

# County of Santa Clara

## Office of Supportive Housing

3180 Newberry Dr. Suite 150  
San Jose, CA 95118  
(408) 793-0550 Main  
(408) 266-0124 Fax

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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.

The OSH maintains an inventory of permanent and temporary housing dedicated to people who are experiencing homelessness upon entry into that housing type. This inventory, called the Community Capacity Report (CCR), is updated monthly. Appendix A is a summary of OSH's CCR as of December 31, 2016. Future versions of the CCR will include utilization data.

### **Community Plan to End Homelessness**

The table in Appendix B reflects the progress made toward the goal stated in the *Community Plan to End Homelessness in Santa Clara County: 2015-2020* of increasing the supply of permanent housing for people experiencing homelessness by 6,000 housing opportunities. The table states the community's benchmark data from January 2015 as compared to the inventory at the end of December 2016. In addition, housing opportunities in the pipeline are enumerated. The table reflects opportunities in five categories:

1. PSH via scattered site subsidies to be used within the housing market
2. PSH Housing via dedicated housing units
3. RRH via scattered site subsidies to be used within the housing market
4. RRH via dedicated housing units
5. Dedicated housing units under development where the target program type is to be determined

## 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. A secondary table in this appendix illustrates the total number of people who were housed by the month reported and in the 11 months prior to that month. It should be noted that in March 2017, staff refined their methodology for producing this report; that refinement resulted in minor changes in some months from prior months.