

County of Santa Clara

Office of Supportive Housing

150 West Tasman Drive
San Jose, CA 95134
(408) 278-6400 Main
(669) 220-1444 Fax



December 5, 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 November 2021 and October 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 Temporary Housing and Permanent Supportive Housing 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 8,970 individuals since January 2020, 45% 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 November 2021 to October 2022 reporting period is 3,313 households, exceeding the five-year goal. 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 (135%) 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 35% for the November 2021 through October 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 95.4% 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 November 2021 to October 2022 period shows decreases in returns at 6-month, 1-year, and 2-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, 2,293 households have been permanently housed and 3,312 households have taken the VI-SPDAT assessment for the first time (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. While the need remains high with 338 households becoming homeless for the first time in October as shown in the upper chart, the average gap between the number of housing placements and inflow each month has decreased by 23%

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 utilized, the OSH expects placements into permanent housing to increase in the coming months.

Temporary Housing Programs

Appendices E through G contain data related to the County's temporary housing programs, which consist of emergency shelter, transitional housing, and safe parking projects. The last motel which was created in response to the COVID-19 pandemic for COVID-positive, exposed, and vulnerable/high-risk clients was closed at the end of June 2022.

With the large number of older homeless individuals in the County, and nearly 30% reporting a chronic health condition,¹ the County prioritized temporary shelter and housing for our most vulnerable residents at risk for complications of COVID-19 during the pandemic. The County is shifting focus from pandemic response to recovery efforts by continuing to increase year-round emergency shelters and interim housing programs.

The graphs in Appendix E through G provide temporary housing capacity and utilization data as well as demographic comparisons for the temporary housing programs. Year-round emergency shelters represent the largest share of capacity at 1,407 units including 861 units of emergency shelter units and 546 units of emergency interim housing. Between January 2015 and December 2019, through the collective efforts of the County and its community partners, temporary housing and emergency shelter capacity 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.

In September 2021, the County officially launched the "Here4You" hotline which serves to centralize referrals to emergency shelter programs. The hotline matches households to the appropriate emergency shelter based on need and availability thus increasing the efficiency at which homeless clients can be linked to shelter beds in the County. Over 1,200 clients were placed in Emergency Shelters through the Here4You hotline project. In March 2022, Housing Problem Solving was added as part of services provided by the hotline to quickly resolve a clients' housing crisis through mediation techniques and financial assistance.

¹ [2022 SCC Homeless Census and Survey Report](#)

Permanent Supportive Housing

Appendices H through J provide data and outcomes related to the County's PSH programs. PSH provides longer-term rental assistance, case management and supportive services to the most vulnerable chronically homeless individuals and families in the community. It is guided by the principles of Housing First and harm reduction. Housing First focuses on providing housing to homeless people as quickly as possible, and then providing supportive services tailored to the needs of each client. The harm reduction model is used in the context of homeless people who engage in substance abuse. It focuses on serving the client while also reducing the negative consequences of the client's substance use.

Appendices H and I provide capacity, enrollment, and demographic data for all PSH programs. Highlights include the following:

- Chart 2 in Appendix H shows that of the 2,331 enrollments in PSH programs that are tracked in HMIS, 93% of the people enrolled are currently housed.² The remaining clients are in the housing search process or waiting for their unit to be ready.
- Most PSH program participants (76%) report at least one type of mental health disability (Appendix H, Chart 3), and approximately half (52%) indicate substance abuse. Most participants (72%) report two or more (co-occurring) disabilities. These data reflect the population for whom PSH services are intended – individuals who will require long-term assistance due to a chronic disabling condition.

Over half of the County's PSH program capacity consists of Care Coordination Project (CCP) programs (see Appendix H, Chart 1). The CCP is a multi-agency initiative developed to ensure the effectiveness of case management for the most vulnerable members of the County's homeless population. It is designed to coordinate, prioritize, and deliver permanent supportive housing to these highly vulnerable chronically homeless individuals and families.

Appendix J provides data and outcomes for participants in CCP-specific programs, which include both Scattered-Site and Project-Based Voucher (PBV) programs³. Highlights from the charts in Appendix J, which focus on CCP enrollments and retention, are as follows:

² Note that this excludes Housing and Urban Development – Veterans Affairs Supportive Housing (HUD-VASH) program participants; data for this program are not currently recorded in our Homeless Management Information System (HMIS).

³ Scattered-Site PSH provides housing to participants via private market housing units dispersed throughout the community, with mobile or off-site support services. Project-Based PSH provides housing at a central multi-unit development, with support services provided on-site.

- Chart 1 shows from July 1, 2011, through October 31, 2022, the CCP enrolled 2,976 chronically homeless households (a total of 3,653 individuals) into intensive case management services and housed 2,694 households.
- Chart 2 shows the length of time from program enrollment to move-in date for housed CCP households. 40% of households were housed within 60 days of enrollment and another 20% were housed between 60 and 120 days of enrollment.
- Chart 3 shows the annual CCP housing retention rate for the period November 2021 to October 2022. The housing retention rate (defined for CCP as 12 consecutive months of housing) for the period is 94.2%.



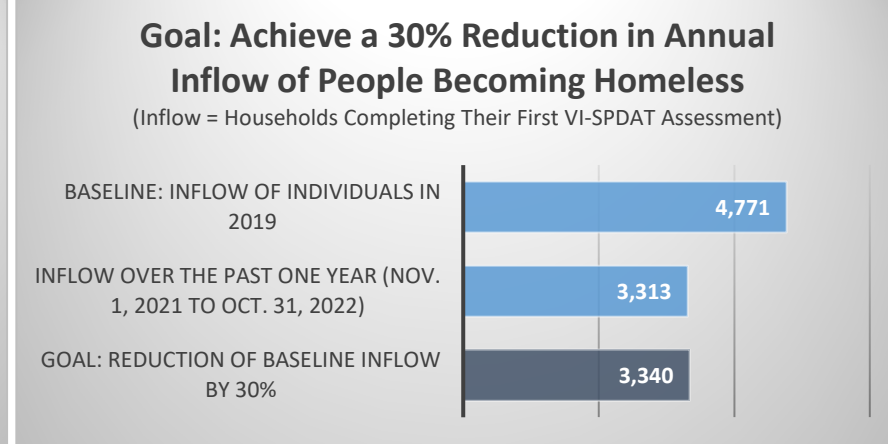
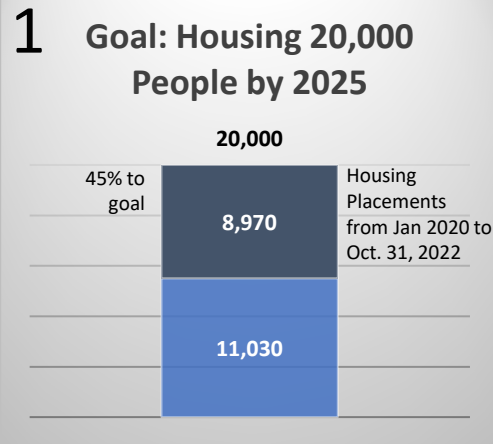
Office of Supportive Housing
Supportive Housing System
Dashboard

