

# County of Santa Clara

## Office of Supportive Housing

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June 10, 2019

**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

The attached report highlights trends, successes, and challenges of the supportive housing system in Santa Clara County between May 2018 – April 2019. The report's primary function is to communicate whether different programs 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).

### **Supportive Housing System Trends and Highlights**

In 2015, the community set a goal to create 6,000 new housing opportunities. Since then, 3,107 units or housing vouchers have been added or are in the pipeline of development. With the passage of the Measure A Affordable Housing Bond in 2016, the community has secured resources to meet that goal. In addition to adding permanent housing opportunities, such as housing subsidies and new apartments dedicated to supportive housing, the system has increased capacity to serve homeless individuals in shelter and homelessness prevention programs over the past year, as demonstrated in Appendix B.

Appendix C includes key system performance measures, benchmarks for which are determined in coordination with community partners on an annual basis. Notable trends and highlights from the reporting period include the following:

- The total number of people accessing shelter, transitional or permanent housing programs increased 10% in the past two years. This likely reflects the increase in the capacity of the system to serve more individuals.
- The percent of households exiting programs to permanent housing destinations has increased from 31% to 33% over the past two years. The largest increase in was seen in shelter, where 23% of households exited to permanent destinations over the past year. This number will continue to

increase as a portion of shelter beds were recently set-aside for interim housing for households who are connected to a permanent housing program and are searching for housing.

- Individuals and families in permanent housing program (excluding Rapid Rehousing) continue to retain their housing for 12 months at very high rates. Ninety-three percent (93%) of households placed in housing over a year ago have maintained stable housing for at least 12 months continuously.

Appendix D shows that over past year, there was an average of 157 households per month who exited homelessness to a permanent housing destination. While programs continue to have great success in housing clients, to address the homelessness crisis in the County, the number of households who become homeless for the first time must be significantly reduced. Over the past year, an average of 322 households per month became homeless for the first time. Families and individuals who are newly homeless are assessed at entry into the system and require a range of interventions to resolve their homelessness. The level of need estimated at assessment is:

- Approximately 38% of households assessed over the past year likely require some level of permanent assistance to maintain housing, such as a permanent subsidy and/or permanent services.
- Approximately half of the households are estimated to need a Rapid Rehousing intervention, which includes a time-limited subsidy and supportive services.
- Approximately 14% of households are assessed in the minimal intervention range and likely require a lower level of intervention to resolve their housing crisis.

Appendix E shows the percent of returns to homelessness after participants in programs have exited to permanent housing. Across the housing system, 7% of people return to homelessness after six months, 13% after one year, and 19% after two years. The percent of returns after two years has increased from 11% in 2017 to 19% in the current reporting period. While most housing types have seen a decrease or insignificant change in returns to homelessness, the returns for clients exiting shelter has increased annually over the past three years. This increase may be due to a continued lack of affordable housing options and lack of available spots in housing programs.

### **Emergency Shelter and Transitional Housing Trends and Highlights**

Appendices F and G include data related to the shelter and transitional programs. In the current reporting period, there were 98 programs with a unit capacity of 1,742, serving almost 7,500 clients over the past year. Noteworthy trends and highlights from these programs include:

- Cold weather shelter capacity decreased from 471 beds to 303 beds in the past year. This decrease is due to the change in the Sunnyvale shelter from a cold weather program to a year-round shelter.
- Cold weather shelter utilization was 77% for the reporting period, compared to 90% from the previous year. The decrease in utilization is primarily due to the decrease at the Mountain View

nightly shelter. This facility had challenges in utilization because families and single individuals were comingled in the same sleeping area and nearby construction discouraged some families from accepting referrals to the shelter. Staff are working on an outreach plan for the next cold weather season to increase utilization, including a plan to increase referrals for single women, who were more likely to stay at the facility in this reporting period.

- Inclement weather utilization increased from 27% to 44% over the past year. This increase is due to stronger coordination with partners such as the National Weather service, 211, Alert SCC, and the City of San Jose. Through increased outreach and advanced inclement weather episode notification to homeless clients, there was an enhanced awareness of the availability of beds, resulting in higher utilization.

