HSH's FY 2024-25 Sexual Orientation & Gender Identity Report

How the Department of Homelessness and Supportive Housing's (HSH's) programs are serving the LGBTQ+ and TGD (transgender and gender diverse) communities.

Department of Homelessness and Supportive Housing | September 2025

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) 2024 – 2025. We include data for all heads of household (including minors) and all other adults served; for this report, we use the term "**clients**" to reference this group.

In FY 2024-25, **approximately 14.9% of HSH's clients served across our core service areas were LGBTQ+.** This rate is slightly higher than the percent of LGBTQ+ clients served in FY 2020-21, FY 2021-22, FY 2022-23, and FY 2023-24 (14.6%, 14.0%, 14.3%, and 14.0% respectively).

The rapid expansion of the homelessness response system between 2020 and 2025 sets an important context for these rates. **HSH implemented an unprecedented expansion of services that led to an 88% increase in the number of LGBTQ+ clients served, from 1,576 in FY 2020-21 to 2,967 in FY 2024-25.** (In comparison, between FY 2020-21 and FY 2024-25, the number of overall clients served increased by 84%.)

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 gender diverse people.**
- **Comparatively examines incomplete data** across our program areas.

Data Overview

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 had 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 incorporating the identified disparities into its work to improve access and outcomes for specific subpopulations, including the LGBTQ+ population. More information on this is included near the end of this report.

Additionally, data from several other sources provide 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 gender diverse, an increase from 4% in the 2022 PIT Count.
- **Served by the homelessness response system:** 14.9% of people who were served by the homelessness response system identified as LGBTQ+.[1] 69% of these people, excluding those with incomplete race/ethnicity, are people of color.[2]

Administrative data on those who have accessed homelessness response system 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 dataset 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. In the future, we also hope to include more specific metrics from our Performance Measurement Plan (PMP) to understand how the homelessness response system is serving the LGBTQ+ community. (More information on the PMP can be found in the *"Home by the Bay* System Metrics" section.)

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. Administrative data is also collected primarily by city staff and non-profit service providers, compared to the PIT Count

---

[1] This does not include clients living in HSH-funded housing programs who were placed into housing prior to FY 2024-25. This also deduplicates clients served in multiple programs. For example, someone enrolled in Coordinated Entry who also received outreach is counted once.

[2] In comparison, 76% of those served who are not LGBTQ+ are people of color.

surveys which are conducted by outreach workers, peers, and people with lived experience. Additional research is needed to better understand how these discrepancies may impact our findings. HSH considered both the data from PIT Counts and administrative data when developing our system metrics.

PROGRAM OVERVIEW

This report includes an analysis of all clients served in FY 2024-25 through the Department's direct services, with data from the previous four 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+ increased slightly in FY 2024-25 to 14.9%.** This is almost a one percentage point increase from the previous year and a smaller increase from years prior.

% LGBTQ+ of Total HoH & Adults Served by Year: Total Served (Unique Clients)

FY20-21
14.6%

FY21-22
14.0%

FY22-23
14.3%

FY23-24
14.0%

FY24-25
14.9%

% of Total Heads of Household (HoH) & Adults Served by Sexual Orientation & Year: Total Served (Unique Clients)

Fiscal Year ● FY20-21 ● FY21-22 ● FY22-23 ● FY23-24 ● FY24-25

Sexual Orientation	FY20-21	FY21-22	FY22-23	FY23-24	FY24-25
Straight or heterosexual	86%	87%	87%	87%	86%
Gay or lesbian	7%	6%	6%		
Bisexual	5%	5%	5%		
Questioning or unsure	1%	1%	1%		
Not listed	1%	1%	1%		

% of Total Heads of Household (HoH) & Adults Served by Gender Identity & Year: Total Served (Unique Clients)

Fiscal Year ● FY20-21 ● FY21-22 ● FY22-23 ● FY23-24 ● FY24-25

| Gender Identity	FY20-21	FY21-22	FY22-23	FY23-24	FY24-25
Man	61%	60%	59%	59%	59%
Woman	36%	37%	38%	38%	37%
Transgender	2%	2%	2%		
Non-binary	1%	1%	2%		
Questioning	0%	0%	0%		

- 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 9% of clients (7% Data Not Collected; 2% Refused).
- Gender identity is incomplete for 1% of clients (1% 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. Between FY 2020-21 and FY 2024-25, the total number of LGBTQ+ clients served by the homelessness response system **increased across every service area**, for **a total deduplicated increase of 1,391 LGBTQ+ clients across the five years (an 88% increase).**

Number of LGBTQ+ Heads of Household and Adults Served by Fiscal Year						
Fiscal Year	FY20-21	FY21-22	FY22-23	FY23-24	FY24-25	
Program Area	#	#	#	#	#	% Increase from Prior FY
Homelessness Prevention	37	134	191	216	336	+56%
Coordinated Entry	1,283	1,511	1,837	2,117	2,250	+6%
Housing Problem Solving	41	85	112	155	104	-33%
Outreach	160	454	579	609	658	+8%
Shelter & Crisis Interventions	894	998	1,192	1,357	1,483	+9%
Housing	245	319	428	417	417	0%
All Served	1,576	1,975	2,404	2,703	2,967	+10%

Percent LGBTQ+ of Heads of Households and Adults Served by Fiscal Year
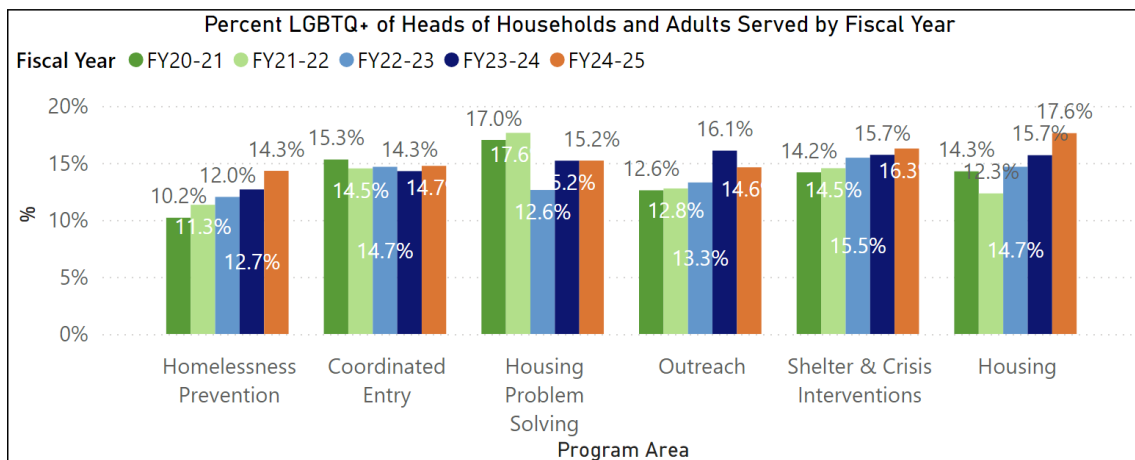
- **Prevention:** The share of LGBTQ+ homelessness prevention clients increased annually from FY 2020-21 to FY 2024-25 (10.2% to 14.3%).
- **Coordinated Entry:** The rate of clients served by Coordinated Entry that were LGBTQ+ stayed largely consistent between FY 2020-21 and FY 2024-25 at around 15%.
- **Housing Problem Solving:** The share of LGBTQ+ housing problem solving clients with resolutions decreased from around 17% in FY 2020-21 and FY 2021-22 to 12.6% in FY 2022-23. However, the rate increased to 15.2% in FY 2023-24 and stayed constant in FY 2024-25.
- **Outreach:** The share of LGBTQ+ clients who were served by outreach stayed fairly constant from FY 2020-21 to FY 2022-23 at about 13%. The rate jumped to 16.1% in FY 2023-24 but dropped to 14.6% in FY 2024-25.
- **Temporary Shelter and Crisis Interventions:** The rate of clients served in shelter and crisis interventions that were LGBTQ+ increased slightly over the five years, from 14.2% in FY 2020-21 up to 16.3% in FY 2024-25.
- **Permanent Housing:** Housing programs saw a dip in the share of LGBTQ+ clients placed into housing in FY 2021-22. This percentage rebounded back to 14.7% in FY 2022-23. Between FY 2022-23 and FY 2024-25, the percentage of LGBTQ+ clients newly placed into housing programs increased by about three percentage points to 17.6%.

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.
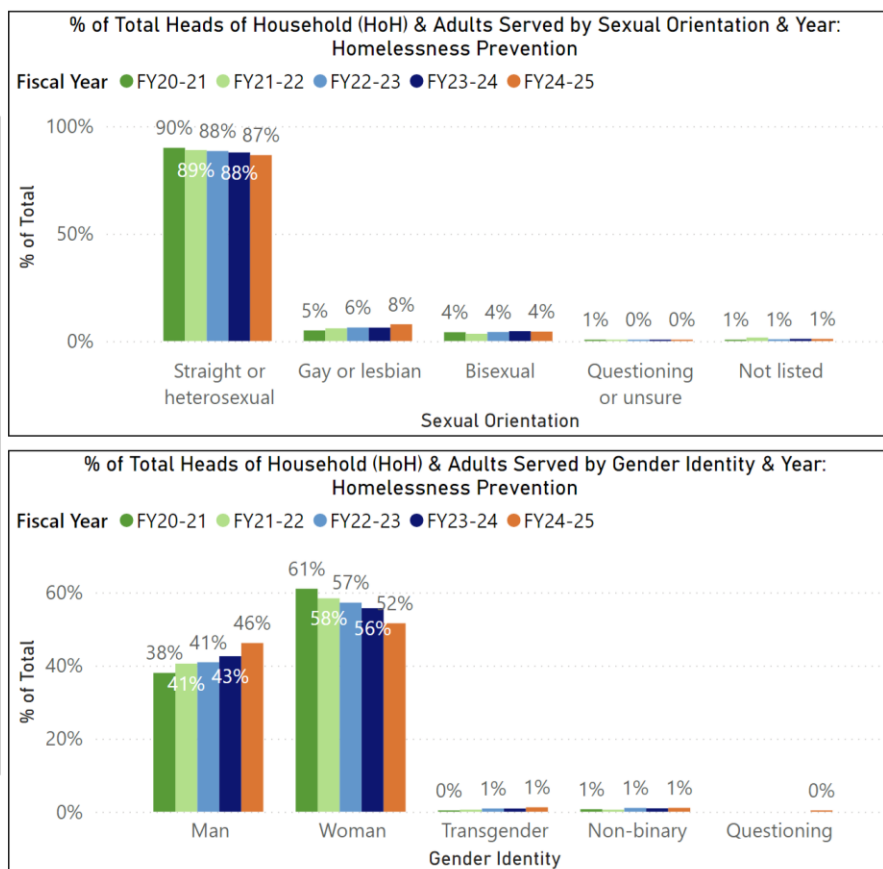
Homelessness Prevention

