



FY2020-2021 Report on the Collection of Sexual Orientation & Gender Identity Data

Submitted October 2021

In July 2016, the San Francisco Board of Supervisors passed Ordinance 159-16, which amended the City’s Administrative Code to require covered City departments to collect and analyze data concerning sexual orientation and gender identity (SOGI) of the clients they serve. The Ordinance identified the Department of Homelessness and Supportive Housing (HSH) as one of the covered departments. This report fulfills the requirements of section 104.8 of the Administrative Code and serves as HSH’s FY20-21 Report for the Collection of Sexual Orientation and Gender Identity (SOGI) data.

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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 experiencing and at risk of homelessness through San Francisco’s Homelessness Response System (HRS). The HRS offers direct services through the six core components of HSH work: Street Outreach, Problem Solving, Coordinated Entry, Temporary Shelter, Housing, and the Housing Ladder. This report analyzes these six program areas, looking at the percentage of LGBTQ+ individuals served in each core service area for FY20-21.

HSH is committed to providing equitable service for LGBTQ+ clients. The Five-Year Strategic Framework, which outlines the Department’s strategy for making homelessness a rare, brief, and one-time occurrence, centers equity in each component of our work. This commitment to equity is more important than ever given the disproportionate impact of the COVID-19 pandemic on San Francisco’s communities of color and LGBTQ+ population. This report discusses the steps we have taken in each core program area to improve access and the actions each team and the Department as a whole plan to take next year.

Collecting and Storing SOGI Data

FY20-21 Data Collection - SOGI-compliant data collection systems across HSH direct services are essential to HSH's ability to understand and better serve the LGBTQ+ population of people experiencing homelessness. Since the HSH’s creation in 2016, the Department has made significant strides to update inherited data systems and mandate data collection to provide standardized, accurate data across our system.

HSH’s data collection standards are largely [consistent with policies and procedures](#) issued by the Department of Public Health (DPH) in accordance with section 104.3(c) (2) of the Administrative Code. In 2019, in line with guidance to make our data collection more culturally responsive, HSH requested and received a partial waiver to the City Administrator for the requirement to collect information on participants’ sex assigned at birth. Table 1 includes the two SOGI questions we currently ask and the corresponding response options. Options for the gender identity question are mandated by the U.S. Department of Housing and Urban Development (HUD).

Table 1: HSH SOGI Questions, FY20-21

What is your current gender identity? <i>*HUD-mandated response options.</i>	How do you describe your sexual orientation or sexual identity?
<ul style="list-style-type: none"> • Male • Female • Trans Male (FTM or Female to Male) • Trans Female (MTF or Male to Female) 	<ul style="list-style-type: none"> • Straight/ Heterosexual • Gay/Lesbian/Same-gender loving • Bisexual • Questioning/Unsure • Not Listed



<ul style="list-style-type: none"> • Gender Non-Conforming (i.e., not exclusively Male or Female) • Client Refused • Data not collected • Blank 	<ul style="list-style-type: none"> • Declined to Answer • Not Asked • Incomplete/missing data
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HSH requires all contractors and grantees to collect SOGI data for clients accessing direct services. The Department includes a clause mandating collection of this data in all new agreements with contractors and grantees. We are systematically updating existing contracts to include the clause. The language included in these contracts is provided in Appendix A.

Future Data Collection - In FY21-22, HSH will update our SOGI data collection to bring our questions in line with new 2022 HUD data collection standards for the gender identity question. These new response options, outlined in Table 2, will be rolled out on October 1, 2021, and include more culturally appropriate and inclusive options for clients. We will continue to work on ensuring all clients are asked these SOGI questions at the time of intake into the ONE System, our main database. With guidance from OTI and other City partners, HSH will report out on these HUD-mandated fields in a manner consistent with City guidelines and will cross-map this data with information from previous years.

Table 2: 2022 HUD Gender Identity Question

HUD 2022 Gender Response Options
Female
Male
Transgender
A gender other than singularly male or female (e.g., non-binary, genderfluid, agender, culturally specific gender)
Questioning
n/a
Client doesn't know
Client refused
Data not collected

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 (HRS). The ONE System contains SOGI information. This system will eventually replace all the legacy data systems within the HRS that HSH inherited or created as interim systems until the ONE System is fully deployed. Moving all data to the ONE System is HSH’s plan for full SOGI Compliance. Some program information, such as data for Housing Ladder and Homeward Bound, is still not incorporated in the ONE System as of the FY20-21 report. However, these client records are SOGI compliant. Table 3 describes the data storage for each of the six core components.



Table 3. Data Storage SOGI Compliance by Program Area

Program Area	Data System	SOGI Compliant?	Notes
Street Outreach	ONE System	Yes	Safe Sleep and Vehicle Triage Centers are included under Street Outreach for the purposes of this report, since these programs do not fit HUD’s definition of shelter.
Temporary Shelter¹	ONE System	Yes	Shelter includes the Shelter-In-Place (SIP) hotels, SIP RV/Trailers, and emergency congregate sites stood up during the COVID-19 pandemic.
Coordinated Entry	ONE System	Yes	Coordinated Entry tracks all clients in ONE. Data collected in the ONE system may include a small number of programs that participate in Coordinated Entry but are not funded through HSH.
Problem Solving	ONE System and Homeward Bound Database	Yes	All Problem Solving interventions other than Homeward Bound are tracked in the ONE System. Homeward Bound’s records are not yet incorporated into the ONE System but are SOGI compliant. HSH will continue to examine options to incorporate this program in ONE.
Housing	ONE System	Yes	All new clients placed in permanent housing are asked

¹ The only existing non-SOGI compliant data storage system is CHANGES, the adult shelter bed reservation system that has been inactive since March 2020 due to COVID-19. HSH is committed to continuing to work with City partners to ensure post-COVID this system meets the needs of clients and is SOGI-compliant by either integrating fully over to the ONE system or redesigning the current platform.



			SOGI questions upon enrollment in ONE. This report reflects new placements in housing in FY20-21. ²
Housing Ladder	Housing Ladder records	Yes	HSH is examining options to incorporate Housing Ladder into the ONE System. Housing Ladder records are SOGI compliant.

Methodology

This report includes findings at the household level, since there are high rates of incomplete data for family households and most placements into HSH direct services are made at a household level. Often, especially when serving families, only the head of household is fully assessed, and comprehensive collection of gender identity and sexual orientation data may be limited for other family members and minors in the household. This methodology, first reflected in the FY19-20 report, provides a more accurate analysis of how households identifying as LGBTQ+ are utilizing HSH direct services.

For the purposes of this report, “household” refers to data collected from the head of household. To ensure HSH’s ability to compare LGBTQ+ client access of HSH direct services over time, this report includes comparative data from FY18-19 to FY20-21 for each program area at a household level.

“LGBTQ+” is calculated as anyone who selected the following responses from the gender identity and sexual orientation questions as listed in Table 1: Gay/Lesbian/Same-Gender Loving, Trans Female (MTF of Male to Female), Trans Male (FTM or Male to Female), Gender Non-Conforming, Bisexual, Questioning/Unsure, Not Listed or Client Doesn’t Know.

Data collected in the ONE system may include a small number of programs that participate in Coordinated Entry or data sharing but are not funded through HSH or placed by Coordinated Entry. HSH is not able to categorically exclude these programs and it may have a small impact on data presented in this report. As applicable, relevant program-specific methodology is noted under each core component subsection in this report, including any significant impacts to data quality or collection due to COVID-19.

