

County of Santa Clara

Office of Supportive Housing

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November 6, 2020

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

FROM: Consuelo Hernandez, Office of Supportive Housing (OSH)

SUBJECT: Supportive Housing System in Santa Clara County and Veterans Housing Report

The attached report highlights trends, successes, and challenges of the supportive housing system in Santa Clara County between October 2019 and September 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 housing services for veterans.

Supportive Housing System Trends and Highlights

Appendix A highlights two goals in the new [2020-2025 Community Plan to End Homelessness](#). Year-to-date, the County has housed 2,570 individuals, 13% toward the goal of housing 20,000 people by 2025. The chart on the right depicts progress toward the County's goal of a 30% reduction (3,253) in the annual inflow of people becoming homeless. Inflow for calendar year 2019 (4,647 people) is used as a baseline, rather than inflow for the current year, which is atypical due to the pandemic. The OSH will continue to report inflow counts each month using the twelve-month rolling period. We anticipate a possible increase in inflow over the next year, as the residential eviction protections afforded by the State's COVID-19 Tenant Relief Act come to an end.

OSH continues to encounter unique challenges presented by the pandemic. Social distancing orders, exposures, and infections have resulted in frequent changes to our TH and ES

program capacities, presenting an ongoing challenge in the accurate reporting of utilization for some programs. Shelter-in-place (SIP), exposures, and infections have also negatively affected successful housing exit rates for some TH and ES programs. For example, TH programs typically have either a one- or two-year time limit. During that time, clients are supported toward a goal of attaining permanent housing. These time limits have been extended for most TH programs, which has resulted in program exits being limited to those that are unplanned, such as exits due to behavioral or other issues.

Appendix B provides program capacity and utilization for our five program categories plus the Safe Parking (SP) initiative. Program utilization averaged 84% across programs.

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 remained steady at 49% of the total number of housing program enrollments – up 2% from the same period last year, and the same rate as last month.
- Chart 2 provides data on exits to permanent housing destinations by housing type and period. Exits to permanent housing from RRH programs remain just below the benchmark at 73%. Overall program exits to permanent housing have remained steady (33%), but below the 40% benchmark.
- Chart 3 illustrates that PSH retention remains high at 96%, continuing to exceed the system-wide 95% benchmark each month over the past year.

Appendix D presents data on housing placements and system entries by project type. The upper chart indicates the number of households that moved to permanent housing for the period (housing placements), compared to the number of households assessed for the first time (system entries). The system entries are stratified by housing intervention – minimal, RRH, or PSH. The lower chart breaks down the housing placements by the type of project from which the household was receiving assistance. The number of newly homeless residents continues to outpace the rate of housing placements. For September 2020, first-time homeless households exceeded monthly housing placements by 57%. After seeing a decrease in inflow during the first five months of the pandemic, the number of people accessing services for the first time is increasing and nearing pre-pandemic levels.

Appendix E illustrates data on returns to homelessness for households that were permanently housed through the supportive housing system. For the specified reporting period, while only 4% of households exiting PSH programs returned to homelessness within two years, households that exited to permanent housing from other types of programs returned to homelessness at higher rates. Thirty-four percent of households exiting TH programs, for example, returned to the housing system within two years, while 17% of those exiting RRH programs to permanency returned to homelessness within two years. While overall outcomes suggest that most individuals and families remain stably housed, these data suggest that households enrolled in RRH, TH, and ES may need additional supports to achieve housing stability after program exit. To this end, the OSH began expanding HP programs, with additional growth planned as a key strategy of the Community Plan to End Homelessness. In July 2020, the County's capacity to serve households via HP programs increased by 600.

Veterans Housing Programs

Appendices F and G include data related to veterans served in the County's homelessness system. The County, in collaboration with the City of San José, the Housing Authority, and Destination: Home, initiated the *All the Way Home* campaign in 2015. This collaboration continues to partner with the community's consortium of service providers with the aim of ending veteran homelessness. Veterans are housed using a variety of supports and initiatives, including landlord incentives and federal programs such as the Veteran Affairs Supportive Housing Program (VASH) and the Supportive Services for Veterans and Families (SSVF) program.

