

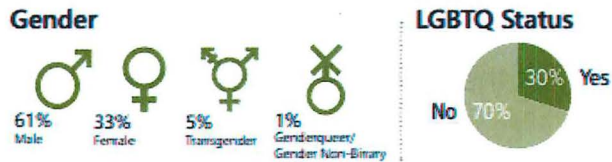


DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

## Sexual Orientation and Gender Identity (SO/GI) Compliance

Government Audit and Oversight Committee  
April 18, 2019

## Impact of Homelessness on the LGBTQ Community



\*Data from the 2017 Point in Time Count

SO/GI Ordinance and HSH Compliance Overview	
SO/GI Ordinance	HSH Status
<b>Data Collection + Training</b> <ul style="list-style-type: none"> <li>• Seek to collect and record info about SO/GI</li> <li>• Require providers to collect info about SO/GI</li> <li>• Ensure clients know information is voluntary</li> <li>• Use approaches to data collection consistent with best practice</li> <li>• Instruct contractors and grantees in best practice approaches</li> </ul>	<ul style="list-style-type: none"> <li>• In process</li> </ul>
<b>Confidentiality + Privacy</b> <ul style="list-style-type: none"> <li>• Ensure compliance with HIPPA related to SO/GI data collection</li> </ul>	<ul style="list-style-type: none"> <li>• Complete</li> </ul>
<b>Contracts and Grants</b> <ul style="list-style-type: none"> <li>• Add SO/GI compliance language to contracts and grants</li> </ul>	<ul style="list-style-type: none"> <li>• In process</li> </ul>
<b>Waivers + Exclusions</b>	<ul style="list-style-type: none"> <li>• Waiver pending</li> </ul>
<b>Monitoring + Reporting</b>	<ul style="list-style-type: none"> <li>• Not yet available<sup>3</sup></li> </ul>

SO/GI Implementation and Compliance Plan
<b>Data Collection + Training:</b> <ul style="list-style-type: none"> <li>• HSH was formed in 2016 and in 2017 launched the ONE System to consolidate 15 existing data system</li> <li>• Full implementation of the ONE System is HSH's strategy for full SO/GI Compliance</li> <li>• Currently 40% of HSH's data systems are compliant and consolidated into the ONE System</li> <li>• ONE System intake and assessment forms are all SO/GI Ordinance compliant</li> </ul>

## SO/GI Implementation and Compliance Plan

### Data Collection + Training (continued):

- HSH has trained over 50 nonprofit partner agencies and 75% of department staff on SO/GI data collection in the ONE System.
- HSH is working with the Office of Transgender Initiatives to make language improvements recommended by providers and advocates
- Staffing constraints have made the deployment of ONE slower than expected; have made a budget request via COIT

5

## SO/GI Implementation and Compliance Plan

### Confidentiality + Privacy

- HSH is a HIPPA Compliant entity

### Contracts + Grants

- Working with City Attorney's Office to develop language and plan

### Waivers + Exclusions

- Waiver pending to improve language

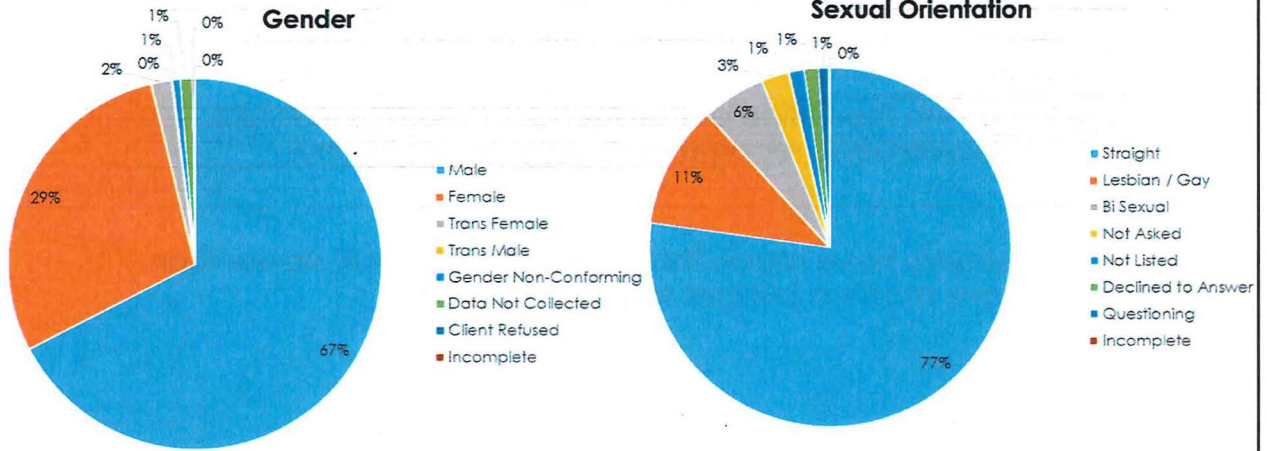
### Monitoring + Reporting

- Future reporting will be done through ONE System
- HSH will evaluate the potential use of new CARBON SO/GI compliant functions as intermediary step

