

County of Santa Clara

Office of Supportive Housing

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September 11, 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 August 2022 and July 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 Reentry 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 11,898 individuals since January 2020, 59% 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 August 2022 to July 2023 reporting period is 4,034 households, demonstrating progress towards 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 (95%), Permanent Supportive Housing (95%) and Rapid Rehousing programs (95%) have the highest utilization for the reporting period.

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-four percent (74%) of households exiting RRH programs exited to permanent housing for the current reporting period. Forty percent (40%) of households exiting ES programs moved on to permanent housing, exceeding the County's 38% performance goal. The system-wide value for exits to permanent housing destinations was 35% for the August 2022 through July 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 41% in the annual period two years prior to 30% 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 94.5% 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 August 2022 to July 2023 period are generally aligned with returns to homelessness in 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 2,251 households have been permanently housed and 4,034 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 about 10% over the past year with a greater proportion being families with children compared to one year prior. The need remains high with 343 households becoming homeless for the first time in July 2023 as shown in the upper chart, and annual inflow increasing by 30% 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.

Reentry Programs

Appendices E through G include data related to the County's programs for the reentry population. These include services provided by the Reentry Resource Center (RRC), the Reentry RRH and Jail Diversion PSH programs, and an emergency financial assistance program designed for those connected to the criminal justice system. The Reentry RRH Exceptions program provides case management, housing placement, and a time-limited rental subsidy. The Jail Diversion PSH program provides a long-term subsidy for reentry clients who have a permanent disability. The Emergency Assistance Program (EAP) provides one-time rental or other financial assistance.

Some highlights from these programs include those listed below.

- The RRC provides services to County residents with recent involvement in the criminal justice system, supporting reentry efforts including helping clients navigate the County's supportive housing system. The total number of clients who accessed services at the RRC increased by over 75% from 1,737 in FY21-22 to 3,059 in FY22-23. This increase indicates a return to pre-pandemic conditions such as jail populations and court dockets returning to previous levels, more in-person options and onsite staff, and a loosening of health requirements such as masks and social distancing.

- Chart 1 in Appendix E shows that for clients accessing services at the RRC in FY22-23, 37% were literally homeless, staying in a shelter, motel, or in a place not meant for human habitation. The percentage of clients who accessed services at the RRC who were in a permanent situation such as rental (with or without subsidy) increased from 19% in FY21-22 to 28% in FY22-23.
- Chart 3 in Appendix E shows the level of need for clients assessed at the RRC. Of the 242 individuals who completed VI-SPDAT assessment at the RRC in FY22-23, 64% were assessed in the PSH range of housing intervention, 26% in the RRH range, and 5% in the minimal intervention range. When compared to the system-wide needs, individuals assessed at the RRC tend to have higher acuity than the County's systemwide homeless population, for which 54% score in the PSH range and 38% in the RRH range. The level of need for clients assessed at the RRC is understandably more aligned with assessed clients who self-reported being in jail in the past six months and for these clients, 70% were assessed in the PSH range of housing intervention.
- Historically, reentry programs have had a lower rate of successful exits to permanent housing compared to RRH programs overall. Unhoused individuals with recent jail or prison experience, including those on probation or parole, face many barriers to obtaining and maintaining housing. Successful exits have increased significantly over the last year. Chart 2 in Appendix F shows for the RRH Exceptions program, exits to permanent housing is at 78%. While the actual number of exits is not large, these outcomes are higher than the overall rates of RRH exits system-wide (74%), demonstrating the success of the Reentry programs in working with program participants to overcome the additional barriers they may face in obtaining permanent housing. Chart 3 in Appendix F shows 97% PSH retention rate for clients enrolled in the PSH Jail Diversion ICM program. The retention rate exceeds the overall system wide PSH retention rate of 94.5%.
- Chart 4 in Appendix F shows the total amount (\$390,672) spent on Emergency Financial Assistance for 435 reentry clients at the RRC. Rental assistance and security deposits together make up 57% of the total assistance provided in FY22-23 and the remaining assistance is comprised of emergency motel vouchers (35%) followed by back rent and other financial assistance.



