

County of Santa Clara

Office of Supportive Housing

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January 9, 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 December 2021 and November 2022. 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 9,320 individuals since January 2020, 47% 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 (4,771 people) is used as a baseline. Inflow for the December 2021 to November 2022 reporting period is 3,385 households, nearly exceeding the five-year goal to reduce the number of households completing their first assessment (since becoming unhoused) to 3,340 households. The sharp reduction since 2020 may be related to increased financial assistance programs and the eviction moratoria. The Office of Supportive Housing (OSH) will continue to monitor trends over the next several months to better understand the impacts of the eviction moratoria.

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 (138%) and PSH (95%) have the highest utilization for the reporting period. Utilization of HP programs over 100% means that the prevention system has served more households over the past year than the annual goal.

While capacity across programs has remained relatively stable over the past year, there are 1,039 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-one percent (71%) of households exiting RRH programs exited to permanent housing for the current reporting period, nearly meeting the 75% benchmark. Thirty-five percent (35%) of households exiting ES programs moved on to permanent housing, exceeding the County's 30% performance goal. The system-wide benchmark of 40% has decreased slightly to 34% for the December 2021 through November 2022 study period.
- Chart 3 provides data on the percentage of people in Permanent Housing Programs (excluding RRH) retaining their housing in the reporting year. This primarily represents PSH programs. Across the county, this number has remained near or above the benchmark of 95% for several years. The housing retention rate was 95.8% for the current reporting period.
- Chart 4 provides data on returns to homelessness after exiting a program to a permanent housing destination. Data for the December 2021 to November 2022 period shows decreases in returns at six-month, one-year, and two-year timeframes compared to the 2019-2020 period and the levels are mostly consistent when compared to the 2020-2021 period.

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, 2,326 households have been permanently housed and 3,385 households have taken the VI-SPDAT assessment for the first time (inflow). The inflow is classified 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. While the need remains high with 313 households becoming homeless for the first time in November as shown in the upper chart, the average gap between the number of housing placements and inflow each month has decreased by 18% from the previous year, mainly due to an increase in housing placements. 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 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. The Pilot HPS program has expanded to a total of 19 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 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 FY 21-22 2,350 households were assisted across both programs, compared to 1,971 for FY 20-21, an increase of 19%. The need for both programs continues to exceed the capacity as 2,616 households were assisted during the study period between December 2021 and November 2022.
- Chart 2 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, 98% 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 37% of participants in the pilot 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 Pilot HPS clients at 15%. The percent of households that indicated Medical Emergency (self or family member) as reason for assistance increased to 13% and 15% for the Pilot HPS and EAN HP programs respectively.
- Financial assistance data is presented in Appendix G. The HP programs provided over \$13 million in financial assistance over the past year, over twice as much provided in the previous year. The most common type of assistance provided for both the Pilot HPS program and the EAN HP program was rental assistance (83% and 72%, respectively), followed by security deposit assistance for EAN HP and motel assistance for Pilot HPS. As shown in the lower charts in Appendix G, the average rental assistance for the Pilot HPS program was \$6,443 per household, compared to \$2,646 in rental assistance per household in the EAN HP program. The larger amount for the Pilot HPS program reflects the flexible program design around specific household needs, as some individuals and families are assisted for two or more months. The largest average assistance amount for Pilot HPS programs was for hotel or motel costs with an average of \$6,757 per household for 30 households assisted.



Office of Supportive Housing
Supportive Housing System
Dashboard

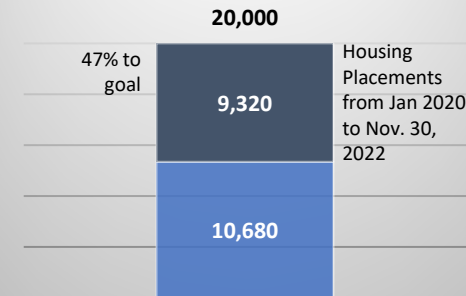
December 1, 2021 –
November 30, 2022

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.

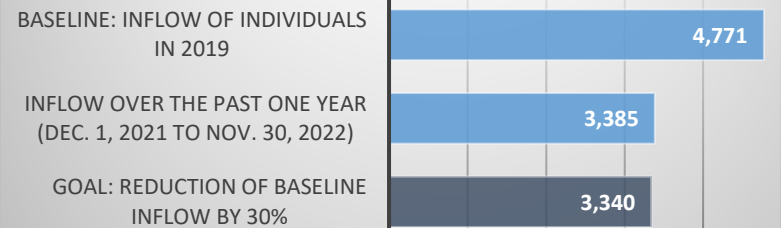
Appendix A: Community Plan Goals

1 Goal: Housing 20,000 People by 2025



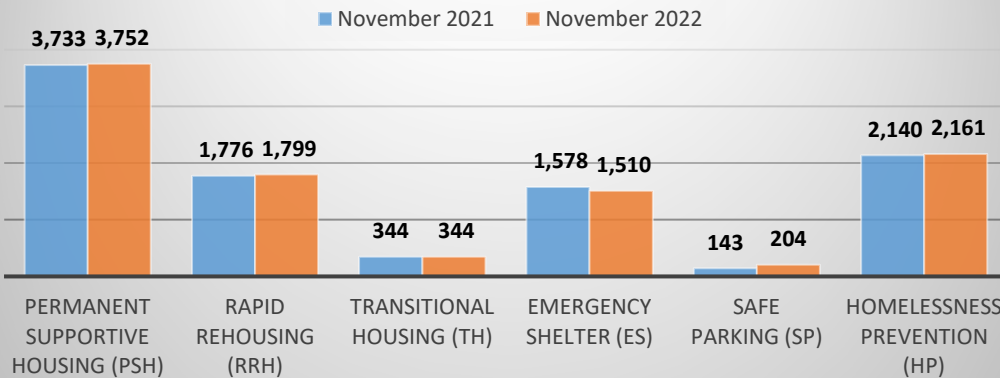
Goal: Achieve a 30% Reduction in Annual Inflow of People Becoming Homeless