² For the purposes of this report, HSH reflects the clients served by being placed into housing during the current fiscal year. HSH continues to collect SOGI data for current tenants in PSH that may have been placed before the SOGI ordinance was implemented. Additionally, the Department is prioritizing the inclusion of all housing programs into the ONE system, since some PSH sites are not yet set up to track tenants in ONE.



Analysis of FY20-21 Service Data

HSH’s FY20-21 SOGI report analysis includes all households served between July 1, 2020, and June 30, 2021, for which SOGI compliant data was collected. The direct services included in this analysis reflect the six core components of the Homelessness Response System: Street Outreach, Coordinated Entry, Problem Solving, Temporary Shelter, Permanent Housing, and Housing Ladder.

FY20-21 Benchmarks – San Francisco Administrative Code Section 104.8 requires HSH to identify programs that are underserving LGBTQ+ clients. To set a threshold to identify these programs, HSH has identified a goal range for the percentage of LGBTQ+ individuals served by each core component.

According to the a [2019 report from the San Francisco Controller’s Office](#), 12% of the City’s population identifies as LGBTQ+. We also have an estimate of the percentage of people experiencing homelessness that identify as LGBTQ+. HSH’s most recent [Point-in-Time \(PIT\) Count](#) in 2019 found that 27% of people experiencing homelessness identified as LGBTQ+, including 46% of Transitional Age Youth (aged 18 – 24) respondents. This percentage may not be highly accurate since 2019 PIT count demographics are generated from a 1,000-person peer-to-peer survey that is then extrapolated.

Based on available data, and since HSH’s programs serve both people at risk of homelessness (who are not represented in the PIT Count) and people experiencing homelessness, our goal range for our HSH direct service programs is between **12% and 27% of LGBTQ+ individuals served**. In future years, HSH hopes to access other available data, including SOGI data from the full 2022 PIT Count and SOGI data for the population of people living at the poverty line, to better inform our equity benchmarks.

Table 4. SOGI Overview by Program Area³

	LGBTQ+ Households	Non-LGBTQ+ Households	% LGBTQ+ Households
Street Outreach	196	1,322	12.9%
Coordinated Entry	1,154	6,550	15.0%
Problem Solving	126	1,084	10.4%
Temporary Shelter	663	3,996	14.2%
Housing	228	1,404	14.0%
Housing Ladder	5	22	18.5%
Average⁴	-	-	14.2%

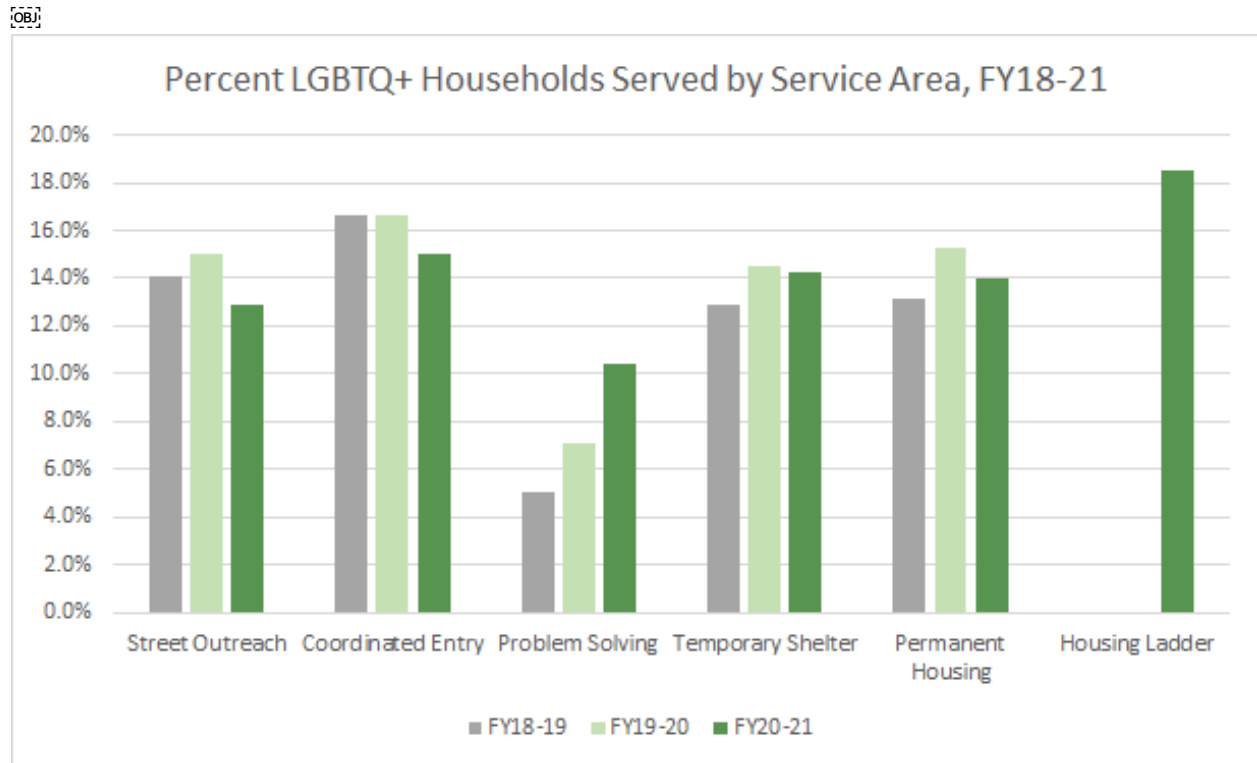
In FY20-21, five of HSH’s six core component service areas fell within our goal range of 12% to 27% of LGBTQ+ individuals served. The only program that underperformed relative to our goal range, Problem Solving, has steadily increased the percentage of recorded LGBTQ+ individuals served over the last three years.

³ This table includes households with complete SOGI data. For information about the number of households with incomplete SOGI data, see Appendix B.

⁴ This average includes duplicate records for clients served in multiple HSH programs in FY20-21.



Figure 1. Percent LGBTQ+ Households Served by Service Area, FY18-21



This data includes only households with complete data. See Appendix B for the total number of households served each year in each program area.

Over the last three fiscal years, the percent of LGBTQ+ households served in the Street Outreach, Coordinated Entry, Temporary Shelter, and Permanent housing programs has fluctuated slightly but stayed above the 12% mark at the low end of our goal range. HSH split out Housing Ladder SOGI data for the first time this year. The sample size for Housing Ladder is small, totaling 27 households served with 18.5% LGBTQ+ households. HSH will continue to report on Housing Ladder in the coming years to bring this report in line with the organization of our core service areas.

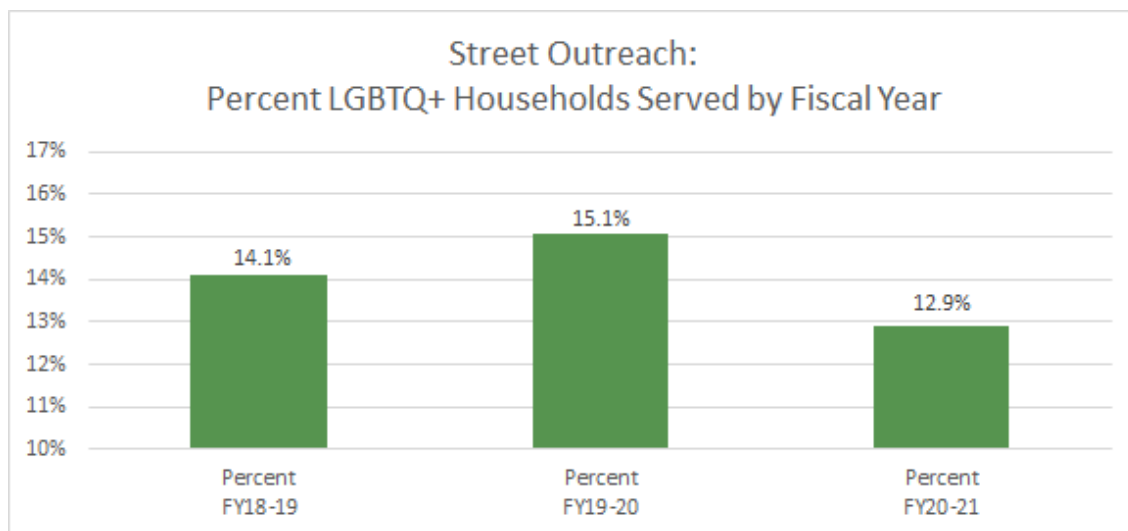
This report breaks down the data by each core component, providing a description of the program, an analysis of the program’s FY20-21 data, and information about the steps the program has taken and plans to take to increase access for LGBTQ+ individuals.

