

# County of Santa Clara

## Office of Supportive Housing

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November 6, 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 October 2022 and September 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 Veterans 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 12,543 individuals since January 2020, 63% 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 October 2022 to September 2023 reporting period is 4,179 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, Homelessness Prevention (103%), Permanent Supportive Housing (95%), and Emergency Shelter (87%) have the highest utilization for the reporting period.

While capacity across many programs has remained relatively stable over the past year, the efforts to expand emergency shelter capacity across the county have resulted in a 37% increase in units. Permanent Supportive Housing capacity has increased by 8% over the past year and there are 1,126 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 (SPM), benchmarks for which are determined in coordination with community partners on an annual basis. Note that the data in appendix C has not been updated for the most recent month. The SPM report is captured in the Homelessness Management Information System (HMIS), the standards for which were recently updated by the US Department of Housing and Urban Development (HUD). OSH expects the update to be completed for the December report to HLUET. The prior month's data is provided for reference.

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). In the month of September 2023, 103 households were housed in PSH programs, which included housing placements at Agrihood Senior Apartments in the City of Santa Clara and Sango Court Apartments in the City of Milpitas. Over the past one year, approximately 2,409 households have been permanently housed and 4,179 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, 1.7 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 20% over the past year with a greater proportion being families with children compared to one year prior. The need remains high with 401 households becoming homeless for the first time in September 2023 as shown in the upper chart, and annual inflow increasing by 29% compared to the previous 12 months.

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 with over 1000 units of PSH and RRH units under construction or in the pipeline, the OSH expects placements into permanent housing to increase in the coming months.

## Veterans Housing Programs

Appendices E, F, and G include data related to veterans served in the County's homelessness system. The County, in collaboration with the City of San José, the Housing Authority, and Destination: Home, initiated the *All the Way Home* campaign in 2015. This collaboration continues to partner with the community's consortium of service providers with the aim of ending veteran homelessness. Veterans are housed using a variety of supports and initiatives, including landlord incentives and federal programs such as the Veteran Affairs Supportive Housing Program (VASH) and the Supportive Services for Veterans and Families (SSVF) program.

Highlights from the County's efforts to end homelessness for veterans include the following:

- As illustrated in Chart 1 of Appendix E, since November 2015, 2,727 veterans in Santa Clara County moved from homelessness to housing. Just over half of veterans who were housed received assistance from the VASH program, and more than 20% were supported via the SSVF program.
- Chart 2 in Appendix E indicates that overall, veterans exited programs into permanent housing at a higher rate than the system-wide population. Specifically for transitional housing and rapid rehousing programs veterans exited into permanent housing destinations at the rate of 45% and 79%, respectively. Veterans show lower exit rates to permanent housing destinations from Emergency Shelter programs compared to the system-wide population (30% versus 41%, respectively).
- Chart 3 in Appendix E shows that permanent supportive housing retention for veterans is slightly higher (97%) than for total PSH households (95%) for the annual reporting period. The retention rate is defined as the number of households housed consecutively for 12 months as a proportion of households housed 12 months ago or longer.
- Chart 1 in Appendix F shows that the number of veterans placed into permanent housing consistently exceeds the number of homeless veterans seeking assistance for the first time. In the last 12 months, 133 veterans (an average of 11 per month) have sought housing assistance for the first time. During the same period, 286 veterans (an average of 23 per month) have been placed in permanent housing. This trend reflects the County's continuing robust efforts to end veteran homelessness.

- Charts 2 and 3 in Appendix F show characteristics of 368 unhoused veterans who are currently on the Veteran Master List (aka the Veteran By-Name-List). The Veteran Master List shows veterans who are active in the County of Santa Clara within the last 180 days and who may not be on any housing queue but are accessing services in the community. The Master List is closely monitored by the Veterans Administration (VA) and is utilized mostly for outreach purposes to try to engage unhoused veterans and connect them, if willing, to VA services. The Master List was designed as a tool to gauge progress toward ending veteran homelessness to ensure that all veterans in our community are offered and matched to a housing track.

Nearly 60% of veterans on the Master List reported a mental health disability and nearly half reported physical and chronic health disabilities. Identifying housing opportunities for clients with severe disabilities remains a challenge. Nearly half (47%) of veterans on the Master List score in the PSH level of intervention based on their most recent assessment score. Additional demographics of veterans on the Master List are shown in Appendix G.