(Inflow = Number of Households Completing Their First Assessment)



Appendix B: Capacity and Utilization as of 11/30/2022

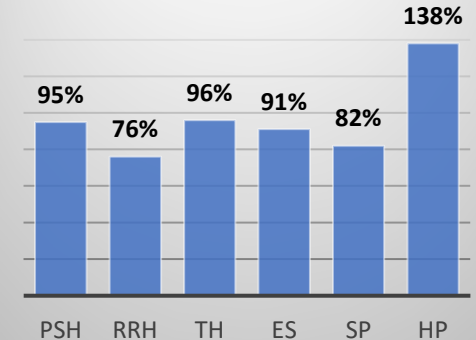
Program Capacity (Units or Households)



1,039 Total Housing Units (595 PSH, 369 RRH, and 75 VASH) Under Construction or in the Pipeline Approved by the Board

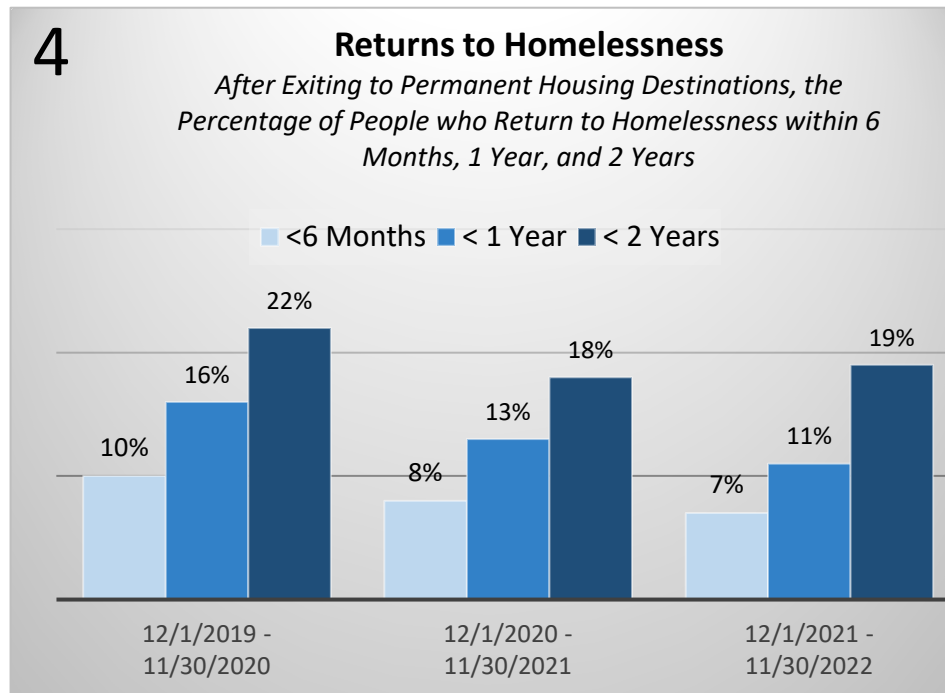
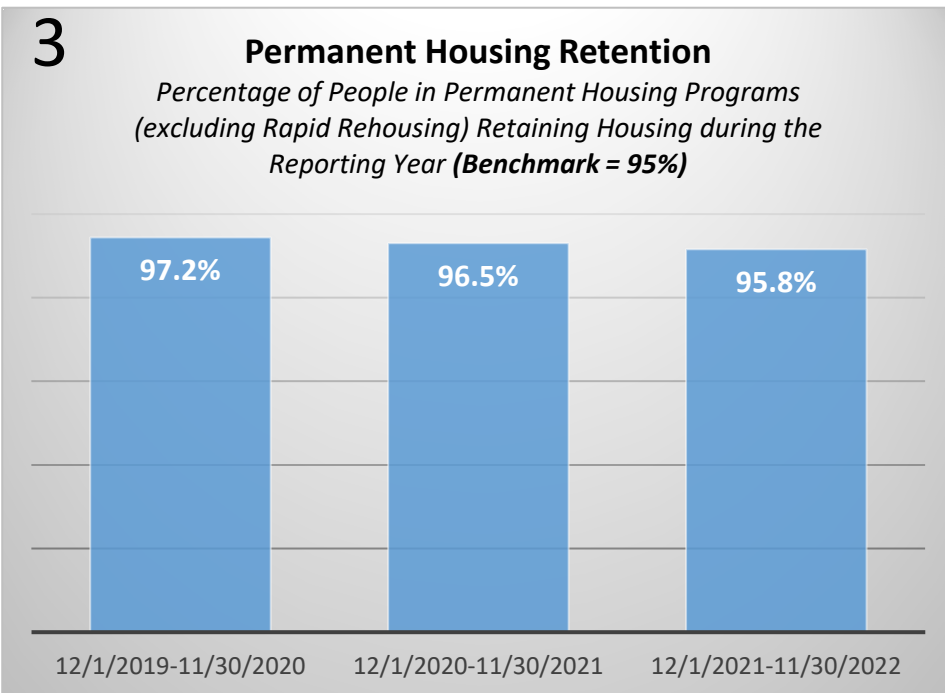
