# Outcomes Associated with Permanent Supportive Housing (PSH) Programs in Santa Clara County
# 18th Report

Note: Reporting periods may vary between sections.


**Summary**

- Project Welcome Home (PWH), a pay for success (PFS) project, outcome data has been included with the Care Coordination Project (CCP) report. Separate performance measures have been also included as part of the attachments.
- From July 1, 2011 through March 31, 2019, CCP served 1696 unduplicated households, of which 1346 had been housed.
- Results continue to show correlation between CCP clients receiving housing and supportive services and improved patterns of utilization of public services.


## Section I: Performance Measures and Demographics Information for Project Welcome Home (PWH) (May 1, 2015 through March 28, 2019)

PWH serves the chronically homeless individuals who are "high-users" of various county services, most notably emergency medical and psychiatric services, and the County jail. The program increased its capacity to serve 140 clients at any given time. As of March 28, 2019, 117 chronically homeless individuals have been enrolled and 92 are housed through PWH.

**Attachment A** provides detailed reports of the program's progress.

## Section II: Care Coordination Project Performance Measures

The Care Coordination Project (CCP) is a multi-agency initiative to coordinate, prioritize and deliver permanent supportive housing for the county's most vulnerable chronically homeless individuals and families. The County's Office of Supportive Housing (OSH) manages and oversees the CCP and is responsible for assessing the housing needs of chronically homeless persons, prioritizing scarce resources, optimizing funding by strategically allocating resources, leveraging federal resources and monitoring and improving services. Services are also prioritized for vulnerable individuals based on high utilization of healthcare and/or criminal justice services within Santa Clara County.

From July 1, 2011 through March 31, 2019, the CCP enrolled 1696 chronically homeless households into intensive case management services and housed 1346 households (See Figure 1 below). In order to capture the most accurate picture of the current housing retention rate, we looked at the last 12 months of the reporting period from April 1, 2018 to March 31, 2019. The housing retention rate (defined as 12 consecutive months of housing) is 93.4% (Figure 2 below). This exceeds the CCP's housing retention goal of 80%. Since its start in July 2011, CCP has increased capacity by 400 In December 2013, CCP enrolled 327 clients and housed 258 clients. By the end of December 2018, CCP enrolled 1208 and housed 891 clients (See Figure 3 below).

**Attachment B** provides CCP Outcomes from July 1, 2011 through March 31, 2019.

**Attachment C** provides Demographic Information for the CCP.

**Figure 1: CCP Outcomes**

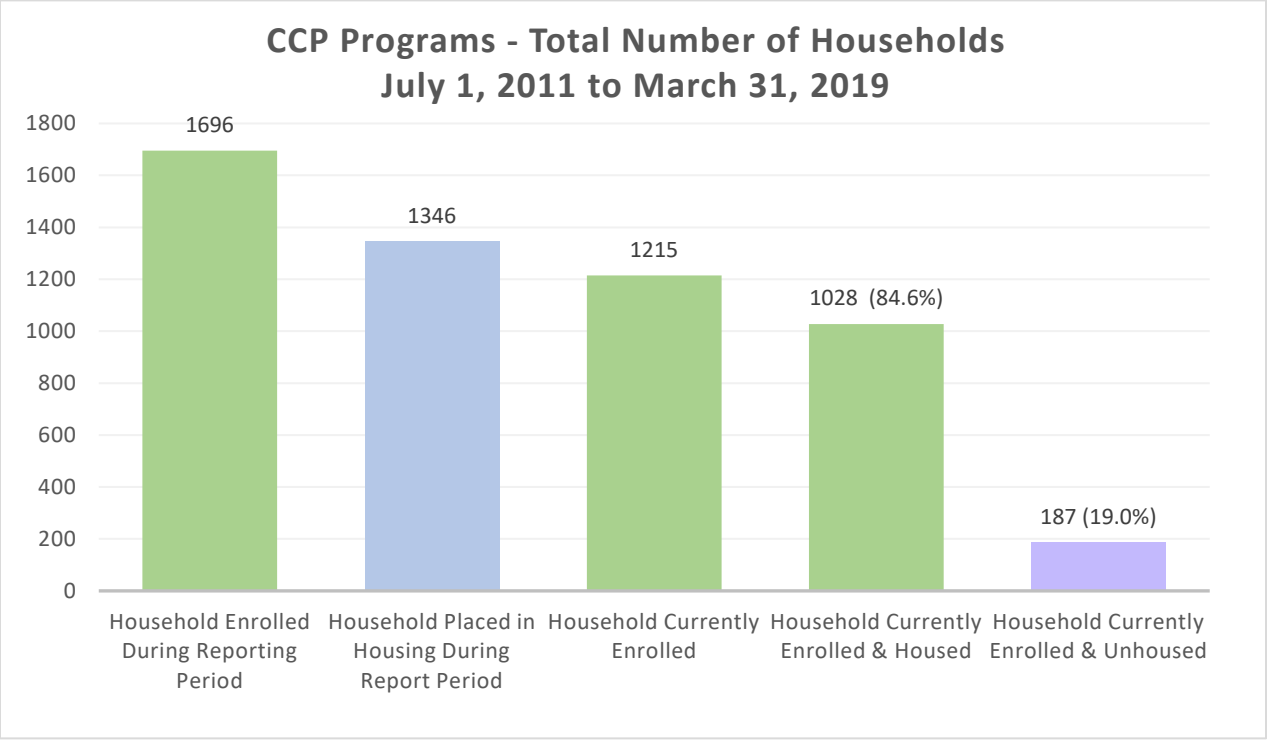



**Figure 2: CCP Housing Retention**

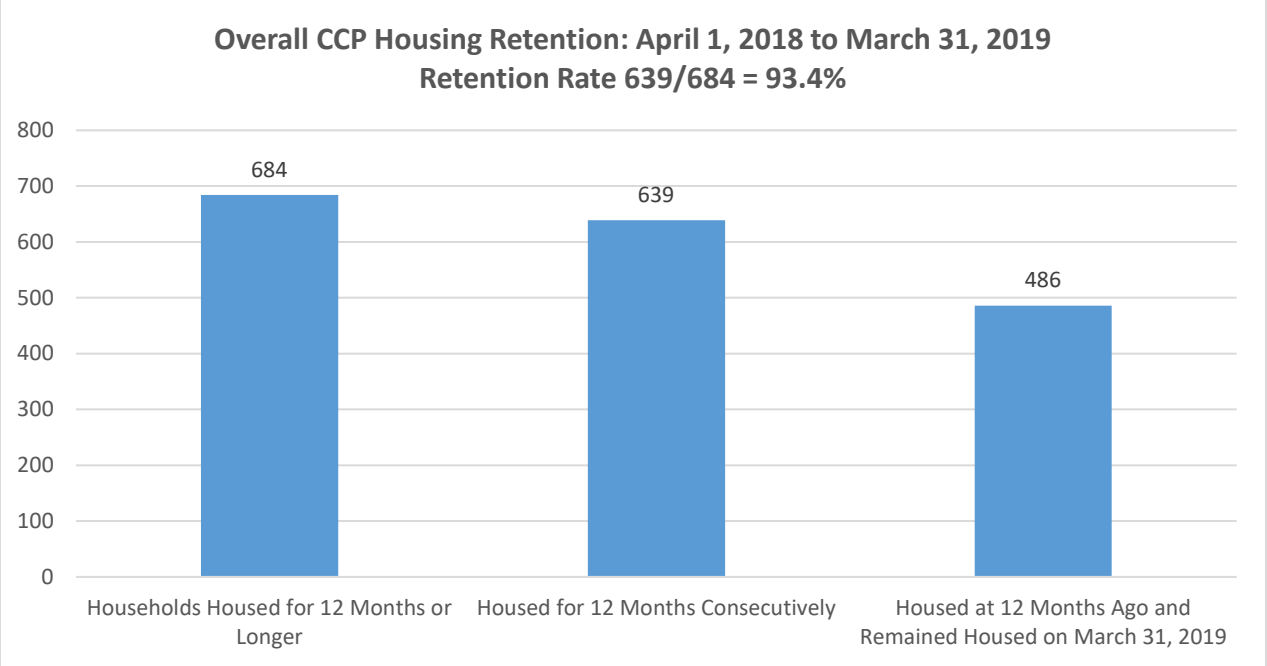
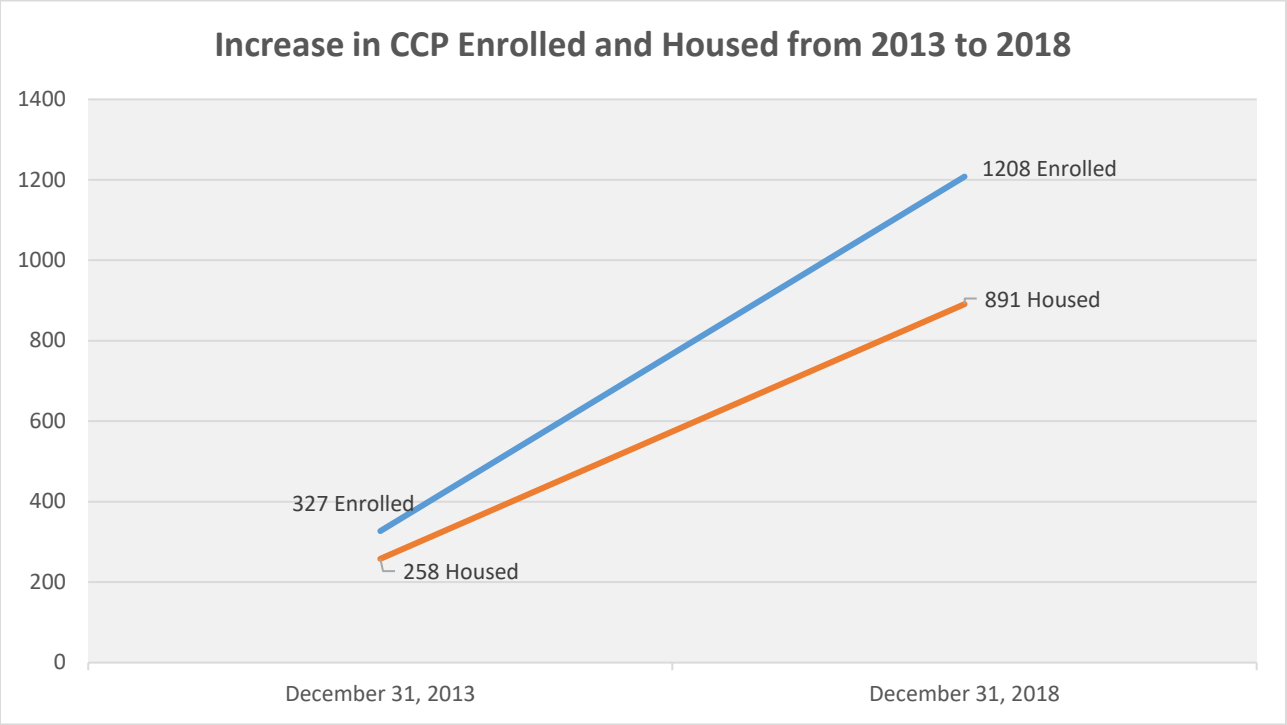


