



# HSH's FY 2023-24 Sexual Orientation & Gender Identity Report

Learn how the Department of Homelessness and Supportive Housing's (HSH's) programs are serving the LGBTQ+ and TGNC+ communities.

Department of Homelessness and Supportive Housing | Submitted September 2024

## 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, housing problem solving, outreach, shelter and crisis interventions, 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 2023 – 2024. We include data for all heads of households (including minors) and all other adults served; for this report, we use the term “clients” to reference this group.

In FY 2023-24, **approximately 14.0% of HSH's 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, FY 2021-22, and FY 2022-23 (14.9%, 14.1% and 14.4%, respectively).

The rapid expansion of the homelessness response system between 2020 and 2024 sets an important context for these rates. **HSH implemented an unprecedented expansion of services that led to a 71% increase in the number of LGBTQ+ clients served, from 1,557 in FY 2020-21 to 2,666 in FY 2023-24.**

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 service expansion amidst the **continued disproportionate impact of homelessness on people of color and the LGBTQ+ community in San Francisco**. San Francisco's [2024 Homeless Point-in-Time \(PIT\) Count](#) further underscored the vulnerabilities of LGBTQ+ people experiencing homelessness: unhoused LGBTQ+ survey respondents were more likely to have experienced domestic violence and were more likely to report first experiencing homelessness as a youth or young adult than non-LGBTQ+ respondents.



This report:

- Provides an **overview** of LGBTQ+ access for all HSH services and highlights disparities in the homelessness response system for LGBTQ+ people.
- 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.

## Equity Goals

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The City's SOGI reporting standards require HSH to identify programs that are underserving LGBTQ+ clients. As part of the implementation of the *Home by the Bay* plan, HSH has also identified whether and where LGBTQ+ people, including LGBTQ+ people of color, are underserved across the broader homelessness response system. With these identified disparities in mind, and as part of this broader implementation work, HSH is identifying the specific programs that are underserving LGBTQ+ clients and developing goals and strategies to improve the experiences of these clients.

Data on the observed system-wide disparities are included [near the end of this report](#). Additionally, data from several other sources provides important context for the service rates presented in this report:

- **City population:** 16% of San Franciscans identify as LGBTQIA+, according to the [San Francisco Controller's 2023 City Survey](#).
- **Experiencing homelessness:** 28% of surveyed people experiencing homelessness identified as LGBTQ+, according to the City's most recent Point-in-Time (PIT) Count in 2024.
  - 38% of young adult respondents (ages 18 to 24) identified as LGBTQ+.
  - 9% of people identified as transgender or non-binary/gender non-conforming, an increase from 4% in the 2022 PIT Count.
- **Served by the Homelessness Response System:** 14% of people who were served by the homelessness response system identified as LGBTQ+.<sup>1</sup>

**Administrative data on those who have accessed homelessness response services is likely the most relevant data source for an estimate of the percent of people experiencing homelessness that are LGBTQ+.** This includes clients who have enrolled in Coordinated Entry (CE), those who have stayed in a shelter program, those who have engaged with outreach services, and those newly placed into housing. Therefore, 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 programs to the percentage of LGBTQ+ clients served by the overall homelessness response system. Though this report does not show the breakout of LGBTQ+ clients by race and ethnicity, we hope to be able to include this in future reports.

Historically, San Francisco's 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 and/or gaps in fully serving the LGBTQ+ community in our homelessness response system. 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.

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<sup>1</sup> This does not include clients living in HSH-funded housing programs who were placed into housing prior to FY 2023-24. This also deduplicates clients served in multiple programs. For example, someone enrolled in Coordinated Entry who also received outreach is counted once.



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 persons with lived experience. Additional research is needed to better understand how these discrepancies may impact our findings. HSH is considering both the data from PIT Counts and administrative data, among other inputs, as we develop our equity benchmarks and targets.

## PROGRAM DATA OVERVIEW

This report includes an analysis of all clients served in FY 2023-24 through the Department’s direct services, with data from the previous three fiscal years included for context.

HSH uses demographic data predominantly 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.

During this time frame, the **percent of total clients served that are LGBTQ+ stayed largely constant at 14.9% in FY 2020-21, 14.1% in FY 2021-22, 14.4% in FY 2022-23, and 14.0% in FY 2023-24.**



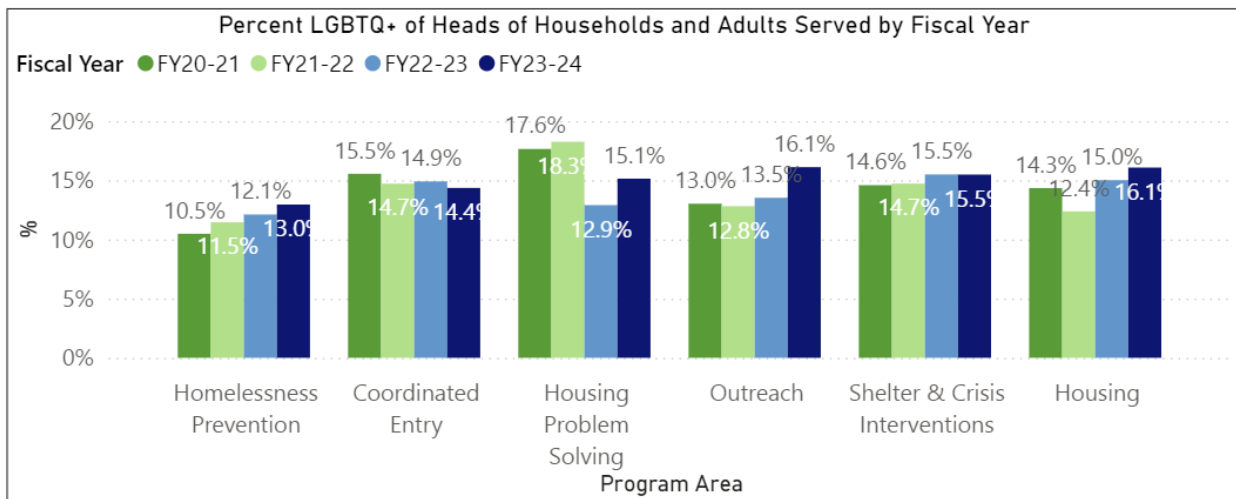
- LGBTQ+ identity can't be determined for 13% of clients due to incomplete sexual orientation and/or gender identity data.
- Sexual orientation is incomplete for 12% of clients (9% Data Not Collected; 2% Refused).
- Gender identity is incomplete for 3% of clients (3% Data Not Collected; 0% Doesn't Know / Refused).

*The Total Served (Unique Clients) category deduplicates clients served in multiple programs. For example, someone enrolled in Coordinated Entry who also received outreach is counted once.*



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 1,109 LGBTQ+ clients across the four years (a 71% increase).**

| Fiscal Year                    | FY20-21 | FY21-22 | FY22-23 | FY23-24 | % Increase from Prior FY |
|--------------------------------|---------|---------|---------|---------|--------------------------|
| Homelessness Prevention        | 37      | 134     | 190     | 218     | +15%                     |
| Coordinated Entry              | 1,267   | 1,490   | 1,811   | 2,069   | +14%                     |
| Housing Problem Solving        | 42      | 86      | 112     | 157     | +40%                     |
| Outreach                       | 159     | 441     | 570     | 590     | +4%                      |
| Shelter & Crisis Interventions | 878     | 977     | 1,165   | 1,328   | +14%                     |
| Housing                        | 242     | 314     | 428     | 422     | -1%                      |
| All Served                     | 1,557   | 1,956   | 2,380   | 2,666   | +12%                     |



- The share of LGBTQ+ homelessness prevention clients increased slightly each year from FY 2020-21 to FY 2023-24 (10.5% to 11.5% to 12.1% to 13%).
- The rate of clients served by Coordinated Entry that were LGBTQ+ stayed largely consistent between FY 2020-21 and FY 2022-23 at around 15% but dropped slightly to 14.4% in FY 2023-24.
- The share of LGBTQ+ housing problem solving clients with resolutions decreased from around 18% in FY 2020-21 and FY 2021-22 to 12.9% in FY 2022-23. However, the rate increased to 15.1% in FY 2023-24.
- The share of LGBTQ+ clients who were served by outreach stayed fairly constant from FY 2020-21 to FY 2022-23 at about 13% but jumped to 16.1% in FY 2023-24.
- The rate of clients served in shelter and crisis interventions that were LGBTQ+ increased slightly over the four years, from 14.6% in FY 2020-21 up to 15.5% in FY 2023-24. This rate did not change between FY 2022-23 and FY 2023-24.
- Housing programs saw a dip in the share of LGBTQ+ clients placed into housing in FY 2021-22. This percentage rebounded back to 16.1% in FY 2023-24. Between FY 2022-23 and FY 2023-24,



the percentage of LGBTQ+ clients newly placed into housing programs increased by about one percentage point.

**Full program data are available in the [appendices](#).**

The program-specific sections of this report outline **the measures the Department has implemented, as well as future initiatives, to further enhance LGBTQ+ access** within individual programs and across HSH's broader operations.

## Homelessness Prevention

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### **Program Description**

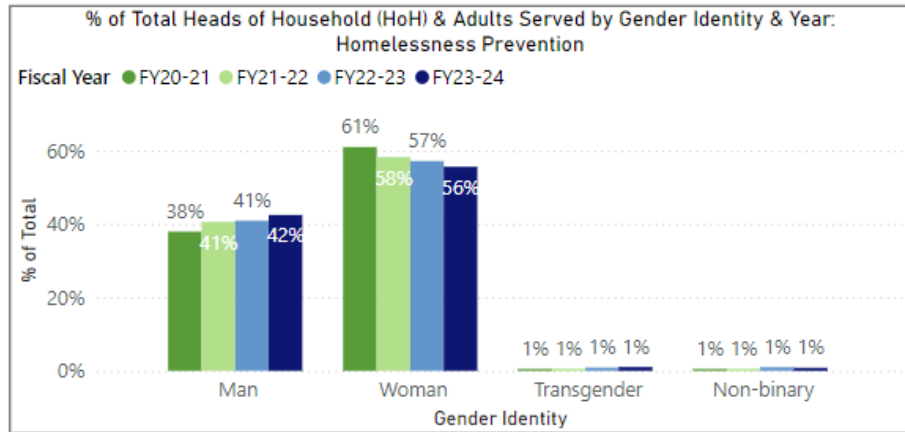
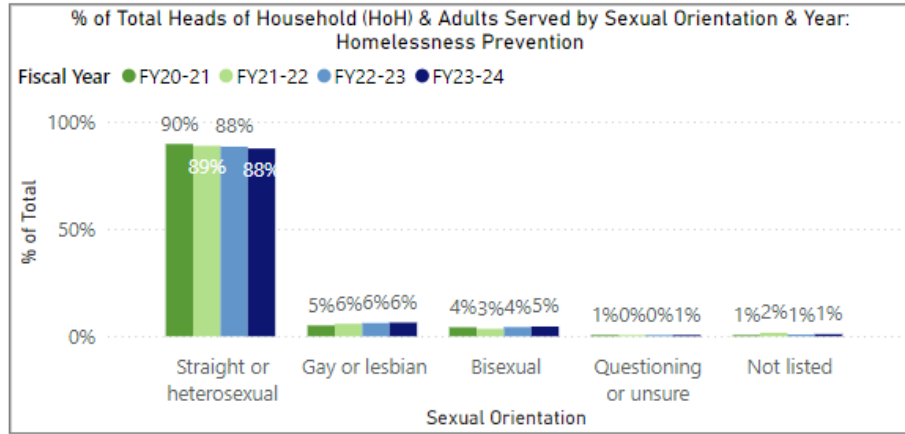
[Homelessness prevention](#) aims to reduce the overall inflow into the homelessness response system, particularly among groups overrepresented in homelessness. Prevention is a critical element to reducing the deep inequities in homelessness, since efforts to achieve equity must begin before individuals enter homelessness. 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**

Between FY 2020-21 and FY 2023-24, **the percent of clients that were LGBTQ+ steadily increased, from 10.5% in FY 2020-21 to 13.0% in FY 2023-24.** Additionally, between FY 2020-21 and FY 2023-24, **the number of LGBTQ+ clients served by prevention programs increased more than four-fold, from 37 to 218.**



| % LGBTQ+ of Total HoH & Adults Served by Year: Homelessness Prevention |       |
|--|-------|
| <b>FY20-21</b>   | 10.5% |
| <b>FY21-22</b>   | 11.5% |
| <b>FY22-23</b>   | 12.1% |
| <b>FY23-24</b>   | 13.0% |



- LGBTQ+ identity can't be determined for 22% of clients due to incomplete sexual orientation and/or gender identity data.
- Sexual orientation is incomplete for 21% of clients (17% Data Not Collected; 4% Refused).
- Gender identity is incomplete for 2% of clients (2% Data Not Collected; 0% Doesn't Know / Refused).