November 1, 2021 –
October 31, 2022

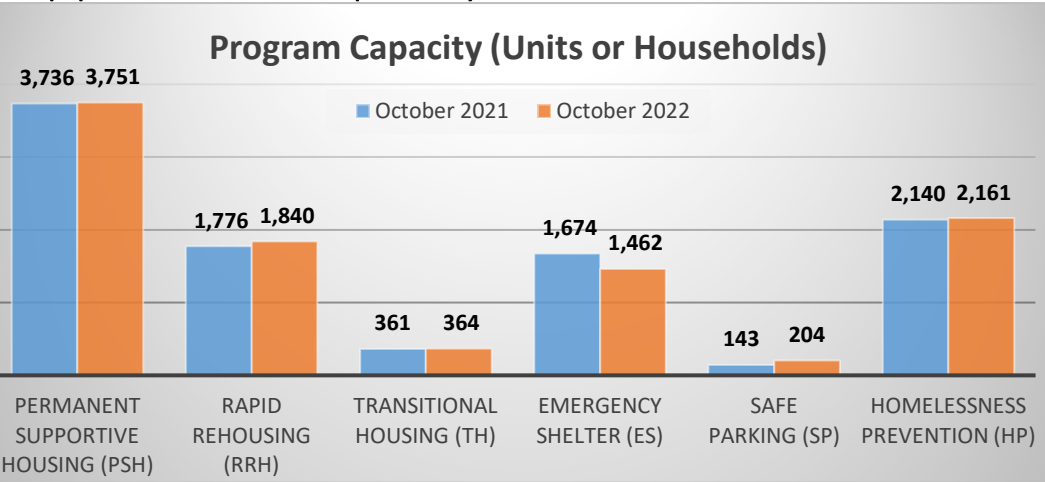
The 2020-2025 Community Plan to End Homelessness

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.

