

County of Santa Clara

Office of Supportive Housing

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February 12, 2018

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

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

SUBJECT: Reentry Rapid Rehousing Programs in Santa Clara County

This report describes the Reentry Rapid Rehousing (RRRH) efforts managed by the Office of Supportive Housing (OSH).

Rapid Rehousing (RRH) is an evidence-based strategy for episodically homeless households who are able to generate sufficient income over a relatively short amount of time to afford housing on their own in the long term. RRH programs provide a time-limited rental subsidy and supportive services to homeless households, typically for a period between six months to two years. The goal of RRH programs is to provide assistance to households to achieve and maintain housing stability until the household is able to assume rental payments and maintain housing stability on their own. The County, community-based organizations and other agencies have been implementing RRH programs for many years. Over the last six (6) years, the County has led the effort to significantly increase the RRH programs, with several programs launching in the past two years. Additionally, the County has assumed greater responsibility for managing and coordinating the network of RRH programs in the County.

In 2012, as part of the Reentry Strategic Plan, OSH implemented its first reentry housing program. The AB109 Rental Assistance Program was created to target homeless probationers (25 clients) who did not have a disabling condition and who had the ability to sustain earned income. Disabled individuals were referred to permanent supportive housing (PSH) programs. OSH has continued to expand and address various reentry housing needs by creating a comprehensive housing strategy, which has been initiated in the Reentry Strategic Plan by:

- Standardizing housing assessments at all access points;

- Training key staff on how to use and enter housing assessment data in the Homeless Management Information System (HMIS); and
- Incorporating housing-related performance measures in all housing programs.

Following the implementation of the AB109 Rental Assistance Program, additional programs were added that targeted specific criminal justice populations. The six (6) programs within the Reentry system that served individuals who were homeless or at risk of becoming homeless, were:

- Emergency Assistance Program (EAP) - A minimal intervention program designed to assist individuals and/or households with low acuity that have income, support, and some resources to move out of a short episode of homelessness.
- AB109 Rental Assistance Program (AB109 RAP) – Intensive, individualized services that provided a combination of RRH and transitional housing (TH) subsidies.
- Reentry Rapid Rehousing (RRRH) – Addresses the needs of episodically homeless individuals who need temporary housing assistance.
- Parolee Special Needs Rental Assistance Program (PSN 290) – A temporary rental assistance program that served individuals convicted of offenses under penal code 290.
- Community Reintegration Projects (CRP) – A combination of PSH and RRH subsidies that served individuals in the criminal justice system who also have medical conditions. This project served individuals in the following areas:
 - Community Reintegration North County
 - Community Reintegration Central County
 - Community Reintegration South County
- Custody Health - PSH subsidies to serve individuals who are chronically homeless, high utilizers of the criminal justice system, and who may have medical conditions.

In July 2017, the six (6) existing programs within the Reentry housing system were strategically realigned into three (3) reentry housing programs, two of which were part of the previous six programs, EAP and RRRH. The third program, the Reentry Rapid Rehousing - Exceptions (RRRHE) program, initially included individuals who were enrolled and/or housed in one of the four programs that ended June 30, 2017. The RRRH-Exceptions program also addresses the need for individuals who are at risk of and or experiencing episodic homelessness by providing a combination of temporary housing assistance.

OSH continues to implement broad and specific strategies that reinforce, expand and improve the network of supportive housing for individuals who are involved in the criminal justice system. The goal is to improve housing stability among adults who have behavioral health conditions and who have been involved with the criminal justice system. Moreover, reentry housing programs ensure that individuals or families receive the most appropriate housing interventions.

The report's primary objective is to communicate how the Reentry Housing Programs are contributing to the overall reduction in the number of individuals or households experiencing homelessness.

Programmatic Capacity, Utilization, and Exit Destinations

Current programs include a combination of services, with direct financial assistance for rent being the most requested service. Another critical service offered to individuals and households is case management, which includes housing search, job search, credit counseling, benefits counseling, connection to medical services, and connection to legal services.

Table 1 and 2 below show the total capacity, utilization and budget for various Reentry housing program subsidies from July 1, 2017 through December 31, 2017.