**Interventions to Increase LGBTQ+ Access:**

- **SF ERAP:** In August 2021, San Francisco launched the online SF ERAP portal to make the program more accessible to the general population, including the LGBTQ+ community. Prior to this launch, prevention services were primarily targeted to and accessed by low-income families, whose heads of households are less likely to be LGBTQ+. With the launch of this portal, SF ERAP has had greater reach among individuals at risk of experiencing homelessness, resulting in a higher representation of LGBTQ+ clients served. Additionally, in 2023, SF ERAP engaged in a marketing campaign to increase visibility to all communities, specifically those who are underserved and underrepresented.
- **Data Improvement:** Most demographic information for clients served by SF ERAP is captured in the SF ERAP database that was developed to support HSH's partnership on prevention services with the Mayor's Office of Housing and Community Development (MOHCD) and other regional Bay Area providers. The Department has experienced challenges ensuring that comprehensive data from this program is also maintained in the ONE System in a timely manner. Since FY 2020-21, HSH has reduced the amount of incomplete SOGI data for prevention programs from 42% to 15%. However, HSH has had known issues with importing SF ERAP data since FY 2023-24, which the Department is continuing to address and may impact the completeness of these figures.



- **Direct Cash Transfer:** In FY 2023-24, HSH implemented a direct cash transfer program for young adults with Larkin Street Youth Services. HSH launched this program in September 2023 with both private and public funding. While sexual orientation data are not collected for the program, gender data alone indicate that this program has served LGBTQ+ clients at a higher rate than adults and families. This program is also serving a higher number of gender non-conforming clients. HSH has requested that the provider start collecting sexual orientation data to align with the Department's data requirements.
- **Additional Providers:** In FY 2022-23 HSH entered into a new agreement with Young Community Developers to serve vulnerable subpopulations with prevention, with a focus on the re-entry population and young adults ages 18 to 24. In FY 2024-25 HSH will continue to explore partnerships with other providers, including providers focused on serving the LGBTQ+ population, to improve access to prevention, contingent on budget allocations.

## Coordinated Entry

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### **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 and prioritized for a housing referral. Each CE Access Point serves a specific population—adults, young adults ages 18 to 27, or families with minor children.

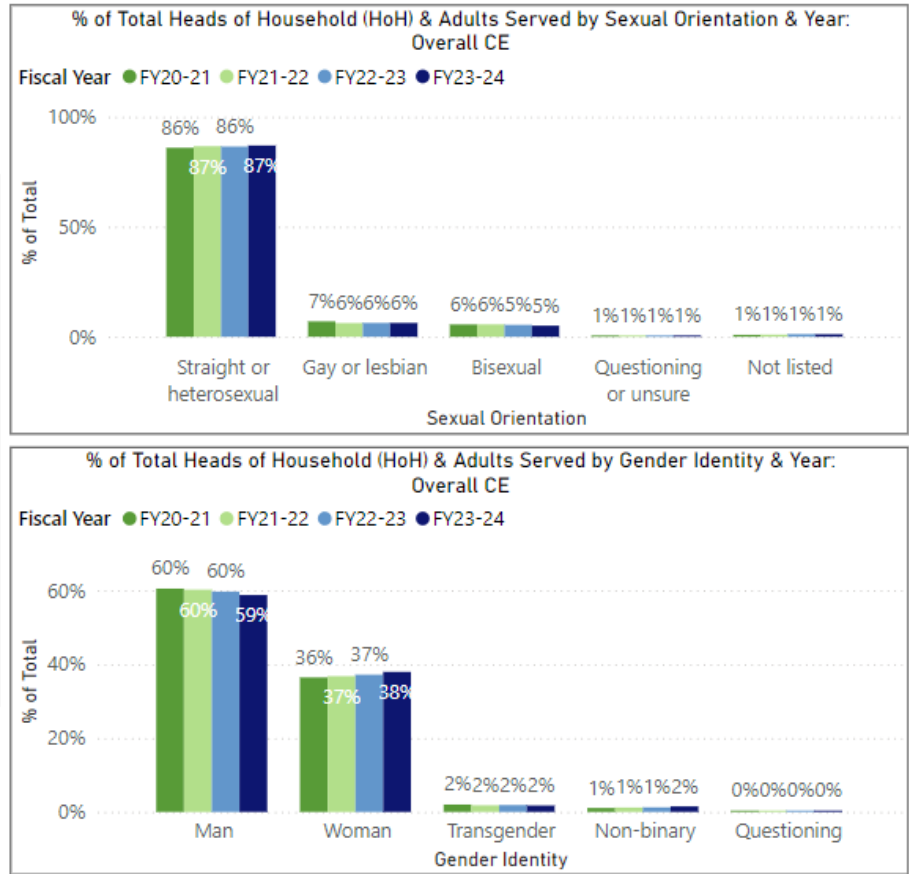
### **Program Data**

The proportion of LGBTQ+ clients served in CE **decreased slightly from 15.5% in FY 2020-21 to 14.4% in FY 2023-24**, even as **the total number of LGBTQ+ clients served increased by 63% from 1,267 to 2,069**. This slight drop in the percentage of LGBTQ+ clients may be correlated with differences in LGBTQ+ representation by household type and shifts in the household types served over time.

- In FY 2023-24, the overall increase in the number of clients enrolled in CE was **largely driven by increases in the adult CE system**, which went from serving 6,630 adults in FY 2020-21 to serving 11,868 adults in FY 2023-24 (a 79% increase). In FY 2023-24, 15.4% of clients enrolled in adult CE were LGBTQ+, in contrast to 34.3% of clients enrolled in youth CE.
- The number of families enrolled in Coordinated Entry also increased during the same time. In FY 2023-24, 3.3% of clients enrolled in family CE had heads of households who identified as LGBTQ+, a decrease from previous years. Families with children are more likely than other groups served by HSH to be headed by straight, cisgender adults.
- As such, the proportional **decrease** of young adults and **increase** of adults and families in the overall group of clients served by CE helps explain the slight decrease in the overall rate of LGBTQ+ people served.



| % LGBTQ+ of Total HoH & Adults Served by Year: Overall CE |       |
|---|-------|
| FY20-21   | 15.5% |
| FY21-22   | 14.7% |
| FY22-23   | 14.9% |
| FY23-24   | 14.4% |



- LGBTQ+ identity can't be determined for 8% 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 2% of clients (2% Data Not Collected; 0% Doesn't Know / Refused).

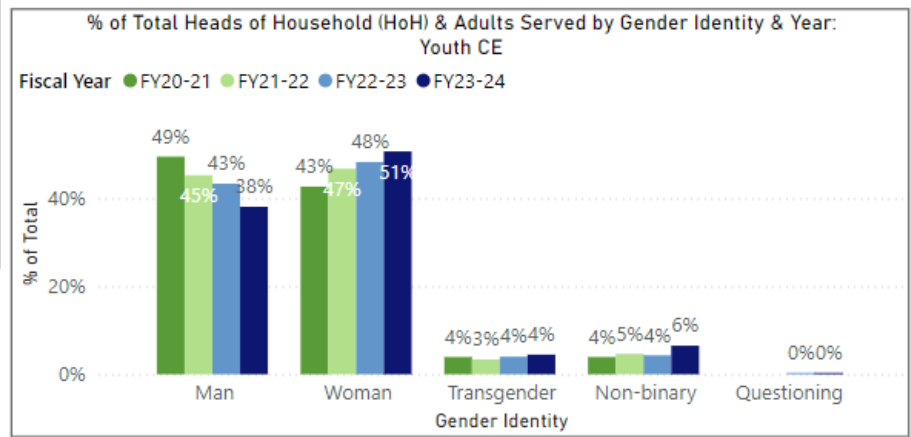
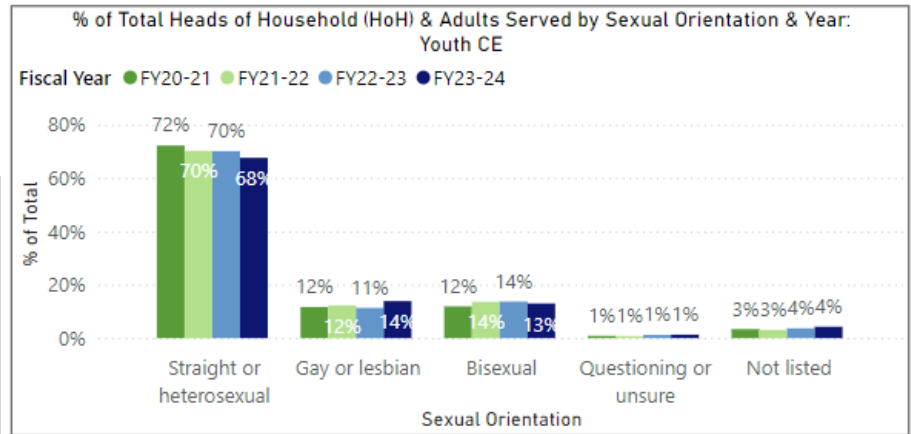
Within the data for specific subpopulations served by CE, there are some shifts between FY 2020-21 and FY 2023-24.

- In youth CE, LGBTQ+ representation has steadily increased from 30% to 34% since FY 2020-21. Between FY 2020-21 and FY 2023-24, the percent of clients identifying as straight or heterosexual has decreased from 72% to 68%, while the percent identifying as gay or lesbian or bisexual has increased. Additionally, youth CE clients are more likely to identify as cisgender women (51% in FY 2023-24 vs. 43% in FY 2020-21) and nonbinary (6% in FY 2023-24 vs. 4% in FY 2020-21) than cisgender men (38% in FY 2023-24 vs. 49% in FY 2020-21).
- In adult CE, demographics have stayed fairly consistent. 69% and 68% of adult CE clients were cisgender men in FY 2020-21 and FY 2023-24, respectively; 28% and 29% of adult CE clients were cisgender women in FY 2020-21 and FY 2023-24, respectively. There are also few differences among adult CE clients between FY 2020-21 and FY 2023-24 when looking at sexual orientation.
- In family CE, LGBTQ+ representation of adults and heads of households has decreased slightly from 5% to 3%. The percentage of clients with heads of households who were cisgender men rose from 23% in FY 2020-21 to 29% in FY 2023-24. The share of cisgender women heads of households had a corresponding decrease from 76% in FY 2020-21 to 71% in FY 2023-24. Additionally, the share of heads of households who were straight or heterosexual increased slightly.





