

County of Santa Clara

Office of Supportive Housing

2310 N. 1st Street, Suite # 201
San Jose, CA 95131
(408) 278-6400 Main
(669) 220-1444 Fax



January 10, 2022

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

The attached report highlights trends, successes, and challenges of the supportive housing system in Santa Clara County between December 2020 and November 2021. 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 homelessness prevention programs.

Supportive Housing System Trends and Highlights

Appendix A highlights data on four of the five overarching targets detailed in the County's [2020-2025 Community Plan to End Homelessness](#). As shown in Chart 1, the County has housed 5,680 individuals since January 2020, 28% toward the goal of housing 20,000 people by 2025. Chart 2 depicts progress toward the County's goal of reducing the number of newly homeless individuals and families in a given year by 30%. This target was based on annual inflow prior to the COVID-19 pandemic. Inflow for calendar year 2019 (4,778 people) is used as a baseline. Inflow for the December 2020 to November 2021 yearly reporting period is 3,208 households, remaining about the same as last month. The long-term impacts of the pandemic remain difficult to predict, but the reduction in the number of people experiencing homelessness for the first time may be an indicator that increased HP assistance during the pandemic helped more households remain housed than in previous years.

Appendix B provides program capacity and utilization for five program categories plus the Safe Parking (SP) initiative and the Cold Weather Shelters (CWS). As depicted in the Program Utilization chart at the bottom right, HP (95%) and PSH (91%) have the highest utilization for the reporting period.

Appendix C illustrates key system performance measures, benchmarks for which are determined in coordination with community partners on an annual basis. A couple of highlights for the reporting period are provided below.

- Chart 2 provides data on exits to permanent housing destinations by housing type and period. Exits to permanent housing from RRH remained steady at 81% for the current reporting period, exceeding the 75% benchmark. Thirty-two percent of households exiting ES programs moved on to permanent housing, exceeding the County's 30% performance goal.
- Chart 3 in Appendix C illustrates that PSH retention remains high at 96.4% for the current reporting period, exceeding the system-wide 95% benchmark.

Appendix D presents data on housing placements and inflow by project type and month. The upper chart indicates the number of households that moved to permanent housing (housing placements), compared to the number of households completing their first assessment (inflow). The inflow is stratified by level of 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. Inflow and placements held generally steady for November 2021, with an increase in placements resulting from the opening of Quetzal Gardens, a new affordable housing community in San José. Twenty-eight highly vulnerable households in need of permanent supportive housing were able to move into their new units at Quetzal Gardens in November 2021. The decreasing gap between the number of housing placements and inflow each month is a positive sign in the effort to decrease the total number of individuals experiencing homelessness on a given night.

Homelessness Prevention Trends and Highlights

The County's HP system identifies households at risk of experiencing homelessness and provides short-term subsidies and assistance to help them regain stability. The current system is centered on two ongoing programs. The first is the Emergency Assistance Network (EAN) HP. Through agreements with the eight agencies that participate in the EAN, residents throughout the County have access to emergency financial assistance, housing services, and case management services. The second program is a pilot program (Pilot Homelessness Prevention System, or Pilot HPS) established in 2017 by the County in partnership with Destination: Home, the City of San José, and private funders. While both the Pilot HPS and EAN HP programs are operated by the same network of service

providers, the Pilot HPS program is coordinated through a central organization and intended to provide more flexible aid. This includes financial assistance over a period of time (rather than a single instance) and funds for other types of expenses. All HP programs provide rental assistance, security deposit, and utility assistance.

Appendices E through H include data related to these HP programs. Below are some highlights.

- Appendix E provides capacity, utilization, and outcome data for the HP programs during the study period. Chart 1 shows the capacity and utilization of these programs increased significantly since last year, as it has each year since program inception. In FY20-21, 1,971 households were assisted across both programs, compared to 1,612 for FY19-20, an increase of 20%. The need for both programs continues to exceed the capacity.
- Chart 2 of Appendix E displays program outcomes. Outcomes data for households receiving HP services shows high levels of housing stability. Approximately 92% of households that received assistance during the past year across the two programs remained stably housed. Of those who exited the programs during the period, 94% exited to permanent destinations.
- Appendix F provides the reasons for requesting assistance as reported by program participants. The most common reason for both programs remained income loss, with 48% of participants in the pilot program and 38% in the EAN HP program reporting this as the primary reason for the need for assistance.
- Financial assistance data is presented in Appendix G. The HP programs provided almost \$5.8M in financial assistance over the past year. The most common type of assistance provided for both the Pilot HPS program and the EAN HP program was rental assistance (79% and 64%, respectively), followed by security deposit assistance. As shown in the lower charts in Appendix G, the average rental assistance for the Pilot HPS program was \$4,886 per household, compared to \$2,424 in rental assistance per household in the EAN HP program. The larger amount for the Pilot HPS program reflects the flexible program design, as some individuals and families are assisted for two or more months.

Appendices I and J include data related to the Emergency Rental Assistance (ERA) Programs. Since the beginning of the pandemic, the County, Destination: Home, the City of San José, and other partners have provided over \$85 million in financial and rental assistance to over 19,700 low-income households. A large portion of that assistance was supported with ERA program funding. Appendix I is a snapshot of households served in the local ERA program and Appendix J is a snapshot of assistance provided to Santa Clara

County residents through the State's implementation of the ERA program. The local program has distributed over \$46 million to 4,280 households from May through December 2021. The State ERA program has distributed over \$78 million to 6,092 households. The critical ERA assistance provided to low income households may have contributed to the reduction in the number of people experiencing homelessness for the first time over the last year.



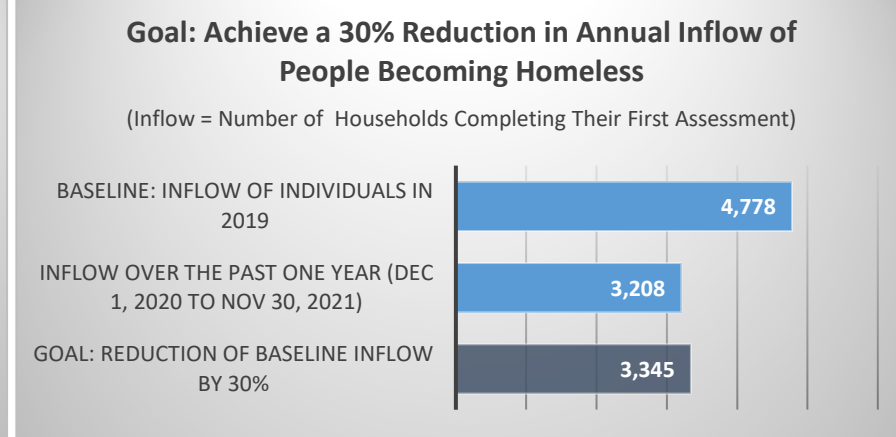
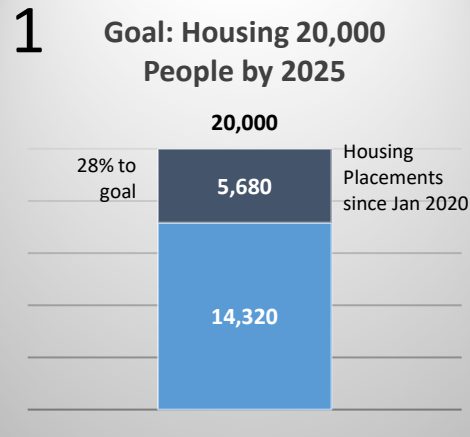
Office of Supportive Housing
Supportive Housing System
Dashboard

