

# County of Santa Clara

Office of Supportive Housing

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June 8, 2020

**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 2019 and April 2020. The report's primary function is to communicate how different programs are contributing to an overall reduction in homelessness. The supportive housing system includes housing programs that fall into five main categories: Emergency Shelter (ES), Transitional Housing (TH), Rapid Rehousing (RRH), Permanent Supportive Housing (PSH), and Homelessness Prevention (HP). Additionally, this report provides supplementary data focusing on the County's PSH, ES, and TH programs.

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

Housing program utilization remains high, averaging 94% across the seven programs shown in Appendix B. For April, the HP and Cold Weather Shelter (CWS) programs are the most utilized programs as it relates to capacity.

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

- Chart 1 depicts the number of people experiencing homelessness for the first time (inflow) compared to the number of clients enrolled in a housing program during the same period. As shown in chart 1, inflow decreased slightly by less than 1% from the same period last year. Persons entering ES, SH, TH or PH programs has remained stable, increasing by less than 1% from the same period last year.

- Chart 2 provides data on exits to permanent housing destinations by housing type and period. ES exits to permanent housing increased by 3% (from 22% to 25%) from the same period last year, remaining below the benchmark of 30%.
- Chart 3 illustrates that permanent supportive housing retention remains high at 96.6%, exceeding the system-wide 95% benchmark over the past year and reaching the highest rate over the three-year period reported.

Appendix D presents data on housing placements and system entries by project type. Some highlights and trends include the following:

- The lower chart compares the number of housing placements to the number of first-time homeless households (inflow), split by assessment score range. The number of newly homeless residents continues to outpace the county's housing capacity. For April, first-time homeless households exceeded monthly housing placements by 25% after dipping to 16% in March. The continued reduction in inflow from previous months may be a function of the Shelter-In-Place (SIP) order initiated in mid-March. Additionally, inflow has historically decreased with the onset of more temperate weather.

### **Permanent Supportive Housing**

Appendices F and G include data related to the County's PSH programs. Highlights include the following:

- As illustrated in the upper left chart in Appendix F, three-quarters of the County's PSH program capacity and enrollments consist of Care Coordination Project (CCP) programs. The CCP was developed to ensure the effectiveness of case management for the most vulnerable members of the County's homeless population. By closely coordinating and monitoring intensive case management services, CCP strives to secure permanent housing for eligible households within the first 60 days of program enrollment.
- Most PSH program participants (71%) report some type of mental health disability, 45% report substance abuse, 40% report a chronic health condition, and 37% report a physical disability. This reflects the population for whom PSH is intended – individuals who will require long-term assistance due to a chronic disabling condition.

### **Temporary Housing Programs**

Appendices H and I include data related to the County's temporary housing programs, which consist of emergency shelter, transitional housing, and safe parking projects. For April, the data includes additional temporary housing created in response to the Novel Coronavirus

(NCV) pandemic. Efforts to increase capacity due to the crisis began in March 2020. The implementation of these NCV programs reflect the need for creative temporary housing solutions to ensure the safety of County residents during the crisis.

Some highlights from the County's temporary housing program services include the following:

- The graph at the top of Appendix H provides utilization data as of April 30, 2020. The *COVID+(NCV)* data point reflects utilization at locations reserved for clients who tested positive for the virus; *Hotel/Motel (NCV)* and *New Temporary Shelters (NCV)* are reserved for clients who are vulnerable or at high risk for complications of the virus and were, therefore, prioritized for non-congregate shelter.
- Over 600 placements have been made into the County's NCV temporary housing locations as of April 30.