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 2024-25, **the percent of clients that were LGBTQ+ steadily increased, from 10.2% in FY 2020-21 to 14.3% in FY 2024-25**. Additionally, between FY 2020-21 and FY 2024-25, **the number of LGBTQ+ clients served by prevention programs increased more than eight-fold, from 37 to 336.**

% LGBTQ+ of Total HoH & Adults Served by Year: Homelessness Prevention	
FY20-21	10.2%
FY21-22	11.3%
FY22-23	12.0%
FY23-24	12.7%
FY24-25	14.3%

% of Total Heads of Household (HoH) & Adults Served by Sexual Orientation & Year: Homelessness Prevention

Fiscal Year ● FY20-21 ● FY21-22 ● FY22-23 ● FY23-24 ● FY24-25

Sexual Orientation	FY20-21	FY21-22	FY22-23	FY23-24	FY24-25
Straight or heterosexual	90%	89%	88%	88%	87%
Gay or lesbian	5%			6%	8%
Bisexual	4%		4%		4%
Questioning or unsure	1%	0%			0%
Not listed	1%	1%			1%

% of Total Heads of Household (HoH) & Adults Served by Gender Identity & Year: Homelessness Prevention

Fiscal Year ● FY20-21 ● FY21-22 ● FY22-23 ● FY23-24 ● FY24-25

Gender Identity	FY20-21	FY21-22	FY22-23	FY23-24	FY24-25
Man	38%	41%	41%	43%	46%
Woman	61%	58%	57%	56%	52%
Transgender	0%		1%		1%
Non-binary	1%		1%		1%
Questioning					0%

- LGBTQ+ identity can't be determined for 17% of clients due to incomplete sexual orientation and/or gender identity data.
- Sexual orientation is incomplete for 17% of clients (13% Data Not Collected; 4% Refused).
- Gender identity is incomplete for 1% of clients (1% 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 household 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.
- **Direct Cash Transfer:** In FY 2024-25, HSH continued to implement a direct cash transfer program for youth with Larkin Street Youth Services 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 continues to serve a higher number of gender diverse clients. HSH requested that the provider start collecting sexual orientation data to align with the Department's data requirements.
- **Additional Providers:** In FY 2024-25, HSH continued its 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. HSH will continue to explore partnerships with other providers in FY 2025-26, including providers focused on serving the LGBTQ+ population, to improve access to prevention, contingent on budget allocations.

Coordinated Entry

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 housing 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, youth ages 18 to 27, or families with minor children.
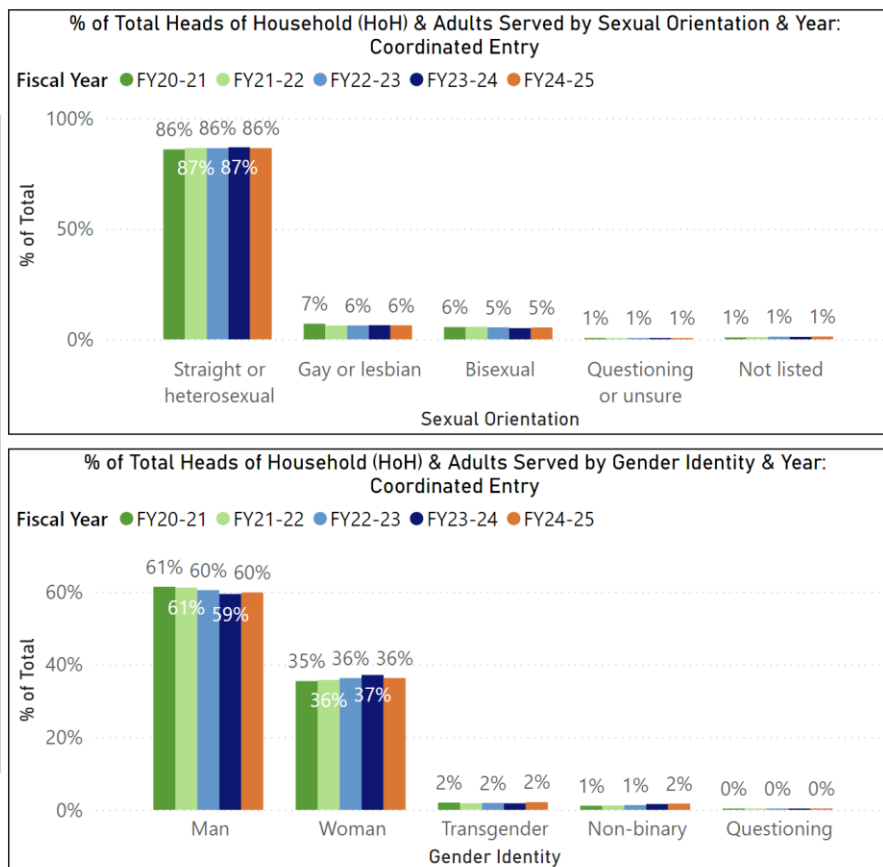
Program Data

The proportion of LGBTQ+ clients served in CE **decreased slightly from 15.3% in FY 2020-21 to 14.7% in FY 2024-25,** even as **the total number of LGBTQ+ clients served increased by 75% from 1,283 to 2,250**. This slight drop in the percentage of LGBTQ+ clients may be correlated with sizeable increases in adults and families experiencing homelessness, who are less likely to be LGBTQ+ than youth.

- In FY 2024-25, 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 6,669 adults in FY 2020-21 to serving 12,357 adults in FY 2024-2025 (an 85% increase). In FY 2024-25, 14.8% of clients enrolled in adult CE were LGBTQ+.
- The number of families enrolled in Coordinated Entry also increased during the same time, more than doubling. In FY 2024-25, 4.2% of clients enrolled in family CE had heads of household who identified as LGBTQ+, a decrease from previous years (with the exception of FY 2023-24). Families with children are more likely than other groups served by HSH to be headed by straight, cisgender adults.
- Youth enrolled in Coordinated Entry are more likely to identify as LGBTQ+. In FY 2024-25, 41.0% of clients enrolled in youth CE were LGBTQ+. However, the number of youth enrolled in Coordinated Entry has only increased slightly. Between FY 2020-21 and FY 2024-25, only 200 more clients were enrolled in youth CE, an increase of 20%.

% LGBTQ+ of Total HoH & Adults Served by Year: Coordinated Entry

FY20-21
15.3%

FY21-22
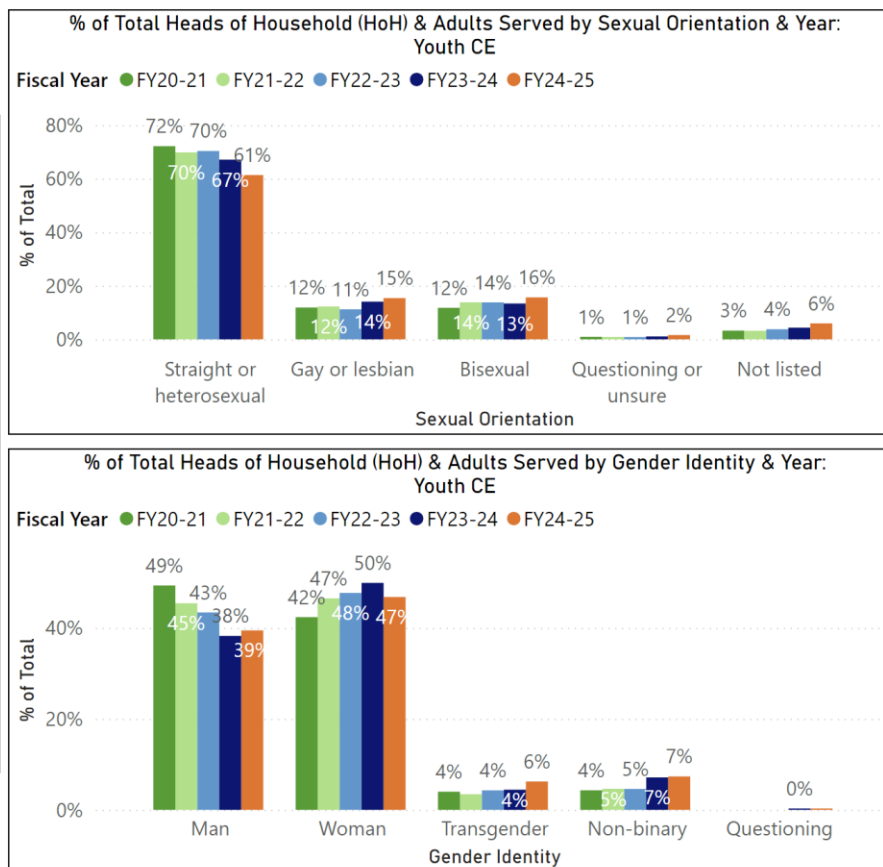14.5%

FY22-23
14.7%

FY23-24
14.3%

FY24-25
14.7%

% of Total Heads of Household (HoH) & Adults Served by Sexual Orientation & Year: Coordinated Entry

Fiscal Year ●FY20-21 ●FY21-22 ●FY22-23 ●FY23-24 ●FY24-25

% of Total Heads of Household (HoH) & Adults Served by Gender Identity & Year: Coordinated Entry

Fiscal Year ●FY20-21 ●FY21-22 ●FY22-23 ●FY23-24 ●FY24-25

- LGBTQ+ identity can't be determined for 6% of clients due to incomplete sexual orientation and/or gender identity data.
- Sexual orientation is incomplete for 6% of clients (4% Data Not Collected; 2% Refused).
- Gender identity is incomplete for 1% of clients (0% 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 2024-25.

- In youth CE, LGBTQ+ representation has steadily increased from 30% to 41% since FY 2020-21. Between FY 2020-21 and FY 2024-25, the percent of clients identifying as straight or heterosexual has decreased from 72% to 61%, while the percent identifying as gay or lesbian or bisexual has increased. Additionally, youth CE clients are more likely to identify as nonbinary (7% in FY 2024-25 vs. 4% in FY 2020-21) and transgender (6% in FY 2024-25 vs. 4% in FY 2020-21).