Street 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 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. Street Outreach – Percent LGBTQ+ Households Served by Fiscal Year



n = 1,120 (FY18-19) | 1,196 (FY19-20) | 1,518 (FY20-21). These percentages do not include households with incomplete data. See Appendix B for more information.

Table 5. Street Outreach– Gender Identity and Sexual Orientation of Households Served (Percent)

Gender Identity	FY19-20	FY20-21
Male	67%	67%
Female	31%	30%
Trans Male	0%	0%
Trans Female	1%	2%
Genderqueer / Gender Non-Binary	1%	1%
Client doesn't know	0%	0%
Total Households with Complete Data (n)	1,316	1,639

Sexual Orientation	FY19-20	FY20-21
Straight/Heterosexual	86%	88%
Gay/Lesbian/Same-Gender Loving	6%	5%
Bisexual	6%	6%
Not Listed	1%	1%
Questioning/Unsure	0%	1%
Total households with complete data (n)	1,147	1,455

FY21-22 Data and Methodology – Of the 1,657 households served in FY20-21, 1,518 had SOGI data available. 12.9% identified as LGBTQ+. HOT’s data collection was impacted by the team’s shift to an emergency protocol during COVID-19, which prioritized maximizing engagements to support as many clients as possible during the pandemic response. The emergency protocol ended in April 2021. Although the HOT team’s percentage of incomplete data continued to decrease in FY20-21, falling to 8%, the emergency protocol may have led to more incomplete client profiles or more clients without profiles created in ONE than would have happened under usual operating procedures.

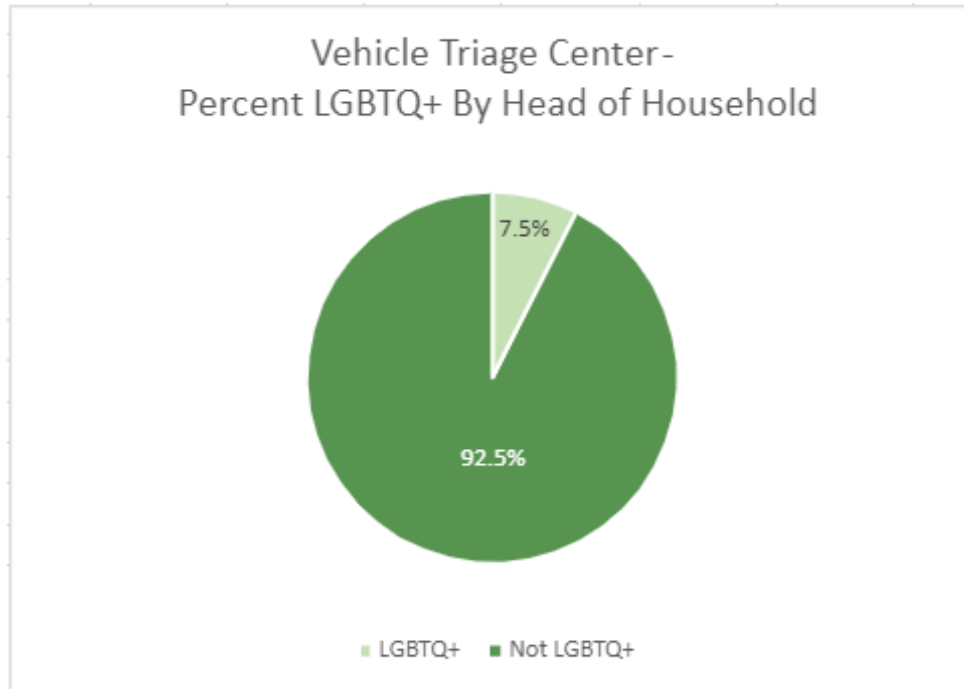
New Shelter Interventions Included in Outreach Data - Two new shelter interventions operated in FY20-21: the Vehicle Triage Center pilot and the Safe Sleep program. Since Safe Sleep and the Vehicle Triage Center do not qualify as shelter under HUD’s definition, HSH records these two programs under the Street Outreach data



category. HSH will examine ways to better represent this data in next year’s report. This data is included in Figure 2 and Table 5 for the entire outreach system above and is also broken out in Figures 3 and 4 below.

Vehicle Triage Centers (VTCs) provide safe places for unhoused people in their vehicles to live and receive services. The VTC temporary pilot ran from November 2019 to March 2021 and [the Controller's Office conducted an evaluation of the first year's outcomes.](#)

Figure 3. Vehicle Triage Center – Percent LGBTQ+ Households Served in FY20-21

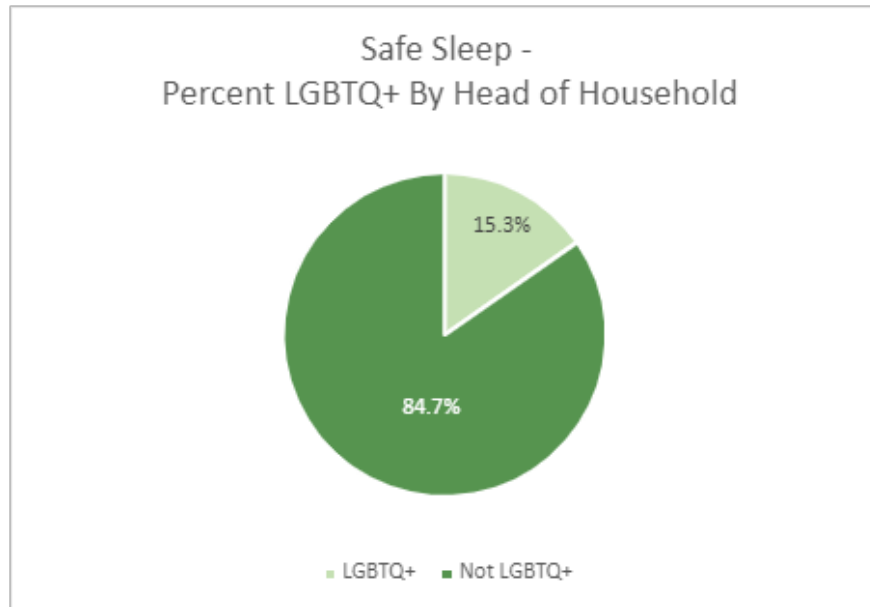


n = 39 households with complete data. One household with incomplete data not included.

In FY20-21, the pilot served 40 households, 39 of which had complete SOGI data. Of these 39 households, 7.5% identified as LGBTQ+. Meaningful analysis of SOGI data for this project is difficult since the sample size is so small and the program had a short operational period outside of the pandemic, which impacted intake and outreach for the program. HSH looks forward to continuing to learn more about this model by opening two new Vehicle Triage Centers that were funded in the FY21-23 budget.

