



## HSH's FY 2022-23 Sexual Orientation & Gender Identity Report



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Learn how the Department of Homelessness and Supportive Housing's programs are serving the LGBTQ+ community.

Department of Homelessness and Supportive Housing | Submitted September 2023

## Overview

The Department of Homelessness and Supportive Housing (HSH) and our non-profit partners provide direct services to people who are experiencing, have experienced, or are at risk of homelessness. HSH funds direct services through the core components of San Francisco's homelessness response system: homelessness prevention, Coordinated Entry, outreach, shelter and crisis interventions, housing problem solving, and housing.

In line with the City's Sexual Orientation and Gender Identity (SOGI) reporting requirements, this report analyzes the rate of LGBTQ+ clients served by each of HSH's core service areas in fiscal year (FY) 2022 – 2023 (July 1, 2022, through June 30, 2023). We include data for all heads of household (including minors) and all other adults served. For this report, we use the term “clients” to reference this group.

*In FY 2022-23, approximately **14.3% of HSH clients** served across our core service areas were LGBTQ+. This rate is relatively consistent with the percent of LGBTQ+ clients served in FY 2020-21 and FY 2021-22 (14.6% and 13.9%, respectively).*

The rapid expansion of the homelessness response system between 2020 and 2023 sets an important context for these rates. HSH implemented an **unprecedented expansion of services** that led to a 51% increase in the number of LGBTQ+ clients served, from 1,531 in FY 2020-21 to 2,316 in FY 2022-23.

HSH is committed to providing equitable access to services for LGBTQ+ clients. One of the five goals of our citywide strategic plan, *Home by the Bay*, is to reduce inequities in the experience of homelessness and the outcomes of our programs to prevent and end homelessness. This commitment

guides the Department's rapid expansion amidst the continued disproportionate impact of homelessness on people of color and the 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:

- Provides an **overview** of LGBTQ+ access for all HSH services.
- Breaks down the data with qualitative context for **each service component**.
- Examines access for **transgender and non-binary/gender non-conforming people**.
- **Comparatively examines incomplete data** across our program areas.
- Discusses plans to **develop equity benchmarks** and **apply an intersectional lens** to SOGI reporting.

## Equity Goals

The City's SOGI reporting standards require HSH to identify programs that are underserving LGBTQ+ clients. HSH is currently setting goals for serving LGBTQ+ people as part of the implementation of the *Home by the Bay* plan. Once these targets are available, we will benchmark our program data against those equity goals to identify programs that are underserving LGBTQ+ clients.

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

### **FY 2022-23 Coordinated Entry Administrative Data**

**14.5%** of people who engaged with Coordinated Entry in FY 2022-23 identified as LGBTQ+.



### **2023 City Population Survey**

**16%** of San Franciscans identify as LGBTQIA+, according to the San Francisco Controller's 2023 City Survey.



### **2022 Point-in-Time Count of Unhoused People**

**28%** of surveyed people experiencing **homelessness** identified as LGBTQ+, according to the City's most recent Point-in-Time (PIT) Count in 2022. **38%** of **young adult respondents (under 25)** identified as LGBTQ+.

**Until HSH's equity goals are fully developed, the Coordinated Entry (CE) administrative data is likely the most relevant data source for an estimate of the percent of people experiencing homelessness that are LGBTQ+. By process, all clients seeking housing and many other services from HSH's homelessness response system should first be enrolled in the CE program in the ONE system. This data set reflects the vast majority of clients engaged with HSH. For the purposes of this report, we benchmark the percentage of**

LGBTQ+ clients served by HSH's other programs to the percentage of LGBTQ+ clients represented in CE program data to identify programs that may be underserving the LGBTQ+ population.

However, historically our PIT Counts have indicated a much higher rate of LGBTQ+ clients than our administrative data systems imply. This variance may be due to methodological differences in data collection. While we are able to analyze all clients served over a fiscal year in administrative data, PIT Count figures reflect the distribution of a large sample of clients surveyed over the course of a few weeks.

Administrative data is also collected primarily by city staff and nonprofit service providers, compared to the PIT Count surveys which are conducted by peers or people with lived experience. Additional research is needed to better understand how these discrepancies may impact our findings. HSH will consider both the data from Point-in-Time Counts and administrative data, among other inputs, when developing equity benchmarks and targets.