Highlights from the County's efforts to end homelessness for veterans include the following:

- As illustrated in the graph on the left in Appendix F, since November 2015, 1,926 veterans in Santa Clara County moved from homelessness to housing. Over half of veterans who were housed received assistance from the VASH program and over 20% were supported via the SSVF program.
- The graphs on the right in Appendix F demonstrate that veterans exit homeless programs into permanent housing at higher rates than the system-wide population (51% versus 33%, respectively). This may be due to more housing resources in the County being available to the homeless veteran population per capita when compared to the homeless population as a whole. As shown in the middle right chart, veterans placed into permanent housing return to homelessness at a slightly lower rate than the overall population.

- Appendix G shows that the number of veterans placed into permanent housing exceeds the number of homeless veterans seeking assistance for the first time. In the last 12 months, 258 veterans (an average of 21 per month) have sought housing assistance for the first time. During the same period, 361 veterans (an average of 30 per month) have been placed in permanent housing. This trend reflects the County's focus on housing services for veterans.

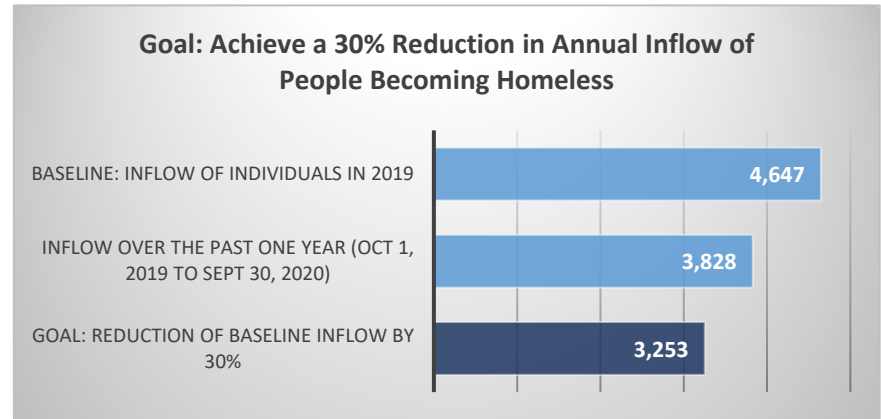
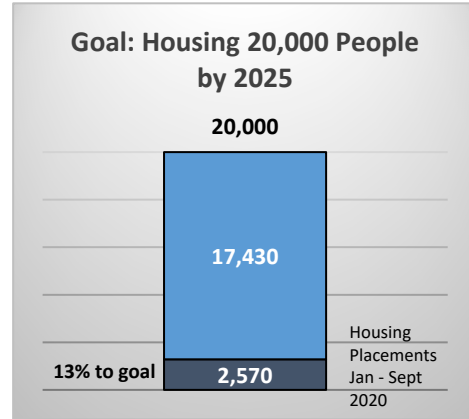


Office of Supportive Housing
Supportive Housing System
Dashboard

October 1, 2019 –
September 30, 2020

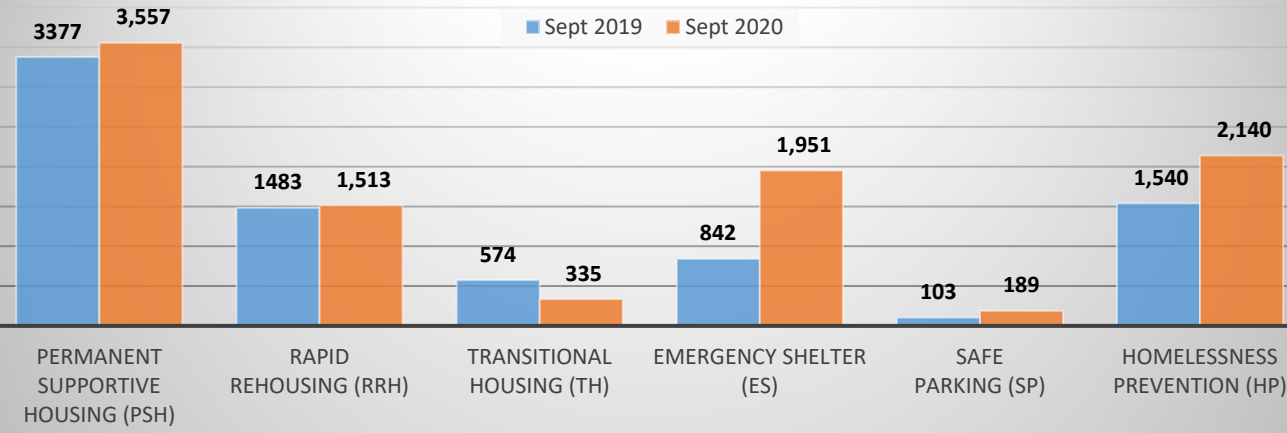
The 2020-2025 Community Plan to End Homelessness
The county-wide plan is our roadmap for ending homelessness in Santa Clara County. The 2020-2025 plan sets aggressive targets designed to reverse the current growth in homelessness and bring us one step closer to our collective goal of eliminating homelessness in our community. Appendix A will highlight specific goals related to this plan.

