

# County of Santa Clara

## Office of Supportive Housing

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December 1, 2021

**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 November 2020 and October 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 temporary housing 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 5,441 individuals since January 2020, 27% 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 November 2020 to October 2021 yearly reporting period is 3,212 households, remaining about the same as last month. The long-term impacts of the pandemic remain difficult to predict, but staff expects this number to rise, especially with the recent end of the state eviction moratorium.

Chart 3 illustrates data related to the County's target to double temporary housing and shelter capacity to help reduce the number of people sleeping outside. Capacity in January 2020 is used as a baseline and compared to October 2021, the last month of this study period.

Year-round ES capacity shows an increase of 30% (977 to 1,350 units). This increase reflects the recent addition of several interim housing programs, including 100 private interim housing units for families, couples, and individuals in the city of Mountain View. OSH continues its focus on creating more year-round temporary housing options throughout the County, as detailed in the Temporary Programs section at the end of this report.

A fourth target in the Community Plan is to expand the HP System and other early interventions to serve 2,500 people per year. Chart 4 in Appendix A shows that while there were 3,364 households being served in prevention programs during the reporting period, more than half (1,828) were being served via temporary COVID-19 emergency programs. These programs are designed to provide financial assistance along with other supportive services in response to COVID, so their funding is time limited. While continuing to support residents who are at risk of homelessness due to the pandemic, the County and its partners are working toward creating a more robust HP system with the ability to assist residents for as long as the need exists.

Appendix B provides program capacity and utilization for the five program categories plus the Safe Parking (SP) initiative. As depicted in the Program Utilization chart, HP (96%) and ES (93%) are currently the most utilized programs as it relates to capacity for this 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 80% for the current study period, exceeding the 75% benchmark. Thirty-one percent of households exiting ES programs moved on to permanent housing, meeting 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 October 2021, with inflow at 264 households and 144 households placed.

## Temporary Housing Programs

Appendices E and F contain data related to the County's temporary housing programs, which consist of emergency shelter, transitional housing, and safe parking projects. For the current study period, the data includes additional temporary housing created in response to the COVID-19 pandemic. Efforts to increase capacity due to the crisis began in March 2020. The County's Emergency Operations Center (EOC) established the Joint Departmental Operations Center (JDOC) to operationalize new temporary shelter programs, oversee daily temporary shelter placements and enhance coordination between County departments, the City of San José and partner agencies. The implementation of temporary pandemic-related housing programs - consisting of hotel and motel rooms for COVID-positive, exposed, and vulnerable/high-risk clients, and additional congregate shelter space - reflects the need for creative temporary housing solutions to ensure the safety of County residents.

The graphs in Appendix E provide temporary housing capacity and utilization data. Pandemic-related temporary housing categories are as follows:

- *Hotel/Motel COVID High-Risk*: denotes motel or hotel space reserved for homeless clients who are vulnerable or at high risk for complications of COVID-19.
- *Additional ES Novel Coronavirus*: represents additional congregate emergency shelter space to allow compliance with current social distancing protocols for congregate housing.

With the large number of older homeless individuals in the County, and nearly one quarter reporting chronic health problems,<sup>1</sup> continuing to provide safe, temporary housing for County residents at risk for complications of COVID-19 remains a priority.

In the past five years, through the collective efforts of the County and its community partners, temporary housing and emergency shelter capacity has doubled. The County's [2020-2025 Community Plan to End Homelessness](#) contains a goal to again double the number of year-round temporary housing beds and offer a variety of temporary housing options for unhoused residents.

Project Homekey continues the statewide effort to expand housing. A collaborative County effort to develop proposals for the State's second iteration of the Homekey program are in process, with one of the goals designed to leverage new grant funding to help increase the County's temporary housing capacity through the purchase and rehabilitation of buildings such as hotels and motels.

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<sup>1</sup> [2019 SCC Homeless Census and Survey Report](#)

In September 2021, the official launch of the new “Here4You” hotline in the County has served to centralize referrals to temporary housing programs. The hotline matches households to the appropriate temporary housing option based on need and availability.