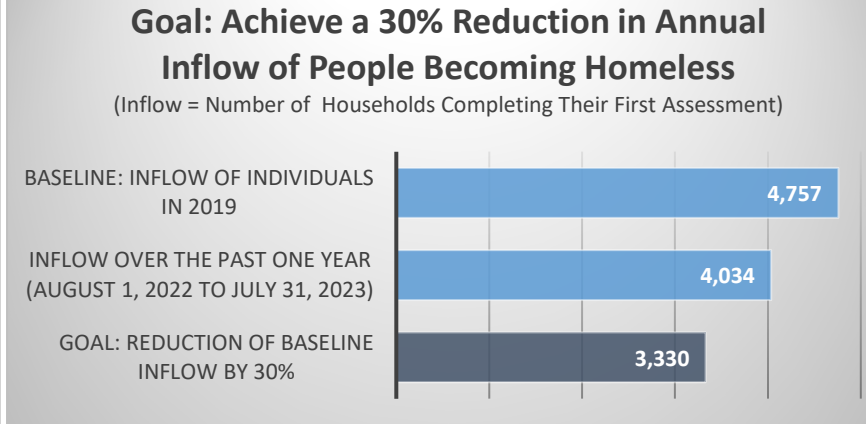
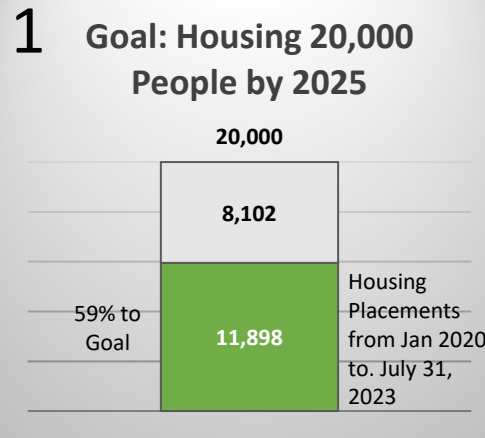
Office of Supportive Housing
Supportive Housing System
Dashboard

August 1, 2022 –
July 31, 2023

The 2020-2025 Community Plan to End Homelessness

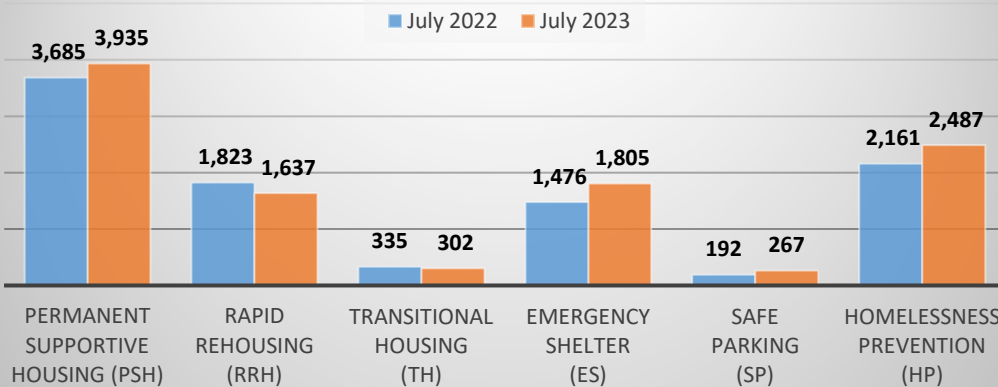
The county-wide plan is our roadmap for ending homelessness in Santa Clara County. The 2020-2025 plan set aggressive targets designed to reverse the current growth in homelessness and bring us one step closer to our collective goal of eliminating homelessness in our community. Appendix A highlights specific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

Appendix A: Community Plan Goals



Appendix B: Capacity and Utilization as of 7/31/2023

Program Capacity (Units or Households)