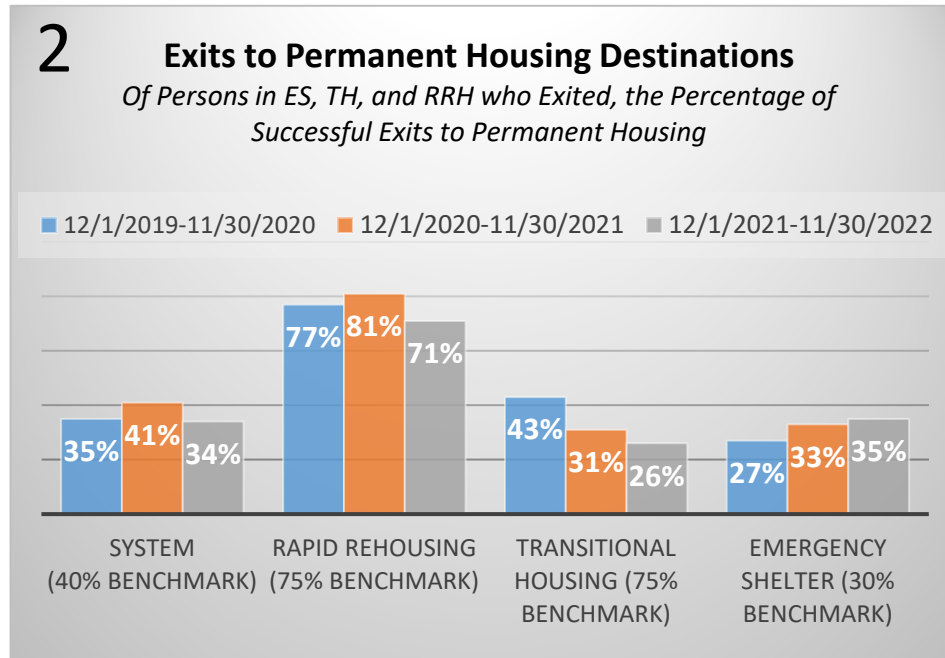
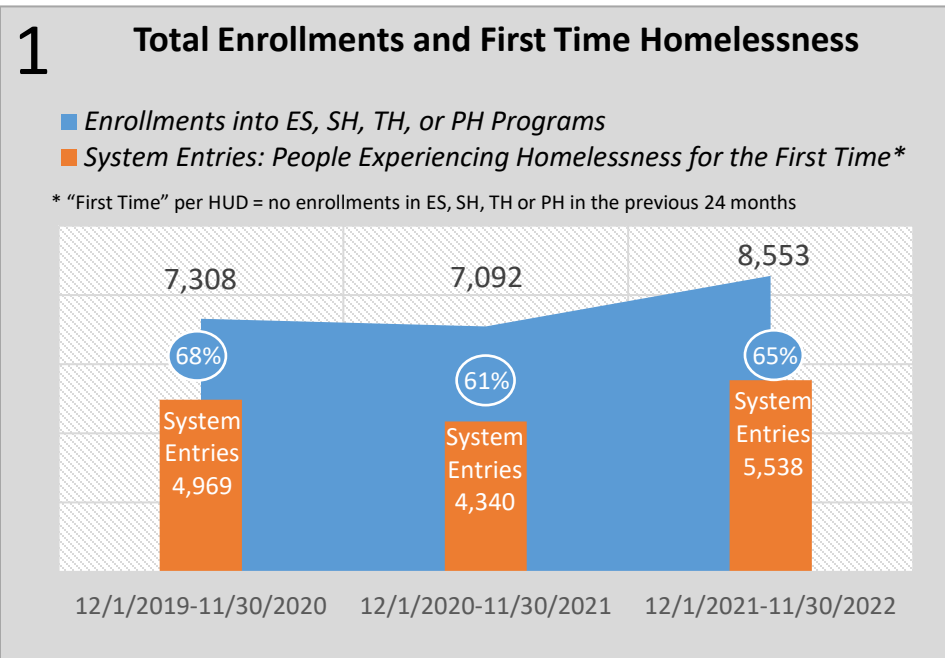


Program Utilization, November 2022



- Utilization: PSH, RRH are point-in-time utilization on November 30, 2022. TH and ES data reflects utilization for the month of November 2022, 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 50 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.