The following agencies are contracted with OSH to provide services for the RRRH programs: Abode, New Directions, Health Trust, and Community Solutions. The OSH also collaborates with the Office of Reentry Services and faith-based partners located at the RRC.

Table 1: Reentry Housing Program Subsidy Capacity

	Annual Capacity	Applications	Unduplicated Count	Utilization
Emergency Assistance Program	125	93	79	63%

Table 2: Reentry Housing Program Budget

Program	Operating Budget	Total Expenditures	Total Available
EAP	\$ 250,000	\$ 77,959	\$ 172,041
Reentry Rapid Rehousing	\$ 2,977,309	\$ 470,565	\$ 2,506,744
Reentry Rapid Rehousing Exceptions	\$ 300,000	\$ 191,122	\$ 108,878
Total:	\$ 2,174,001	\$ 227,417	\$ 1,940,584

**Based on December 2017 invoices*

The reporting period for data in the following exhibits is July 1, 2017 through December 31, 2017.

Exhibit 1 – Reentry Housing Assistance, Capacity, and Utilization

OSH maintains an inventory of system capacity and utilization of services for each program type. This exhibit describes the type of assistance provided, capacity, and utilization and includes the following measures:

- EAP Assistance Measures – This chart shows the type of assistance provided to households served in the EAP program.
- EAP Average Monthly Assistance – This chart shows the average amount of assistance provided per month to households served in the EAP program.
- Reentry Programs: Capacity, Enrollment, and Utilization – This chart shows the number of households that can be served in the program annually, the number of households enrolled during the reporting period, and the number of households housed during the reporting period. The utilization is
- Number of Days Until Housed – For the households housed during the reporting period, this chart shows the length of time from enrollment in a program to the date the household was housed.

Exhibit 2 – Reentry Housing 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. A key performance measure for all RRH programs is exits to permanent housing destinations. These charts show the exit destinations for enrolled households who exited prior to being housed and for enrolled households after being housed in the RRRH program.

Exhibit 3 – Criminal Justice Housing Information

An overview of information collected through Office of Reentry Services and HMIS for individuals formerly incarcerated and accessing RRC housing services. This exhibit describes new clients entering RRC and self-identifying as being homeless, VISPDAT outcomes and housing linkage which includes the following measures:

