DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Compliance Plan and Report on the Collection of Sexual Orientation and Gender Identity Data

September 09, 2019

Introduction
In July 2016, the San Francisco Board of Supervisors passed Ordinance 159-16, which amended the City's Administrative Code to require covered City departments and contractors that provide health care and social services to collect and analyze data concerning sexual orientation and gender identity (SOGI) of the clients they serve. The Ordinance identified the Department of Homelessness and Supportive Housing (HSH) as one of the covered departments. This report fulfills the requirements of section 104.8 of the Administrative Code and serves as HSH's 2019 Compliance Plan for the Collection of Sexual Orientation and Gender Identity data.

HSH along with its contractors and grantees are responsible for designing, implementing and evaluating San Francisco's Homeless Response System that offers direct services ranging from homelessness prevention and outreach, to shelter and emergency services, to permanent supportive housing. HSH's 5-Year Strategic Framework outlines specific goals and the strategies implemented to achieve them. The system goals include the development and management of the Coordinated Entry system which, through data and system transformation, prioritizes those most vulnerable, those with the longest experience of homelessness and those with the most barriers to housing for the system's limited resources. The Strategic Framework also sets out bold yet attainable goals for preventing and ending homelessness for adults, families with children, youth and those living unsheltered in our community.

Scope and Standards for Collecting SOGI Data

Revisions to Data Collection Forms
Having SOGI compliant data collection systems across HSH direct services is essential to HSH's ability to understand and better serve the LGBTQ+ homeless population. Since the creation of HSH in 2016, significant strides have been made to update inherited data systems and mandated data collection to provide standardized data across systems and more accurately represent historically underserved populations.

HSH modified its data collection standards to be consistent with policies and procedures issued by the Department of Public Health (DPH) in accordance with section 104.3(c) (2) of the Administrative Code. Additionally, in April 2019 HSH requested and received a partial waiver to the City Administrator for the requirement to collect information on participants' sex assigned at birth. This change is reflected on forms and applications used beginning June 26, 2019. Table 1 provides the two remaining questions and corresponding response options implemented by HSH for collecting SOGI data for all SOGI compliant systems.

TABLE 1: HSH SOGI Questions

<u>Sex and Gender Identity Question</u>

What is your gender? (Check one that best describes your current gender identify)
- Male   Trans Male (FTM or Female to Male)
- Female   Trans Female (MTF or Male to Female)
- Client Refused   Data not collected
- Blank
- Gender Non-Conforming (i.e. not exclusively Male or Female

<u>Sexual Orientation Question</u>

How do you describe your sexual orientation or sexual identify?
- Straight / Heterosexual   Gay/Lesbian/Same-Gender Loving
- Bisexual   Questioning / Unsure
- Not Listed   Declined to Answer
- Not asked   Incomplete / Missing Data
- Blank

Instruction to Staff, Contractors and Grantees
HSH requires all contractors and grantees to collect SOGI data and this is reflected in Appendix A of all contracts. HSH is systematically updating contracts and including the following clause in all updated contracts:

if: 1) grantee will be providing "direct services," which are services intended to assist clients to access health care, temporary shelter, transitional housing, supportive housing, permanent housing, employment, vocational training, public assistance, or counseling; AND 2) the scope of work requires the contractor to collect demographic information about clients. SOGI is triggered when: (1) the grantee will provide "direct services" as defined in the ordinance; (2) the agreement's scope of services requires the contractor/grantee to collect "demographic information" (as defined in the ordinance) about clients; and (3) the City department is on the short list of City departments that are required to include the clause in is applicable agreements (e.g., HSH, DPH, DCYF, etc.).

Updates to Data Storage Systems Towards SOGI Compliance
Since the City's adoption of the Ordinance, HSH has worked diligently to ensure that data collection systems operated by HSH are in, or moving towards full compliance. The table below articulates the status of compliance across data systems. In 2017, HSH launched the Online Entry and Navigation (ONE) System as the client-level system of record for the San Francisco Homelessness Response System (HRS). The ONE system will eventually replace the legacy data systems within the HRS that HSH inherited or created as interim systems until the ONE System is fully deployed. In HSH's report to the Board of Supervisors in April 2019, the department articulated that moving all data to the ONE System was its plan for full SOGI Compliance. Since that time, HSH has advocated for increased resources for ONE System deployment and improved governance while simultaneously updating data collection policies for all existing data systems that HSH maintains to advance SOGI compliance while the ONE System continues to roll out across the HRS.