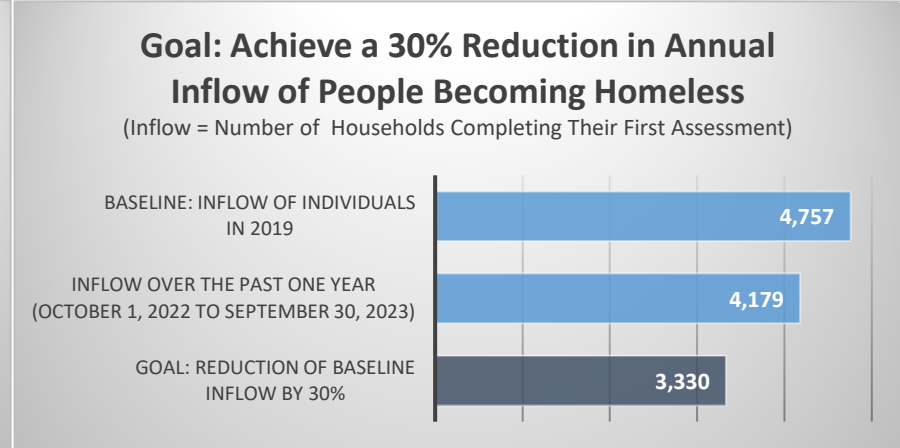
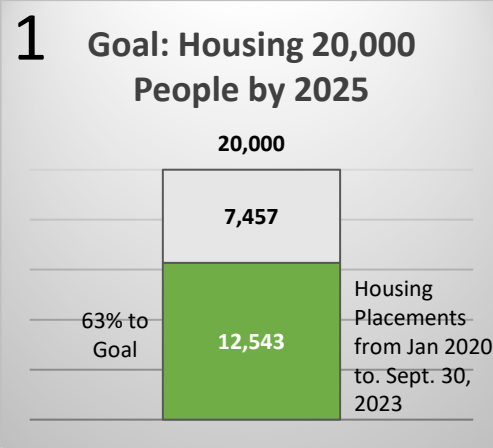
Office of Supportive Housing  
Supportive Housing System  
Dashboard

October 1, 2022 –  
September 30, 2023

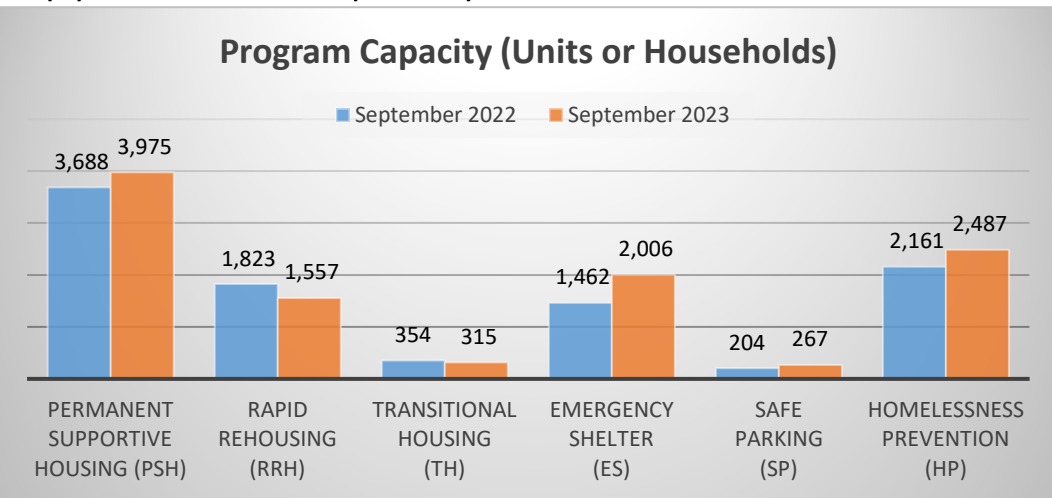
### The 2020-2025 Community Plan to End Homelessness

