%	*1,202*
Youth Coordinated Entry (18-24)	2	0%	2	0%	428	46%	426	46%	40	4%	0	0%	30	3%	*928*
Problem Solving	28	0%	3	0%	2,851	38%	4,441	59%	78	1%	2	0%	117	2%	*7,520*
Prevention	22	2%	5	0%	725	57%	501	40%	5	0%	0	0%	9	1%	*1,267*
Housing	16	1%	1	0%	977	38%	1,506	59%	28	1%	0	0%	37	1%	*2,565*
Housing Ladder	2	3%	0	0%	26	34%	48	62%	0	0%	0	0%	1	1%	*77*

Table 24: FY2020-21 Number and Percent of Households - LGBTQ+, Non-LGBTQ+, and Incomplete Data

	Total	LGBTQ+	Non-LGBTQ+	Incomplete or Missing Data	% LGBTQ+ - Complete Data	% LGBTQ+ - All Data	% Incomplete Data
Street Outreach	1,334	153	1,085	96	12.4%	11.5%	7%
Coordinated Entry	8,365	1,227	6,681	457	15.5%	14.7%	5%
Problem Solving	3,706	479	3,038	189	13.6%	12.9%	5%
Prevention	574	34	268	272	11.3%	5.9%	47%
Temporary Shelter & Crisis Interventions	8,054	1,009	5,964	1,081	14.5%	12.5%	13%
Housing	1,649	231	1,333	85	14.8%	14.0%	5%
Housing Ladder	48	7	23	18	23.3%	14.6%	38%
All Served*	*12,658*	*1,594*	*9,258*	*1,806*	*14.7%*	*12.6%*	*14.2%*

*The "All Served" category represents a deduplicated count of households served across our programs. For example, a client served in Shelter and Coordinated Entry is only counted once.

Table 25: FY2020-21 Number and Percent of Households by Sexual Orientation Response

Sexual Orientation	Bisexual		Client refused		Data not collected		Gay / Lesbian / Same-Gender Loving		Other / Not Listed		Questioning / Unsure		Straight / Heterosexual		Total Served
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#
All Served	583	5%	325	3%	1,512	12%	728	6%	108	1%	60	0%	9,342	74%	*12,658*
Outreach	61	5%	51	4%	50	4%	57	4%	12	1%	8	1%	1,095	82%	*1,334*
Emergency Shelter	296	4%	169	2%	767	11%	387	6%	45	1%	34	0%	5,144	75%	*6,842*
SIP Hotel	150	4%	113	3%	355	10%	201	6%	25	1%	20	1%	2,701	76%	*3,565*
Transitional Housing	34	9%	5	1%	15	4%	37	10%	12	3%	1	0%	255	71%	*359*
Crisis Interventions	43	5%	16	2%	134	16%	41	5%	5	1%	4	0%	610	72%	*853*
Adult Coordinated Entry	319	5%	137	2%	264	4%	431	7%	36	1%	38	1%	5,178	81%	*6,403*
Family Coordinated Entry	35	4%	14	1%	29	3%	13	1%	1	0%	1	0%	897	91%	*990*
Youth Coordinated Entry (18-24)	114	12%	12	1%	24	2%	108	11%	29	3%	7	1%	678	70%	*972*
Problem Solving	183	5%	76	2%	122	3%	221	6%	17	0%	18	0%	3,069	83%	*3,706*
Prevention	15	3%	14	2%	256	45%	14	2%	2	0%	2	0%	271	47%	*574*
Housing	91	6%	25	2%	60	4%	103	6%	16	1%	7	0%	1,347	82%	*1,649*
Housing Ladder	1	2%	2	4%	16	33%	6	13%	0	0%	0	0%	23	48%	*48*

Table 26: FY2020-21 Number and Percent of Households by Gender Identity Response

Gender	Data not collected		Doesn't know / refused		Female		Male		No Single Gender		Questioning		Transgender		Total Served
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#
All Served	404	3%	15	0%	4,428	35%	7,508	59%	99	1%	1	0%	203	2%	*12,658*
Outreach	2	0%	7	1%	401	30%	884	66%	12	1%	0	0%	28	2%	*1,334*
Emergency Shelter	230	3%	4	0%	2,149	31%	4,311	63%	46	1%	1	0%	101	1%	*6,842*
SIP Hotel	97	3%	4	0%	1,135	32%	2,247	63%	19	1%	1	0%	62	2%	*3,565*
Transitional Housing	1	0%	0	0%	156	43%	181	50%	7	2%	0	0%	14	4%	*359*
Crisis Interventions	55	6%	2	0%	239	28%	537	63%	12	1%	0	0%	8	1%	*853*
Adult Coordinated Entry	14	0%	4	0%	1,730	27%	4,488	70%	40	1%	0	0%	127	2%	*6,403*
Family Coordinated Entry	4	0%	0	0%	889	90%	94	9%	3	0%	0	0%	0	0%	*990*
Youth Coordinated Entry (18-24)	2	0%	0	0%	409	42%	488	50%	35	4%	0	0%	38	4%	*972*
Problem Solving	12	0%	2	0%	1,383	37%	2,221	60%	23	1%	0	0%	65	2%	*3,706*
Prevention	27	5%	2	0%	340	59%	200	35%	2	0%	0	0%	3	1%	*574*
Housing	11	1%	1	0%	762	46%	838	51%	9	1%	0	0%	28	2%	*1,649*
Housing Ladder	1	2%	0	0%	9	19%	38	79%	0	0%	0	0%	0	0%	*48*

Appendix C: Table of Figures

Appendix D: Table of Tables