The Safe Sleep program, originally stood up as part of the City’s COVID-19 response, is a new intervention the City will continue to operate in FY21-22. People sleep in tents at a safe distance from each other at sites that are off the public sidewalk and offer services. These sites provide a safe, clean place for people to sleep and access services and sanitation. Safe Sleep has proven to be a good resource for people who are not yet ready to move inside. In FY20-21, Safe Sleep served 386 households. 333 households had complete SOGI data. Over 15% of guests served identified as LGBTQ+.

Figure 4. Safe Sleep – Percent LGBTQ+ Households Served in FY20-21



n = 333 households with complete data. 53 households with incomplete data not included.

Interventions to Increase LGBTQ+ Access in FY20-21

- HOT continued the team’s partnership with the Homeless HIV Outreach and Mobile Engagement (HHOME) Program. One case manager is dedicated to this program, which works with HIV-positive clients. HOT receives many referrals for placement through HHOME and many of those clients identify as LGBTQ+.
- Despite the impact of the emergency protocol, HOT continued to increase the percentage of households with complete SOGI data in our systems. HOT will continue to improve SOGI data collection to make outreach information as accurate as possible.
- HSH did not run the Safe Sleep sites in FY20-21 since these sites were managed by the COVID Command Center and as such cannot speak to specific interventions at Safe Sleep sites last year. As a general note, Homeless Youth Alliance (HYA) ran the Stanyan Safe Sleep site in FY20-21. HYA works primarily with Transitional Age Youth living in Haight-Ashbury. As reported in the 2019 PIT Count, 46% of the TAY population identifies as LGBTQ+. Having a youth-focused provider run the Safe Sleep site likely made the site more accessible and welcoming for the LGBTQ+ population.

Strategies to Increase LGBTQ+ Access in FY21-22

- HOT will continue partnership with LGBTQ+ focused organizations.
- HSH will explore offering SOGI trainings to Safe Sleep and Vehicle Triage Center providers in FY21-22 to support continued cultural competency in collecting and serving LGBTQ+ clients through these programs.



Temporary Shelter

Program Description – HSH provides temporary places for people to stay while accessing other services to support an exit from homelessness. Shelters target three populations: families, adults, and Transitional Age Youth (TAY). HSH offers a variety of kinds of shelter, including congregate shelter, non-congregate shelter, and transitional housing.

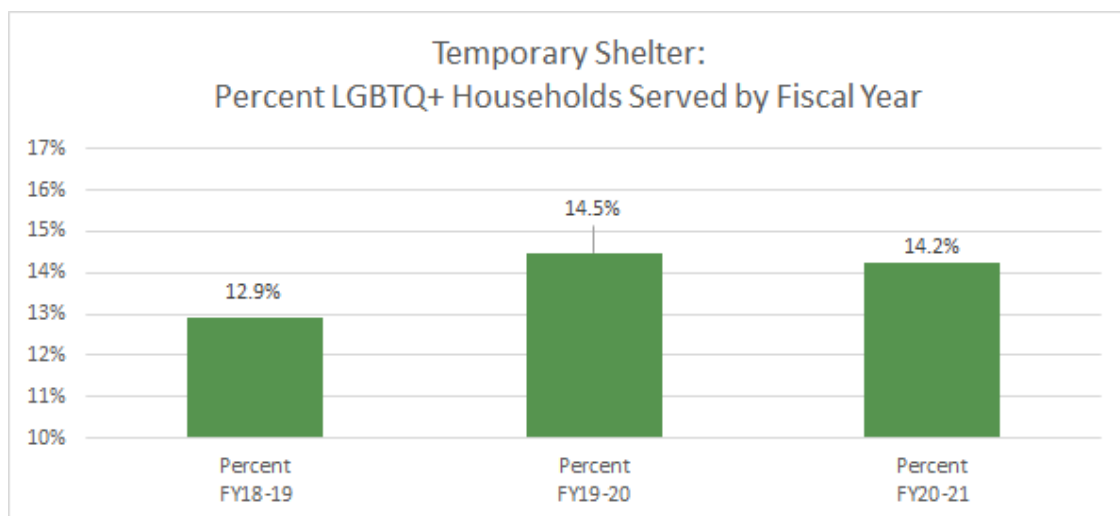
As part of the Department’s shelter portfolio, HSH operates Navigation Centers and SAFE Navigation Centers. These locations are low-barrier congregate shelters that allow partners, pets, and more possessions and focus on navigating guests from shelter to permanent exits. SAFE Navigation Centers offer a more scalable model that with higher capacity and more cost-effective mode.

Non-congregate shelter options include the City’s SIP RV/Trailer program, one Navigation Center, stabilization rooms and certain family shelter locations.

Transitional Housing falls under the temporary shelter portfolio and provides people with significant barriers to housing stability with a place to live and intensive social services for up to two years while they work toward self-sufficiency and housing stability.

FY21-22 Data – 5,117 households accessed HSH’s temporary shelter resources in FY20-21. Of these households, 4,659 had complete data. Over 14% of households with complete data that used HSH temporary shelter in FY20-21 identified as LGBTQ+. This data includes all guests with complete SOGI data in the HSH shelter system, including guests in Shelter-in-Place hotels, SIP RV/Trailers, and congregate shelters.

Figure 5. Temporary Shelter – Percent LGBTQ+ Households Served by Fiscal Year



n = 1,016 (FY18-19) | 2,347 (FY19-20) | 4,659 (FY20-21). These percentages do not include households with incomplete data. See Appendix B for more information.



Table 6. Temporary Shelter– Gender Identity and Sexual Orientation of Households Served (Percent)

Gender Identity	FY19-20	FY20-21
Male	61%	63%
Female	36%	34%
Trans Male	0%	0%
Trans Female	2%	1%
Genderqueer / Gender Non-Binary	1%	1%
Client doesn't know	0%	0%
Total Households with Complete Data (n)	2,719	5,041

Alternative COVID-19 Shelter Interventions:

As part of San Francisco’s pandemic response, the City’s COVID-19 Command Center (CCC) operated Shelter-in-Place (SIP) hotel rooms and a SIP RV/Trailer site. At their highest capacity, there were 2,408 hotel rooms and trailers. The City also added a 200-bed emergency congregate shelter site as part of the COVID-19 response.

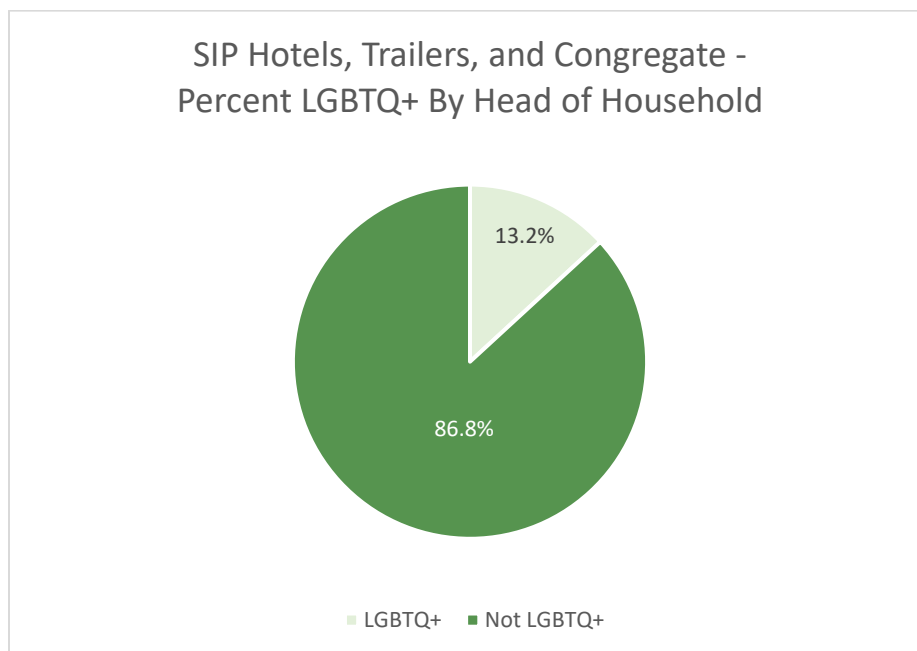
In FY20-21, the City served 3,430 households through the COVID-19 Alternative Shelter interventions.⁵ HSH has complete SOGI data for 3,069 households served. 13.2% of these households served identified as LGBTQ+. This data is included in the figure and tables for the entire shelter system above and is also broken out in the figure and table below.