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

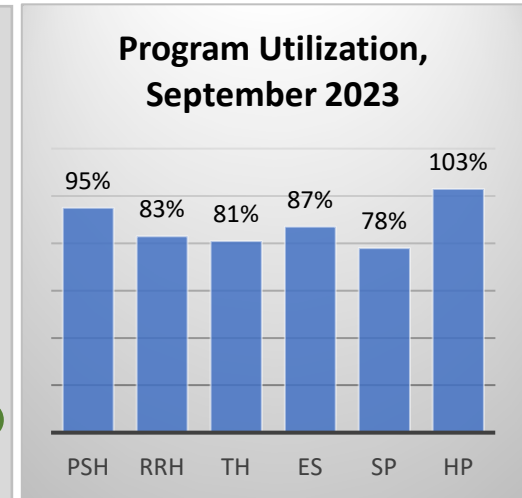


## Appendix B: Capacity and Utilization as of 9/30/2023



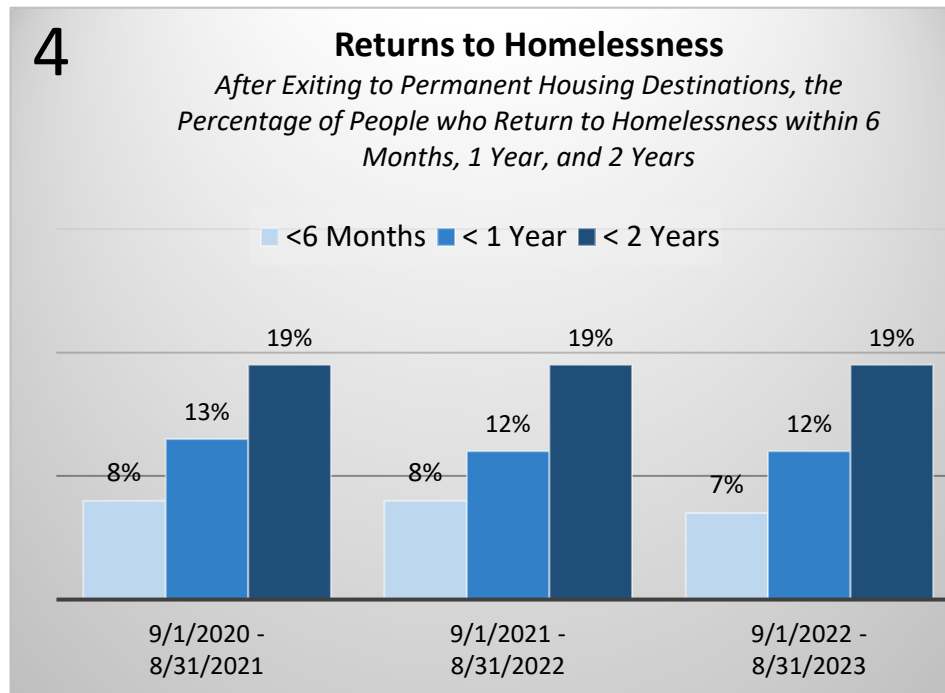