Appendix A: Community Plan Goals

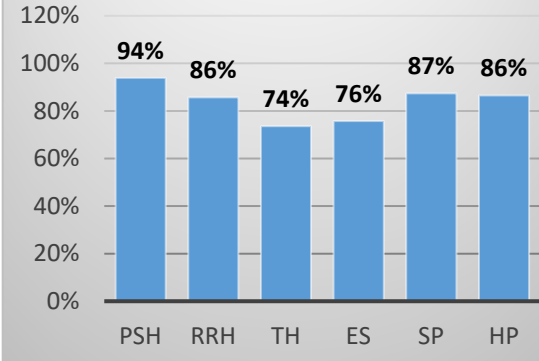


Appendix B: Capacity and Utilization as of 9/30/2020

Program Capacity (Units or Households)



Program Utilization, September 2020



- Utilization: PSH, RRH are point-in-time utilization on September 30, 2020. TH, ES, and SP utilization are based on the month of September, and HP utilization is based on the last 12 months
- Program utilization is based on households 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 79 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.

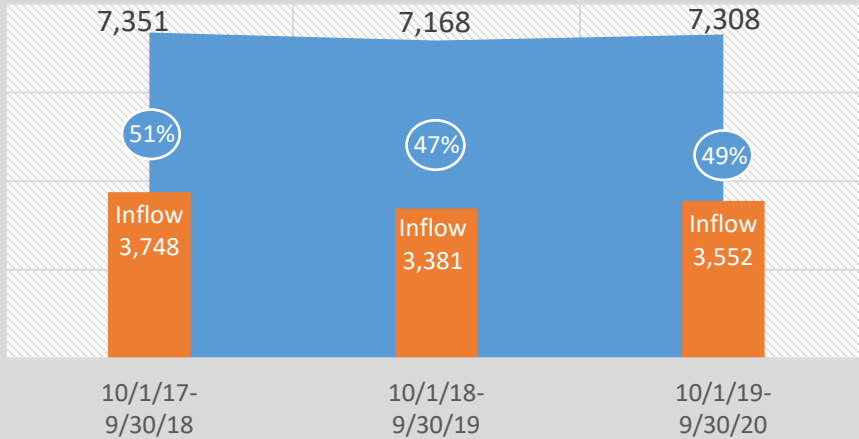
Appendix C: System Performance Measures

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

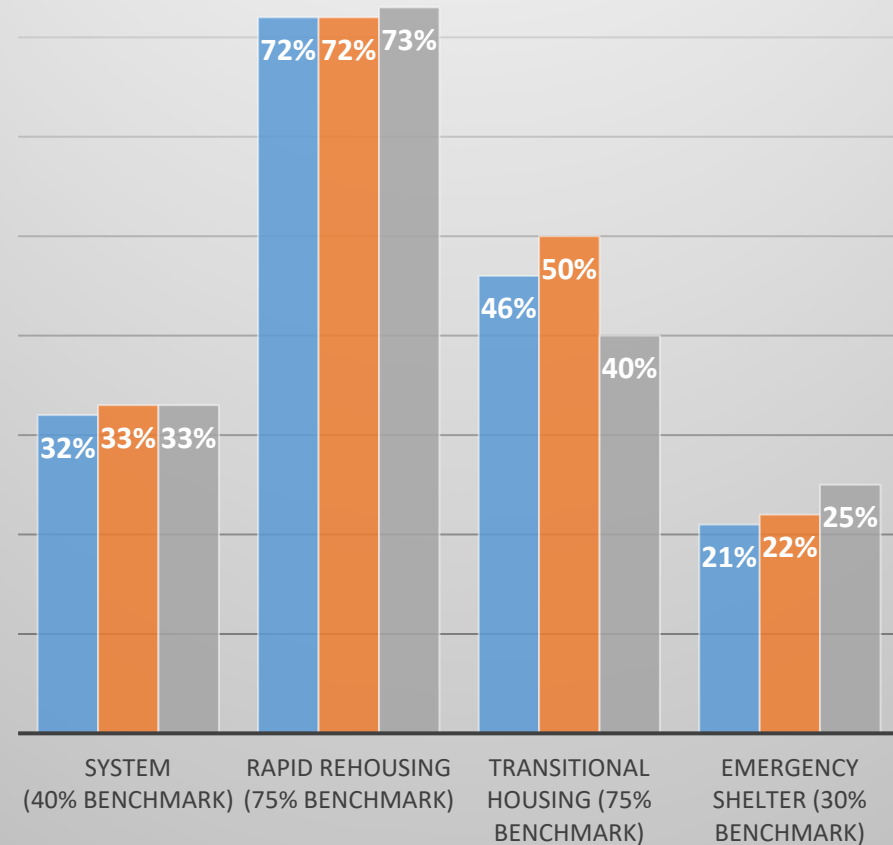


2

Exits to Permanent Housing Destinations

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

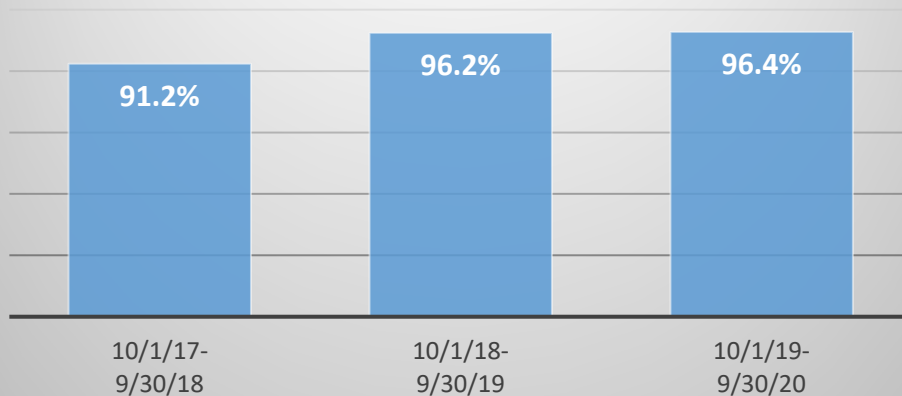
- 10/1/17-9/30/18
- 10/1/18-9/30/19
- 10/1/19-9/30/20