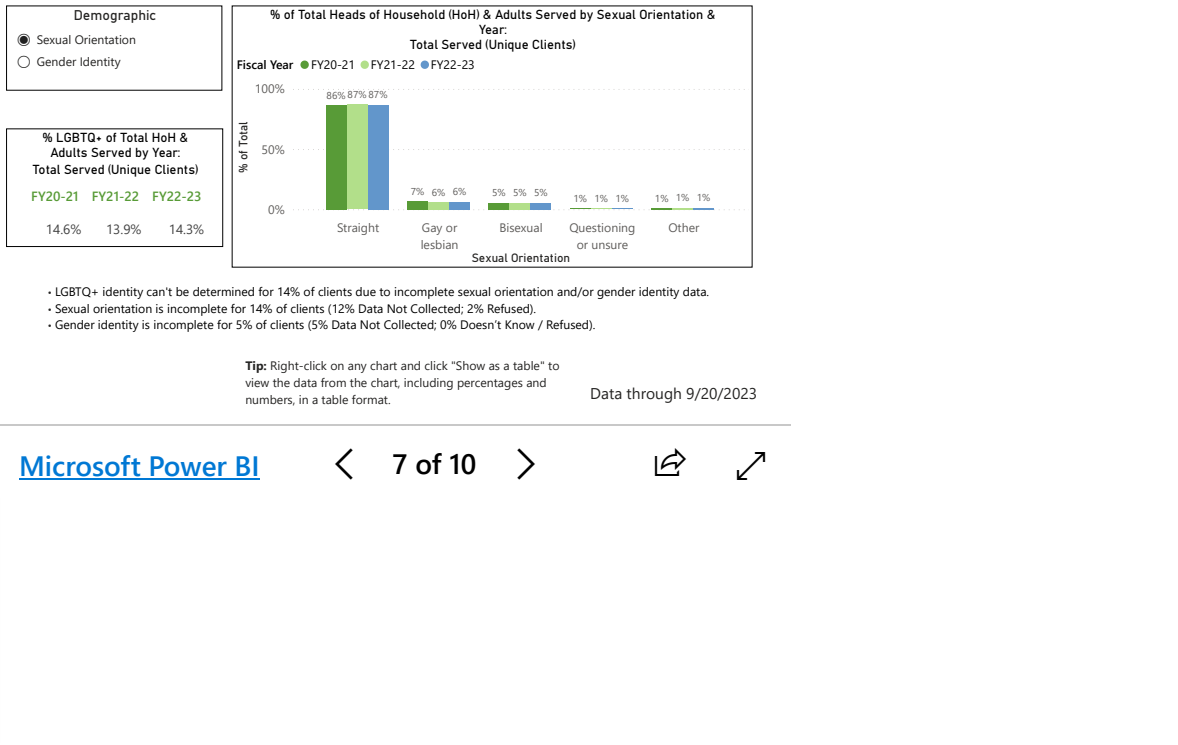
## Data Overview

This analysis includes all clients served in FY 2022-23 through the Department's direct services, with the previous two fiscal years included for context.

*HSH uses demographic data almost exclusively from our centralized database, the **Online Navigation and Entry (ONE) System**, for this report. For more information, view the report's appendices on **data collection and methodology**.*

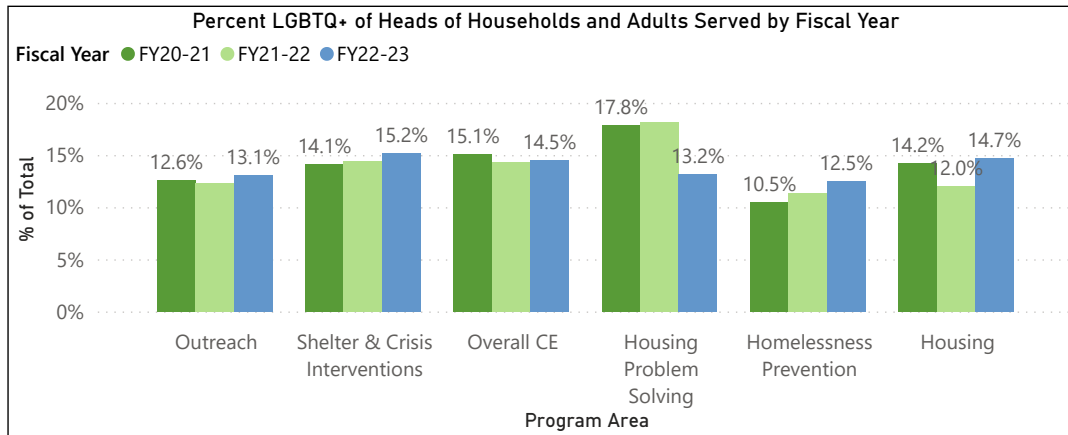
### Access appendices

During this time frame, the **percent of total clients served that are LGBTQ+ stayed largely constant** at 14.6% in FY 2020-21, 13.9% in FY 2021-22, and 14.3% in FY 2022-23.



**HSH's unprecedented expansion of the homelessness response system is important context for these rates.** The total number of LGBTQ+ clients served by the homelessness response system **increased across every service area**, for a **total deduplicated increase of 785 LGBTQ+ clients** across the three years.

Fiscal Year	FY20-21	FY21-22	FY22-23	
Program Area	#	#	#	% Increase from Prior FY
Outreach	158	434	563	+30%
Shelter & Crisis Interventions	859	972	1,137	+17%
Overall CE	1,248	1,465	1,763	+20%
Housing Problem Solving	43	87	111	+28%
Homelessness Prevention	36	121	181	+50%
Housing	241	310	424	+37%
All Served	1,531	1,906	2,316	+22%



**Tip:** Right-click on any chart and click "Show as a table" to view the data from the chart, including percentages and numbers, in a table format. Data through 9/20/2023

- The rate of clients served in **shelter and crisis interventions** that were LGBTQ+ **increased slightly**, from 14.1% in FY 2020-21 up to 15.2% in FY 2022-23.
- The share of **LGBTQ+ homelessness prevention** clients **increased by 2 percentage points** over the three years, rising from 10.5% in FY 2020-21 to 12.5% in FY 2022-23.
- **Housing** programs saw a **dip** in the share of LGBTQ+ clients in FY 2021-22 that rebounded back to 14.7% in FY 2022-23.
- The rate of clients served that were LGBTQ+ stayed **largely consistent** for **outreach** and **Coordinated Entry**, with



change of less than one percentage point over the three years.