Sexual Orientation	FY19-20	FY20-21
Straight/Heterosexual	86%	86%
Gay/Lesbian/Same-Gender Loving	7%	7%
Bisexual	5%	6%
Not Listed	1%	1%
Questioning/Unsure	1%	1%
Total households with complete data (n)	2,208	4,492

⁵ This number only includes households served by interventions stood up as part of the COVID-19 response. It does not include people served in the City’s portfolio of Navigation Centers and shelters that existed before COVID-19 and were repurposed into SIP shelter sites. This data also does not include people served at Isolation and Quarantine (I & Q) sites.



Figure 6. SIP Hotels, Trailers, and Congregate – Percent LGBTQ+ Households Served in FY20-21



N = 3,069 households with complete data. 361 with incomplete data not included.

Table 7. SIP Hotels, Trailers, and Congregate – Gender Identity and Sexual Orientation of Households Served, FY20-21 (Percent)

Gender Identity	Number	Percent
Male	2219	66%
Female	1062	32%
Trans Male	7	0%
Trans Female	57	2%
Genderqueer / Gender Non-Binary	18	1%
Client doesn't know	0	0%
Sexual Orientation	Number	Percent
Straight/Heterosexual	2565	87%
Gay/Lesbian/Same-Gender Loving	190	6%
Bisexual	144	5%
Not Listed	18	1%
Questioning/Unsure	20	1%

Interventions to Increase LGBTQ+ Access in FY20-21

- HSH opened San Francisco’s first Navigation Center dedicated to serving Transitional Aged Youth (TAY) in February 2021. The purpose of the program is to provide a safe and affirming place for TAY and provide services to stabilize and achieve their housing goals. HSH selected Third Street Youth Center and Clinic, a non-profit with experience working with LGBTQ+ youth, to operate this site. Of the 176 clients served at this site since its opening with available SOGI data, 45 clients (24%) identify as LGBTQ+.
- HSH worked closely with the COVID-19 Command Center (CCC) to identify designated LGBTQ+ spaces in SIP hotels and partnered with LGBTQ+ community partners to refer COVID-vulnerable guests into these designated spaces.



Strategies to Increase LGBTQ+ Access in FY21-22:

- HSH will reopen Jazzie’s Place in FY21-22. Jazzie’s Place is a dedicated space for LGBTQ+ guests in the temporary shelter system. The space is part of the overnight Dolores Street Community Services’ Shelter and was temporarily closed during the pandemic. Jazzie’s Place will extend opening hours by 3 hours and 15 minutes from the pre-pandemic schedule when it reopens so people can spend more time in the shelter.
 - We are planning some operational changes to make the space more inclusive, including separate sections of Jazzie’s for male-identifying, female-identifying, and any-gender identifying LGBTQ+ guests. The dorm will also have a dedicated changing space where guests can dress in private behind a curtain.
 - HSH is exploring ways to expand the referral partnership into Jazzie’s to ensure we are identifying LGBTQ+ guests through culturally competent referral processes.
- The Department is in conversation with trans-focused agencies to explore opportunities to create trans-inclusive shelter spaces.
- The Department is actively exploring partnerships with LGBTQ-focused nonprofits to operate temporary shelters.
- HSH is looking into developing online SOGI trainings to make the units as accessible as possible for our partners.

Coordinated Entry

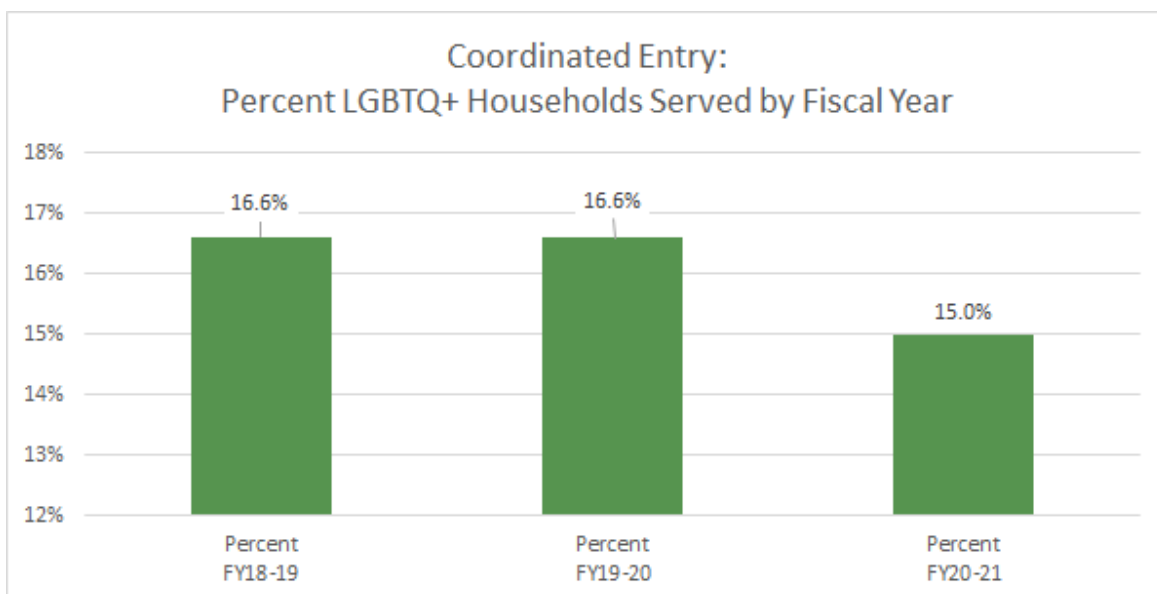
Program Description - Coordinated Entry (CE) is the foundation of the City of San Francisco’s Homelessness Response System, serving as the “front door” for connecting households experiencing homelessness to the resources needed to resolve their housing crisis. At CE Access Points, which are located throughout the City and operated by non-profit service providers, households experiencing homelessness access Problem Solving services, assessment, prioritization, and referral to housing.

Coordinated Entry Access Points serve adults (three Access Points), Transitional Age Youth (six Access Points) and families (three Access Points).

FY20-21 Data – 8,162 households went through the Coordinated Entry process this fiscal year. Of the 7,704 of these households with complete SOGI data, 15% of households identified as LGBTQ+.



Figure 7. Coordinated Entry – Percent LGBTQ+ Households Served by Fiscal Year



n = 7,141 (FY18-19) | 7,677 (FY19-20) | 7,704 (FY20-21). These percentages do not include households with incomplete data. See Appendix B for more information.