- In adult CE, demographics have stayed fairly consistent. 70% and 69% of adult CE clients were cisgender men in FY 2020-21 and FY 2024-25 respectively, and 27% of adult CE clients were cisgender women in FY 2020-21 and FY 2024-25. There are also few differences among adult CE clients between FY 2020-21 and FY 2024-25 when looking at sexual orientation.

- In family CE, LGBTQ+ representation of adults and heads of household has decreased slightly from 5% to 4%. The percentage of clients with heads of household who were cisgender men rose from 23% in FY 2020-21 to 28% in FY 2024-25. The share of cisgender women heads of household correspondingly decreased from 76% in FY 2020-21 to 72% in FY 2024-25. The share of heads of household who were straight or heterosexual has stayed fairly constant.
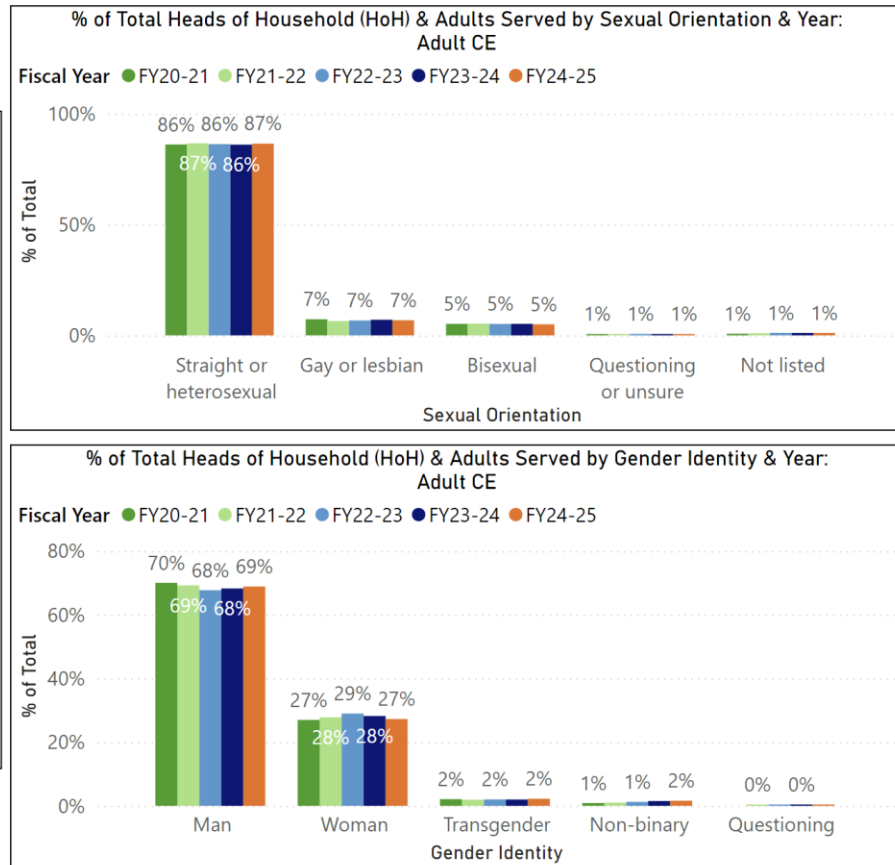
% LGBTQ+ of Total HoH & Adults Served by Year: Youth CE

FY20-21
30.0%

FY21-22
31.7%

FY22-23
30.9%

FY23-24
34.6%

FY24-25
41.0%

% of Total Heads of Household (HoH) & Adults Served by Sexual Orientation & Year: Youth CE

Fiscal Year ● FY20-21 ● FY21-22 ● FY22-23 ● FY23-24 ● FY24-25

Sexual Orientation	FY20-21	FY21-22	FY22-23	FY23-24	FY24-25
Straight or heterosexual	72%	70%	70%	67%	61%
Gay or lesbian	12%	11%	12%	14%	15%
Bisexual	12%	14%	14%	13%	16%
Questioning or unsure	1%	1%		2%	
Not listed	3%	4%			6%

% of Total Heads of Household (HoH) & Adults Served by Gender Identity & Year: Youth CE

Fiscal Year ● FY20-21 ● FY21-22 ● FY22-23 ● FY23-24 ● FY24-25

Gender Identity	FY20-21	FY21-22	FY22-23	FY23-24	FY24-25
Man	49%	45%	43%	38%	39%
Woman	42%	47%	48%	50%	47%
Transgender	4%	4%	4%		6%
Non-binary	4%	5%	5%	7%	7%
Questioning					0%

- LGBTQ+ identity can't be determined for 3% of clients due to incomplete sexual orientation and/or gender identity data.
- Sexual orientation is incomplete for 4% of clients (2% Data Not Collected; 2% Refused).
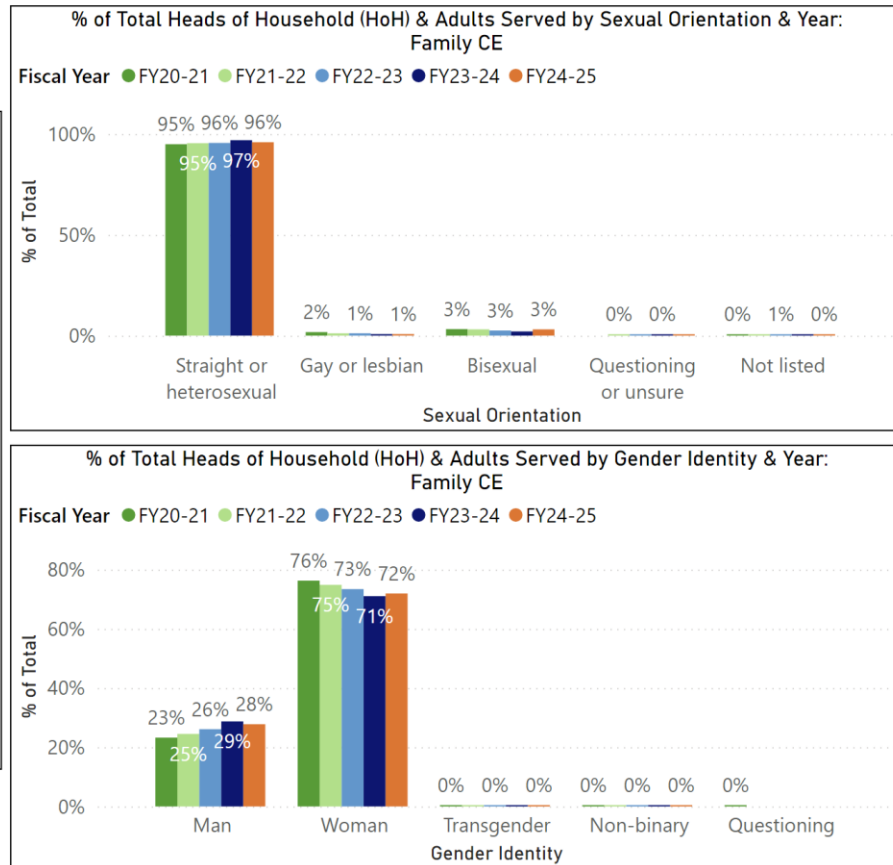- Gender identity is incomplete for 0% of clients (0% Data Not Collected; 0% Doesn't Know / Refused).

% LGBTQ+ of Total HoH & Adults Served by Year: Adult CE

FY20-21

15.1%

FY21-22

14.5%

FY22-23

14.9%

FY23-24

15.2%

FY24-25

14.8%

% of Total Heads of Household (HoH) & Adults Served by Sexual Orientation & Year: Adult CE

Fiscal Year ● FY20-21 ● FY21-22 ● FY22-23 ● FY23-24 ● FY24-25

% of Total Heads of Household (HoH) & Adults Served by Gender Identity & Year: Adult CE

Fiscal Year ● FY20-21 ● FY21-22 ● FY22-23 ● FY23-24 ● FY24-25

- LGBTQ+ identity can't be determined for 6% of clients due to incomplete sexual orientation and/or gender identity data.
- Sexual orientation is incomplete for 7% of clients (4% Data Not Collected; 2% 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: Family CE

FY20-21
5.1%

FY21-22
4.7%

FY22-23
4.6%

FY23-24
3.2%

FY24-25
4.2%

% of Total Heads of Household (HoH) & Adults Served by Sexual Orientation & Year: Family CE

Fiscal Year ● FY20-21 ● FY21-22 ● FY22-23 ● FY23-24 ● FY24-25

% of Total Heads of Household (HoH) & Adults Served by Gender Identity & Year: Family CE

Fiscal Year ● FY20-21 ● FY21-22 ● FY22-23 ● FY23-24 ● FY24-25

- LGBTQ+ identity can't be determined for 6% 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 0% of clients (0% Data Not Collected; 0% Doesn't Know / Refused).

Interventions to Increase LGBTQ+ Access:

- **Continued Funding of LGBTQ+-Focused Access Points:** Throughout the reporting period, two of the four youth CE Access Points focused on the LGBTQ+ population. In addition, the Mission Access Point for adults and youth 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

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 housing 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 2024-25, the percent of clients with a problem solving resolution who were LGBTQ+ decreased from 17.0% to 15.2%. However, a higher percentage of LGBTQ+ clients had a problem solving resolution in FY 2024-25 than in FY 2022-23, and the percent remained unchanged between FY 2023-24 and FY 2024-25. Additionally, **the number of LGBTQ+ clients with housing problem solving resolutions increased from 41 in FY 2020-21 to 104 in FY 2024-25**.