- The share of LGBTQ+ **housing problem solving** clients with resolutions **decreased** from around **18%** in FY 2020-21 and FY 2021-22 to **13.2%** in FY 2022-23. This proportional decrease happened as the program expanded overall while the capacity of youth LGBTQ+ focused providers was limited. Despite this percentage shift, the number of LGBTQ+ clients **increased by 158%** over the three years.

**Full data is available.**

In FY 2022-23, most HSH program areas served LGBTQ+ clients at a similar rate to Coordinated Entry's 14.5% rate, our interim benchmark for evaluating programs. Housing problem solving, outreach, and homelessness prevention programs slightly underrepresented LGBTQ+ clients.

The program-specific sections of this report discuss the **steps the Department has taken and plans to take** to further increase LGBTQ+ access in individual programs and across HSH's overall work.

## Homelessness Prevention

### Program Description

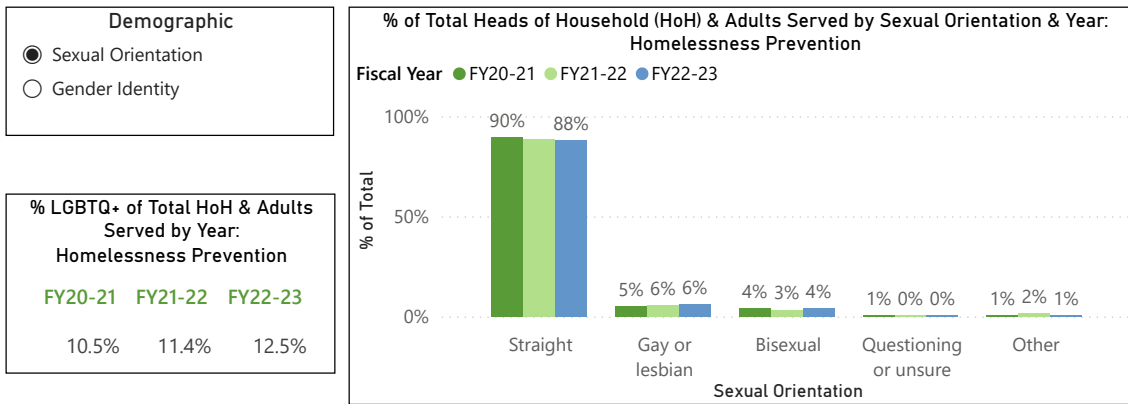
Homelessness prevention aims to reduce the overall inflow into the homelessness response system, particularly among groups overrepresented in homelessness. Prevention is a critical element to reducing the massive inequities in homelessness since achieving equity in our homelessness response cannot just be considered once people become homeless. HSH's main homelessness prevention strategy is



flexible financial assistance through the San Francisco Emergency Rental Assistance Program (SF ERAP) to help clients secure and retain housing.

### Program Data

The percent of clients that are LGBTQ+ has **steadily increased** since FY 2020-21, from 10.5% in FY 2020-21 to 11.4% in FY 2021-22 and to **12.5% in FY 2022-23**.



- LGBTQ+ identity can't be determined for 29% of clients due to incomplete sexual orientation and/or gender identity data.
- Sexual orientation is incomplete for 29% of clients (24% Data Not Collected; 4% Refused).
- Gender identity is incomplete for 3% of clients (2% Data Not Collected; 0% Doesn't Know / Refused).

**Tip:** Right-click on any chart and click "Show as a table" to view the data from the chart, including percentages and numbers, in a table format.

Data through 9/20/2023

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### Interventions to Increase LGBTQ+ Access

## 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 SF ERAP portal in August 2021 and ERAP's reopening as a steady state program in early 2022, **prevention became more accessible to the general population, including the LGBTQ+ community.**

## Improved data

Most demographic information for clients served by prevention services is captured in the Homelessness Prevention Platform, a system 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 FY 2022-23, HSH continued to work 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 FY 2022-23 and**

## **Additional providers**

**contributed to sustained reduction in the percent of incomplete SOGI data**, from 42% in FY 2020-21 to 28% in FY 2021-22 and down to 18% in FY 2022-23. We will continue this data quality improvement work will continue in FY 2023-24.

HSH entered into a new agreement with Young Community Developers in FY 2022-23 to serve vulnerable subpopulations with prevention, with a focus on the re-entry population and young adults ages 18 to 24. In FY 2023-24 we will continue to **explore partnerships with other providers, including LGBTQ+ providers**, to improve access to prevention.

# Coordinated Entry

## Program Description

Coordinated Entry (CE) is the **front door** for connecting clients 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, clients experiencing homelessness access problem solving services and take housing assessments to determine if they are eligible for a referral to housing. Each CE Access Point serves adults, young adults ages 18 to 27, or families with minor children.

## Program Data

The proportion of LGBTQ+ clients served in CE decreased slightly from 15.1% in FY 2020-21 to 14.5% in FY 2022-23, even as the total number of LGBTQ+ clients served increased by 41% from 1,248 to 1,763. This slight drop in the percentage of LGBTQ+ clients can be partially explained by changing ratios of the populations served in CE.