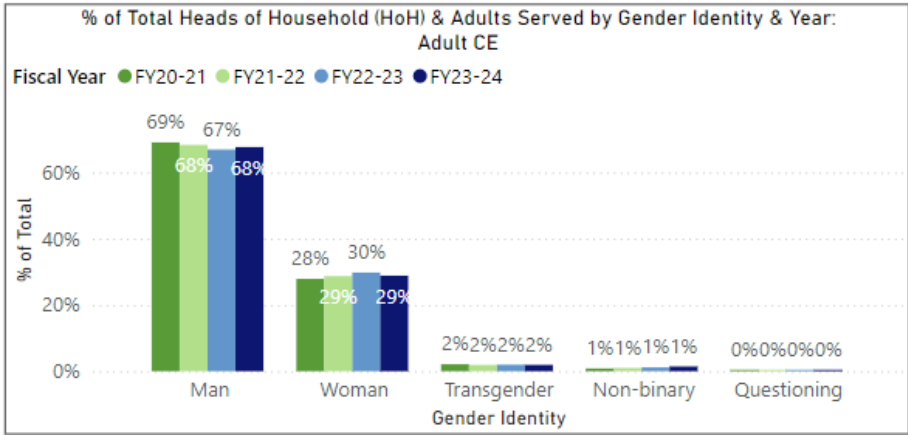
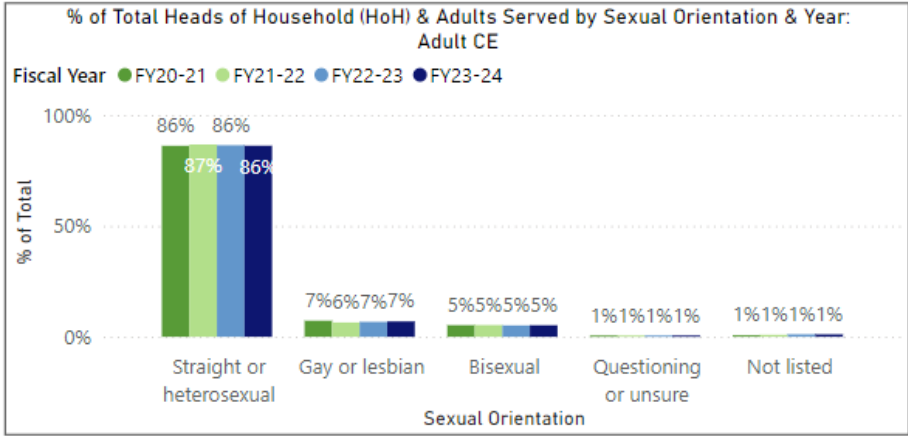
| % LGBTQ+ of Total HoH & Adults Served by Year: Youth CE |       |
|---|-------|
| <b>FY20-21</b>  | 30.1% |
| <b>FY21-22</b>  | 31.3% |
| <b>FY22-23</b>  | 31.2% |
| <b>FY23-24</b>  | 34.3% |



- LGBTQ+ identity can't be determined for 4% of clients due to incomplete sexual orientation and/or gender identity data.
- Sexual orientation is incomplete for 4% of clients (2% Data Not Collected; 1% Refused).
- Gender identity is incomplete for 1% of clients (1% Data Not Collected; 0% Doesn't Know / Refused).



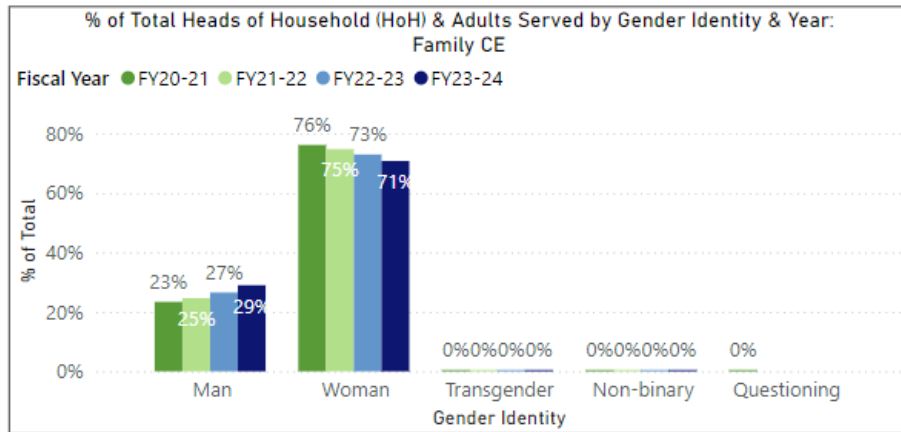
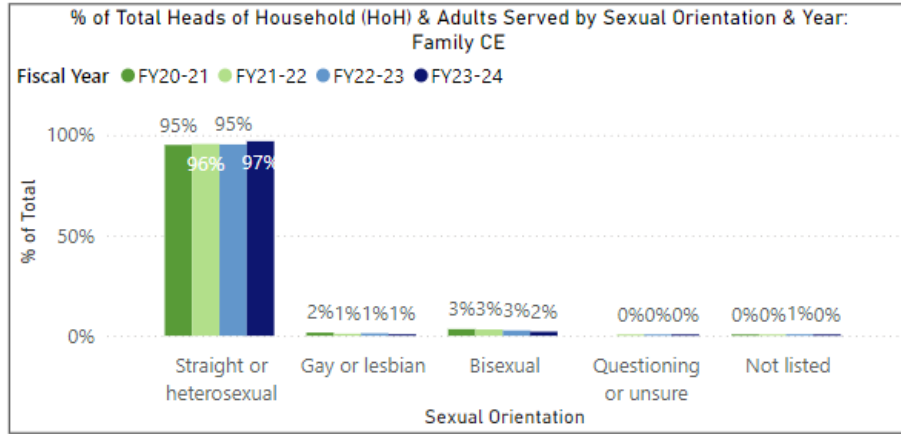
| % LGBTQ+ of Total HoH & Adults Served by Year: Adult CE |       |
|---|-------|
| <b>FY20-21</b>  | 15.5% |
| <b>FY21-22</b>  | 14.8% |
| <b>FY22-23</b>  | 15.2% |
| <b>FY23-24</b>  | 15.4% |



- LGBTQ+ identity can't be determined for 9% 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 3% of clients (3% Data Not Collected; 0% Doesn't Know / Refused).



| % LGBTQ+ of Total HoH & Adults Served by Year: Family CE |      |
|--|------|
| FY20-21  | 5.0% |
| FY21-22  | 4.6% |
| FY22-23  | 4.9% |
| FY23-24  | 3.3% |



- 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; 1% Refused).
- Gender identity is incomplete for 0% of clients (0% Data Not Collected; 0% Doesn't Know / Refused).

**Interventions to Increase LGBTQ+ Access:**

- **Continued Funding of LGBTQ+-Focused Access Points:** As of July 2023, two of the four youth CE Access Points focused on the LGBTQ+ population. In addition, the Mission Access Point for adults was recognized for its excellence in serving the LGBTQ+ population.
- **Coordinated Entry Data Public Dashboards:** HSH continued to use its [public dashboard with demographic information about clients at different phases of the Coordinated Entry and housing process](#) to help HSH and our partners contextualize our work serving the LGBTQ+ and BIPOC populations. This interactive dashboard refreshes every quarter and includes SOGI data.
- **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 intentionally included strong representation from LGBTQ+ providers and people with lived experience.



## Housing Problem Solving

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### **Program Description**

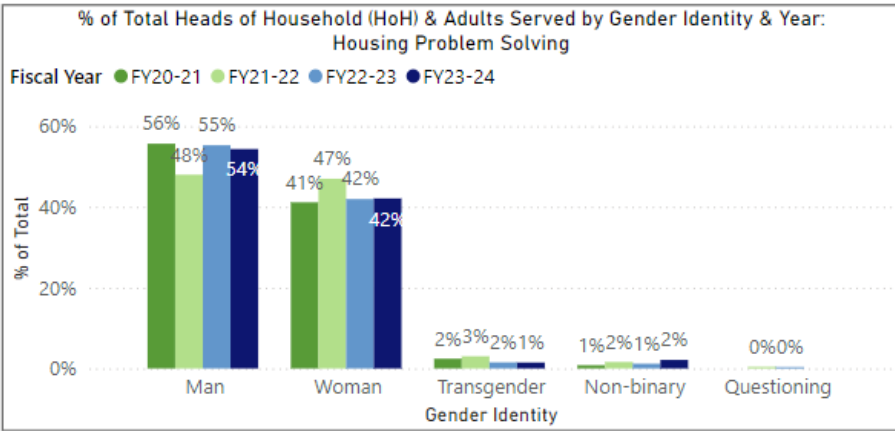
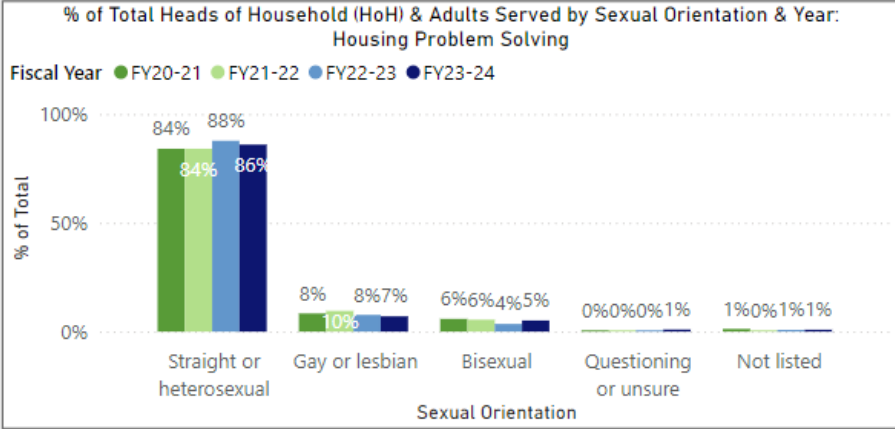
[Housing problem solving](#) helps people identify possible pathways to resolve their current housing crisis without needing ongoing shelter or a housing resource from the homelessness response system. The foundation of problem solving is a creative, strengths-based conversation that helps people explore 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. Although housing problem solving services are offered at Access Points and other community locations, not all clients will be able to identify a suitable resolution to their homelessness through this program.

### **Program Data**

Between FY 2020-21 and FY 2022-23, the percent of clients with a problem solving resolution who were LGBTQ+ decreased from 17.6% in FY 2020-21 and 18.3% in FY 2021-22 to 12.9% in FY 2022-23. **In FY 2023-24, the percentage increased to 15.1%**, which is about the same as the percent of LGBTQ+ clients served by CE that year. Although this percentage is not yet at the levels from previous years, the reasons for the decrease in the percentage in FY 2022-23 (operational and workforce challenges at the Access Points) have been addressed. Additionally, **the number of LGBTQ+ clients with housing problem solving resolutions has consistently increased from 42 in FY 2020-21 to 157 in FY 2023-24.**



| % LGBTQ+ of Total HoH & Adults Served by Year: Housing Problem Solving |       |
|--|-------|
| FY20-21  | 17.6% |
| FY21-22  | 18.3% |
| FY22-23  | 12.9% |
| FY23-24  | 15.1% |



- 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 6% of clients (5% Data Not Collected; 1% Refused).
- Gender identity is incomplete for 1% of clients (1% Data Not Collected; 0% Doesn't Know / Refused).

**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.

**Outreach**

**Program Description**

The [San Francisco Homeless Outreach Team \(SFHOT\)](#) works to engage and stabilize unsheltered individuals by voluntarily placing them into shelter and housing or connecting them with other available resources.<sup>2</sup>

**Program Data**

<sup>2</sup> A small portion of those served by outreach are served by agencies other than SFHOT.



Between FY 2020-21 and FY 2023-24, the total number of LGBTQ+ clients served by SFHOT increased from 159 to 590. In FY 2023-24 16.1% of clients served by SFHOT were LGBTQ+, an increase of two to three percentage points from previous years. Compared to previous years, gay or lesbian and bisexual clients were slightly more likely to be served in FY 2023-24 (from 5% in FY 2020-21 to 6% in FY 2023-24 for both gay or lesbian and bisexual clients).



- 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 5% of clients (3% Data Not Collected; 2% Refused).
- Gender identity is incomplete for 4% of clients (3% Data Not Collected; 0% Doesn't Know / Refused).

**Interventions to Increase LGBTQ+ Access:**

- **Placements:** SFHOT continues to place transgender, non-binary/gender non-conforming, and intersex people into the Taimon Booton Navigation Center, which focuses on TGNC+ people.
- **Castro Effort:** SFHOT 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.
- **Training:** SFHOT conducts an annual training for all outreach staff on providing culturally competent services to the LGBTQ+ community.

**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 includes 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 14.6% in FY 2020-21 to 14.7% in FY 2021-22 and 15.5% in FY 2022-23. Although **the percentage of LGBTQ+ clients served between FY 2022-23 and FY 2023-24 remained constant, more LGBTQ+ clients were served in FY 2023-24, up from 1,165 to 1,328 (a 14% increase).**



- 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 11% of clients (9% Data Not Collected; 2% Refused).
- Gender identity is incomplete for 5% of clients (5% Data Not Collected; 0% Doesn't Know / Refused).