% LGBTQ+ of Total HoH & Adults Served by Year: Housing Problem Solving

FY20-21
17.0%

FY21-22
17.6%

FY22-23
12.6%

FY23-24
15.2%

FY24-25
15.2%
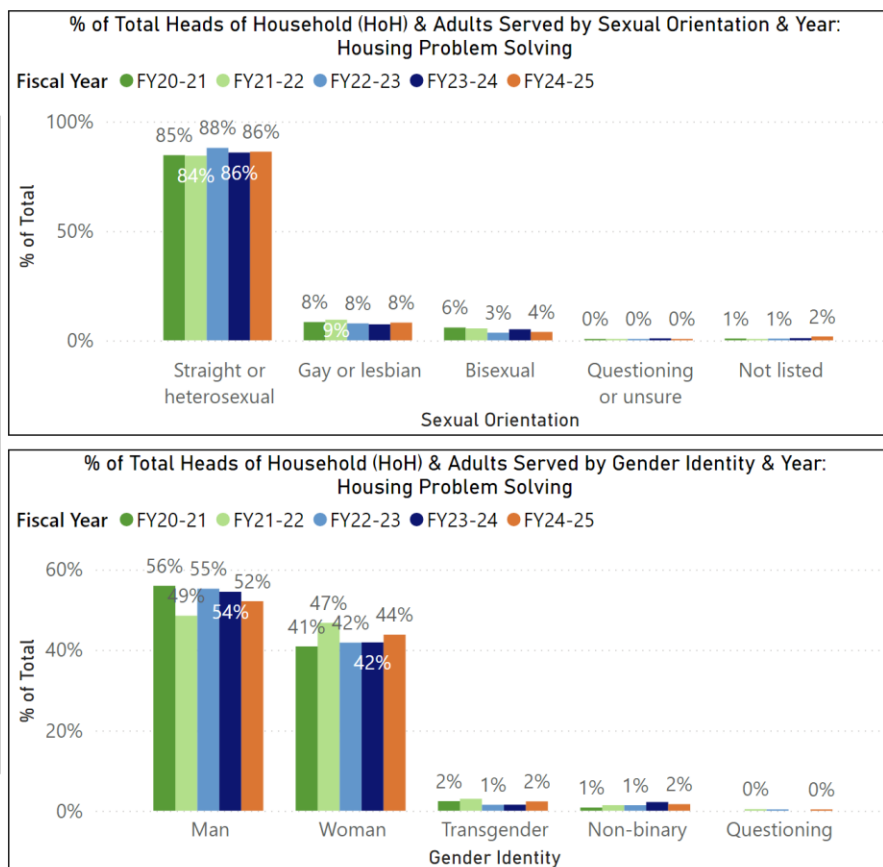
- LGBTQ+ identity can't be determined for 6% of clients due to incomplete sexual orientation and/or gender identity data.
- Sexual orientation is incomplete for 6% of clients (5% Data Not Collected; 2% Refused).
- Gender identity is incomplete for 1% of clients (1% Data Not Collected; 0% Doesn't Know / 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 offer successful housing problem solving services to more youth. HSH is also in the process of developing a tool to monitor their performance in delivering problem solving services to youth who identify as LGBTQ+.
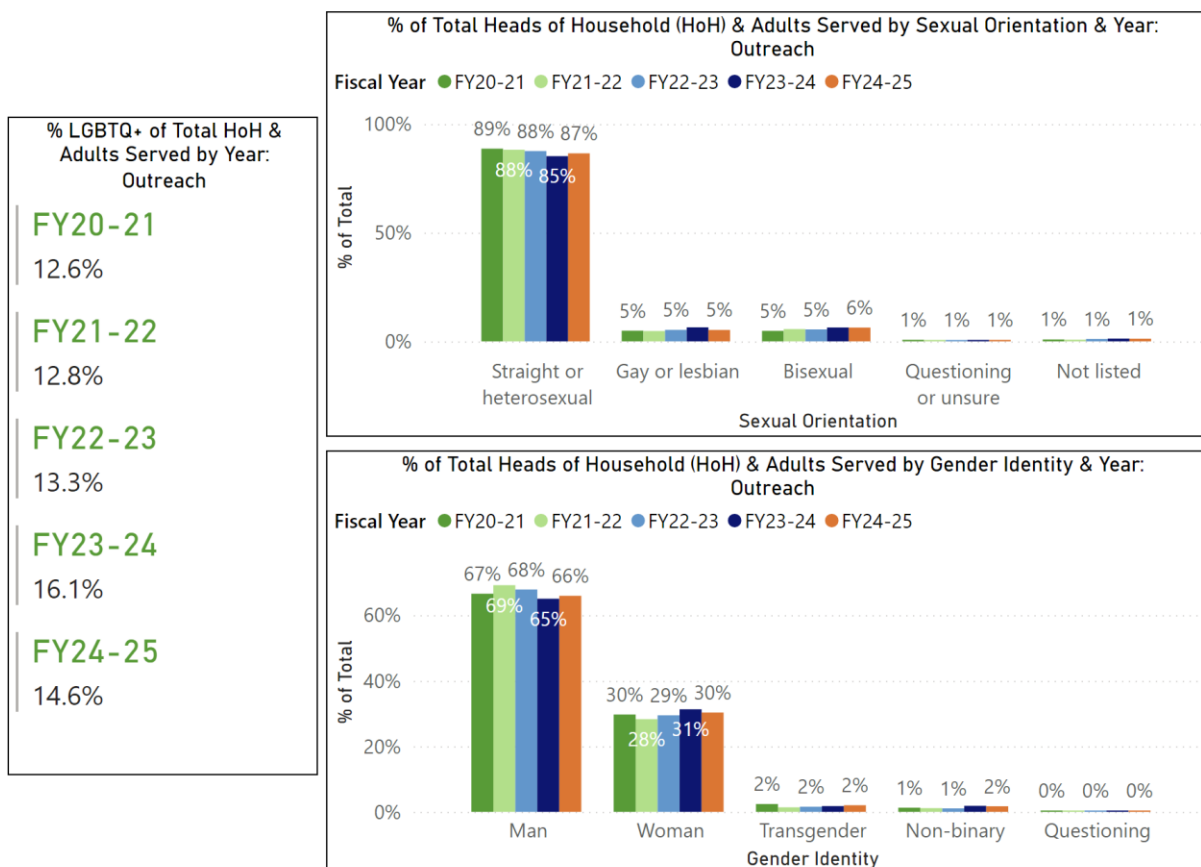
Outreach

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.[3]

Program Data

---

[3] A small portion of those served by outreach are served by agencies other than SFHOT.

Between FY 2020-21 and FY 2024-25, **the total number of LGBTQ+ clients served by outreach increased from 160 to 658. In FY 2024-25 14.6% of clients served by outreach were LGBTQ+, a decrease from FY 2023-24 but an increase from the years prior**.

% LGBTQ+ of Total HoH & Adults Served by Year: Outreach

FY20-21
12.6%

FY21-22
12.8%

FY22-23
13.3%

FY23-24
16.1%

FY24-25
14.6%

% of Total Heads of Household (HoH) & Adults Served by Sexual Orientation & Year: Outreach

% of Total Heads of Household (HoH) & Adults Served by Gender Identity & Year: Outreach

- LGBTQ+ identity can't be determined for 5% 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 1% of clients (0% Data Not Collected; 0% Doesn't Know / Refused).

Interventions to Increase LGBTQ+ Access:

- **Placements:** SFHOT continues to place transgender, gender diverse, and intersex people into the Taimon Booton Navigation Center, which focuses on TGD people.
- **Training:** SFHOT conducts an annual training for all outreach staff on providing culturally competent services to the LGBTQ+ community. This includes a thorough LGBTQ+ cultural competency training during onboarding, which includes topics such as supporting the behavioral health goals of LGBTQ+ clients and improving behavioral health equity for people who are TGD.
- **Recruiting and Staffing:** In FY 2024-25, SFHOT worked to recruit staff at the LGBT Center's job fair. In December 2024, SFHOT conducted a staff demographics assessment and found that 25% of staff are LGBTQ+.
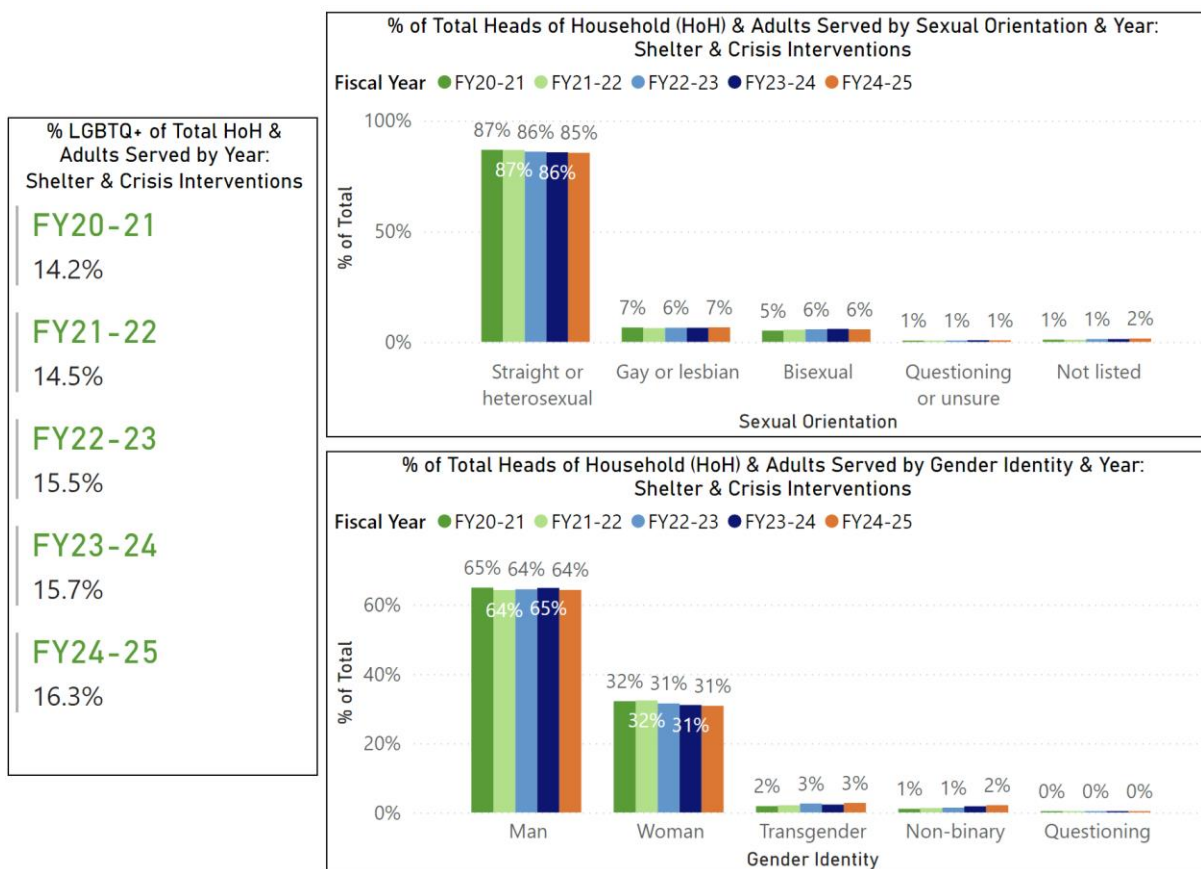
Shelter and Crisis Interventions