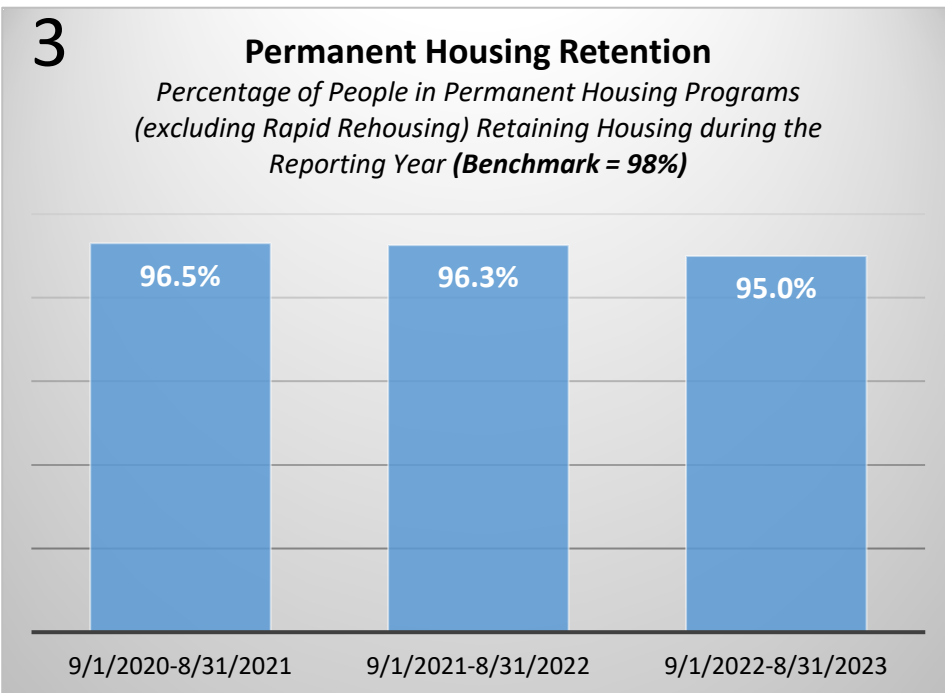
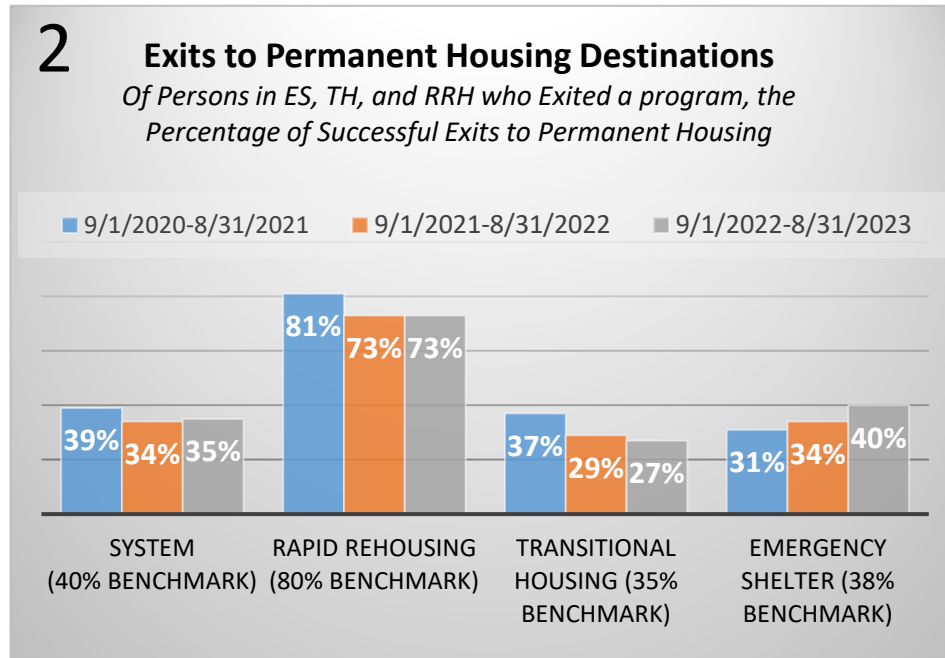
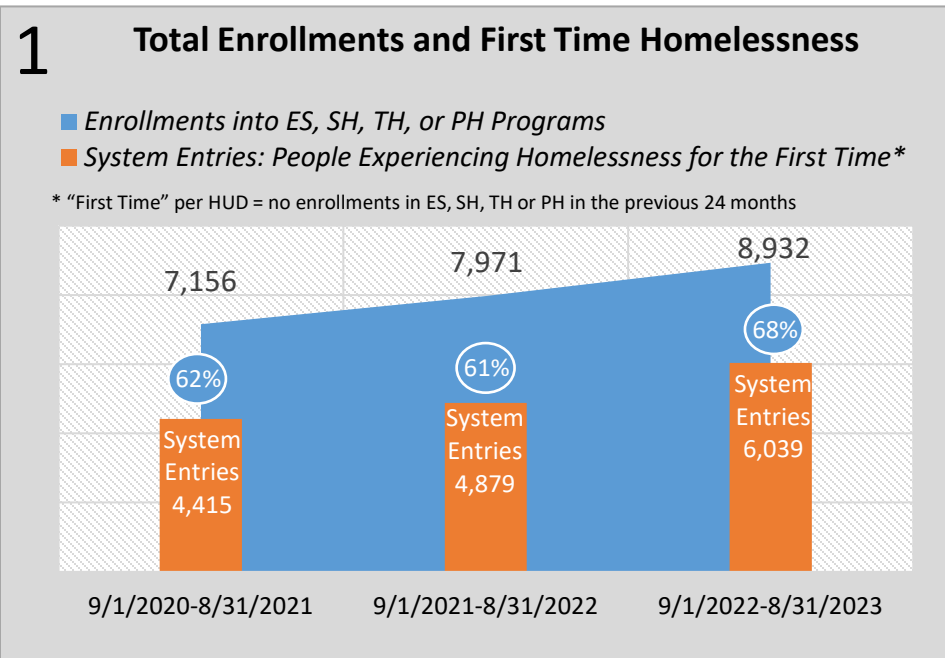
### Under Construction or in the Pipeline Approved by the Board