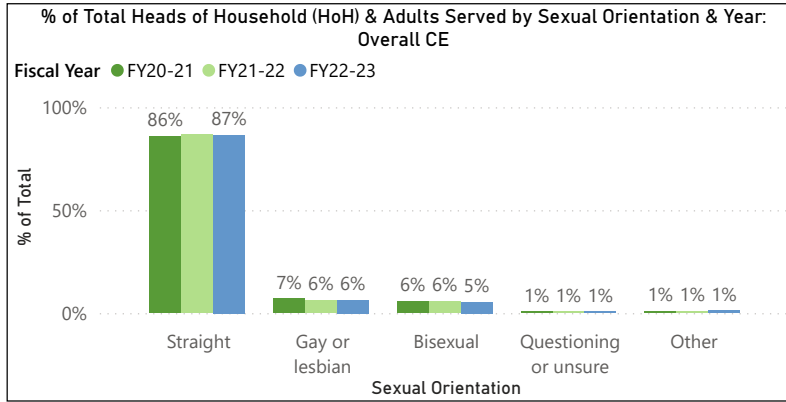
- The **number of young adults** (including LGBTQ+ young adults) served by CE stayed **mostly flat** between FY 2020-21 and FY 2022-23.
- During the same period, the overall increase in the number of clients enrolled was largely driven by **increases in the adult CE system**. In FY 2022-23, 14.7% of adult clients enrolled in CE were LGBTQ+, in contrast to 30.8% of young adult clients.
- As such, the **proportional decrease of young adults** and **increase of adults** in the overall group of clients served by CE helps explain the slight decrease in the overall rate of LGBTQ+ people served.

**Demographic**

- Sexual Orientation
- Gender Identity

**Program Area**

- Overall CE
- Adult CE
- Family CE
- Youth CE



**% LGBTQ+ of Total HoH & Adults Served by Year: Overall CE**

Fiscal Year	FY20-21	FY21-22	FY22-23
Overall CE	15.1%	14.3%	14.5%

- LGBTQ+ identity can't be determined for 7% of clients due to incomplete sexual orientation and/or gender identity data.
- Sexual orientation is incomplete for 7% of clients (5% Data Not Collected; 2% Refused).
- Gender identity is incomplete for 1% of clients (0% Data Not Collected; 0% Doesn't Know / Refused).

**Tip:** Right-click on any chart and click "Show as a table" to view the data from the chart, including percentages and numbers, in a table format.

Data through 9/20/2023

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The Shelter-in-Place (SIP) Hotel Housing Process may help explain some of the increased number of adults engaged with Coordinated Entry while the number of young adults stayed consistent. Between FY 2020-21 and FY 2022-23, the number of adult clients with complete data increased by approximately 3,900 clients. This increase likely corresponds with the SIP Hotel Housing Process, which focused on older adults and concluded halfway through FY 2022-23. HSH's housing resources – including adult Coordinated Entry assessments – increased significantly during these years with a focus on serving the people leaving the SIP hotels.

Within the data for specific subpopulations served by CE, the only large shifts in data between FY 2020-21 and FY 2022-23 correspond to **changes in the percentage of female and male clients.**

- In Youth CE, the **percentage of clients that were male continued to decrease**, dropping from 50% in FY 2020-21

to 44% in FY 2022-23; the **percentage of clients that were female continued to increase**, rising from 42% in FY 2020-21 to 48% in FY 2022-23.

- Adult demographic shifts **mirrored the young adult system but on a smaller scale**. 70% and 68% of adult clients were male in FY 2020-21 and FY 2022-23, respectively; 27% and 29% of adult clients were female in FY 2020-21 and FY 2022-23, respectively.
- In the family system the **percentage of clients that were male rose from 23% in FY 2021-22 to 27% in FY 2022-23**. The share of female clients had a **corresponding decrease** from 76% in FY 2020-21 to 73% in FY 2022-23.

### **Interventions to Increase LGBTQ+ Access**



## **Continued funding of LGBTQ+- focused Access Points**

As of July 2023, two of the four young adult CE Access Points focused on the LGBTQ+ population.

## **Coordinated Entry Data Dashboards**

HSH continued to use our public dashboard with demographic information about clients 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.

## **Coordinated Entry Redesign**

Recommendations from the CE Redesign Working Group were approved in March 2023. Recommendations include establishing diverse access points and providing culturally sensitive and trauma-informed approaches to ensure all components of CE are inclusive and equitable. CE Redesign is currently in the implementation phase and the implementation committee has strong representation from LGBTQ+ providers and people with lived experience.