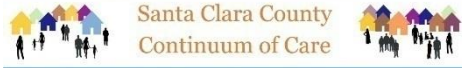
The majority of individuals and families accessing shelter and transitional programs are assessed at entry. The assessment provides information about the level of need of the household, as well as adds the household to the community queue for housing programs. During this reporting period, the clients enrolled in shelter and transitional programs had the following characteristics:

- Forty percent (40%) of shelter participants and 23% of transitional participants were assessed in the Permanent Supportive Housing range, indicating they may need permanent assistance to obtain and retain stable housing. Thirty-six percent (36%) of shelter participants and 43% of transitional participants were assessed at the Rapid Rehousing level, indicating a need for time-limited assistance to obtain and retain housing. The number of individuals assessed at these levels far exceeds the resources available to serve all clients accessing either program.
- Participants of both shelter and transitional programs indicated a significant number of challenges related to personal wellness, demonstrating a need to address a wide range of issues to increase the participants' ability to obtain and maintain stable housing. This includes 51% of shelter participants and 25% of transitional participants reporting abuse or trauma and 27% of shelter participants and 12% of transitional participants reported a mental health issue or concern.
- Approximately a quarter (23%) of clients leaving shelter and half (48%) of the clients leaving TH are exiting to a permanent destination. Until additional housing programs are available to serve clients as they leave either program, this percentage is likely to remain relatively stable.