1,126 Total Housing Units (494 PSH, 496 RRH, 50 VASH, and 109 I/DD)



- Utilization: PSH is point-in-time utilization on September 30, 2023; TH and ES data reflects utilization for the month of August 2023 due to not yet updated HMIS reports with 2024 data standards; RRH, 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.

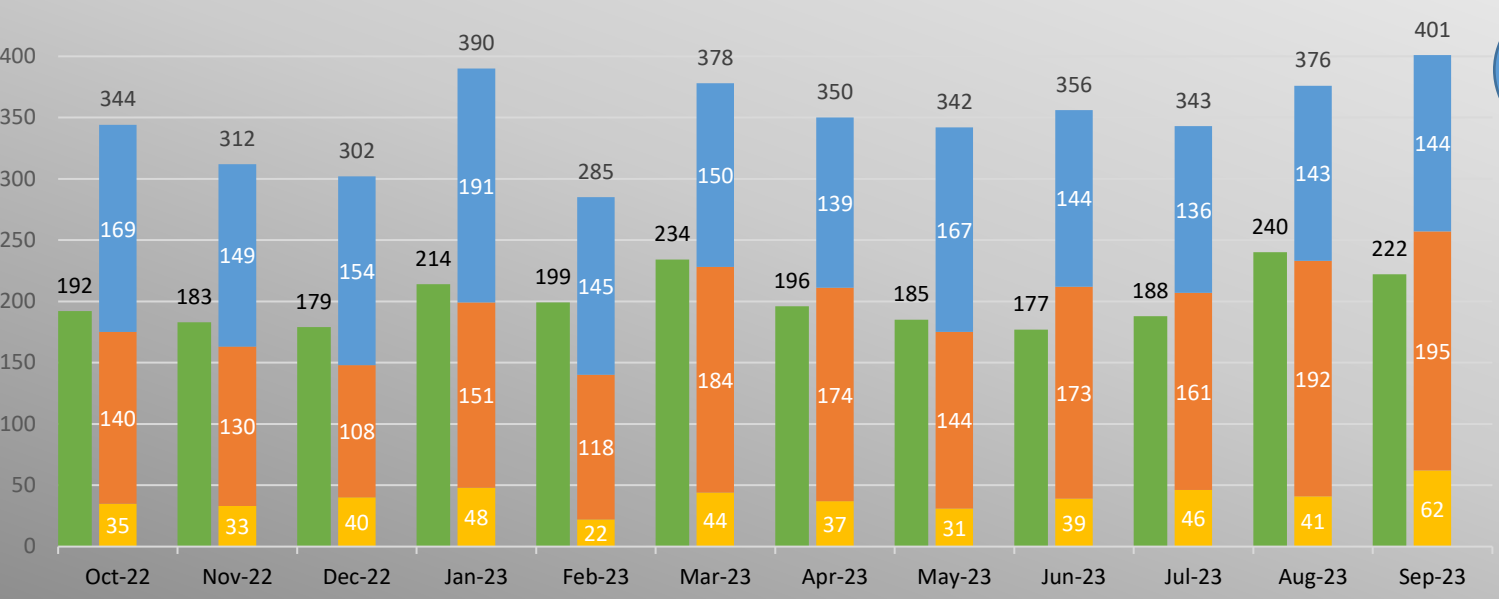
# Appendix C: System Performance Measures



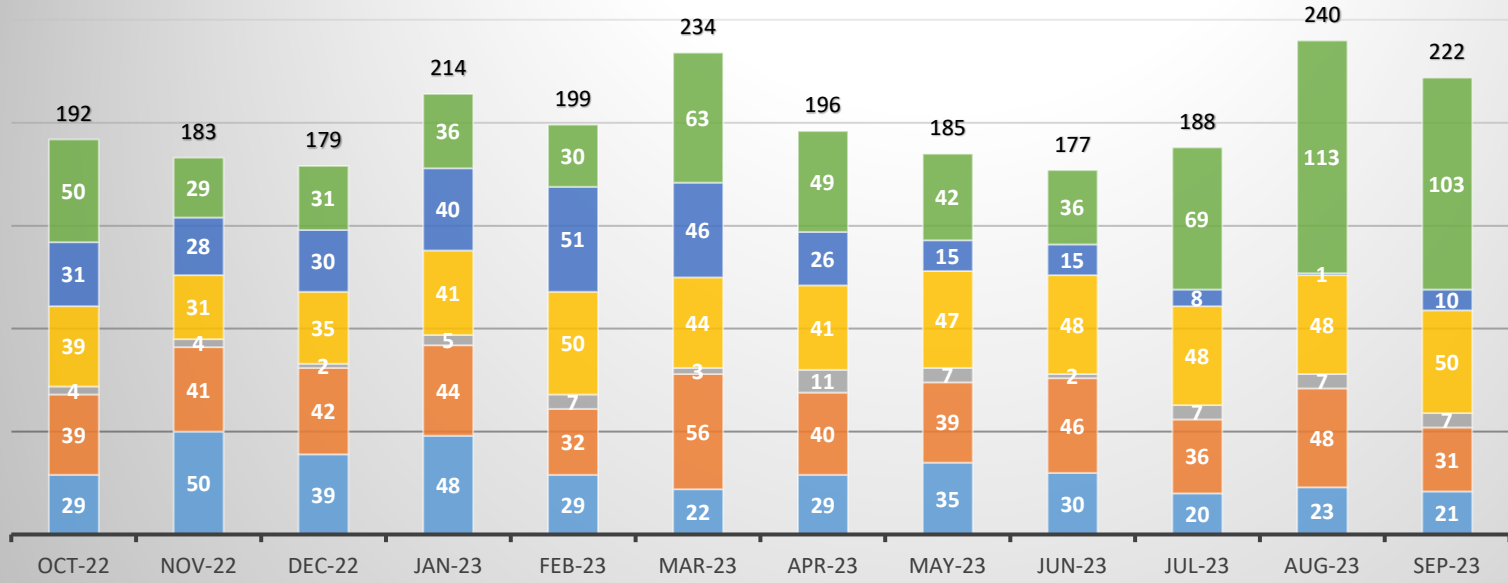
# Appendix D: Housing Placements and Inflow by Month