3

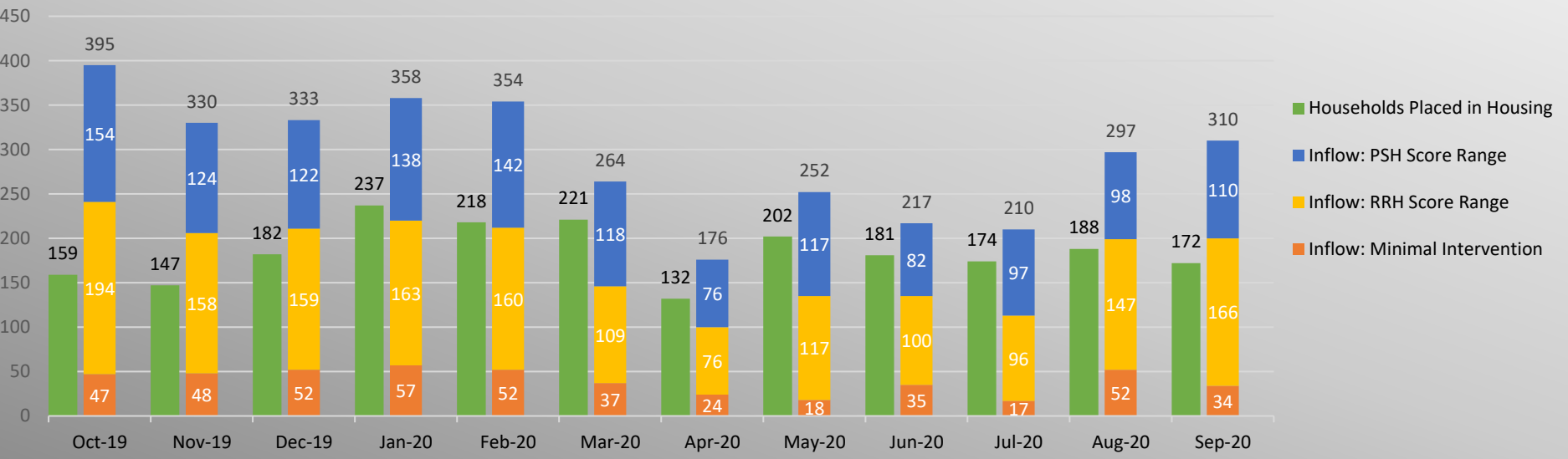
Permanent Housing Retention

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

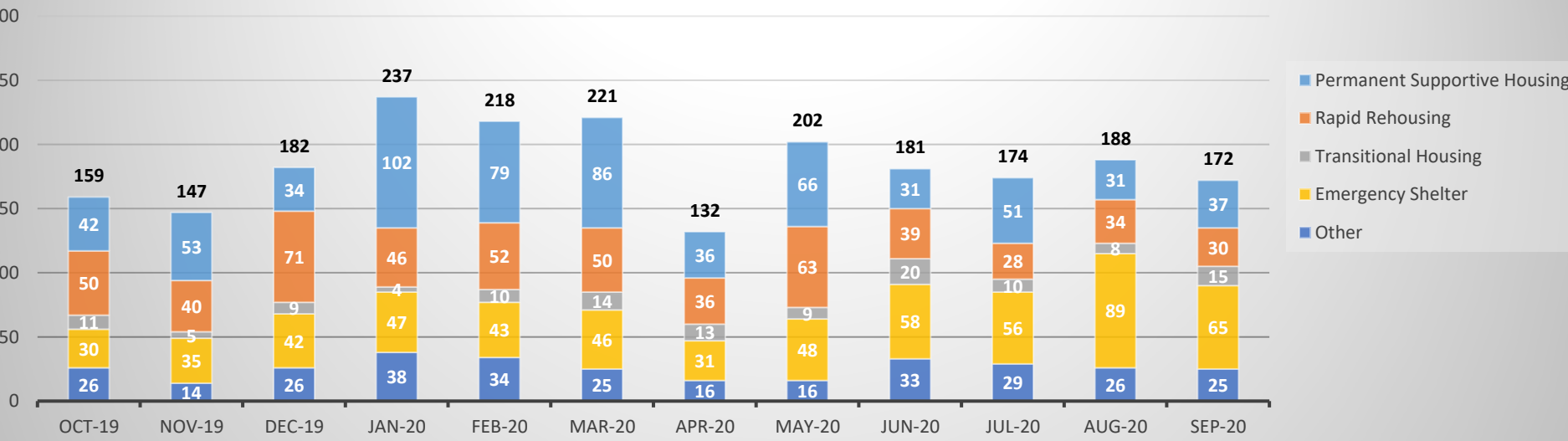


Appendix D: Housing Placements and System Entries by Month

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



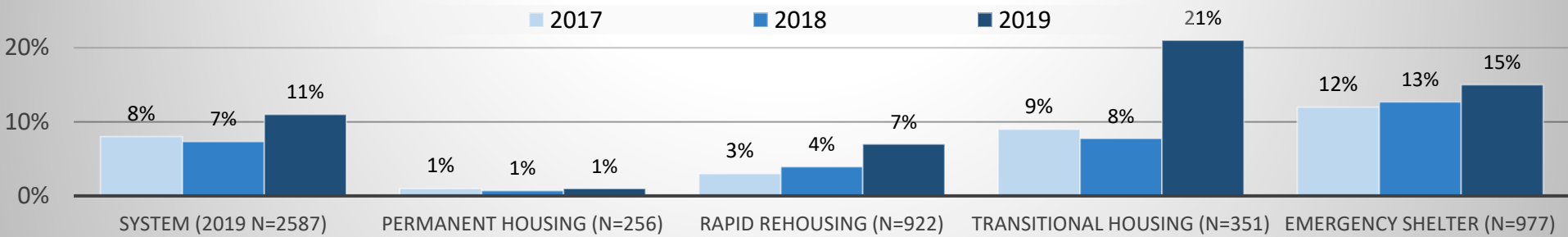
Monthly Housing Placements from Project Types (Head of Household)