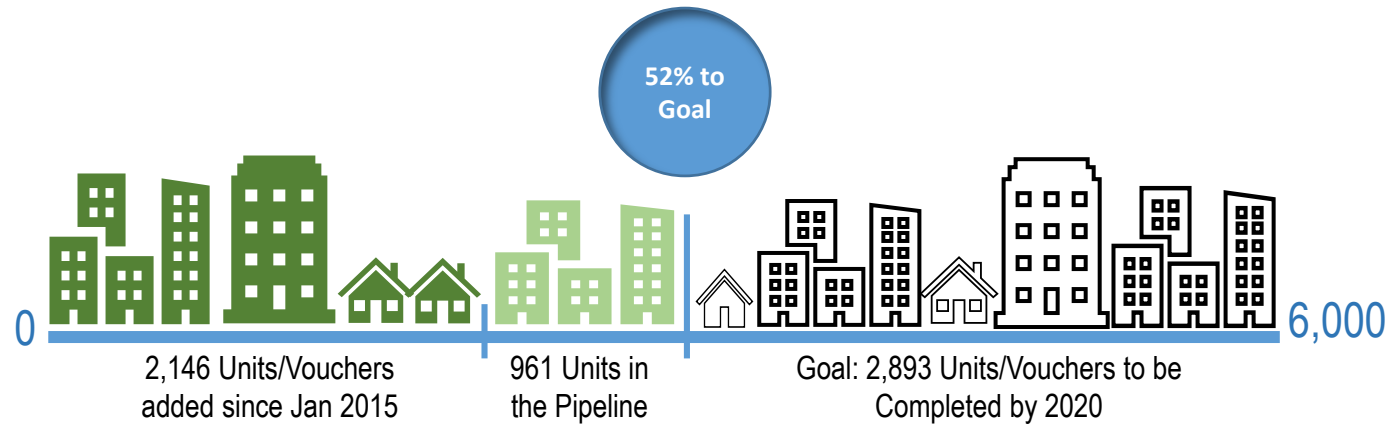


# Appendix A: Progress to Community Plan to End Homelessness Goal of 6,000 Housing Opportunities

**Jan 2015 Baseline: 2,635 Housing Units/Vouchers**  
Goal to add 6,000 Housing Units/Vouchers by 2020

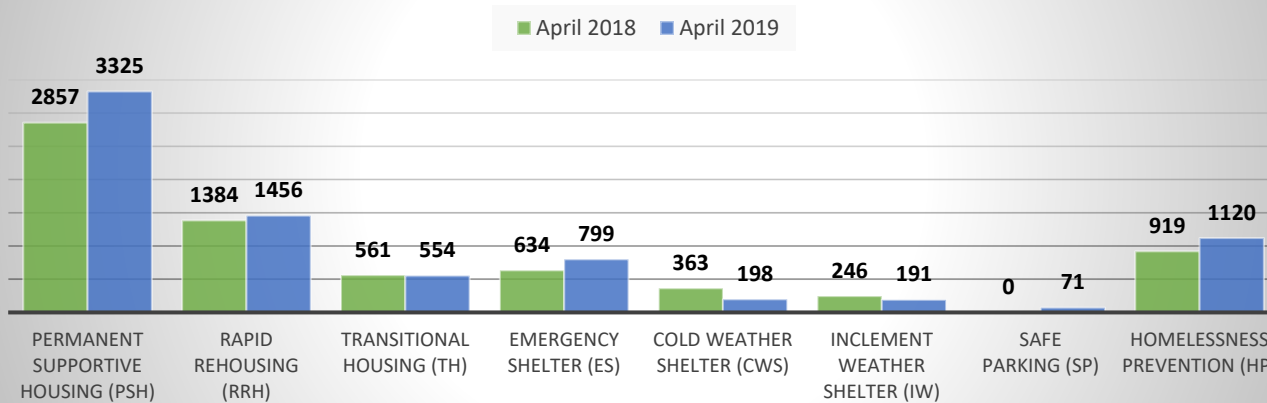


Office of Supportive Housing  
Supportive Housing System  
Dashboard  
May 1, 2018 –  
April 30, 2019

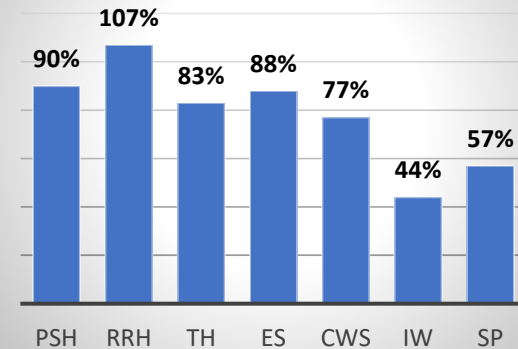


## Appendix B: Capacity and Utilization as of 4/30/2019

**Program Capacity (Units or Households)**



**Program Utilization, April 2019**



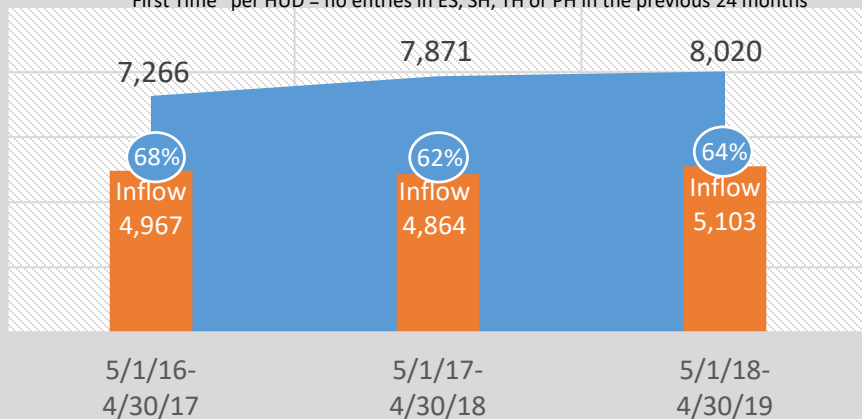
- Utilization is based on households who are enrolled in programs that are tracked in HMIS.
- PSH programs that are not tracked in HMIS include HUD VASH (1,222 units) and other programs which comprise 168 units.
- For Safe Parking programs, one parking space is the equivalent of one unit of capacity with an estimated 2.5 individuals per vehicle.
- Rapid Rehousing and Homelessness Prevention capacity is based on the estimated number of households that agencies are expected to serve in one year.