December 1, 2020 –
November 30, 2021

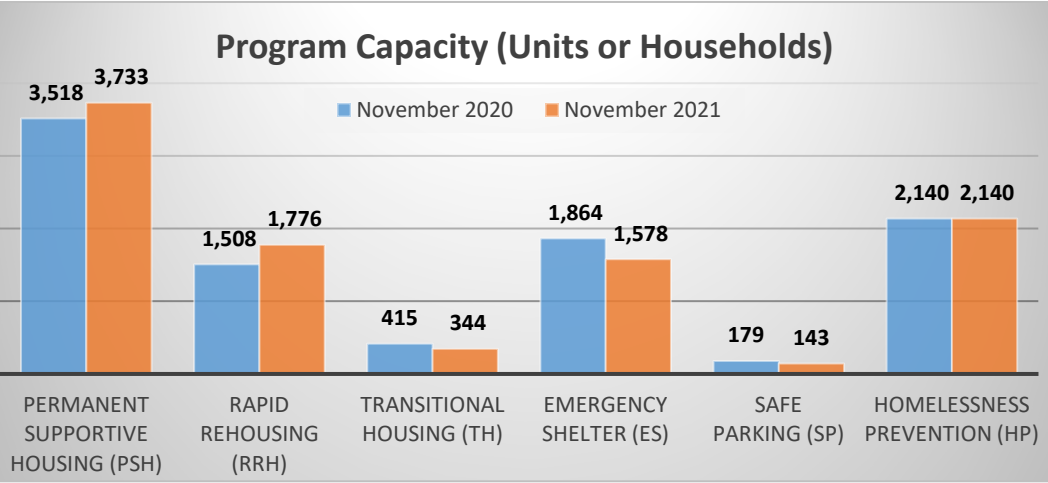
The 2020-2025 Community Plan to End Homelessness

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.