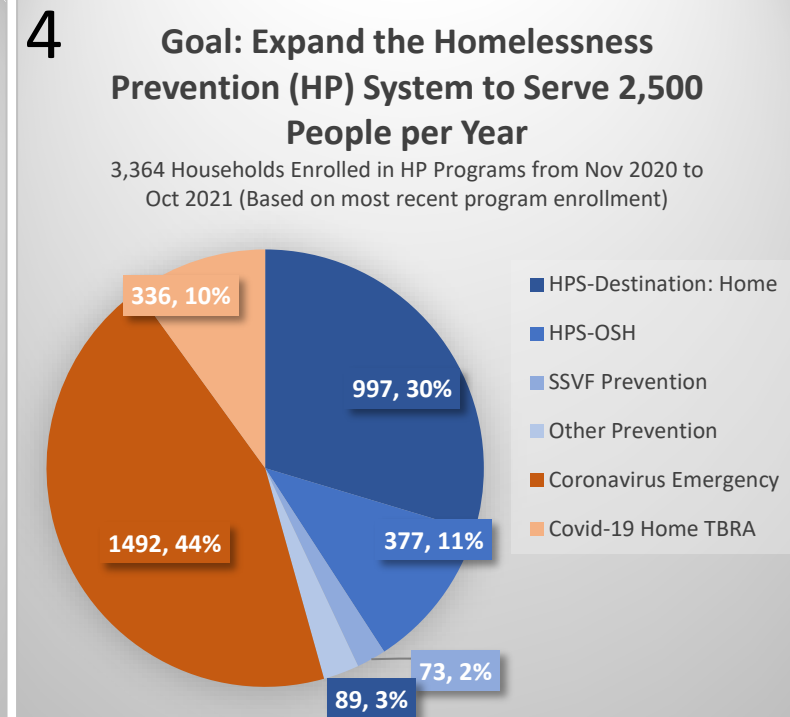
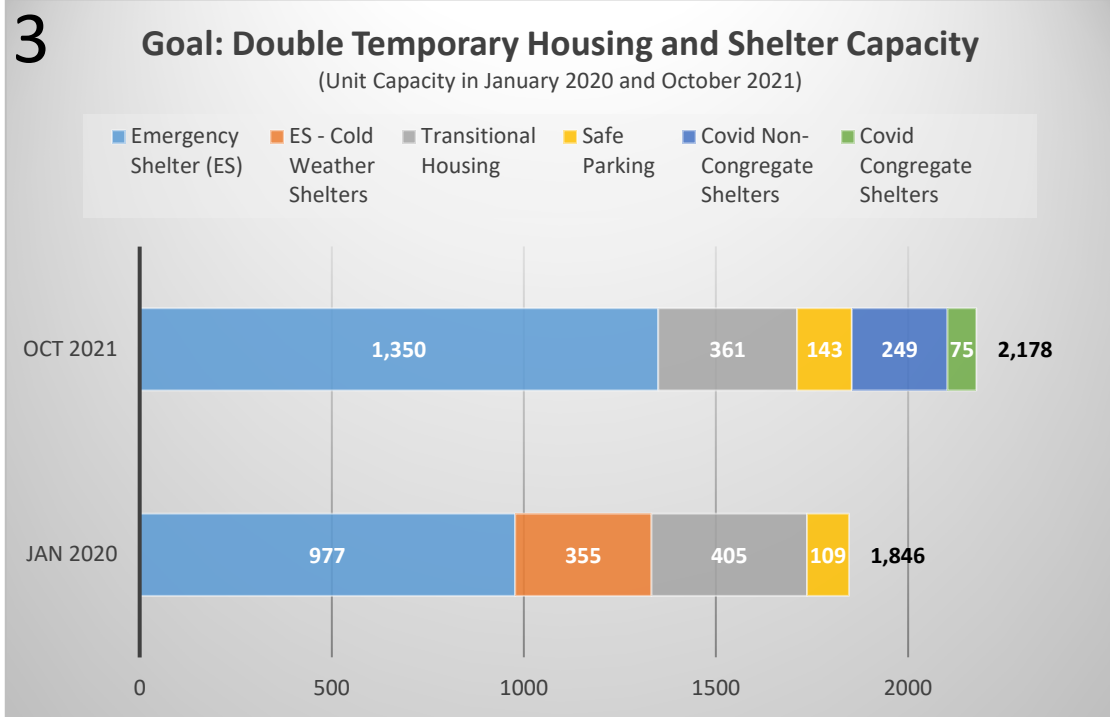
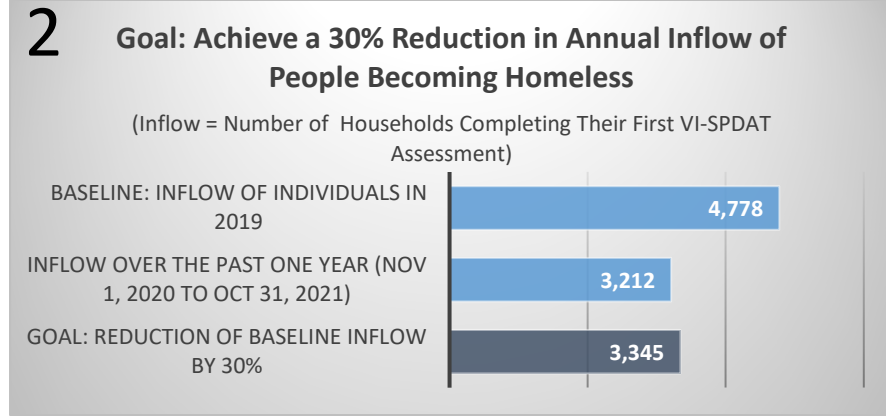
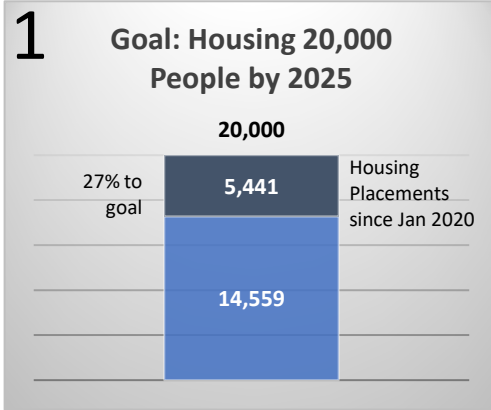