# Appendix C: System Performance Measures

## 1 Total System Entries and Homelessness for the First Time

- Persons with Entries into ES, SH, TH, or PH
- Inflow: People Experiencing Homelessness for the First Time\*

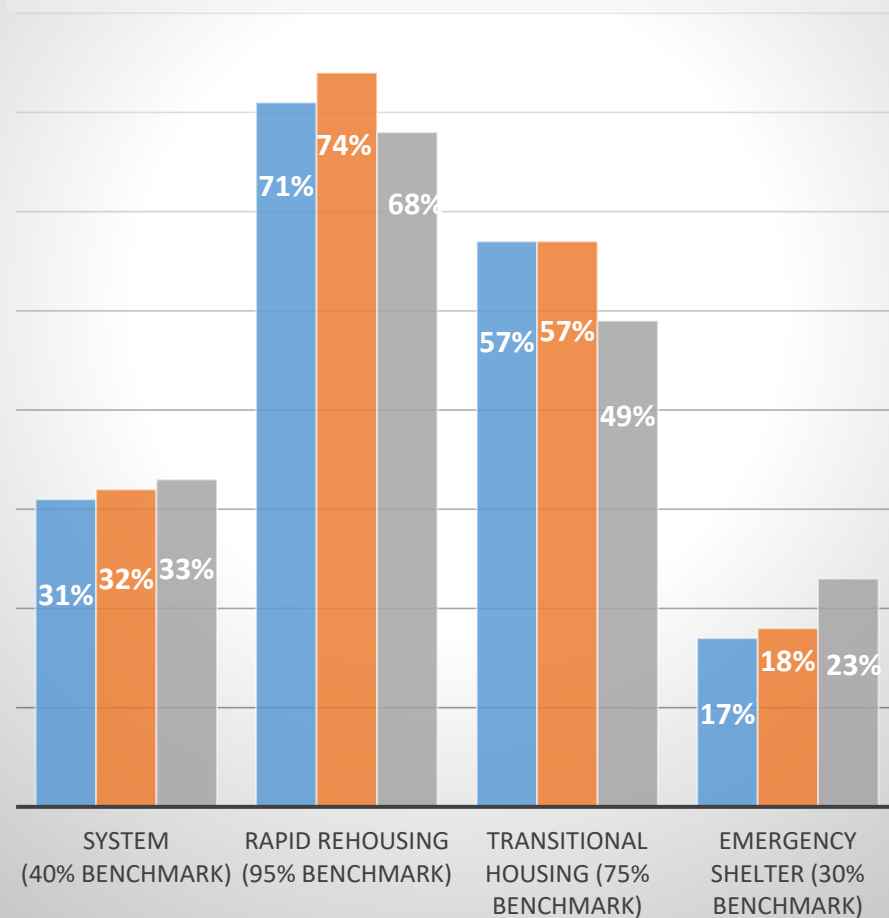
\* "First Time" per HUD = no entries in ES, SH, TH or PH in the previous 24 months



## 2 Exits to Permanent Housing Destinations

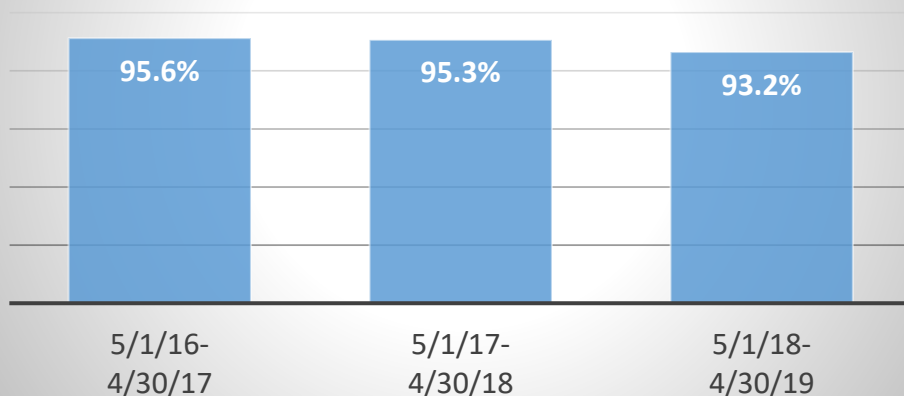
*Of Persons in ES, TH, and RRH who Exited, the Percentage of Successful Exits to Permanent Housing*