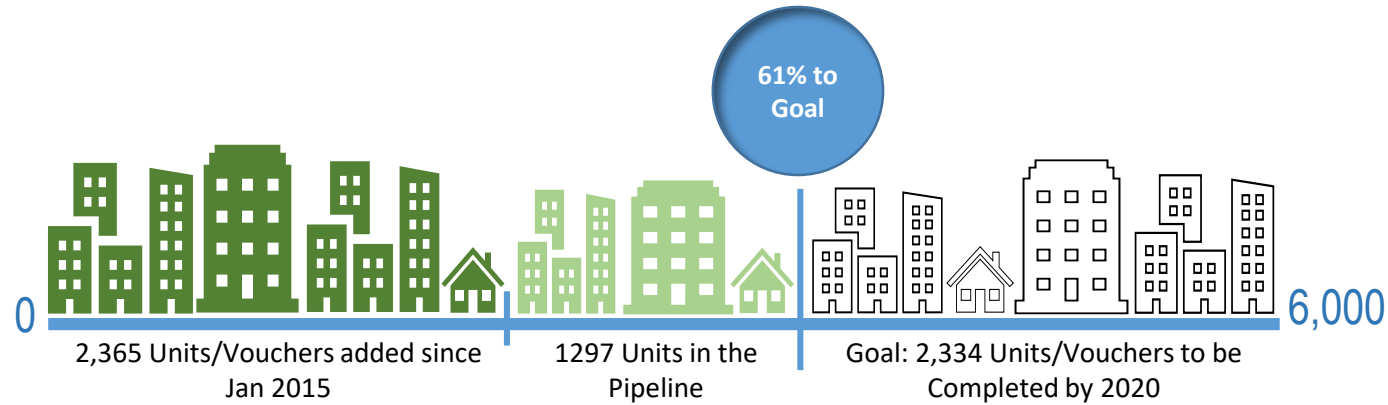


# Appendix A: Progress to Community Plan to End Homelessness Goal of 6,000 Housing Opportunities

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

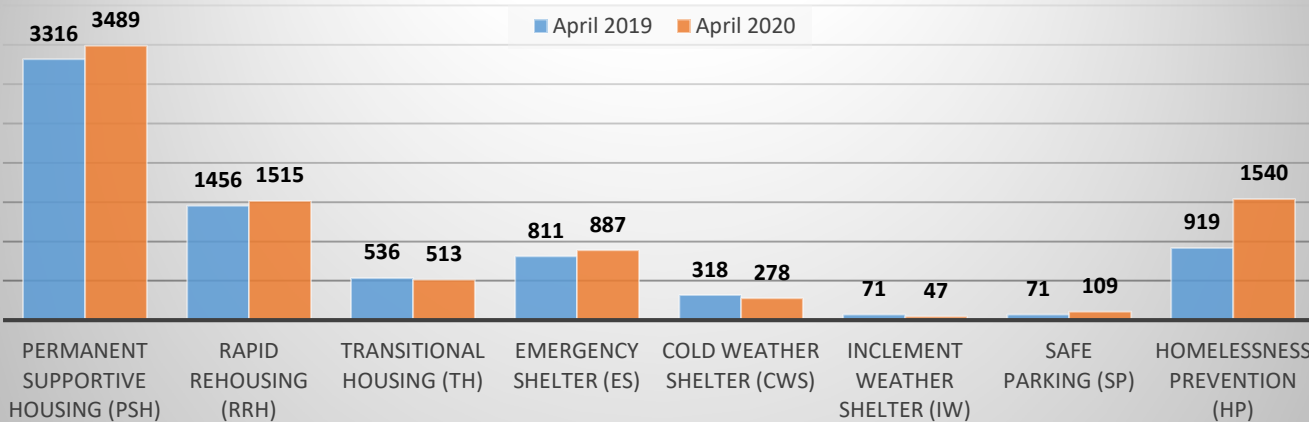


Office of Supportive Housing  
Supportive Housing System  
Dashboard  
May 1, 2019 –  
April 30, 2020

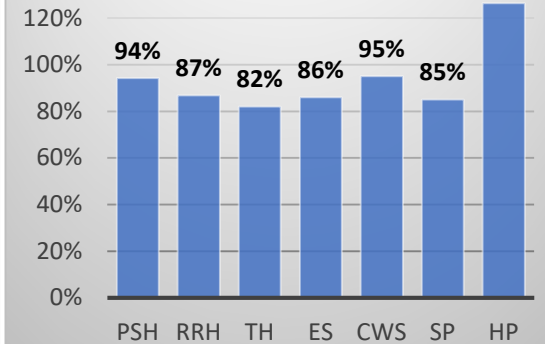


## Appendix B: Capacity and Utilization as of 4/30/2020

**Program Capacity (Units or Households)**



**Program Utilization, April 2020**



- Program 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 Veterans Affairs Supportive Housing (VASH), consisting of 1,222 units, and other programs which comprise 53 units. PSH capacity includes 33 units which are Permanent Housing with services (no disability required).
- For Safe Parking programs, one parking space is the equivalent of one unit of capacity with an estimated 2.5 individuals per vehicle; Shelter capacity is measured using beds.
- Rapid Rehousing and Homelessness Prevention capacity is based on the estimated number of households that agencies are expected to serve in one year.

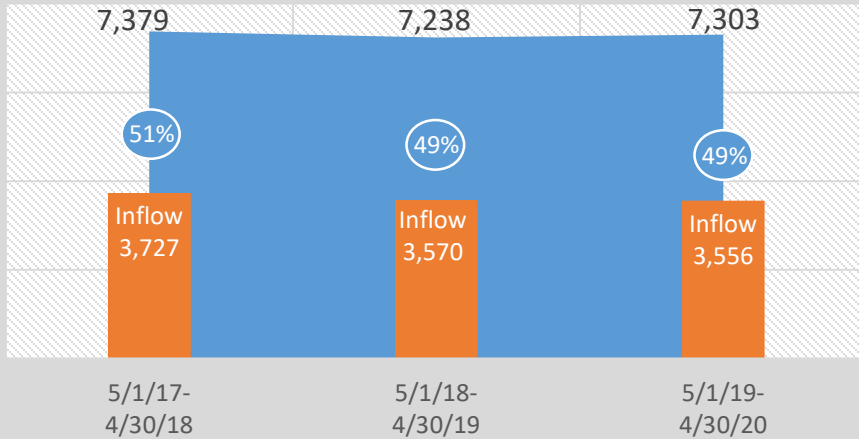
# Appendix C: System Performance Measures