Office of Supportive Housing  
Supportive Housing System  
Dashboard

November 1, 2020 –  
October 31, 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.

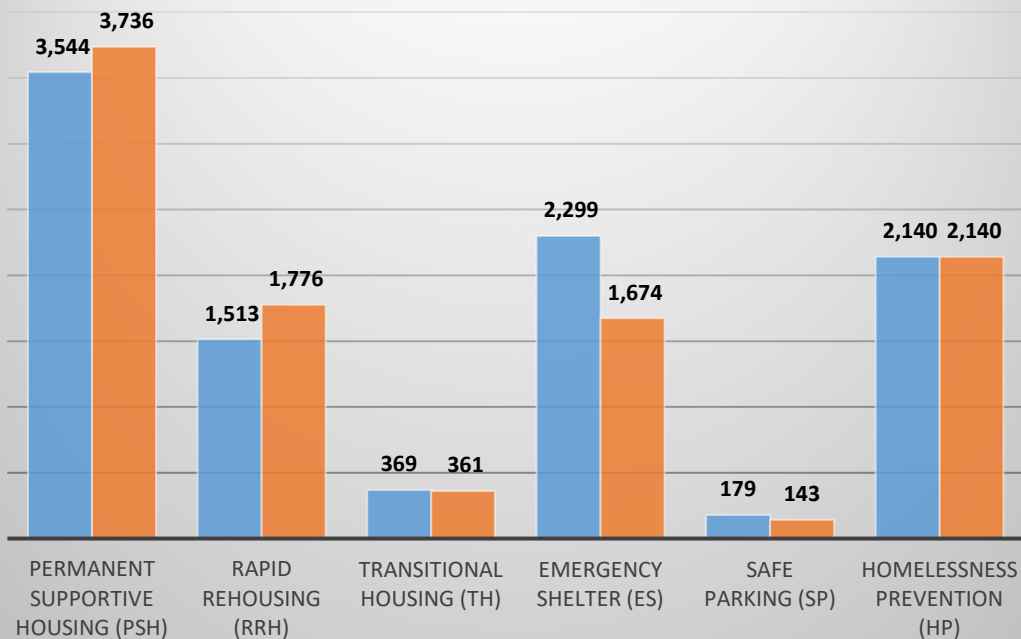
## Appendix A: Community Plan Goals



# Appendix B: Capacity and Utilization as of 10/31/2021

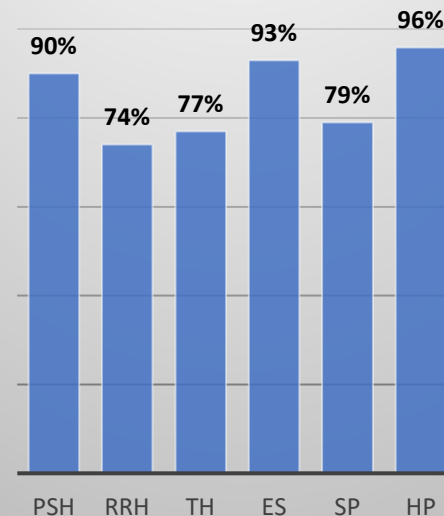
## Program Capacity (Units or Households)