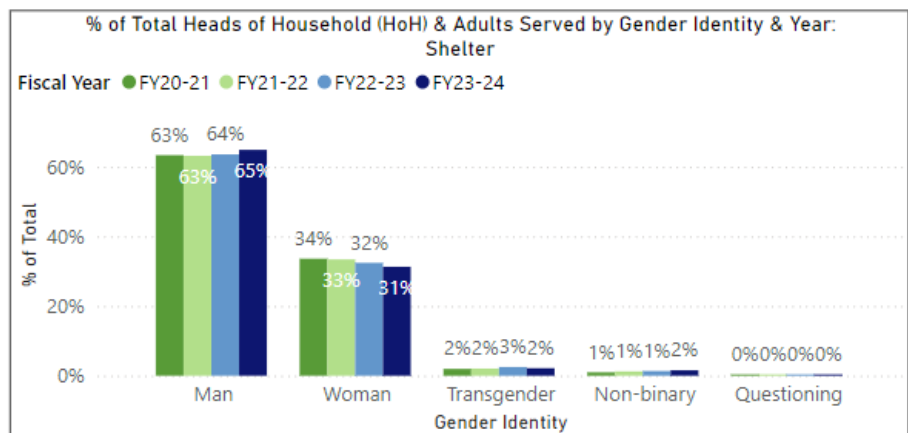
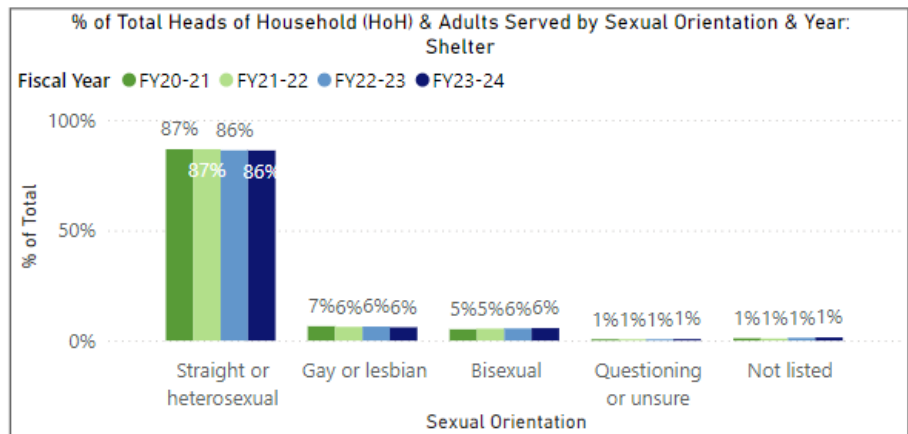


When looking more closely at the intervention type, there are some shifts between FY 2020-21 and FY 2023-24:

- The percentage of LGBTQ+ clients served by shelter programs increased between FY 2020-21 from 14.7% to 15.7% in FY 2022-23. This percentage remained fairly unchanged in FY 2023-24 at 15.6%.
- The percentage of LGBTQ+ clients served by crisis intervention programs decreased from 14.9% in FY 2020-21 to 8.0% in FY 2023-24. Between FY 2020-21 and FY 2023-24, the percentage of straight or heterosexual clients served increased from 87% to 94% while the percentage of gay or lesbian clients served dropped from 5% to 1%, and the percentage of bisexual clients served dropped from 7% to 3%.

One reason why the percent of LGBTQ+ clients in crisis intervention programs declined could be that the number of crisis intervention programs decreased significantly from FY 2020-21 to FY 2023-24. As of the writing of this report, the only remaining crisis intervention program is the Bayview Vehicle Triage Center, a safe parking program in the Bayview. By January 2024, HSH closed all safe sleep programs that were stood up as part of the city’s emergency response to the pandemic. As a result, the total number of clients served by these programs dropped from 705 in FY 2020-21 to 102 in FY 2023-24.

| % LGBTQ+ of Total HoH & Adults Served by Year: Shelter |       |
|--|-------|
| <b>FY20-21</b>   | 14.7% |
| <b>FY21-22</b>   | 14.9% |
| <b>FY22-23</b>   | 15.7% |
| <b>FY23-24</b>   | 15.6% |

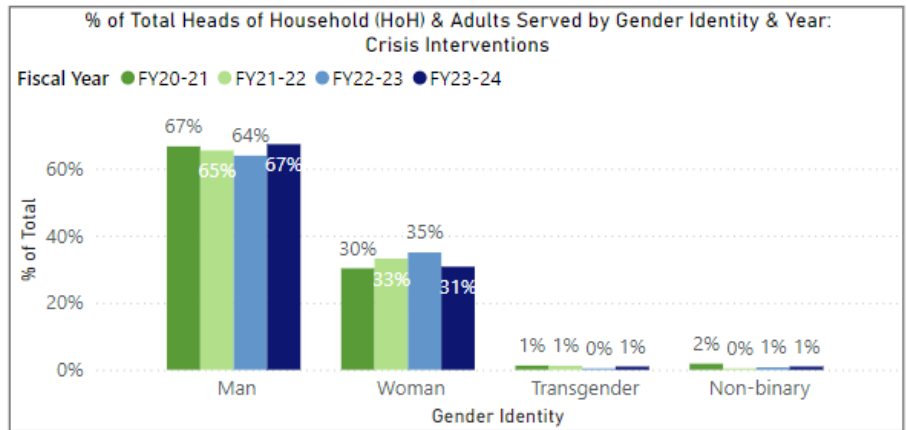
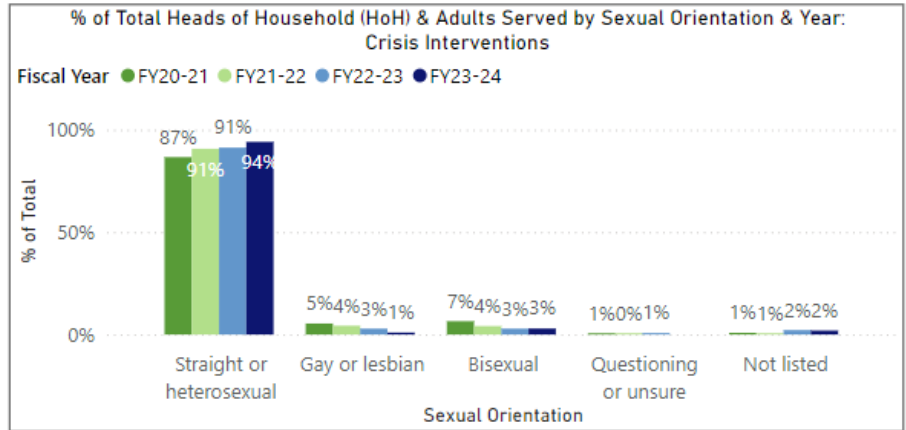


- LGBTQ+ identity can't be determined for 14% of clients due to incomplete sexual orientation and/or gender identity data.
- Sexual orientation is incomplete for 11% of clients (9% Data Not Collected; 2% Refused).
- Gender identity is incomplete for 5% of clients (5% Data Not Collected; 0% Doesn't Know / Refused).





| % LGBTQ+ of Total HoH & Adults Served by Year: Crisis Interventions |       |
|---|-------|
| FY20-21   | 14.9% |
| FY21-22   | 9.8%  |
| FY22-23   | 9.6%  |
| FY23-24   | 8.0%  |



- LGBTQ+ identity can't be determined for 13% of clients due to incomplete sexual orientation and/or gender identity data.
- Sexual orientation is incomplete for 9% of clients (7% Data Not Collected; 2% Refused).
- Gender identity is incomplete for 8% of clients (8% Data Not Collected; 0% Doesn't Know / Refused).

**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 ages 18 to 24 help HSH serve more LGBTQ+ clients.
  - In FY 2022-23, HSH expanded the Lower Polk TAY Navigation Center’s capacity back to its pre-COVID capacity of 75 beds.
  - In FY 2023-24, HSH rolled out a new young adult shelter program offering 40 hotel vouchers.
  - In FY 2023-24, HSH added 15 slots to the Transitional Housing Program Plus for former foster youth.
- **Jazzie’s Place:** In July 2022, HSH reopened Jazzie’s Place, a shelter dormitory with 9 beds for LGBTQ+ adults within the Dolores Shelter Program in the Mission. Jazzie’s Place is a dedicated space for LGBTQ+ guests in the temporary shelter system. The space was temporarily closed for two years during the pandemic. Guests are referred directly from a group of partner community-based organizations (CBOs) with experience serving LGBTQ+ clients. The referral partners include SF LGBT Center, TGIJP (Transgender Gender-variant and Intersex Justice Project), and El/La Para Translatinas.



- In FY 2023-24, HSH reinflated the Dolores Shelter Program to pre-COVID bed capacity. The Jazzie's Place dormitory now has a bed capacity of 25 beds.
- Additionally, HSH continued to work with Dolores Street Community Services on plans to expand Dolores Shelter from 91 to 152 beds, with the addition of a new dormitory that would expand Jazzie's Place.
- **Taimon Booton Navigation Center:** In FY 2023-24, HSH served 119 guests at the Taimon Booton Navigation Center. This center focuses on the transgender and non-binary/gender non-conforming community and can serve up to 84 guests at full capacity. Unlike most of HSH's 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+ 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

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### **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 (RRH) 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**

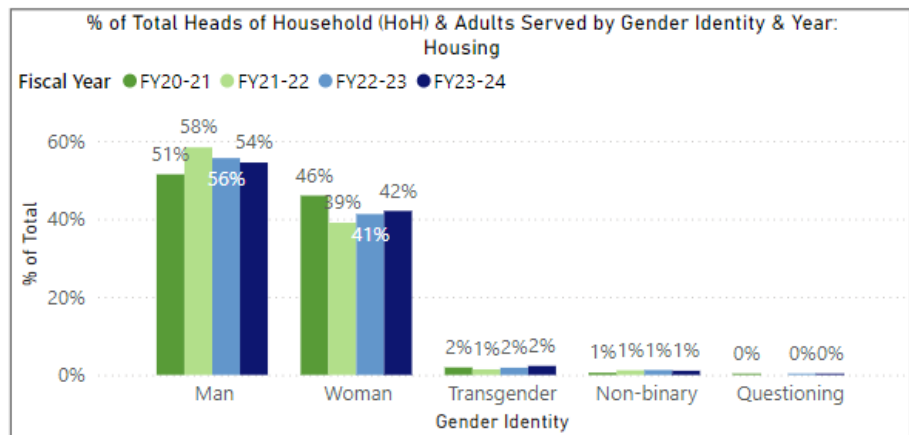
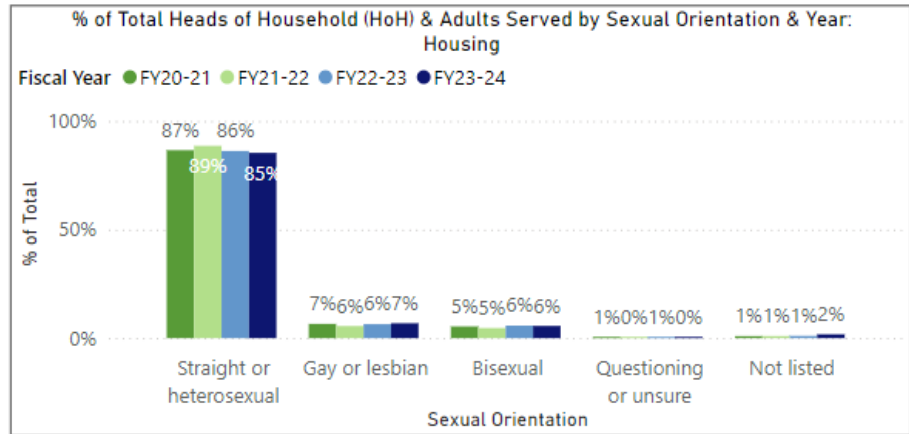
From FY 2020-21 to FY 2023-24, **the number of LGBTQ+ clients newly enrolled in housing increased from 242 to 422, a 74% increase. Sixteen percent of clients placed into housing in FY 2023-24 identify as LGBTQ+, the highest representation seen since FY 2020-21.**<sup>3</sup>

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<sup>3</sup> In FY 2023-24, about 14,000 adults and heads of households were staying in HSH-funded permanent housing at any point. About 15% of these clients were LGBTQ+ when excluding those with incomplete data.



| % LGBTQ+ of Total HoH & Adults Served by Year: Housing |       |
|--|-------|
| FY20-21  | 14.3% |
| FY21-22  | 12.4% |
| FY22-23  | 15.0% |
| FY23-24  | 16.1% |



- LGBTQ+ identity can't be determined for 8% 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 2% of clients (2% Data Not Collected; 0% Doesn't Know / Refused).