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

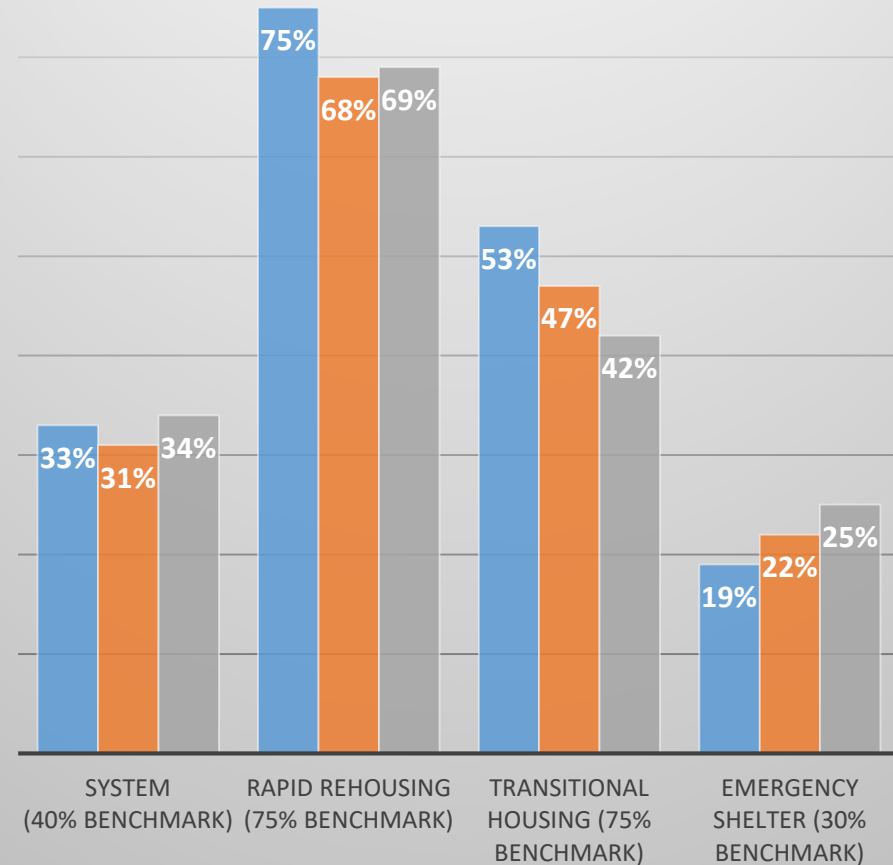


2

## Exits to Permanent Housing Destinations

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

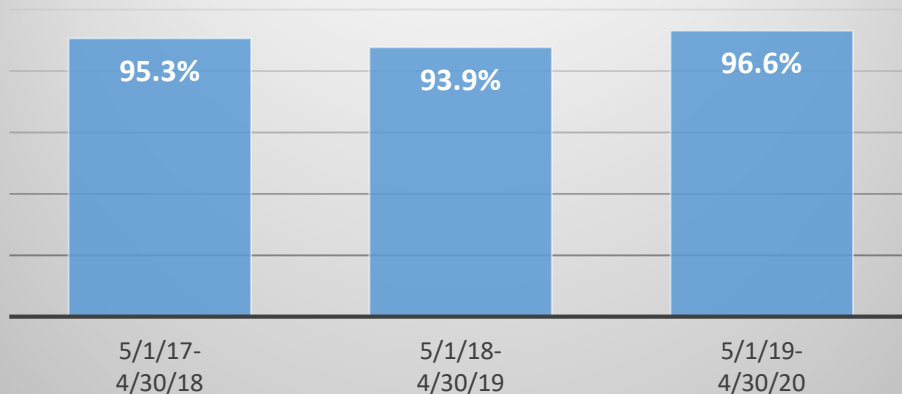
- 5/1/17-4/30/18
- 5/1/18-4/30/19
- 5/1/19-4/30/20