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 2024-25, **the proportion of LGBTQ+ clients served by these programs increased each year, from 14.2% to 16.3%**. Additionally, **the number of LGBTQ+ clients served increased from 894 to 1,483, a 66% increase.**

% LGBTQ+ of Total HoH & Adults Served by Year: Shelter & Crisis Interventions

FY20-21	14.2%
FY21-22	14.5%
FY22-23	15.5%
FY23-24	15.7%
FY24-25	16.3%

- 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 8% of clients (5% Data Not Collected; 2% Refused).
- Gender identity is incomplete for 2% of clients (1% 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 2024-25:
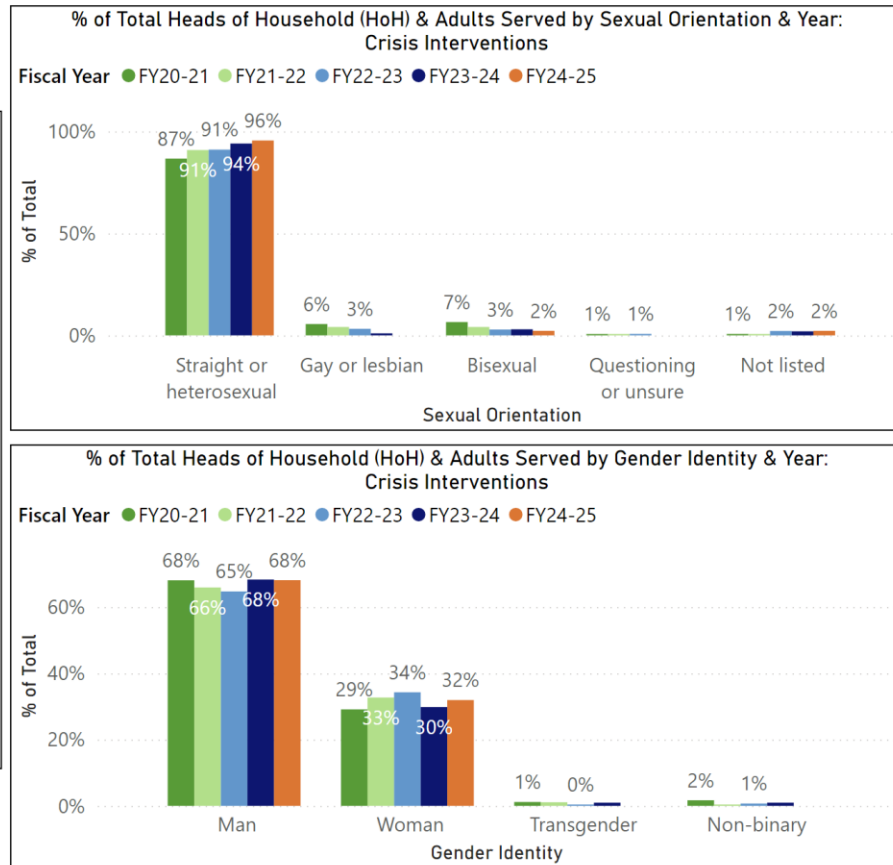
- The percentage of LGBTQ+ clients served by shelter programs increased between FY 2020-21 and FY 2024-25, from 14.2% to 16.3% respectively.
- The percentage of LGBTQ+ clients served by crisis intervention programs decreased from 14.3% in FY 2020-21 to 4.4% in FY 2024-25. Between FY 2020-21 and FY 2024-25, the percentage of straight or heterosexual clients served increased from 87% to 96% while the percentage of gay or lesbian clients served dropped from 6% to 0%, and the percentage of bisexual clients served dropped from 7% to 2%.

One likely reason for why the percent of LGBTQ+ clients in crisis intervention programs declined is that the number of crisis intervention programs decreased significantly from FY 2020-21 to FY 2024-25. During FY 2024-25, the only remaining crisis intervention program was the Bayview Vehicle Triage Center, a safe parking program in the Bayview which closed in March 2025. As a result, the total number of clients served by these programs dropped from 786 in FY 2020-21 to 47 in FY 2024-25.

% LGBTQ+ of Total HoH & Adults Served by Year: Shelter

FY20-21	14.2%
FY21-22	14.7%
FY22-23	15.6%
FY23-24	15.8%
FY24-25	16.3%

% of Total Heads of Household (HoH) & Adults Served by Sexual Orientation & Year: Shelter

Fiscal Year ● FY20-21 ● FY21-22 ● FY22-23 ● FY23-24 ● FY24-25

Sexual Orientation	FY20-21	FY21-22	FY22-23	FY23-24	FY24-25
Straight or heterosexual	87%	86%	85%	87%	86%
Gay or lesbian	7%	7%	7%		
Bisexual	5%	6%	6%		
Questioning or unsure	1%	1%	1%		
Not listed	1%	1%	2%		

% of Total Heads of Household (HoH) & Adults Served by Gender Identity & Year: Shelter

Fiscal Year ● FY20-21 ● FY21-22 ● FY22-23 ● FY23-24 ● FY24-25

Gender Identity	FY20-21	FY21-22	FY22-23	FY23-24	FY24-25
Man	65%	64%	64%	64%	65%
Woman	32%	31%	31%	32%	31%
Transgender	2%	3%	3%		
Non-binary	1%	1%	2%		
Questioning	0%	0%	0%		

- 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 8% of clients (5% Data Not Collected; 2% 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: Crisis Interventions

FY20-21
14.3%

FY21-22
9.5%

FY22-23
9.6%

FY23-24
7.9%

FY24-25
4.4%

% of Total Heads of Household (HoH) & Adults Served by Sexual Orientation & Year: Crisis Interventions

Fiscal Year ●FY20-21 ●FY21-22 ●FY22-23 ●FY23-24 ●FY24-25

	Straight or heterosexual	Gay or lesbian	Bisexual	Questioning or unsure	Not listed
	87% / 91% / 91% / 94% / 96%	6% / 3%	7% / 3% / 2%	1% / 1%	1% / 2% / 2%

Sexual Orientation

% of Total Heads of Household (HoH) & Adults Served by Gender Identity & Year: Crisis Interventions

Fiscal Year ●FY20-21 ●FY21-22 ●FY22-23 ●FY23-24 ●FY24-25

	Man	Woman	Transgender	Non-binary
	68% / 66% / 65% / 68% / 68%	29% / 33% / 34% / 30% / 32%	1% / 0%	2% / 1%

Gender Identity

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

Interventions to Increase LGBTQ+ Access:

- **Youth Shelter:** Since youth 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 2024-25, HSH continued to fund a youth shelter urgent accommodation voucher program serving up to 8 youth at any given time. HSH also began planning for a new transitional housing program serving justice-involved youth, which will open in November 2025.
- **Jazzie's Place:** Jazzie's Place is a dedicated space for LGBTQ+ guests in the temporary shelter system. The program consists of a shelter dormitory with 9 beds for LGBTQ+ adults within the Dolores Shelter Program in the Mission. 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 2024-25, Misson Action continued construction work to remodel two dorms at the Dolores Shelter Program, which will add a total of 51 beds to the shelter. The new dorm will add 44 new beds, for a total of 68 dedicated to the LGBTQ+ population. These new beds are expected to launch in October 2025.

- **Taimon Booton Navigation Center:** In FY 2024-25, San Francisco Community Health Center added 11 beds at Taimon Booton to bring the total site capacity to 75 beds. In FY 2024-25, HSH served 150 guests at this navigation center. This center focuses on the transgender and gender diverse community. Unlike most of HSH's shelters, Taimon Booton accepts some of their referrals directly from community partners serving the TGD community. Unhoused people can call the non-profit 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

Program Description

Housing provides permanent solutions to homelessness through subsidies and supportive services. HSH offers various types of housing for adults, families, and youth. 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 2024-25, **the number of LGBTQ+ clients newly enrolled in housing increased from 245 to 417, a 70% increase**. **17.6% percent of clients placed into housing in FY 2024-25 identified as LGBTQ+, the highest representation seen since FY 2020-21.**[4]

---

[4] In FY 2024-25, 14,632 adults and heads of household were actively enrolled in permanent housing at any point. 15% of these clients were LGBTQ+ when excluding those with incomplete data.

% of Total Heads of Household (HoH) & Adults Served by Sexual Orientation & Year: Housing

% LGBTQ+ of Total HoH & Adults Served by Year: Housing

FY20-21
14.3%

FY21-22
12.3%

FY22-23
14.7%

FY23-24
15.7%

FY24-25
17.6%

% of Total Heads of Household (HoH) & Adults Served by Gender Identity & Year: Housing

- LGBTQ+ identity can't be determined for 6% of clients due to incomplete sexual orientation and/or gender identity data.
- Sexual orientation is incomplete for 6% of clients (4% Data Not Collected; 2% Refused).
- Gender identity is incomplete for 0% of clients (0% Data Not Collected; 0% Doesn't Know / Refused).

Interventions to Increase LGBTQ+ Access:

- **Youth Housing:** HSH has continued to serve youth, with additional programs in the pipeline that will help increase the number of youth served and the overall rate of LGBTQ+ clients served in our housing placements.
  - In FY 2024-25, HSH awarded 16 rapid re-housing subsidies to an organization that specializes in serving LGBTQ+ youth. HSH also continued to work on opening a 24-unit site-based PSH site for youth.
  - HSH continued its partnership with the Mayor's Office of Housing and Community Development (MOHCD) to open 52 slots for youth at two below-market-rate developments.
- **Ending Trans Homelessness Initiative:** In FY 2024-25, HSH continued the rollout of the investments to end transgender homelessness. This includes funding to provide rental subsidies and housing navigation for TGD 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 TGD 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 2024-25, 9 of the 118 clients placed into the housing ladder program were LGBTQ+.