**Interventions to Increase LGBTQ+ Access:**

- **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, HSH opened over 70 units of housing for young adults at two newly acquired PSH sites, the Mission Inn and Casa Esperanza, and rolled out 71 rapid re-housing subsidies and 50 scattered-site PSH slots for young adults.
  - In FY 2023-24, HSH acquired two housing sites that will provide 65 additional units of permanent housing for young adults.
- **Emergency Housing Vouchers:** Of the 1,099 households that moved in by the end of FY 2023-24, 104 (10%) were LGBTQ+.
- **Ending Trans Homelessness Initiative:** In FY 2023-24, HSH continued 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. More information on the work under this initiative can be found in the [“Serving TGNC+ Clients”](#) section.



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 are placed, this report does not count them towards housing placements. In FY 2023-24, 17 of the 174 clients placed into the housing ladder program were LGBTQ+.

## ADDITIONAL EFFORTS

### *Home by the Bay System Metrics*

In addition to the data above, as part of the implementation of the *Home by the Bay* plan, HSH has identified additional system metrics to examine whether and where LGBTQ+ people, including LGBTQ+ people of color, are underserved across the broader homelessness response system. These metrics encompass multiple program areas and include exits from homelessness, returns to homelessness, prioritized for housing, and referrals to housing.

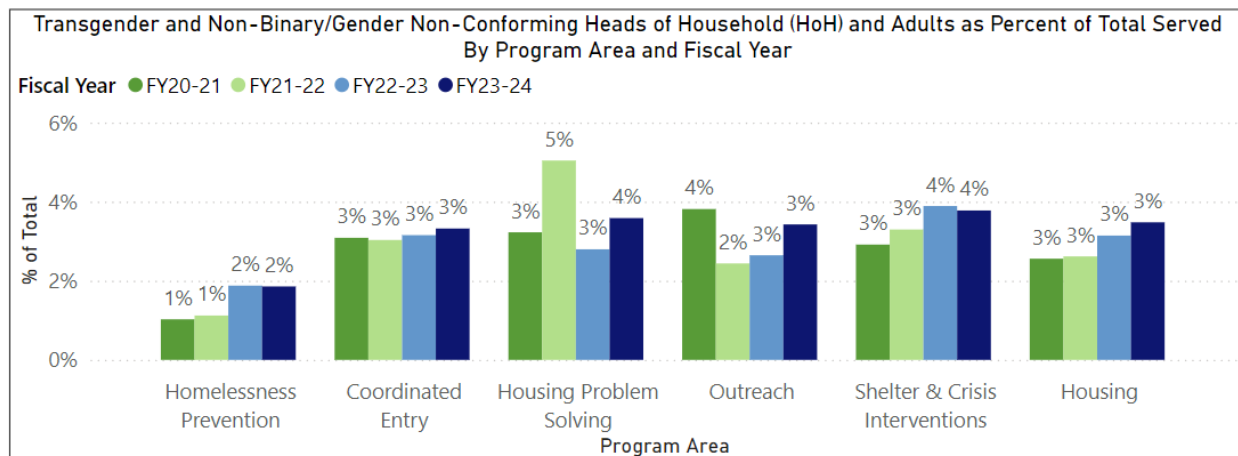
When examining these additional indicators, HSH found that **LGBTQ+ adults (including those 18-24), and particularly TGNC+ adults, were more likely to return to homelessness within 12 months of being housed** in both FY 2022-23 and FY 2023-24. In FY 2022-23, **12% of LGBTQ+ and 17% of TGNC+ adults returned to homelessness** compared to 9% of adults overall. Similarly in FY 2023-24, 8% of all adults who were housed in the previous year returned to homelessness, but **11% of LGBTQ+ and 14% of TGNC+ adults returned**. While the percentage of returns among the LGBTQ+ population decreased between the two years, disparities persist, indicating that more work needs to be done.

To address these disparities, HSH will work with its clients and programs to understand why LGBTQ+, and particularly TGNC+, people are more likely to return to homelessness and will work collaboratively to develop strategies and specific goals to reduce returns. Additionally, though disparities in returns were not found between LGBTQ+ people of different races and ethnicities, HSH will ensure that the developed strategies are responsive to the needs of different groups and center the needs of LGBTQ+ and TGNC+ people of color. These strategies will also be embedded into current efforts to meet the needs of LGBTQ+ people, including the Ending Trans Homelessness Initiative and other programs listed throughout this report.

### *Serving TGNC+ Clients*

The figures listed throughout this report are inclusive of TGNC+ clients, as they are a focused subset of LGBTQ+ clients. When looking solely at gender identity, **HSH served 354 transgender clients and 275 non-binary/gender non-conforming clients in FY 2023-24**. (See the [appendices](#) for how TGNC+ clients are identified.) **These figures mark an increase of 147 (71%) and 163 (146%) clients, respectively, served from FY 2020-21**. The percentage of clients served that are TGNC+ stayed steady at approximately 3% of clients served across all programs, though TGNC+ clients were slightly less likely to receive prevention services.





Gender identity is incomplete for 3% of clients (3% Data Not Collected; 0% Doesn't Know / Refused).

Part of the reason for an increase in TGNC+ clients served may be the Ending Trans Homelessness (ETH) initiative, a **coordinated effort to increase resources available to the TGNC+ community**, which continued in FY 2023-24. ETH acknowledges the importance of developing targeted strategies to address the unique needs of the TGNC+ community specifically, in addition to addressing the needs of the broader LGBTQ+ community.

HSH's Planning & Strategy team is leading this work at HSH with support from the HSH Equity Office. The initiative includes both programmatic investments and capacity-building and training for providers. In FY 2023-24, the following progress was made:

- **Scattered-site PSH:** The Flexible Housing Subsidy Pool program for the TGNC+ community includes 112 vouchers that will be administered by TGIJP and Community Forward SF. These subsidies are currently available to single adults and young adults. Referrals began in May 2024, with four referrals made in FY 2023-24.
- **Site-based PSH:** In FY 2023-24, HSH acquired a 42-unit building that will provide supportive housing for TGNC+ youth ages 18-29 and completed the procurement process for support services and property management providers. On-site supportive services will include case management, education and employment services, housing retention support, income support, behavioral health services, and gender affirming care services. HSH anticipates that move-ins will start in early 2025.
- **Urgent accommodation vouchers:** HSH allocated \$500,000 to urgent accommodation vouchers for the TGNC+ community to support temporary hotel stays for unsheltered individuals or individuals in shelter whose safety is at risk until a more permanent resolution is reached. The program launched in May 2024, and the vouchers will be used for TGNC+ folks who are unsheltered or who are sheltered in congregate shelter recovering from gender-affirming surgery. In FY 2023-24, this program served a total of 12 guests. HSH anticipates continued funding for this program in FY 2024-25.
- **Affirming Trans Access to Housing (ATAH) training symposiums:** In response to community and provider feedback on the need to build cultural humility for the TGNC+ population, in November 2023, HSH and the Office of Transgender Initiatives (OTI) began conducting the Affirming Trans Access to Housing (ATAH) training symposiums. These trainings were designed to build provider capacity by enhancing awareness and cultural humility when providing services and programs to



the TGNC+ community. The symposiums were mandatory for HSH providers. HSH and OTI also held three optional ATAH sessions for HSH staff to build internal capacity around addressing the needs of the TGNC+ community. As of July 2024, over 650 housing service providers (including HSH staff) and more than 56 community-based organizations attended the trainings. A digital module with curated content from these training symposiums was made accessible to CBO partners and CCSF employees at the end of the fiscal year.

In addition to these investments, HSH has awarded funds to several ETH providers to spend on financial management reporting and procedures, program reporting and data collection, evaluation methods, change management, facility updates, and case management services. Finally, HSH is partnering with Facente Consulting to conduct community engagement sessions with providers to better understand how to grow trans awareness, build TGNC+ equity, and stop gender-based violence.

### Incomplete Data

HSH has complete SOGI data for **89% of clients** in FY 2023-24. 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 has stayed consistent from FY 2020-21 to FY 2023-24.

[HSH’s data quality standards](#) set a goal of less than 3% for incomplete data for gender identity but does not currently have a data quality standard goal associated with the percentage of incomplete data for sexual orientation. For gender identity, programs differ on whether they have met HSH’s goal of having less than 3% of incomplete data. In general, outreach and shelter and crisis interventions tend to have non-collection rates that do not meet HSH’s data quality standards, though rates slightly improved in FY 2023-24.<sup>4</sup>

*Table 1: Total Incomplete Data for Gender Identity: Program Years Not Meeting Data Quality Standard Goals*

| Year and Program                                    | Incomplete Gender Identity Data - Total |
|---|---|
| <b>FY 2020-21: Homelessness prevention</b>          | 4.3%                                    |
| <b>FY 2020-21: Outreach</b>                         | 4.7%                                    |
| <b>FY 2020-21: Shelter and crisis interventions</b> | 6.5%                                    |
| <b>FY 2021-22: Outreach</b>                         | 3.9%                                    |
| <b>FY 2021-22: Shelter and crisis interventions</b> | 5.1%                                    |
| <b>FY 2022-23: Outreach</b>                         | 3.8%                                    |
| <b>FY 2022-23: Shelter and crisis interventions</b> | 5.3%                                    |
| <b>FY 2023-24: Outreach</b>                         | 3.7%                                    |
| <b>FY 2023-24: Shelter and crisis interventions</b> | 5.0%                                    |

There are two main reasons for incomplete data.

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

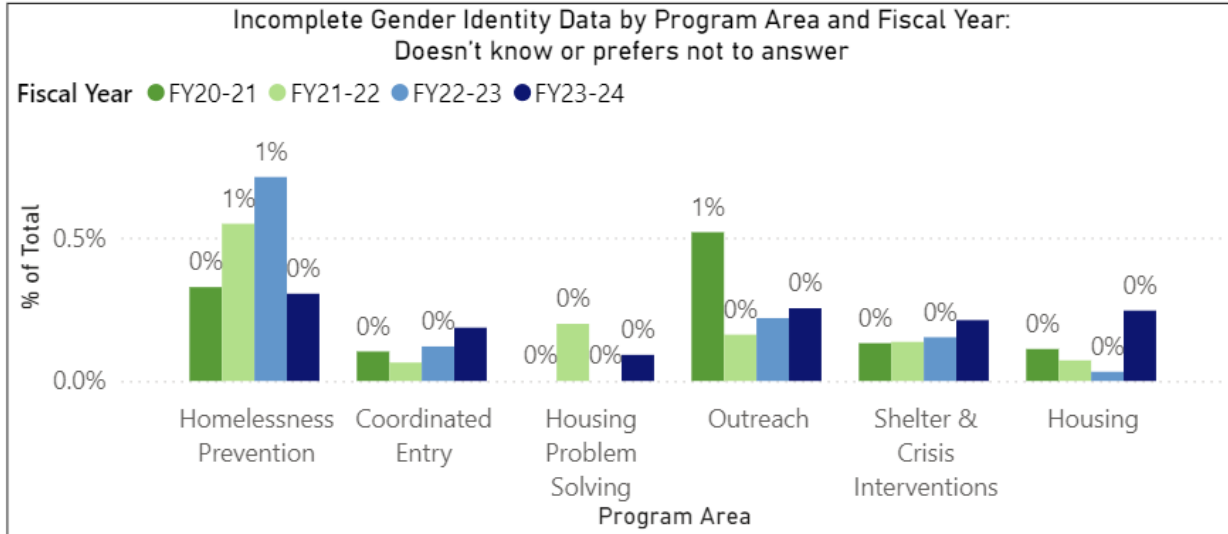
Clients who decline to provide information or do not know the response account for a relatively small percentage of the incomplete data.

<sup>4</sup> Rates reported here may be different than rates reported in previous reports because clients may update how they identify in the ONE system.