Appendix E: Returns to Homelessness

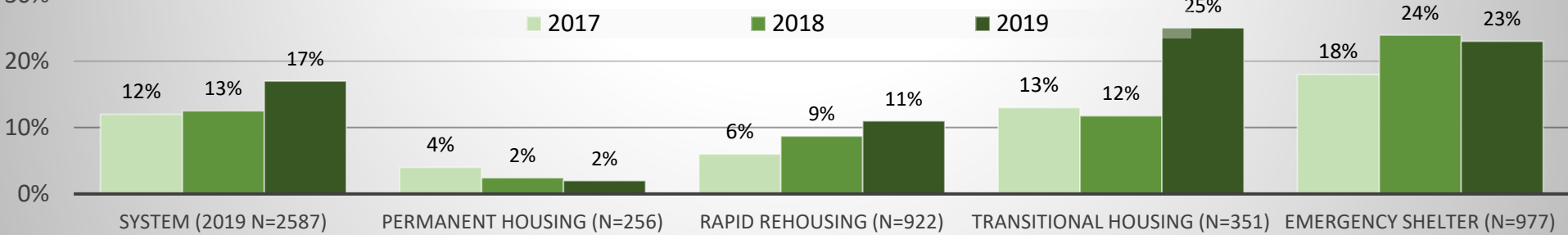
Returns to Homelessness (Within 6 Months)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 6 Months
(N = Exits to PH between 10/2017 to 9/2018)



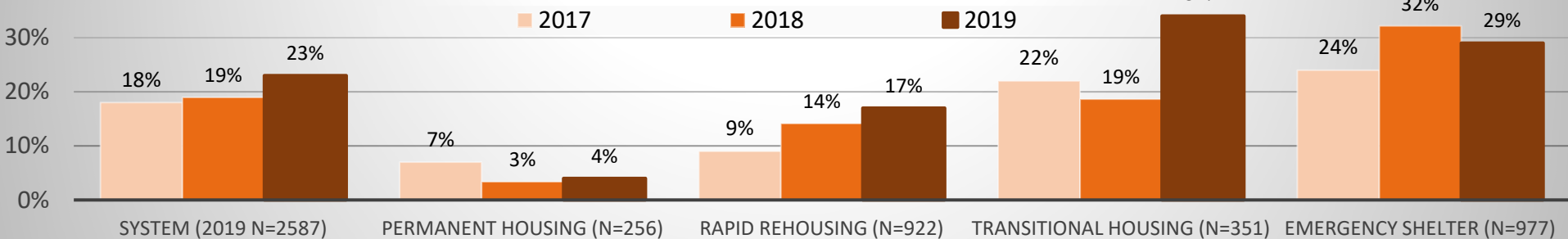
Returns to Homelessness (Within 1 Year)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 1 Year
(N = Exits to PH between 10/2017 to 9/2018)



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 10/2017 to 9/2018)