**Figure 3**: **Enrollment from 2013 to 2018**




## Section III: Client Need, System Utilization, and Records Linkage
**(July 1, 2011 through March 31, 2019)**

The county significantly strengthened its ability to:

1) Regularly link CCP clients to their utilization of county health, social service and criminal justice systems; 2) report on changes in system utilization; and 3) estimate costs associated with system utilization and cost avoidance associated with reduced system utilization. The remainder of this report focuses on changes in utilization patterns for CCP clients who receive housing and supportive services. County staff analyzed utilization for 921 unduplicated clients who actively received services from the CCP sometime between July 1, 2011 and March 31, 2019, and remained in housing for one year or more. County staff was then able to link them to service utilization data and other records from the Santa Clara Valley Medical Center, Behavioral Health Services, Social Services Administration and the Criminal Justice Information Control system (CJIC).

**Changes in System Utilization.** Figures 4 through 14 show the changes in CCP clients' utilization of county services during three years pre- and post-housing. Nine hundred and fourteen (914) unduplicated individuals who were housed by the CCP between July 1, 2011 and March 31, 2019, and who remained housed for a period of one year or more were identified.
The pre-housed data show the actual utilization of services for those 914 individuals for a period of three years prior to the date each individual was housed. The post-housed data show the actual

utilization of services for the same 921 individuals for a period of three years after the date each individual was housed.

Figure 4 shows an upward trend in the utilization of outpatient mental health services in the first 12 months after receiving supportive housing. This is considered positive as clients are encouraged to seek outpatient services and get stabilized. As expected, the utilization decreased significantly after 12 months post-housing. Housing coupled with supportive case management services provides significant stability to clients who have been homeless for many years. As clients are stably housed longer, the utilization of outpatient mental health services decreased significantly.

**Figure 4: Outpatient Mental Health Service Encounters**

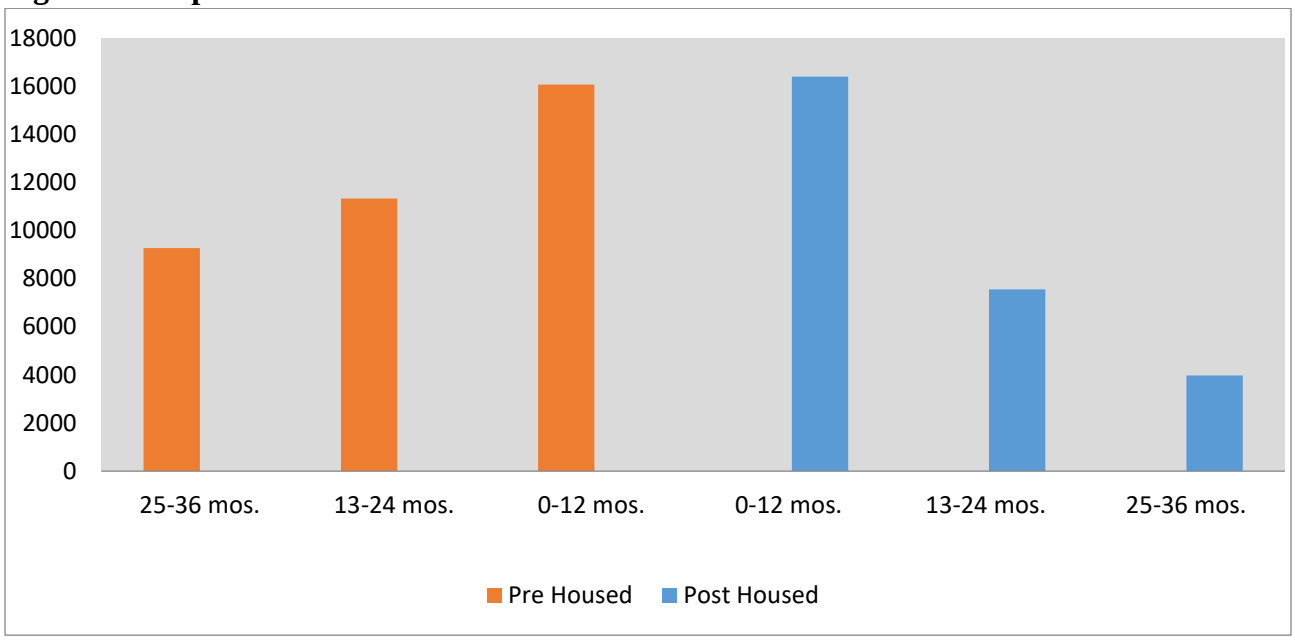


Figure 5 shows a significant drop in utilization of substance use outpatient services post-housing. This is a strong indicator that stable housing has significantly impacted clients attain sobriety from substance use and decrease utilization of substance use treatment services.

**Figure 5: Outpatient Drug/Alcohol Service Encounters**

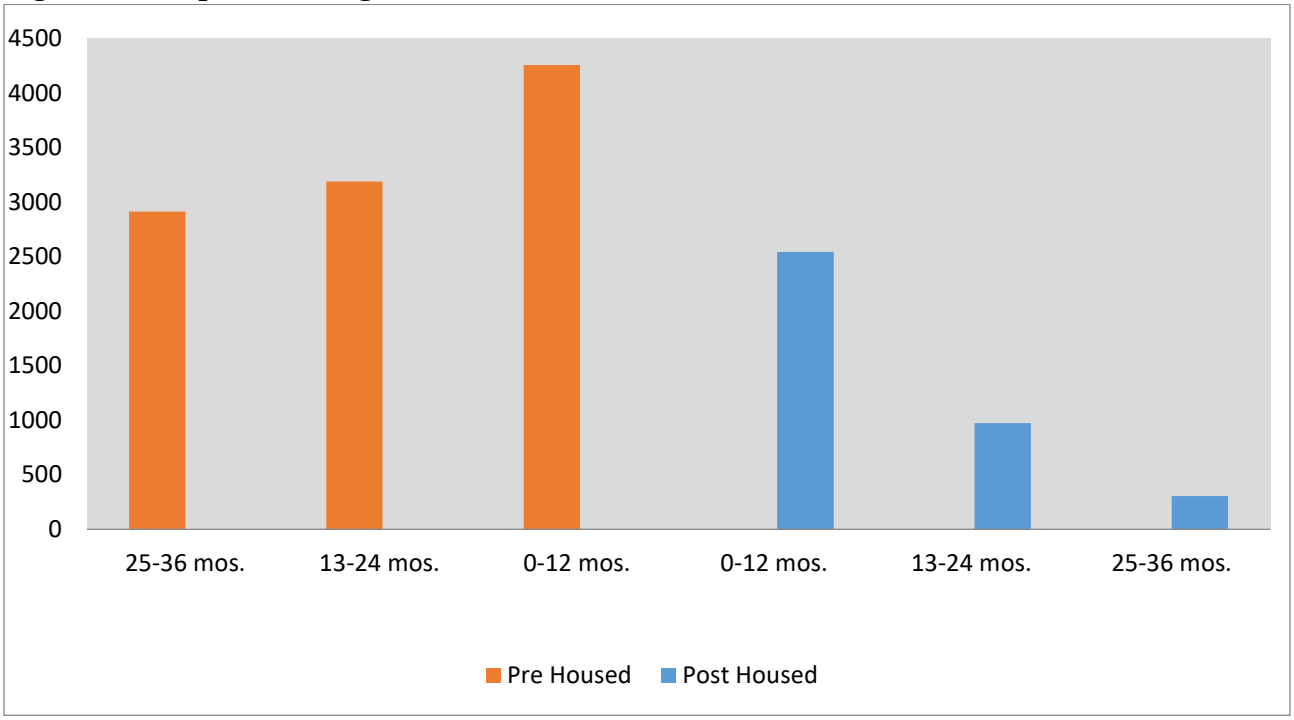



Figure 6 shows a significant reduction of utilization of the Emergency Room after individuals become housed. Clients are connected to primary care providers and receive care through regular check-up and appointments rather than through emergency care.