6

## Early Stage HSH SO/GI Data Analysis

\*Early results only from CE assessment "blitz"



## Early Stage HSH SO/GI Data Analysis

SUMMARY OF CLIENT SEXUAL ORIENTATION			SUMMARY OF CLIENT GENDER IDENTITY		
	2017 PIT Count	*ONE System: Fall 2018 Adult Assessment Blitz	Gender	2017 PIT Count	ONE System: Fall 2018 Adult Assessment Blitz
LGBTQ: Yes	30%	17%	Male	61%	68%
LGBTQ: No	70%	79%	Female	33%	29%
LGBTQ: Declined to State	N/A	1%	Transgender	5%	2%
Other	N/A	2%	Genderqueer / Gender Non-Binary	1%	1%
TOTAL	1,104	3,931	Not Listed	0%	0%
			<b>TOTAL</b>	<b>1,104</b>	<b>4209</b>

## Early Stage HSH SO/GI Data Analysis (FY2017-2018)

### PROGRAM COMPARISON OF CLIENT GENDER IDENTITY

Gender	2017 PIT Count	ONE System via Fall 2018 Adult Assessment Blitz	Homeward Bound	Navigation Centers (less Civic Center Hotel)	Navigation Center (Civic Center Hotel)	Adult Shelters (in CHANGES)
Male	61%	68%	71%	66%	56%	73%
Female	33%	29%	29%	33%	41%	27%
Transgender	5%	2%	N/A	2%	4%	N/A
Genderqueer/Gender Non-Binary	1%	1%	N/A	N/A	N/A	N/A
Not Listed	0%	0%	N/A	2%	N/A	N/A

9

## Early Stage HSH SO/GI Data Analysis (Q1-Q2 FY2019)

### PROGRAM COMPARISON OF CLIENT GENDER IDENTITY

Gender	2017 PIT Count	ONE System via Fall 2018 Adult Assessment Blitz	Homeward Bound	Navigation Centers (less Civic Center Hotel)	Navigation Center (Civic Center Hotel)	Adult Shelters (in CHANGES)
Male	61%	68%	70%	64%	56%	73%
Female	33%	29%	27%	34%	42%	27%
Transgender	5%	2%	3%	1%	1%	0%
Genderqueer/Gender Non-Binary	1%	1%	N/A	N/A	N/A	N/A
Not Listed	0%	0%	N/A	0.4%	N/A	N/A

10

## Early Stage HSH SO/GI Data Analysis (FY2017-2018)

### PROGRAM COMPARISON OF CLIENT SEXUAL ORIENTATION

	2017 PIT Count	ONE System via Fall 2018 Adult Assessment Blitz	Homeward Bound	Navigation Centers (less Civic Center Hotel)	Navigation Center (Civic Center Hotel)	Adult Shelters (in CHANGES)
LGBTQ: Yes	30%	17%	N/A	17%	N/A	N/A
LGBTQ: No	70%	79%	N/A	82%	N/A	N/A
LGBTQ: Declined to State	N/A	1%	N/A	1%	N/A	N/A
Other	N/A	2%	N/A	N/A	N/A	N/A

11

## Early Stage HSH SO/GI Data Analysis (Q1-Q2 FY2019)

### PROGRAM COMPARISON OF CLIENT SEXUAL ORIENTATION

	2017 PIT Count	ONE System via Fall 2018 Adult Assessment Blitz	Homeward Bound	Navigation Centers (less Civic Center Hotel)	Navigation Center (Civic Center Hotel)	Adult Shelters (in CHANGES)
LGBTQ: Yes	30%	17%	N/A	16%	N/A	N/A
LGBTQ: No	70%	79%	N/A	83%	N/A	N/A
LGBTQ: Declined to State	N/A	1%	N/A	1%	N/A	N/A
Other	N/A	2%	N/A	N/A	N/A	N/A

12

## Next Steps: SO/GI Compliance

- Move the additional 60% of HSH programs/clients into the ONE
- Finalize waiver to improve language
- Add SO/GI compliance language to all relevant contracts
- Evaluate use of CARBON's new SO/GI compliant approach as potential intermediary step while we implement the ONE System
- As more data becomes available, a report will be provided annually to the City Administrator

13

## HSH's Training Efforts and Plans

- HSH currently connects providers and staff to equal access trainings offered by the Department of Public Health, HUD, and specialized trainers in the community.
- HSH will expand access to LGBTQ Equal Access Trainings and cultural humility for working with LGBTQ communities in its 2019-2020 training plan for HSH staff and nonprofit service providers.

