County of Santa Clara

Office of Supportive Housing

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August 7, 2023

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 July 2022 and June 2023. The primary function of this report 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 two of the five overarching targets detailed in the County's 2020-2025 Community Plan to End Homelessness (Community Plan). As shown in Chart 1, the County has housed 11,563 individuals since January 2020, 58% 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 each year by 30%. Inflow for calendar year 2019 (4,757 people) is used as a baseline. Inflow for the July 2022 to June 2023 reporting period is 3,918 households, nearly meeting the five-year goal to reduce the number of households completing their first assessment (since becoming unhoused) to 3,330 households.

Appendix B provides program capacity and utilization for the five program categories outlined above plus the Safe Parking (SP) initiative. As depicted in the Program Utilization chart in Appendix B, HP (97%) and Permanent Supportive Housing programs (95%) have the highest utilization for the reporting period.

Board of Supervisors: Sylvia Arenas, Cindy Chavez, Otto Lee, Susan Ellenberg, S. Joseph Simitian
County Executive: Jeffrey V. Smith

While capacity across programs has remained relatively stable over the past year, there are 1,216 housing units in construction or approved by the Board of Supervisors and are in the pipeline. As these units are completed and approved for occupancy, PSH and RRH capacity will increase significantly.

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

- Chart 2 provides data on exits to permanent housing destinations by housing type and period. Seventy-three percent (73%) of households exiting RRH programs exited to permanent housing for the current reporting period, nearly meeting the 75% benchmark. Thirty-nine percent (39%) of households exiting ES programs moved on to permanent housing, exceeding the County's 38% performance goal. The system-wide exits to permanent housing destinations was 34% for the July 2022 through June 2023 study period. An analysis of total exits to permanent housing destinations shows the continued challenges low-income households face in maintaining permanent housing without a subsidy. The percent of RRH clients who exited to rental housing without an ongoing subsidy decreased from 46% in the previous annual period to 26% in the current period. Due to the lack of affordable housing in the community, many unhoused individuals and families require rental assistance to obtain and maintain stable housing.

- Chart 3 provides data on the percentage of people in Permanent Housing Programs retaining their housing in the reporting year. This primarily represents PSH programs. Across the county, this number has remained near the current benchmark of 98% (which was increased from 95%) for several years. The housing retention rate was 94.1% for the current reporting period.

- Chart 4 provides data on returns to homelessness after exiting a program to a permanent housing destination two years prior. Data for the July 2022 to June 2023 period shows slight decreases in returns at the six-month and one-year and two-year time frames compared to the previous two periods.

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 housing assessment (inflow). Over the past one year, approximately 2,132 households have been permanently housed and 3,918 households have taken the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) assessment for the first time (inflow). This means for every one household getting permanently housed, 1.8 households are getting

assessed for their first time since becoming homeless. The inflow is classified by level of housing intervention – minimal intervention, RRH, or PSH.

The lower chart breaks down the housing placements by the type of project from which the household was receiving assistance. Permanent housing placements have increased by 4% over the past year with a greater proportion being families with children compared to one year prior. The need remains high with 350 households becoming homeless for the first time in June 2023 as shown in the upper chart, and annual inflow increasing by 25% compared to the previous 12 months. The increase in first time assessments can be attributed to economic factors including an ever-present shortage of affordable housing, ending eviction protections as well as an increase in capacity to complete assessments. Bill Wilson Center, who operates the Here4You centralized shelter hotline, more than doubled its number of first-time VI-SDPAT assessments completed from 227 in FY21-22 to 479 in FY22-23.

The OSH will continue to monitor trends over the next several months as it relates to the number of households becoming homeless for the first time. As more housing developments are completed and additional emergency housing vouchers are utilized, the OSH expects placements into permanent housing to increase in the coming months.

Homelessness Prevention Trends and Highlights

The County's HP system identifies households at risk of experiencing homelessness and provides financial assistance and case management services 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 seven agencies that participate in the EAN, residents throughout the county have access to emergency financial assistance and case management services. The second program is the Homelessness Prevention System (HPS), established in 2017 by the County in partnership with Destination: Home, the City of San José, and private funders. The HPS program has expanded to a total of 15 participating agencies and 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 offer 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 program inception. In FY20-21 annual capacity remained steady at 1,900 households and in FY22-23 capacity decreased slightly. Utilization (households served) is measured by how many households became

enrolled in a program that year. Enrollments were lower in FY20-21 with the availability of additional Covid programs and the State Covid Relief program which ran through March 2022. HPS enrollments were limited during FY22-23 due to the increased cost per household receiving assistance, a higher than usual number of households rolling over from the prior year, and hiring challenges faced by partner agencies. Capacity is expected to increase for both programs in FY23-24 with increased resources and revised strategies in increase enrollments.

- Chart 2 of Appendix E compares the length of time households are enrolled in the HPS and EAN programs. HPS programs serve households for a longer period with nearly half of households enrolled between 91 and 360 days. The average length of program enrollment for HPS households is 175 days compared to 50 days for EAN HP households.

- Chart 3 of Appendix E displays program outcomes. Outcomes data for households receiving HP services shows high levels of housing stability. Approximately 96% 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, 95% exited to permanent destinations.

- Appendix F provides the reasons for requesting assistance as reported by program participants. The most common reason for both programs remains income loss, with 41% of participants in the HPS program and 38% in the EAN HP program reporting this as the primary reason for assistance. Income reduction (i.e., work hours reduction, benefits reduction, etc.) is the second most common reason for HPS clients at 17%. The percent of households that indicated Medical Emergency (self or family member) as reason for assistance increased to 14% and 16% for the HPS and EAN HP programs respectively.

- Financial assistance data is presented in Appendix G. The HP programs provided over $12.6 million in financial assistance over the past year, an increase from $8.2 million in the previous year. The most common type of assistance provided for both the HPS program and the EAN HP program was rental assistance (87% and 76%, respectively), followed by security deposit assistance for EAN HP and motel and security deposit for HPS. As shown in the lower charts in Appendix G, the average rental assistance for the HPS program was $7,216 per household, compared to $3,326 in rental assistance per household in the EAN HP program. The larger amount for the HPS program reflects the flexible program design to meet specific household needs, as some individuals and families are assisted for two or more months.

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 set 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 highlights specific goals related to this plan.