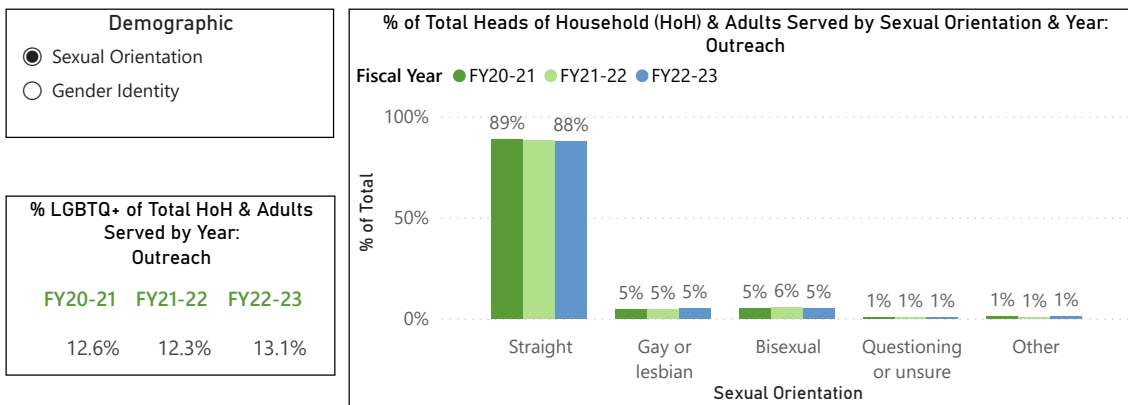
# **Outreach**

## **Program Description**

The San Francisco Homeless Outreach Team (SFHOT) works to engage and stabilize the most vulnerable individuals by voluntarily placing them into shelter and housing or connecting them with other available resources.

### Program Data

Between FY 2021-22 and FY 2022-23, the total number of LGBTQ+ clients served by HOT **increased by 30%** from **434 to 563**. 13.1% of clients served by SFHOT were LGBTQ+, a slight increase but largely consistent with the rate in previous years.



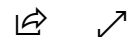
- LGBTQ+ identity can't be determined for 5% of clients due to incomplete sexual orientation and/or gender identity data.
- Sexual orientation is incomplete for 6% of clients (3% Data Not Collected; 3% Refused).
- Gender identity is incomplete for 1% of clients (0% Data Not Collected; 0% Doesn't Know / Refused).

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Data through 9/20/2023

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### Interventions to Increase LGBTQ+ Access

## Placements

HOT continues to place transgender and non-binary/gender non-conforming (TGNC) clients into the Taimon Booton Navigation Center, which focuses on TGNC people.

## Castro effort

HOT continues to participate in a coordinated multi-departmental effort with the San Francisco Department of Public Health and other city departments to engage people experiencing homelessness with acute needs in the Castro neighborhood.

## **HHOME**

HOT partners 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+.

## **Training**

HOT conducts an annual training for all outreach staff on providing culturally competent services to the LGBTQ+ community.

## Improved data

After ending emergency COVID-19 protocols at the end of FY 2020-21, HOT focused on updating data processes to capture all client interactions. This increased focus on data quality partially explains the sharp increase in number of clients served between FY 2020-21 and FY 2021-22 and the continued increase through FY 2022-23. More data provides a more accurate picture of the kinds of clients HOT is serving to inform our equity work.

## 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 variety of programs, including:

- **Shelter:** This category includes navigation centers, cabins programs, seasonal shelters, emergency pop-up shelters,

and other program models. Shelter can be non-congregate, semi-congregate, or congregate. HSH also counts transitional housing as part of its shelter portfolio. Transitional housing 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.

- **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 crisis interventions in the reporting years included safe sleeping tent sites and safe parking sites.

### **Program Data**

Between FY 2020-21 and FY 2022-23, the **proportion of LGBTQ+ clients** served by these programs increased from **14.1% in FY 2020-21** to **14.4% in FY 2022-22** and **15.2% in FY 2022-23**. The number of LGBTQ+ clients increased from **859 to 1,137 (a 32% increase)**.

**Demographic**

Sexual Orientation

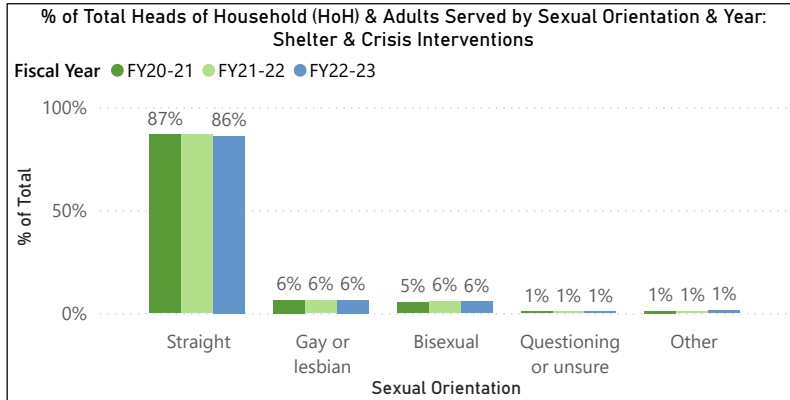
Gender Identity

**Program Area**

Shelter & Crisis Interventions

Shelter

Crisis Interventions



**% LGBTQ+ of Total HoH & Adults Served by Year: Shelter & Crisis Interventions**

FY20-21	FY21-22	FY22-23
14.1%	14.4%	15.2%

- LGBTQ+ identity can't be determined for 14% of clients due to incomplete sexual orientation and/or gender identity data.
- Sexual orientation is incomplete for 15% of clients (12% Data Not Collected; 2% Refused).
- Gender identity is incomplete for 9% of clients (8% Data Not Collected; 0% Doesn't Know / Refused).

**Tip:** Right-click on any chart and click "Show as a table" to view the data from the chart, including percentages and numbers, in a table format.