3

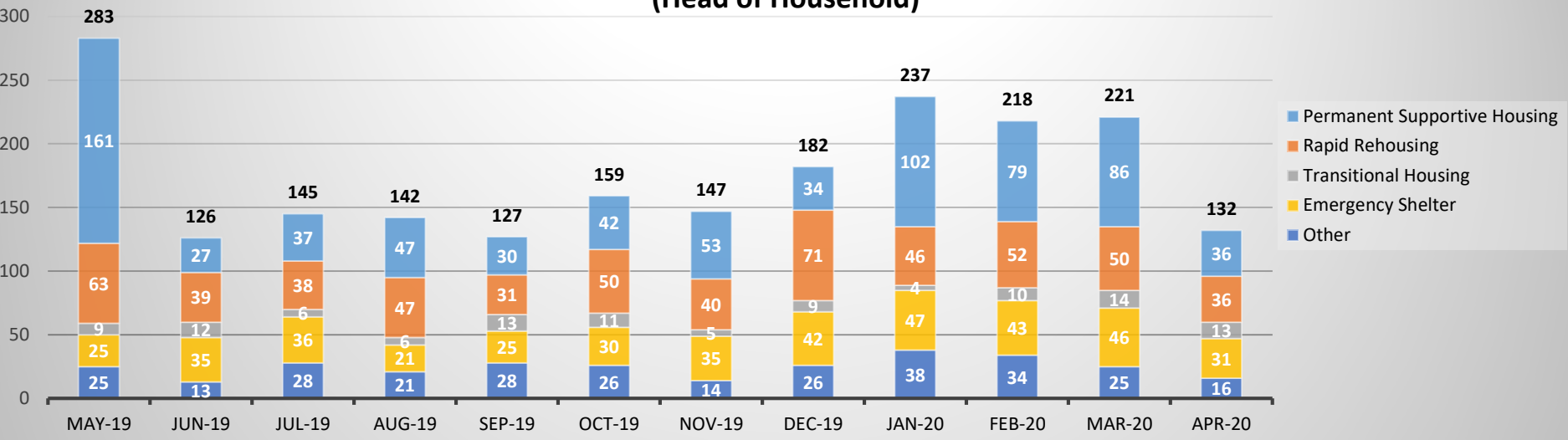
## Permanent Housing Retention

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

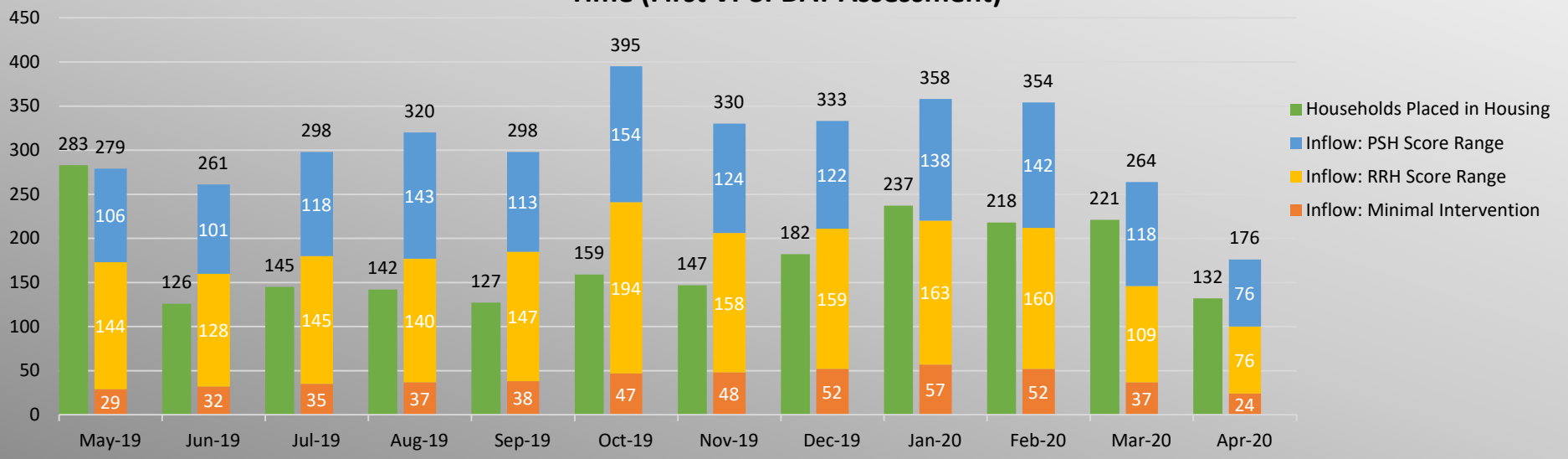


# Appendix D: Housing Placements and System Entries by Month

## Monthly Housing Placements from Project Types (Head of Household)



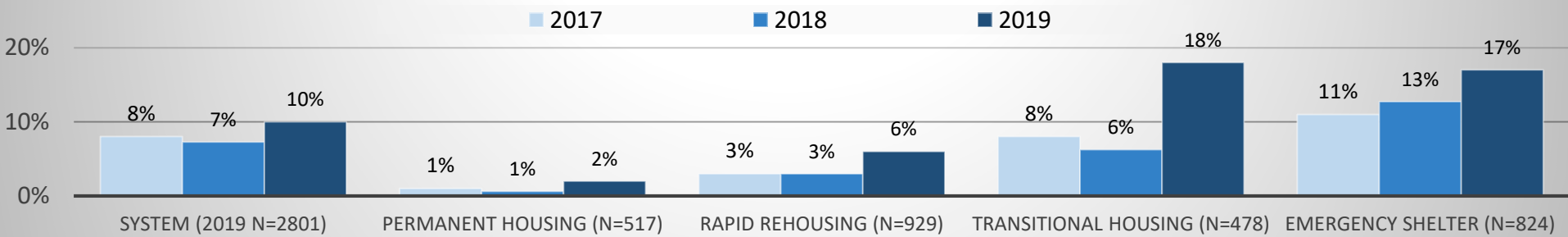
## Number of Households Placed in Housing and Households Requesting Assistance for the First Time (First VI-SPDAT Assessment)



# Appendix E: Returns to Homelessness

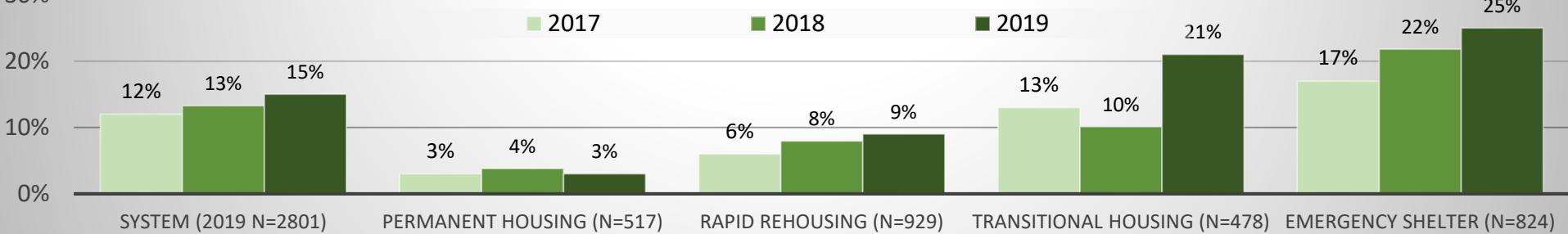
## Returns to Homelessness (Within 6 Months)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 6 Months  
(N = Exits to PH between 5/2017 to 4/2018)