Additionally, non-compliant data storage systems that HSH currently uses serve clients that have a high overlap with the Coordinated Entry System. This means the majority of clients in CHANGES (the HSA database system currently used to manage the traditional shelter system) and other non-compliant systems have SOGI data captured through a Coordinated Entry assessment before they are directed to a specific program area. As of August 2019, 53% of clients that had checked into CHANGES had also been assessed by Coordinated Entry and are represented in the Homelessness Response System and we would anticipate an increase in that percentage as Coordinated Entry advances. Table 2 provides a list of current HSH program types and corresponding data systems, if they are compliant with SOGI or the plan for compliance.

Table 2: SOGI Compliance in HSH Data Systems

PROGRAM TYPE	DATA SYSTEM	SOGI COMPLIANT	PLAN FOR COMPLIANCE
Access Points	ONE System	Yes	N/A
Problem Solving (Eviction Prevention)	ONE System	Yes	N/A
Street Outreach	ONE System	Yes	N/A
Family Shelters	ONE System	Yes	N/A
Temporary Shelter (Emergency Shelter and Transitional Housing)	ONE System	Yes	N/A
Permanent Supportive Housing (Rent Subsidies and Rapid Rehousing)	ONE System	Yes	As of August 1, 2019 all clients placed in PSH will be assessed through SOGI-compliant Coordinated Entry assessments. HSH expects the FY19-20 SOGI report will include information for all PSH placements.
Problem Solving (Flexible Grants)	ONE System	Yes	Early pilot that necessitates full data integration. Data will be available and analyzed in the FY19-20 SOGI Report.
Problem Solving (Homeward Bound)	ONE system	No	Expected SOGI compliant as of Fall 2019
Adult Shelter (Shelter Reservation System)	CHANGES	No	Work with City partners to redesign or fully integrate with ONE system
Adult Shelter (Navigation Centers)	Navigation Center Database	No	Expected SOGI compliance by Fall 2019
Adult Shelter (Civic Center Navigation Center)	Civic Center Navigation Center Database	No	In progress

Housing Ladder	Excel / ONE System	No	In progress

To date, HSH has moved seven program areas into compliance through the ONE system. HSH has dedicated significant resources to addressing three program areas with datasets managed outside of the ONE system to ensure SOGI compliance by Fall 2019. HSH has dedicated significant resources to addressing the outstanding needs of the Civic Center Navigation Center Database. CHANGES, the data storage system that HSH uses for adult shelter reservations, was inherited by HSH in 2016 and was originally designed to assign shelter bed reservations based off of binary gender assignments. HSH is committed to working with City partners to ensure this system meets the needs of clients and is in compliance with SOGI by either integrating fully over to the ONE system or redesigning the current platform.

Point in Time Count
Every two years the City and County of San Francisco conducts a HUD-mandated census of the homeless population. The Point in Time (PIT) Count is a benchmark that helps measure changes in need at the population and subpopulation level for Continuums of Care (CoC) across the nation. Data collected through the PIT Count helps inform and shape local interventions to most effectively meet the needs of those experiencing homelessness. The PIT Count methodology has improved over the years and now includes a visual assessment of people living unsheltered in San Francisco, a census of all shelter and transitional housing programs and a survey of over 1,000 people experiencing homelessness that includes SOGI data collection.

It is estimated that 12% of San Francisco's population identifies as LGBTQ+, while 27% of PIT survey respondents self-identified to peers through the PIT survey as LGBTQ+. Among survey respondents identifying as LGBTQ+, 55% identified as gay, lesbian, or same-gender loving; 29% as bisexual; 13% as transgender; 3% as genderqueer/gender non-confirming and 5% as questioning. 40% of homeless youth in San Francisco self-identified as LGBTQ+ compared with 27% of the adult population. Respondents who identified as LGBTQ+ were more likely to report having experienced domestic violence (48% compared to 27%). Respondents who identified as LGBTQ+ also reported a higher incidence of HIV or AIDS related illness (14% compared to 4%) and more also more likely to report first experiencing homelessness as a youth or young adult than non-LGBTQ+ survey respondents (58% and 40% respectfully). A full report of the San Francisco 2019 Point in Time Count can be found online.