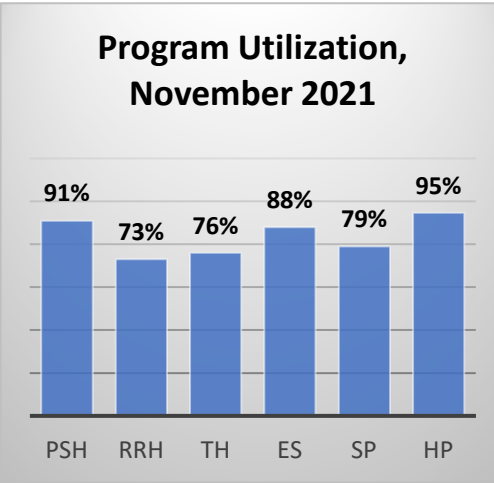
Appendix A: Community Plan Goals



Appendix B: Capacity and Utilization as of 11/30/2021

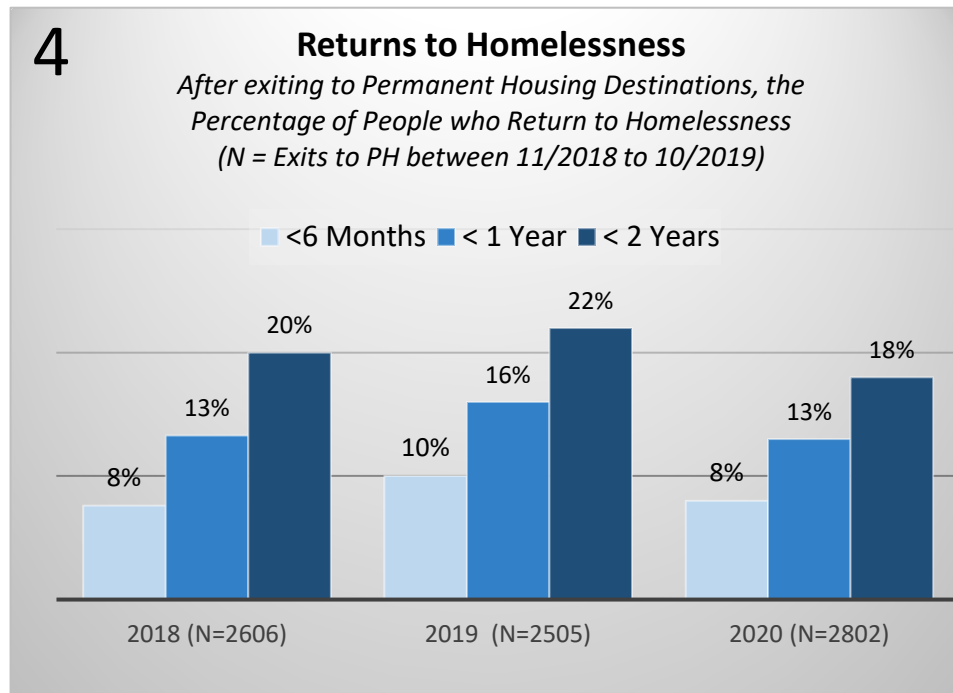
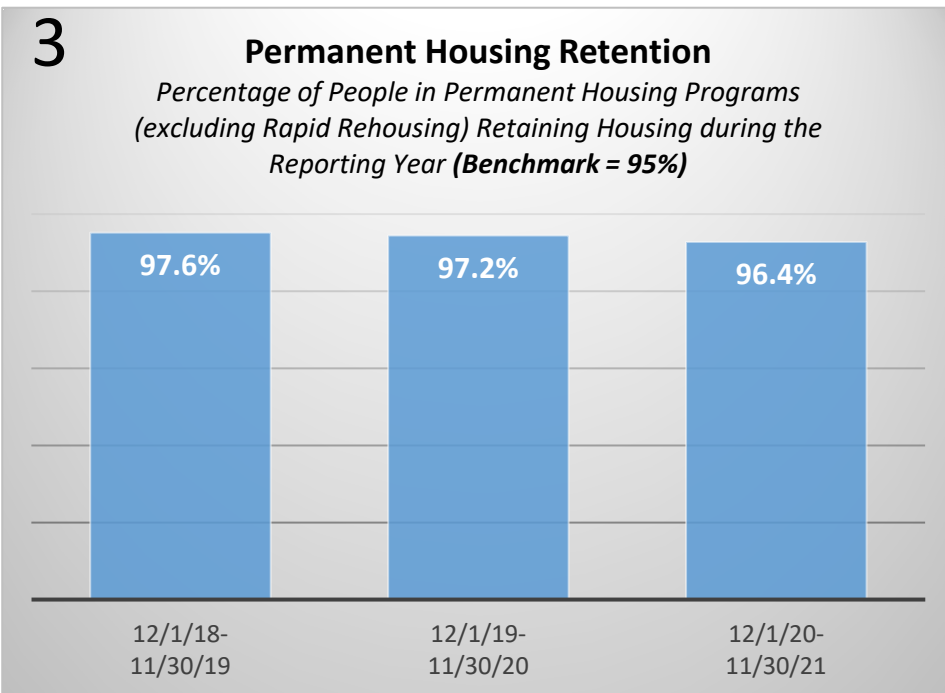
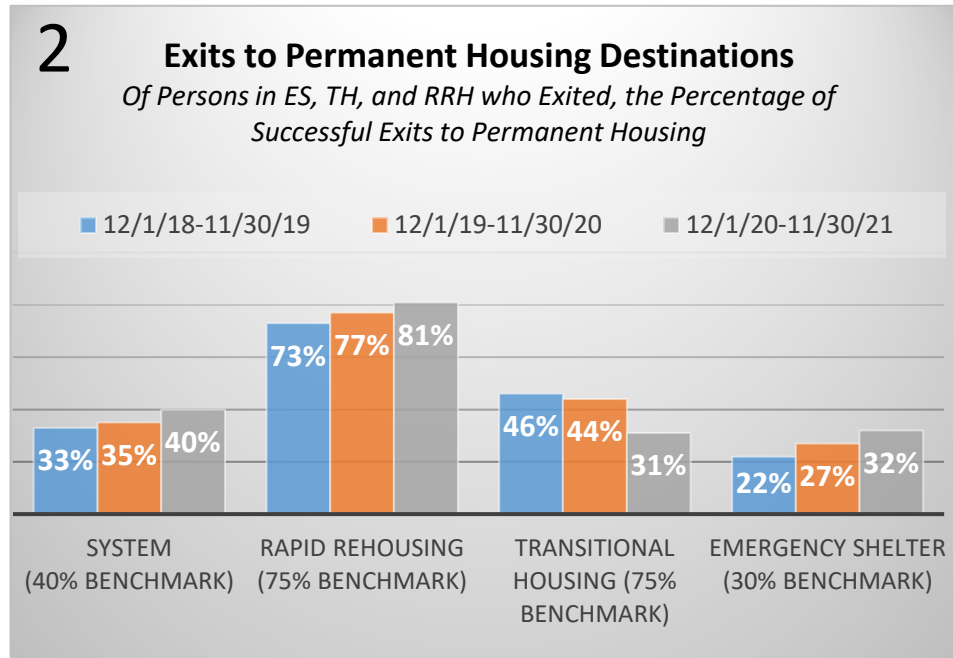
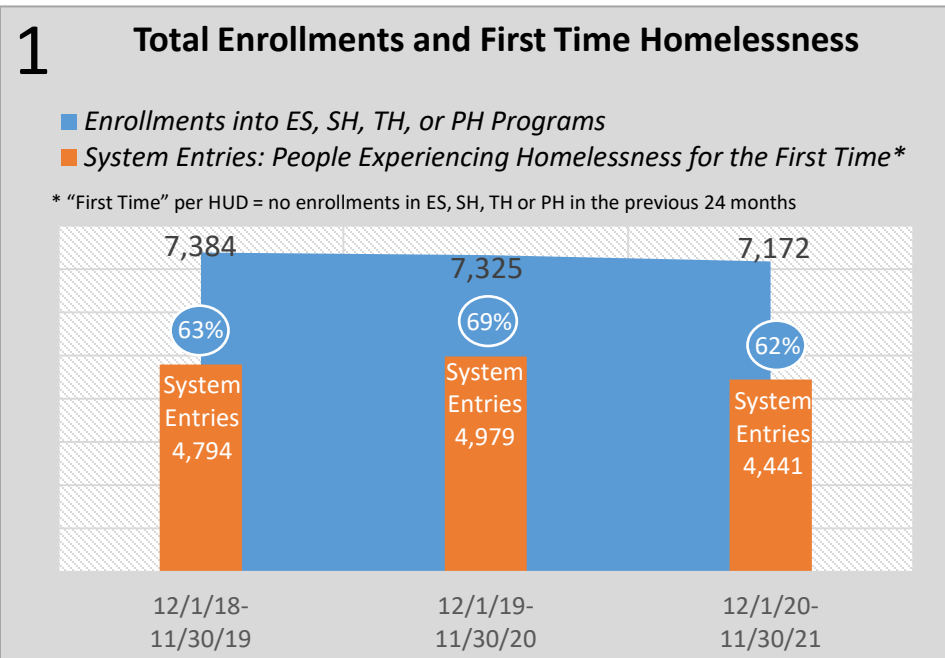


1,234 Total Housing Units (782 PSH, 347 RRH, and 105 VASH) Under Construction or in the Pipeline Approved by the Board