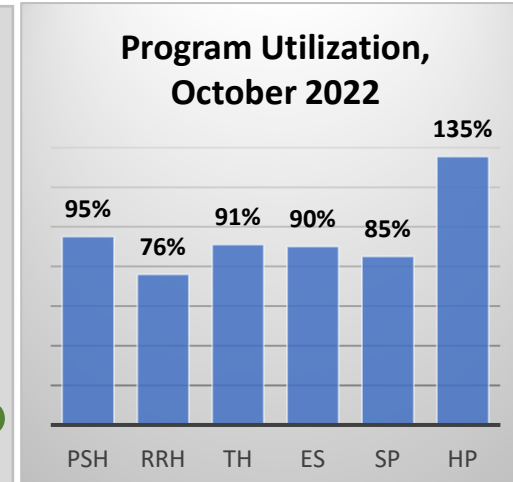
Appendix A: Community Plan Goals



Appendix B: Capacity and Utilization as of 10/31/2022

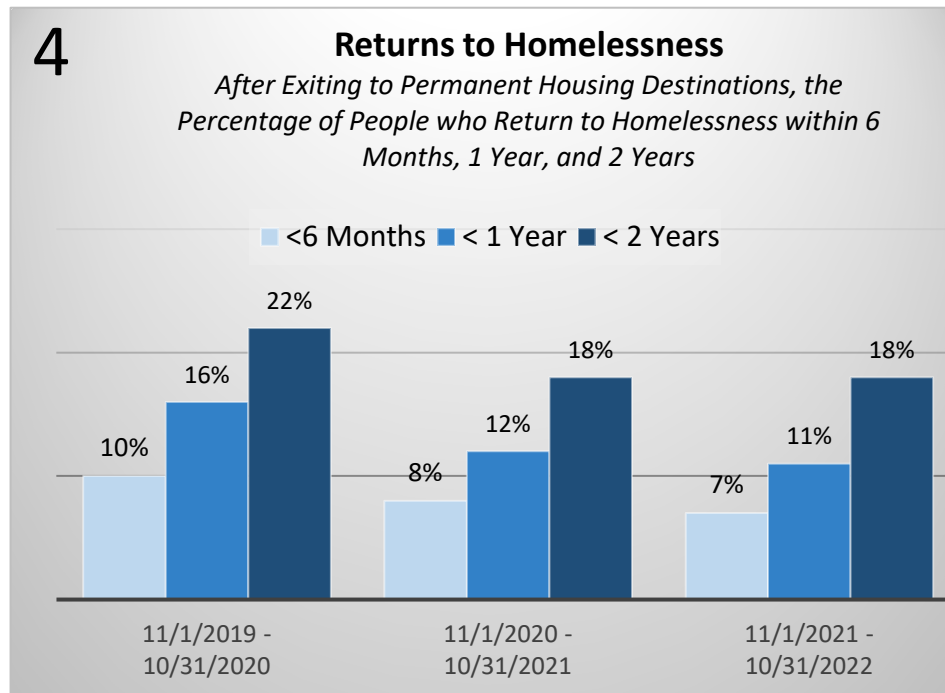
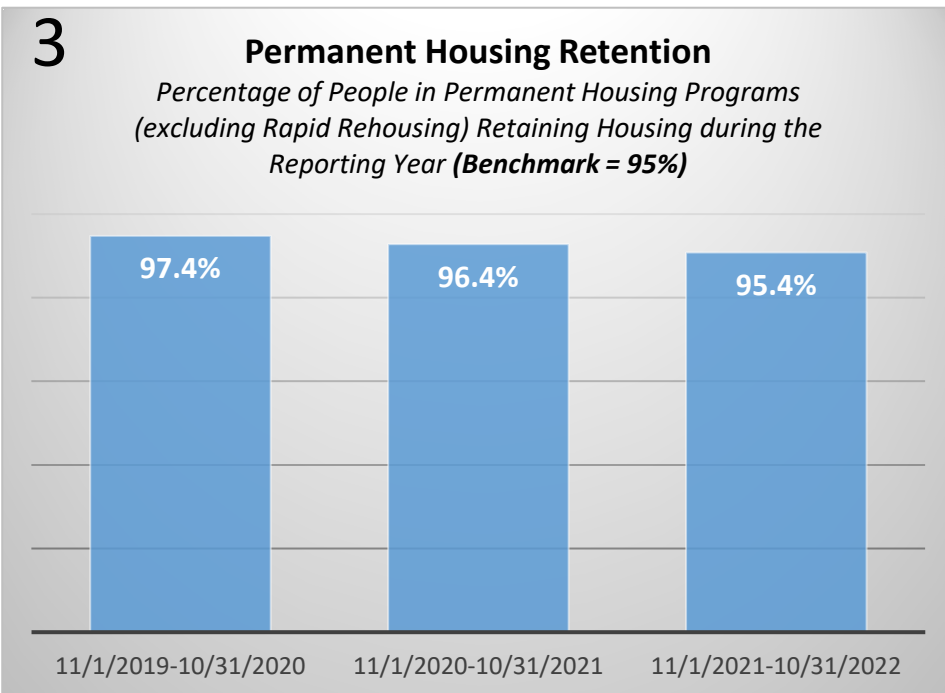
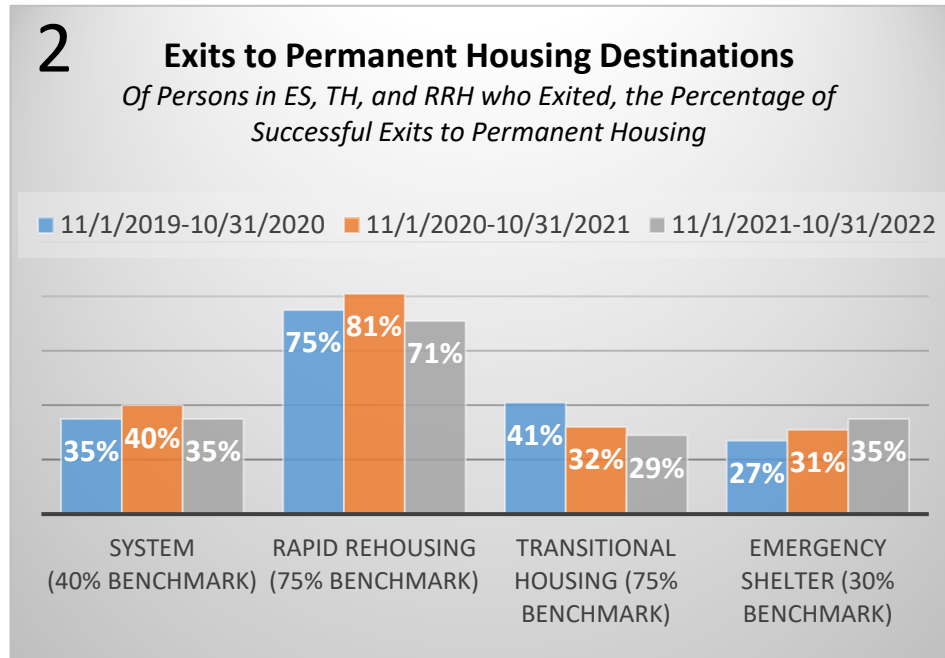
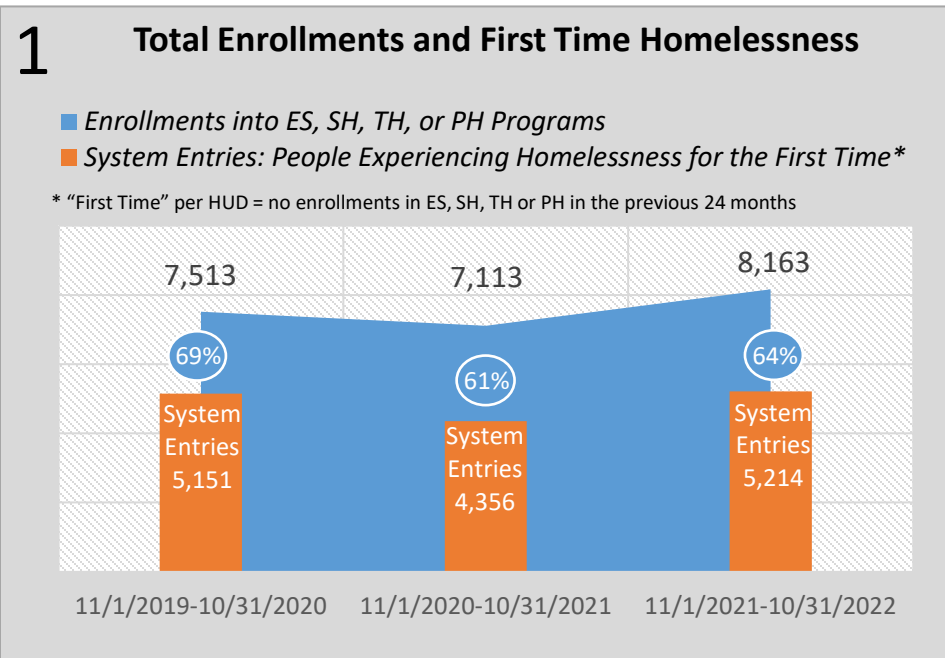


1,039 Total Housing Units (595 PSH, 369 RRH, and 75 VASH) Under Construction or in the Pipeline Approved by the Board



- Utilization: PSH, RRH are point-in-time utilization on October 31, 2022. TH and ES data reflects utilization for the month of October 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.