Table 3: 2019 PIT SOGI Data Collection

A3. What is your gender?

Gender	#	%
Female	372	35.50%
Male	618	58.97%
Genderqueer/Gender Non-Binary	9	0.86%
Trans female	27	2.58%
Trans male	15	1.43%
Not listed: (specify) _____	7	0.67%
TOTAL	**1048**	

A6. Do you consider yourself?*

LGBTQ+	#	% of Responses
Straight/Heterosexual	722	68.50%
Gay/Lesbian/Same gender loving	158	14.99%
Questioning/Unsure	16	1.52%
Declined to answer	38	3.61%
Bisexual	83	7.87%
Not asked	7	0.66%
Total	**1049**	

responses were each considered their own variable

Analysis of FY2018-19 SOGI Direct Service Data

Methodology
The following section presents and analyzes the SOGI data collected for FY2018-19. This period represents the second full year of implementation of the updated SOGI guidelines as required by the Ordinance. This analysis includes all program applicants or clients served between July 1, 2018 and June 30, 2019 for which SOGI compliant data was collected. The direct services included in this analysis are: Coordinated Entry, Problem Solving (Eviction Prevention), Street Outreach, Temporary Shelter (Family Shelters and some Transitional Housing), and Housing (Permanent Supportive Housing and Rapid Rehousing). This report does not provide an analysis for the direct services that were not in full compliance with SOGI during the FY18-19 period. As stated above, HSH expects direct services (with the possible exception of CHANGES) will be SOGI compliant by the end of 2019 and a comprehensive analysis of HSH direct services will be included in the FY19-20 SOGI report.

The data included and analyzed in this report represents all assessments and enrollments made in FY18-19 from SOGI compliant data sources, not all active clients in HSH programs. Data consists of unique clients (not households) made by program area. Note that data collected in the ONE system may include some programs that participate in Coordinated Entry or data sharing but are not funded through HSH or placed by Coordinated Entry. HSH is not able to categorically exclude this data and it may have a small impact on data presented in this report.

For the purposes of this report, "LGBTQ+" is calculated as anyone who selected the following responses from the gender identify question as listed above: Gay/Lesbian/Same-Gender Loving, Trans Female (MTF of Male to Female), Trans Male (FTM or Male to Female), Gender Non-Conforming, Bisexual, Questioning/Unsure, Not Listed or Client Doesn't know.

Table 4: Summary of LGBTQ+ Data for Direct Services in FY2018-19

Program	Data Incomplete / Declined to Answer	Total Clients with Data	Number of LGBTQ+ Clients	Number of Non-LGBTQ+ Clients	Percent of LGBTQ+ Clients
Coordinated Entry	1376	8180	1174	7006	16%
Problem Solving	185	638	47	591	7.37%
Street Outreach	347	993	129	864	12.99%
Temporary Shelter	422	1472	173	1299	11.75%
Permanent Housing	526	1633	142	1491	8.70%
All Clients Assessed / Enrolled in FY18-19	**2350**	**10292**	**1340**	**8952**	**13.02%**

   1. *Coordinated Entry*

Coordinated Entry organizes the Homelessness Response System with a common, population specific assessment, a centralized data system, a "by name" database of clients and a prioritization method. The assessment directs clients to the appropriate resources and allows for data-driven decision making and performance-based accountability. The Coordinated Entry process is organized to serve three subpopulations: Adults, Families with Children and Youth. The Coordinated Entry process is comprised of the following parts: Problem Solving, access, assessment, prioritization and referral. As of May 2019, Coordinated Entry Access Points are now serving all three subpopulations, each with their own designated Access Points.