<div style="background-color:green; color:white; text-align:center; padding:5px;">

ADDITIONAL EFFORTS

</div>

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 conducted a baseline equity analysis to examine whether and where certain populations, including LGBTQ+ people and 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 indicators, HSH found that LGBTQ+ adults (including those 18-24), and particularly TGD adults, were more likely to return to homelessness within 12 months of being housed in both FY 2022-23 and FY 2023-24.

Moving forward, HSH has created a set of more comprehensive measures to monitor system performance and encourage continuous quality improvement across our system. These measures, which are part of the Performance Measurement Plan (PMP) initiative of *Home By the Bay*, also include filters to track progress for specific subpopulations. This will allow HSH to monitor how key subpopulations like LGBTQ+ clients, including LGBTQ+ clients of color, are engaging with the homelessness response system and to identify strategies to reduce disparities.

Serving TGD Clients

The figures listed throughout this report are inclusive of TGD clients, as they are a focused subset of LGBTQ+ clients. When looking solely at gender identity, **HSH served 438 transgender clients and 354 non-binary/questioning clients in FY 2024-25**. (See the [appendices](#) for how TGD clients are identified.) **These figures mark an increase of 226 (107%) and 227 (179%) clients, respectively, served from FY 2020-21.** The percentage of clients served that are TGD has increased slightly across almost all programs. In FY 2024-25, 4% of CE, problem solving, and outreach clients were TGD, while the percentages were higher for shelter and housing at 5% and 6% respectively. TGD clients were less likely to receive prevention services, with 2% of those served identifying as TGD.

Transgender and Non-Binary/Gender Non-Conforming Heads of Household (HoH) and Adults as Percent of Total Served By Program Area and Fiscal Year
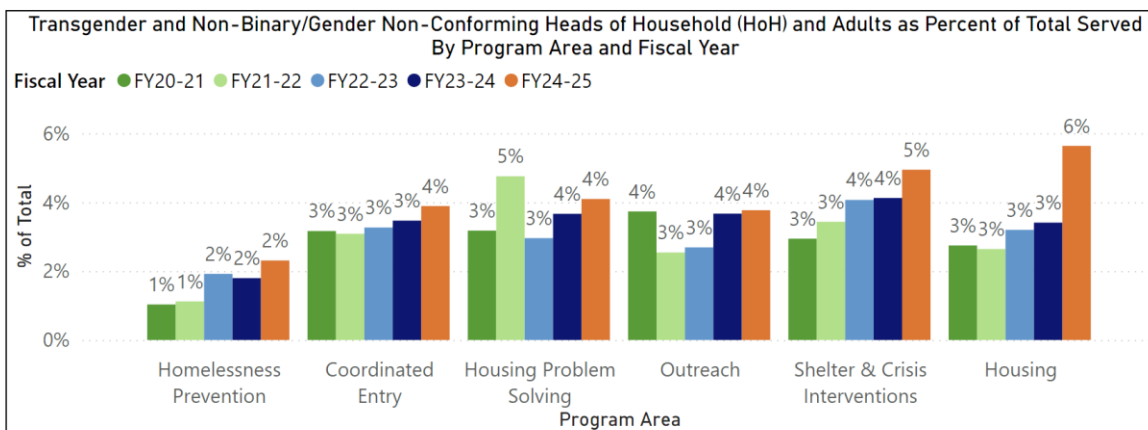
Gender identity is incomplete for 1% of clients (1% Data Not Collected; 0% Doesn't Know / Refused).

Part of the reason for an increase in TGD clients served may be the Ending Trans Homelessness (ETH) initiative, a **coordinated effort to increase resources available to the TGD community,** which continued in FY 2024-25. ETH involves multiple City departments including HSH, the Mayor's Office of Housing and Community Development (MOHCD), the Office of Transgender Initiatives (OTI), and the Department of Public Health (DPH). The initiative acknowledges the importance of developing targeted strategies to address the unique needs of the TGD community specifically, in addition to addressing the needs of the broader LGBTQ+ community.

ETH includes both programmatic investments and capacity-building and training for providers. In FY 2024-25, the following progress was made:

- **Scattered-site PSH:** The Flexible Housing Subsidy Pool program for the TGD community includes 112 vouchers that will be administered by TGIJP and Community Forward SF. These subsidies are currently available to single adults and youth. In FY 2024-25, the program continued to enroll and house folks and made 82 referrals to the program.
  - In addition to these referrals, the Mayor's Office of Housing and Community Development (MOHCD) housed 80 people with its ETH subsidies, which are administered by TGIJP. This means that **collectively, the City has achieved the ETH goal of allocating funding for 150 ongoing permanent subsidies**.
- **Site-based PSH:** In the spring of FY 2024-25, HSH completed lease-up of a 38-unit permanent supportive housing site for TGD youth ages 18-29. On-site supportive services are provided by LYRIC, who has expertise serving LGBTQ+ communities. Services include case management, education and employment services, housing retention support, income support, behavioral health services, and gender affirming care services.
- **Urgent accommodation vouchers:** In FY 2024-25, HSH continued funding urgent accommodation vouchers for the TGD 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 has 8-10 slots at any given time for TGD persons in need of an emergency hotel stay for up to 14 days. In FY 2024-25, this program served a total of 52 guests.
- **Affirming Trans Access to Housing (ATAH) training symposiums**: In FY 2024-25, HSH continued to build on the success of the ATAH training, which was designed in partnership with OTI to enhance provider awareness and cultural humility when providing services to the TGD community. ATAH was made available online via the Learn SFDPH portal, and over 100 digital

trainings were completed across 40 community-based organizations. In addition, HSH and OTI held a targeted training for the providers of the new PSH site for TGD youth to prepare for the program's opening.

- **Community engagement:** In FY 2024-25, HSH partnered with Facente Consulting to support the coordination of ETH activities across City departments. As part of this work, Facente led several community engagements to gather feedback from providers that serve TGD communities and TGD-identifying individuals who have received services in the homelessness response system.
  - o Facente conducted interviews with 13 staff members who represent 10 HSH-funded organizations. From these conversations, Facente identified strategies for effective ETH programming, barriers to effective ETH programming, and opportunities for HSH and providers to work together to improve services for this population.
  - o Facente conducted four focus groups and one interview with a total of 43 TGD individuals. These individuals had accessed a range of services, including Access Points, shelter, site-based housing, and scattered-site housing. Facente collected feedback and recommendations for how the homelessness response system can remove barriers and better serve TGD communities.

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.

Supporting Transition Aged Youth and Young Adults

As noted throughout this report, youths experiencing homelessness are more likely to identify as LGBTQ+. In March of 2025, HSH launched a collaborative community venture to develop a youth and young adult addendum to the *Home by the Bay* strategic plan. Over several months, HSH convened non-profit service providers, public agency partners, and community advocates to discuss and develop strategies to better serve youth and young adults in the homelessness response system. Strategic priorities for the addendum include centering youth voice, youth-appropriate assessments, policies and practices for Coordinated Entry redesign, improving educational and employment outcomes, capacity building and training for frontline staff, addressing the immediate needs of unsheltered youth, equitably expanding housing and support services, and expanding prevention and problem-solving strategies for youth. Strategies focused on expanding housing and support services and prevention and problem-solving services will have a particular focus on LGBTQ+ youth at-risk of or experiencing homelessness.

INCOMPLETE DATA

HSH has complete SOGI data for **92% of clients** in FY 2024-25. 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 2024-25.

HSH's data quality standards set a goal of less than 3% for incomplete data for gender identity but do not currently have a data quality standard goal associated with the percentage of incomplete data for sexual orientation. For gender identity, programs have consistently met HSH's goal of having less than 3% of incomplete data. Only homelessness prevention in FY 2020-21 had a non-collection rate (4%) that did not meet HSH's data quality standards.[5]

---

[5] Rates reported here may be different than rates reported in previous reports because clients may update how they identify in the ONE system.

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.