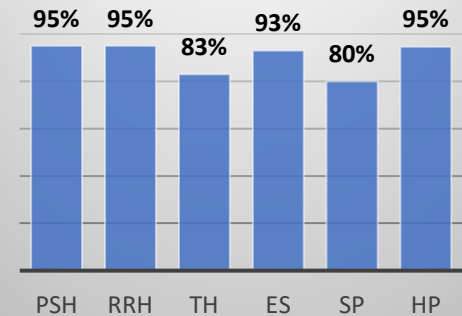


Under Construction or in the Pipeline Approved by the Board

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

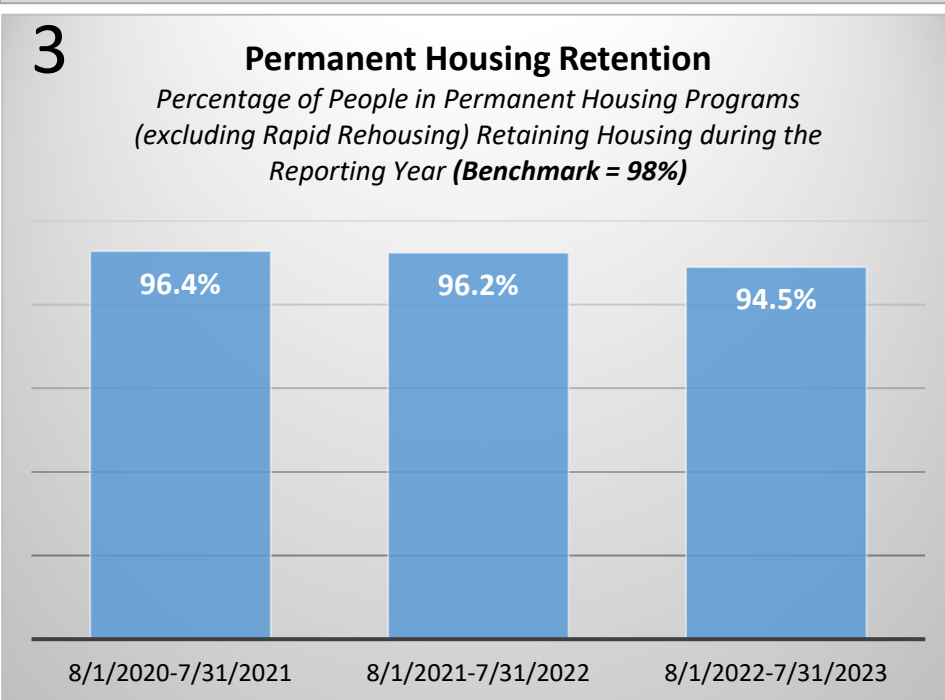
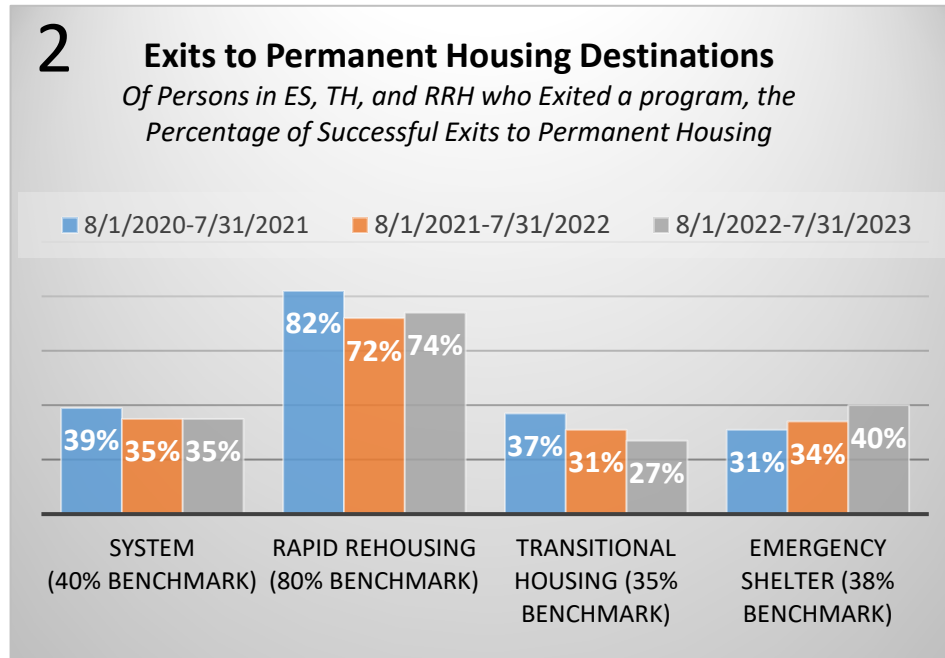
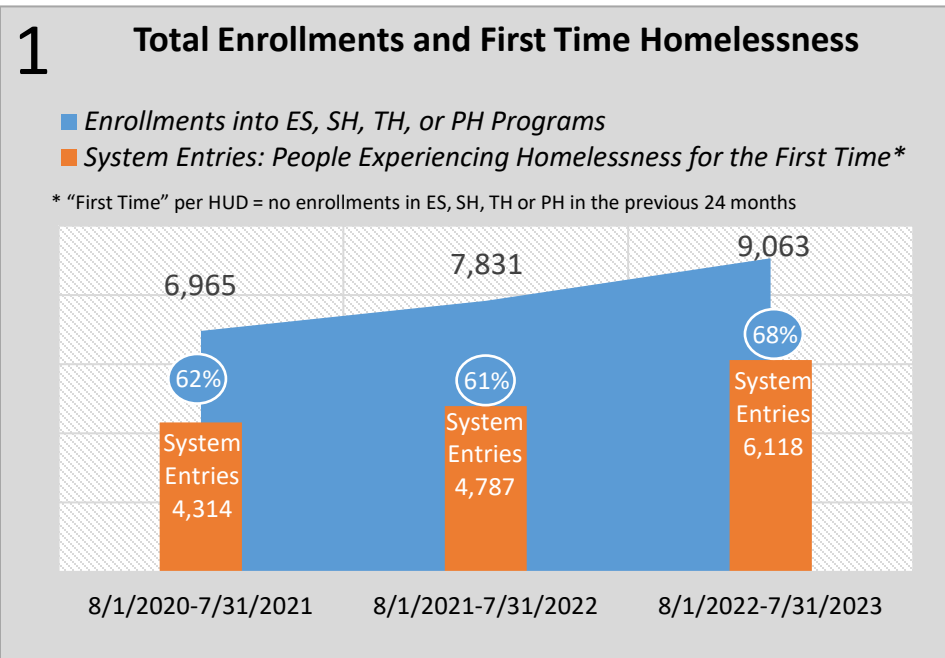