Santa Clara County Continuum of Care

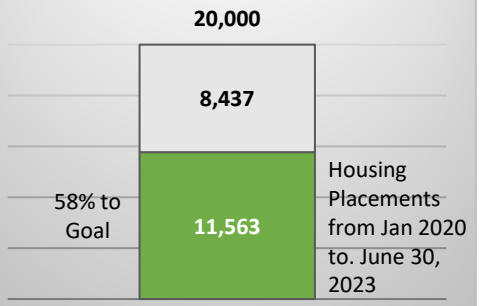
Office of Supportive Housing

Supportive Housing System Dashboard

July 1, 2022 – June 30, 2023

Appendix A: Community Plan Goals

1 Goal: Housing 20,000 People by 2025

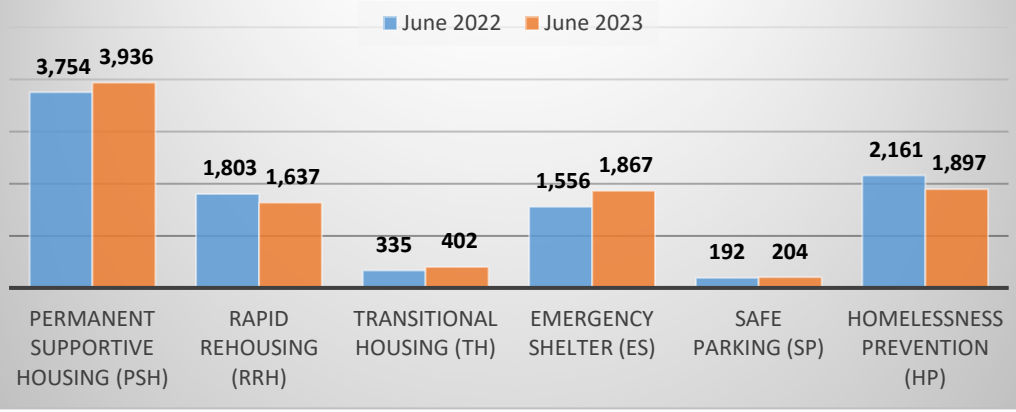


Goal: Achieve a 30% Reduction in Annual Inflow of People Becoming Homeless

(Inflow = Number of Households Completing Their First Assessment)

Appendix B: Capacity and Utilization as of 6/30/2023

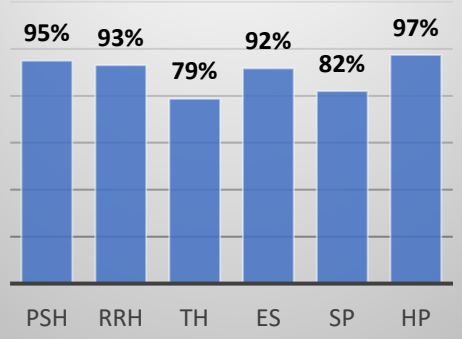
Program Capacity (Units or Households)



Under Construction or in the Pipeline Approved by the Board

1,216 Total Housing Units (549 PSH, 496 RRH, 62 VASH, and 109 I/DD)

Program Utilization, June 2023



- Utilization: PSH, RRH are point-in-time utilization on June 30, 2023. TH and ES data reflects utilization for the month of June 2023, 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 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.

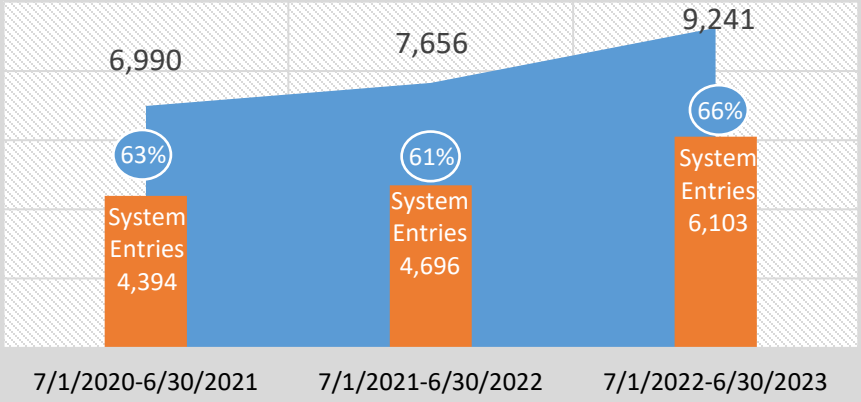
Appendix C: System Performance Measures

1 Total Enrollments and First Time Homelessness

Enrollments into ES, SH, TH, or PH Programs

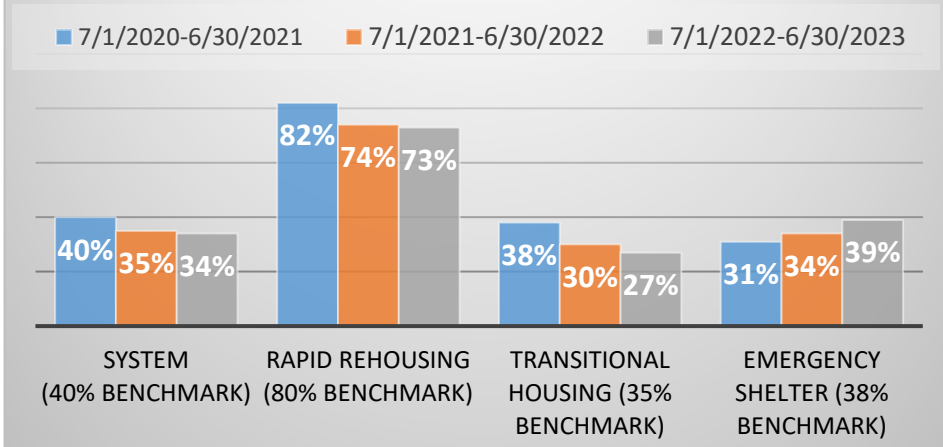
*System Entries: People Experiencing Homelessness for the First Time**

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



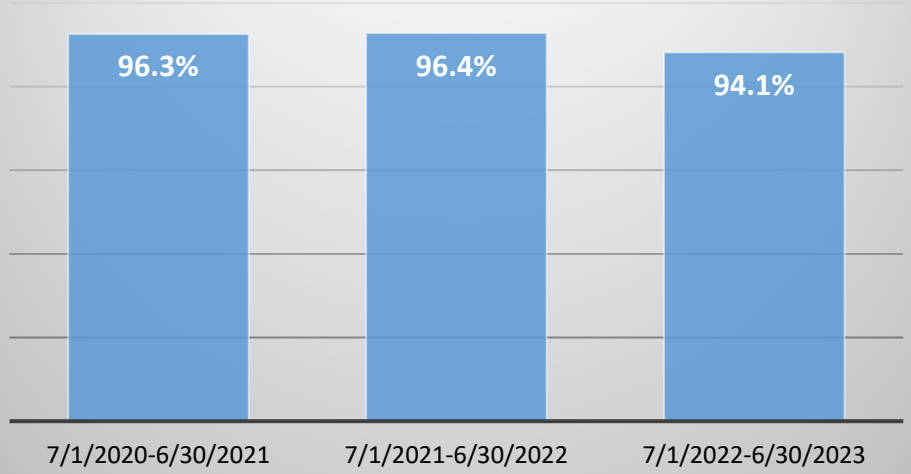
2 Exits to Permanent Housing Destinations