Data through 9/20/2023

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## Interventions to Increase LGBTQ+ Access





### **Young adult shelter:**

Since young adults experiencing homelessness are more likely to be LGBTQ+ than families or adults, **investments in resources for young adults** help the Department serve more LGBTQ+ clients.

- We expanded the **young adult navigation center's** capacity back to its pre-COVID-19 capacity of 75 beds in FY 2022-23. This young adult shelter, pictured here under construction, opened in 2021.
- In FY 2023-24 we will fully roll out a **new young adult shelter program** offering 40 hotel vouchers.

### **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 shelter system. The space was temporarily closed for two years during the pandemic. Guests are **referred directly from a group of partner community-based organizations** 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 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.

Unlike most of our shelters, Taimon Booton accepts some of their referrals directly from community partners serving the

TGNC community. Unhoused people can call the nonprofit operator of the site directly to request a referral.

### **Kinney Hotel:**

The Kinney Stabilization Program is a temporary shelter program offering stabilization services for **HIV-positive individuals**. Guests are referred directly from a group of partner CBOs, many of which focus on serving the LGBTQ+ community. HSH continues to fund 21 rooms at the Kinney Hotel dedicated to the stabilization program.

## **Housing Problem Solving**

### **Program Description**

Housing 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 safe housing options available to them. 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**

Between FY 2020-21 and FY 2022-23, **the number of LGBTQ+ client that resolved their homelessness through problem solving increased by 158% from 43 clients to 111 clients.**

The percent of clients that were LGBTQ+ decreased in FY 2022-23, from 17.8% in FY 2020-21 and 18.1% in FY 2021-22 to 13.5% in FY 2022-23. This proportional decrease is likely explained by operational challenges at the two access points focused on serving LGBTQ+ young adults. These sites served a small number of clients in FY 2022-23, even as the overall problem solving system expanded.

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### **Interventions to Increase LGBTQ+ Access**



## **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 and help build the capacity of these providers to provide successful housing problem solving services to more young adults.

## **Direct Cash Transfer**

HSH is in the process of developing a Direct Cash Transfer program for young adults. The Department anticipates we will launch the program with a community partner in FY 2023-24. This investment in problem solving for young adults will likely serve a higher percentage of LGBTQ+ clients than adult or family programs would.

# **Housing**

## **Program Description**

Housing provides permanent solutions to homelessness through subsidies and supportive services. HSH offers various types of housing for adults, families, and young adults. Program types include permanent supportive housing and rapid re-housing.

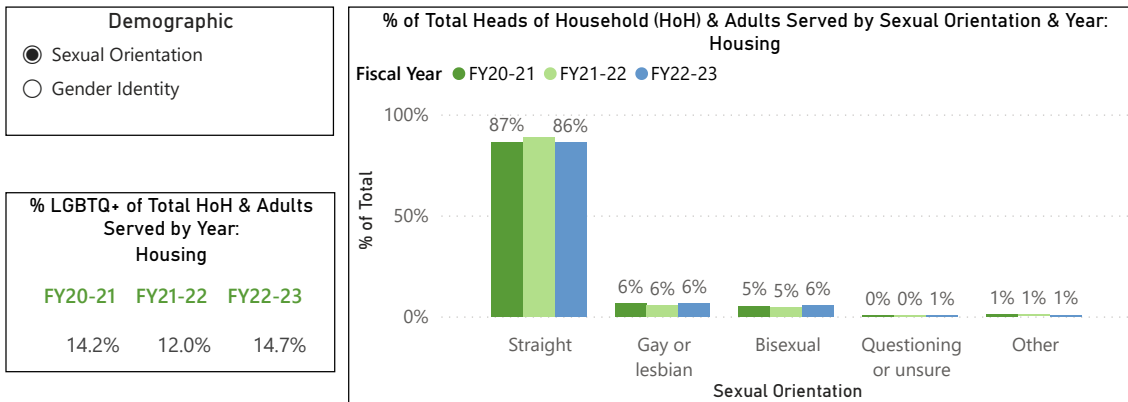
- **Permanent supportive housing (PSH)** offers tenants long-term affordable housing with a range of supportive services, including case management and housing retention assistance. Tenants pay up to 30% of their income in rent. PSH can be project-based or scattered-site.

Scattered-site PSH programs encompass some voucher programs like the Housing Choice Vouchers (including Emergency Housing Vouchers).

- **Rapid re-housing** 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.

**Program Data**

From FY 2020-21 to FY 2022-23, the number of LGBTQ+ clients placed in housing increased from **241 to 424, a 76% increase**. The percent of the clients served through housing that identify as LGBTQ+ decreased slightly between FY 2020-21 and FY 2021-22 from 14.2% to 12.0% but bumped back up to 14.7% in FY 2022-23.



- LGBTQ+ identity can't be determined for 7% of clients due to incomplete sexual orientation and/or gender identity data.
- Sexual orientation is incomplete for 7% of clients (5% Data Not Collected; 2% Refused).
- Gender identity is incomplete for 0% of clients (0% Data Not Collected; 0% Doesn't Know / Refused).