## Monthly Housing Placements vs. Homeless Inflow

Over the Past 1 Year:  
 Approximately 2,409  
 Unduplicated  
 Households Housed  
 and 4,179 First Time VI-  
 SPDAT Assessments



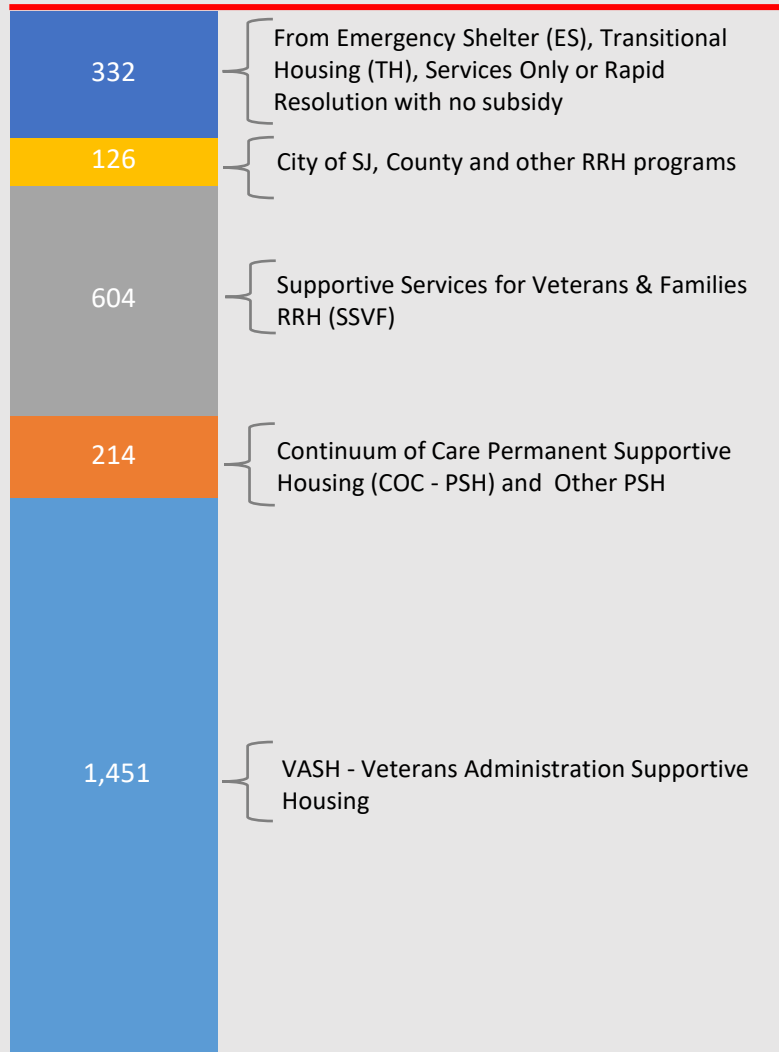
## Monthly Housing Placements from Project Types



# Appendix E: Veterans Housed, Permanent Exits and Housing Retention

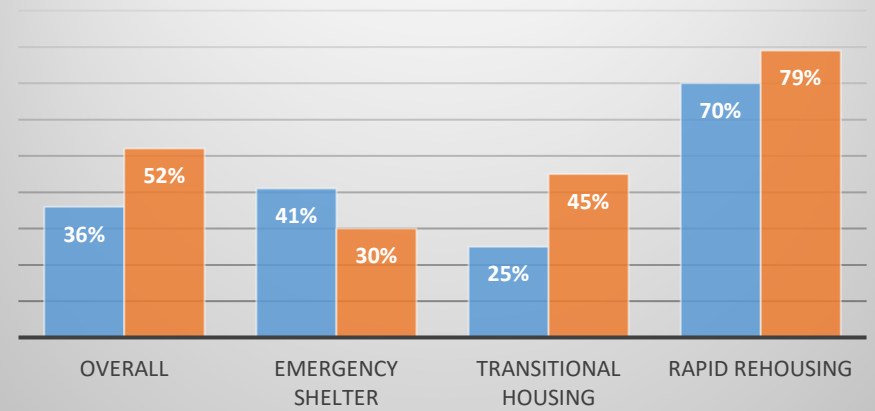
## 1 Veterans Housed by Program November 1, 2015 to September 30, 2023