**Figure 6: SCVMC Emergency Room Admits**

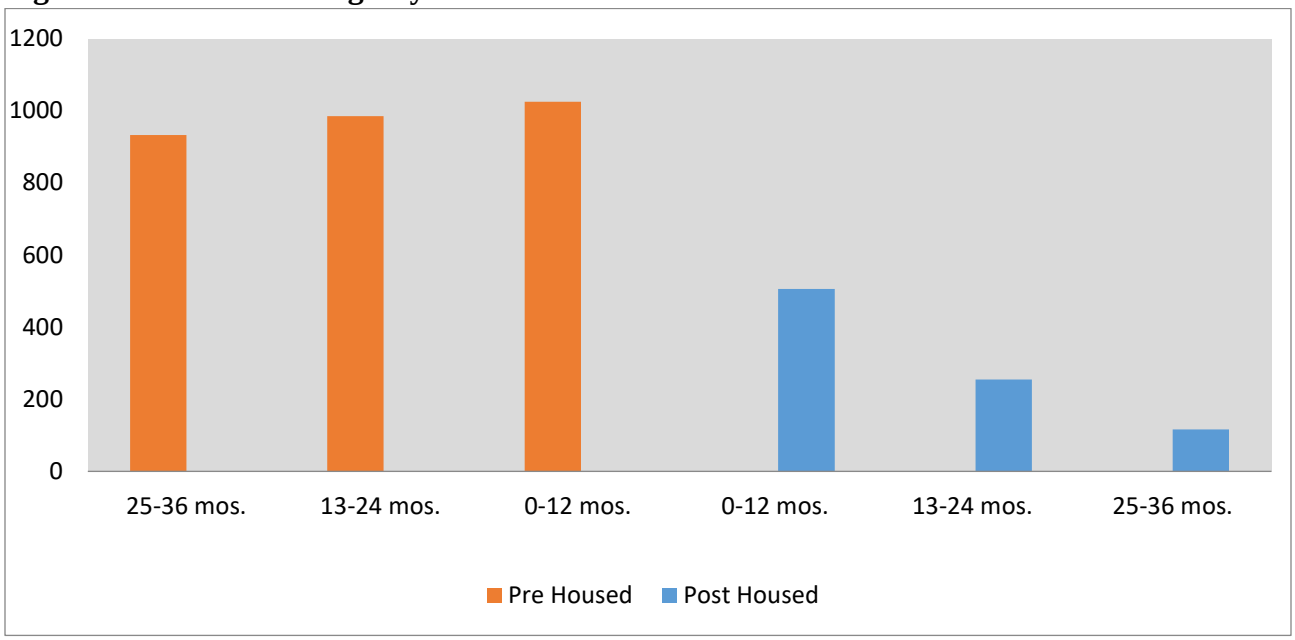
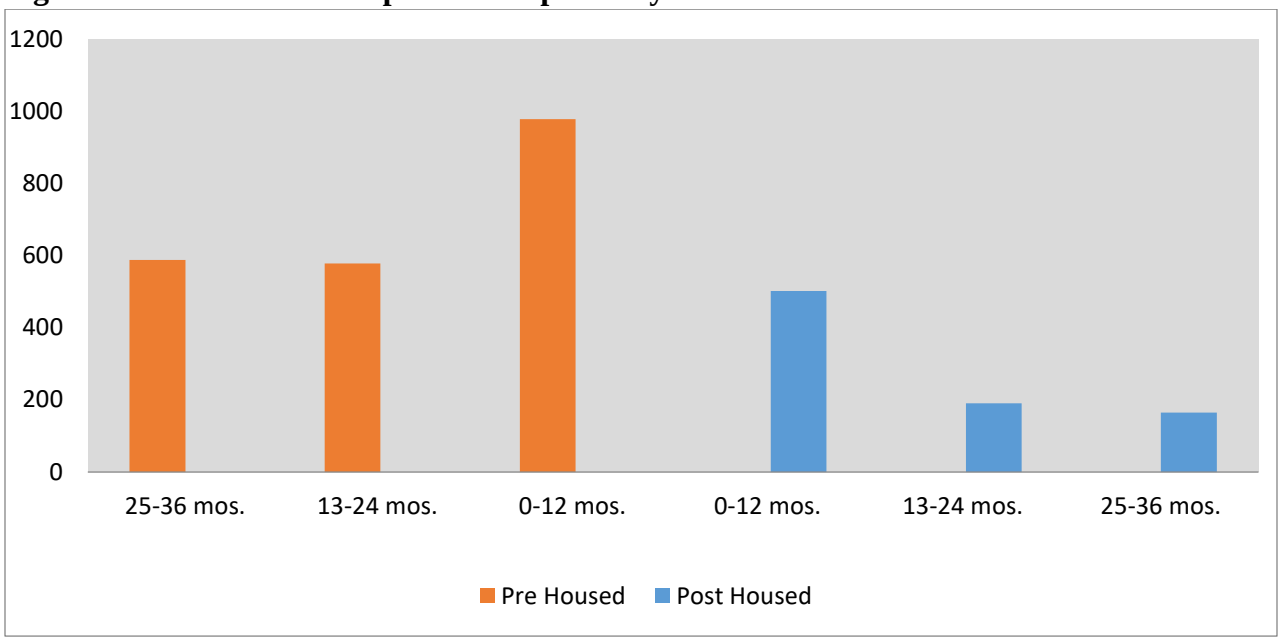



Figure 7 shows a big decline in inpatient hospital days at SCVMC for individuals post housed.

**Figure 7: Total SCVMC Inpatient Hospital Days**



Figures 8 and 9 show significant decreases in utilization of Emergency Psychiatric Services (EPS) and psychiatric inpatient services post-housed.