October 2020    October 2021



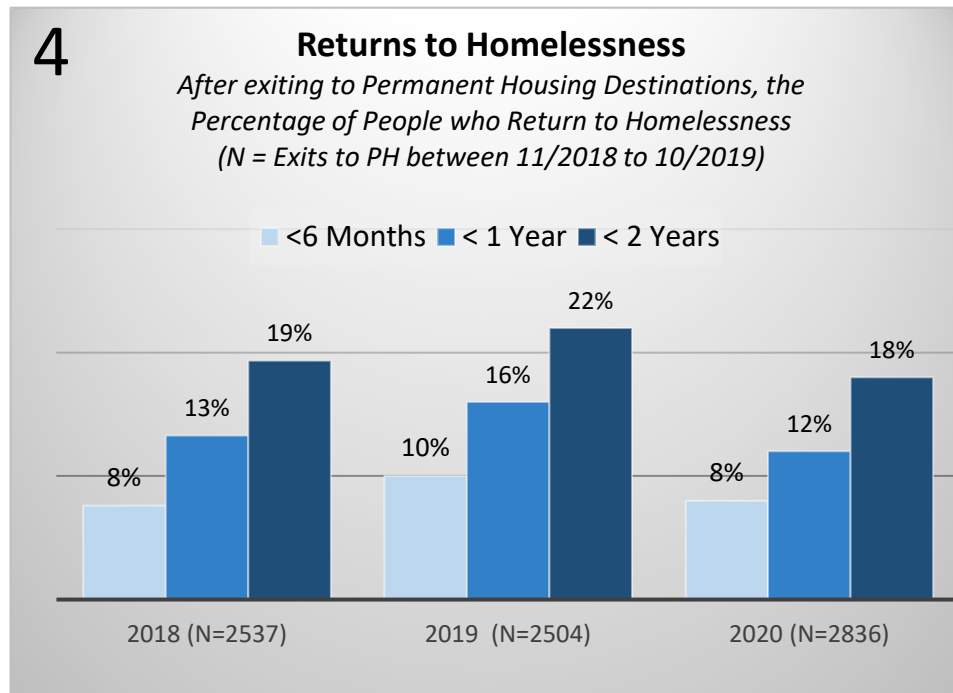
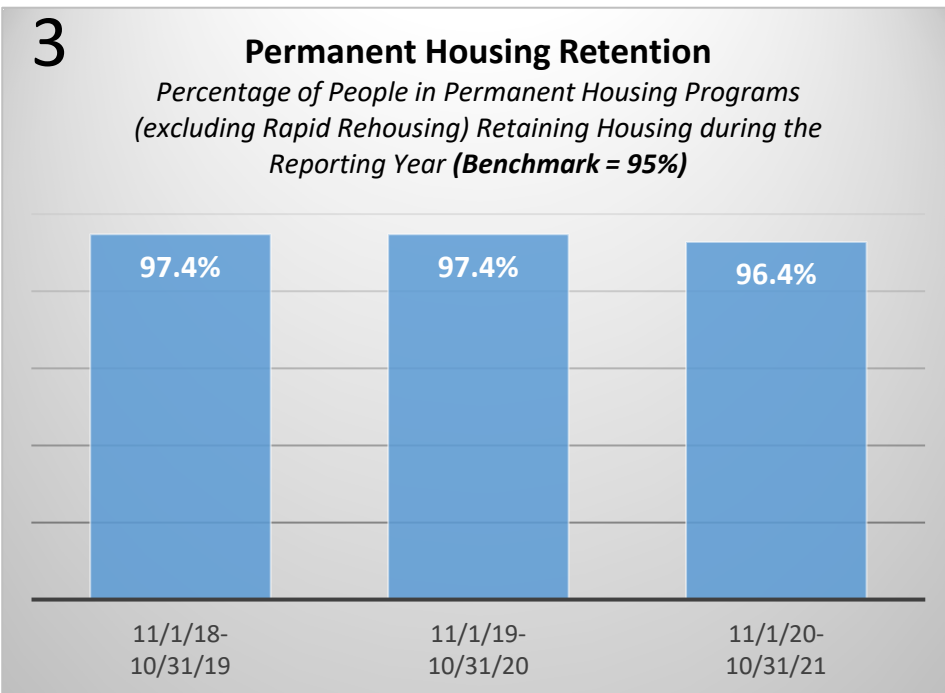
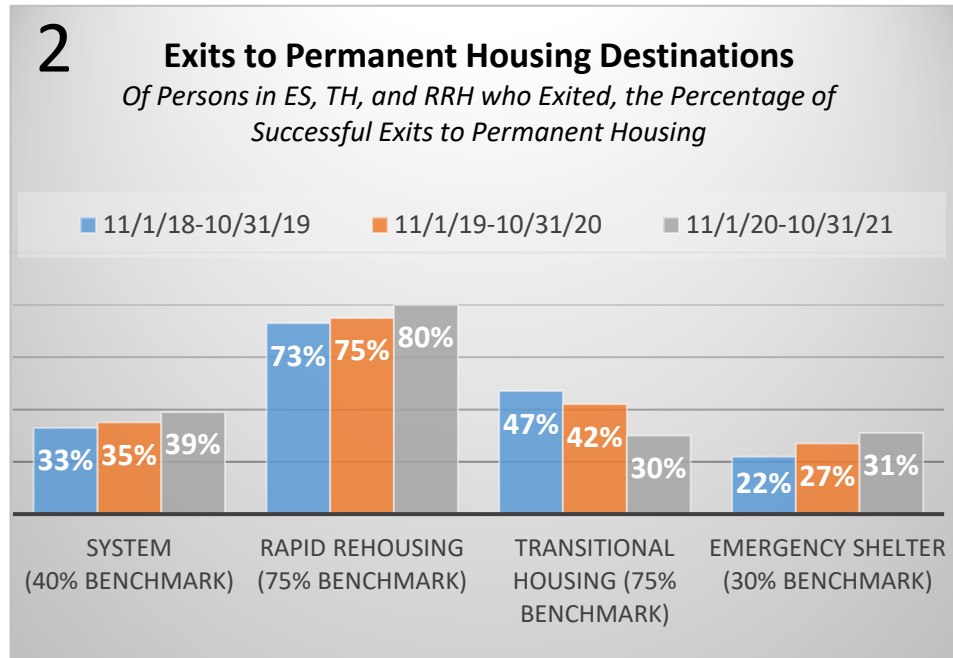
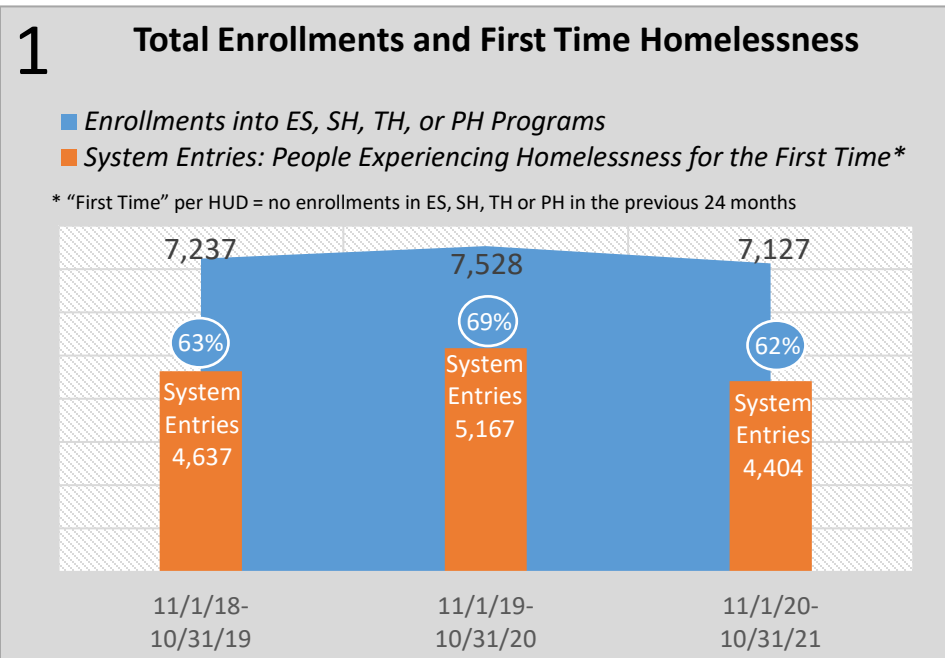
1,234 Total Housing Units (782 PSH, 347 RRH, and 105 VASH) Under Construction or in the Pipeline Approved by the Board