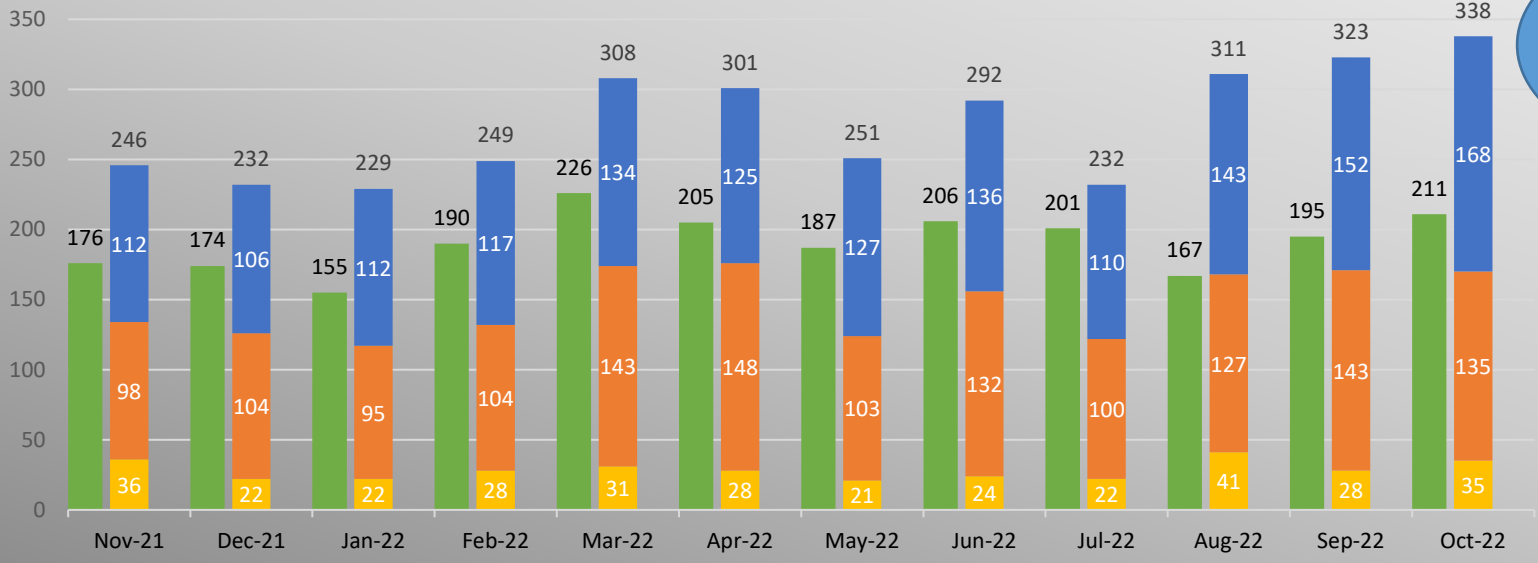
Appendix C: System Performance Measures



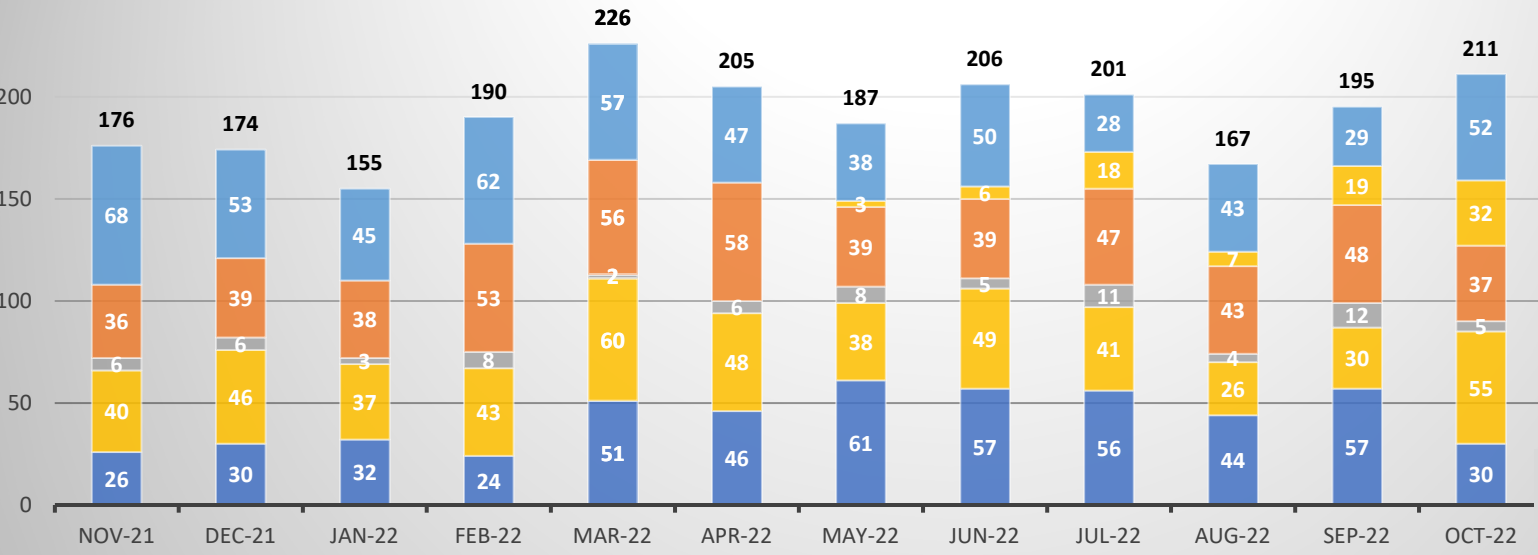
Appendix D: Housing Placements and Inflow by Month

Monthly Housing Placements vs. Homeless Inflow

Over the Past 1 Year:
 Approximately 2,293
 Households Housed
 and 3,312 First Time
 VI-SDPAT
 Assessments



Monthly Housing Placements from Project Types



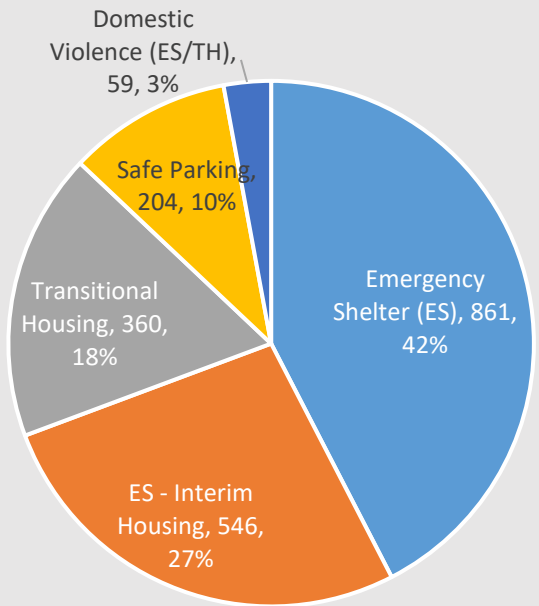
- Permanent Supportive Housing
- PH - Housing Only (EHV)
- Rapid Rehousing
- Transitional Housing
- Emergency Shelter
- Other

Note: PSH housing placements include VASH

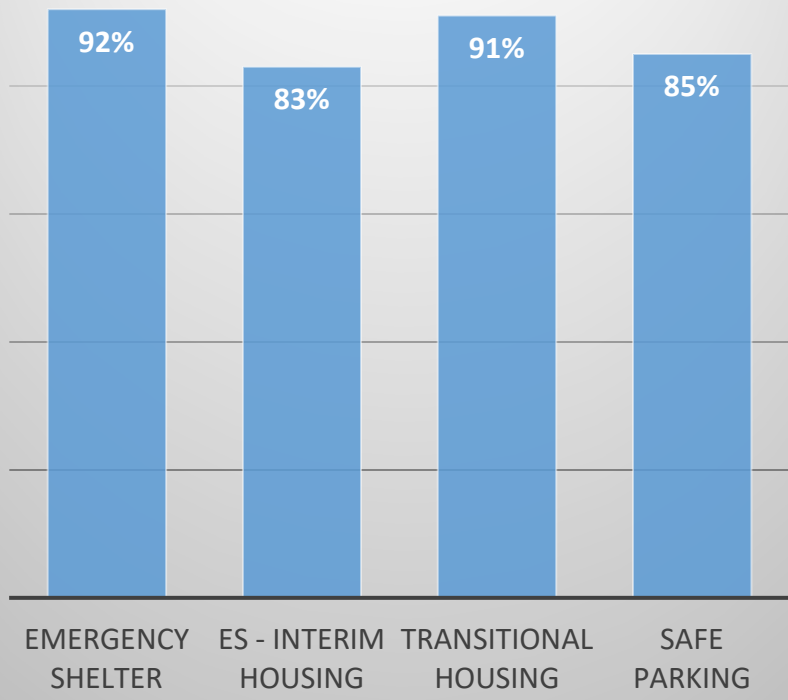
Appendix E: Temporary Housing Capacity and Utilization as of October 31, 2022

Temporary Housing Program Capacity (Units or Households)