**Figure 8: Total Admits at Emergency Psychiatric Services**

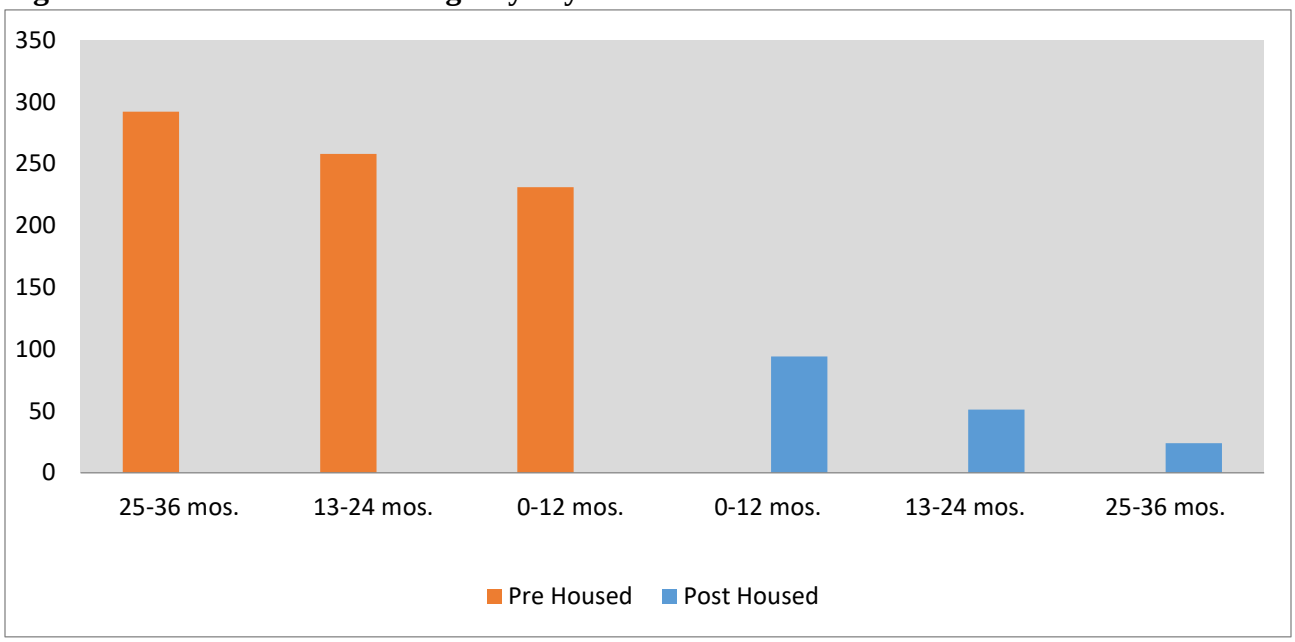



**Figure 9: Psychiatric Inpatient Service Days**

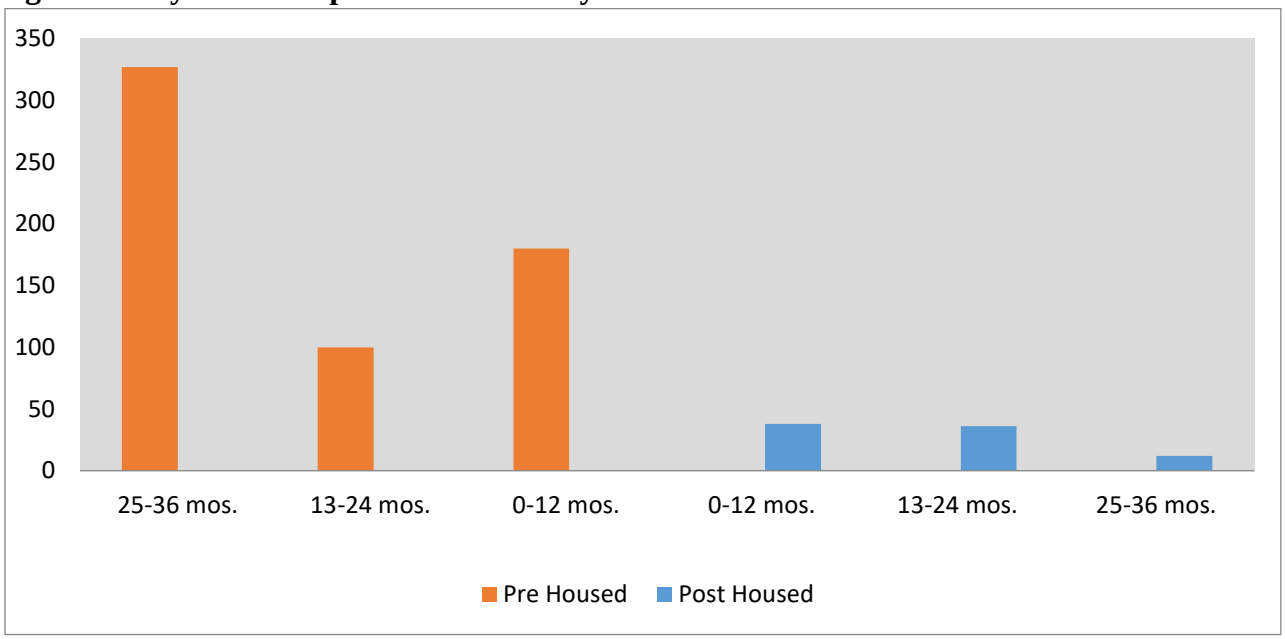
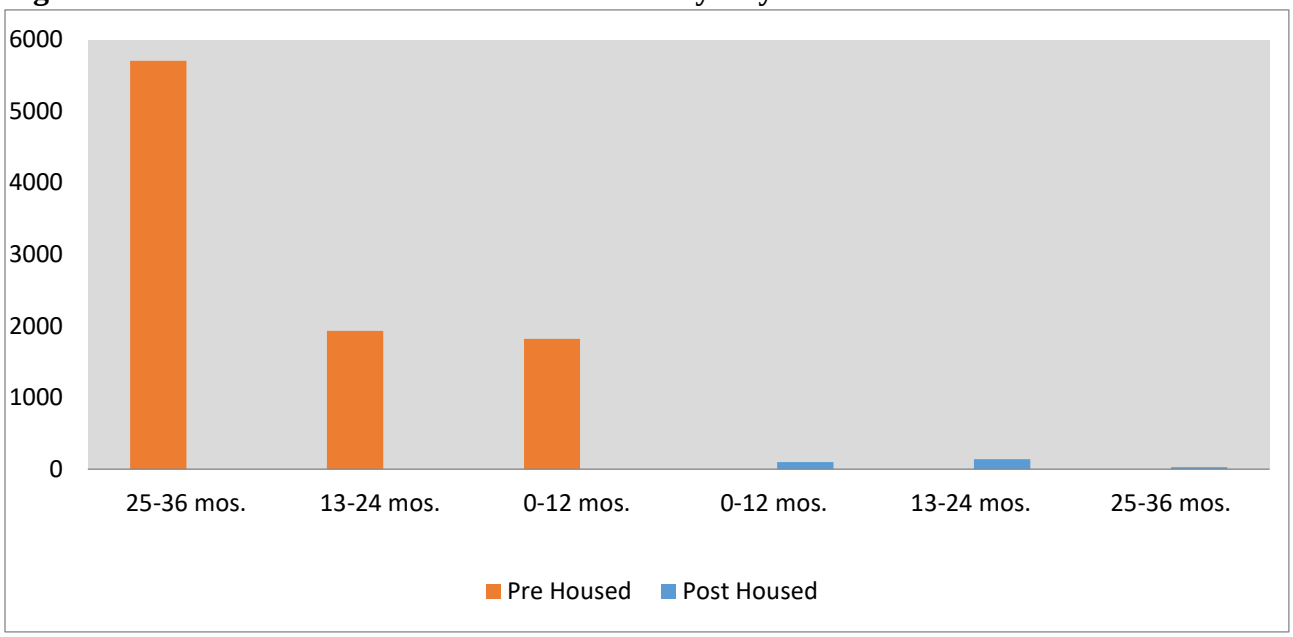


Figure 10 shows a drastic decrease in utilization of mental health Residential Care Facilities (RCF). Note that clients spent nearly *zero* days at RCF 2 years post-housing.

**Figure 10: Mental health- Residential Care Facility Days**




Figures 11shows a continual decrease in the total number of arrests for individuals after they have been housed.

**Figure 11: Number of Arrests**

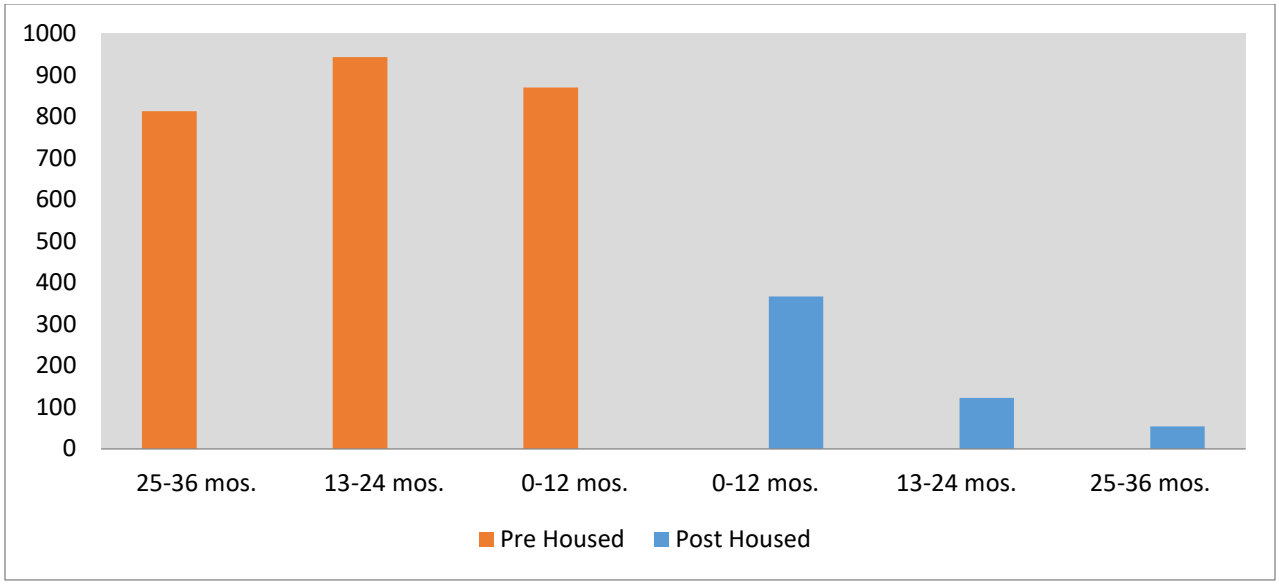


Figure 12 shows a continual decrease in the total number of days incarcerated after being housed.