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



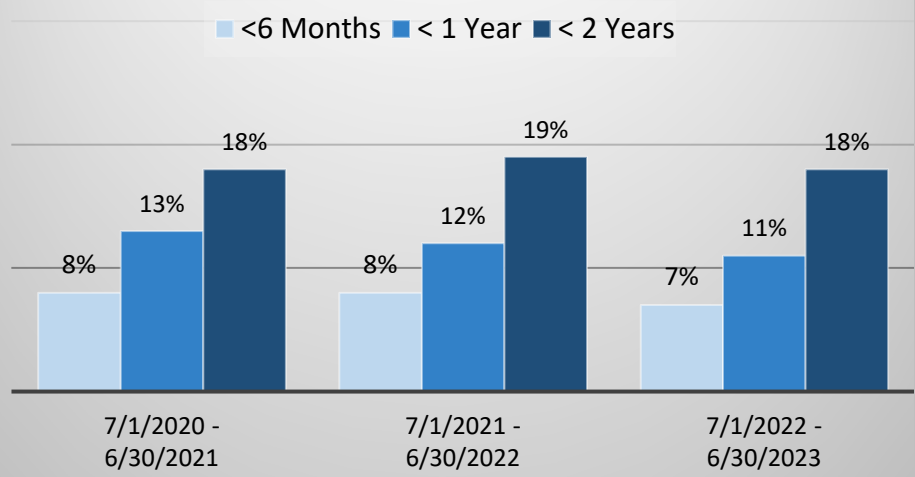
3 Permanent Housing Retention

Percentage of People in Permanent Housing Programs (excluding Rapid Rehousing) Retaining Housing during the Reporting Year ***(Benchmark = 98%)***