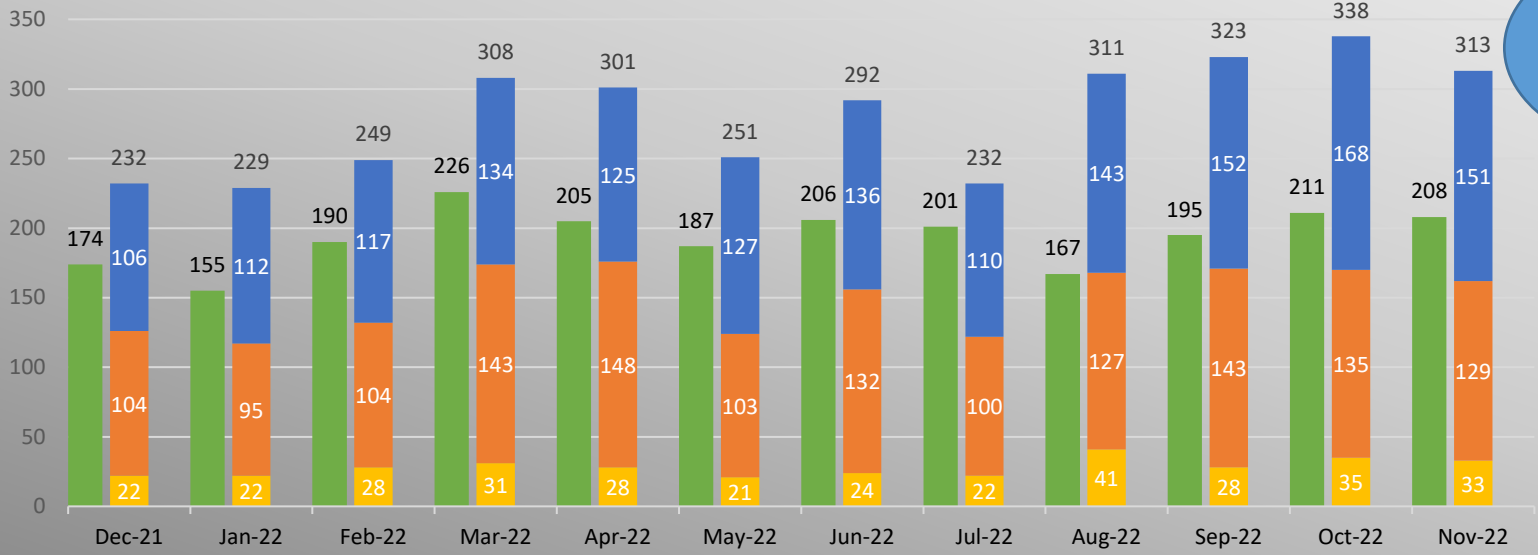
Appendix C: System Performance Measures



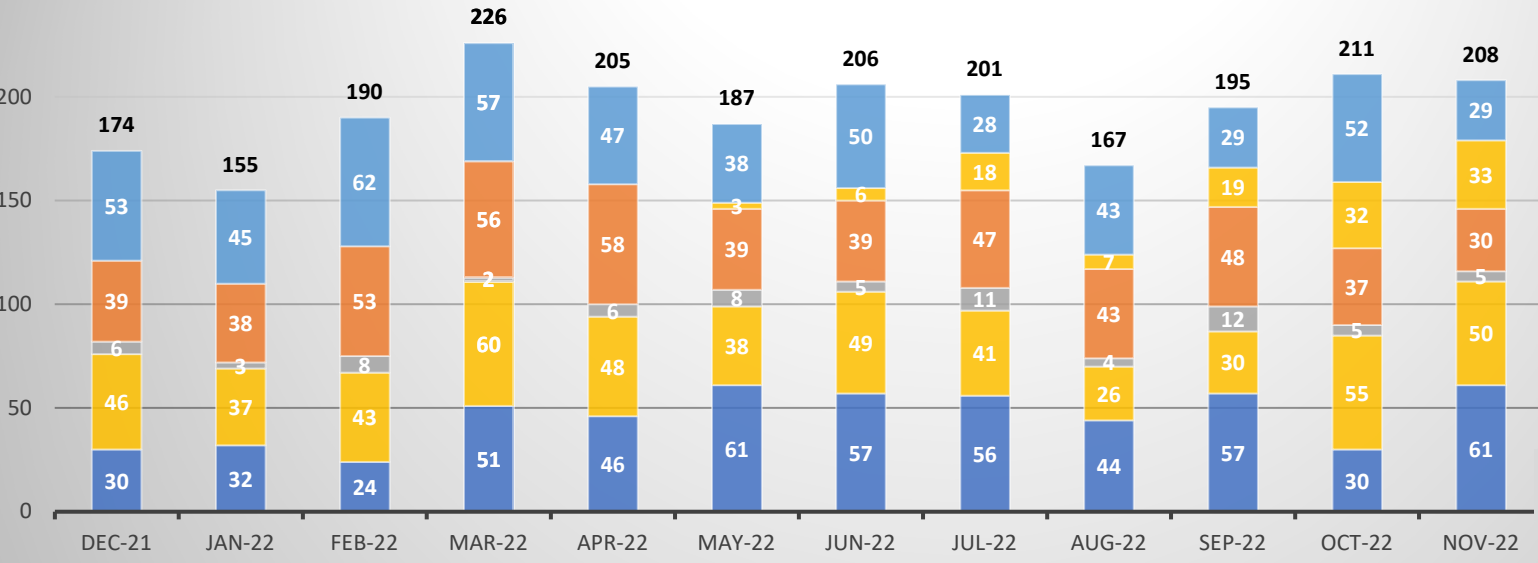
Appendix D: Housing Placements and Inflow by Month

