

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. 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).

Community Plan to End Homelessness

The table in Appendix A 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 October 2018. 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

Programmatic Capacity

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 the four program types (ES, TH, RRH, and PSH).

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 B is a summary of OSH's CCR as of October 31, 2018. This chart also includes the estimated capacity of Homelessness Prevention programs countywide.

System 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 includes the measures that are most relevant in Santa Clara County. The charts describe the following:

1. Total System Entries and Homeless for the First Time – This chart documents two data points. The first, larger number represents the total number of people who utilized an ES, TH, or PH program at any point during the reporting year. The second number 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.
2. Returns to Homelessness – 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.
3. Percentage of Exits to Permanent Housing Destinations – Excluding PSH, this chart shows by program type the percentage of people who exit to non-temporary housing situations.
4. 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. The remainder of the dashboard reflects data on housing placements.

Appendix D includes the following charts:

- Total number of people who were housed by the month reported and in the 11 months prior to that month
- Number of households housed each month for 12 months compared to the number of people seeking housing assistance for the first time, defined as the number of people entering the Coordinated Assessment System (CAS) for the first time (*note that the people placed in housing each month are generally not the people entering the CAS that month*)
- Number of households entering the CAS by the expected level of housing intervention need

Appendix E shows monthly and 12-month cumulative housing placements by program type.