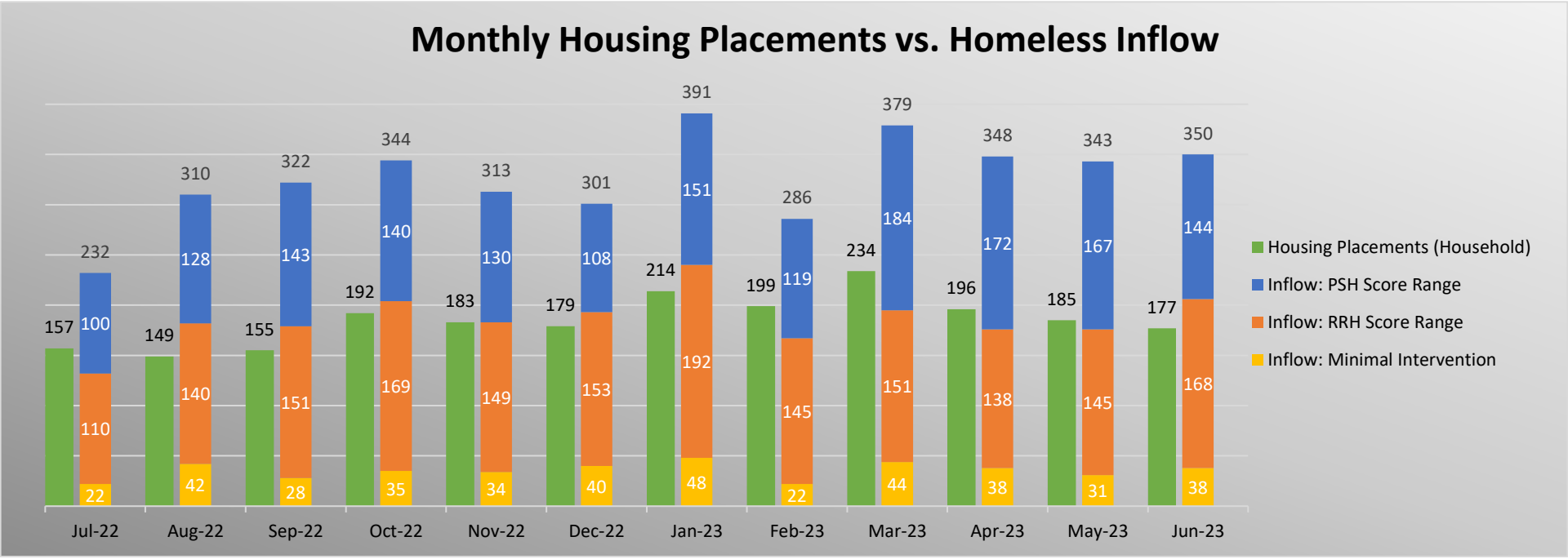


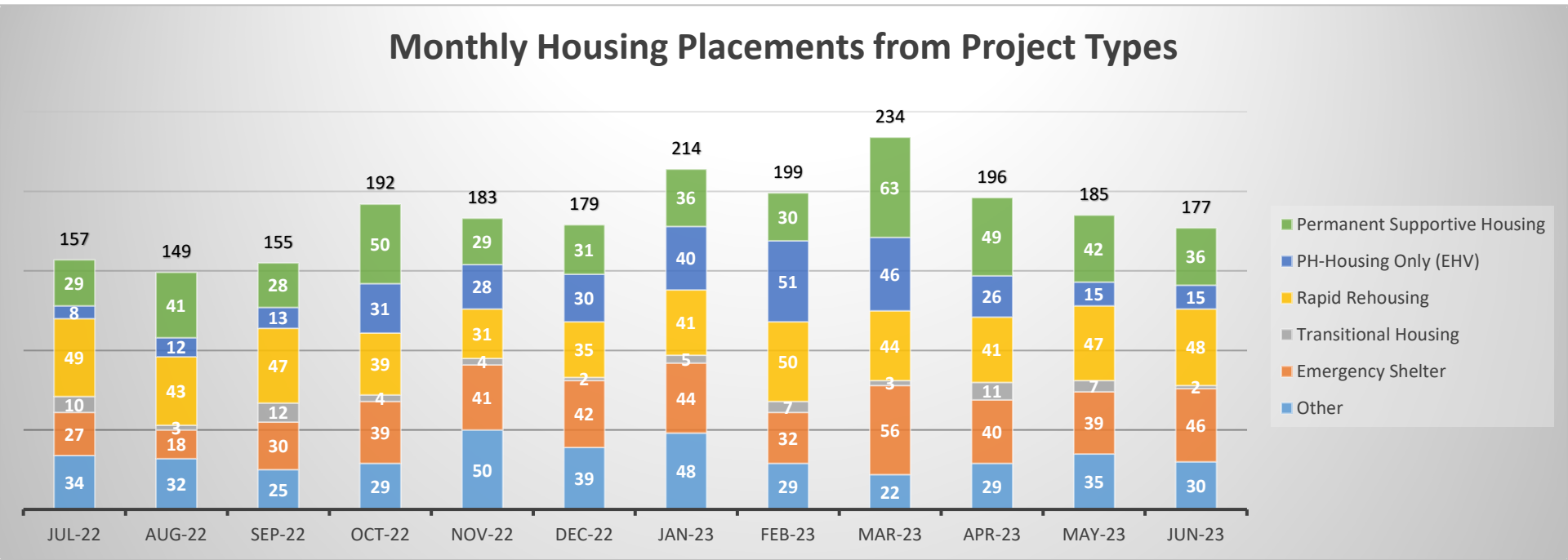
4 Returns to Homelessness

After Exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 6 Months, 1 Year, and 2 Years



Appendix D: Housing Placements and Inflow by Month





Appendix E: Homelessness Prevention Capacity, Utilization, and Outcomes – July 2022 to June 2023

Homelessness Prevention Program Type	Annual Capacity (Households) FY23	Enrolled Households (Enrollment Start date FY23)	Annual Utilization
HPS	1,412	1,146	81%
EAN HP	400	753	188%

Notes:

- Utilization is based on households who started their program enrollment in FY23.
- Some households were enrolled in both HPS and EAN HP programs.

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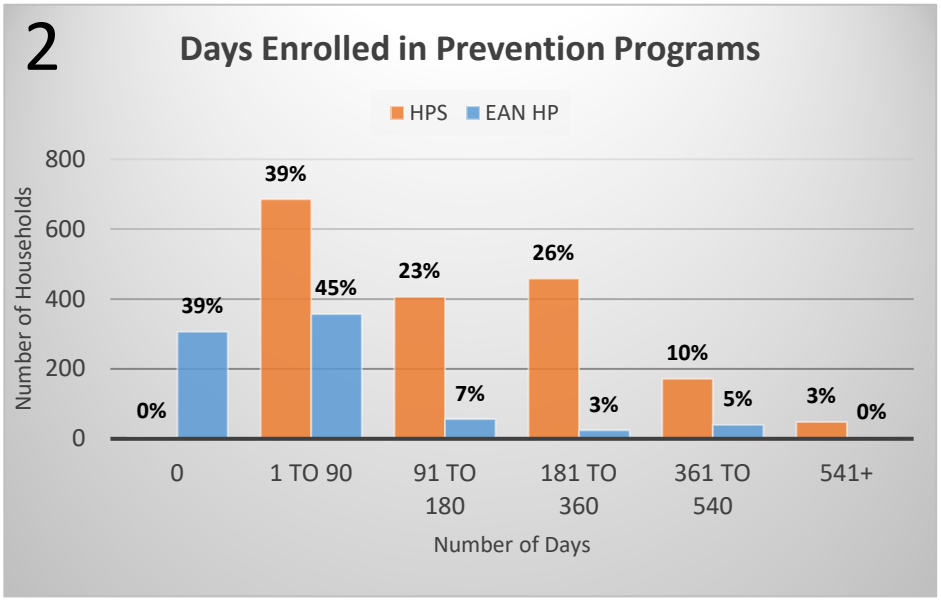