Program Utilization, July 2023



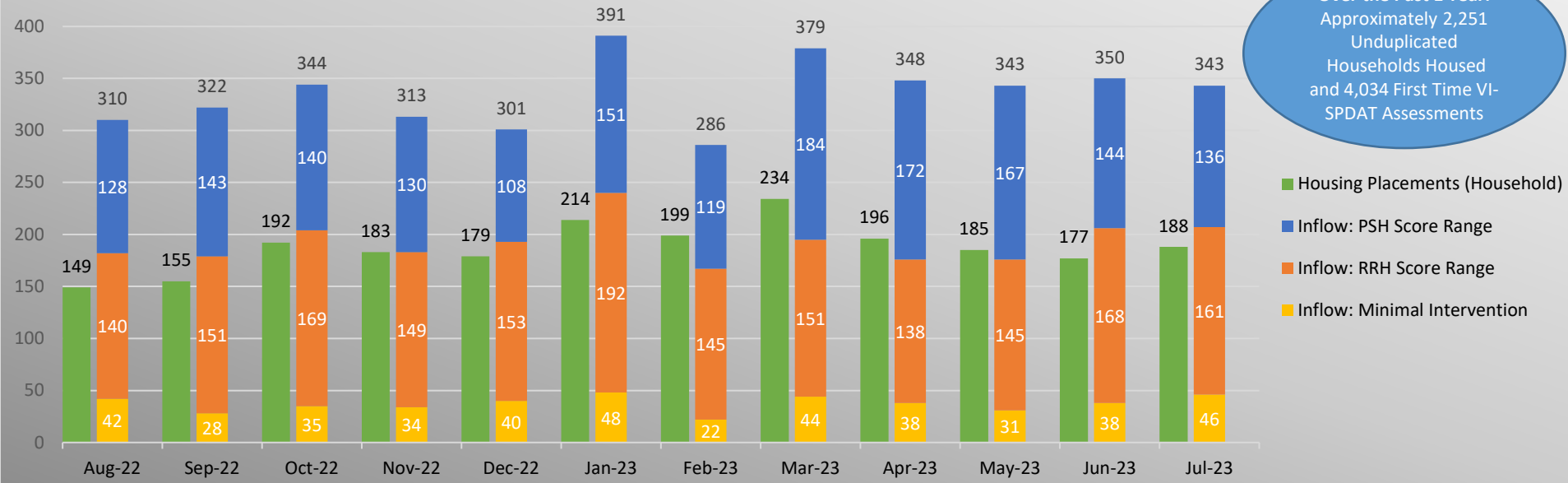
- Utilization: PSH, RRH are point-in-time utilization on July 31, 2023. TH and ES data reflects utilization for the month of July 2023, and SP and HP utilization are based on the last 12 months
- Program utilization is based on households enrolled in programs that are tracked in HMIS.
- PSH capacity 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