Monthly Housing Placements vs. Homeless Inflow

Over the Past 1 Year:
 Approximately 2,326
 Households Housed
 and 3,385 First Time
 VI-SDPAT
 Assessments



Monthly Housing Placements from Project Types



- Permanent Supportive Housing
- PH - Housing Only (EHV)
- Rapid Rehousing
- Transitional Housing
- Emergency Shelter
- Other

Note: PSH housing placements include VASH

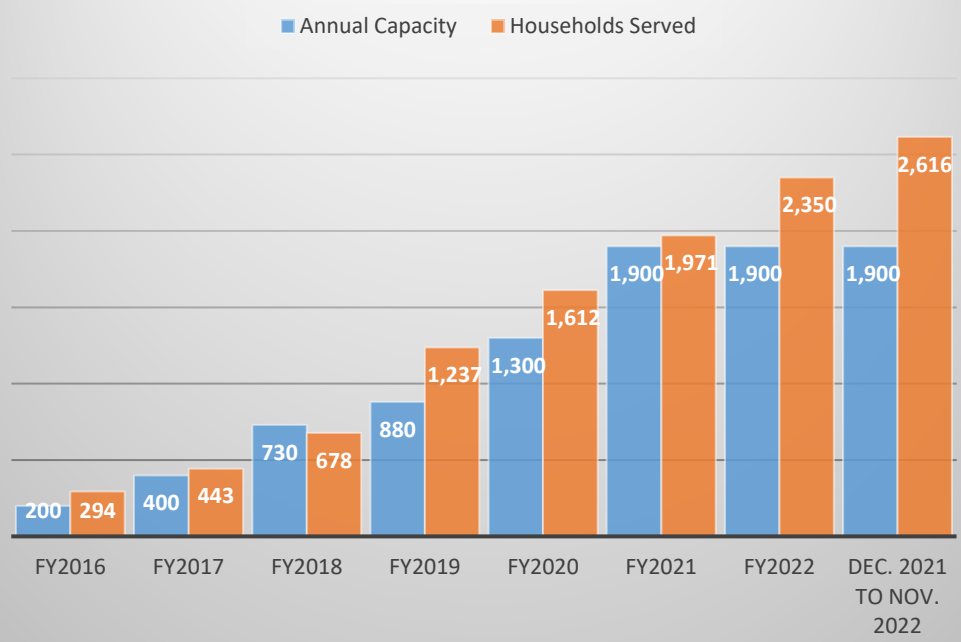
Appendix E: Homelessness Prevention Capacity, Utilization, and Outcomes – Dec. 2021 to Nov. 2022

HP Program	Annual Capacity (Households)	Enrolled Households (12/1/2021 to 11/30/2022)	Annual Utilization
Pilot HPS	1,500	1,982	132%
EAN HP	400	691	173%

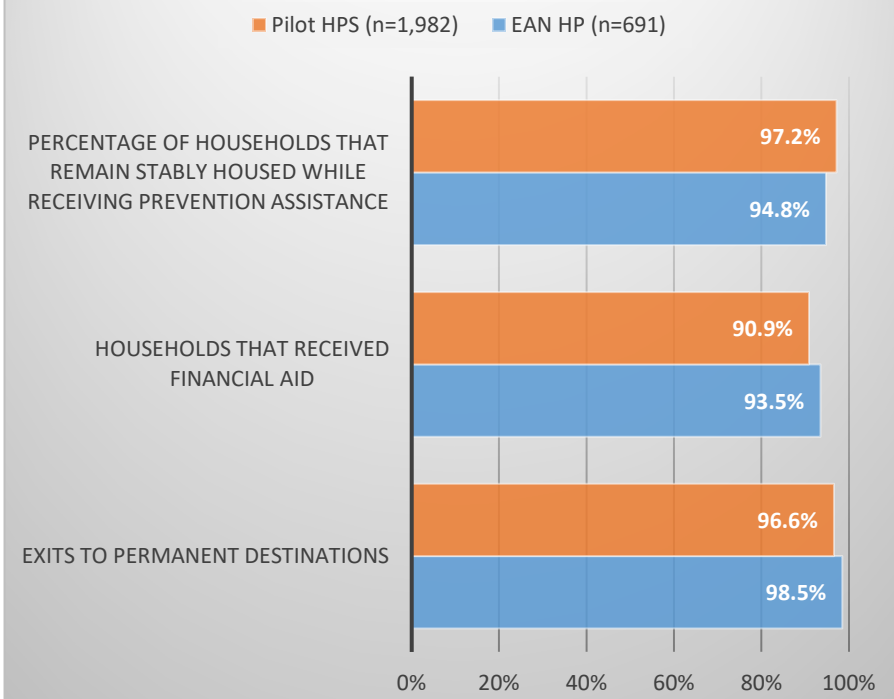
Notes:

- Some households were enrolled before Dec 1, 2021 but exited the Homelessness Prevention Program sometime during this annual period or are still enrolled.
- 57 households have enrollments in both the Pilot HPS and EAN HP programs.