## Program Utilization, October 2021



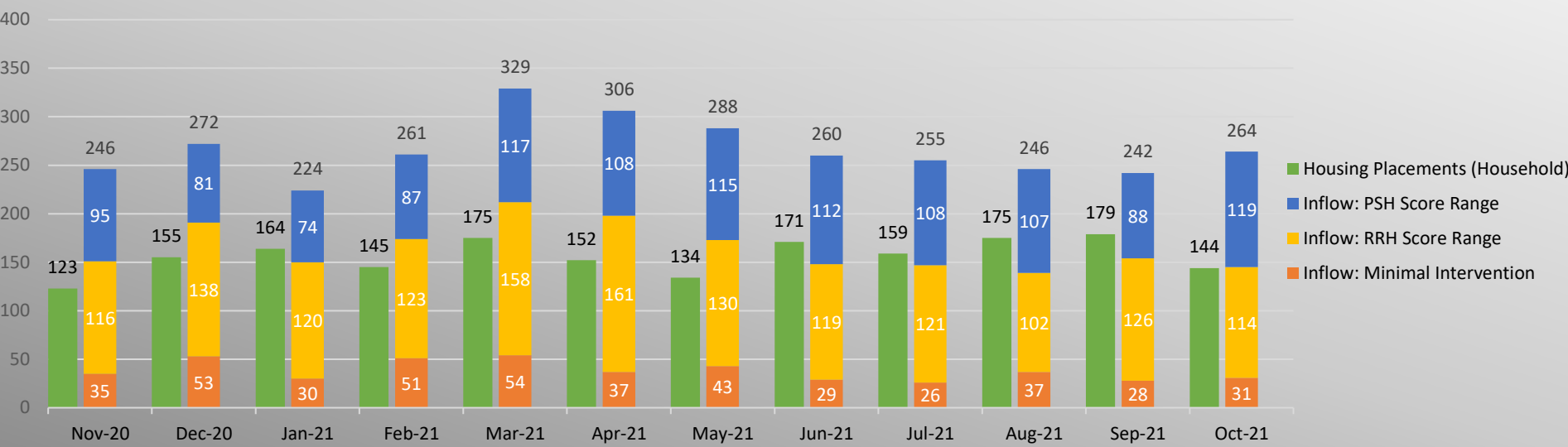
- Utilization: PSH, RRH are point-in-time utilization on October 31, 2021. TH and ES data reflects utilization for the month of October, and SP and HP utilization are based on the last 12 months.
- Program utilization is based on households enrolled in programs that are tracked in HMIS.
- PSH programs 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 53 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