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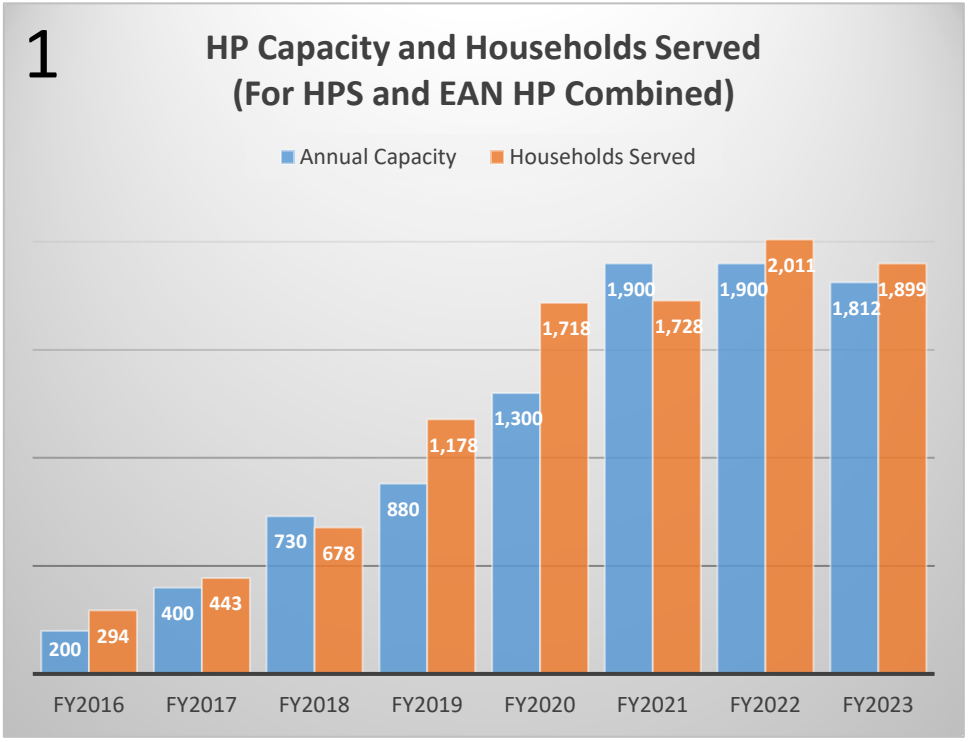
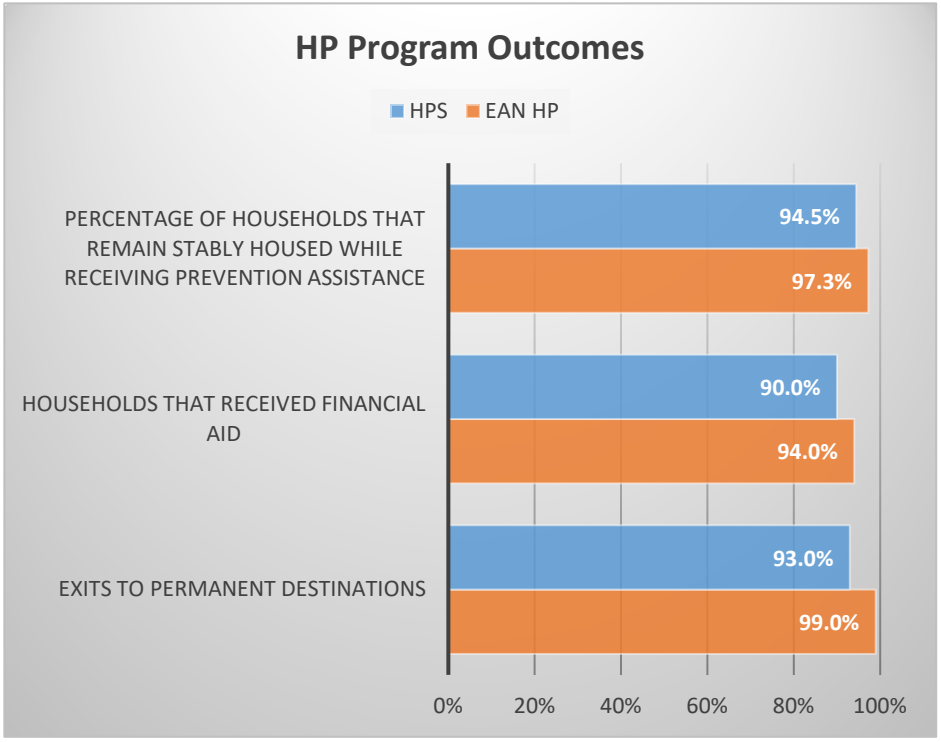
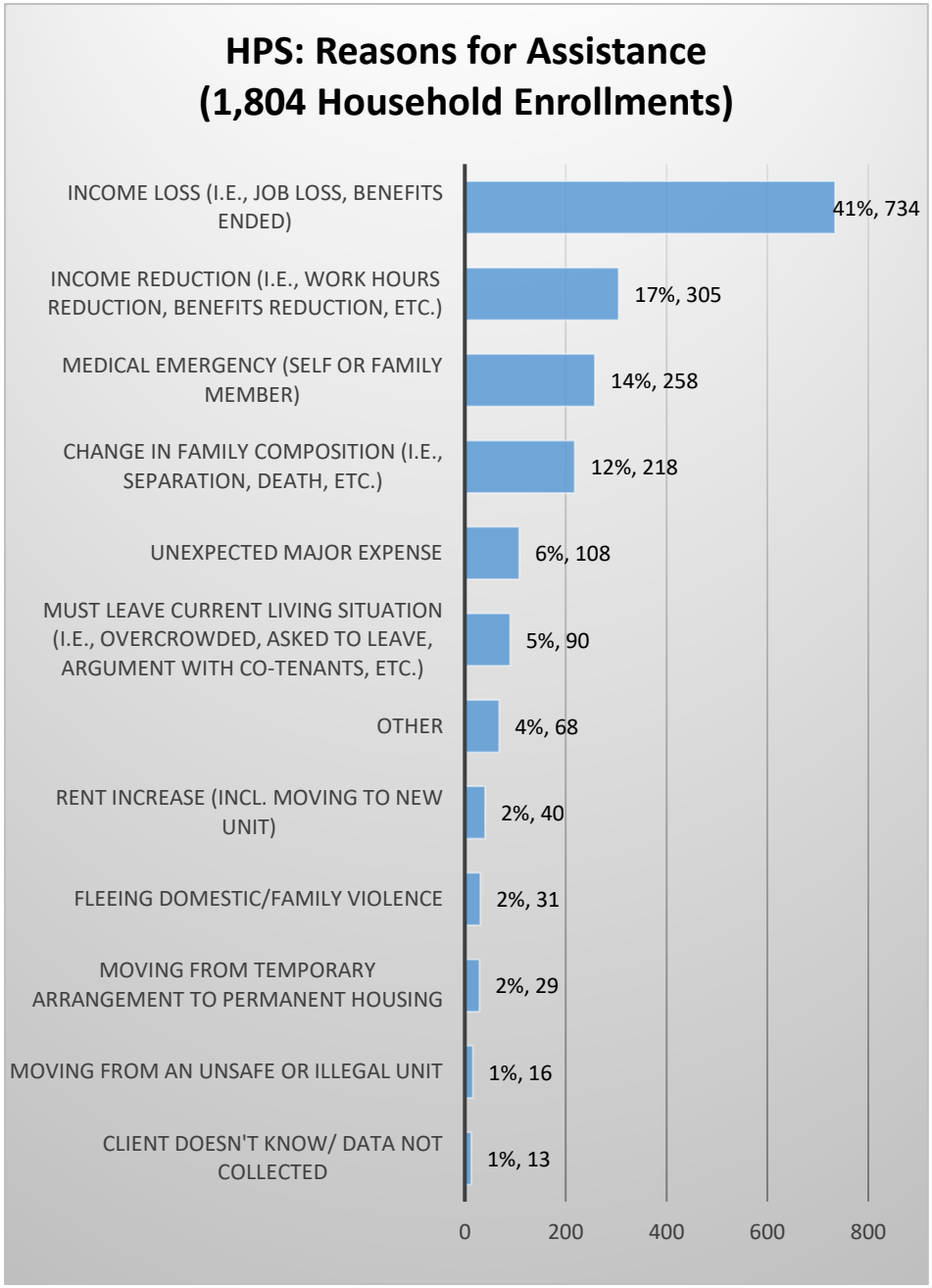
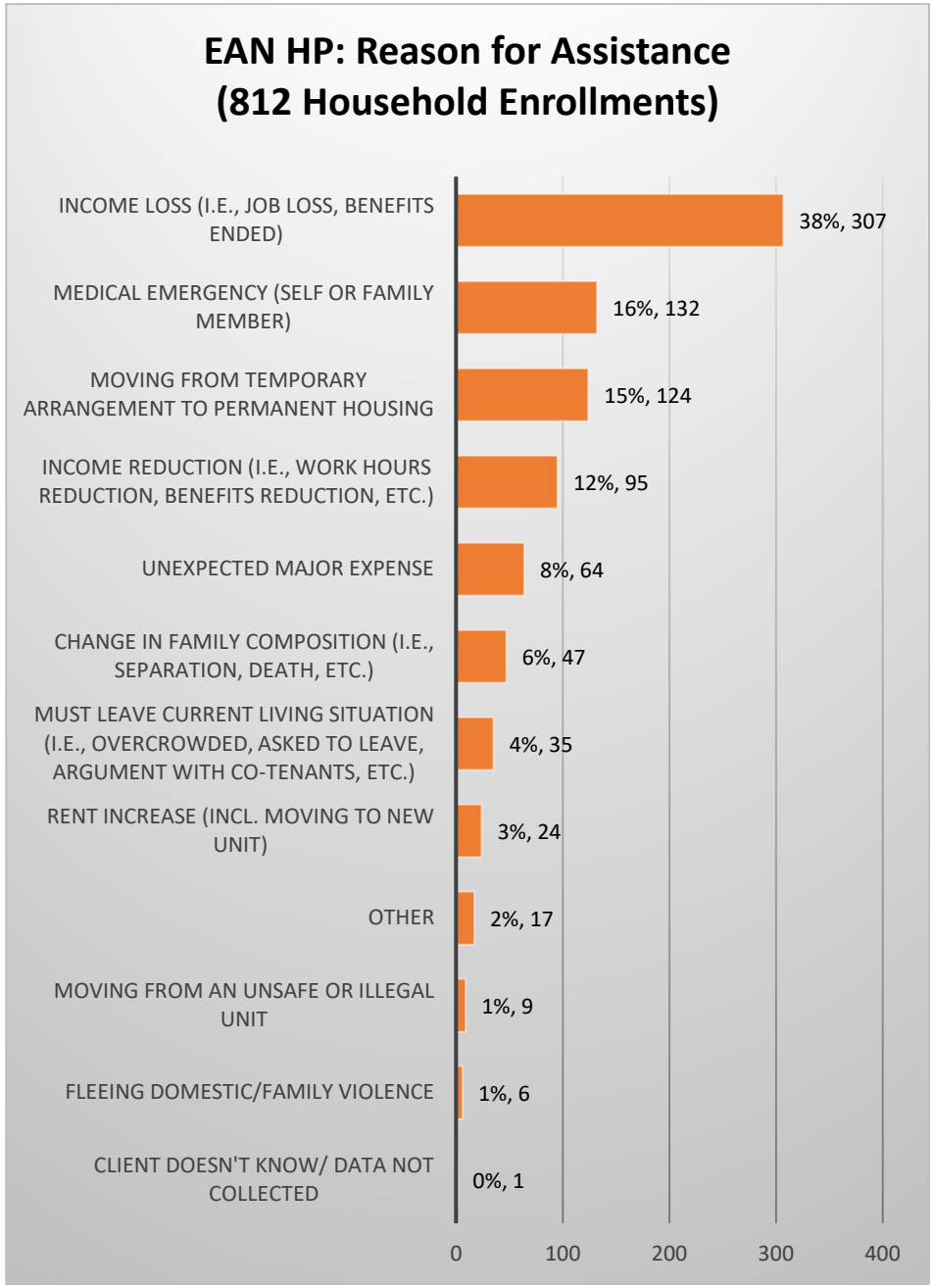