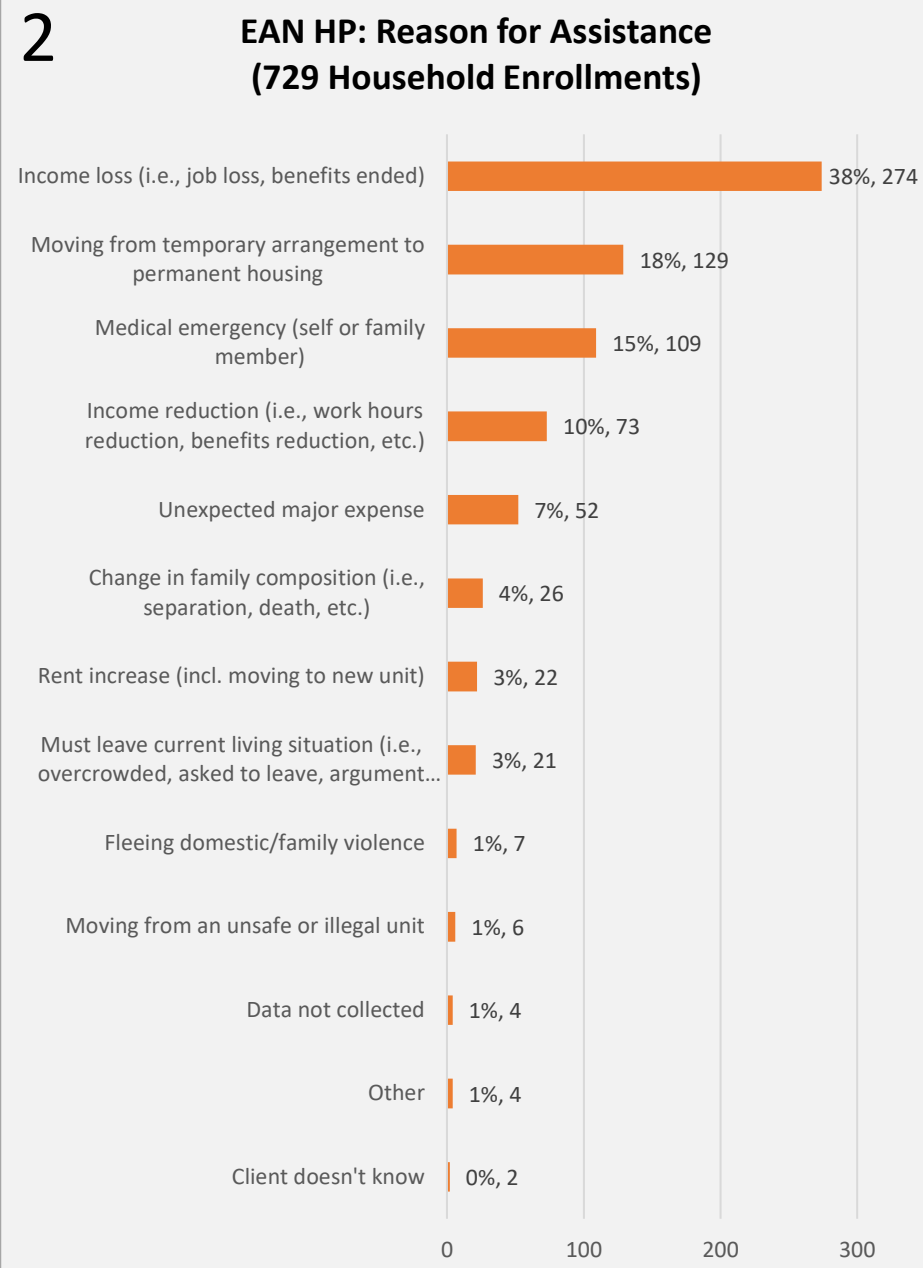
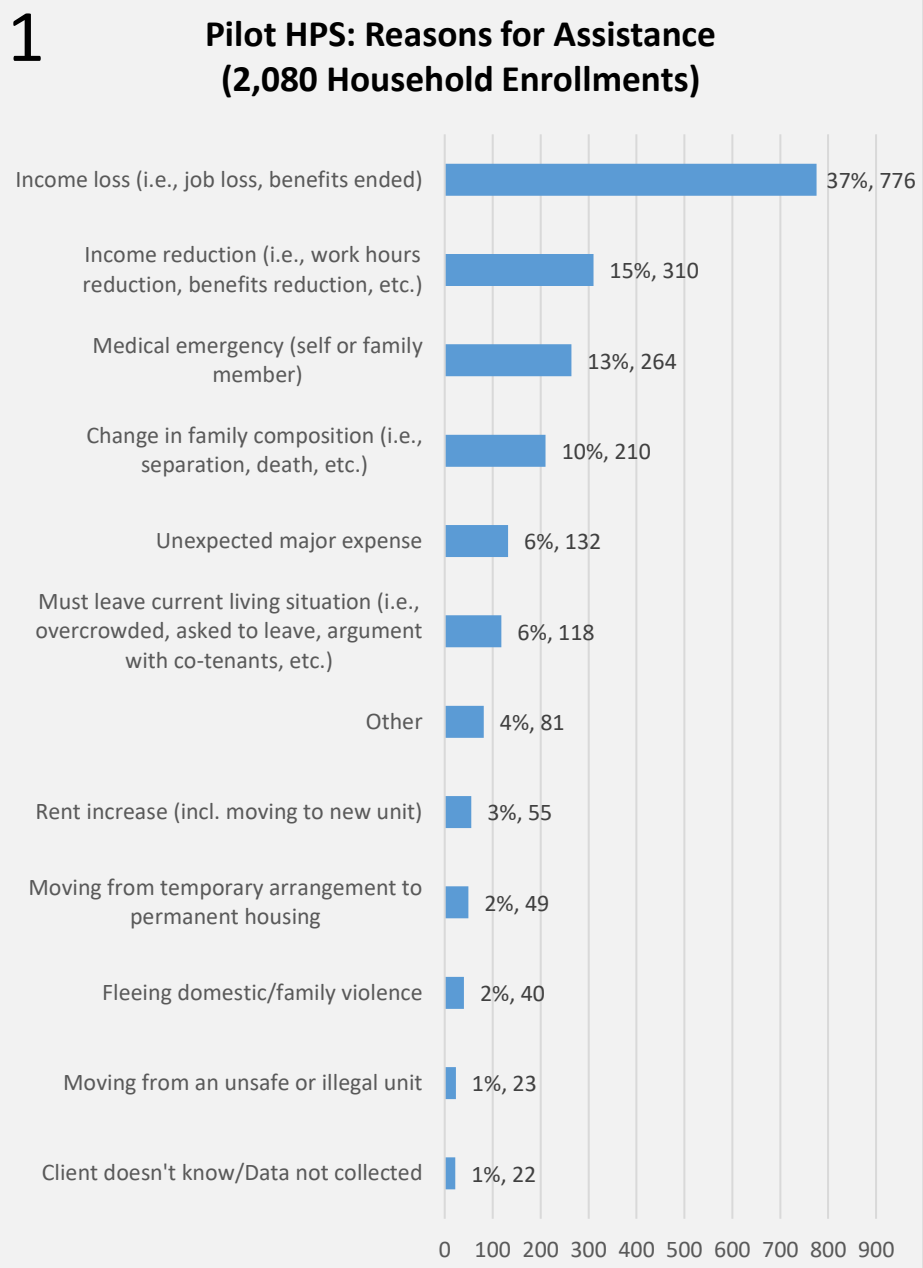
1 HP Capacity and Households Served (For Pilot HPS and EAN HP Combined)