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 0.4% or less of responses in FY 2024-25.
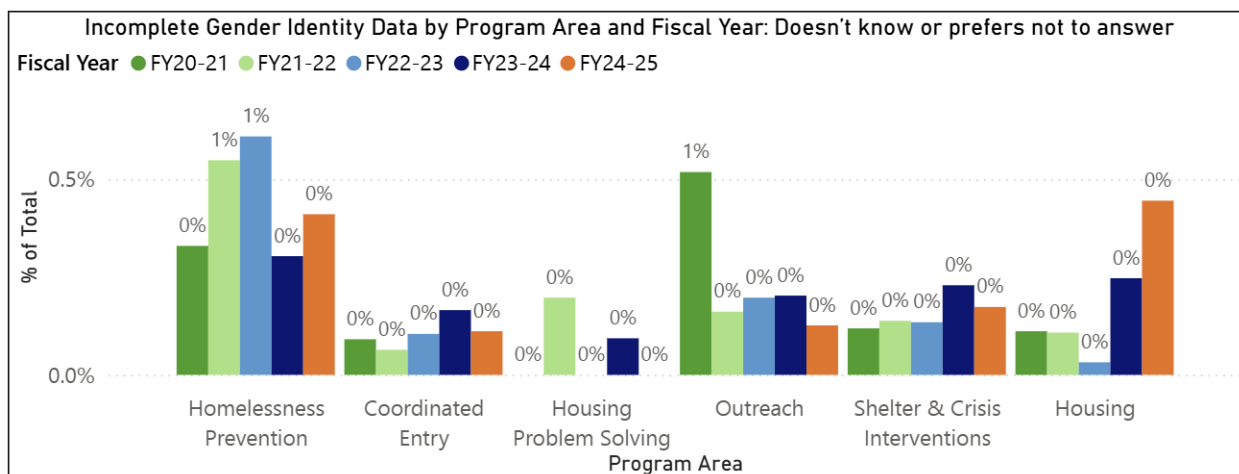
Sexual Orientation
About 2% of clients did not know or preferred not to provide this information across all programs and years with a few exceptions: a higher percentage did not know or preferred not to answer for outreach in FY 2020-21 and FY 2022-23 and for homelessness prevention between FY 2021-22 and FY 2024-25.
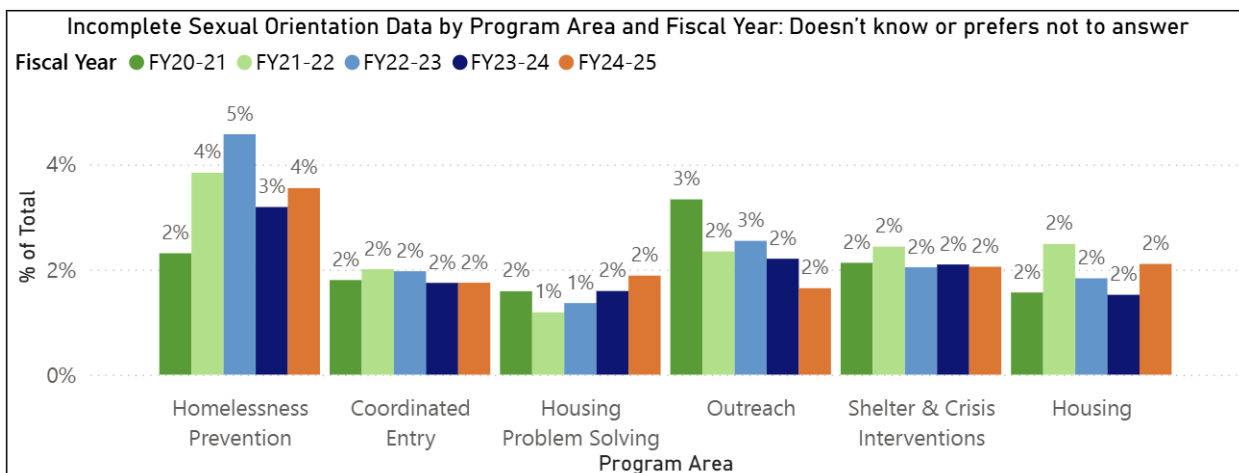
HSH will continue to work with providers and department staff to reduce the number of clients who choose not to respond to these questions by training staff to ask questions in culturally competent ways. However, a certain percentage of clients may not feel comfortable or safe providing this information no matter how it is asked.
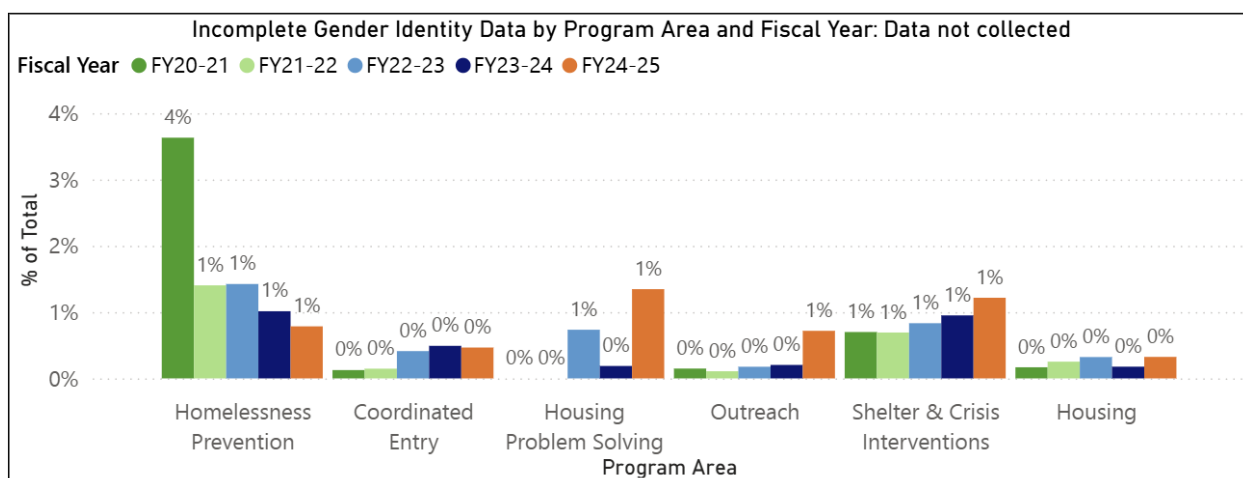
Reason #2: Data Not Collected
There is more room for analysis and departmental improvements in the "Data Not Collected" category.

Gender Identity
In general, all interventions have rates of non-collection of gender identity information between 0% and 3%, with the exception of homelessness prevention in FY 2020-21. For homelessness prevention in FY 2020-21, the rate of incomplete data was largely due to data not collected. (Of the 4.0% of incomplete data, 3.6% was due to data not being collected.)

Sexual Orientation
Between FY 2020-21 and FY 2024-25, the percentage of data not collected for the sexual orientation question decreased for homelessness prevention and housing and stayed relatively flat for Coordinated Entry, outreach, and shelter and crisis interventions.[6] There was a slight increase in the percentage of clients with a housing problem solving resolution whose data were not collected. The housing problem solving team will work with providers to identify barriers in their collection of this data and put a plan in place to increase the collection.

---
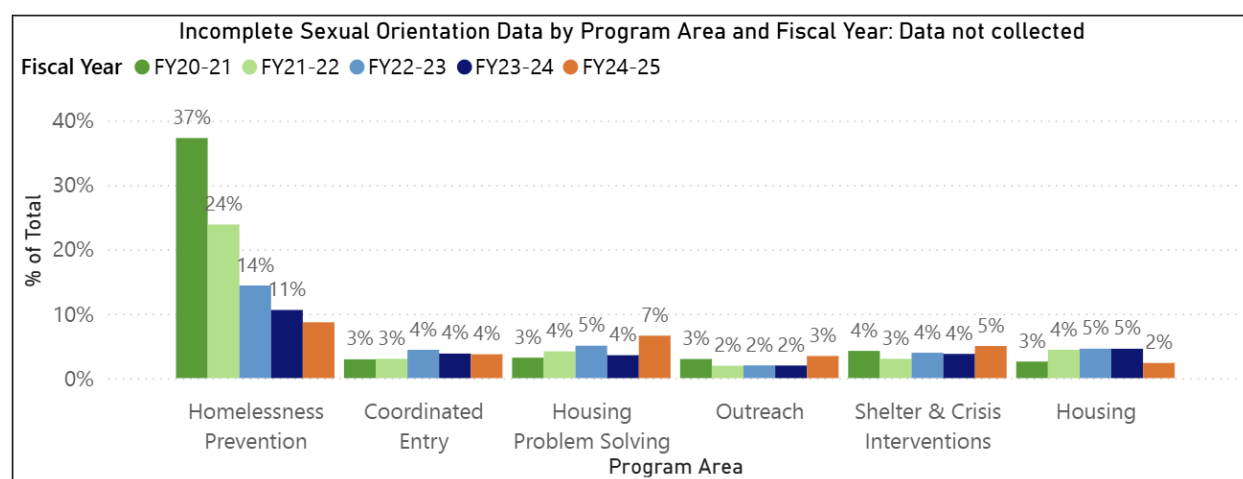
[6] The Department continues to prioritize data quality and completeness for clients served by our prevention programs. Since FY20-21, incomplete SOGI data has reduced significantly. While there were past challenges with importing prevention data into the ONE system, these issues have been addressed.

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. We will also continue to monitor system performance to understand disparities, 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), other City departments, and community partners who have supported the initiatives HSH conducted in FY 2024-25. 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 2024-25 Report on the Collection of Sexual Orientation & Gender Identity Data: Appendices

This document contains supplemental information for HSH's FY 2024-25 Sexual Orientation and Gender Identity (SOGI) Report.

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 2024-25 Data Collection

Table 1 includes the two SOGI questions HSH asked in FY 2024-25 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 1: HSH FY 2024-25 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?
- Man (boy, if child) - Woman (girl, if child) - Culturally specific identity (e.g., two-spirit) - Transgender - Non-binary - Questioning - Different identity - Client doesn't know - Client prefers not to answer - Data not collected	- Straight / Heterosexual - Gay / Lesbian / Same-Gender Loving - Bisexual - Questioning / Unsure - Not Listed - Declined to Answer - Not Asked - Incomplete / Missing Data

[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 (OTI), HSH requested and received a partial waiver from 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 ERAP Database**, which is managed by Bay Area Community Services to track prevention data across multiple Bay Area communities. Most clients served by HSH in this database also have ONE System profiles, which were used for reporting SOGI data. Clients who could not be matched to ONE System profiles were not included in this report.

APPENDIX B: METHODOLOGY

Analyzing All Heads of Household and Adults

In a prior year, HSH's SOGI report shifted from analyzing SOGI data for heads of household to analyzing data for heads of household (including a very small number of minor heads of household) **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. 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. In addition, HSH does not collect sexual orientation data at all until the age of 13, including for minor heads of household who would be included in this report.[7]

Years Included

To support analyzing trends over time, this report includes data from FY 2020-21, FY 2021-22, FY 2022-23, FY 2023-24, and FY 2024-25. 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 previous reports may differ slightly from the data presented in this report.

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 2:

Table 2: LGBTQ+ Response Options

Sexual Orientation Responses	Gender Identity Responses
 • Gay / Lesbian / Same-Gender Loving • Bisexual • Questioning / Unsure • Not Listed	Any combination of the following options other than exclusively "Man (boy, if child)" or exclusively "Woman (girl, if child)": • Man (boy, if child) • Woman (girl, if child) • Culturally specific identity (e.g., two-spirit) • Transgender • Non-binary • Questioning • Different identity

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 provided with each set of charts reflect incomplete data across all five years.

---

[7] Clients who turned 13 while in our system may also have lower rates of completed data since their sexual orientation could not be recorded when they first entered the system.

