

# County of Santa Clara

## Office of Supportive Housing

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TO: Board of Supervisors  
Housing, Land Use, Environment and Transportation Committee (HLUET) Committee

FROM: Ky Le, Office of Supportive Housing (OSH)

SUBJECT: Supportive Housing System in Santa Clara County

This report describes the overall supportive housing system of care in Santa Clara County. The report's primary function is to communicate whether all of the different program types are contributing to an overall reduction in homelessness.

### **Programmatic Capacity**

The supportive housing system includes housing programs that fall into four categories: Emergency Shelter (ES), Transitional Housing (TH), Rapid Rehousing (RRH), and Permanent Supportive Housing (PSH). The report presented at the June 16, 2016 HLUET meeting includes a description of the target population, typical supportive services, and other considerations for each of these program types.

Each year, the US Department of Housing and Urban Development (HUD) requires each Continuum of Care (CoC) throughout the country to report its Housing Inventory Count (HIC), or system capacity, for a single night during the last week of January. Appendix A reflects the Santa Clara County CoC's HIC for year-round beds on the night of January 27, 2016.

In addition to the year-round beds available, the CoC had 294 seasonal Emergency Shelter beds in its capacity. These seasonal beds, located throughout the County, were generally available to households with and without children.

### **Utilization**

The utilization reported in Appendix B reflects the occupancy of Beds or Units – year-round and seasonal – on the night of the HIC. Future versions of this report will provide the current and cumulative utilization rates by program type, and will reflect utilization for Households with Children by Units rather than Beds in order to present a more accurate picture of system utilization.

## Demographic Information

The demographics of the people who have participated in a supportive housing program from July 1, 2015 to April 30, 2016 and who were homeless at entry are similar to those conveyed in the *2015 Santa Clara County Homeless Census and Survey Report*. That report can be found at:

<https://www.sccgov.org/sites/oah/coc/census/Pages/home.aspx>

## Performance Measures

As a requirement of the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009, the OSH and local stakeholders established system performance measures for the supportive housing system. Appendix C is a beta version of the System Performance Measures Dashboard. The dashboard's charts describe the following:

1. Total Number of Sheltered Homeless Persons – This chart documents two data points. The first, larger number represents the total number of people who utilized an ES and/or TH program at any point during the reporting year. The second number, labeled “20xx PIT,” states the number of people who utilized an ES or TH program on a single night, the point-in-time (PIT), during the last week of January for that reporting year.
2. Inflow – For each reporting period, this chart reflects the number of people entering the system when homeless who have not been served by the system in the two years preceding their program entry date.
3. Recidivism – For each supportive housing program type, the percentage of people who exit during the reporting period and returned to homelessness at the six month, one year, and two year points is charted.
4. Percentage of First Time Homeless Persons – This reflects the ratio of people who entered the system into housing and services programs during the reporting period who had a prior transaction within the past two years (Returning to Homelessness) and who have not had a prior transaction within the past two years (First Time Homeless).
5. Percentage of Permanent Housing Destinations – Excluding PSH, this chart shows by program type the percentage of people who exit to non-temporary housing situations.
6. Successful Exits from Street Outreach – Any placement to a temporary or permanent housing situation from a Street Outreach program is considered a successful exit, and this chart reflects those placements.
7. Permanent Housing Retention – This chart highlights the percentage of people who were enrolled in a PSH program during the reporting period who either: (1) remained in the program at the end of the reporting period or (2) exited to another permanent housing situation.

An essential measure of the supportive housing system is that people are getting housed. Appendix D documents the number of households housed each month for 12 months, by program type. It should be noted that the number of people housed after exiting an ES or TH program was significantly overstated in previous submissions of this report due to an error discovered in filtering the data queried for this report. The data reflected in this month's report reflect a more accurate picture of housing placements.