- 5/1/16-4/30/17
- 5/1/17-4/30/18
- 5/1/18-4/30/19

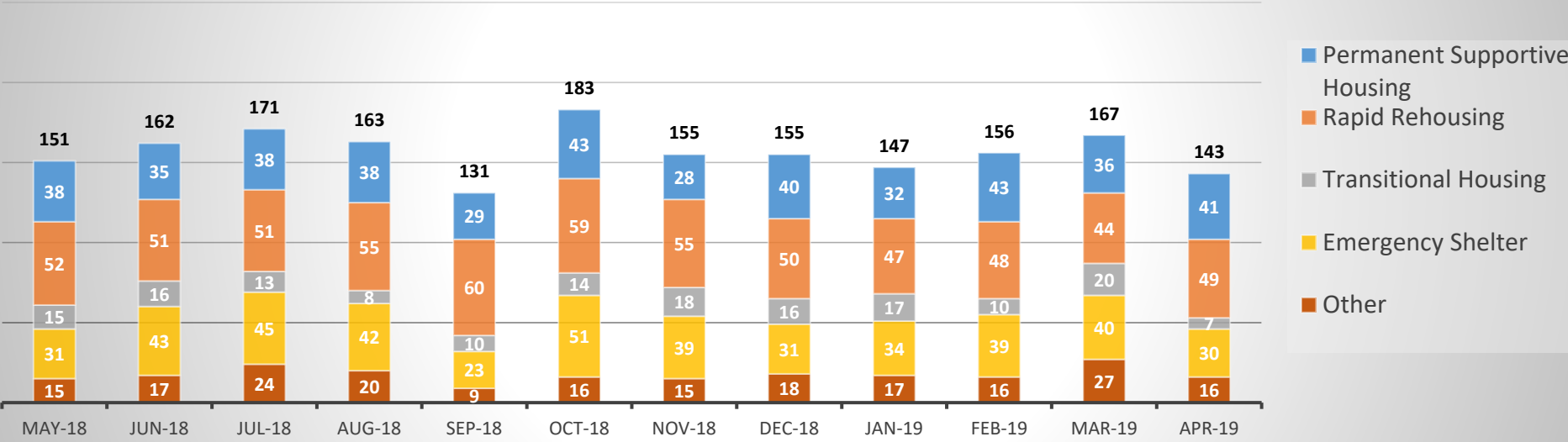


## 3 Permanent Housing Retention

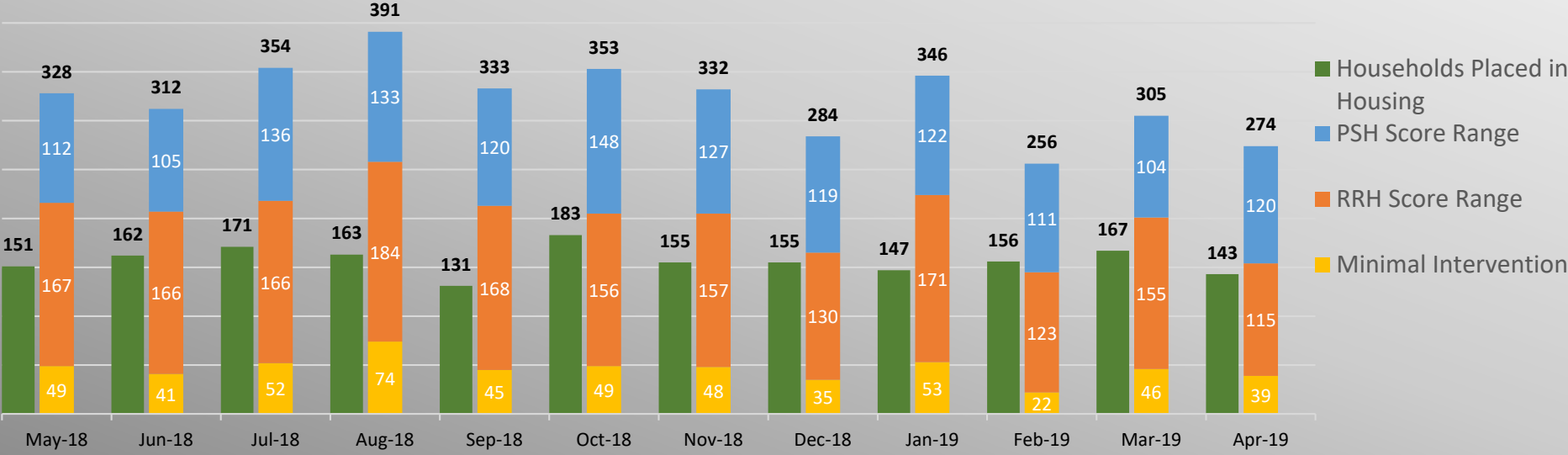
*Percentage of People in Permanent Housing Programs (excluding Rapid Rehousing) Retaining Housing during the Reporting Year (Benchmark = 95%)*