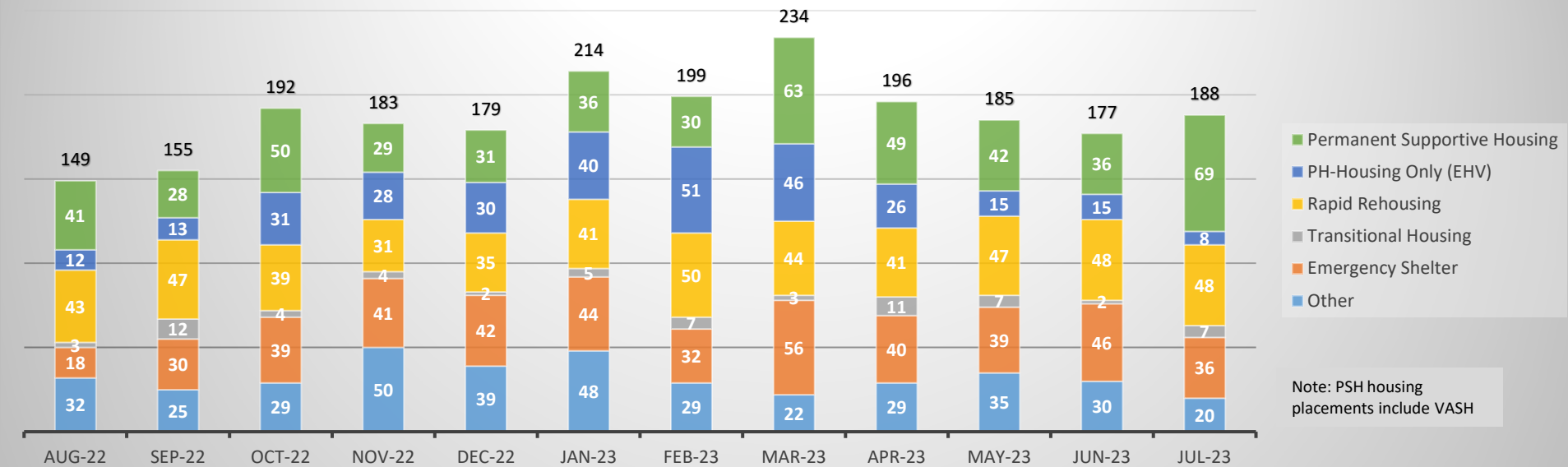


Appendix D: Housing Placements and Inflow by Month

Monthly Housing Placements vs. Homeless Inflow

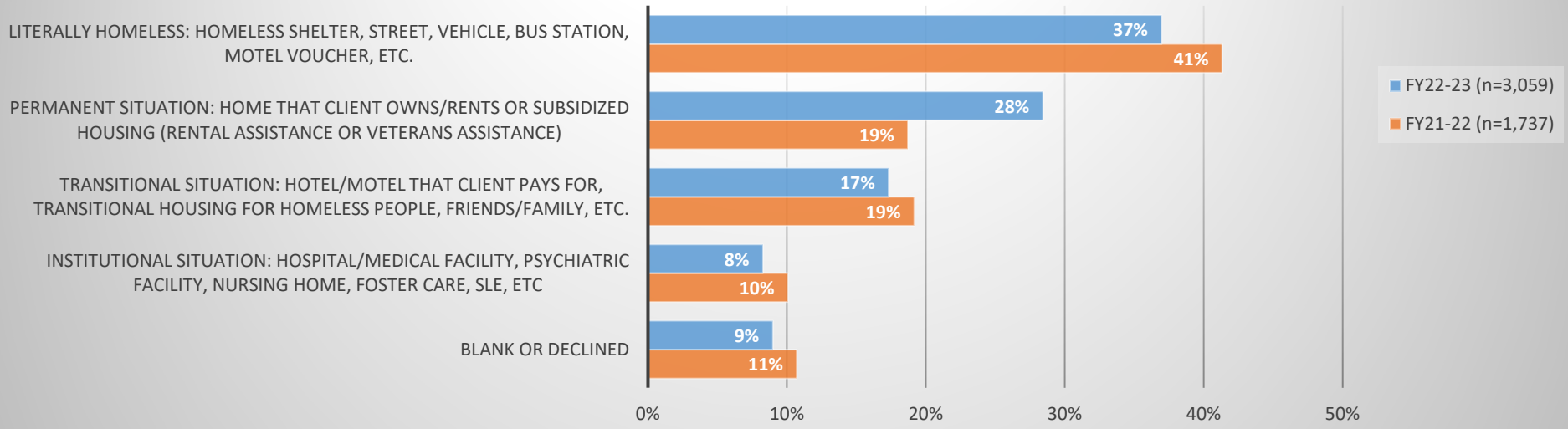


Monthly Housing Placements from Project Types



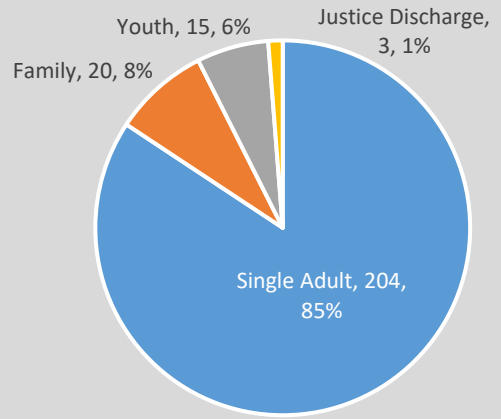
1

**Housing Status of Clients Accessing Services at the Reentry Resource Center
FY22-23 and FY21-22**



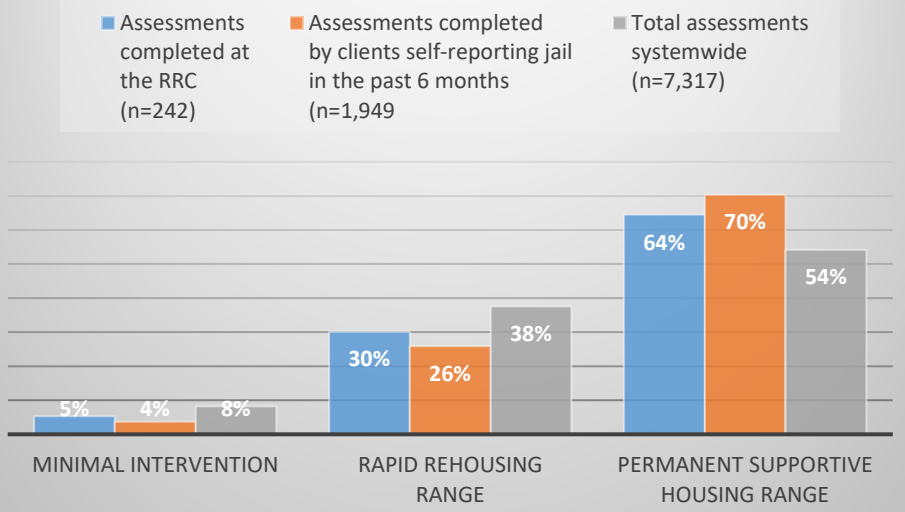
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**VI-SPDAT Assessments Completed by the RRC
in FY22-23, by Household (VI-SPDAT) Type
(Total = 242)**