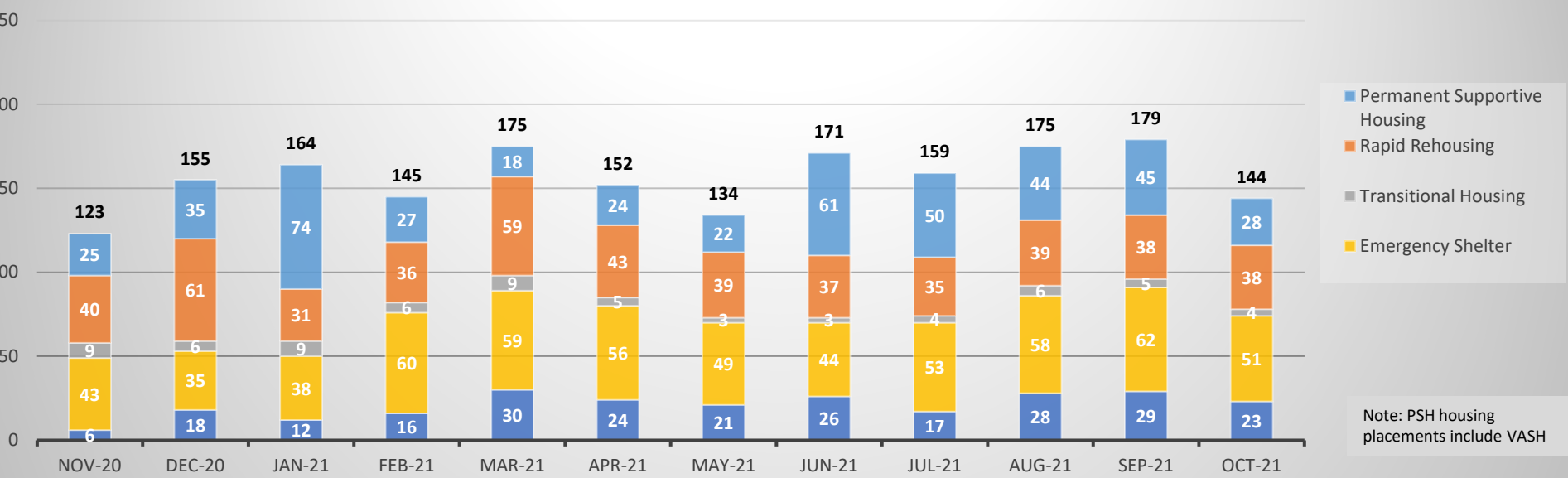


# Appendix D: Housing Placements and Inflow by Month

## Monthly Housing Placements vs. Homeless Inflow



## Monthly Housing Placements from Project Types



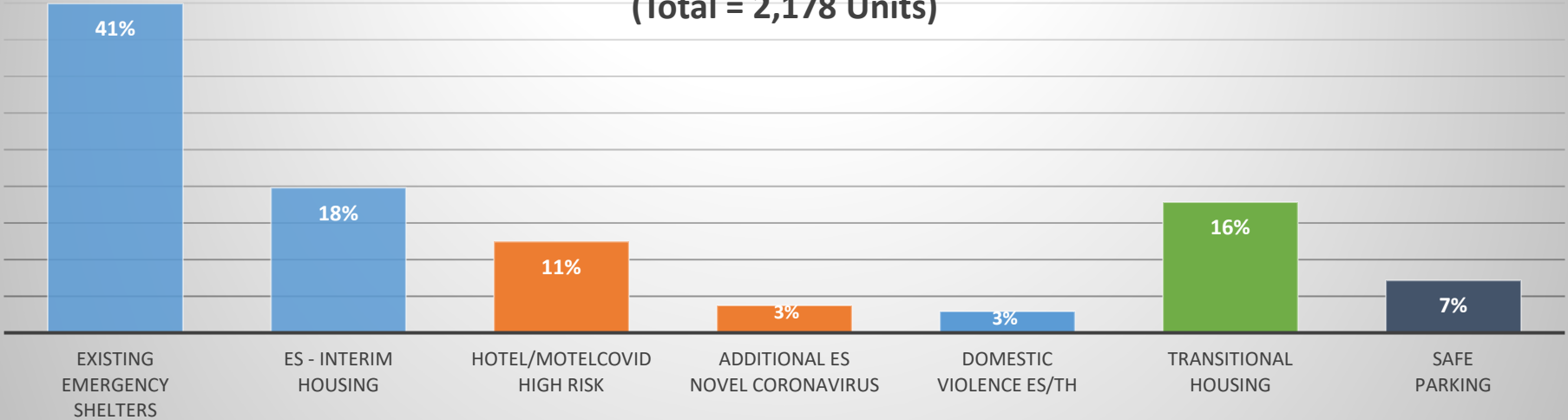
Note: PSH housing placements include VASH