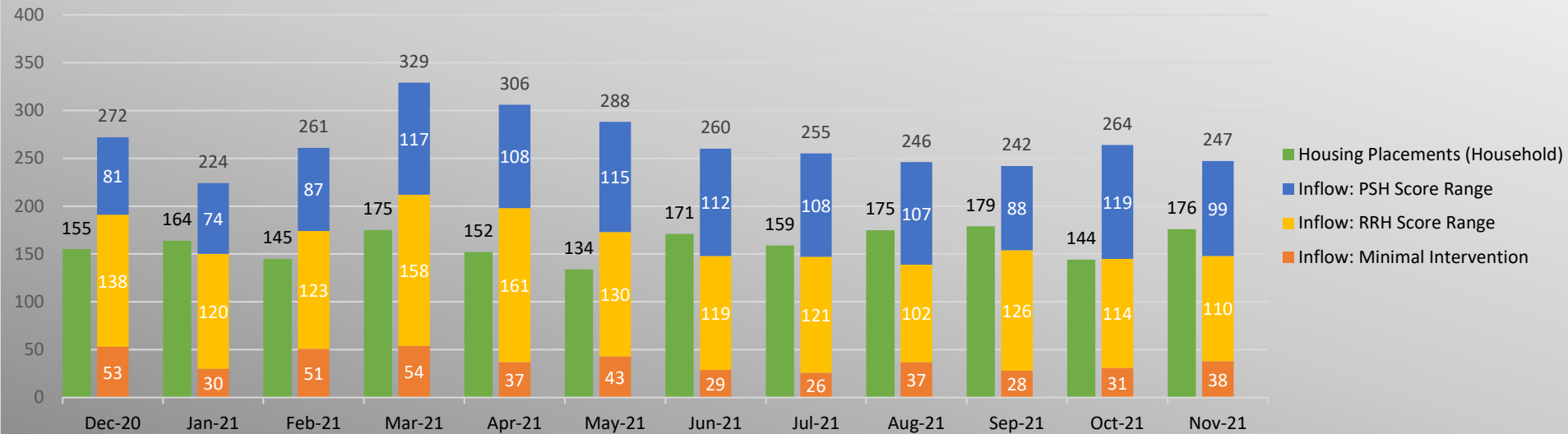
- Utilization: PSH, RRH are point-in-time utilization on November 30, 2021. TH and ES data reflects utilization for the month of November, and SP and HP utilization are based on the last 12 months
- Program utilization is based on households enrolled in programs that are tracked in HMIS.
- PSH programs that are not tracked in the Homeless Management Information System (HMIS) include HUD Veterans Affairs Supportive Housing (VASH), consisting of 1,222 units, and other programs which comprise 51 units. PSH capacity includes 40 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