**Figure 12: Total Days Incarcerated**

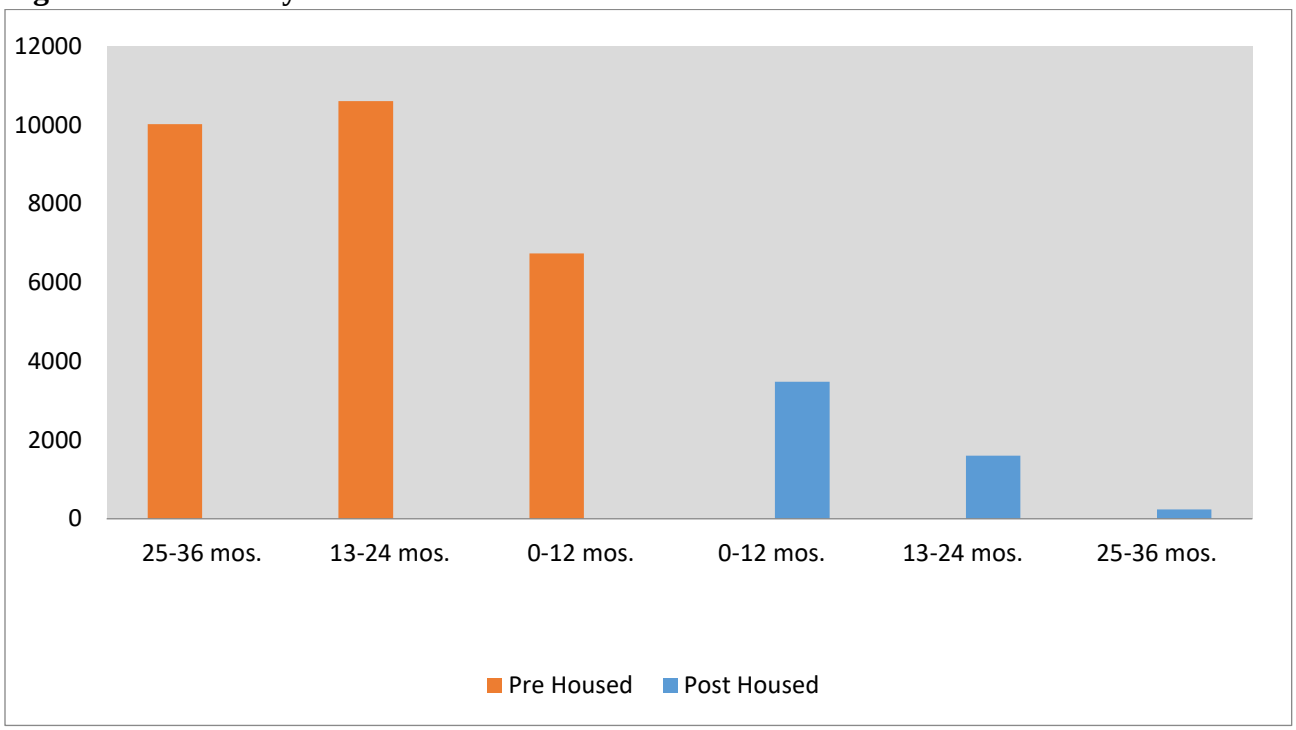
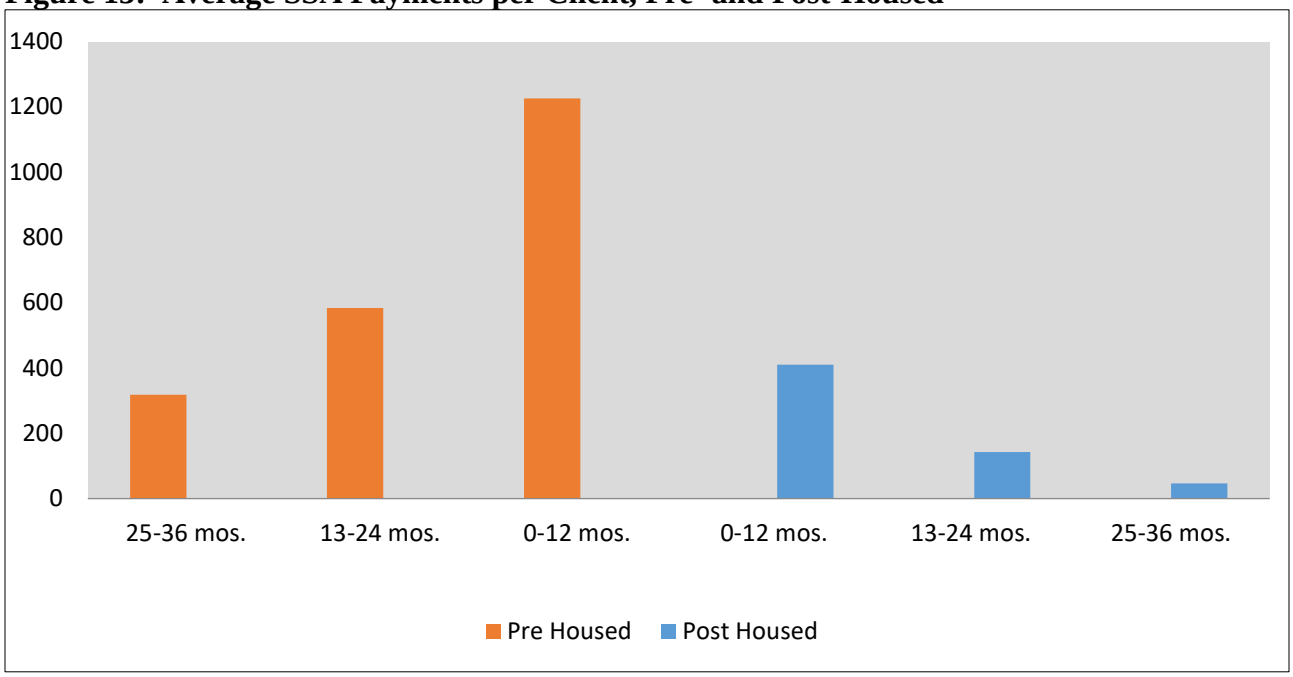



Figure 13 shows that after individuals are housed, there was a significant decline in General Assistance (GA) payments. This may, in part, be due to individuals obtaining the federal disability payments such as Supplemental Security Income (SSI).

**Figure 13: Average SSA Payments per Client, Pre- and Post-Housed**

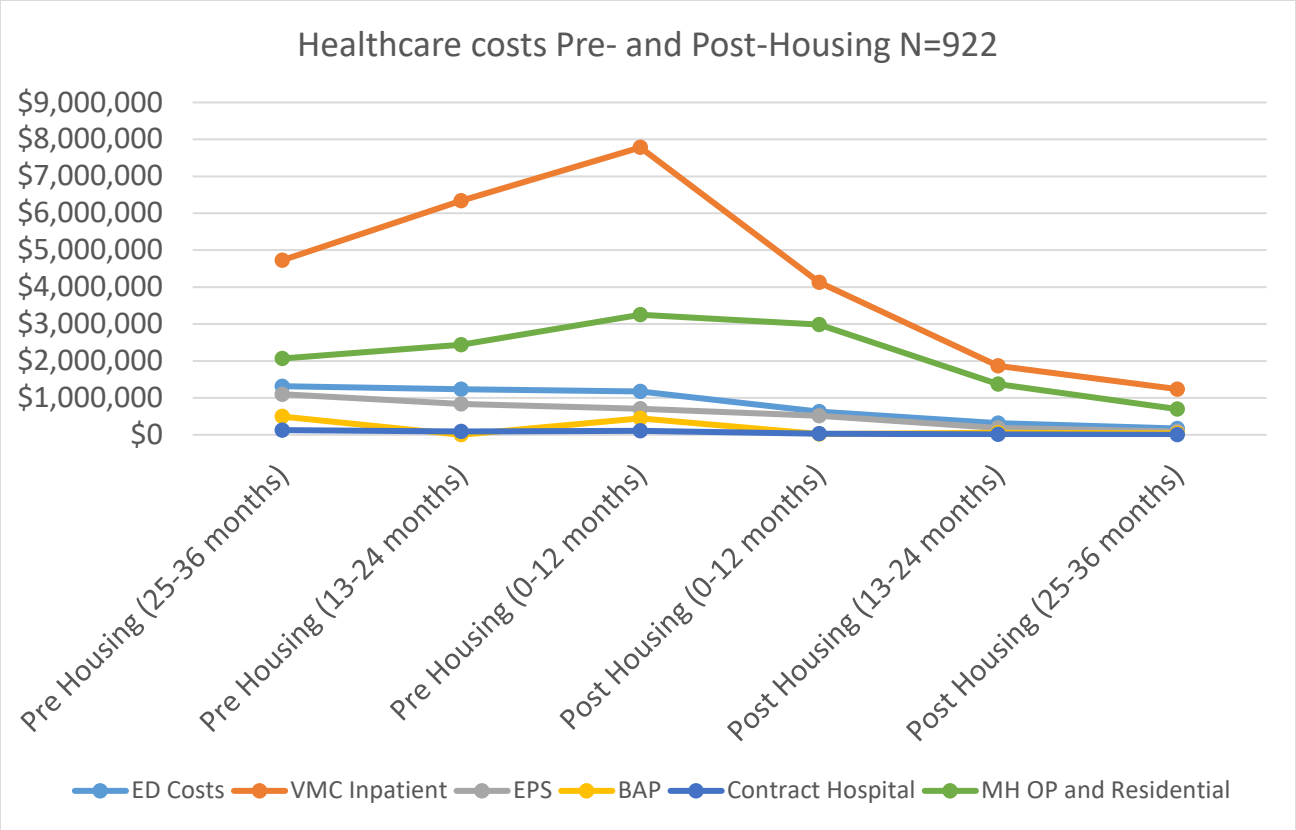



## Section V: Cost Analysis for Care Coordination Project (CCP)

County staff completed an analysis of cost avoidance related to healthcare utilization changes for formerly homeless individuals served by the CCP. County staff identified 921 unduplicated individuals who were housed through the CCP sometime between July 1, 2011 and March 31, 2019 and remained in housing for two years or more and accrued costs for healthcare services. For this report, 921individuals were identified as having been housed for at least two full years and accrued costs for healthcare services.