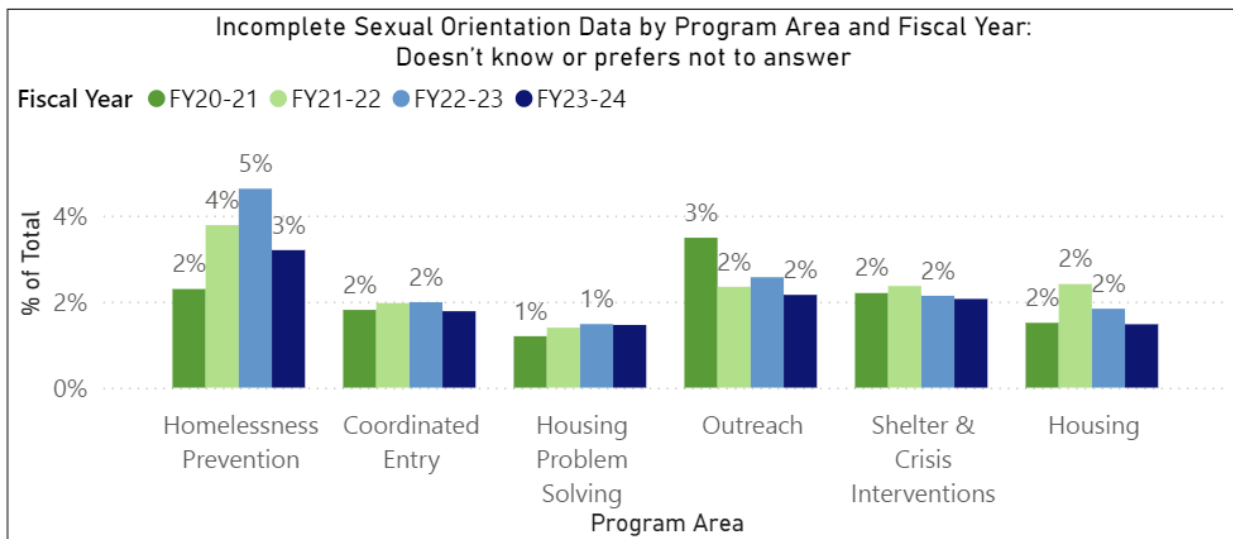
**Gender Identity**

Responses where the client did not know or preferred not to answer are almost nonexistent. Though rates for some programs were higher in previous years, these clients accounted for .03% or less of responses in FY 2023-24.



**Sexual Orientation**

About 2% of clients did not know or preferred not to provide this information across all programs and years with a few exceptions: a higher percentage did not know or preferred not to answer for outreach in FY 2020-21 and FY 2022-23 and for homelessness prevention in FY 2021-22, FY 2022-23, and FY 2023-24.



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 no matter how it is asked.



**Reason #2: Data Not Collected**

There is more room for analysis and departmental improvements in the “Data Not Collected” category.

**Gender Identity**

In general, housing problem solving, homelessness prevention (with the exception of one year), Coordinated Entry, and housing have rates of non-collection of gender identity information between 0% and 3%. The other two interventions tend to have higher non-collection rates. For these interventions, the rate of incomplete data was largely due to data not collected, though this percentage decreased in FY 2023-24.

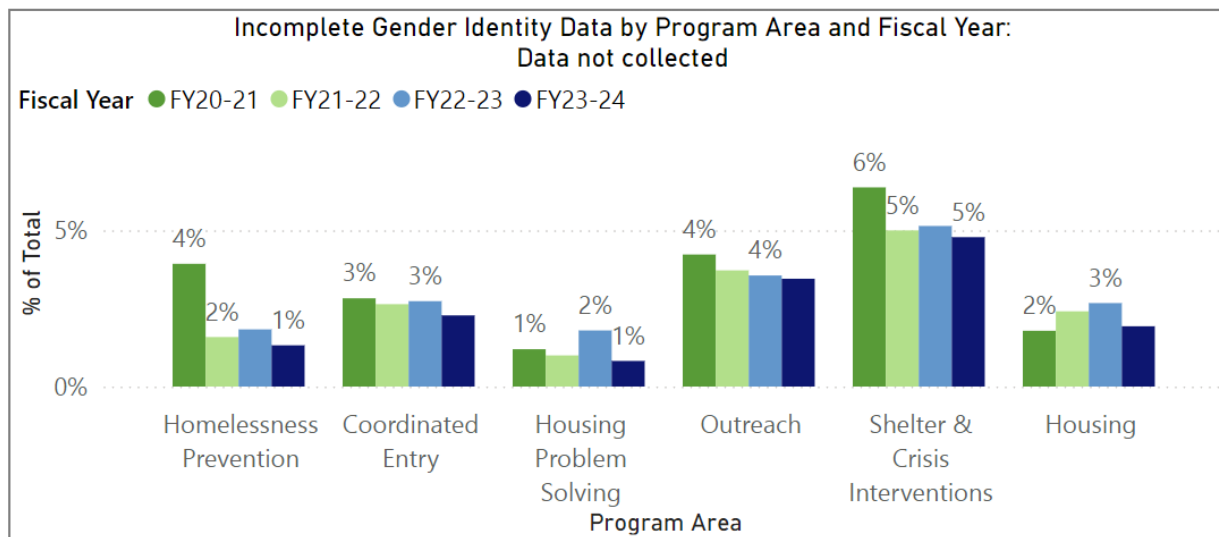


Table 2: Incomplete Data for Gender Identity: Breakouts for Program Years Not Meeting Data Quality Standard Goals

| Year and Program                             | Incomplete Gender Identity Data - Total | Incomplete Gender Identity Data – Data Not Collected |
|--|---|--|
| FY 2020-21: Homelessness prevention          | 4.3%                                    | 3.9%   |
| FY 2020-21: Outreach                         | 4.7%                                    | 4.2%   |
| FY 2020-21: Shelter and crisis interventions | 6.5%                                    | 6.4%   |
| FY 2021-22: Outreach                         | 3.9%                                    | 3.7%   |
| FY 2021-22: Shelter and crisis interventions | 5.1%                                    | 5.0%   |
| FY 2022-23: Outreach                         | 3.8%                                    | 3.6%   |
| FY 2022-23: Shelter and crisis interventions | 5.3%                                    | 5.1%   |
| FY 2023-24: Outreach                         | 3.7%                                    | 3.5%   |
| FY 2023-24: Shelter and crisis interventions | 5.0%                                    | 4.8%   |

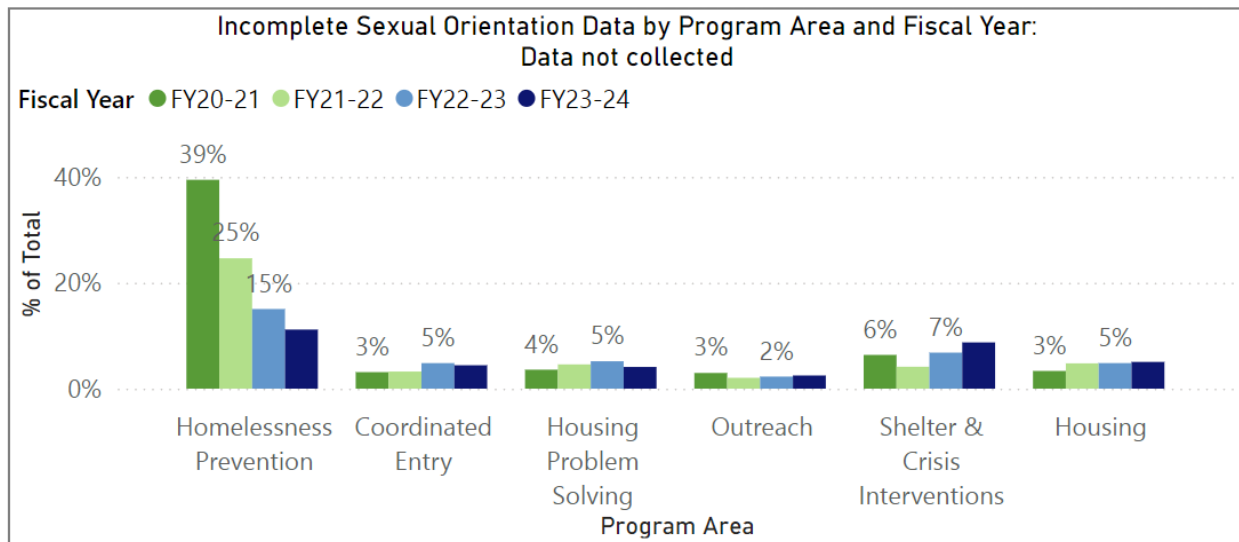
**Sexual Orientation**

From FY 2022-23 to FY 2023-24, the percentage of data not collected for the sexual orientation question stayed flat or decreased across every program area except shelter and crisis interventions. (The percentage of data not collected increased for housing, but the overall percentage of incomplete data decreased slightly by 0.2 percentage points.)





For shelter and crisis interventions, the percentage of sexual orientation data not collected jumped from 6% to 9%. This increase in shelter and crisis services could be attributed to County Adult Assistance Program (CAAP) client referral pathways that started in FY 2022-23 and Adult Shelter Reservation Waitlist client referral pathways that relaunched in FY 2023-24 through a partnership with 311. Throughout FY 2023-24, HSH continued to increase the shelter set-aside beds to 311 and CAAP. Both CAAP and 311 create client profiles in the Shelter COVID Placement Tool upon referral and sometimes do not collect all demographic information. HSH will work throughout FY 2024-25 to decrease the percentage of shelter clients with incomplete data.



## NEXT STEPS

As HSH expands the homelessness response system under the *Home by the Bay* plan, HSH will continue to center efforts like the Ending Trans Homelessness initiative as a key part of this work. Led by HSH’s Equity Office and Planning & Strategy team, we will also work with HSH programs teams to develop targeted strategies to reduce the observed system inequities, work towards the strategic plan’s goal of reducing inequities in the experience of homelessness and program outcomes, and incorporate intersectionality in our data reporting to understand disparities among the LGBTQ+ community by race and ethnicity. We hope to include information and progress on these activities in future reports.

As the Department continues to consolidate our data systems and has 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 2023-24. While HSH has seen progress in both data methods and the number of LGBTQ+ clients utilizing HSH-funded direct services, **there is 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.



# FY 2023-24 Report on the Collection of Sexual Orientation & Gender Identity Data: Appendices

This document contains supplemental information for HSH’s FY 2023-24 Sexual Orientation and Gender Identity SOGI Report.

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## APPENDIX A: COLLECTING AND STORING SOGI DATA

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

### FY 2023-24 Data Collection

Table 3 includes the two SOGI questions HSH asked in FY 2023-24 and the corresponding response options in the ONE System. Options for the gender identity question comply with [FY 2024 HMIS Data Standards defined by HUD](#).

*Table 3: HSH FY 2023-24 Sexual Orientation and Gender Identity Questions and Response Options*

|   |   |
|---|---|
| What is your current gender identity? (Select all that apply) | How do you describe your sexual orientation or sexual identity? |
|---|---|



|   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Man (boy, if child)</li> <li>• Woman (girl, if child)</li> <li>• Culturally specific identity (e.g., two-spirit)</li> <li>• Transgender</li> <li>• Non-binary</li> <li>• Questioning</li> <li>• Different identity</li> <li>• Client doesn't know</li> <li>• Client prefers not to answer</li> <li>• Data not collected</li> </ul> | <ul style="list-style-type: none"> <li>• Straight / Heterosexual</li> <li>• Gay / Lesbian / Same-Gender Loving</li> <li>• Bisexual</li> <li>• Questioning / Unsure</li> <li>• Not Listed</li> <li>• Declined to Answer</li> <li>• Not Asked</li> <li>• Incomplete / Missing Data</li> </ul> |
|---|---|

[Learn more about HSH's reporting standards for gender identity.](#)

### Local Standards

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

### Data Storage

In 2017, HSH launched the Online Navigation and Entry (ONE) System as the client-level system of record for the San Francisco homelessness response system. The ONE System is now the primary source of client records and information on HSH program enrollments and client demographic information, including compliant SOGI data elements. **The vast majority of the demographic data in this year's report is from the ONE System.** This shift to one centralized database has resulted in major improvements to the comprehensiveness and quality of data. Additionally, this streamlined approach allows HSH to track and monitor progress serving LGBTQ+ clients through consistent, automated reports.