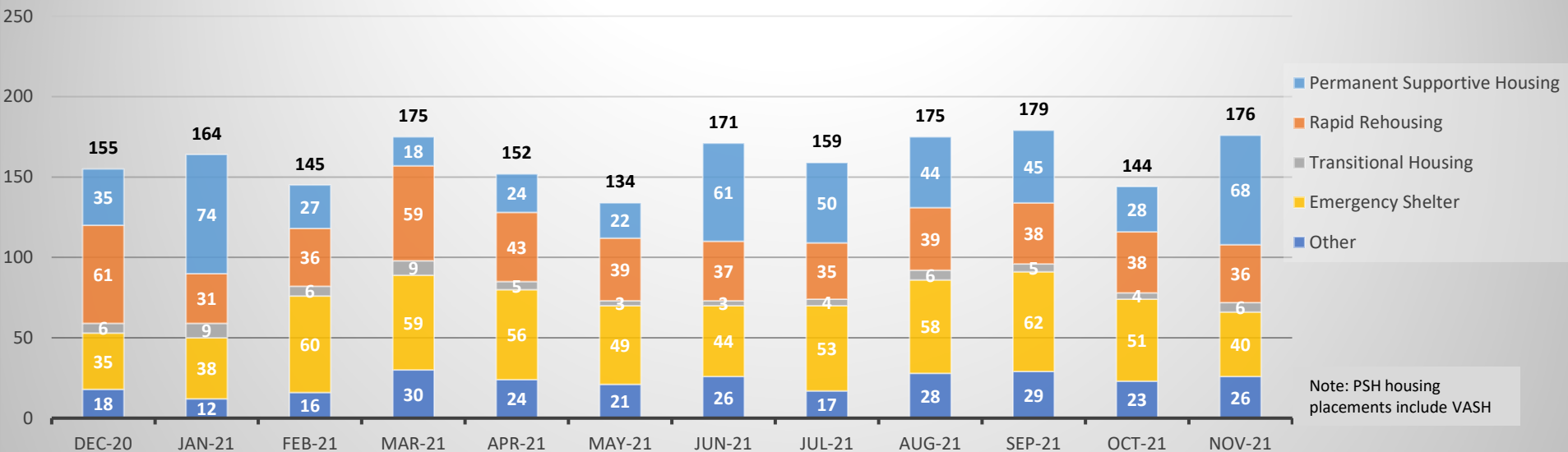


Appendix D: Housing Placements and Inflow by Month

Monthly Housing Placements vs. Homeless Inflow



Monthly Housing Placements from Project Types

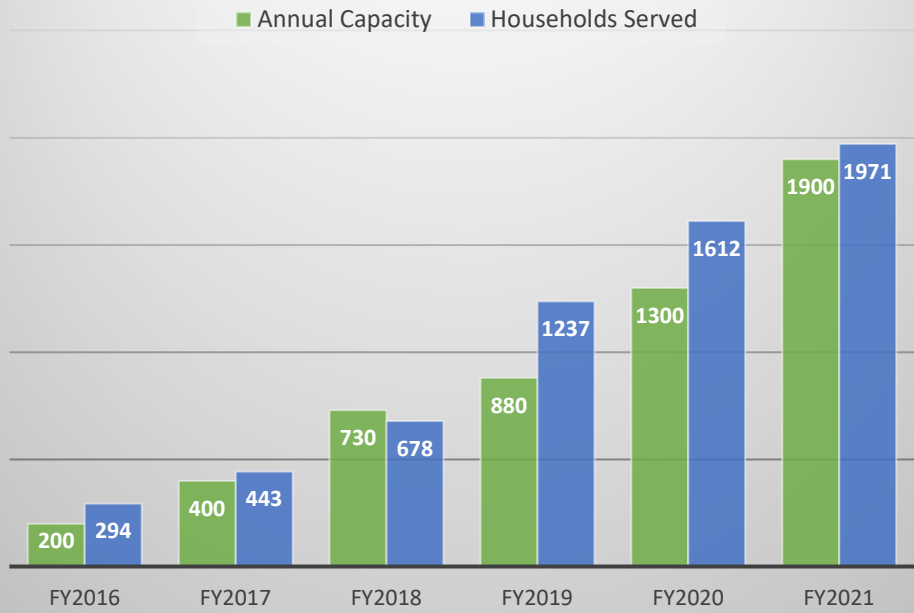


Note: PSH housing placements include VASH

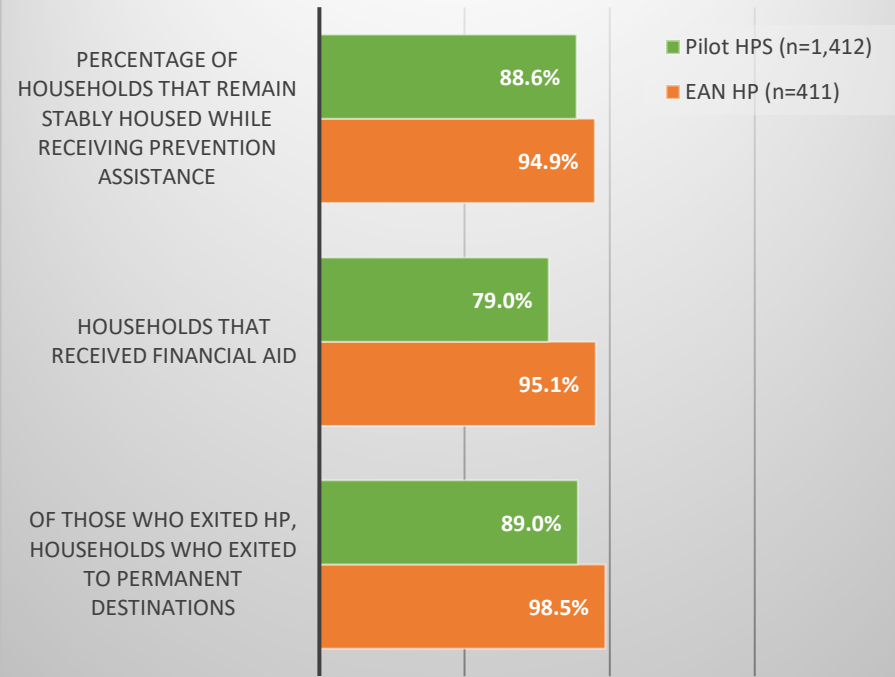
Appendix E: Homelessness Prevention Capacity, Utilization, and Outcomes – Dec. 2020 to Nov. 2021

HP Program	Annual Capacity (Households)	Enrolled Households (12/1/2020 to 11/30/2021)	Annual Utilization
Pilot HPS	1,500	1,412	94%
EAN HP	400	411	100%