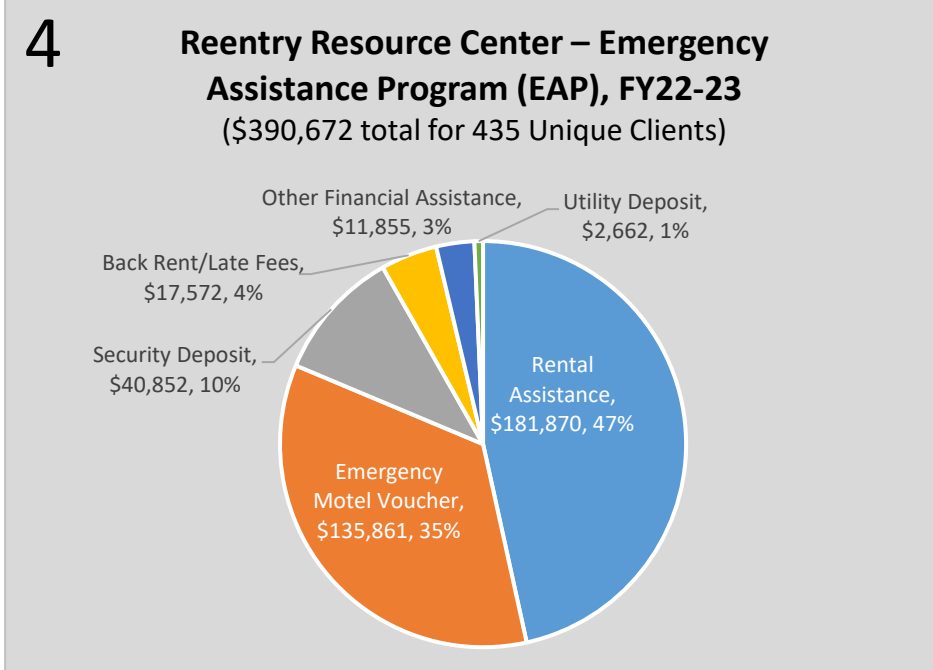
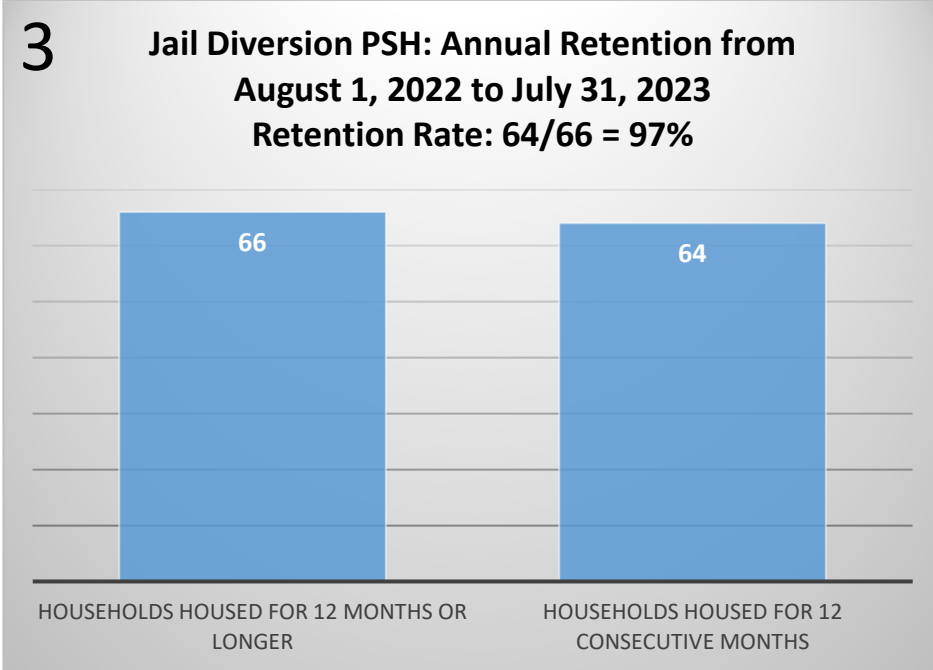