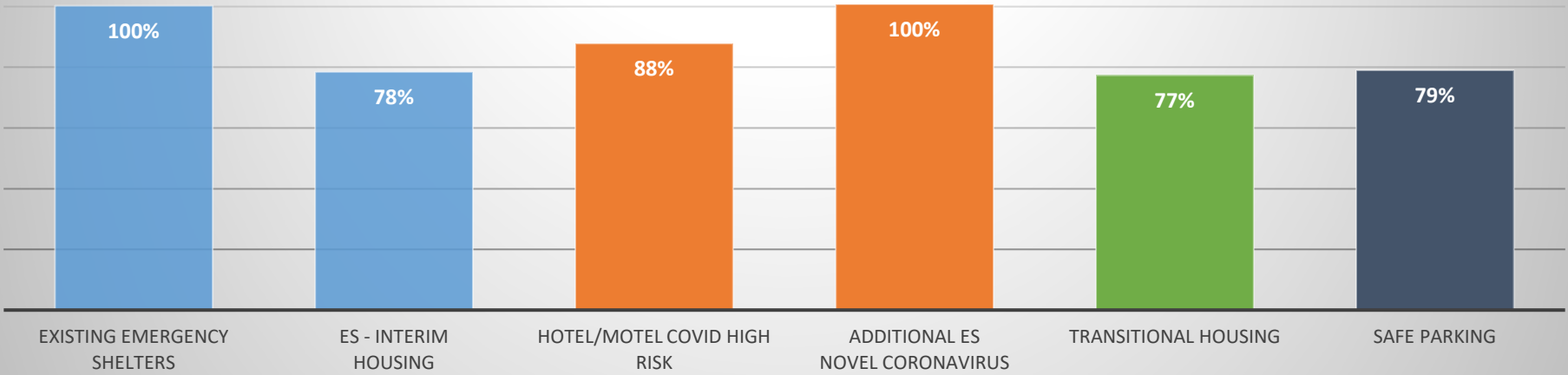
# Appendix E: Temporary Housing Capacity and Utilization as of Oct 31, 2021

- “Additional ES Novel Coronavirus” is temporary shelter space to allow compliance with social distancing protocols for congregate housing.
- Note: Domestic Violence EH/TH housing utilization is excluded; data is not recorded in HMIS in compliance with HUD safety and confidentiality provisions.

### Current Temporary Housing Capacity (Units), October 31, 2021 (Total = 2,178 Units)

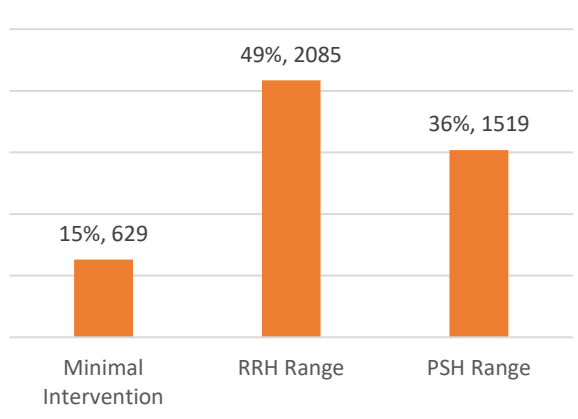


### Temporary Program Utilization, October 2021

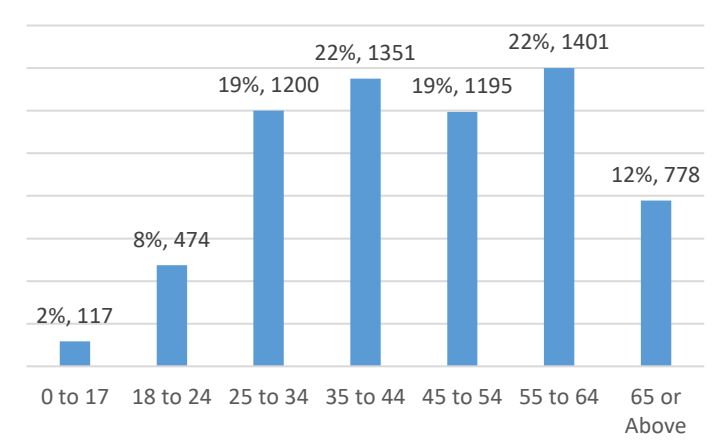


# Appendix F: Emergency Shelter/Transitional Housing Client Characteristics (Enrolled between 11/1/2020 to 10/31/2021) 6,250 Total Households (5,964 ES, 556 TH)