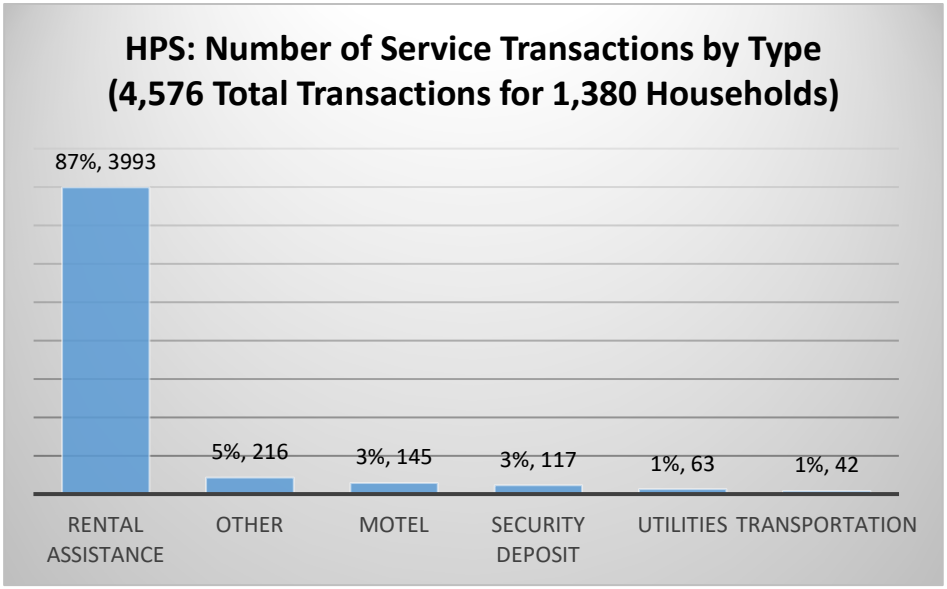


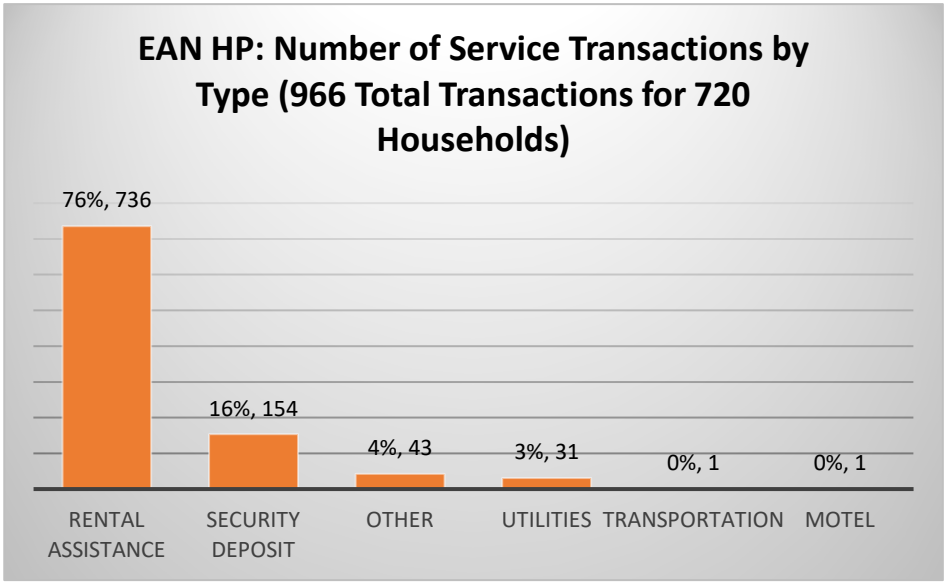
Appendix F: Homelessness Prevention Types of Assistance, July 2022 to June 2023