Total = 2,030

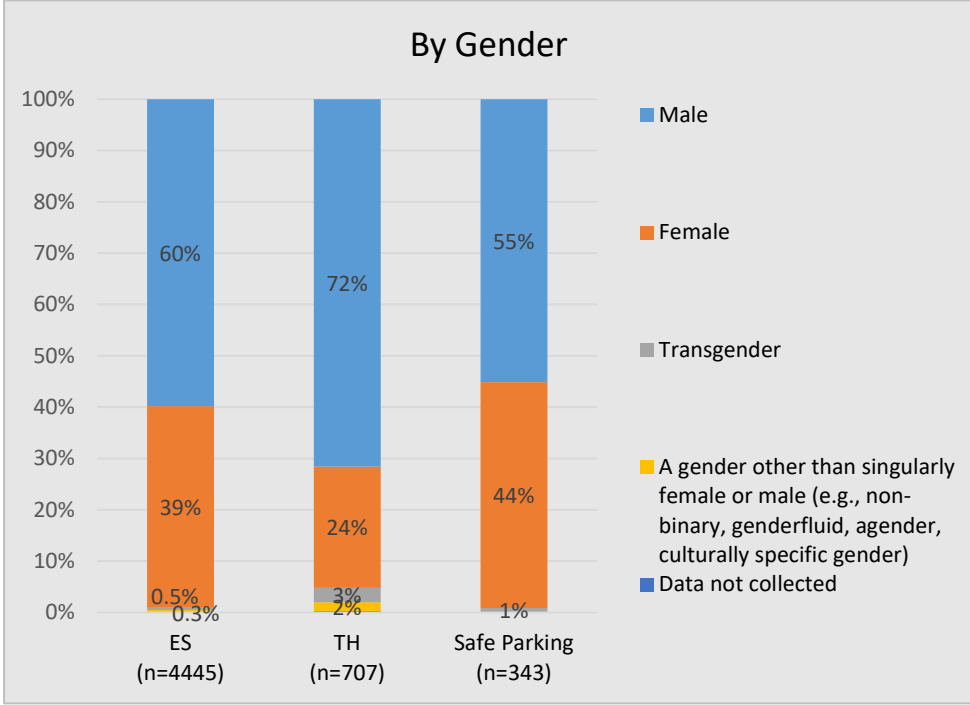
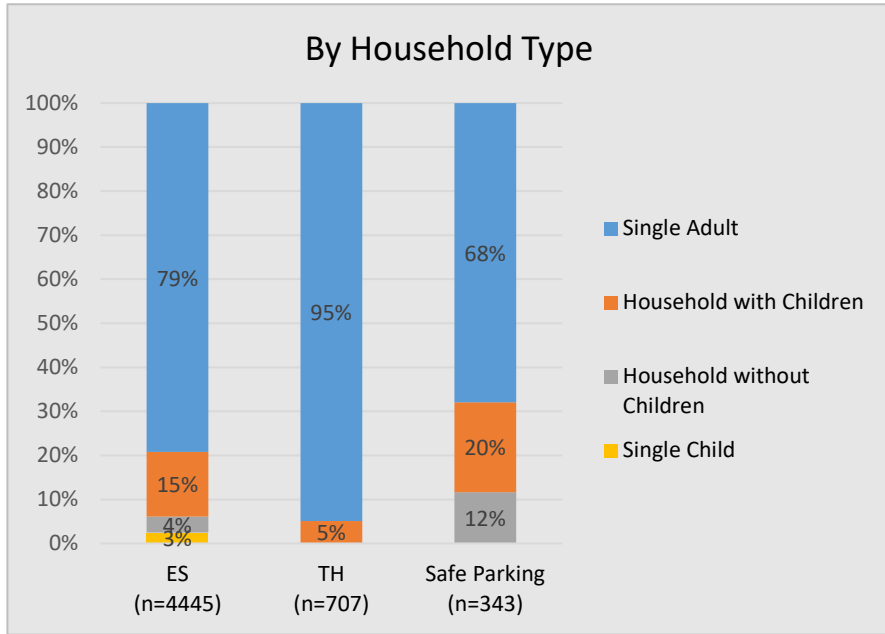
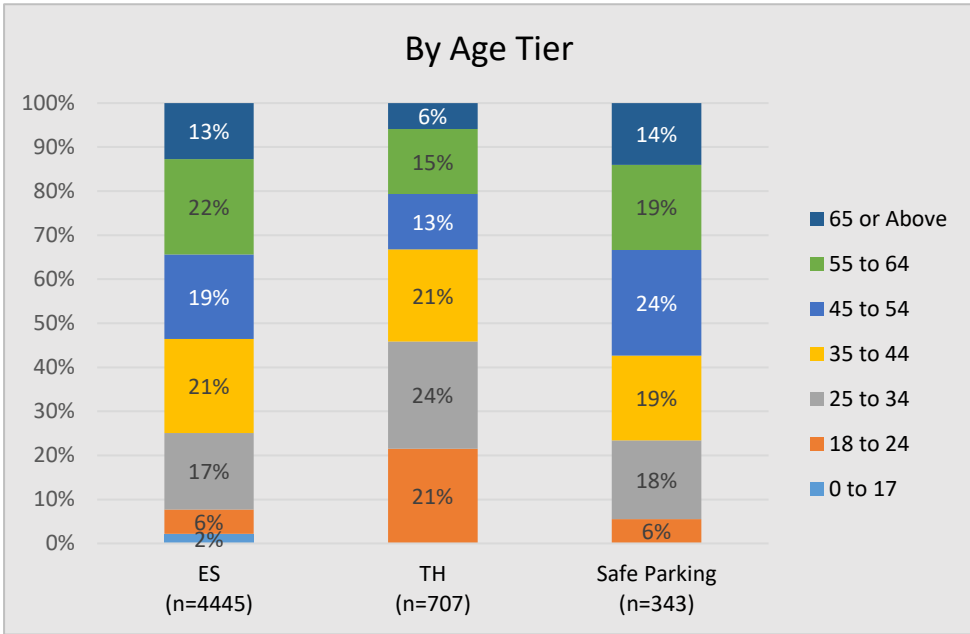


Temporary Housing Utilization

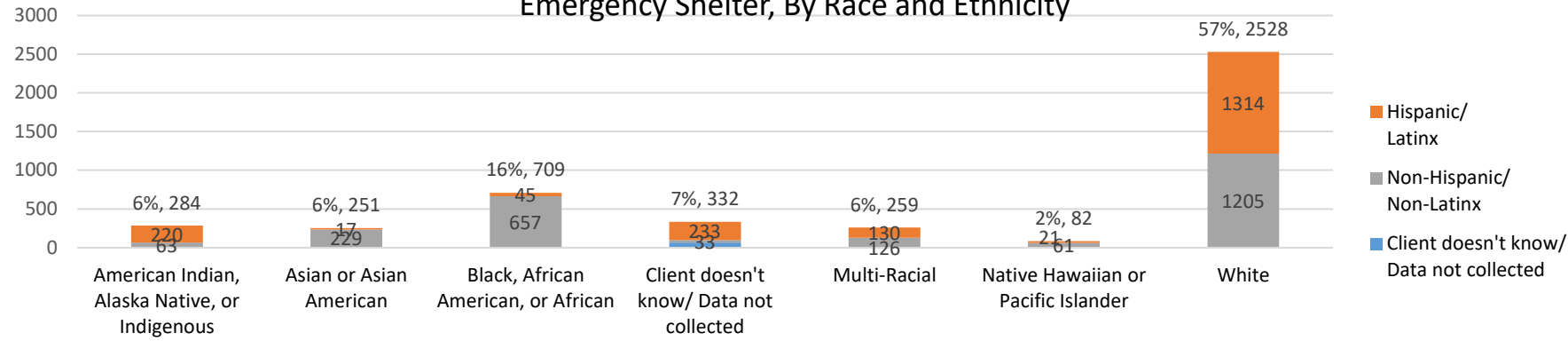


Note: Domestic Violence ES/TH housing utilization is excluded; Data is not recorded in HMIS in compliance with HUD safety and confidentiality provisions.