A small proportion of this year's data was sourced from the **SF COVID Placement Tool** and the **SF ERAP Database**. The SF COVID Placement Tool is a database developed by RTZ Systems that is used to manage data for certain temporary shelter and crisis intervention sites.<sup>5</sup> The SF ERAP database is a database managed by Bay Area Community Services to track prevention data across multiple Bay Area communities. Most clients served by HSH in these databases also have ONE System profiles, which were used for reporting SOGI data. In cases where ONE System data for a client was incomplete, available data was used from the SF COVID Placement Tool, which also collects compliant SOGI fields. Clients in the SF ERAP database who could not be matched to ONE System profiles were not included in this report.

## APPENDIX B: METHODOLOGY

### Analyzing All Heads of Households and Adults

<sup>5</sup> HSH is no longer using the SF COVID Placement Tool for active shelter and crisis intervention stays. However, data from this tool are still used for historical reporting purposes.



Last year, HSH’s SOGI report shifted from analyzing SOGI data for heads of households to analyzing data for heads of households (including minor heads of households) **and** all other adults aged 18 or older served (defined together as “clients” in this report). We use the age at the beginning of the fiscal year to determine whether an individual is an adult – for example, someone who was not a head of household and was 17 years old at the beginning of the fiscal year would not be included.

This approach provides a more comprehensive look at the clients HSH serves and aligns with upcoming changes to federal data collection standards. We have not included gender identity and sexual orientation information for minors who are not heads of household since SOGI data elements are often left incomplete for these household members.

### Years Included

To support analyzing trends over time, this report includes data from FY 2020-21, FY 2021-22, FY 2022-23, and FY 2023-24. Data in this timeframe is sourced almost entirely from HSH’s ONE System, allowing for direct comparability year-to-year and the ability to deduplicate unique clients served across programs.

Data from years preceding FY 2020-21 spanned multiple databases and cannot be produced comparably. Future SOGI reports will monitor trends from FY 2020-21 and forward. Due to methodology changes and updates to client information, data from FY 2020-21, FY 2021-22, and FY 2022-23 included in this report may differ slightly from the data presented in our FY 2020-21, FY 2021-22, and FY 2022-23 SOGI reports.

### LGBTQ+ Calculation

“LGBTQ+” is calculated as anyone who selected any of the following responses from the gender identity and sexual orientation questions, as listed in Table 4:

Table 4: LGBTQ+ Response Options

| Sexual Orientation Responses   | Gender Identity Responses  |
|--|--|
| <ul style="list-style-type: none"> <li>• Gay / Lesbian / Same-Gender Loving</li> <li>• Bisexual</li> <li>• Questioning / Unsure</li> <li>• Not Listed</li> </ul> | <p>Any combination of the following options other than exclusively “Man (boy, if child)” or exclusively “Woman (girl, if child)”:</p> <ul style="list-style-type: none"> <li>• Man (boy, if child)</li> <li>• Woman (girl, if child)</li> <li>• Culturally specific identity (e.g., two-spirit)</li> <li>• Transgender</li> <li>• Non-binary</li> <li>• Questioning</li> <li>• Different identity</li> </ul> |

### Other Data and Methodology Notes

- Data collected in the ONE system may include a small number of programs that are not funded by HSH or do not accept referrals through Coordinated Entry. HSH is not able to categorically exclude these programs, and it may have a small impact on data presented in this report.
- The incomplete data percentages shown in the dashboards reflect incomplete data across all four years.



Program-specific methodology and data notes are detailed below:

- **Homelessness prevention:** The data includes households active in HSH prevention programs in the ONE System or the SF ERAP database at any point in the fiscal year. The SF ERAP database is a database managed by Bay Area Community Services to track prevention data across multiple Bay Area communities. For the purposes of this report, prevention programs include some households enrolled in prevention-focused programs outside the Department’s conventional prevention program offerings, including a small number of the households enrolled in the Emergency Housing Voucher program.
- **Coordinated Entry:** This data reflects all heads of households (adults, young adults, and families) and other adults who were enrolled in Coordinated Entry at any point in the fiscal year.
- **Housing problem solving:** These data reflect clients who achieved a housing problem solving resolution—a safe, indoor solution to their housing crisis outside of the homelessness response system.
  - The Homeward Bound program was a relatively small standalone relocation assistance program that was absorbed into general housing problem solving in June 2022. Clients served by relocation assistance since FY 2022-23 are included in the housing problem solving numbers. Homeward Bound data before that point is not included; HSH served approximately 160 households in FY 2020-21 and approximately 280 households in FY 2021-22 through the Homeward Bound program.
- **Outreach:** In FY 2020-21, SFHOT’s data collection was impacted by the team’s shift to an emergency protocol during COVID-19. This protocol prioritized maximizing engagements to support as many clients as possible during the pandemic response with health and safety measures and deprioritized typical protocol for outreach program engagement and full data collection. While SFHOT continued to ensure unhoused clients were captured in the ONE System, the emergency protocol led to fewer households being enrolled in Street Outreach programs, so fewer households were captured in the Street Outreach program’s totals for FY 2020-21 than would have happened under usual procedures. Additionally, some data collected during the SFHOT team’s work with the Street Wellness Response Teams (which started in FY 2021-22) is included.
- **Shelter and crisis interventions:** The shelter category includes the Shelter-in-Place (SIP) Hotel data. SIP hotel data and some additional shelter data came from the SF COVID Placement Tool, a database developed by RTZ Systems and used to manage data for certain temporary shelter sites. SOGI data recorded in the SF COVID Placement Tool was used when available for clients that did not have complete ONE system data available.
- **Housing:** To best capture the population being actively served by HSH’s housing process, the housing data includes new placements to housing only. Placements are counted by new enrollments. These data include placements to all kinds of HSH housing (i.e., permanent supportive housing as well as rapid re-housing). It excludes placements that are transfers from other forms of housing, like placements to housing ladder. HSH’s entire portfolio of housing has over 13,000 units.

## APPENDIX C: SUPPLEMENTAL INFORMATION AND DATA

### Standard HSH Contract Clause Requiring SOGI Data Collection

**Duty to Collect and Record Client Sexual Orientation and Gender Identity Data.** Contractor shall comply with San Francisco Administrative Code Chapter 104 by seeking to collect and record information about clients’ sexual orientation and gender identity and reporting such data to the



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



### Data Tables – Number and Percent of LGBTQ+ Clients by Core Component

Table 5: Number and Percent of LGBTQ+ Clients by Program Area – FY 2020-21

| Program Area                         | Total         | LGBTQ+       | Non-LGBTQ+   | Incomplete or Missing Data | % LGBTQ+ - Complete Data | % LGBTQ+ - All Data | % Incomplete Data |
|--------------------------------------|---------------|--------------|--------------|----------------------------|--------------------------|---------------------|-------------------|
| Homelessness Prevention              | 611           | 37           | 316          | 258                        | 10.5%                    | 6.1%                | 42%               |
| Coordinated Entry                    | 8,746         | 1,267        | 6,881        | 598                        | 15.5%                    | 14.5%               | 7%                |
| Housing Problem Solving              | 251           | 42           | 196          | 13                         | 17.6%                    | 16.7%               | 5%                |
| Outreach                             | 1,349         | 159          | 1,062        | 128                        | 13.0%                    | 11.8%               | 9%                |
| Shelter & Crisis Interventions       | 6,825         | 878          | 5,141        | 806                        | 14.6%                    | 12.9%               | 12%               |
| Housing                              | 1,793         | 242          | 1,445        | 106                        | 14.3%                    | 13.5%               | 6%                |
| Housing Ladder                       | 48            | 7            | 26           | 15                         | 21.2%                    | 14.6%               | 31%               |
| <b>Total Served (Unique Clients)</b> | <b>11,859</b> | <b>1,557</b> | <b>8,903</b> | <b>1,399</b>               | <b>14.9%</b>             | <b>13.1%</b>        | <b>12%</b>        |

Table 6: Number and Percent of LGBTQ+ Clients by Program Area – FY 2021-22

| Program Area                   | Total  | LGBTQ+ | Non-LGBTQ+ | Incomplete or Missing Data | % LGBTQ+ - Complete Data | % LGBTQ+ - All Data | % Incomplete Data |
|--------------------------------|--------|--------|------------|----------------------------|--------------------------|---------------------|-------------------|
| Homelessness Prevention        | 1,641  | 134    | 1,036      | 471                        | 11.5%                    | 8.2%                | 29%               |
| Coordinated Entry              | 10,885 | 1,490  | 8,636      | 759                        | 14.7%                    | 13.7%               | 7%                |
| Housing Problem Solving        | 502    | 86     | 385        | 31                         | 18.3%                    | 17.1%               | 6%                |
| Outreach                       | 3,712  | 441    | 3,000      | 271                        | 12.8%                    | 11.9%               | 7%                |
| Shelter & Crisis Interventions | 7,324  | 977    | 5,659      | 688                        | 14.7%                    | 13.3%               | 9%                |
| Housing                        | 2,783  | 314    | 2,224      | 245                        | 12.4%                    | 11.3%               | 9%                |
| Housing Ladder                 | 172    | 8      | 128        | 36                         | 5.9%                     | 4.7%                | 21%               |



|                                      |               |              |               |              |              |              |            |
|--------------------------------------|---------------|--------------|---------------|--------------|--------------|--------------|------------|
| <b>Total Served (Unique Clients)</b> | <b>15,541</b> | <b>1,956</b> | <b>11,890</b> | <b>1,695</b> | <b>14.1%</b> | <b>12.6%</b> | <b>11%</b> |
|--------------------------------------|---------------|--------------|---------------|--------------|--------------|--------------|------------|

Table 7: Number and Percent of LGBTQ+ Clients by Program Area – FY 2022-23

| Program Area                         | Total         | LGBTQ+       | Non-LGBTQ+    | Incomplete or Missing Data | % LGBTQ+ - Complete Data | % LGBTQ+ - All Data | % Incomplete Data |
|--------------------------------------|---------------|--------------|---------------|----------------------------|--------------------------|---------------------|-------------------|
| Homelessness Prevention              | 1,968         | 190          | 1,379         | 399                        | 12.1%                    | 9.7%                | 20%               |
| Coordinated Entry                    | 13,287        | 1,811        | 10,335        | 1,141                      | 14.9%                    | 13.6%               | 9%                |
| Housing Problem Solving              | 947           | 112          | 756           | 79                         | 12.9%                    | 11.8%               | 8%                |
| Outreach                             | 4,558         | 570          | 3,645         | 343                        | 13.5%                    | 12.5%               | 8%                |
| Shelter & Crisis Interventions       | 8,523         | 1,165        | 6,353         | 1,005                      | 15.5%                    | 13.7%               | 12%               |
| Housing                              | 3,107         | 428          | 2,423         | 256                        | 15.0%                    | 13.8%               | 8%                |
| Housing Ladder                       | 134           | 14           | 104           | 16                         | 11.9%                    | 10.4%               | 12%               |
| <b>Total Served (Unique Clients)</b> | <b>18,731</b> | <b>2,380</b> | <b>14,158</b> | <b>2,193</b>               | <b>14.4%</b>             | <b>12.7%</b>        | <b>12%</b>        |

Table 8: Number and Percent of LGBTQ+ Clients by Program Area – FY 2023-24

| Program Area            | Total  | LGBTQ+ | Non-LGBTQ+ | Incomplete or Missing Data | % LGBTQ+ - Complete Data | % LGBTQ+ - All Data | % Incomplete Data |
|-------------------------|--------|--------|------------|----------------------------|--------------------------|---------------------|-------------------|
| Homelessness Prevention | 1,971  | 218    | 1,465      | 288                        | 13.0%                    | 11.1%               | 15%               |
| Coordinated Entry       | 15,591 | 2,069  | 12,342     | 1,180                      | 14.4%                    | 13.3%               | 8%                |





|                                      |               |              |               |              |              |              |            |
|--------------------------------------|---------------|--------------|---------------|--------------|--------------|--------------|------------|
| Housing Problem Solving              | 1,098         | 157          | 880           | 61           | 15.1%        | 14.3%        | 6%         |
| Outreach                             | 3,942         | 590          | 3,072         | 280          | 16.1%        | 15.0%        | 7%         |
| Shelter & Crisis Interventions       | 9,893         | 1,328        | 7,249         | 1,316        | 15.5%        | 13.4%        | 13%        |
| Housing                              | 2,851         | 422          | 2,203         | 226          | 16.1%        | 14.8%        | 8%         |
| Housing Ladder                       | 174           | 17           | 141           | 16           | 10.8%        | 9.8%         | 9%         |
| <b>Total Served (Unique Clients)</b> | <b>21,459</b> | <b>2,666</b> | <b>16,390</b> | <b>2,403</b> | <b>14.0%</b> | <b>12.4%</b> | <b>11%</b> |