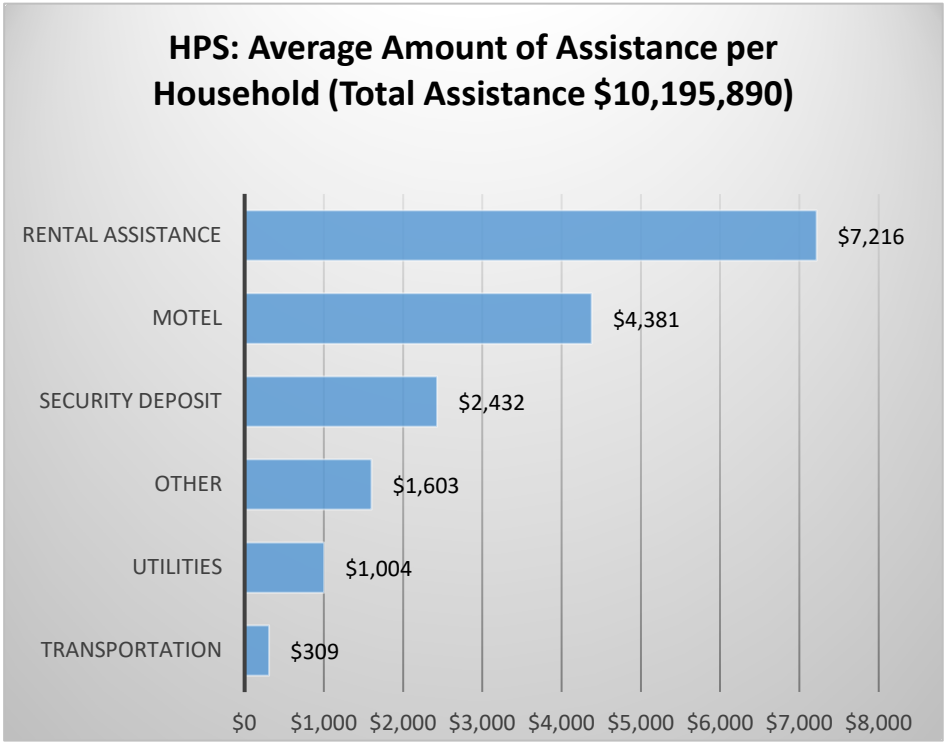


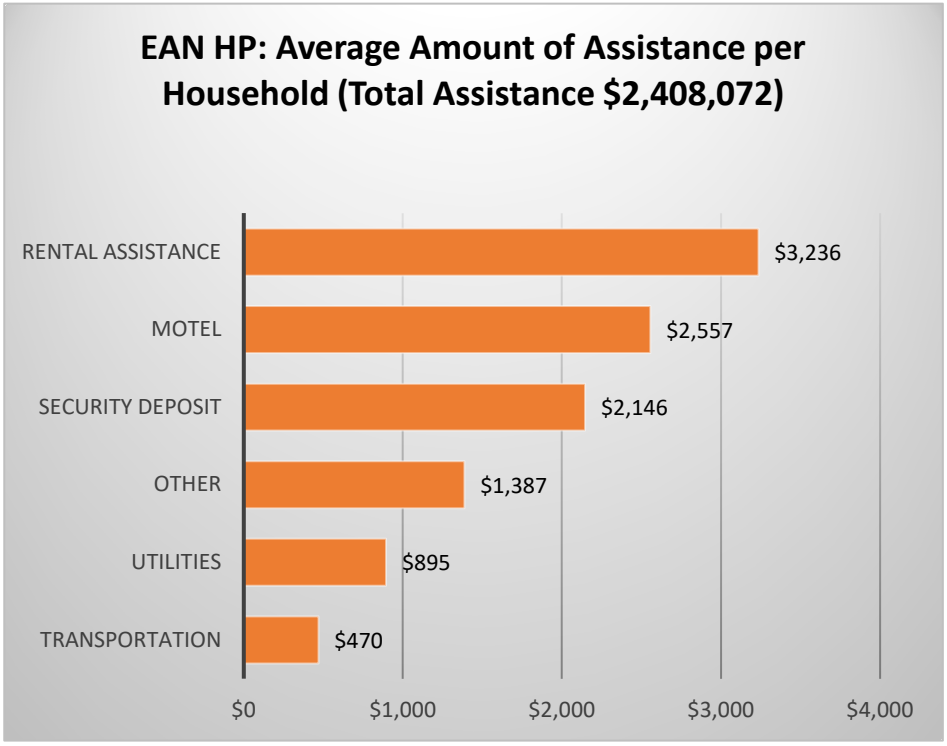


Appendix G: Financial Assistance Types and Amounts, July 2022 to June 2023

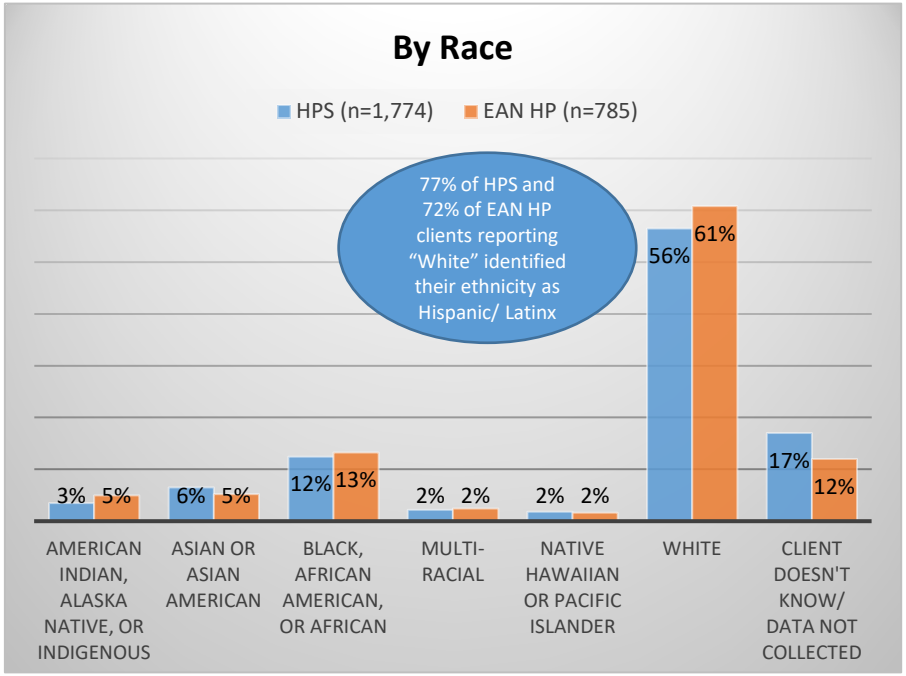


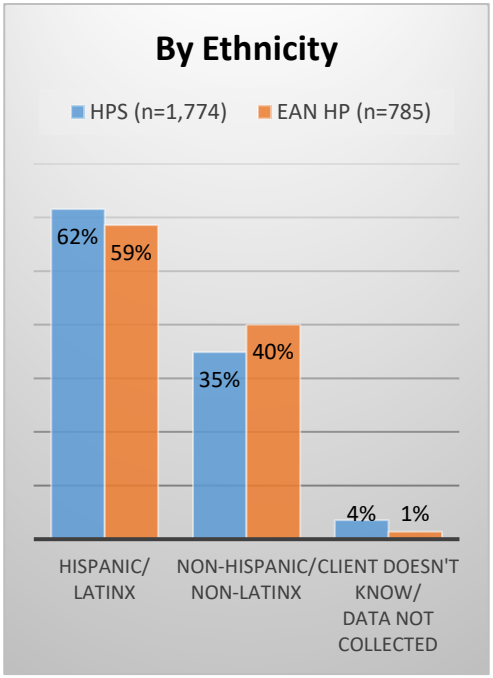