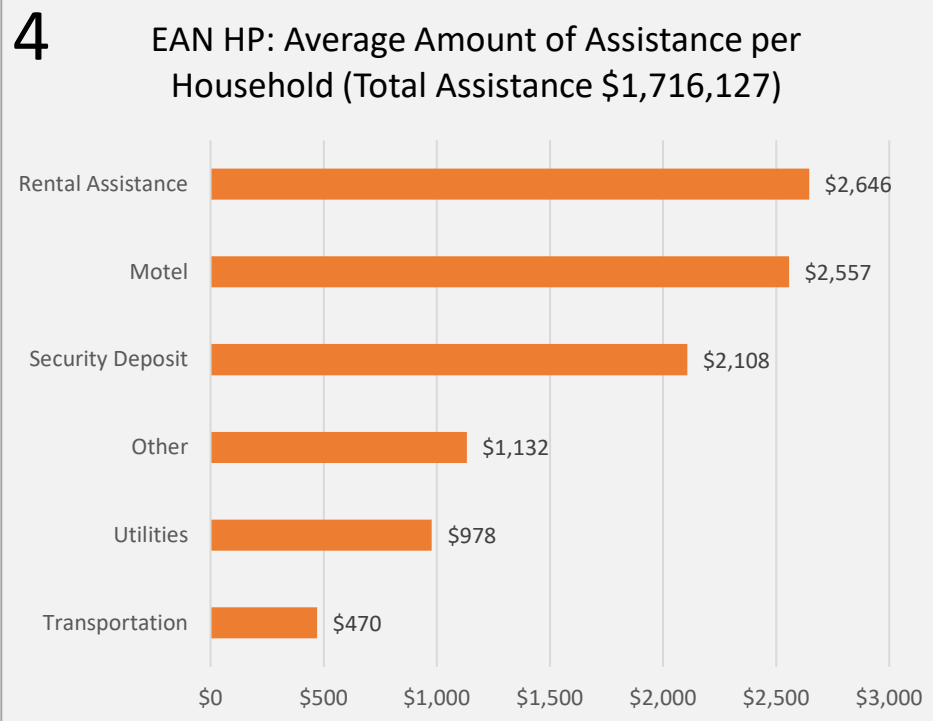
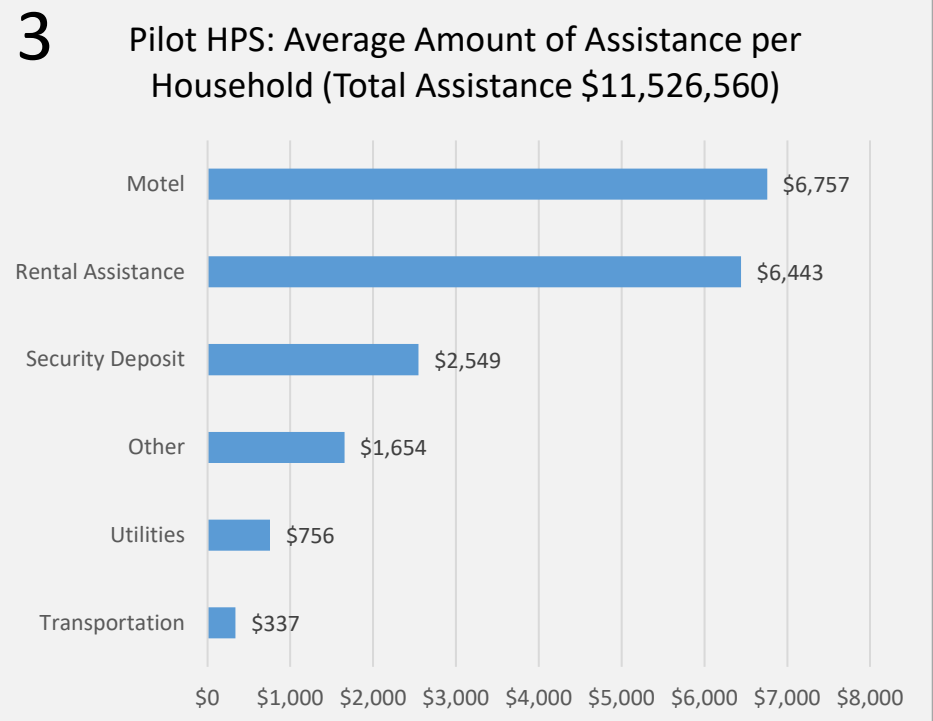
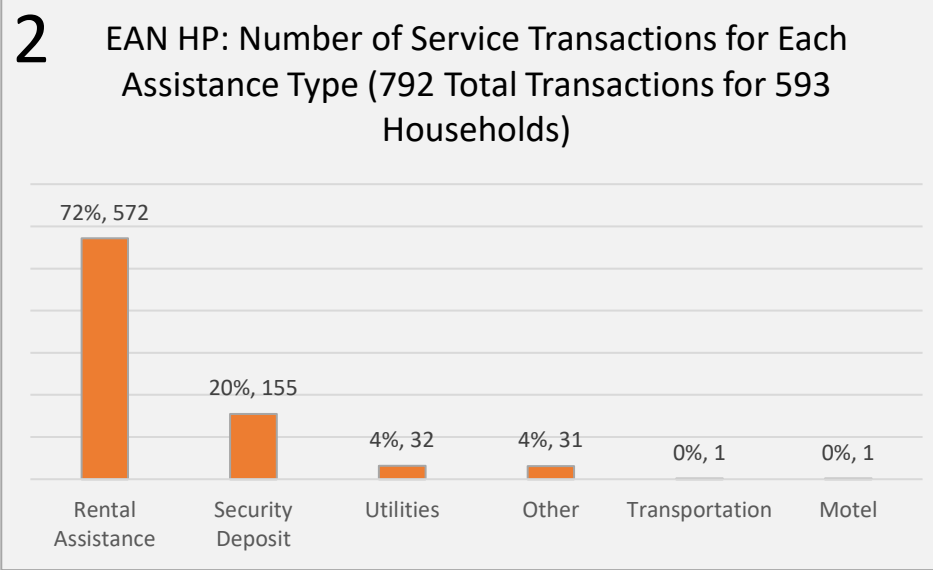
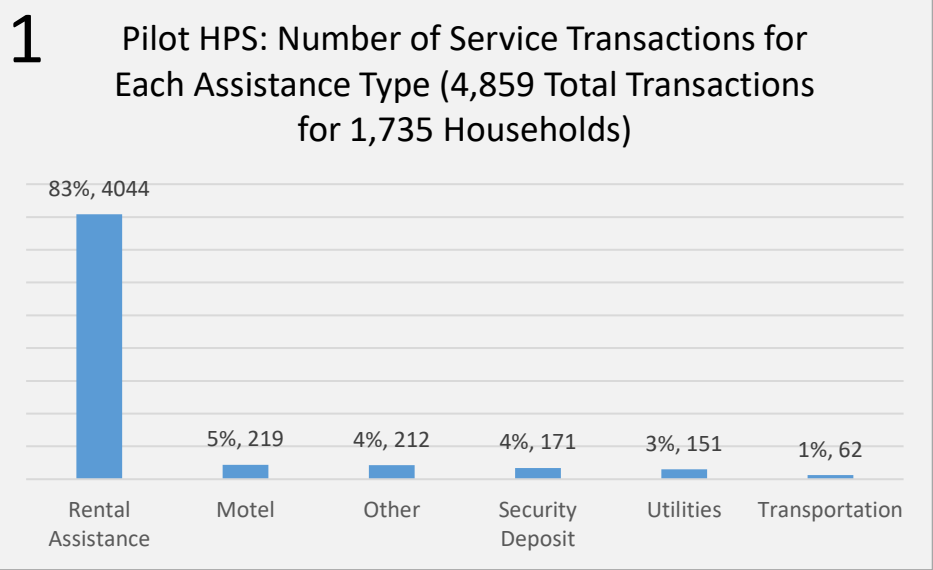
2 HP Program Outcomes



Appendix F: Homelessness Prevention Types of Assistance, Dec. 2021 to Nov. 2022



Appendix G: Financial Assistance Types and Amounts, Dec. 2021 to Nov. 2022



Appendix H: Demographics of Unduplicated Households, Nov. 2021 to Dec. 2022