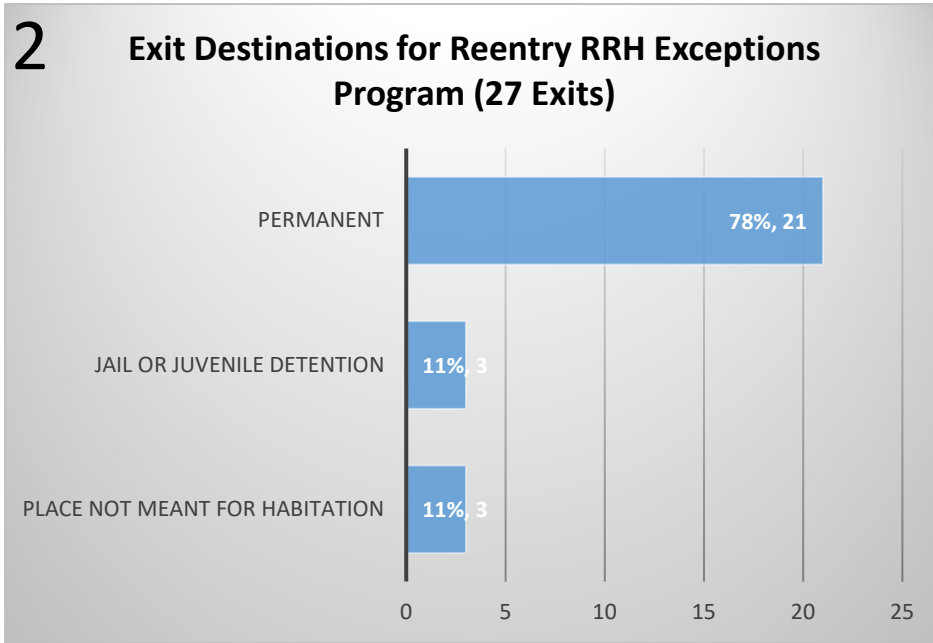
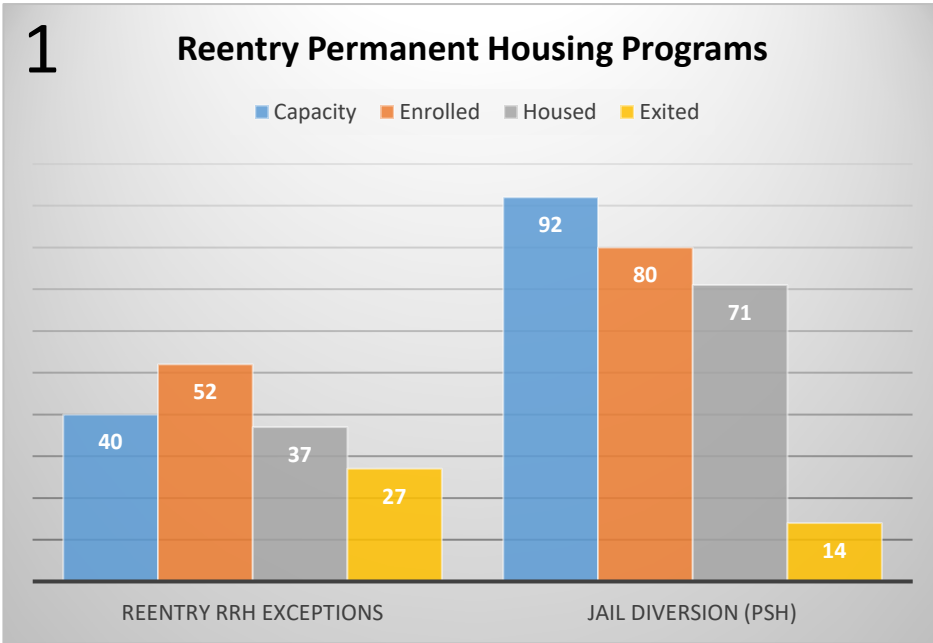