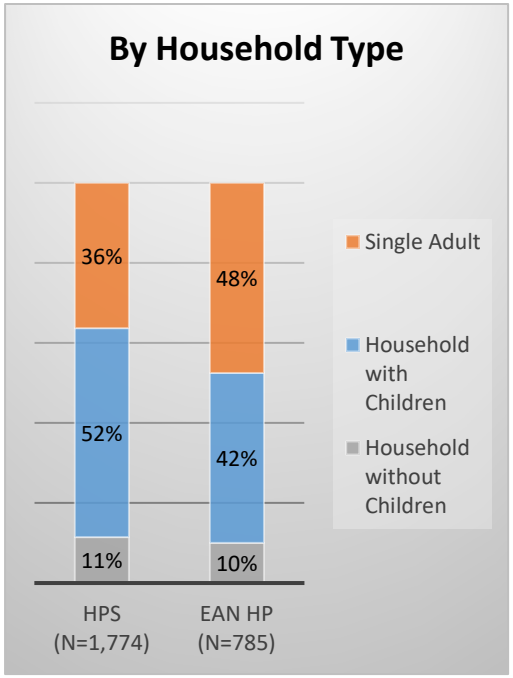


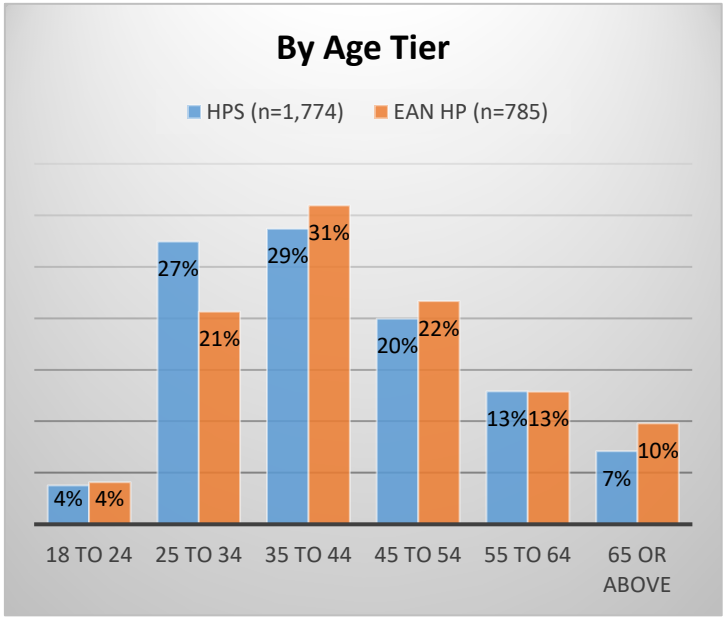


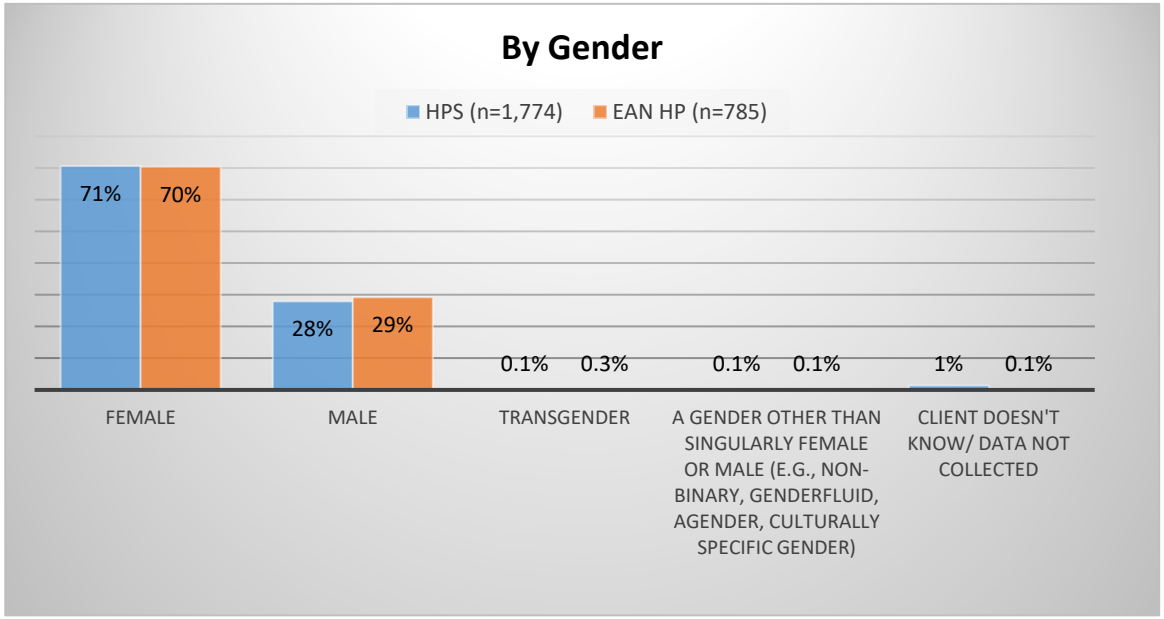
Appendix H: Demographics of Unduplicated Households Served during FY22-23











Note: Data is deduplicated based on the most recent program enrollment.