Table 9: Sexual Orientation Data by Program Area – FY 2020-21

| Program Area                         | Straight     | Gay or lesbian | Bisexual   | Questioning or unsure | Other      | Prefers not to answer | Data not collected | Total Served  |
|--------------------------------------|--------------|----------------|------------|-----------------------|------------|-----------------------|--------------------|---------------|
| Homelessness Prevention              | 319          | 18             | 15         | 2                     | 2          | 14                    | 241                | 611           |
| Coordinated Entry                    | 7,146        | 583            | 467        | 46                    | 73         | 158                   | 273                | 8,746         |
| Housing Problem Solving              | 201          | 20             | 14         | 1                     | 3          | 3                     | 9                  | 251           |
| Outreach                             | 1,118        | 63             | 61         | 8                     | 12         | 47                    | 40                 | 1,349         |
| Shelter & Crisis Interventions       | 5,421        | 399            | 321        | 34                    | 65         | 150                   | 435                | 6,825         |
| Housing                              | 1,477        | 112            | 92         | 9                     | 16         | 27                    | 60                 | 1,793         |
| Housing Ladder                       | 26           | 6              | 1          | 0                     | 0          | 3                     | 12                 | 48            |
| <b>Total Served (Unique Clients)</b> | <b>9,257</b> | <b>709</b>     | <b>567</b> | <b>57</b>             | <b>111</b> | <b>251</b>            | <b>907</b>         | <b>11,859</b> |



Table 10: Sexual Orientation Data by Program Area – FY 2021-22

| Program Area                         | Straight      | Gay or lesbian | Bisexual   | Questioning or unsure | Other      | Prefers not to answer | Data not collected | Total Served  |
|--------------------------------------|---------------|----------------|------------|-----------------------|------------|-----------------------|--------------------|---------------|
| Homelessness Prevention              | 1,043         | 69             | 41         | 3                     | 19         | 62                    | 404                | 1,641         |
| Coordinated Entry                    | 8,942         | 642            | 583        | 52                    | 100        | 214                   | 352                | 10,885        |
| Housing Problem Solving              | 397           | 45             | 26         | 2                     | 2          | 7                     | 23                 | 502           |
| Outreach                             | 3,139         | 167            | 198        | 20                    | 25         | 87                    | 76                 | 3,712         |
| Shelter & Crisis Interventions       | 5,955         | 419            | 372        | 39                    | 63         | 173                   | 303                | 7,324         |
| Housing                              | 2,288         | 144            | 120        | 6                     | 25         | 67                    | 133                | 2,783         |
| Housing Ladder                       | 128           | 3              | 3          | 0                     | 1          | 6                     | 31                 | 172           |
| <b>Total Served (Unique Clients)</b> | <b>12,282</b> | <b>838</b>     | <b>747</b> | <b>73</b>             | <b>153</b> | <b>366</b>            | <b>1,082</b>       | <b>15,541</b> |

Table 11: Sexual Orientation Data by Program Area – FY 2022-23

| Program Area                   | Straight | Gay or lesbian | Bisexual | Questioning or unsure | Other | Prefers not to answer | Data not collected | Total Served |
|--------------------------------|----------|----------------|----------|-----------------------|-------|-----------------------|--------------------|--------------|
| Homelessness Prevention        | 1,397    | 98             | 68       | 5                     | 13    | 91                    | 296                | 1,968        |
| Coordinated Entry              | 10,710   | 780            | 670      | 71                    | 151   | 264                   | 641                | 13,287       |
| Housing Problem Solving        | 776      | 68             | 31       | 2                     | 7     | 14                    | 49                 | 947          |
| Outreach                       | 3,803    | 228            | 238      | 20                    | 48    | 117                   | 104                | 4,558        |
| Shelter & Crisis Interventions | 6,707    | 485            | 424      | 46                    | 99    | 182                   | 580                | 8,523        |
| Housing                        | 2,500    | 187            | 167      | 16                    | 30    | 57                    | 150                | 3,107        |
| Housing Ladder                 | 105      | 3              | 6        | 1                     | 2     | 0                     | 17                 | 134          |



|                                      |               |              |            |           |            |            |              |               |
|--------------------------------------|---------------|--------------|------------|-----------|------------|------------|--------------|---------------|
| <b>Total Served (Unique Clients)</b> | <b>14,644</b> | <b>1,018</b> | <b>883</b> | <b>96</b> | <b>203</b> | <b>445</b> | <b>1,442</b> | <b>18,731</b> |
|--------------------------------------|---------------|--------------|------------|-----------|------------|------------|--------------|---------------|

Table 12: Sexual Orientation Data by Program Area – FY 2023-24

| Program Area                         | Straight      | Gay or lesbian | Bisexual   | Questioning or unsure | Other      | Prefers not to answer | Data not collected | Total Served  |
|--------------------------------------|---------------|----------------|------------|-----------------------|------------|-----------------------|--------------------|---------------|
| Homelessness Prevention              | 1,477         | 108            | 77         | 9                     | 17         | 63                    | 220                | 1,971         |
| Coordinated Entry                    | 12,719        | 922            | 739        | 75                    | 170        | 277                   | 689                | 15,591        |
| Housing Problem Solving              | 892           | 73             | 53         | 10                    | 9          | 16                    | 45                 | 1,098         |
| Outreach                             | 3,214         | 237            | 237        | 23                    | 48         | 85                    | 98                 | 3,942         |
| Shelter & Crisis Interventions       | 7,617         | 526            | 497        | 59                    | 126        | 204                   | 864                | 9,893         |
| Housing                              | 2,274         | 183            | 150        | 11                    | 47         | 42                    | 144                | 2,851         |
| Housing Ladder                       | 142           | 4              | 11         | 0                     | 0          | 6                     | 11                 | 174           |
| <b>Total Served (Unique Clients)</b> | <b>16,882</b> | <b>1,156</b>   | <b>965</b> | <b>100</b>            | <b>231</b> | <b>443</b>            | <b>1,682</b>       | <b>21,459</b> |

Table 13: Gender Identity Data by Program Area – FY 2020-21

| Program Area            | Man   | Woman | Transgender | Non-binary | Questioning | Doesn't know or prefers not to answer | Data not collected | Total Served |
|-------------------------|-------|-------|-------------|------------|-------------|---------------------------------------|--------------------|--------------|
| Homelessness Prevention | 222   | 357   | 3           | 3          | 0           | 2                                     | 24                 | 611          |
| Coordinated Entry       | 5,135 | 3,093 | 170         | 90         | 2           | 9                                     | 247                | 8,746        |
| Housing Problem Solving | 138   | 102   | 6           | 2          | 0           | 0                                     | 3                  | 251          |
| Outreach                | 837   | 399   | 31          | 16         | 2           | 7                                     | 57                 | 1,349        |



|                                      |              |              |            |            |          |           |            |               |
|--------------------------------------|--------------|--------------|------------|------------|----------|-----------|------------|---------------|
| Shelter & Crisis Interventions       | 4,062        | 2,133        | 120        | 63         | 3        | 9         | 435        | 6,825         |
| Housing                              | 905          | 809          | 34         | 10         | 1        | 2         | 32         | 1,793         |
| Housing Ladder                       | 39           | 9            | 0          | 0          | 0        | 0         | 0          | 48            |
| <b>Total Served (Unique Clients)</b> | <b>6,840</b> | <b>4,175</b> | <b>207</b> | <b>112</b> | <b>3</b> | <b>17</b> | <b>505</b> | <b>11,859</b> |

Table 14: Sexual Orientation Data by Program Area – FY 2021-22

| Program Area                         | Man          | Woman        | Transgender | Non-binary | Questioning | Doesn't know or prefers not to answer | Data not collected | Total Served  |
|--------------------------------------|--------------|--------------|-------------|------------|-------------|---------------------------------------|--------------------|---------------|
| Homelessness Prevention              | 652          | 936          | 9           | 9          | 0           | 9                                     | 26                 | 1,641         |
| Coordinated Entry                    | 6,376        | 3,894        | 191         | 126        | 4           | 7                                     | 287                | 10,885        |
| Housing Problem Solving              | 238          | 233          | 15          | 8          | 2           | 1                                     | 5                  | 502           |
| Outreach                             | 2,432        | 1,049        | 46          | 39         | 2           | 6                                     | 138                | 3,712         |
| Shelter & Crisis Interventions       | 4,398        | 2,321        | 142         | 83         | 4           | 10                                    | 366                | 7,324         |
| Housing                              | 1,584        | 1,059        | 39          | 32         | 0           | 2                                     | 67                 | 2,783         |
| Housing Ladder                       | 72           | 98           | 2           | 0          | 0           | 0                                     | 0                  | 172           |
| <b>Total Served (Unique Clients)</b> | <b>8,893</b> | <b>5,739</b> | <b>250</b>  | <b>166</b> | <b>5</b>    | <b>21</b>                             | <b>467</b>         | <b>15,541</b> |



Table 15: Sexual Orientation Data by Program Area – FY 2022-23

| Program Area                         | Man           | Woman        | Transgender | Non-binary | Questioning | Doesn't know or prefers not to answer | Data not collected | Total Served  |
|--------------------------------------|---------------|--------------|-------------|------------|-------------|---------------------------------------|--------------------|---------------|
| Homelessness Prevention              | 785           | 1,097        | 17          | 19         | 0           | 14                                    | 36                 | 1,968         |
| Coordinated Entry                    | 7,703         | 4,798        | 240         | 160        | 7           | 16                                    | 363                | 13,287        |
| Housing Problem Solving              | 514           | 390          | 14          | 11         | 1           | 0                                     | 17                 | 947           |
| Outreach                             | 2,941         | 1,329        | 68          | 45         | 3           | 10                                    | 162                | 4,558         |
| Shelter & Crisis Interventions       | 5,138         | 2,620        | 199         | 108        | 7           | 13                                    | 438                | 8,523         |
| Housing                              | 1,681         | 1,247        | 56          | 38         | 1           | 1                                     | 83                 | 3,107         |
| Housing Ladder                       | 56            | 73           | 4           | 0          | 0           | 0                                     | 1                  | 134           |
| <b>Total Served (Unique Clients)</b> | <b>10,646</b> | <b>6,908</b> | <b>318</b>  | <b>223</b> | <b>14</b>   | <b>35</b>                             | <b>587</b>         | <b>18,731</b> |

Table 16: Sexual Orientation Data by Program Area – FY 2023-24

| Program Area                   | Man   | Woman | Transgender | Non-binary | Questioning | Doesn't know or prefers not to answer | Data not collected | Total Served |
|--------------------------------|-------|-------|-------------|------------|-------------|---------------------------------------|--------------------|--------------|
| Homelessness Prevention        | 824   | 1,079 | 20          | 16         | 0           | 6                                     | 26                 | 1,971        |
| Coordinated Entry              | 8,933 | 5,769 | 265         | 230        | 10          | 29                                    | 355                | 15,591       |
| Housing Problem Solving        | 591   | 458   | 16          | 23         | 0           | 1                                     | 9                  | 1,098        |
| Outreach                       | 2,443 | 1,223 | 60          | 65         | 5           | 10                                    | 136                | 3,942        |
| Shelter & Crisis Interventions | 6,104 | 2,940 | 202         | 147        | 6           | 21                                    | 473                | 9,893        |
| Housing                        | 1,519 | 1,173 | 65          | 30         | 2           | 7                                     | 55                 | 2,851        |



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|  |               |              |            |            |           |           |            |               |
|--|---------------|--------------|------------|------------|-----------|-----------|------------|---------------|
| <b>Housing Ladder</b>                    | 75            | 93           | 3          | 2          | 0         | 0         | 1          | 174           |
| <b>Total Served<br/>(Unique Clients)</b> | <b>12,235</b> | <b>7,938</b> | <b>354</b> | <b>275</b> | <b>12</b> | <b>41</b> | <b>604</b> | <b>21,459</b> |