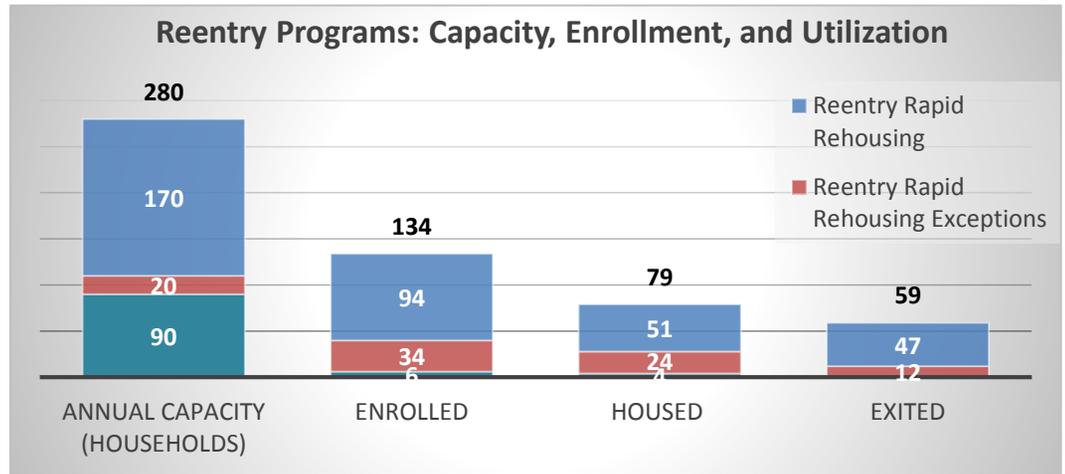
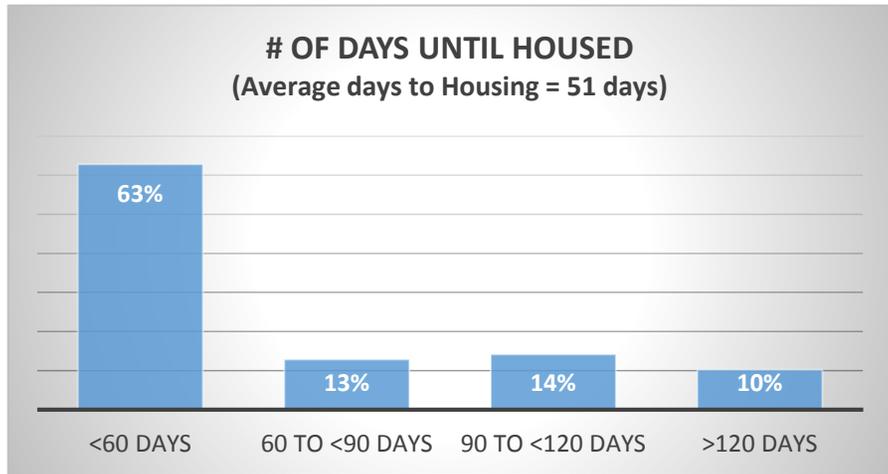
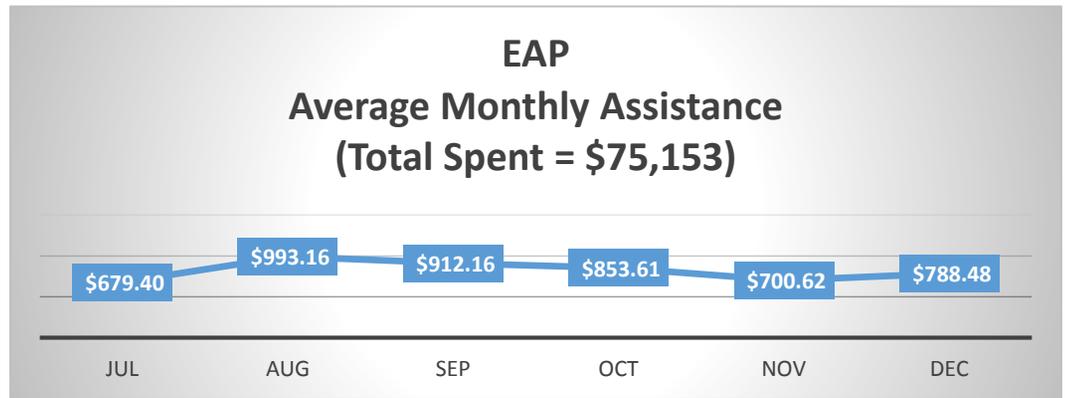
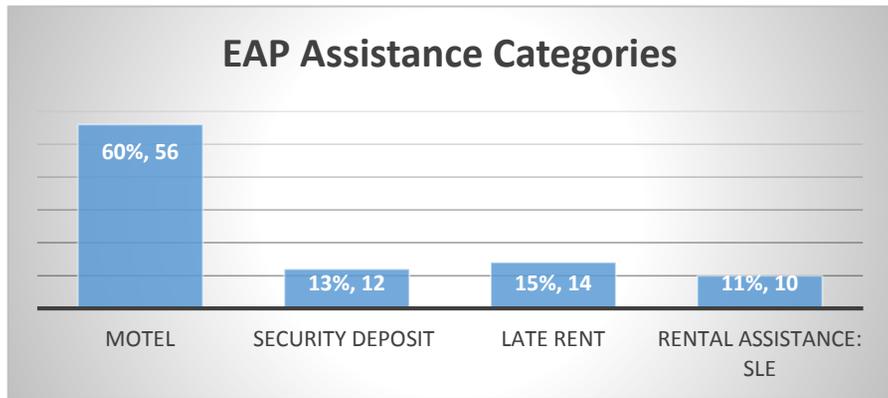
- VISPDAT data at RRC - This chart shows the number of clients entering RRC and completing a VISPDAT.
- Housed Clients Involved in the Criminal Justice System – This chart shows the total number of individuals who are receiving subsidy assistance through coordinated entry and who have self-reported a criminal justice involvement through either jail, and / or legal issues.