In FY18-19, Coordinated Entry was the highest utilized HSH direct service by the LGBTQ+ population in the City and County of San Francisco. There were 8,180 Coordinated Entry assessments conducted with 16% or 1,174 clients identifying as LGBTQ+ in FY18-19 as reflected in Table 5 below. HSH is deeply committed to ensuring that the LGBTQ+ population is being adequately represented in and served by Coordinated Entry to ensure access to resources to resolve homelessness are available.

While Coordinated Entry is the highest utilized HSH direct service by the LGBTQ+ population, HSH has more work to do to ensure equitable LGBTQ+ representation in Coordinated Entry and has committed to the following actions and initiatives in FY19-20:
   o HSH invited local LGBTQ+ leaders and experts to learn about Coordinated Entry in September 2019 to understand how to connect those they serve with Access Points and mobile services, and for HSH receive feedback and recommended improvements.
   o In FY18-19 HSH set and ultimately met goals to increase the number of LGBTQ+ and Trans Gender Non-Conforming (TGNC) youth assessed by Coordinated Entry. Due to the success of this initiative, in FY19-20 HSH will take a similar approach with the Adult Coordinated Entry system and launch a Coordinated Entry LGBTQ+ Initiative for Adults with the goal of reaching 27% over the next two years.

HSH analyzes our Coordinated Entry prioritization for equity, including LGBTQ+ status. HSH and partners have observed that TGNC households are significantly more likely to be priority status than cisgender people experiencing homelessness and LGBTQ+ people are prioritized in a representative rate. HSH is pleased that our prioritization method: prioritizing by chronicity of homelessness, barriers to housing, and vulnerability is leading to a significant prioritization of LGBTQ+ people experiencing homelessness being prioritized for Homeless Response System housing assistance.

Youth Coordinated Entry
In April 2019 HSH launched Coordinated Entry for Youth in partnership with six agencies: Larkin Street Youth Services, Huckleberry, LYRIC, The Center, 3rd Street Clinic and Homeless Youth Alliance. There has historically been a high percentage of youth experiencing homelessness in San Francisco who are LGBTQ+. In the 2019 PIT Count, 46% of youth experiencing homelessness self-identified as LGBTQ+, and Coordinated Entry for Youth has been designed specifically to meet the needs of these particularly vulnerable youth. HSH has contracted two LGBTQ+-serving agencies to serve as Access Points for Youth Coordinated Entry and are working in partnership with Access Points, providers and LGBTQ+ community based organizations to increase the visibility of these resources. As Coordinated Entry for Youth was launched in April 2019, HSH looks forward to sharing comprehensive SOGI data in FY19-20 that reflects

the effectiveness of outreach and partnership efforts to provide a greater representation of LGBTQ+ young people within Coordinated Entry.

Table 5: FY18-19 Coordinated Entry SOGI Data

Gender	# of Clients	Percent of Clients	Sexual Orientation	# of Clients	Percent of Clients
Female	3796	39.72%	Straight/Heterosexual	6017	62.97%
Male	5508	57.64%	Gay/Lesbian/Same-Gender Loving	617	6.46%
Trans Female (MTF or Male to Female)	103	1.08%	Bisexual	377	3.95%
Trans Male (FTM or Female to Male)	12	0.13%	Not Listed	76	0.80%
Gender Non-Conforming	47	0.49%	Questioning / Unsure	60	0.63%
Client Refused	3	0.03%	Not Asked	520	5.44%
Data not collected	71	0.74%	Incomplete / Missing Data	23	0.24%
Blank	16	0.17%	Declined to Answer	117	1.22%
			Blank	1749	18.30%
TOTAL	9556	100%	TOTAL	9556	100%

2. *Problem Solving*

Problem Solving provides opportunities to prevent people from entering the Homelessness Response System and to redirect people who can resolve their homelessness without the need for ongoing support. In FY18-19 there were 638 clients served by Problem Solving Eviction Prevention strategy with 7.37% or 47 clients identifying as LGBTQ+. One theory HSH has for the lower percentage of LGBTQ+ clients accessing Eviction Prevention is due to the fact that this strategy has historically been made available and accessed by low-income families that are facing eviction. In general the majority of families identify as cisgender, which speaks to the data in Table 6 that reflects a high majority of program participants in FY18-19 as cisgender/heterosexual. Additional Problem Solving strategies (Flexible Grants and Homeward Bound) will be SOGI compliant in FY19-20 and a full analysis of all Problem Solving strategies and data will be provided in future SOGI reports.