### Monthly Housing Placements from Project Types



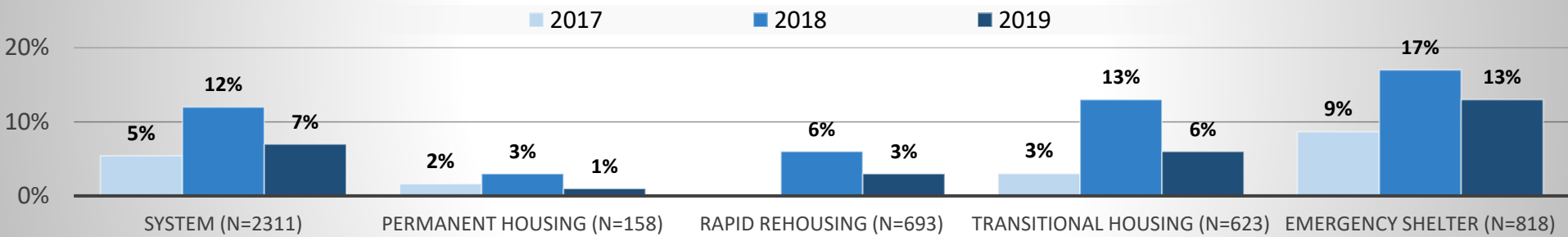
### Number of Households Placed in Housing and Households Requesting Assistance for the First Time (First VI-SPDAT Assessment)



# Appendix E: Returns to Homelessness

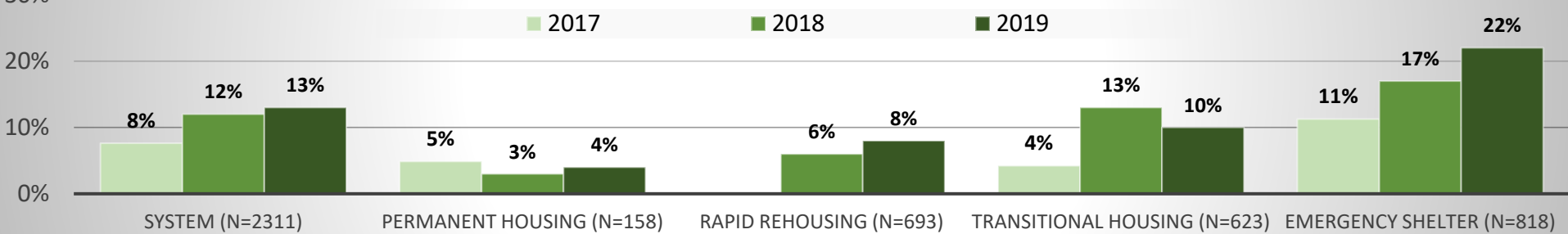
## Returns to Homelessness (Within 6 Months)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 6 Months (N = Exits to PH between 5/2016 to 4/2017)



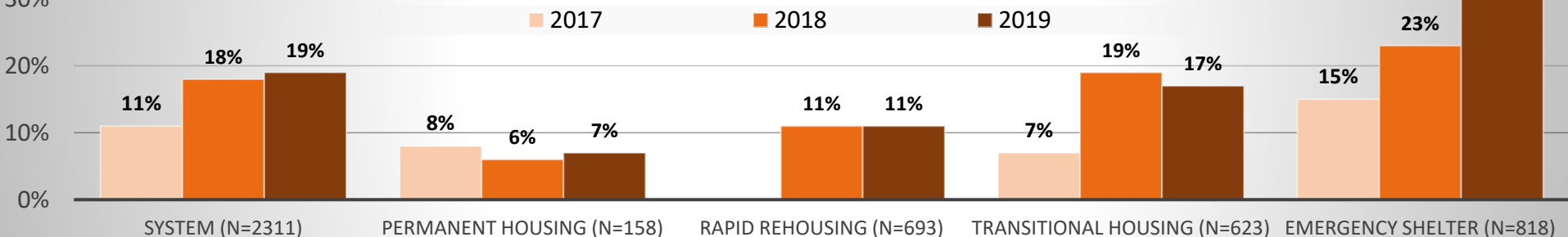
## Returns to Homelessness (Within 1 Year)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 1 Year (N = Exits to PH between 5/2016 to 4/2017)