- Reentry Rapid Rehousing Referral Outcomes – This chart shows the number of referrals that have been retrieved from the community queue and the outcome of those referrals.

Exhibit 4 - Household Demographic Information

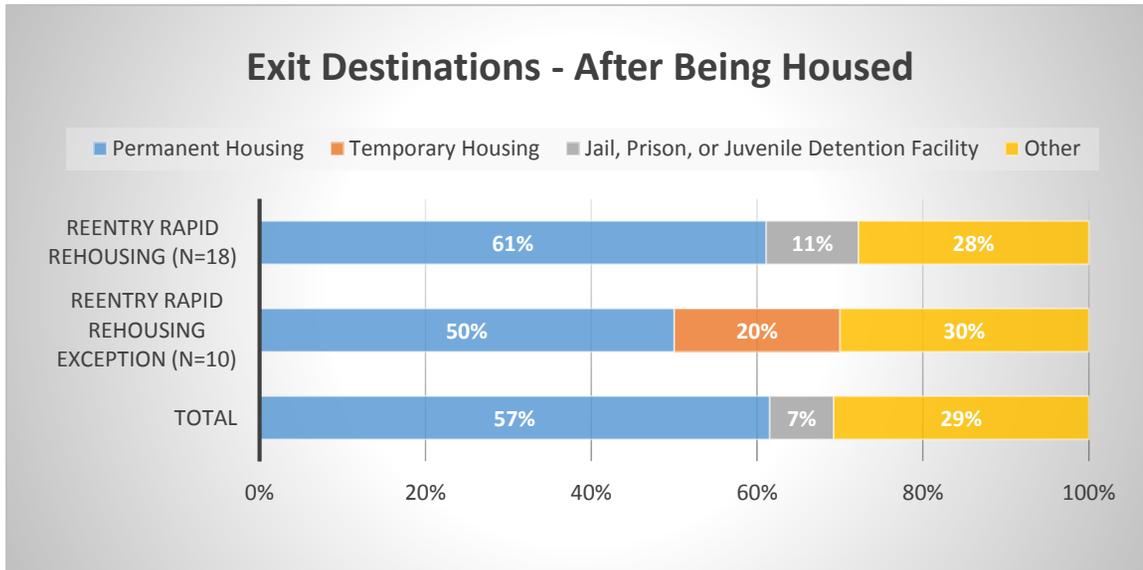
These charts provide an overview of demographic information collected through HMIS for anyone receiving reentry housing services includes ethnicity, race, age, and gender.

Exhibit 1 – Reentry Housing System Assistance, Capacity, and Utilization



Reentry Program	Annual Capacity (Households)	Enrolled	Housed	Exited	Utilization (Enrolled/Capacity)
Reentry Rapid Rehousing (RRRH)	170	94	51	47	55%
Reentry Rapid Rehousing Exception - (RRRHE)	20	34	24	12	170%
Jail Diversion	90	6	4	0	7%
Total	280	134	79	59	48%

Exhibit 2 – Reentry Housing Performance Measures



- Exits outcomes were measured for clients who were previously housed and those who were never housed
- 57% of clients who were previously housed exited to permanent destinations and generally have far more positive outcomes compared to clients who exited without being housed
- Only 16% of clients who exited a Reentry program without being housed exited to permanent destinations, while 58% exited to “Other” destinations. 19% exited to Jail, Prison, or a Juvenile Detention Facility

Some definitions:

- “Permanent” destinations include rental by client (with or without subsidy) or staying with family/friends (permanent tenure)
- “Temporary” destinations included emergency shelters, hotel/motel, transitional housing, Substance abuse treatment facility or detox center, staying with family/friends (temporary tenure)
- “Other” destinations include place not meant for habitation, client refused, or no exit interview completed