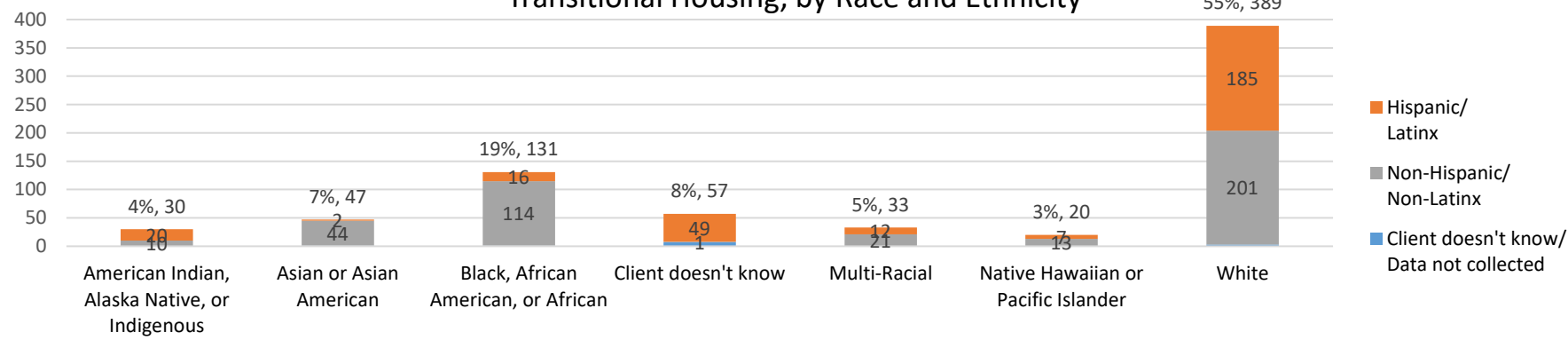
Appendix F: Temporary Housing Household Demographics (Enrolled between 11/1/2021 to 10/31/2022)



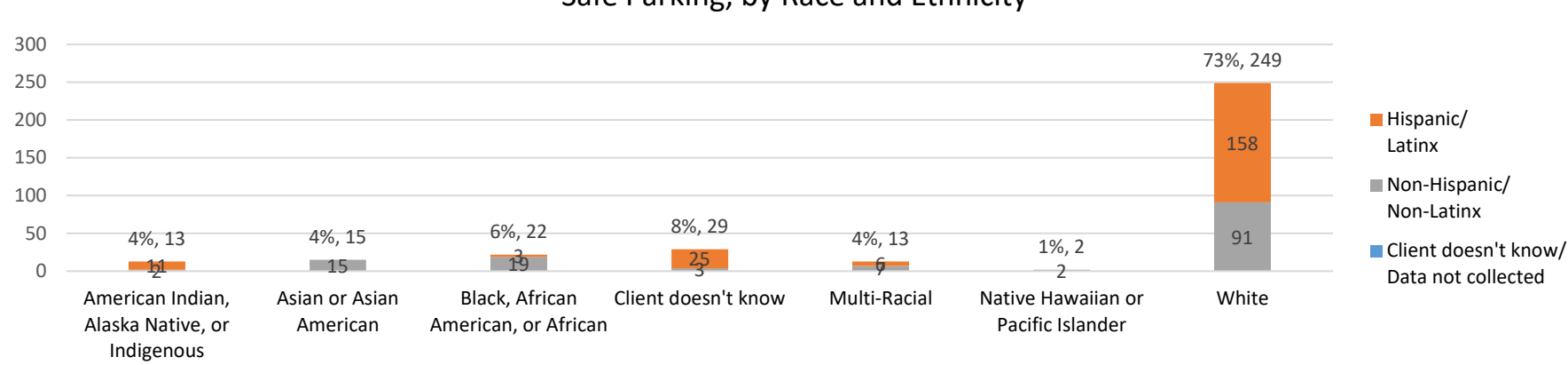
Emergency Shelter, By Race and Ethnicity



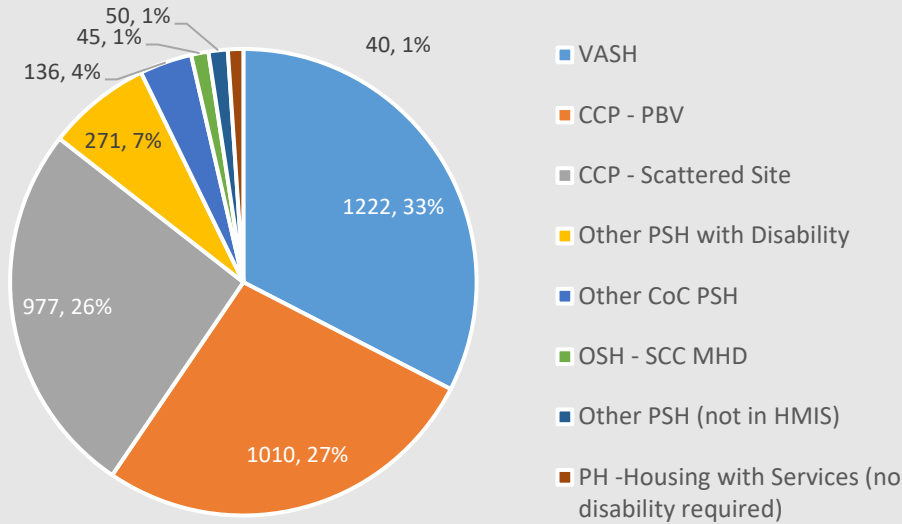
Transitional Housing, by Race and Ethnicity