1 HP Program Capacity and Households Served



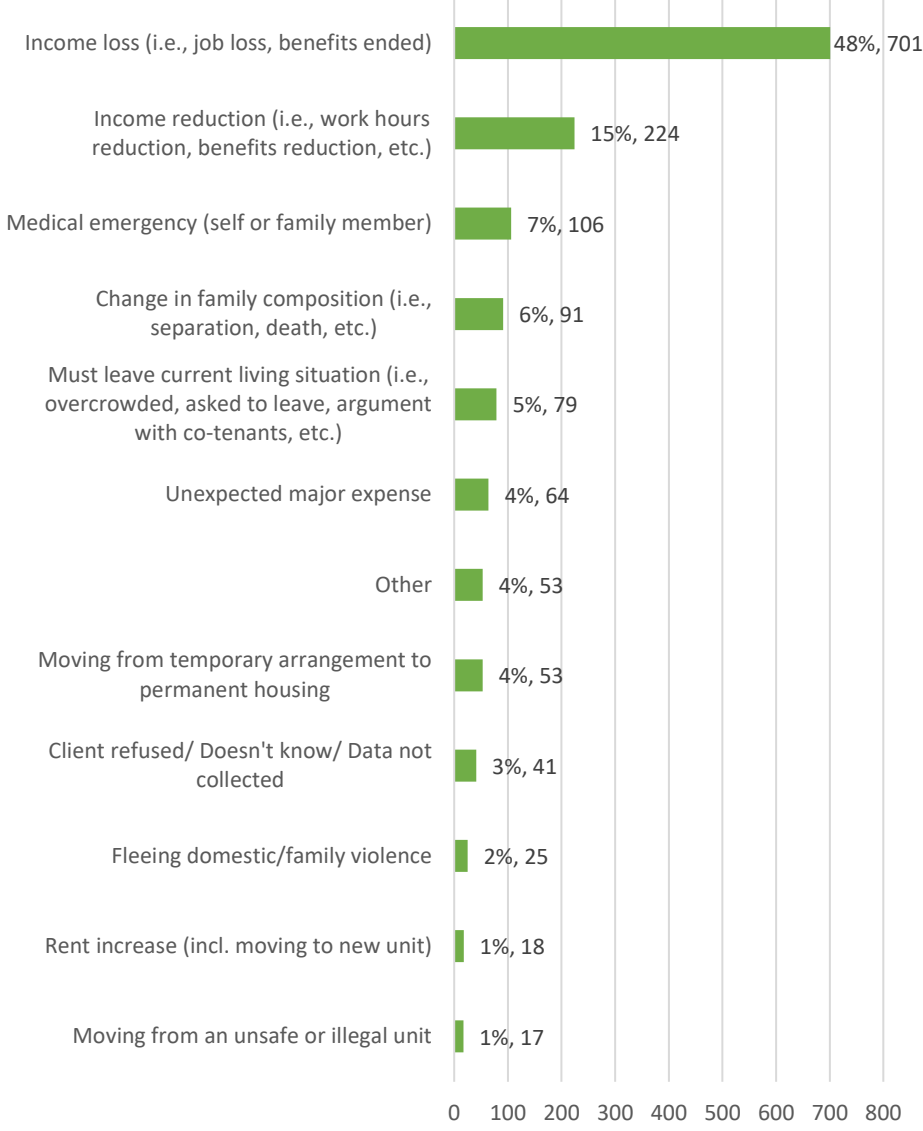
2 HP Program Outcomes



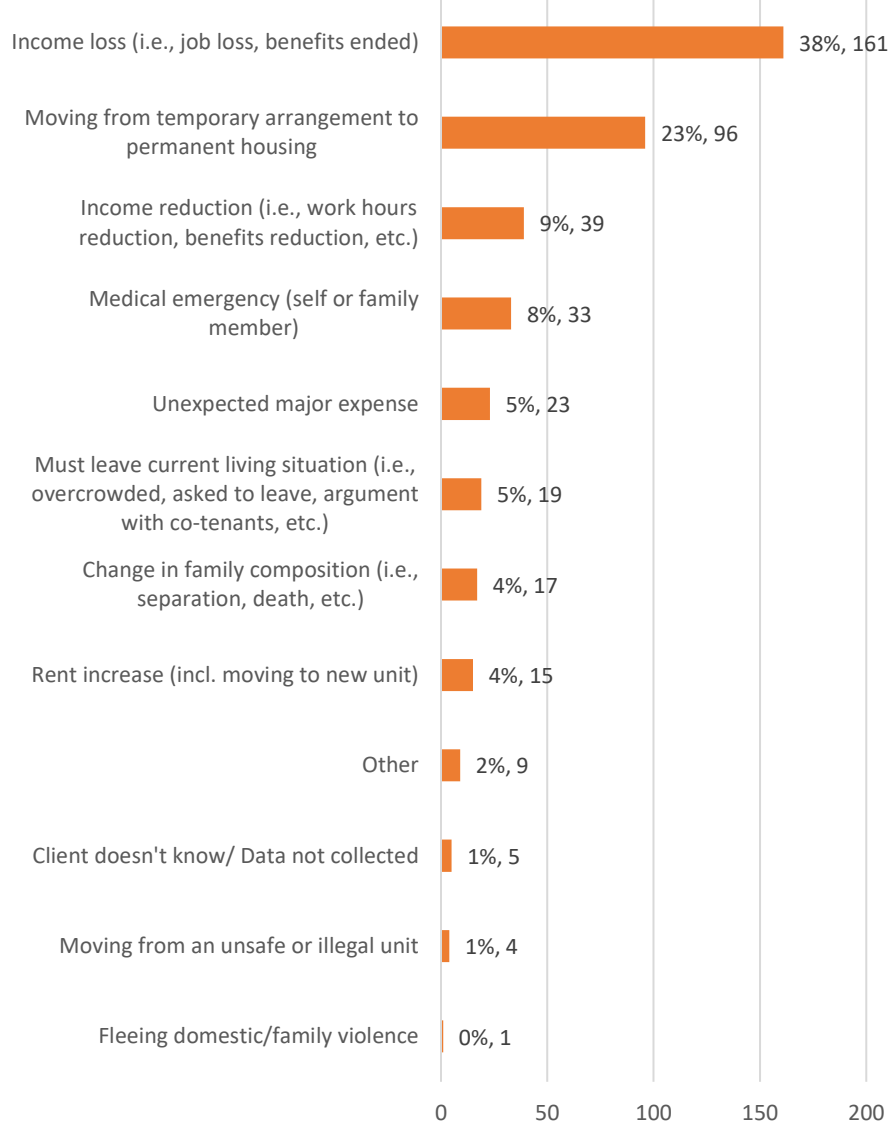
Note: Several agency-specific prevention programs provide the capacity to serve an additional 240 households. Data from those programs are not represented here. They are reflected in Appendix B.

Appendix F: Homelessness Prevention Types of Assistance, Dec. 2020 to Nov. 2021

**Pilot HPS: Reasons for Assistance
(n=1,472 Household Enrollments)**

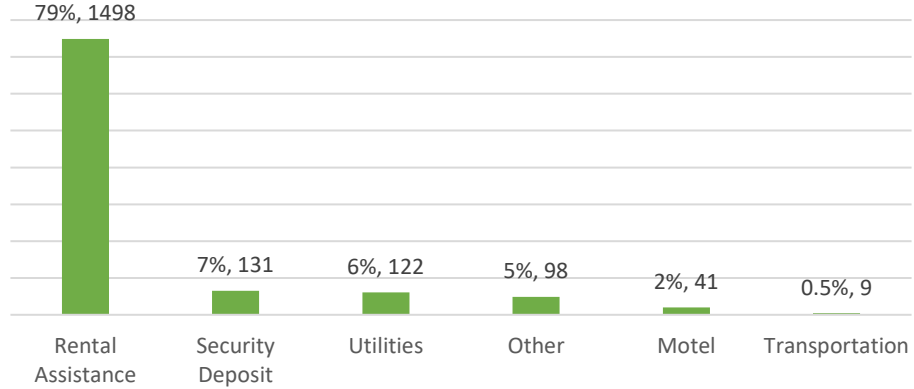


**EAN-HP: Reasons for Assistance
(n=422 Household Enrollments)**

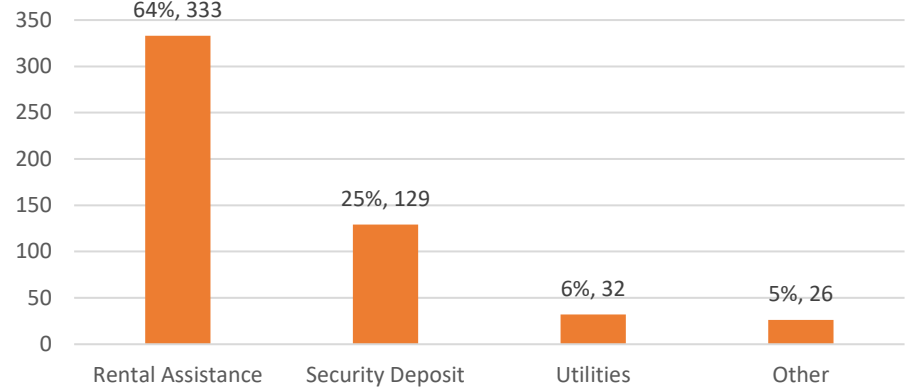


Appendix G: Financial Assistance Types and Amounts, Dec 2020 to Nov 2021

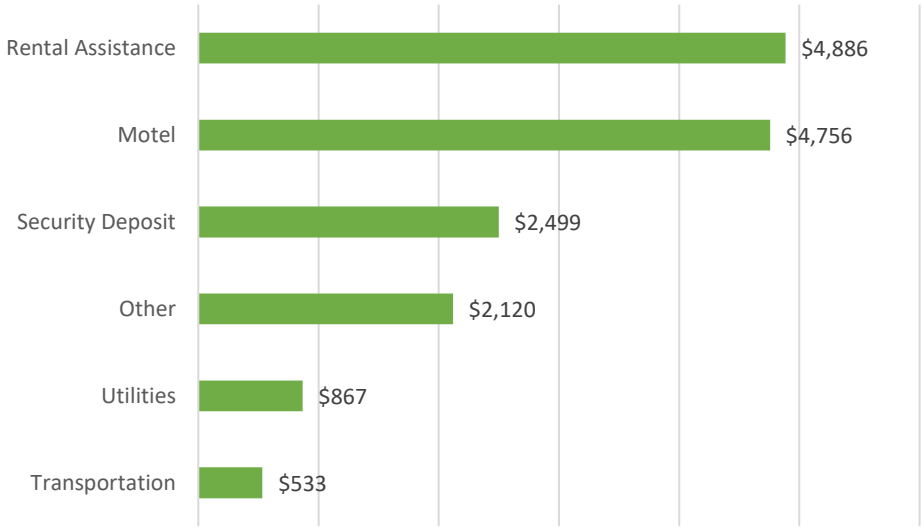
Pilot HPS: Number of Service Transactions for Each Assistance Type (1,899 Total Transactions for 963 Households)