Service utilization and cost data from the county Emergency Department (ED), VMC Inpatient, Barbara Aaron Pavilion, Emergency Psychiatric Services (EPS), county mental health outpatient and residential programs, and contracted psychiatric hospitals was linked. Pre- and post-housing healthcare costs are shown in Figure 14, below. In total, the healthcare costs for 922 individuals were over $34 million for the three-year period pre-housing, and decreased to $14 million for the three-year period post-housing, a decrease of about 60%.

**Figure 14**


Healthcare costs Pre- and Post-Housing N=922
$9,000,000
$8,000,000
$7,000,000
$6,000,000
$5,000,000
$4,000,000
$3,000,000
$2,000,000
$1,000,000
$0
Pre Housing (25-36 months)
Pre Housing (13-24 months)
Pre Housing (0-12 months)
Post Housing (0-12 months)
Post Housing (13-24 months)
Post Housing (25-36 months)
ED Costs
VMC Inpatient
EPS
BAP
Contract Hospital
MH OP and Residential

**ATTACHMENT A**

| TRIAGE | ELIGIBLE | ENROLLED | HOUSED |
|---|---|---|---|
| 4003 | 15 | 117 | 92 |

| Clients Housed | Stable Tenancy | Currently Success | Success Payments |
|---|---|---|---|
| 92 | 3756 months | 87 clients | $3,342,429 |

## SUCCESS PAYMENTS SUMMARY

Chart | **Table**

| QUARTER | QUARTER PAYMENTS | QUARTER PROJECTION | CUMULATIVE PAYMENTS | CUMULATIVE PROJECTION |
|---|---|---|---|---|
| 1 | [illegible] | [illegible] | [illegible] | [illegible] |
| 2 | $31,050 | $24,699 | $36,018 | $29,423 |
| 3 | $58,374 | $62,440 | $94,392 | $91,863 |
| 4 | $122,958 | $131,902 | $217,350 | $223,765 |
| 5 | $229,356 | $259,078 | $446,706 | $482,844 |
| 6 | $260,613 | $335,578 | $707,319 | $818,422 |
| 7 | $330,993 | $402,090 | $1,038,312 | $1,220,512 |
| 8 | $413,793 | $480,147 | $1,452,105 | $1,700,659 |
| 9 | $355,005 | $325,140 | $1,807,110 | $2,025,799 |
| 10 | $325,611 | $331,056 | $2,132,721 | $2,356,855 |
| 11 | $275,103 | $336,337 | $2,407,824 | $2,693,192 |
| 12 | $319,401 | $336,390 | $2,727,225 | $3,029,582 |
| 13 | $292,905 | $328,696 | $3,020,130 | $3,358,277 |
| 14 | $322,299 | $329,538 | $3,342,429 | $3,687,815 |
| 15 (in progress) | $294,768 | $329,815 | $3,637,197 | $4,017,631 |

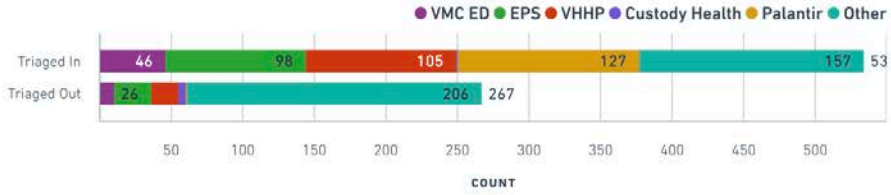
**Current Quarter: Jan 01, 2019 - Mar 31, 2019**

# REFERRAL AND ENROLLMENT

Chart | Table

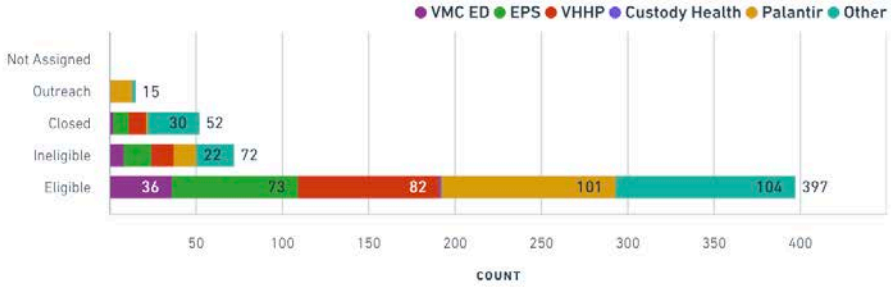
## ADMINISTRATIVE SCREENING

| | |
|---|---|
| Total Triaged | 801 |
| Total Triaged In | 534 |
| % Triaged In | 67% |



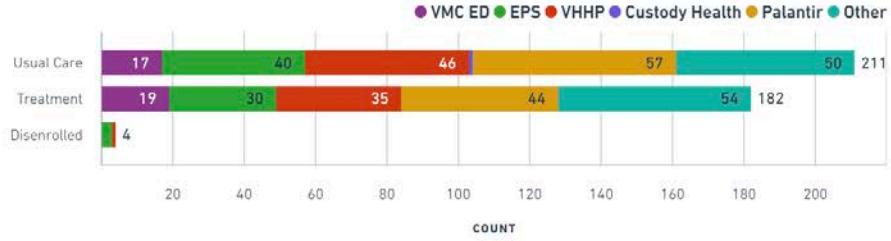

## OUTREACH/ELIGIBILITY

| | |
|---|---|
| Total Outreached | 536 |
| Total Eligible | 397 |
| % Eligible | 74% |




## EVALUATION ENROLLMENT

| | |
|---|---|
| Total Evaluation | 397 |
| Total Treatment | 182 |




## PROJECT WELCOME HOME ENROLLMENT

Last Quarter Cumulative

# HOUSING OPERATIONS BREAKDOWN

| Document Collection | Housing Search | Currently Housed |
|---|---|---|
| 19 | 6 | 92 |

Chart | Table

HOUSING RETENTION

PERIOD: months

Note: Based on most recent housing placement.

# HOUSING UNITS

Chart | Table

| MONTH | CASA DE NOVO | CURTNER STUDIOS | SCATTERED SITE | UNKNOWN | OTHER | ONIZUKA CROSSING | FLEXIBLE HOUSING | DONNER LOFTS | TOTAL |
|---|---|---|---|---|---|---|---|---|---|
| Aug '18 | 2 | 28 | 25 | 0 | 4 | 20 | 0 | 19 | 98 |
| Sep '18 | 2 | 28 | 24 | 0 | 4 | 20 | 0 | 19 | 97 |
| Oct '18 | 2 | 28 | 23 | 0 | 4 | 20 | 0 | 19 | 96 |
| Nov '18 | 2 | 28 | 23 | 0 | 4 | 20 | 0 | 19 | 96 |
| Dec '18 | 2 | 27 | 23 | 0 | 3 | 19 | 0 | 19 | 93 |
| Jan '19 | 2 | 27 | 23 | 0 | 3 | 19 | 0 | 19 | 93 |
| Feb '19 | 2 | 27 | 23 | 0 | 3 | 19 | 0 | 18 | 92 |
| Mar '19* | 2 | 27 | 23 | 0 | 3 | 19 | 0 | 18 | 92 |

*Indicates month in progress.

# SUCCESS MEASUREMENT

| Currently Success | Currently Paused | Currently Reset |
|---|---|---|
| 87 | 3 | 14 |

Chart | Table

## PAUSES REASONS

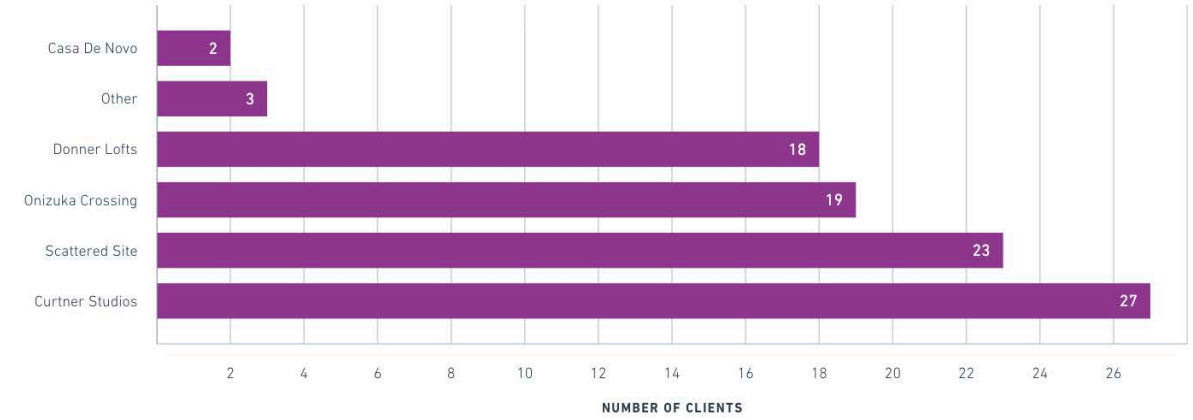
## RESET REASONS

*Indicates month in progress.