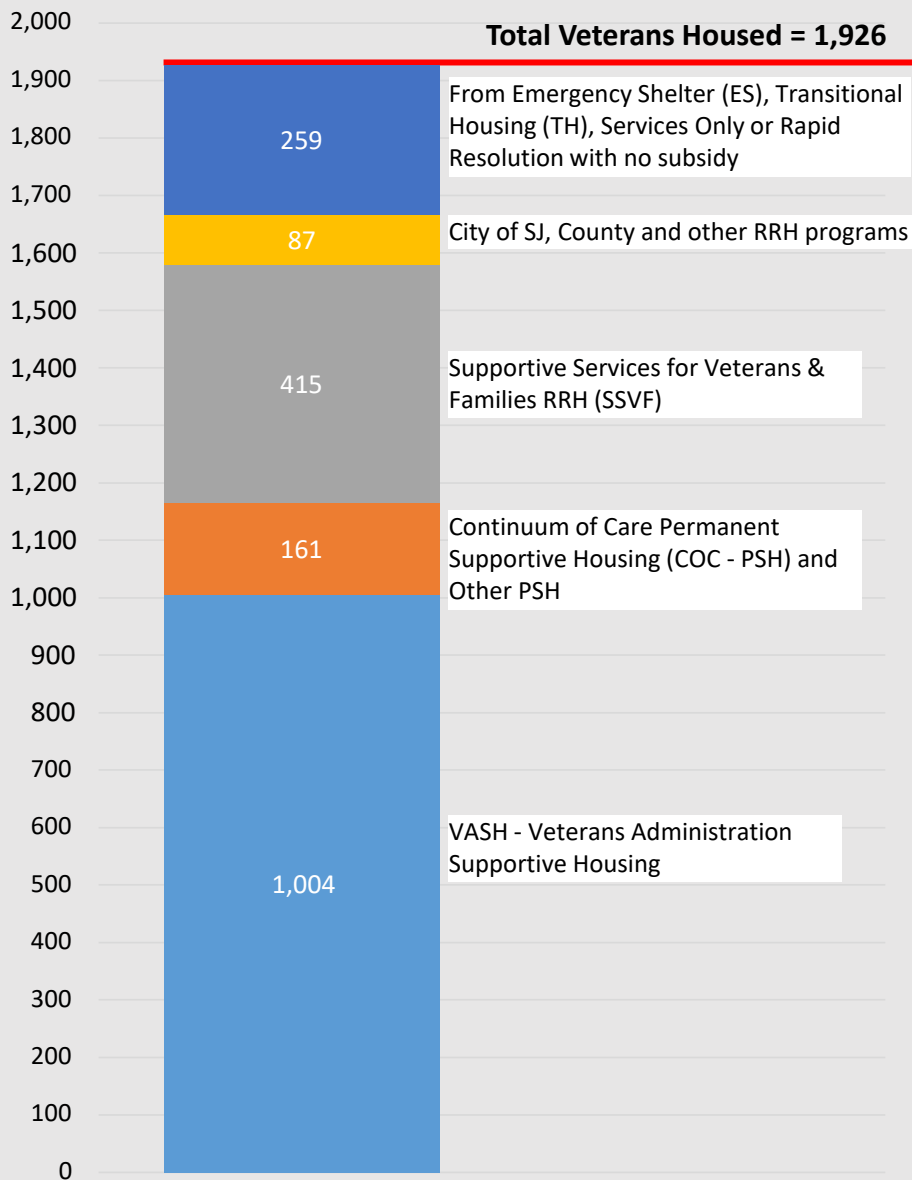


Appendix F: Veteran Capacity, Enrollments, Exits and Returns to Homelessness

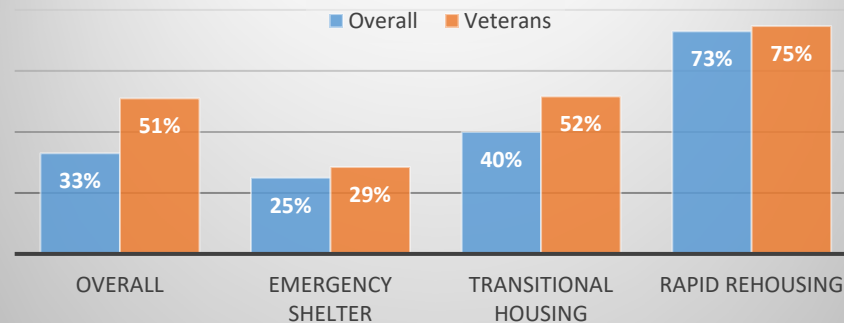
Veterans Housed by Program

November 1, 2015 to September 30, 2020

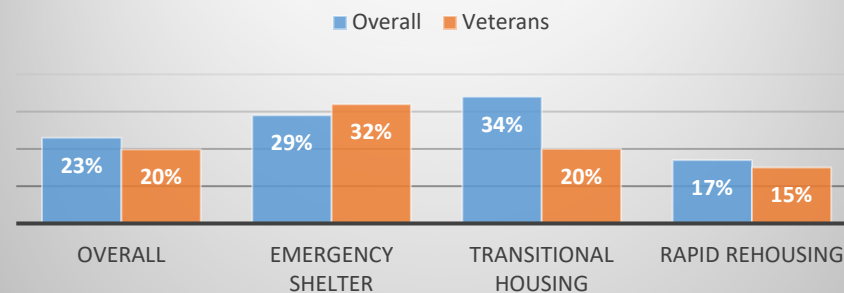
Total Veterans Housed = 1,926



Exits to Permanent Destinations by Project Type (Oct 1, 2019 to Sept. 30, 2020)