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Data through 9/20/2023

The dip in FY 2021-22 likely corresponded 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 young adults to identify as LGBTQ+. Approximately 14.7% of people enrolled in Adult CE were LGBTQ+ relative to 30.8% of people enrolled in Youth CE. The SIP housing process focused on adults and made up many of the FY 2021-22 housing placements. **The percent of clients housed that identified as LGBTQ+ increased to 14.7% in FY 2022-23 as the SIP Housing Process wound down** and more young adults were placed into the expanding portfolio of young adult housing.



## **Interventions to Increase LGBTQ+ access:**

### **Expanding Young Adult Housing**



HSH has opened several programs serving young adults, with additional programs in the pipeline that will help increase the number of young adults served and the overall rate of LGBTQ+ clients served in our housing placements.

In FY 2022-23, we:

- **Opened over 70 units of housing** for young adults at two newly acquired PSH sites, the Mission Inn and Casa Esperanza.
- Rolled out **71 rapid re-housing subsidies** and **50 scattered-site PSH slots** for young adults.

In FY 2023-24, HSH plans to acquire **two newly constructed housing sites** that will provide approximately **66 additional units of permanent housing for young adults**. One of these sites is pictured here.

### **Other Initiatives**

- **Emergency Housing Vouchers:** Of the 649 clients that moved in by the end of FY 2022-23, 10% were LGBTQ+.
- **Ending Trans Homelessness initiative:**
  - In FY 2022-23, HSH selected grantees for a program for 112 locally funded scattered-site PSH slots for TGNC people. These slots will come online in FY 2023-24.
  - In FY 2023-24, HSH will continue the rollout of the other investments to end transgender homelessness from the FY 2022-24 budget. This includes \$3 million in FY 2023-24 for MOHCD and HSH to provide rental subsidies and housing navigation for TGNC individuals experiencing homelessness or at risk of homelessness, as well as capacity building for CBOs.

The **housing ladder** program is another HSH housing program that supports PSH residents who no longer require a high-level of support services to transition into a more independent housing setting. Since housing ladder clients are not exiting homelessness when they're placed, this report doesn't count them towards housing placements. In FY 2022-23, **10** of the **102 clients** placed into the housing ladder program were LGBTQ+.

## Serving TGNC Clients

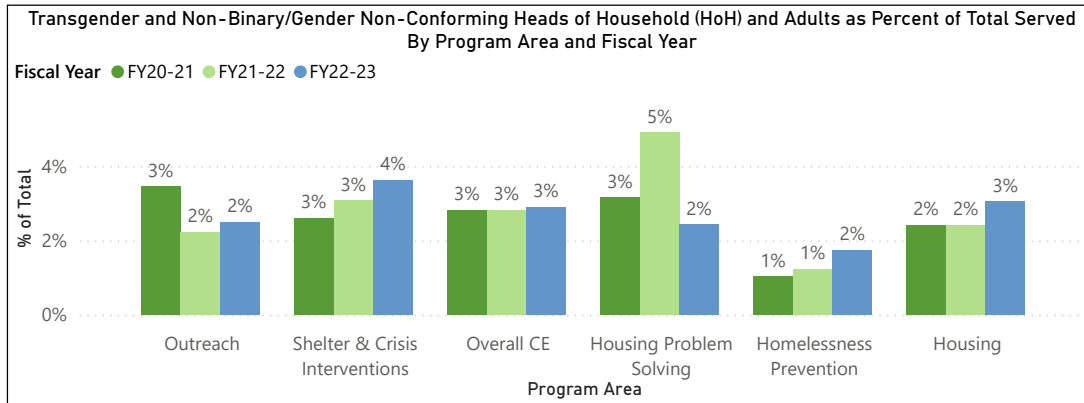
The **Ending Trans Homelessness initiative**, a coordinated effort to increase resources available to the transgender and non-binary/gender non-conforming (TGNC) community, continued in FY 2022-23.

HSH's Equity Office is leading this work at HSH with support from the Strategic Planning team. In addition to the programmatic investments outlined in the housing sections and other sections of this report, HSH has focused on capacity-building and training for providers.

HSH served **285 transgender clients** and **217 non-binary/gender non-conforming clients** in FY 2022-23. These figures mark an **increase of 95 (50%)** and **111 (105%) clients**, respectively, served from FY 2020-21.

The overall percentage of clients served that are **TGNC** stayed steady at approximately **3% of**

# clients served across all programs in FY 2022-23.



Gender identity is incomplete for 5% of clients (5% Data Not Collected; 0% Doesn't Know / Refused).

**Tip:** Right-click on any chart and click "Show as a table" to view the data from the chart, including percentages and numbers, in a table format.

Data through 9/20/2023

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Based on guidance from the Office of Transgender Initiatives, “non-binary/gender non-confirming” refers to all clients categorized as “no single gender” per federal reporting guidelines.

## Incomplete Data

HSH has complete SOGI data for **86% of clients in FY 2022-23**. Clients with missing data in either the sexual orientation or the gender identity question (or both) are counted as having incomplete data. The percentage of clients with complete data dropped in FY 2022-23: in FY 2021-22 and FY 2020-21, this rate was 89% and 90%, respectively.

There are two main reasons for incomplete data.

### Reason #1: Client Did Not Provide Information

Clients who decline to provide information or do not know the response account for a relatively small percentage of the incomplete data.