**Total Veterans Housed = 2,727**

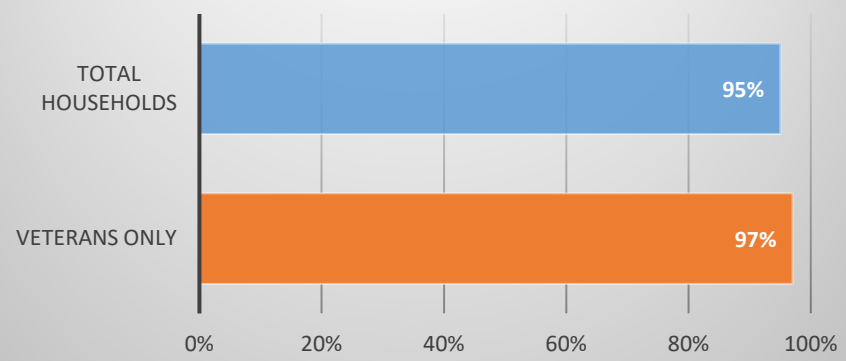


## 2 Exits to Permanent Destinations by Project Type (Oct. 1, 2022 to Sept. 30, 2023)

Overall Veterans



## 3 Permanent Supportive Housing Retention (Percent of Households Housed 12 Consecutive Months since PSH Enrollment)

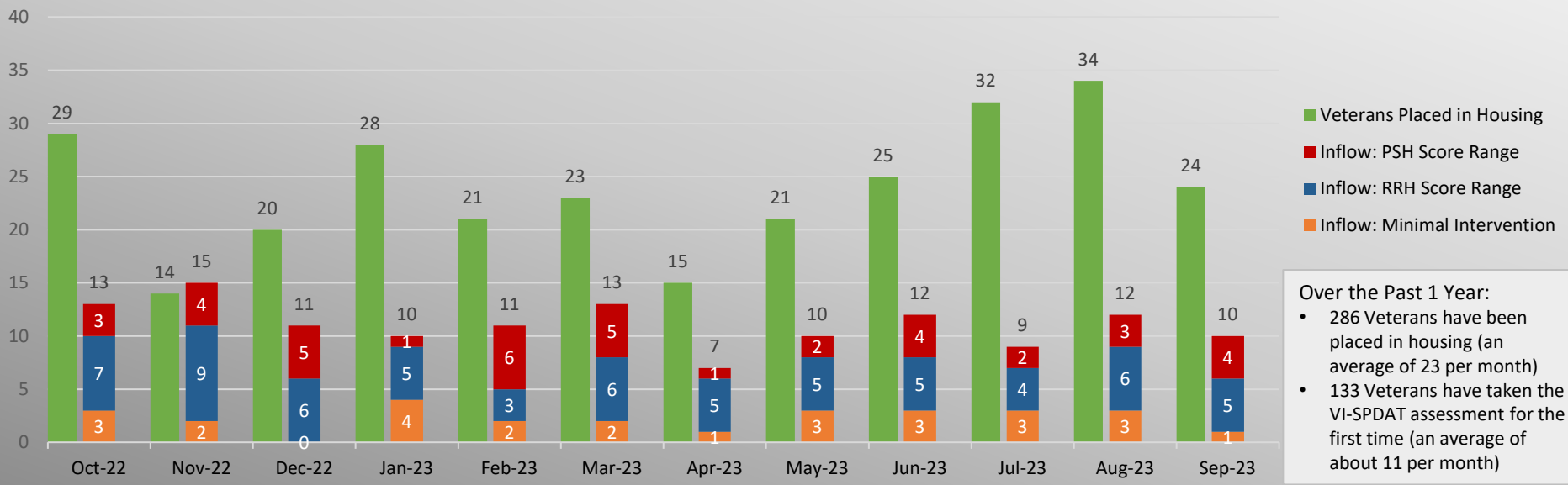




# Appendix F: Veteran Inflow, Housing Placement and Veterans Master List

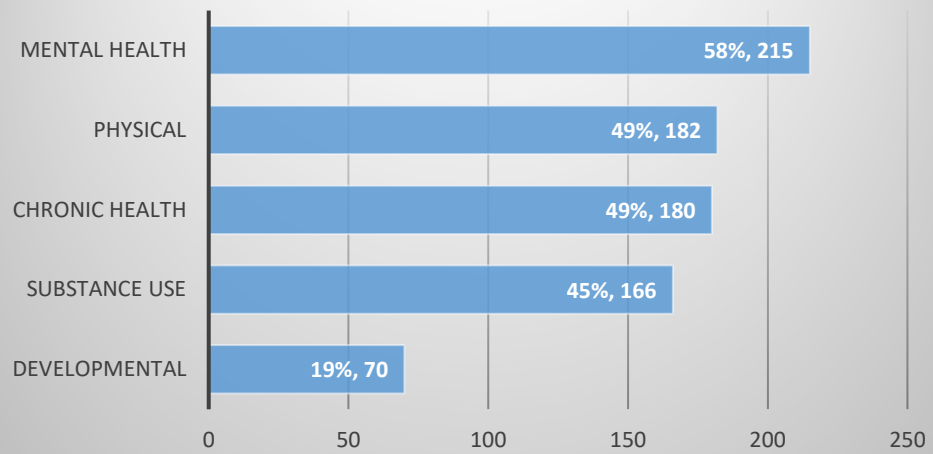