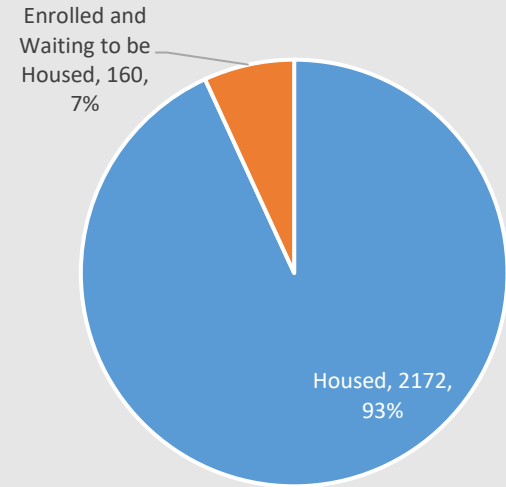
Safe Parking, by Race and Ethnicity



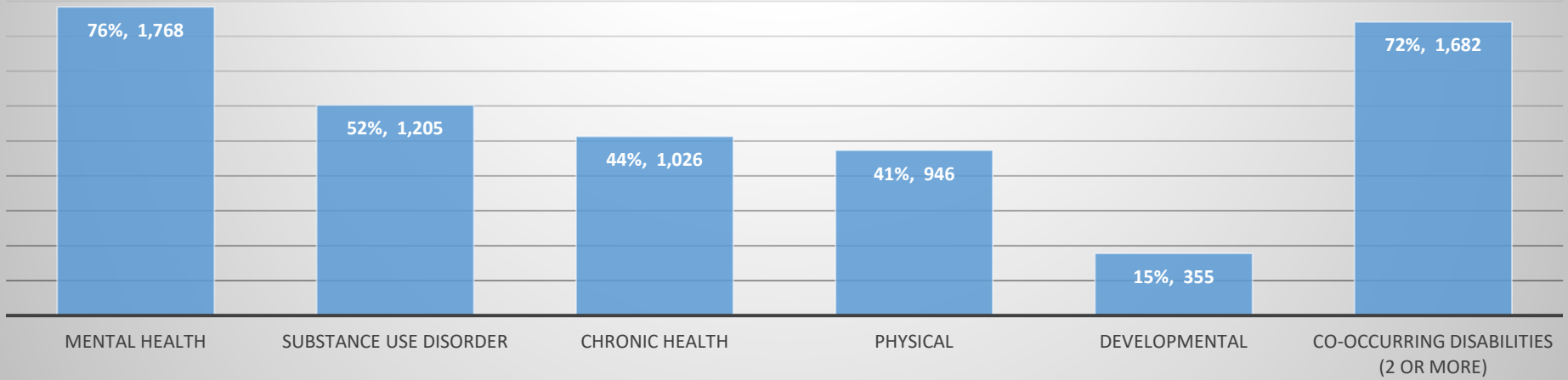
1 Total PSH Capacity = 3,751



2 PSH Housing Status (For 2,331 Households in HMIS)

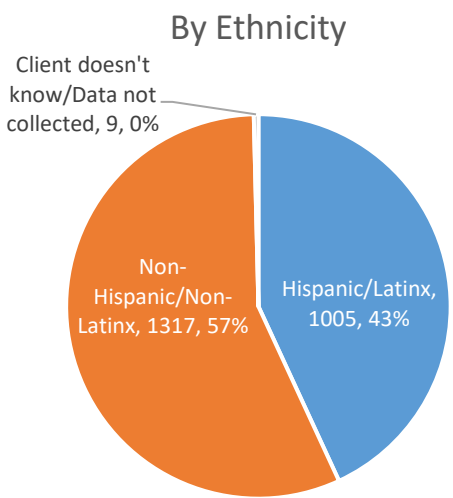
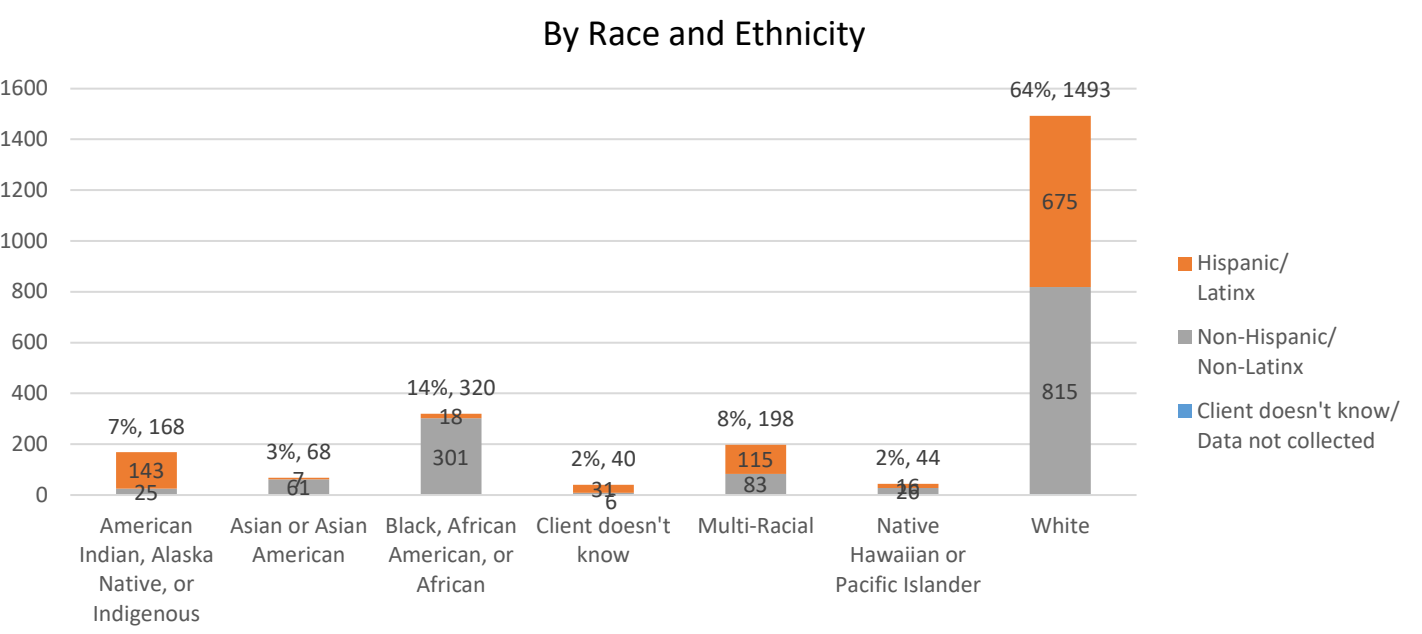
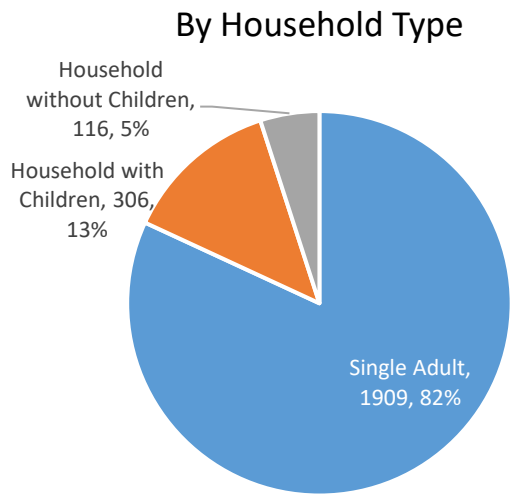
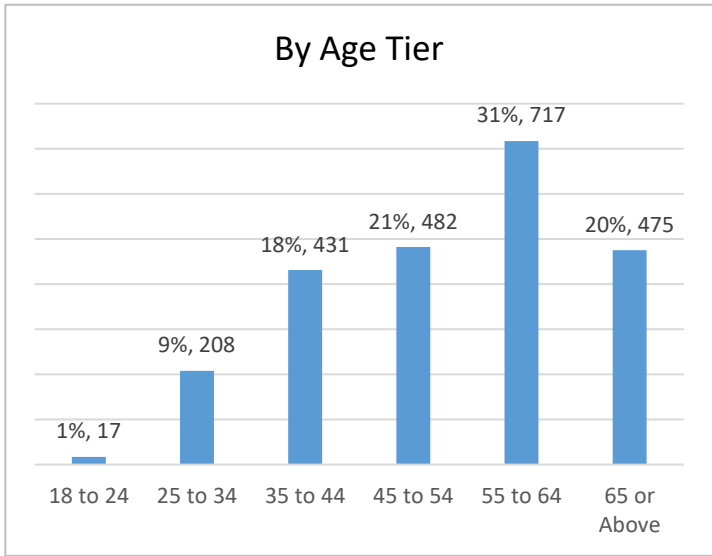
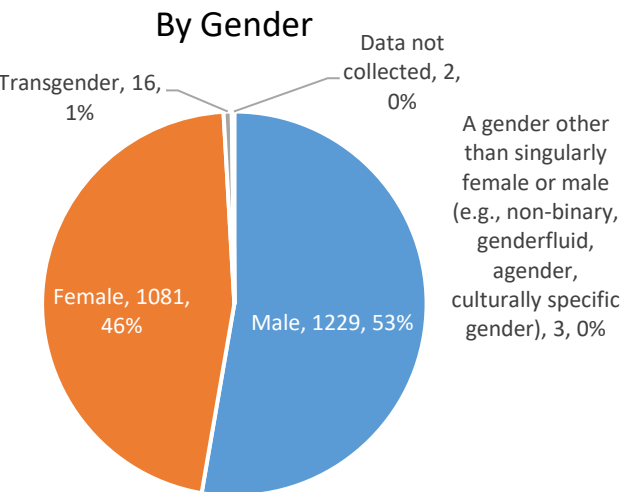