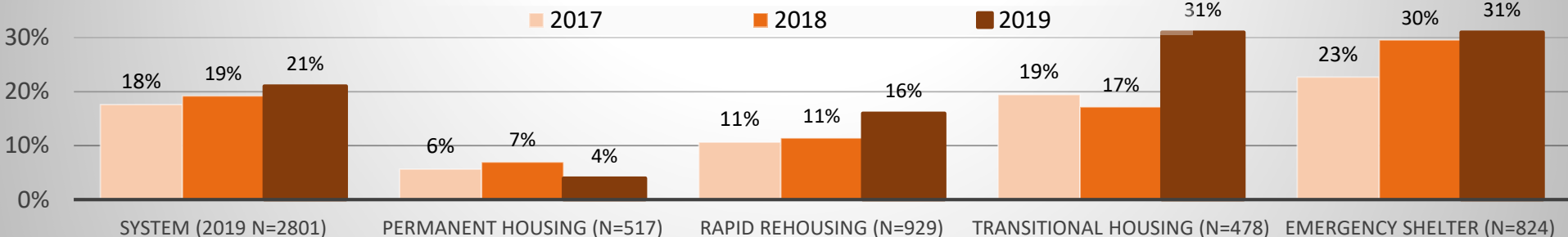
## Returns to Homelessness (Within 1 Year)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 1 Year  
(N = Exits to PH between 5/2017 to 4/2018)



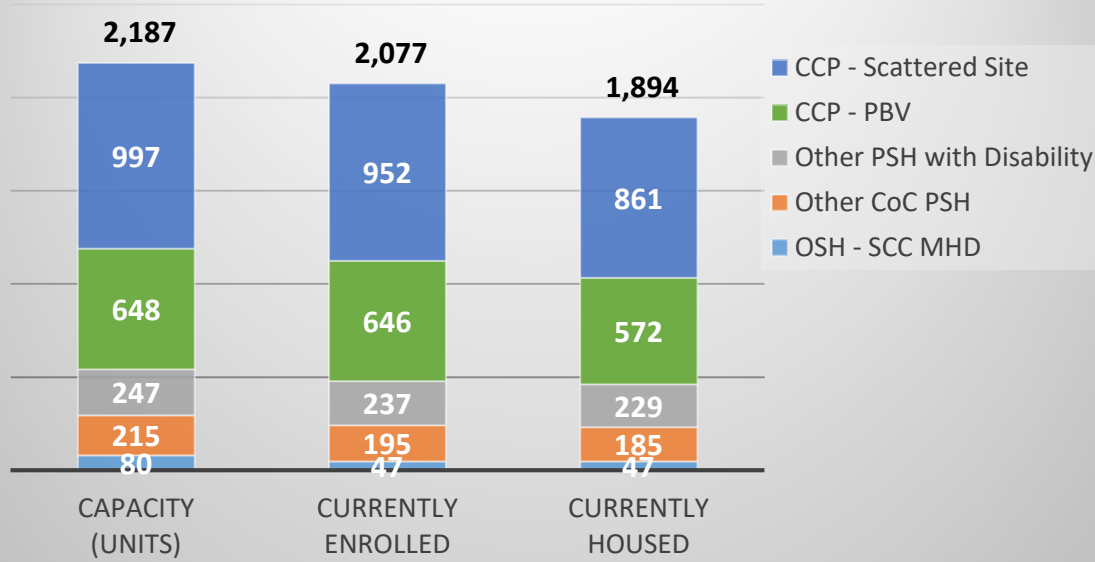
## Return to Homelessness (Within 2 Years)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 2 Years  
(N = Exits to PH between 5/2017 to 4/2018)



# Appendix F: PSH Capacity and Enrollments – April 30, 2020

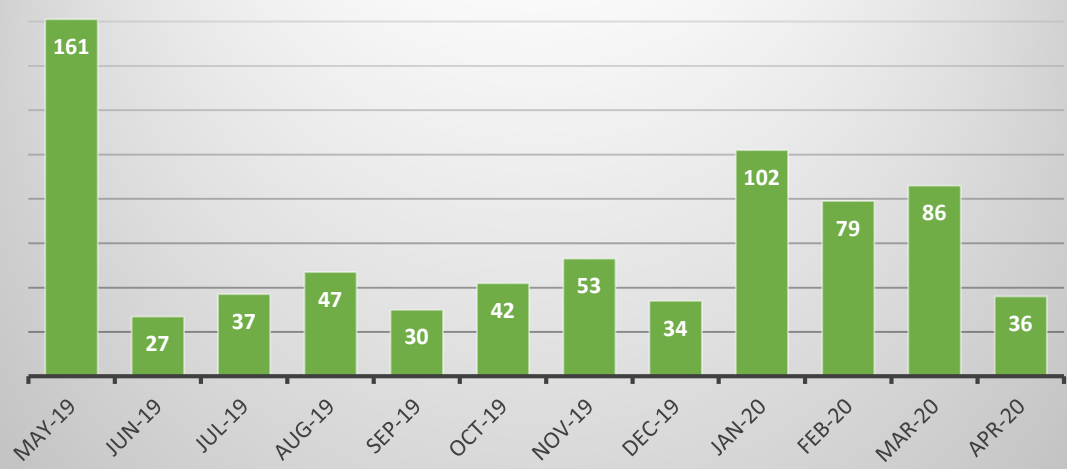
## PSH Household Capacity, Enrollment, and Housing April 2020



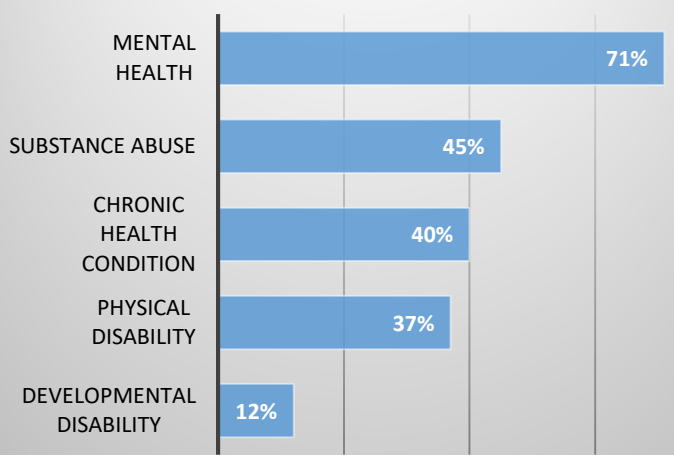
- Overall PSH Utilization is 95%, with the highest utilization (100%) in the CCP Project-Based Voucher (PBV) projects.
- Over the past 12 months, over 700 households have been placed in PSH.