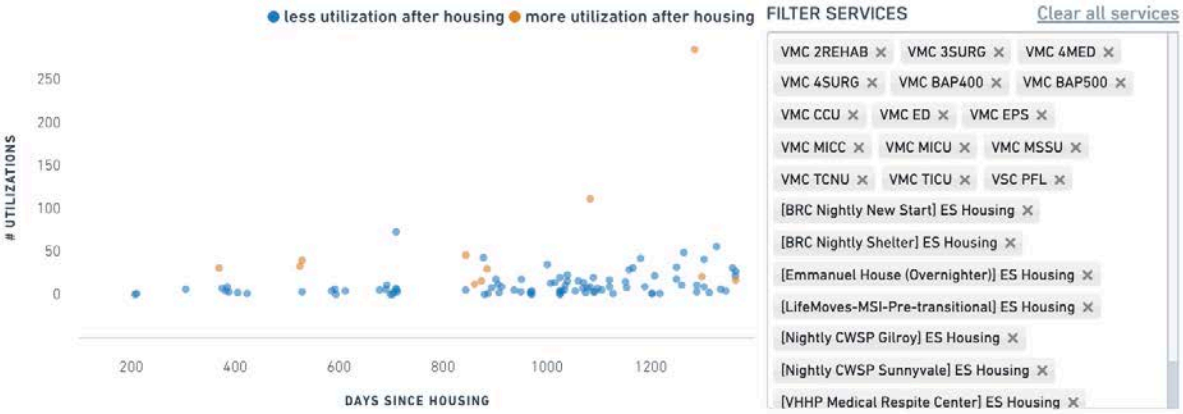
Note: Data sorted by housing month completed; for resets over multiple periods, resets are indicated at initial time of reset (not ongoing)

HOUSED | **PROJECT TO DATE (BY ENROLLMENT)** | THIS QUARTER (BY ENROLLMENT) | LAST QUARTER (BY ENROLLMENT) | THIS MONTH (BY ENROLLMENT)

Case Manager | **Housing Type**

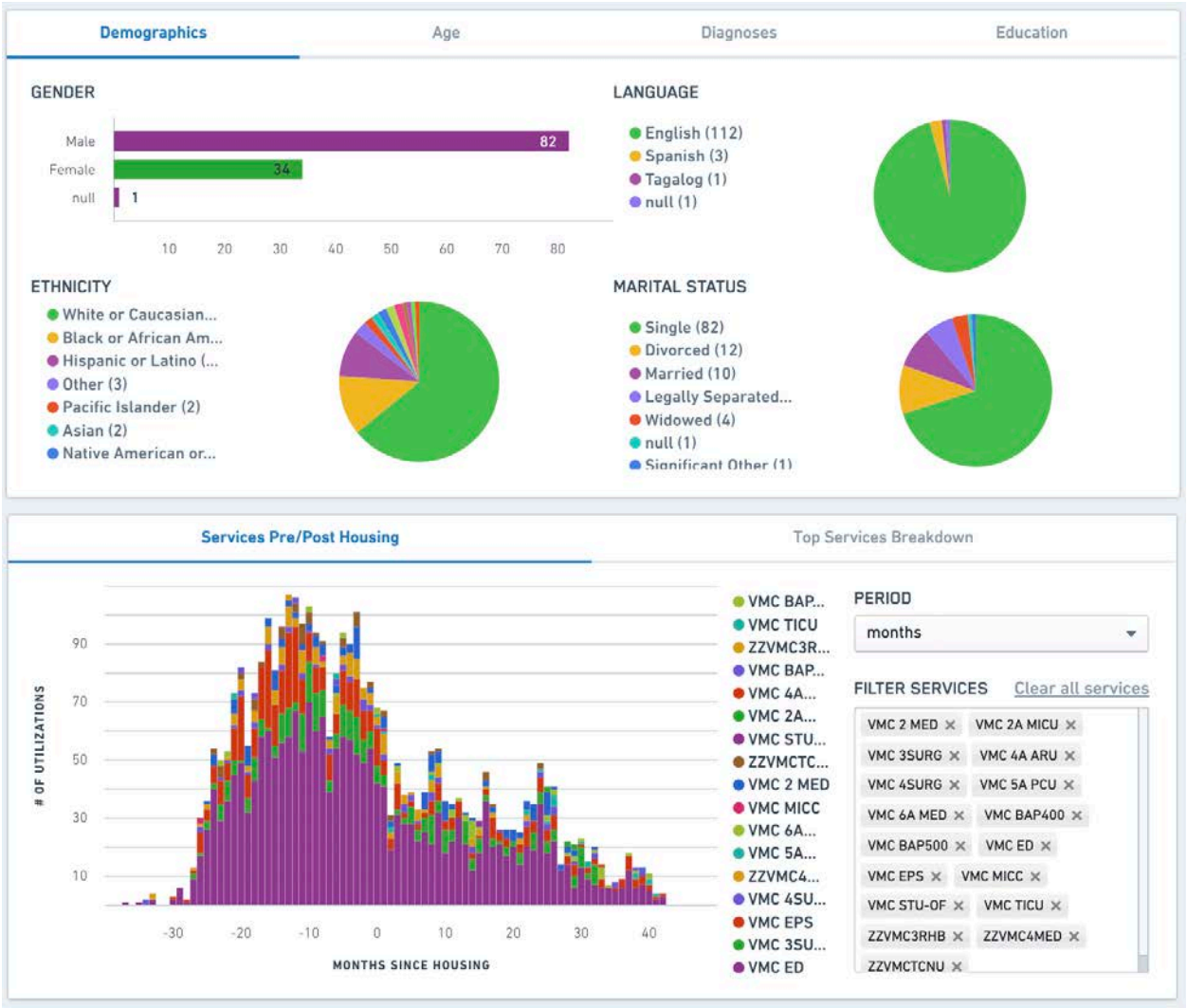



**Utilization After Housing** | Utilization Over Time



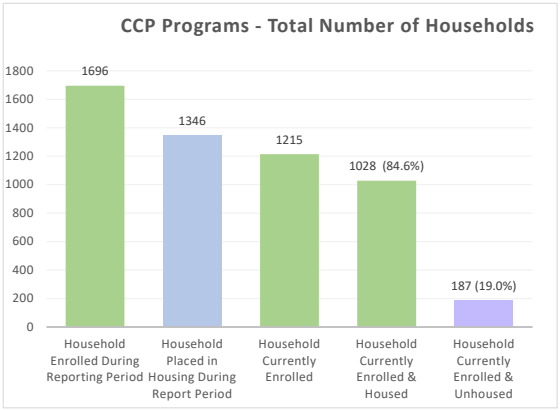

FILTER SERVICES Clear all services

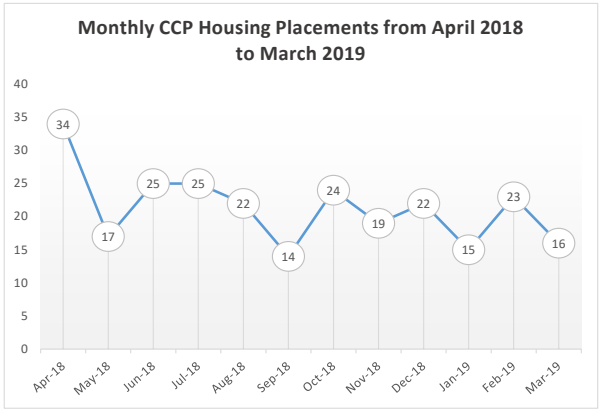
VMC 2REHAB × VMC 3SURG × VMC 4MED ×
VMC 4SURG × VMC BAP400 × VMC BAP500 ×
VMC CCU × VMC ED × VMC EPS ×
VMC MICC × VMC MICU × VMC MSSU ×
VMC TCNU × VMC TICU × VSC PFL ×
[BRC Nightly New Start] ES Housing ×
[BRC Nightly Shelter] ES Housing ×
[Emmanuel House (Overnighter)] ES Housing ×
[LifeMoves-MSI-Pre-transitional] ES Housing ×
[Nightly CWSP Gilroy] ES Housing ×
[Nightly CWSP Sunnyvale] ES Housing ×
[VHHP Medical Respite Center] ES Housing ×

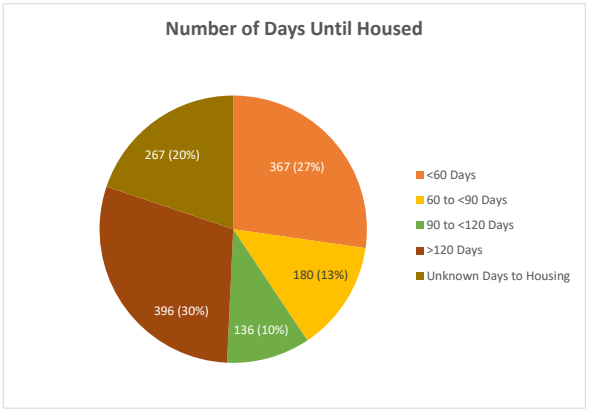

Demographics
Age
Diagnoses
Education
GENDER
Male
Female
null
82
34
1
10
20
30
40
50
60
70
80
LANGUAGE
English (112)
Spanish (3)
Tagalog (1)
null (1)
ETHNICITY
White or Caucasian...
Black or African Am...
Hispanic or Latino (...
Other (3)
Pacific Islander (2)
Asian (2)
Native American or...
MARITAL STATUS
Single (82)
Divorced (12)
Married (10)
Legally Separated...
Widowed (4)
null (1)
Significant Other (1)
Services Pre/Post Housing
Top Services Breakdown
# OF UTILIZATIONS
90
70
50
30
10
-30
-20
-10
0
10
20
30
40
MONTHS SINCE HOUSING
VMC BAP...
VMC TICU
ZZVMC3R...
VMC BAP...
VMC 4A...
VMC 2A...
VMC STU...
ZZVMCTC...
VMC 2 MED
VMC MICC
VMC 6A...
VMC 5A...
ZZVMC4...
VMC 4SU...
VMC EPS
VMC 3SU...
VMC ED
PERIOD
months
FILTER SERVICES
Clear all services
VMC 2 MED
VMC 2A MICU
VMC 3SURG
VMC 4A ARU
VMC 4SURG
VMC 5A PCU
VMC 6A MED
VMC BAP400
VMC BAP500
VMC ED
VMC EPS
VMC MICC
VMC STU-OF
VMC TICU
ZZVMC3RHB
ZZVMC4MED
ZZVMCTCNU