3 Self-Reported Disability Status for 2,331 Households Currently Enrolled in PSH



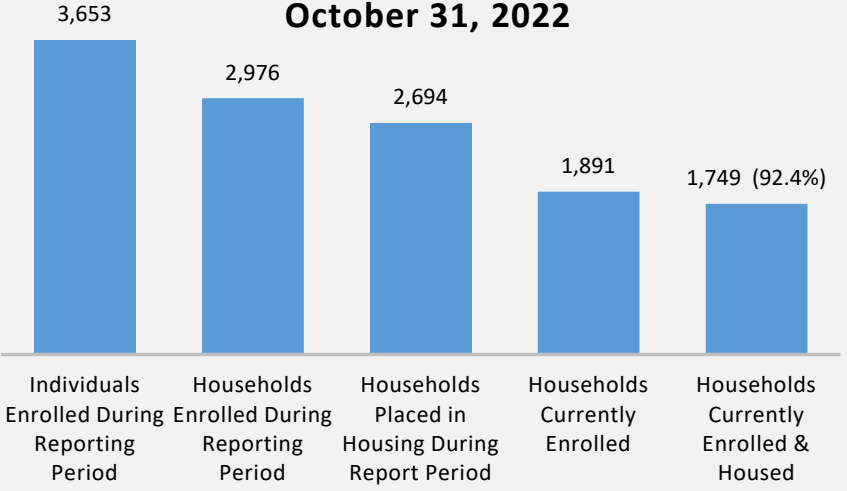
Appendix I: PSH Demographic Information – October 31, 2022

Demographics for 2,331 Households Currently Enrolled in PSH Programs

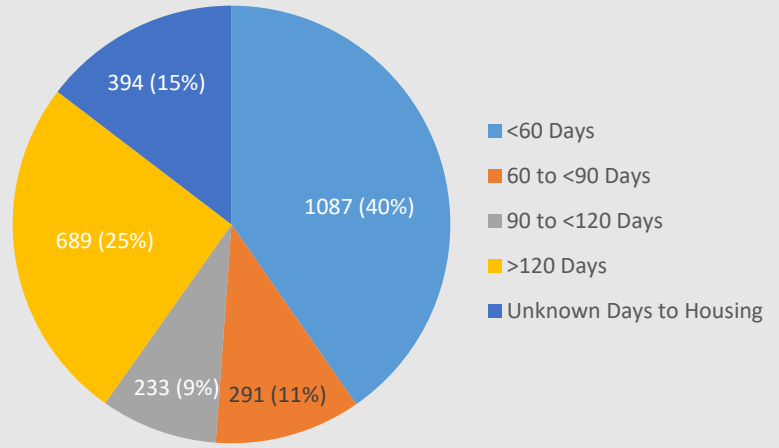


Appendix J: CCP Enrollments and Retention as of October 31, 2022

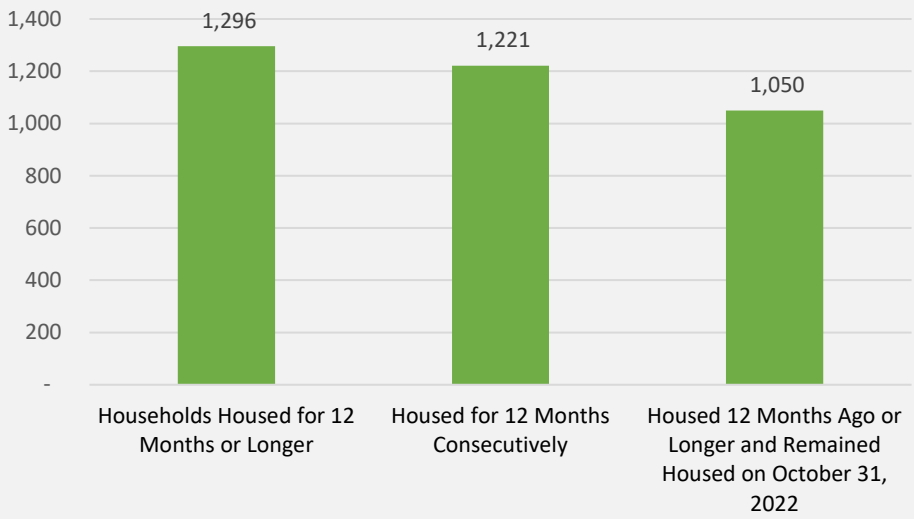
CCP Programs - Total Number of Households, July 1, 2011 through October 31, 2022



2 Number of Days to Housing



Annual CCP Housing Retention from Nov 1, 2021 to Oct 31, 2022
Retention Rate: $1,221/1,296 = 94.2\%$



Households Connected to Medical Home and Behavioral Health Services