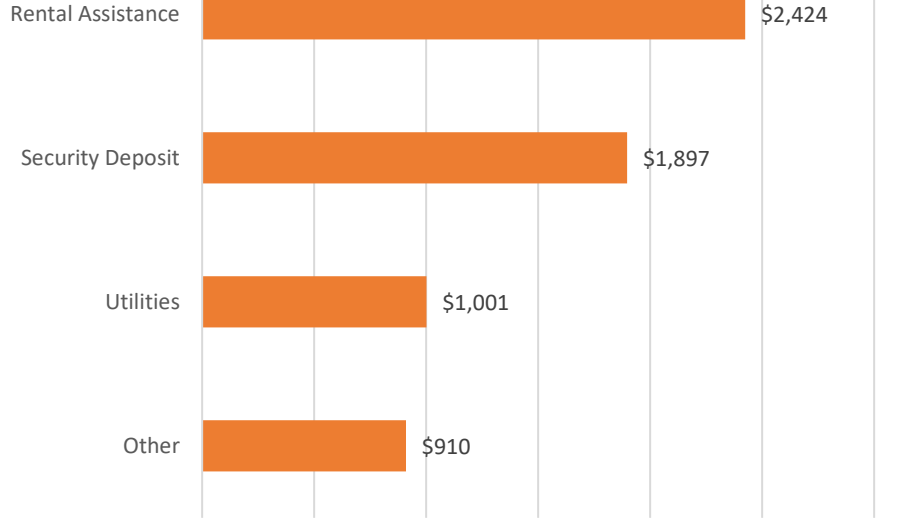
EAN-HP: Number of Service Transactions for Each Assistance Type (520 Total Transactions for 378 Households)



Pilot HPS: Average Amount of Assistance per Household (Total Assistance \$4,832,400)



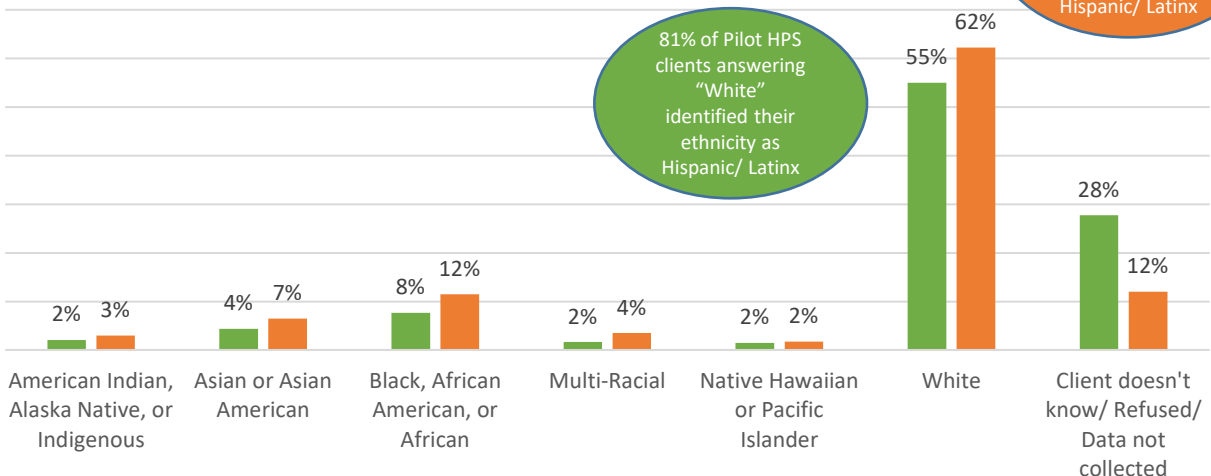
EAN-HP: Average Amount of Assistance per Household (Total Assistance \$953,574)



Appendix H: Demographics of Unduplicated Households, Dec. 2020 to Nov. 2021

By Race

Pilot HPS (n=1,396) EAN HP (n=400)

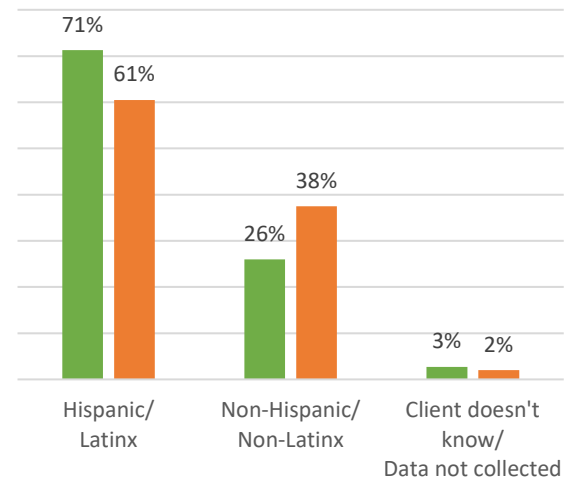


81% of Pilot HPS clients answering "White" identified their ethnicity as Hispanic/ Latinx

75% of EAN-HP clients answering "White" identified their ethnicity as Hispanic/ Latinx

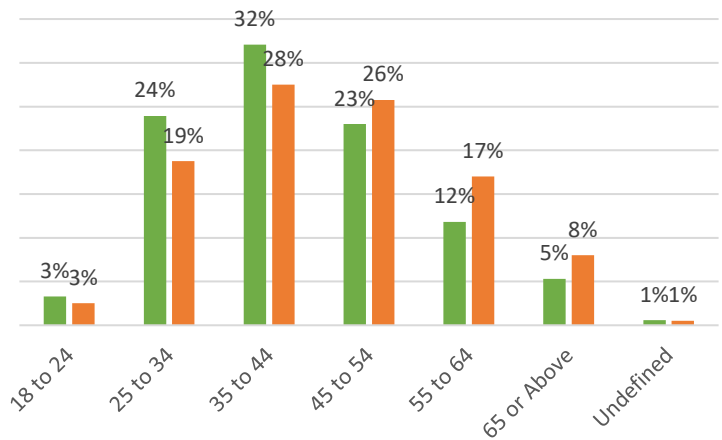
By Ethnicity

Pilot HPS (n=1,396) EAN HP (n=400)