HSH is committed to ensuring that the LGBTQ+ community is aware of and has access to all of the Problem Solving strategies including Eviction Prevention funds. HSH is engaged in the following initiatives to increase LGBTQ+ access and awareness of Problem Solving:

o *Expansion of Problem Solving*
HSH is expanding both its portfolio of Problem Solving strategies and bringing the remaining two Problem Solving strategies into SOGI compliance in FY19-20. With the investment of $5.2 million dollars in the FY19-20 budget allocated to expanding Problem Solving, HSH expects to see an increase in Problem Solving conversations with clients overall as well as an increase in the percentage of the LGBTQ+ population.

- o *Peer-Based Problem Solving for LGBTQ+ Youth*

  Peer-Based Problem Solving is an innovative approach to leveraging the networks of LGBTQ+ youth and communities to help reduce homelessness. Problem Solving Navigators will assist LGBTQ+ youth with exploring options to resolve their homelessness without having to enter the Homelessness Response System. This will be done through a creative approach that consists of safety planning, motivational interviewing, harm reduction, mediation and strengths-based approaches. Problem Solving Navigators are LGBTQ+ youth between the ages of 21-30 who previously experienced homelessness in San Francisco or other communities and seek to support LGBTQ+ youth who are currently experiencing homelessness in San Francisco. Problem Solving Navigators will connect youth to one of the Coordinated Entry for Youth Access Points to participate in the Coordinated Entry process if they cannot support youth with a resolution to their homelessness through Problem Solving.

Table 6: FY18-19 Problem Solving Data

Gender	# of Clients	Percent of Clients	Sexual Orientation	# of Clients	Percent of Clients
Female	469	56.99%	Straight/Heterosexual	305	37.06%
Male	319	38.76%	Gay/Lesbian/Same-Gender Loving	20	2.43%
Trans Female (MTF or Male to Female)	5	0.61%	Bisexual	21	2.55%
Trans Male (FTM or Female to Male)	0	0.0%	Not Listed	0	0.00%
Gender Non-Conforming	1	0.12%	Questioning / Unsure	3	0.36%
Client Refused	1	0.12%	Not Asked	251	30.50%
Data not collected	24	2.92%	Incomplete / Missing Data	10	1.22%
Blank	4	0.49%	Declined to Answer	19	2.31%
			Blank	194	23.57%
TOTAL	**823**	**100%**	**TOTAL**	**823**	**100%**

3. Street Outreach

Street Outreach connects those living outside with the Homelessness Response System. In FY18-19 a total of 993 clients were served through Street Outreach services, 129 or 12.99% clients identified as being LGBTQ+. Best practice of street outreach is to provide services to clients even if they are not in a place to provide personal data or share their story. The application of this best practice in the field speaks to the 35.9% of clients who did not share their sexual orientation and the 5.7% of clients who did not share their gender identity as demonstrated in Table 7 below.

Street Outreach had the second highest representation of LGBTQ+ in FY18-19 and HSH applauds the excellent work and continued commitment of Street Outreach civil servants and providers for their tireless engagement efforts. HSH will continue to invest in Street Outreach training and partnerships to ensure equitable LGBTQ+ representation in FY19-20, including continuing to work with and support the

Homeless Youth Alliance that conducts Street Outreach for youth experiencing homelessness in the Castro, particularly LGTBQ+ youth.