PSH Program Type	Number of Programs	Utilization (Currently Enrolled divided by Capacity)
CCP - PBV	19	100%
CCP - Scattered Site	31	95%
OSH - SCC MHD	7	59%
Other CoC PSH	18	91%
Other PSH with Disability	6	96%
<b>Total</b>	<b>81</b>	<b>95%</b>

## Monthly PSH Housing Placements over Past 12 Months (734 Total)



## Percent of Enrolled PSH Clients with Disabilities

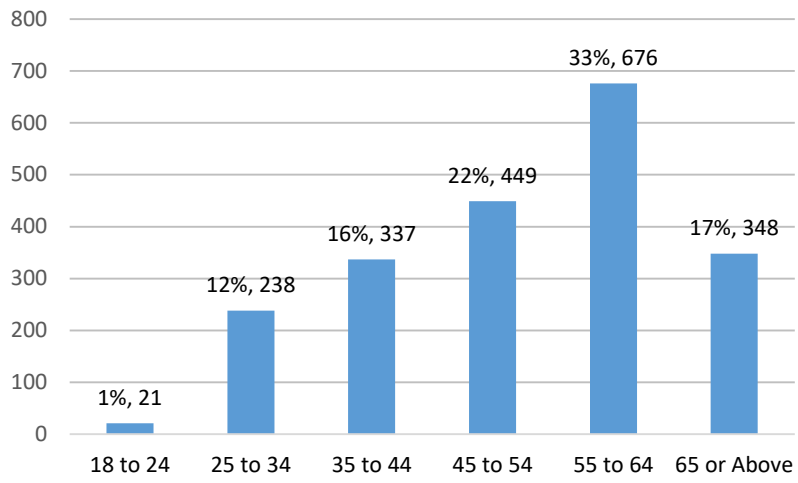




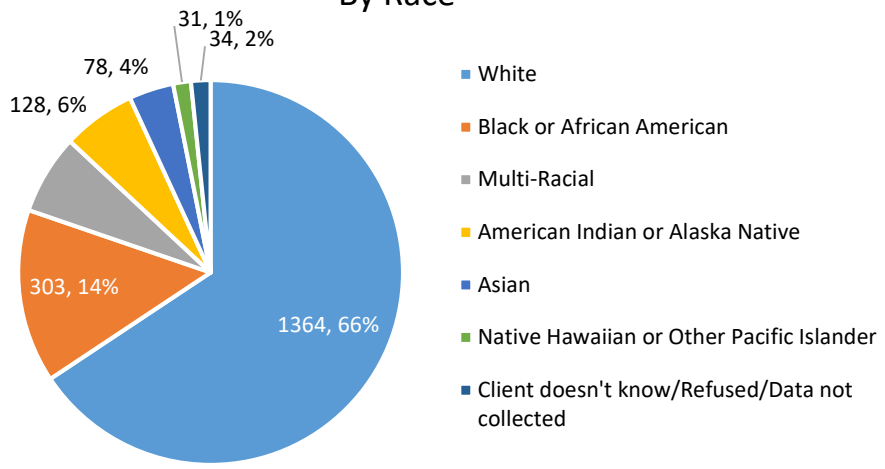
# Appendix G: PSH Demographic Information – April 30, 2020