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**VI-SPDAT Assessments in FY22-23,
By Level of Need**



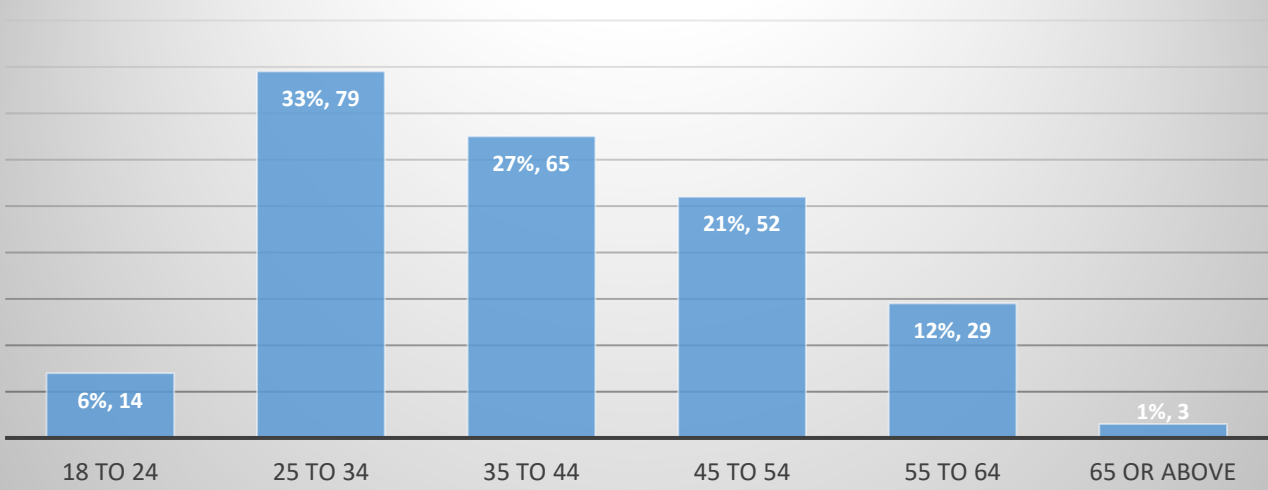
Appendix F: Reentry Housing and Emergency Assistance Programs, FY22-23



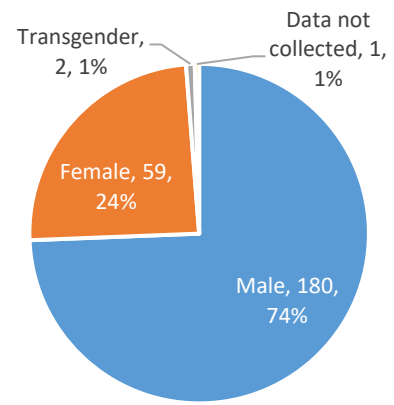
Appendix G: Reentry Resource Center (RRC) Client Demographics, FY22-23

The following charts provide demographics for 242 clients who were assessed at the RRC in FY22-23

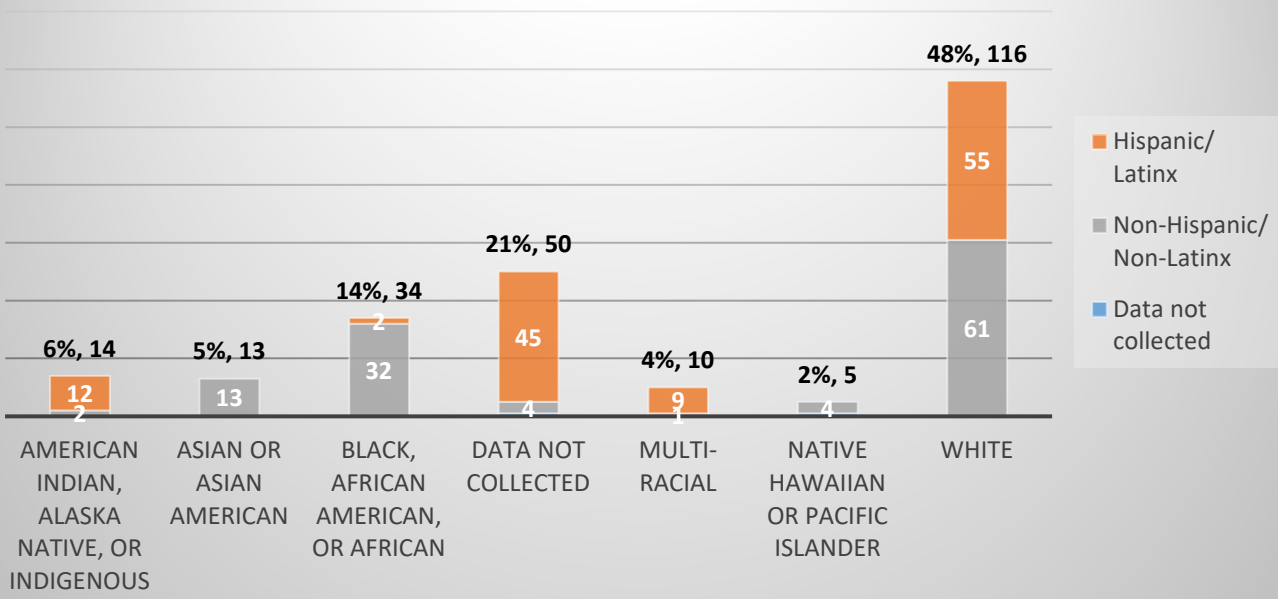
By Age Tier



By Gender



By Race and Ethnicity



By Ethnicity