Table 8. Coordinated Entry – Gender Identity and Sexual Orientation of Households Served (Percent)

Gender Identity	FY19-20	FY20-21
Male	60%	61%
Female	38%	36%
Trans Male	0%	0%
Trans Female	2%	2%
Genderqueer / Gender Non-Binary	1%	1%
Client doesn't know	0%	0%
Total Households with Complete Data (n)	8,017	8,103

Interventions to Increase LGBTQ+ Access in FY20-21

- \$425,000 in addback funding from FY19-20 was awarded to the SF LGBT Center through their sub-grantee agreement with Larkin in October 2020. This funding was allocated for services for transgender and gender non-confirming (TGNC) youth experiencing homelessness.
- HSH deepened our partnership with the [SF Service Guide](#), a resource directory funded by MOHCD. As part of this work, HSH ensured information about Youth Coordinated Entry Access Points with an LGBTQ+ focus was included in lists of resources specifically for LGBTQ+ people.

Sexual Orientation	FY19-20	FY20-21
Straight/Heterosexual	84%	86%
Gay/Lesbian/Same-Gender Loving	8%	7%
Bisexual	6%	6%
Not Listed	1%	1%
Questioning/Unsure	1%	1%
Total households with complete data (n)	7,445	7,789



Strategies to Increase LGBTQ+ Access in FY21-22

- Coordinated Entry is rolling out the Community Needs Assessment for survivors of domestic violence. This assessment consists of listening sessions with survivors, including LGBTQ+ survivors, and stakeholder input from several City departments, community-based organizations, and frontline staff. 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.
- HSH is planning for a Coordinated Entry Process Improvement review this year, which will include conversations about serving the LGBTQ+ community and achieving our holistic equity goals.
- HSH working on a public dashboard for release in FY21-22 that will include information on the SOGI data of households served through Coordinated Entry.

Problem Solving and Prevention

Program Description - Problem Solving includes interventions to divert or rapidly exit people from homelessness, as well as targeted homelessness prevention. HSH offers Problem Solving at the Department's Coordinated Entry Access Points and other prevention-specific locations around the City.

Problem Solving helps individuals identify possible pathways to resolve their current housing crisis without needing ongoing shelter or a housing resource from the HRS. The foundation of Problem Solving is a creative, strengths-based conversation that helps people explore all safe housing 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 HRS. HSH's Problem Solving services include assistance with creating a housing plan, conflict resolution, transportation to reunite with support systems through Homeward Bound, and flexible financial assistance.

Targeted homelessness prevention falls under the umbrella of Problem Solving services at HSH and is an integral component of a robust Homelessness Response System (HRS). Prevention reduces the overall inflow into the HRS, particularly among groups overrepresented in homelessness. Prevention is also a critical piece to reducing the massive inequities in homelessness, since achieving equity in our homelessness response cannot just be considered once people have entered homelessness. HSH is one of the proponents and implementors of a citywide Prevention System model that will allow San Francisco to comprehensively prevent homelessness across the City. Prevention services include flexible financial assistance and supportive services.

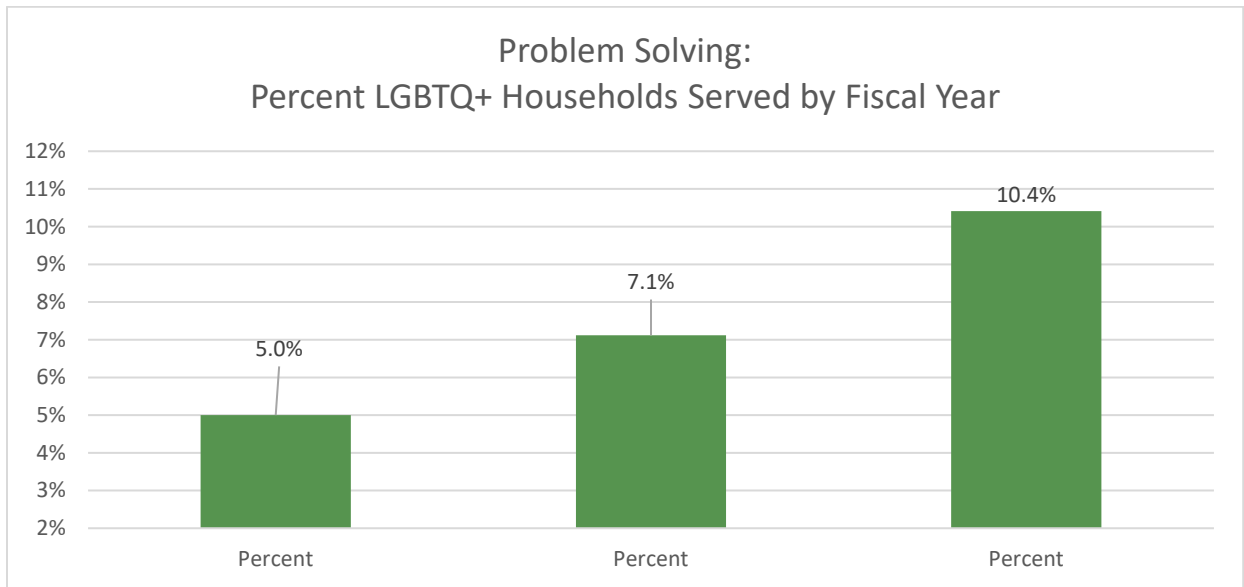
FY21-22 Data and Methodology – 1,430 households accessed HSH's Problem Solving services in FY20-21. 1,210 of the households had complete SOGI data. Over 10% of these households identified as LGBTQ+. HSH's expansion of Problem Solving services and increase of ONE system tracking in November 2020, along with the interventions outlined below, likely contributed to some of the increase in the reported number and percentage of LGBTQ+ households served. Although HSH increased access to



Problem Solving services in FY20-21 for LGBTQ+ households, we are still reaching a low percentage of LGBTQ+ households in comparison to our benchmark goal of serving between 12% and 27% of LGBTQ+ households.

SOGI data is available for all households in the ONE system who accessed Problem Solving services between November 2020 – June 30, 2021. HSH also pulled from Homeward Bound’s SOGI data, which are not yet included in the ONE System. Some of the households served through Homeward Bound may be duplicative with the Problem Solving records in the ONE System.⁶

Figure 8. Problem Solving – Percent LGBTQ+ Households Served by Fiscal Year



n = 660 (FY18-19) | 885 (FY19-20) | 1,210 (FY20-21). These percentages do not include households with incomplete data. See Appendix B for more information. Data for the Homeward Bound program was not included in FY18-19.

Interventions to Increase LGBTQ+ Access in FY20-21

- In November 2020, HSH implemented expanded Problem Solving services at 12 Access Points and continued to add services at Access Points and prevention-specific sites over the year.
- Two providers with services geared towards the LGBTQ+ community expanded their Problem Solving services:
 - The Transgender Gender-Variant & Intersex Justice Project (TGIJP) started providing Problem Solving services as a subgrantee of Episcopal Community Services at the Adult Access Point located at 123 10th Street.
 - The San Francisco LGBT Center resumed Problem Solving services at the Youth Access Point after a brief hiatus.

⁶ Including incomplete data, Homeward Bound served 416 households in FY19-20 and 165 households in FY20-21. Other Problem Solving services as recorded in the ONE System served 744 households in FY19-20 and 1,265 households in FY20-21.



- HSH continued to develop institutional capacity to implement and expand Problem Solving services. This increased capacity helps the Department increase LGBTQ+ access to and awareness of problem solving. In FY20-21, we:
 - Developed a five-hour Problem Solving curriculum delivered to Access Point provider partners by HSH staff.
 - Integrated Problem Solving services into the ONE System.
 - Conducted continuous monthly QA activities to examine quality of data in the ONE system and identify training gaps.
 - Hired a second dedicated Problem Solving manager to monitor all problem solving contracts.