14

## Serving the LGBTQ Community

- SF is home to Jazzie's Place the nation's first LGBTQ adult shelter
- Inclusive and welcoming policies:
  - Allowing clients to select their preferred gender for shelter placement
  - Enabling clients to use their preferred name
- Castro Youth Housing Initiative
- Host Homes
- Queer cultural competency across expanding TAY programs



15

## Next Steps: Serving the LGBTQ Community

- HRS Training Plan
- HOM-Stat (HSH's management dashboard) integration
- Partner with OTI's new services guide/web navigation portal
- Safe Spaces evaluation

16



## Next Steps: Diversity, Equity & Inclusion

### Special Populations

San Francisco's systems and strategies are organized around the three main populations: adults, families with children, and youth. However, there are many other groups of homeless people who have a range of unique needs. In all our work, HSH strives to promote solutions that advance equity. We are mindful of the critical need to work with compassion, practice cultural humility, and treat all with respect and dignity.

**Seniors.** In the 2017 Point-in-Time (PIT) Count, 12% of survey respondents were over 60 years old. Another 22% are between 51 and 60. Respondents in these two combined age groups have doubled since 2013. The homeless population at large is aging, and requires special attention to address their age-related health conditions and connect them to the City's services for older adults.

**LGBTQ.** An estimated 30% of San Francisco's homeless population identified as Lesbian, Gay, Bisexual, Transgender, and Queer in the 2017 PIT count. Among the youth population, this number is closer to 50%. There is already a culture and infrastructure of services in place to meet their specific needs, but continued attention is critical.

**People with Disabilities.** A significant number of people experiencing homelessness have one or more disabilities, such as chronic health conditions, addiction disorders, mental illness, and other challenges. In the most recent PIT count, 68% of homeless respondents had at least one health condition. HSH partners closely with the Department of Public Health (DPH) to provide connections to the appropriate health and behavioral health care services.

**People of Color.** People of color, and particularly African Americans, are disproportionately represented among San Francisco's homeless population. African Americans make up 34% of the homelessness population, but only 6% of the general population. Sixty-five percent of people who are homeless are African American, Native American, Asian, or Multiracial. Twenty-two percent of people experiencing homelessness are Hispanic/Latino. Cultural humility and equity are critical values in our programs and system. HSH works with the Center for Social Innovation's SPARC Initiative to better understand and address racial disparities in our homeless system. (See more in the chapter on launching the Department.)

**Immigrants.** San Francisco has a large immigrant population and that includes people who experience homelessness. HSH strives to be inclusive for all, regardless of immigration status; its programs have inclusive eligibility criteria and staff have critical language capacity.

**Women.** Up to one-third of people experiencing homelessness in the City identified as female in the 2017 PIT count. Of those, 37% have experienced domestic violence, and for some it caused their homelessness. Among homeless families, 91% are headed by single female parents. There is also an increase of pregnancy among homeless women, and strategies must be developed to address their needs.

**Addressing Inequity:** One manifestation of the nation's current racial realities is that people of color and the LGBTQ community are disproportionately represented in the homeless population. African Americans are more likely to become homeless than people of other racial groups. African Americans comprise 13% of the U.S. population and 26% of those living in poverty, but account for more than 40% of the overall homeless population.<sup>22</sup> Homelessness in San Francisco shares this inequity, with African Americans comprising only 6% of the City population and 34% of the homeless population.<sup>23</sup> This suggests that poverty rates alone do not explain the overrepresentation of African Americans in the homeless population. HSH and a collaboration of San Francisco nonprofit organizations are working with the Center for Social Innovation's SPARC Initiative to participate in a year-long, 10-city effort to conduct qualitative and quantitative research, hold public discussions and forums, and train providers to proactively address inequity in our systems. HSH will release a report by the end of 2017 outlining clear steps for addressing inequality through the Homelessness Response System.