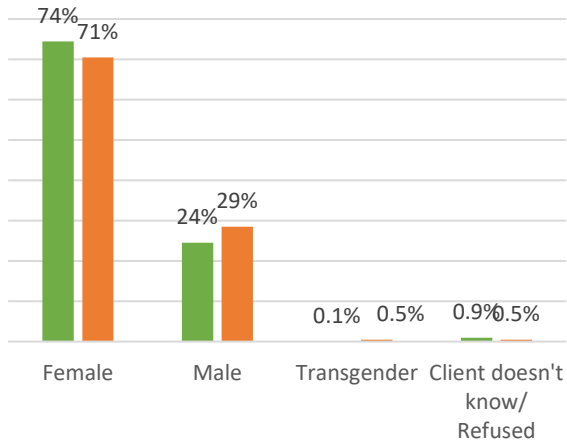
By Age Tier

Pilot HPS (n=1,396) EAN HP (n=400)

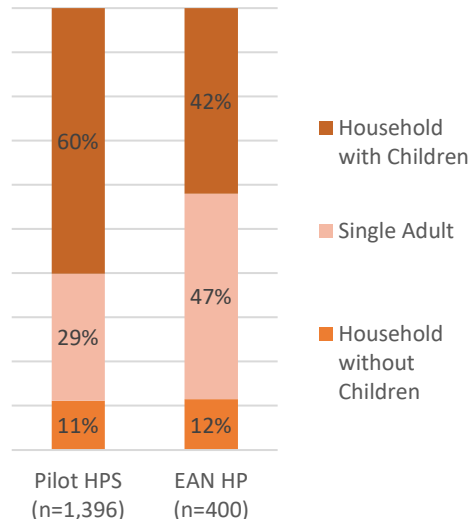


By Gender

Pilot HPS (n=1,396) EAN HP (n=400)



By Household Type



SANTA CLARA COUNTY HOMELESSNESS PREVENTION SYSTEM - COVID-19 RESPONSE

Preferred Language:

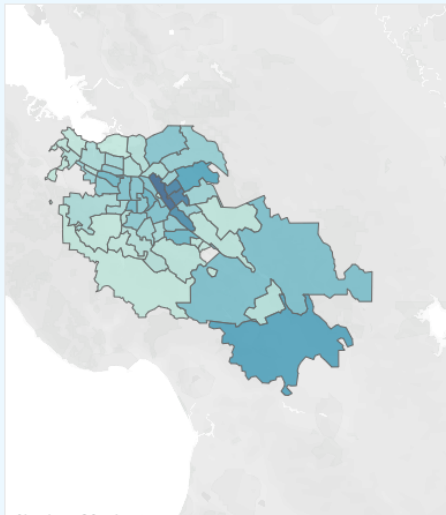
-

Homelessness Prevention System - COVID-19 Response Dashboard

May - December 2021

Geographical Distribution

City Zip Code



HOUSEHOLDS ASSISTED

4,280

AVG. AMOUNT OF ASSISTANCE

\$10,208.00

TOTAL FUNDS DISTRIBUTED

\$46,183,472.00

Applicant Demographics

(paid applications)

RACE

American Indian or Alaska Native	1.79%
Asian	16.45%
Black or African American	6.93%
Multiple races	8.42%
Native Hawaiian or Other Pacific Islander	2.07%
Prefer not to answer	26.76%
White	34.93%

ETHNICITY

Hispanic/Latinx	50.00%
Non-Hispanic/Non Latinx	46.63%
Prefer not to answer	7.46%

GENDER

Female	65.00%
Gender Non-Confor..	1.06%
Male	34.04%
Prefer not to answer	2.50%

AGE GROUP

10-19	1.04%
20-29	14.02%
30-39	30.46%
40-49	26.42%
50-59	18.48%
60-69	8.48%
70-79	2.48%
80-89	1.03%
120-129	1.23%

INCOME

30% AMI	98.68%
50% AMI	2.38%
80% AMI	0.68%
Over AMI	0.70%

Appendix J: State Emergency Rental Assistance Programs

Total Active Cases
20,310

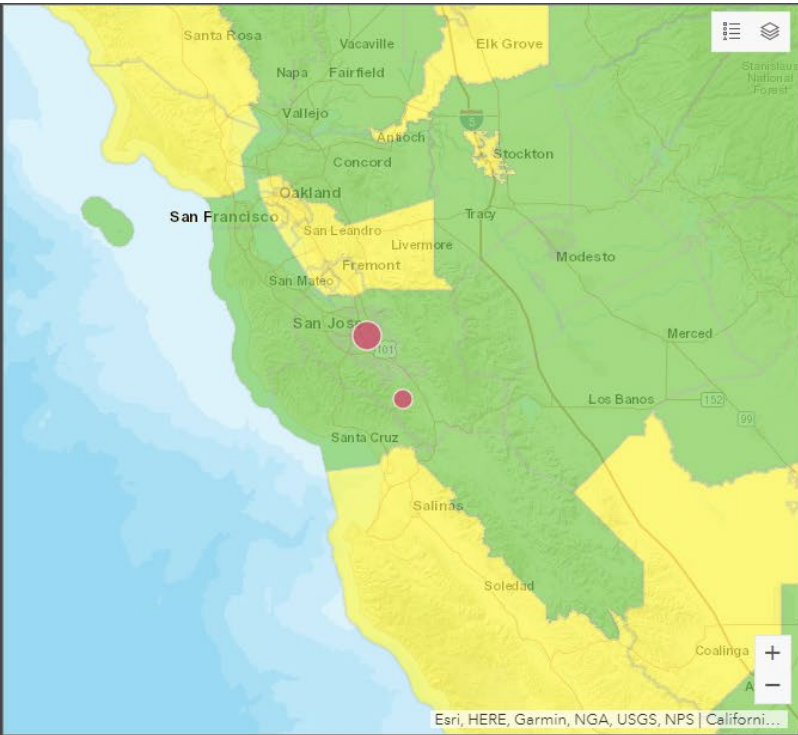
Total Funds Requested
\$298,609,727

Total Funds Approved
\$133,090,012

Total Paid
\$78,695,920
of Cases Paid: 6,092

Cases by Option

Option	Cases
A	20.3k



LEGEND

Case Count by Jurisdiction

Total Count

- > 40,000 - 92,537
- > 20,000 - 40,000
- > 10,000 - 20,000
- > 1,000 - 10,000
- 1,000 Cases or Less

Counties

- A
- B

All Jurisdictions

Cases by Race

- American Indian 395 or Alaska Native
- Asian 2.6k
- Black or African American 1.6k
- Native Hawaiian or Other Pacific Islander
- NULL 2k

Cases by Ethnicity

- Hispanic or Latino 8.4k
- Non-Hispanic or Latino 8.5k
- NULL 1.9k
- Refuse to Answer 1.5k

Disclaimer:

- This dashboard does NOT include data for jurisdictions that are not participating in the State program.
- Similarly, for jurisdictions that are operating local programs in