Table 9. Problem Solving – Gender Identity and Sexual Orientation of Households Served (Percent)

Gender Identity	FY19-20	FY20-21
Male	44%	52%
Female	55%	45%
Trans Male	0%	0%
Trans Female	0%	1%
Genderqueer / Gender Non-Binary	0%	1%
Client doesn't know	0%	0%
Total Households with Complete Data (n)	1,119	1,381

Sexual Orientation	FY19-20	FY20-21
Straight/Heterosexual	93%	87%
Gay/Lesbian/Same-Gender Loving	4%	6%
Bisexual	3%	5%
Not Listed	0%	1%
Questioning/Unsure	0%	1%
Total households with complete data (n)	679	961

Strategies to Increase LGBTQ+ Access in FY21-22:

- As we focus on expanding our targeted homelessness prevention services, HSH will work to reach more LGBTQ+ households. In FY20-21, targeted homelessness prevention services were largely made available and accessed by low-income families. Since most heads of households in families identify as cisgender, HSH may reach more LGBTQ+ households when we expand prevention to reach more people in other populations (for example, Transitional Aged Youth and adults without minor children).
- HSH received funding in the FY 21-23 budget to pilot direct cash transfer pilot program for youth. HSH is in the program design phase, and we hope to have more updates soon.
- HSH will continue departmental capacity-building, including work to improve data quality in the ONE system.



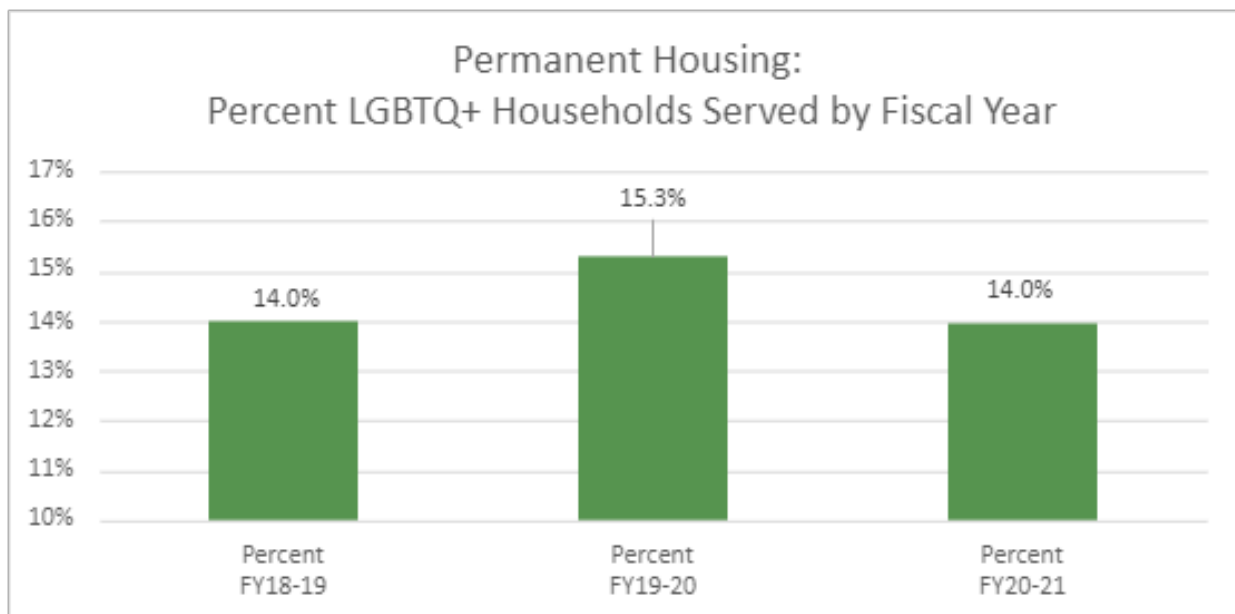
Housing

Program Description – Housing provides permanent solutions to homelessness through subsidies and supportive services. HSH offers various types of housing for adults, families, and Transitional Age Youth. Program types include Permanent Supportive Housing, Rapid Rehousing, and flexible housing subsidies.

- Permanent Supportive Housing offers tenants long-term affordable housing with services.
- Rapid Rehousing is a set of interventions that provides people with grants to pay for living expenses like first and last month’s rent.
- Flexible housing subsidies place people in scattered-site units, either in units owned by non-profits partners or private landlords.

FY20-21 Data - In FY20-21, HSH placed 1,785 new households with complete SOGI data into housing. Of these households, 13.8% identified as LGBTQ+.

Figure 9. Housing – Percent LGBTQ+ Households Served by Fiscal Year



n = 1,156 (FY18-19) | 1,411 (FY19-20) | 1,632 (FY20-21). These percentages do not include households with incomplete data. See Appendix B for more information.



Table 10. Housing – Gender Identity and Sexual Orientation of Households Served (Percent)

Gender Identity	FY19-20	FY20-21
Male	53%	53%
Female	45%	45%
Trans Male	0%	0%
Trans Female	1%	1%
Genderqueer / Gender Non-Binary	1%	1%
Client doesn't know	0%	0%
Total Households with Complete Data (n)	1,474	1,793

Sexual Orientation	FY19-20	FY20-21
Straight/Heterosexual	93%	86%
Gay/Lesbian/Same-Gender Loving	4%	7%
Bisexual	3%	5%
Not Listed	0%	1%
Questioning/Unsure	0%	1%
Total households with complete data (n)	1,370	1,524

Interventions to Increase LGBTQ+ Access in FY20-21:

- Funded 25 slots of Rapid Rehousing for family survivors of domestic violence and human trafficking with Asian Women’s Shelter. The Asian Women’s Shelter has special programs for LGBTQ+ people who are experiencing domestic violence and this Rapid Rehousing program is critical to creating greater access to housing.
- There was increased funding for TAY Rapid Rehousing and Flex Subsidy programs.

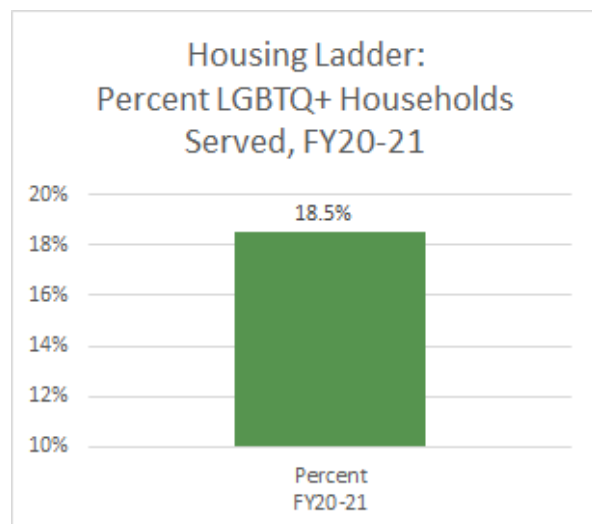
Strategies to Increase LGBTQ+ Access in FY21-22:

- Continue strategies to increase data quality.
- HSH is planning for a Coordinated Entry Process Improvement review, which will include conversations about serving the LGBTQ+ community and achieving our holistic equity goals. An improved Ce process will improve our housing placements.
- Implement \$100,000 addback for flexible housing assistance vouchers for LGBTQ+ TAY awaiting placement in shelter or HSH housing.



