



## Department of Homelessness and Supportive Housing (HSH): Online Navigation and Entry System

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*(1) A description of the Covered Department's efforts to update its electronic data storage systems (i.e., databases) so that they are capable of securely storing Sexual Orientation and Gender Identity data;*

The Online Navigation and Entry (ONE) System is HSH's Homeless Management Information System (HMIS) as well as the database of record for the department's coordinated entry processes. ONE was launched in May 2017. Prior to the development of ONE, HSH had 15 systems of record across its programs; all of these will eventually be retired and replaced by the ONE system. Currently data in ONE consists of data migrated from three legacy systems as well as new records generated since the launch of the system. ONE collects client demographic data, data on a client's program enrollments, assessments taken by clients participating in the coordinated entry processes and additional information on the coordinated entry placement process. ONE is being implemented in a phased manner. The programs included in ONE currently are:

- Street outreach programs
- All Federally funded housing programs
- Coordinated entry for families and two coordinated entry pilot programs
- Family emergency shelters

Programs that will be phased into ONE include:

- Adult shelters
- Navigation centers
- Locally funded housing programs

The vendor implementing ONE is Bitfocus. Bitfocus staffs are also the system administrators of ONE. Bitfocus owns and maintains its own physical servers and network infrastructure in a secure, US-based data center. The attached PDF file outlines details on the privacy, security and data sharing features of ONE. All ONE users must go through DPH's privacy training and online introductory ONE system training. The ONE system training emphasizes SOGI data collection.

HSH: Guidelines on SOGI data collection

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*(2) A description of the Covered Department's efforts to revise any forms used to collect demographic information so that they are capable of collecting Sexual Orientation and Gender Identity data; and*

HSH was planning for the implementation and rollout of the Coordinated Entry system as well the roll out of the ONE system in FY2017. The change to a new data system that will replace all of the prior data systems was an opportunity to collect SOGI data for all clients that interacted with HSH's systems going forward. The original system integration and retirement schedule was scheduled to be complete by the end of December 2018; however the original schedule has changed due to some changing departmental priorities. SOGI data collection implementation would be more efficient if providers and staff were

trained on a single system that was built out to collect this data. HSH incorporated SOGI data collection in the ONE system after a process of gathering feedback from two public meetings. Details on the public process and the endorsement of SOGI data collection by the Local Homeless Coordinating Board are included in the data report for FY 2017.

SOGI data fields are collected in the client profile page. Client profiles are created when a client first interacts with the ONE system. They can be updated as the client interacts with the system. Client profiles may already exist in the system from migrated data but can be updated on subsequent client encounters in a different program, on annual assessment or during a status assessment. All new ONE system users are trained on the collection of SOGI data. ONE system users consist of HSH staff and agency contracted staff working on the implementation of coordinated entry and other HSH programs.

*(2) A description of the Covered Department's efforts and plans to instruct staff, Contractors, and Grantees in the requirements of this Chapter 104.*

The Executive Director at the Office of Transgender Initiatives reviewed the draft FY2017 implementation and data reports and shared their recommendations with HSH staff. Two specific areas of concern were the coverage of HSH programs collecting SOGI data and the continuation of the two part question on gender identity.

HSH will have internal conversations on the continuation of the two part question on gender identity in the ONE system and will consult with the Office of Transgender Initiatives as we take a final decision. HSH will consult with DPH to ensure that there is coordination on how this data is collected as the departments are collaborating on integrating data between the two systems. HSH will work on training providers collecting SOGI data to ensure that data collection is done in a safe and non-intrusive way.

The [2017 San Francisco Point in Time count](#) estimated that 30% of homeless survey respondents identified as LGBTQ. Respondents who identified as LGBTQ were more likely to report a mental health condition (46%) compared to 39% of respondents who did not identify as LGBTQ. Respondents who identified as LGBTQ also reported a higher incidence of HIV or AIDS related illness (22% compared to 8%). LGBTQ respondents were more likely to have been homeless for less than a year (61%) compared to the non-LGBTQ survey respondents. 16% of transgender respondents reported current experiences of domestic violence compared to 5% of males and 8% of females. Looking at domestic violence across the lifetime, 88% of transgender and 37% of female respondents reported previous experiences of domestic violence, compared to 17% of male respondents. 9% of surveyed youth under the age of 25 identified as transgender. Serving this population is a key focus of our department and HSH will continue to ensure that all programs are more accessible to LGBTQ individuals who are eligible for those services. The Local Homeless Coordinating Board (LHCB) oversees key HSH program and policy areas. LHCB and LHCB sub committee meetings convene regular public meetings where departmental updates are shared and new program and policies are discussed. HSH will work with the Department of Transgender Initiatives to connect organizations working with LGBTQ individuals to these forums.

Data collection for SOGI compliance is done in the ONE system. No SOGI data is collected in the shelter database system currently. One of the three navigation center databases collects limited SOGI data since February 2018. Any SOGI data collected in systems that will be migrated or integrated into ONE will be preserved.

*(3) By July 15, 2018, and each July 15 thereafter, each Covered Department shall annually submit to the City Administrator a report that:*

*(1) analyzes the data collected under this Chapter 104 by the Covered Department, its Contractors, and Grantees;*

*(2) Identifies any Direct Services programs operated by the Covered Department, its Contractors, or Grantees, where the data demonstrate that LGBT individuals are underrepresented or underserved; and*

*(3) Describes the steps the Covered Department and its Contractors and Grantees will take to make the programs identified in subsection 104.8(c)(2) more accessible to LGBT individuals who are eligible for those services.*

HSH will continue to work on updating our newly evolving data systems to meet data collection standards including SOGI. HSH is conducting a 2019 Point In Time count and this data will serve as an updated baseline to our serviceable population. HSH will conduct an analysis in spring 2019 with available data to determine where we may be underrepresenting the LGBTQ population. HSH will prepare for a plan for improving any areas with underrepresentation that can be implemented FY19-20 and enforced via newly initiated / renewed contracts as necessary. We will work closely with the Office of Transgender Initiatives as we develop these analyses and monitoring checks.