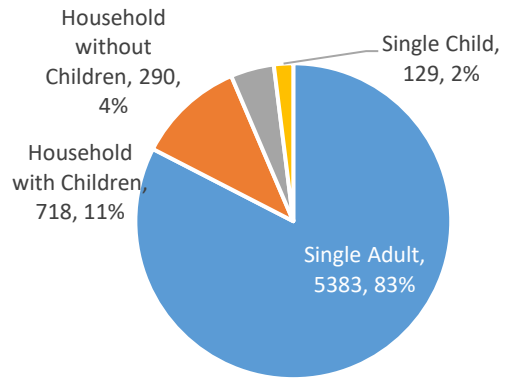
### Latest VI-SPDAT Assessment Score (4,233 Households with VI-SPDATs)



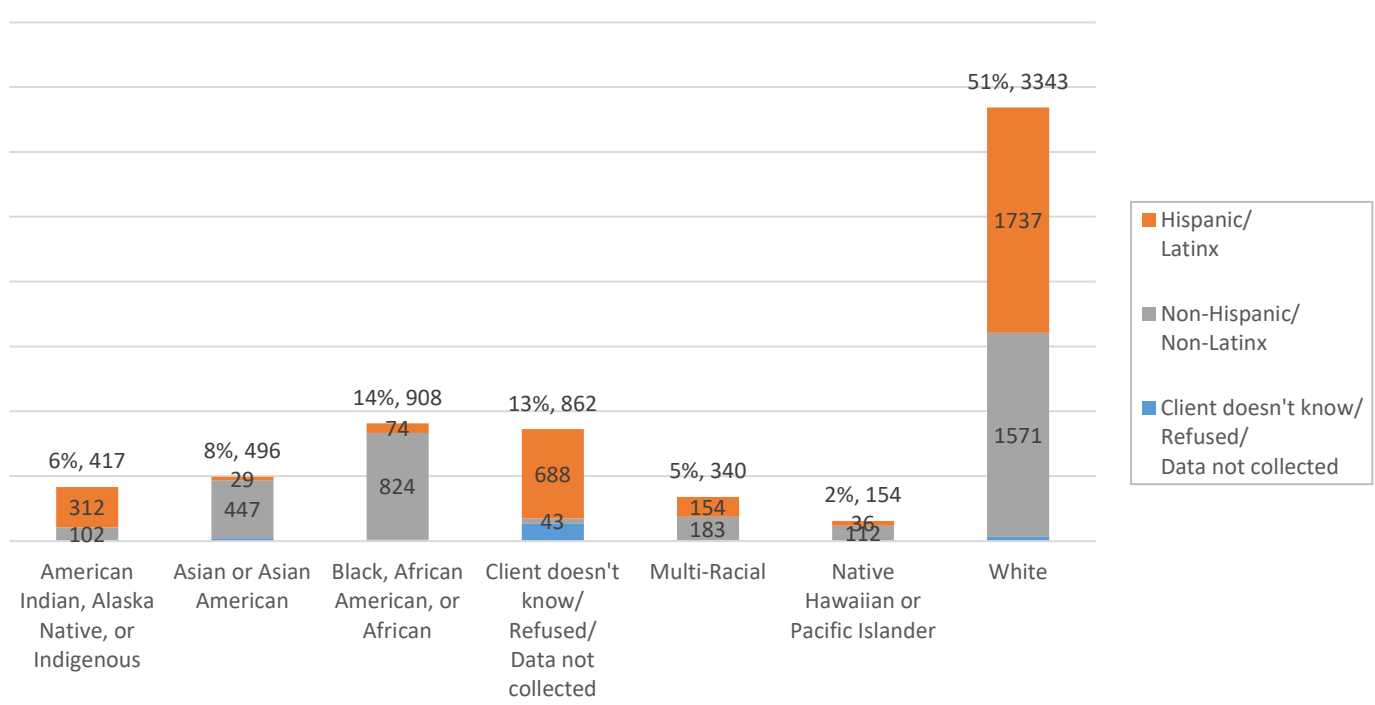
### By Age Tier



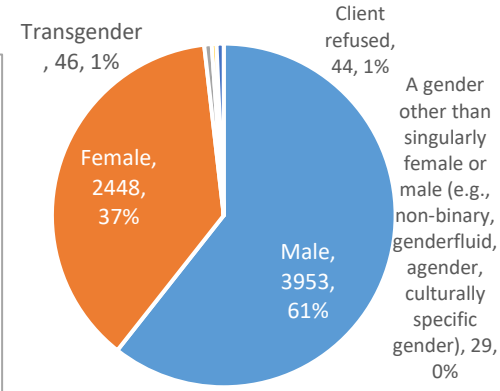
### By Household Type



### Race by Ethnicity



### By Gender



### By Ethnicity