Table 7: FY18-19 Street Outreach Data

Gender	# of Clients	Percent of Clients	Sexual Orientation	# of Clients	Percent of Clients
Female	402	30%	Straight/Heterosexual	728	54.33%
Male	839	62.61%	Gay/Lesbian/Same-Gender Loving	46	3.43%
Trans Female (MTF or Male to Female)	18	1.34%	Bisexual	53	3.96%
Trans Male (FTM or Female to Male)	4	0.30%	Not Listed	12	0.90%
Gender Non-Conforming	9	0.67%	Questioning / Unsure	2	0.15%
Client Refused	0	0.00%	Not Asked	346	26.57%
Data not collected	67	5.00%	Incomplete / Missing Data	12	0.90%
Blank	1	0.07%	Declined to Answer	20	1.06%
			Blank	113	8.43%
TOTAL	**1340**	**100%**	**TOTAL**	**1340**	**100%**

> *4. Temporary Shelter*

Temporary Shelter provides temporary places for people to stay while accessing other services and seeking housing solutions. For the purposes of this report and the data presented in Table 8, Temporary Shelter refers to Emergency Shelters (excluding CHANGES and Navigation Centers) and Transitional Housing. In FY18-19 there were 1,472 clients that accessed Temporary Shelter for families or Transitional Housing for adults. Of the 1,472, 173 or 11.75% of clients identified as LGBTQ+, the third highest LGBTQ+ representation in HSH direct services as represented in Table 8 below. HSH expects to see an increase in both the overall access of Temporary Shelter and in the percentage of those who are LGBTQ+ in the FY19-20 SOGI data when the Navigation Center database, Civic Center Navigation Center Database and possibly CHANGES adult shelter reservation system are included in this analysis. HSH has committed to a number of innovative initiatives over the last year to increase LGBTQ+ access and utilization of Temporary Shelter. Highlights include:

o *SOGI "101" Trainings*
HSH is working with the Office of Transgender Initiatives (OTI) to schedule a series of Sexual Orientation /Gender Identity "101" Trainings for staff that work at HSH-funded Navigation Centers and adult, transitional aged youth (TAY) and family emergency shelters during Fall 2019. These trainings will provide staff at various levels of service delivery within these programs an overview, suggestions and support regarding how to interact with LGBTQ+ individuals in a welcoming way. The first series of trainings will also be used to identify next steps and additional training that will continue the efforts to enhance HSH and its programs' support of this population.

- o *Jazzie's Place*

  HSH will continue to support the operations of Jazzie's Place, an LGBTQ+ and Gender Non-binary focused section within the Adult Emergency Shelter System. Jazzie's Place offers beds in a male section, a female section and a Gender Non-binary section.

- o *Trans-Focused Temporary Shelter Dorm*

  With the addition of new beds within the larger Navigation Center portfolio, HSH will gradually repurpose one of the enclosed dorms for additional placements of self-identified LGBTQ+ and Gender Non-binary unsheltered persons experiencing homelessness.

- o *TAY Navigation Center*

  HSH is working with other City Departments to identify and design a space that can serve as a Transitional Aged Youth (TAY) Navigation Center.

Table 8: FY18-19 Temporary Shelter Data

Gender	# of Clients	Percent of Clients	Sexual Orientation	# of Clients	Percent of Clients
Female	833	43.98%	Straight/Heterosexual	1009	53.27%
Male	964	50.90%	Gay/Lesbian/Same-Gender Loving	74	3.91%
Trans Female (MTF or Male to Female)	10	0.53%	Bisexual	69	3.64%
Trans Male (FTM or Female to Male)	4	0.21%	Not Listed	11	0.58%
Gender Non-Conforming	4	0.21%	Questioning / Unsure	16	0.84%
Client Refused	0	0.00%	Declined to Answer	20	1.06%
Data not collected	15	0.79%	Not Asked	99	5.23%
Blank	64	3.38%	Incomplete / Missing Data	10	0.53%
			Blank	586	30.94%
TOTAL	**1894**	**100%**	**TOTAL**	**1894**	**100%**

5. Permanent Supportive Housing (PSH)

Housing provides permanent solutions to homelessness through subsidies and supportive services. This was a crucial transition year for SOGI compliance for our PSH portfolio. HSH integrated the majority of the adult housing portfolio into the ONE system in FYI8-19 and continues to work towards complete integration of PSH into the ONE system in FY19-20. In FY18-19 a total of 2,159 clients accessed Permanent Supportive Housing, 1,633 with complete data. Of the 2,159, 142 or 8.7% identified as LGBTQ+ as demonstrate in Table 9 below. As of FY19-20 HSH expects that all new PSH placements will be captured in the ONE system and a full data set and analysis will be available in the FY19-20 SOGI report.