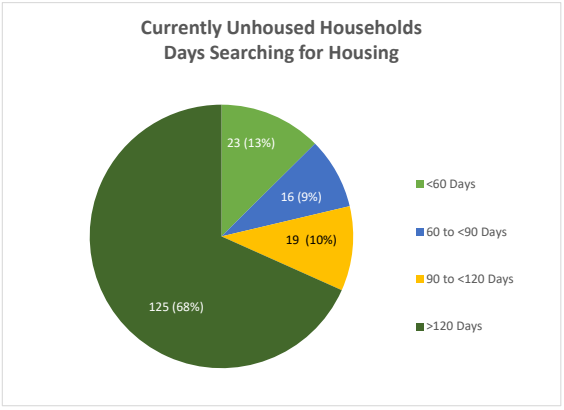
**ATTACHMENT B**

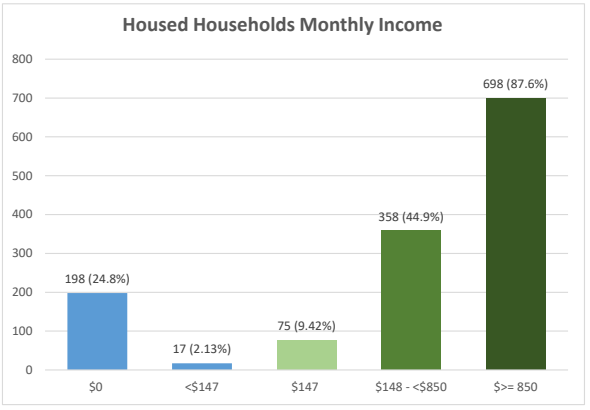
# CCP Outcomes Report - July 1, 2011 to March 31, 2019

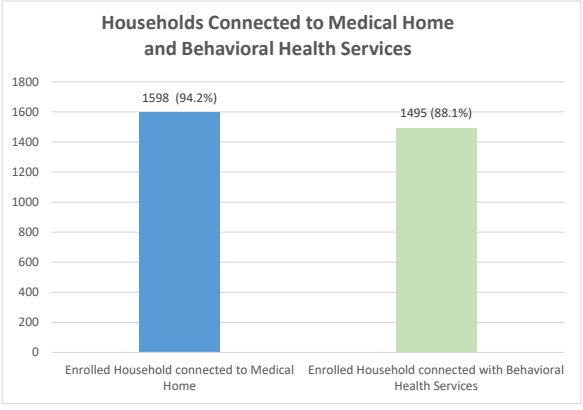


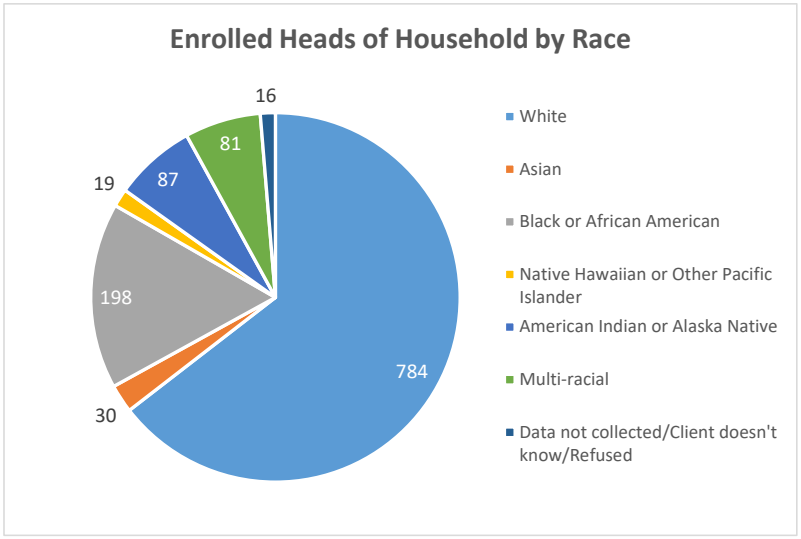
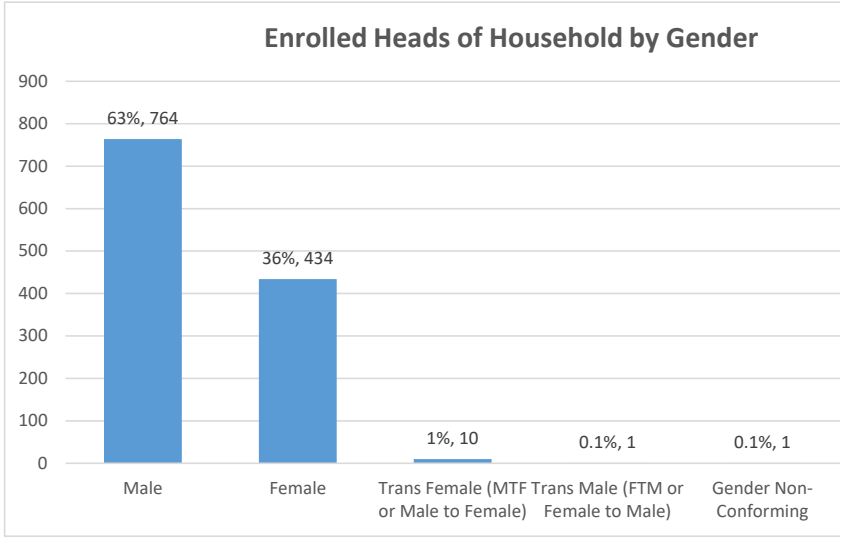
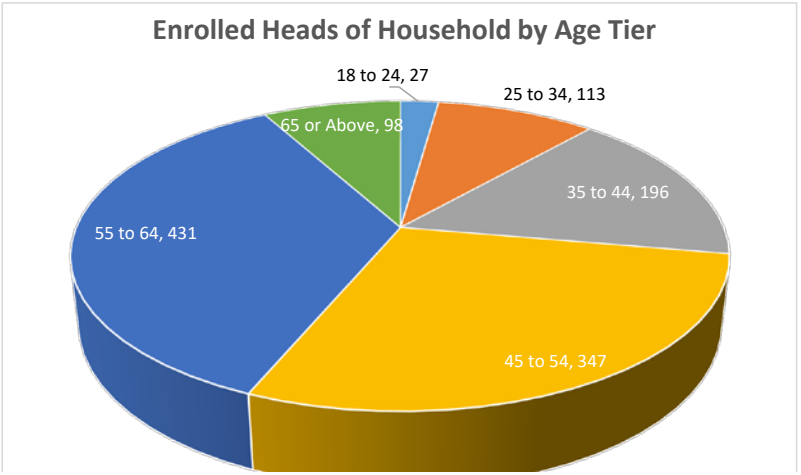
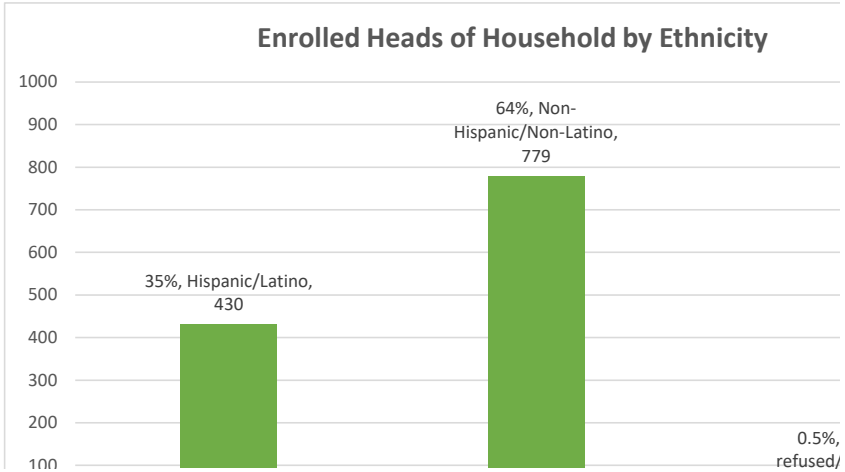



ATTACHMENT C

# CCP Demographics - March 31, 2018

## Currently Enrolled Households: 1215