### **Gender Identity**

Responses of refusal or the client not knowing are **almost nonexistent**. With the exception of outreach in FY 2020-21 (0.5%) and homelessness prevention (0.3%, 0.6%, and 0.7% in FY 2020-21, FY 2021-22, and FY 2022-23, respectively) clients refusing to answer or not knowing accounted for less than .02% of responses in all three years.

This very low rate aligns with HSH's data quality standards goals, which set a goal of **less than 3%** for incomplete data for the gender identity field. The main driver of incomplete gender identity information is data not being collected, rather than clients refusing or not knowing the answer.

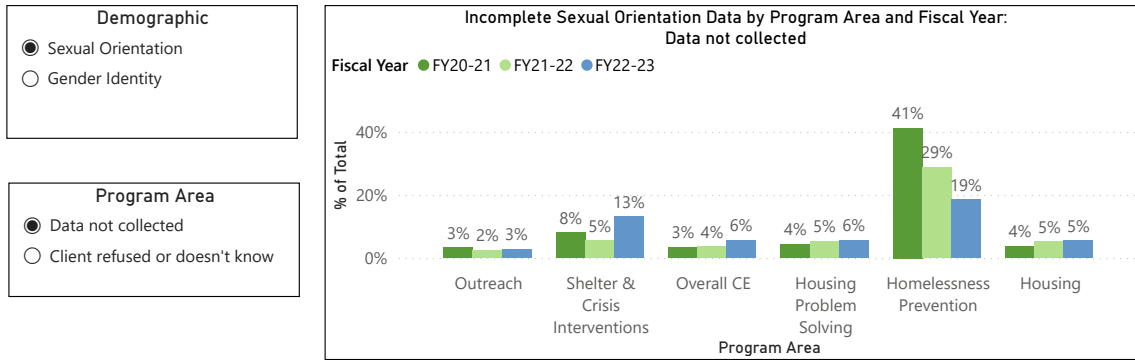
### **Sexual Orientation**

About 2% of clients declined to provide this information across all programs and years with three exceptions: a higher percentage declined this question for outreach in FY 2020-21 and for homelessness prevention in FY 2021-22 and FY 2022-23. HSH does not currently have a data quality standard goal associated with the percentage of client refusals for the sexual orientation field.

HSH will continue to work with providers and department staff to reduce the number of clients who choose not to respond to these questions by training staff to ask questions in culturally competent ways. However, a certain percentage of clients may not feel comfortable or safe providing this information.

### **Reason #2: Data Not Collected**

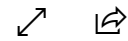
## There is more room for analysis and Departmental improvements in the “data not collected” category.



Tip: Right-click on any chart and click "Show as a table" to view the data from the chart, including percentages and numbers, in a table format. Data through 9/20/2023

[Microsoft Power BI](#)

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Incomplete gender identity data does not include clients who listed “questioning” - this option is different from “client doesn’t know” or “client refused.” Incomplete sexual orientation data does not include clients who listed “questioning or unsure” or “other” - these options are different from “client refused.”

### Gender Identity

Most program areas have **low rates of non-collection of gender identity information**, typically between 0% and 2%. Except shelter and crisis interventions in FY 2020-21 and FY 2022-23 and homelessness prevention in FY 2020-21, **all other programs met HSH’s goal of having less than 3% of incomplete gender identity data.** For shelter and prevention during those years, the rate of incomplete data was **largely due to data not collected.**

Year and Program	Incomplete Gender Identity Data - Total	Incomplete Gender Identity Data Due to Data not Collected
FY 2020-21: Homelessness prevention	4.6%	4.3%
FY 2020-21: Shelter and crisis interventions	9.5%	9.4%
FY 2022-23: Shelter and crisis interventions	4.5%	4.4%

Incomplete gender identity data by year and program.

**Sexual Orientation**

The percentage of data not collected for the **sexual orientation question stayed flat or increased** across every program area except homelessness prevention. Increases were small in most program areas except for shelter and crisis interventions, where the percentage of sexual orientation data not collected jumped up to 13%. This increase could be attributed to County Adult Assistance Program (CAAP) client referral pathways that started in FY 2022-23. CAAP clients often do not have fully built out profiles in the ONE System upon referral. HSH will work throughout FY 2023-24 to

decrease the percentage of shelter clients with incomplete data.

*While other programs increased their rate of data not collected for this question, **homelessness prevention saw a marked decrease from 29% to 18% incomplete data.** This downward trend shows the impact of increased training and the coordinated push to get more prevention data into the ONE System.*

## Next Steps

FY 2023-24 marks the first year of HSH's work guided by the *Home by the Bay* five-year strategic plan. As we expand the homelessness response system under this plan, HSH will continue to **center efforts like the Ending Transgender Homelessness initiative**. Led by our Equity Office and Planning team, we will also develop **benchmarks** to work towards the strategic plan's goal to **reduce inequities in the experience of homelessness and program outcomes**. Next year, our SOGI report will examine LGBTQ+ access to our direct service programs in the **context of these goals** and apply an **intersectional lens** to this analysis.

Now that the Department has consolidated our data systems and achieved high client representation and program enrollments in the ONE System, staff are now able to analyze data with far greater ease. As part of the strategic plan's implementation, HSH staff will be able to use this more nimble data infrastructure to monitor our progress towards our 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 FY 2022-23. While HSH has seen progress in both data methods and the number of LGBTQ+ clients 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.

**View appendices for more details.**