Fair Marketing Housing laws dictate that Permanent Supportive Housing (PSH) cannot be restricted to any specific subpopulations, but HSH provides dedicated outreach and marketing to PSH eligible

individuals that identify as LGBTQ+ to ensure their awareness when housing opens in LGBTQ+ welcoming and inclusive PSH. As HSH continues to increase LGBTQ+ representation in the Coordinated Entry system and as LGBTQ+ individual are being appropriately prioritized within this system, we expect to see an increase in LGBTQ+ individuals eligible for PSH, thus increasing the representation of LGBTQ+ individuals accessing PSH in San Francisco. Highlights of current innovative housing initiatives that promote LGBTQ+ access and inclusion in Permanent Supportive Housing include:

- o *Host Homes Programs*
  Funded by the City and piloted by the LGBT Center, Host Homes is a unique emergency housing intervention that pairs 25 LGBTQ+ youth experiencing homelessness with "hosts". Hosts are trained community members who are part of the program that provide a spare room in their house for up to 12 months for the youth participant.

- o *Castro Youth Housing Initiative*
  Larkin Street Youth Services provided 38 units of Transitional Housing for LGBTQ+ youth, six of the thirty-eight of the units are in a single house that is specifically dedicated to Trans youth. This program also offers street outreach and emergency housing vouchers dedicated to youth experiencing homelessness in the Castro.

Table 9: FY18-19 Permanent Supportive Housing Data

Gender	# of Clients	Percent of Clients	Sexual Orientation	# of Clients	Percent of Clients
Female	1008	46.69%	Straight/Heterosexual	1009	46.73%
Male	1065	49.33%	Gay/Lesbian/Same-Gender Loving	75	3.47%
Trans Female (MTF or Male to Female)	9	0.42%	Bisexual	48	2.22%
Trans Male (FTM or Female to Male)	0	0.00%	Not Listed	6	0.28%
Gender Non-Conforming	2	0.09%	Questioning / Unsure	8	0.37%
Client Refused	1	0.05%	Not Asked	140	6.48%
Data not collected	63	2.92%	Incomplete / Missing Data	103	4.77%
Blank	11	0.51%	Declined to Answer	63	2.92%
			Blank	707	32.75%
TOTAL	2159	100%	TOTAL	2159	100%

Discussion of Analysis
HSH served the greatest number of LGBTQ+ clients through its Coordinated Entry System (16%) followed by Street Outreach (12.99%) and Temporary Shelter (11.75%). HSH is grateful for the continued partnership of the Office of Transgender Initiatives (OTI) and community partners who have supported the innovative outreach, education and training opportunities HSH conducted in FY18-19 and we look forward to building upon this early progress FY19-20. While HSH has seen progress since FY17-18 in both data collection standards and representation of the LGBTQ+ population utilizing HSH direct services,

there is much more work to do to ensure equitable representation of these historically underserved communities within the Homelessness Response System.

In addition to the various initiatives briefly touched on in the sections above, HSH plans to have the following completed by the close of FY2020:
- o Bring the remaining programs and their data systems into compliance with SOGI (with the possible exception of CHANGES).
- o Improve quality of SOGI data being collected by contractors, grantees and partner organizations by continuing to update all contracts and offer training opportunities for both data collection methods and cultural sensitivity when collecting data with vulnerable populations.
- o HSH is excited to announce that in September 2019, A Way Home America (AWHA) announced San Francisco as a selected Continuum of Care community in AWHA's Grand Challenge to end youth homelessness. The Grand Challenge aims to end homelessness for LGBTQ+ youth and youth of color to pave the way to eventually ending housing insecurity and homelessness for all young people. Over the next two years, AWHA will support San Francisco and nine other chosen communities in developing targeted data analysis and cohort-based strategies to address homelessness among LGBTQ+ youth and youth of color.

Thank you for your time and attention in reviewing this report. This work could not be done without the unwavering commitment of HSH staff, partner providers, advocates and the leadership of OTI.

HSH welcomes any follow up questions or conversations.

Cc:
Clair Farley, Director, Office of Transgender Initiatives