Housing Ladder

Figure 10. Housing Ladder - LBTQ+ Households Served, FY20-21



Program Description – The Housing Ladder offers opportunities for residents of Permanent Supportive Housing (PSH) to move from intensive supportive housing to more independent living. The program helps people transition from Permanent Supportive Housing into rental housing, either affordable housing without intensive services or market rate housing. By joining the program, clients make their PSH unit available for other people experiencing homelessness. To be eligible for the Housing Ladder Program, clients are referred by their case managers.

n = 27. No households with incomplete data.

Table 11. Housing Ladder – Gender Identity and Sexual Orientation of Households Served, FY20-21

Gender Identity	Households	Percent
Male	20	74%
Female	7	26%
Trans Male	0	0%
Trans Female	0	0%
Genderqueer / Gender Non-Binary	0	0%
Client doesn't know	0	0%
Total Households with Complete Data (n)	27	

FY20-21 Data - In FY20-21, HSH placed 27 households into Housing Ladder programs. All these households had complete SOGI data. Five of these households – 18.5% - identified as LGBTQ+. Analysis for Housing Ladder programs is limited as this is the first year with available data and the sample size is small. More information on Housing Ladder’s initiatives to increase LGBTQ+ access will be available in the FY21-22 SOGI report.

Sexual Orientation	Households	Percent
Straight/Heterosexual	22	81%
Gay/Lesbian/Same-Gender Loving	4	15%
Bisexual	1	4%
Not Listed	0	0%
Questioning/Unsure	0	0%
Total households with complete data (n)	27	



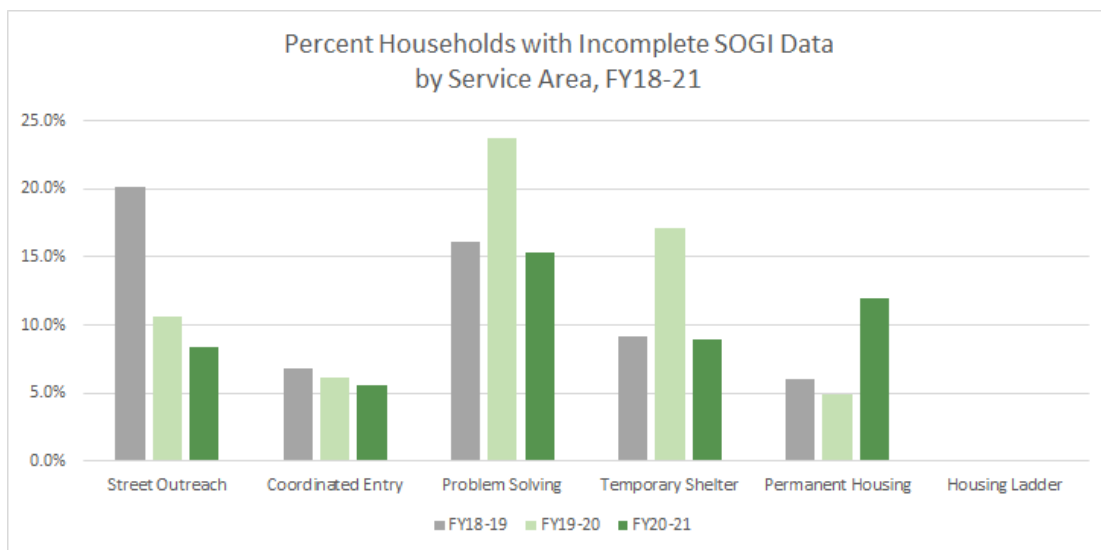
Conclusion

Except for one of our core program areas, HSH’s programs largely fell within our goal range of 12% to 27% of LGBTQ+ households served in FY20-21. However, at an average of 14.2%, the percent of LGBTQ+ households served across our programs falls on the low end of our goal range.⁷ HSH also noted that our programs serve very few trans male clients. In addition to the programs-specific initiatives outlined in the sections above, HSH will also undertake the following departmental actions to improve access for LGBTQ+ households.

1. Continue to improve data collection through training and streamlined data systems. HSH reduced the total percentage of incomplete data across our programs from 10% in FY19-20 to 8.4% in FY20-21. With the exception of temporary shelter and Problem Solving in FY19-20 and housing in FY20-21, the percent of incomplete data has been trending down across all programs since 2018.

It is likely that the percent of incomplete data in the shelter system in FY19-20 is due in large part to the impact of COVID-19 and the transition for shelter intake to the CCC; collecting complete intake data early in the pandemic was a challenge. The households placed into housing in FY20-21 are primarily the same households that came into shelter in FY19-20. It is likely that the intake and processing of these households since the beginning of the pandemic into shelter and then into housing has been less thorough than intake processes in other years. With all shelter and housing operations now streamlined under HSH, the Department is committed to continuing to improve collection of SOGI data and reducing the percent of incomplete data. The Department will do so by improving practices and continuing to extend training opportunities to service provider staff facilitating the collection of SOGI data from households across all program areas.

Figure 11. Percent Households with Incomplete SOGI Data by Service Area and Fiscal Year⁸



⁷ Including duplicated clients. Ex. a client who receives outreach then accesses temporary shelter is counted twice.

⁸ See Appendix B for N values for each program by year.



2. HSH is in the process of hiring a Chief Equity Officer. This person will work on initiatives to increase equity at HSH, including setting equity benchmarks across the HRS (including for LGBTQ+ access). The Chief Equity Officer will work with our Planning and Strategy team to ensure equitable access is centered in our upcoming strategic planning processes.

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 FY20-21. While HSH has seen progress in both data collection standards and representation of the LGBTQ+ population utilizing HSH programs, there is much more work to do to ensure equitable representation of these historically underserved communities within the Homelessness Response System. We look forward to reporting back next year.



Appendix A: 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 Program Area

Table 12. SOGI Overview by Program Area - FY20-21

	Total Households	LGBTQ+ Households	Non-LGBTQ+ Households	Households - Incomplete or Missing Data	% LGBTQ+ - Complete Data	% LGBTQ+ - All Data
Street Outreach	1657	196	1322	139	12.9%	11.8%
Coordinated Entry	8162	1154	6550	458	15.0%	14.1%
Problem Solving	1430	126	1084	220	10.4%	8.8%
Temporary Shelter	5117	663	3996	458	14.2%	13.0%
Housing	1853	228	1404	221	14.0%	12.3%
Housing Ladder	27	5	22	0	18.5%	18.5%

Table 13. SOGI Overview by Program Area – FY19-20

	Total Households	LGBTQ+ Households	Non-LGBTQ+ Households	Households - Incomplete or Missing Data	% LGBTQ+ - Complete Data	% LGBTQ+ - All Data
Street Outreach	1338	180	1016	142	15.1%	13.5%
Coordinated Entry	8176	1274	6403	499	16.6%	15.6%
Problem Solving	1160	63	822	275	7.1%	5.4%
Temporary Shelter	2832	340	2007	485	14.5%	12.0%
Housing	1484	216	1195	73	15.3%	14.6%
Housing Ladder	No data	No data	No data	No data	n/a	n/a



14. SOGI Overview by Program Area – FY18-19

	Total Households	LGBTQ+ Households	Non-LGBTQ+ Households	Households - Incomplete or Missing Data	% LGBTQ+ - Complete Data	% LGBTQ+ - All Data
Street Outreach	1403	158	962	283	14.1%	11.3%
Coordinated Entry	7662	1186	5955	521	16.6%	15.5%
Problem Solving*	787	33	627	127	5.0%	4.2%
Temporary Shelter	1119	131	885	103	12.9%	11.7%
Housing	1230	162	994	74	14.0%	13.2%
Housing Ladder	No data	No data	No data	No data	n/a	n/a

**For FY18-19, Problem Solving does not include Homeward Bound.*