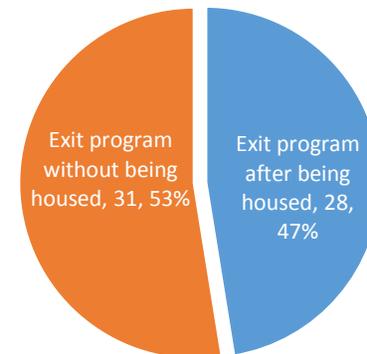
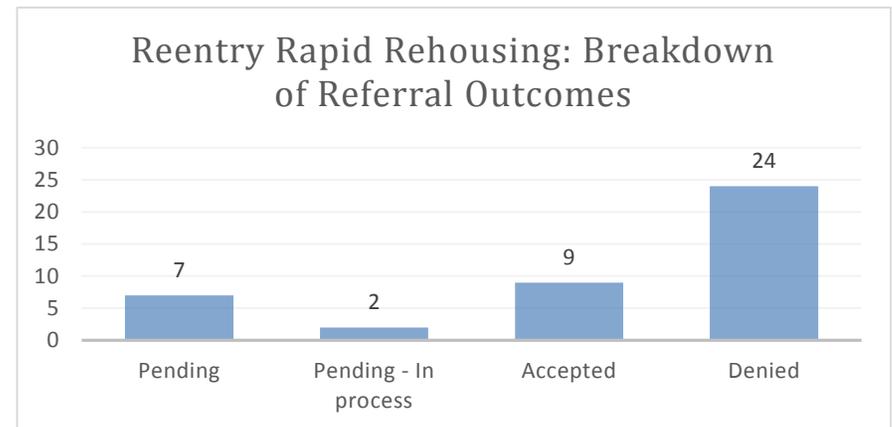
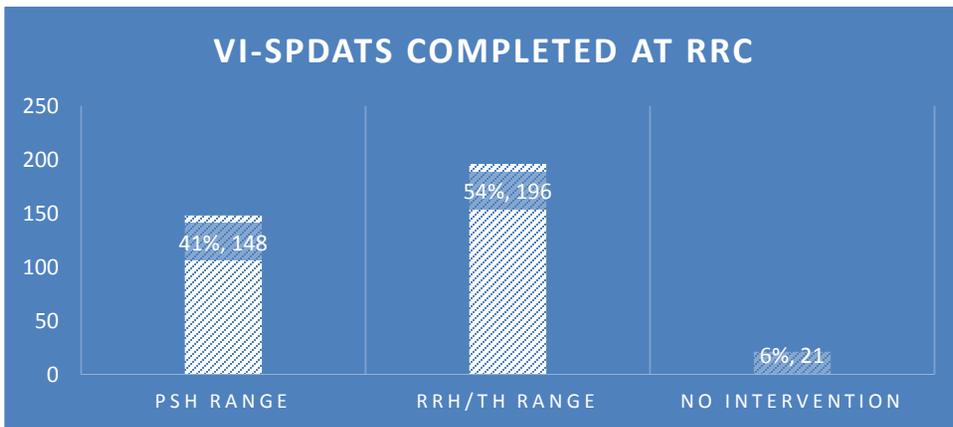
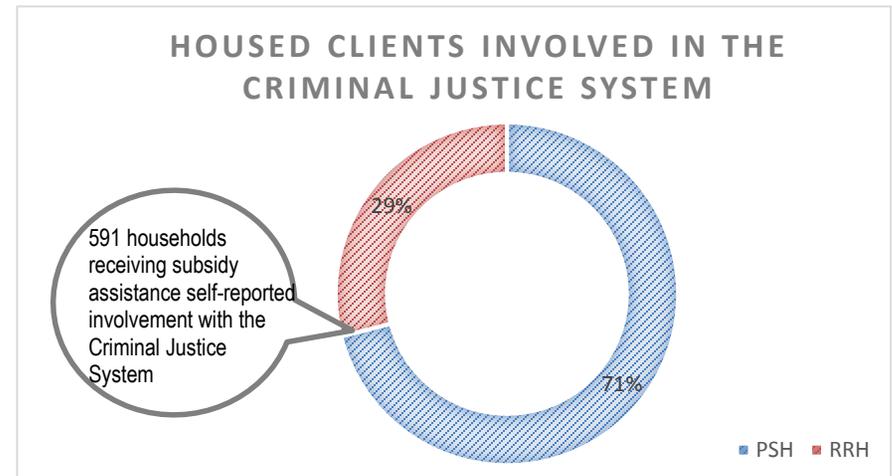
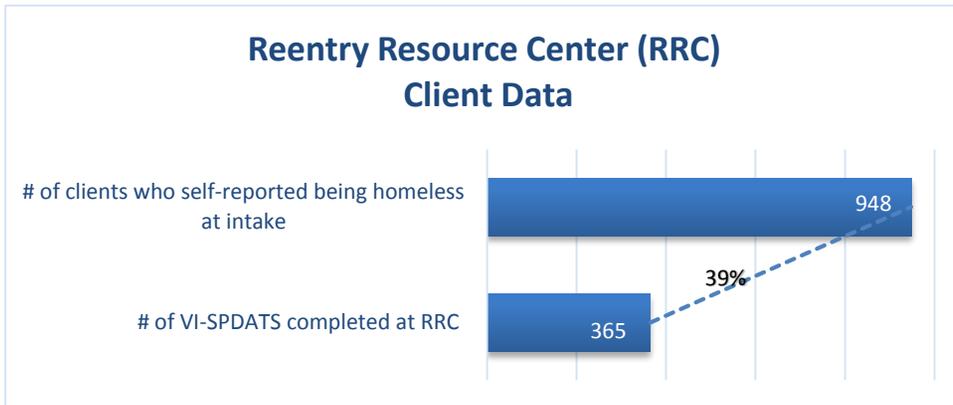