## Return to Homelessness (Within 2 Years)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 2 Years (N = Exits to PH between 5/2016 to 4/2017)

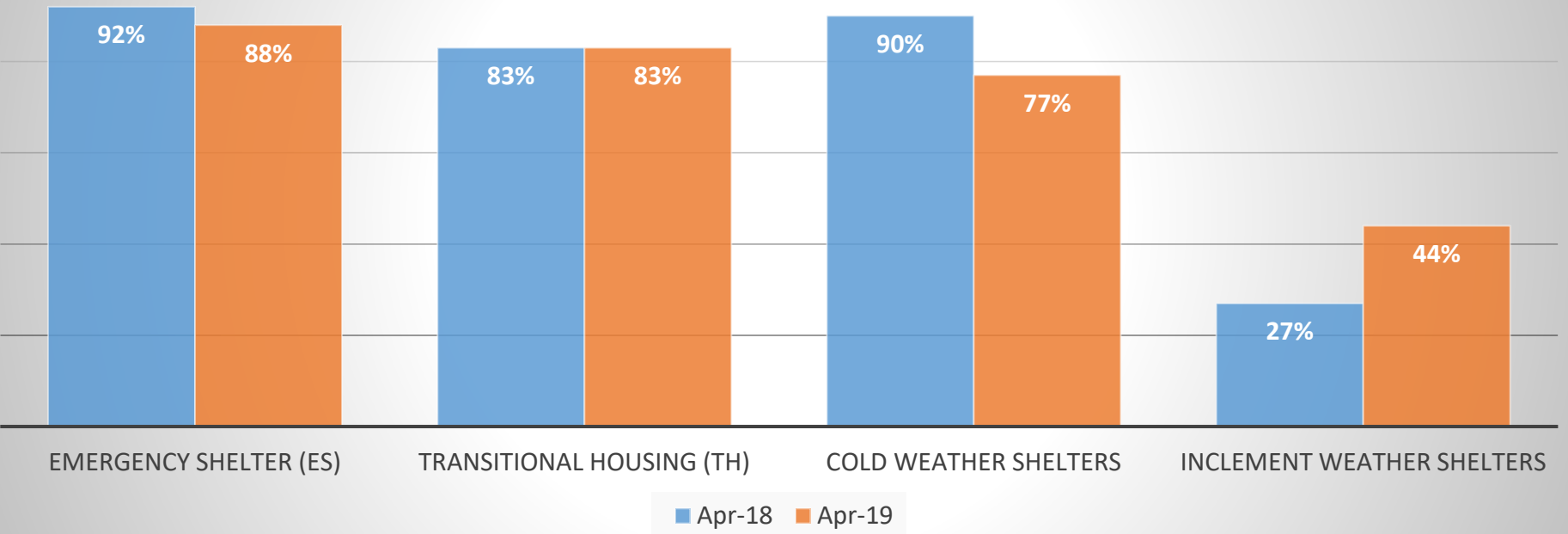


# Appendix F: Emergency Shelter and Transitional Housing Capacity and Utilization

	Number of Programs	Capacity (units)	Individuals Enrolled during May 2018 to April 2019
Emergency Shelter (ES)	52	799	4956
Transitional Housing (TH)	34	554	1411
Cold Weather Shelters	4	198	604
Inclement Weather Shelters	8	191	475
<b>Total</b>	<b>98</b>	<b>1,742</b>	<b>7,446</b>