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 household (adults, youth, and families) and other adults who were enrolled in Coordinated Entry at any point in the fiscal year.
- **Housing problem solving:** This data reflects 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 originally came from the SF COVID Placement Tool, a database developed by RTZ Systems and used to manage data for certain temporary shelter sites. That data has since been migrated to the ONE System and is now pulled directly from the ONE System with other shelter data.
- **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. This data includes 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 3: 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	606	37	326	243	10.2%	6.1%	40%
Coordinated Entry	8,777	1,283	7,104	390	15.3%	14.6%	4%
Housing Problem Solving	252	41	200	11	17.0%	16.3%	4%
Outreach	1,349	160	1,110	79	12.6%	11.9%	6%
Shelter & Crisis Interventions	6,720	894	5,413	413	14.2%	13.3%	6%
Housing	1,791	245	1,473	73	14.3%	13.7%	4%
Housing Ladder	48	7	28	13	20.0%	14.6%	27%
Total Served (Unique Clients)	**11,716**	**1,576**	**9,206**	**934**	**14.6%**	**13.5%**	**8%**

Table 4: 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	1,639	134	1,049	456	11.3%	8.2%	28%
Coordinated Entry	10,923	1,511	8,897	515	14.5%	13.8%	5%
Housing Problem Solving	506	85	397	24	17.6%	16.8%	5%
Outreach	3,711	454	3,104	153	12.8%	12.2%	4%
Shelter & Crisis Interventions	7,229	998	5,868	363	14.5%	13.8%	5%
Housing	2,775	319	2,269	187	12.3%	11.5%	7%
Housing Ladder	168	8	130	30	5.8%	4.8%	18%

Total Served (Unique Clients)	*15,402*	*1,975*	*12,146*	*1,281*	*14.0%*	*12.8%*	*8%*

Table 5: 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	1,967	191	1,398	378	12.0%	9.7%	19%
Coordinated Entry	13,361	1,837	10,695	829	14.7%	13.7%	6%
Housing Problem Solving	954	112	775	67	12.6%	11.7%	7%
Outreach	4,555	579	3,779	197	13.3%	12.7%	4%
Shelter & Crisis Interventions	8,171	1,192	6,520	459	15.5%	14.6%	6%
Housing	3,108	428	2,491	189	14.7%	13.8%	6%
Housing Ladder	131	14	102	15	12.1%	10.7%	11%
Total Served (Unique Clients)	*18,312*	*2,404*	*14,370*	*1,538*	*14.3%*	*13.1%*	*8%*

Table 6: 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	1,975	216	1,488	271	12.7%	10.9%	14%
Coordinated Entry	15,689	2,117	12,708	864	14.3%	13.5%	6%
Housing Problem Solving	1,068	155	865	48	15.2%	14.5%	4%

	Total	LGBTQ+	Non-LGBTQ+	Incomplete or Missing Data	% LGBTQ+ - Complete Data	% LGBTQ+ - All Data	% Incomplete Data
Outreach	3,943	609	3,179	155	16.1%	15.4%	4%
Shelter & Crisis Interventions	9,157	1,357	7,281	519	15.7%	14.8%	6%
Housing	2,830	417	2,243	170	15.7%	14.7%	6%
Housing Ladder	174	18	143	13	11.2%	10.3%	7%
Total Served (Unique Clients)	*20,738*	*2,703*	*16,549*	*1,486*	*14.0%*	*13.0%*	*7%*

Table 7: Number and Percent of LGBTQ+ Clients by Program Area – FY 2024-25

Program Area	Total	LGBTQ+	Non-LGBTQ+	Incomplete or Missing Data	% LGBTQ+ - Complete Data	% LGBTQ+ - All Data	% Incomplete Data
Homelessness Prevention	2,676	336	2,013	327	14.3%	12.6%	12%
Coordinated Entry	16,117	2,250	13,013	854	14.7%	14.0%	5%
Housing Problem Solving	743	104	580	59	15.2%	14.0%	8%
Outreach	4,739	658	3,844	237	14.6%	13.9%	5%
Shelter & Crisis Interventions	9,786	1,483	7,637	666	16.3%	15.2%	7%
Housing	2,468	417	1,951	100	17.6%	16.9%	4%
Housing Ladder	118	9	94	15	8.7%	7.6%	13%
Total Served (Unique Clients)	*21,607*	*2,967*	*17,011*	*1,629*	*14.9%*	*13.7%*	*8%*

Table 8: Sexual Orientation Data by Program Area – FY 2020-21

Program Area	Straight	Gay or lesbian	Bisexual	Questioning or unsure	Not listed	Prefers not to answer	Data not collected	Total Served
Homelessness Prevention	329	18	15	2	2	14	226	606
Coordinated Entry	7,185	591	465	47	75	158	256	8,777
Housing Problem Solving	203	20	14	1	2	4	8	252
Outreach	1,121	62	61	9	11	45	40	1,349
Shelter & Crisis Interventions	5,462	410	322	35	64	143	284	6,720
Housing	1,486	114	91	10	16	28	46	1,791
Housing Ladder	28	6	1	0	0	3	10	48
Total Served (Unique Clients)	*9,304*	*719*	*566*	*60*	*111*	*238*	*718*	*11,716*

Table 9: Sexual Orientation Data by Program Area – FY 2021-22

Program Area	Straight	Gay or lesbian	Bisexual	Questioning or unsure	Not listed	Prefers not to answer	Data not collected	Total Served
Homelessness Prevention	1,053	70	40	3	19	63	391	1,639
Coordinated Entry	8,980	649	588	54	105	219	328	10,923
Housing Problem Solving	404	45	26	2	2	6	21	506
Outreach	3,133	169	201	23	27	87	71	3,711
Shelter & Crisis Interventions	5,929	427	375	41	64	176	217	7,229
Housing	2,286	148	118	6	26	69	122	2,775
Housing Ladder	130	3	3	0	1	6	25	168

Total Served (Unique Clients)	*12,256*	*844*	*747*	*75*	*157*	*369*	*954*	*15,402*

Table 10: Sexual Orientation Data by Program Area – FY 2022-23

Program Area	Straight	Gay or lesbian	Bisexual	Questioning or unsure	Not listed	Prefers not to answer	Data not collected	Total Served
Homelessness Prevention	1,409	100	67	5	13	90	283	1,967
Coordinated Entry	10,819	786	680	74	152	263	587	13,361
Housing Problem Solving	785	69	31	1	7	13	48	954
Outreach	3,809	230	239	23	48	116	90	4,555
Shelter & Crisis Interventions	6,604	492	437	50	99	167	322	8,171
Housing	2,512	185	166	14	32	57	142	3,108
Housing Ladder	103	4	6	0	2	0	16	131
Total Served (Unique Clients)	*14,532*	*1,030*	*892*	*96*	*202*	*427*	*1,133*	*18,312*

Table 11: Sexual Orientation Data by Program Area – FY 2023-24

Program Area	Straight	Gay or lesbian	Bisexual	Questioning or unsure	Not listed	Prefers not to answer	Data not collected	Total Served
Homelessness Prevention	1,494	106	78	8	17	63	209	1,975
Coordinated Entry	12,870	949	753	76	169	274	598	15,689
Housing Problem Solving	869	74	51	9	10	17	38	1,068
Outreach	3,221	244	241	25	48	87	77	3,943
Shelter & Crisis Interventions	7,386	551	507	66	111	192	344	9,157

Housing	2,269	184	150	11	44	43	129	2,830
Housing Ladder	144	4	11	0	0	5	10	174
Total Served (Unique Clients)	*16,743*	*1,186*	*980*	*101*	*220*	*433*	*1,075*	*20,738*

Table 12: Sexual Orientation Data by Program Area – FY 2024-25

Program Area	Straight	Gay or lesbian	Bisexual	Questioning or unsure	Not listed	Prefers not to answer	Data not collected	Total Served
Homelessness Prevention	2,032	183	103	8	23	95	232	2,676
Coordinated Entry	13,179	968	815	81	195	282	597	16,117
Housing Problem Solving	586	55	26	1	12	14	49	743
Outreach	3,892	236	285	30	55	78	163	4,739
Shelter & Crisis Interventions	7,774	601	517	66	139	201	488	9,786
Housing	1,982	174	150	13	39	52	58	2,468
Housing Ladder	94	3	6	0	0	5	10	118
Total Served (Unique Clients)	*17,239*	*1,287*	*1,061*	*110*	*257*	*463*	*1,190*	*21,607*

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	221	355	2	4	0	2	22	606
Coordinated Entry	5,377	3,104	176	100	1	8	11	8,777
Housing Problem Solving	141	103	6	2	0	0	0	252

Outreach	892	398	32	17	1	7	2	1,349
Shelter & Crisis Interventions	4,327	2,142	123	71	2	8	47	6,720
Housing	925	812	35	13	1	2	3	1,791
Housing Ladder	39	9	0	0	0	0	0	48
Total Served (Unique Clients)	7,105	4,173	212	125	2	16	83	11,716

Table 14: Gender Identity 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	651	938	9	9	0	9	23	1,639
Coordinated Entry	6,665	3,899	200	132	4	7	16	10,923
Housing Problem Solving	245	236	15	7	2	1	0	506
Outreach	2,560	1,047	51	42	1	6	4	3,711
Shelter & Crisis Interventions	4,604	2,319	150	92	4	10	50	7,229
Housing	1,638	1,054	40	33	0	3	7	2,775
Housing Ladder	69	97	2	0	0	0	0	168
Total Served (Unique Clients)	9,120	5,729	263	174	5	21	90	15,402

Table 15: Gender Identity 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	788	1,102	17	20	0	12	28	1,967
Coordinated Entry	8,037	4,821	253	175	6	14	55	13,361
Housing Problem Solving	523	396	14	13	1	0	7	954
Outreach	3,079	1,337	71	48	3	9	8	4,555
Shelter & Crisis Interventions	5,215	2,548	210	113	6	11	68	8,171
Housing	1,748	1,250	58	40	1	1	10	3,108
Housing Ladder	55	70	5	0	0	0	1	131
Total Served (Unique Clients)	*10,732*	*6,821*	*331*	*238*	*12*	*30*	*148*	*18,312*

Table 16: Gender Identity 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	829	1,085	17	18	0	6	20	1,975
Coordinated Entry	9,260	5,786	282	251	7	26	77	15,689
Housing Problem Solving	580	446	16	23	0	1	2	1,068
Outreach	2,554	1,229	69	72	3	8	8	3,943
Shelter & Crisis Interventions	5,868	2,808	207	163	3	21	87	9,157
Housing	1,553	1,169	63	32	1	7	5	2,830

Housing Ladder	76	92	3	3	0	0	0	174
Total Served (Unique Clients)	*12,065*	*7,799*	*358*	*301*	*9*	*39*	*167*	*20,738*

Table 17: Gender Identity Data by Program Area – FY 2024-25

Program Area	Man	Woman	Transgender	Non-binary	Questioning	Doesn't know or prefers not to answer	Data not collected	Total Served
Homelessness Prevention	1,220	1,363	32	28	1	11	21	2,676
Coordinated Entry	9,587	5,814	340	276	7	18	75	16,117
Housing Problem Solving	382	321	17	12	1	0	10	743
Outreach	3,098	1,424	95	80	2	6	34	4,739
Shelter & Crisis Interventions	6,201	2,972	267	205	5	17	119	9,786
Housing	1,357	954	75	63	0	11	8	2,468
Housing Ladder	57	60	0	1	0	0	0	118
Total Served (Unique Clients)	*12,584*	*7,979*	*438*	*346*	*8*	*47*	*205*	*21,607*