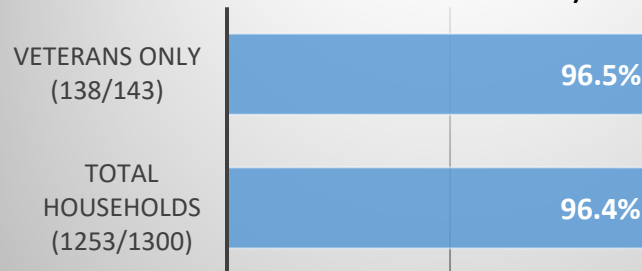


Returns to Homelessness Within 2 Years after Exiting to Permanent Housing



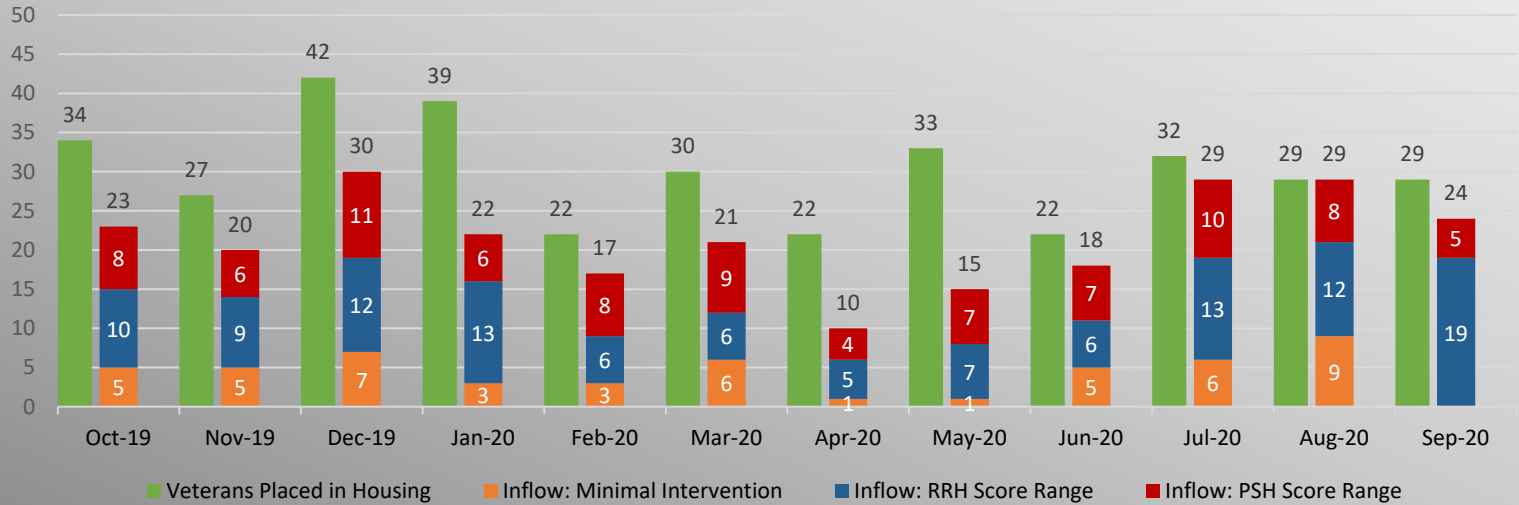
PSH Housing Retention

(Percent of Households Housed 12 Consecutive Months since PSH Enrollment)



Appendix G: Veteran Inflow, Housing Placement, and Characteristics

Veterans Placed in Permanent Housing and Veterans Requesting Assistance for the First Time (First VI-SPDAT Assessment)



In the last 12 months:

- 361 Veterans have been placed in housing (an average of 30 per month)
- 258 Veterans have taken the VI-SPDAT assessment for the first time (an average of 21 per month)

Characteristics of Currently Homeless Veterans