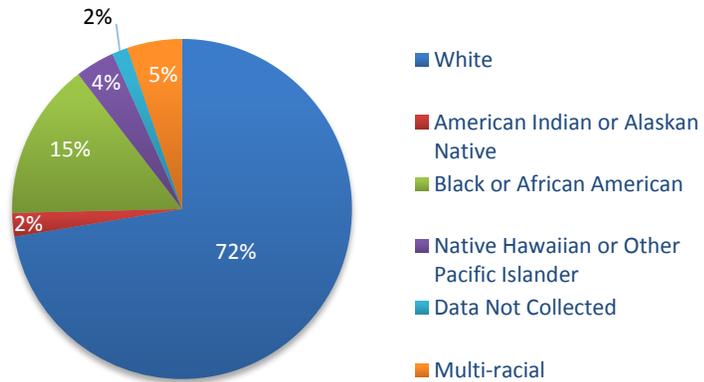
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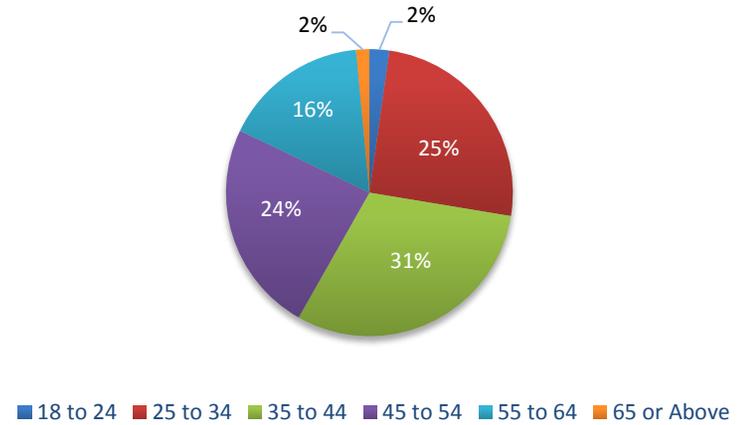
- From July to December 2017, 365 VI-SPDATs were completed at the County Reentry Resource Center (RRC)
- The greatest number of assessments fell in the RRH range, followed by the PSH range
- 12% (42) have been referred to possible housing programs (includes approved, denied and pending)
- Please note, RRC is only one entry point as clients may have entered the system through other access points such as outreach and shelters

Exhibit 4 Household Demographic Information

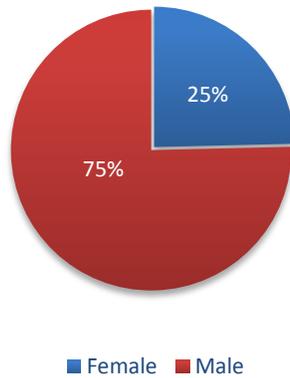
By Race



By Age Tier



By Gender



By Ethnicity