## Demographics for 2,077 Households Currently Enrolled in PSH Programs

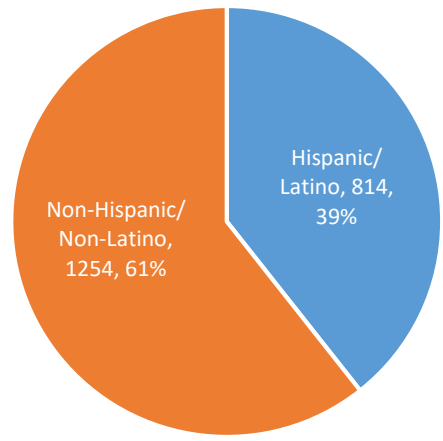
### By Age Tier



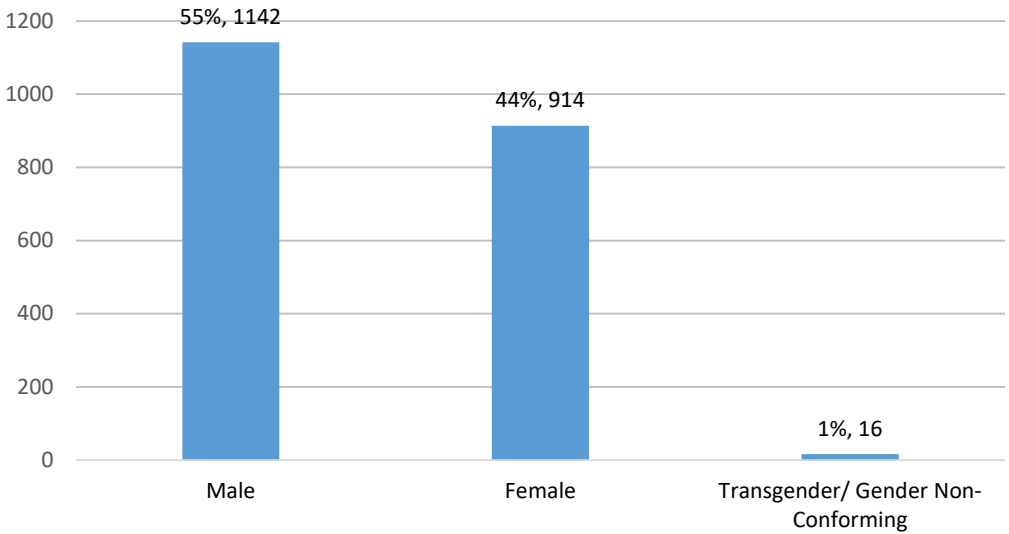
### By Race



### By Ethnicity



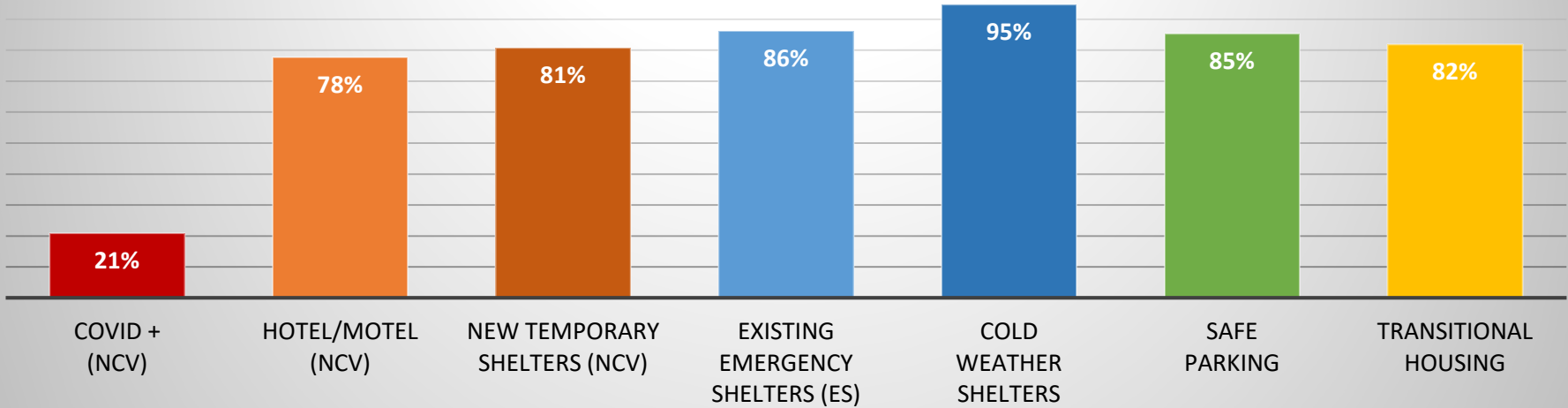
### By Gender



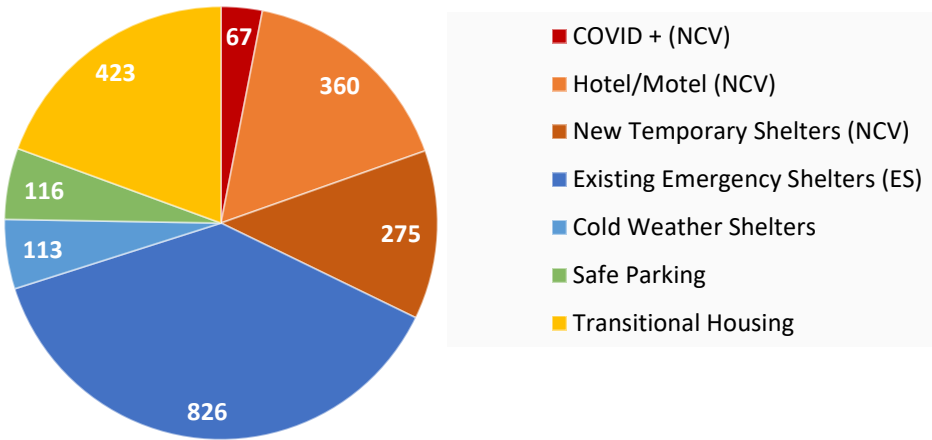
# Appendix H: Temporary Housing Capacity and Enrollments as of April 30, 2020

- Efforts to increase capacity began in mid-March 2020 due to the Novel Coronavirus (NCV).
- COVID + (NCV) indicate locations where clients have tested positive for the Novel Coronavirus; Hotel/Motel (NCV) and New Temporary Shelters (NCV) are reserved for clients who are vulnerable/high risk.

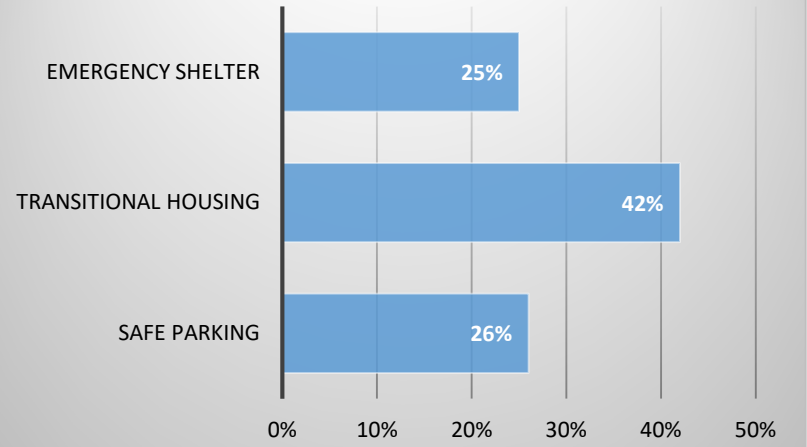
## Temporary Housing Utilization by Type