Cold Weather Shelter Programs	Bed/Unit capacity	Number of Days Opened	Percent Utilization
Gilroy Nightly Shelter	105 beds	181	74%
Mountain View Nightly Shelter	50 beds	126	46%
St. Joseph's Ochoa Winter Family Shelter Program	35 Units (105 beds)	68	114%
Boccardo Family Living Center - SSA - SCC	8 Units (46 beds)	121	58%
<b>Total</b>	<b>198</b>	<b>124 days (Average)</b>	<b>77%</b>

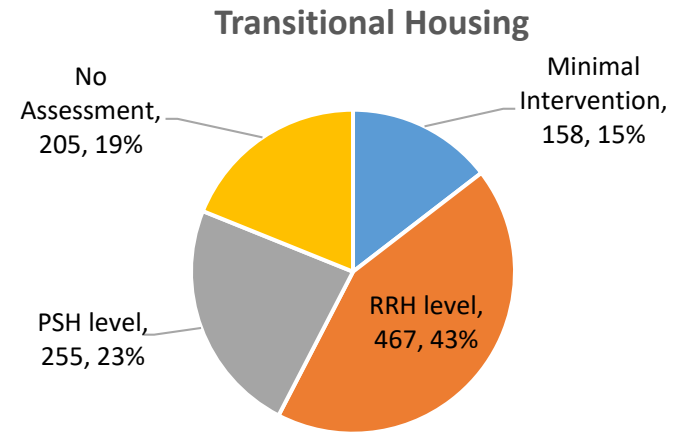
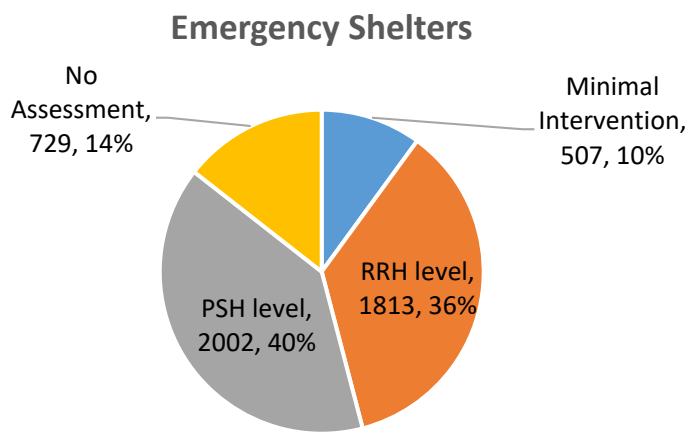
Program Utilization, 2018 and 2019



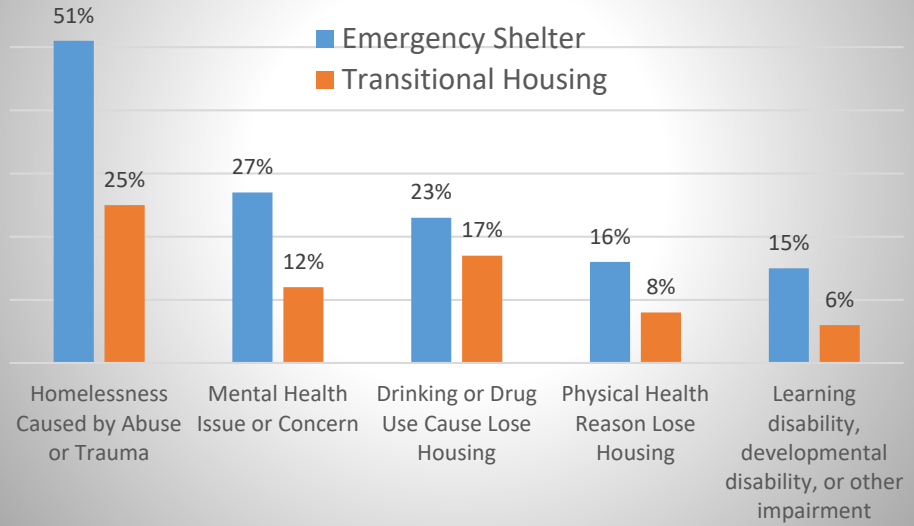


# Appendix F: Client Characteristics and Exit Destinations – ES and TH

## Level of Intervention at Assessment by Program Type



## ES and TH Clients Self-Reporting the Following Wellness Issues 5/1/2018 to 4/30/2019



## Exit Destinations from ES and TH