## Program Capacity (Households)



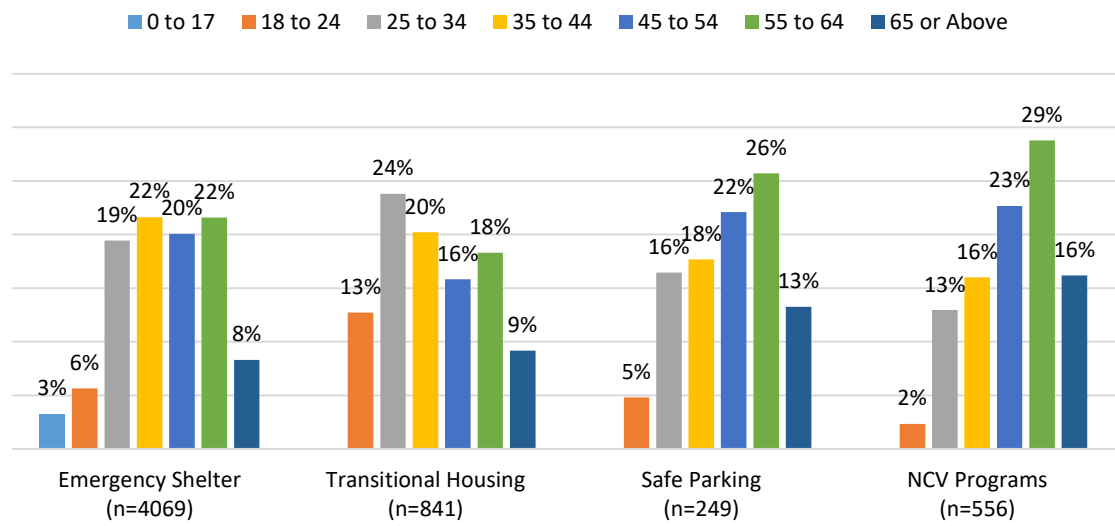
## Exits to Permanent Destinations



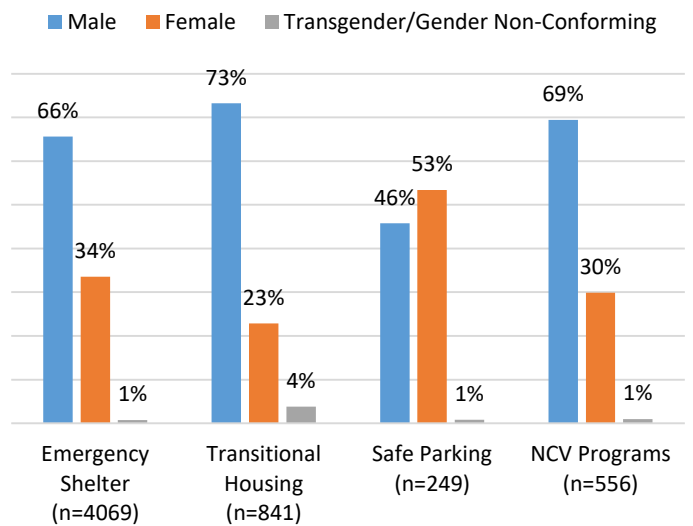
# Appendix I: Temporary Housing Demographic Information – April 30, 2020

## Demographics for Households Enrolled during May 2019 to April 2020 Deduplicated by most recent program enrollment

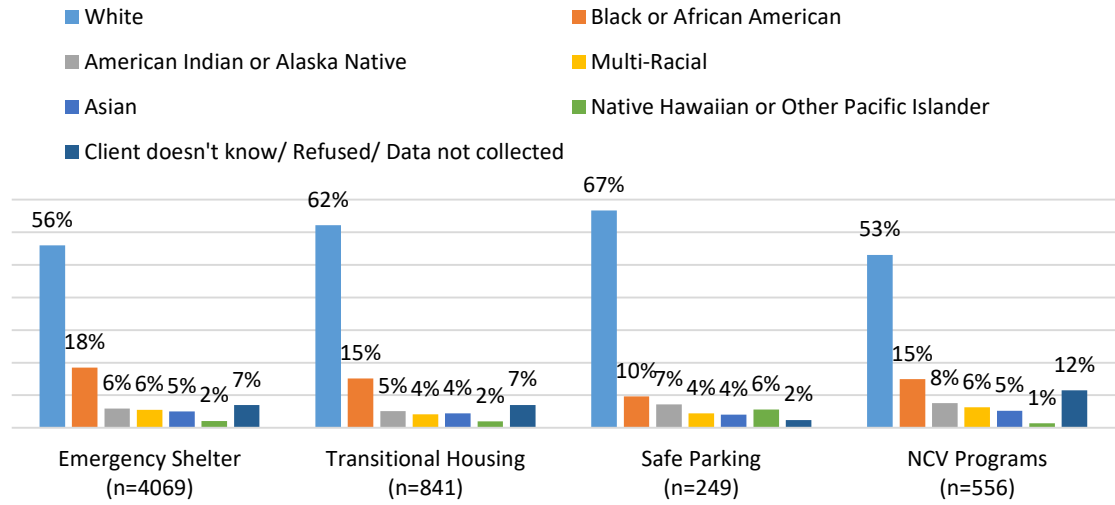
### By Age



### By Gender



### By Race



### By Ethnicity