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## Veterans Monthly Housing Placements vs. Homeless Inflow (First VI-SPDAT Assessment)

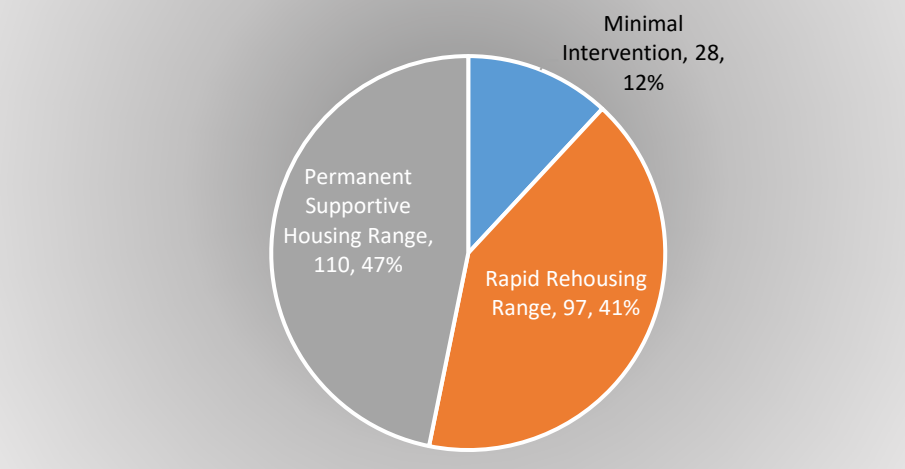


## Characteristics of 368 Unhoused Veterans Currently on Veteran Master List

2 **Self-Reported Disabilities of Unhoused Veterans on the Master List**

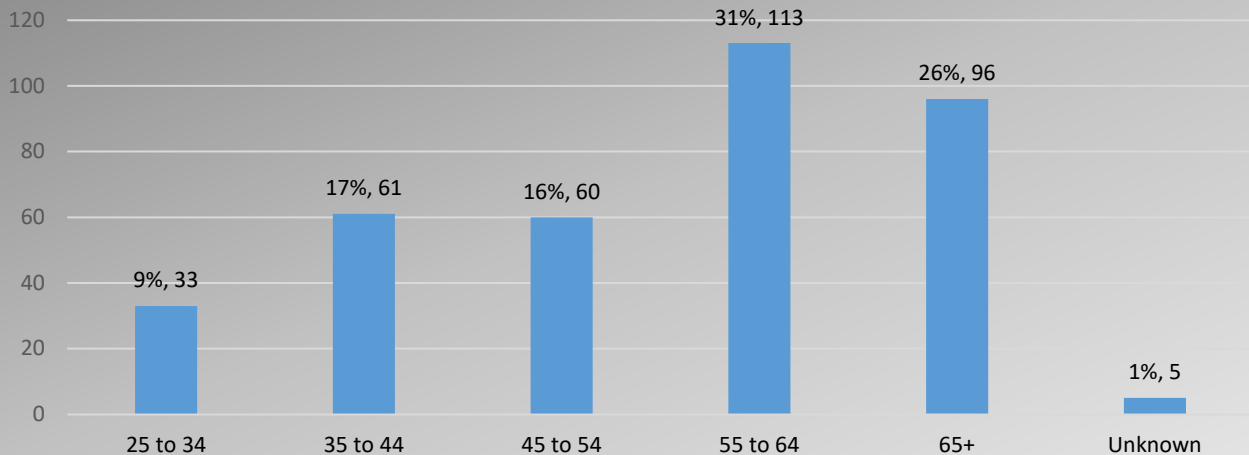


3 **By Level of Need (For 235 Veterans on the Master List who Completed a VI-SPDAT)**

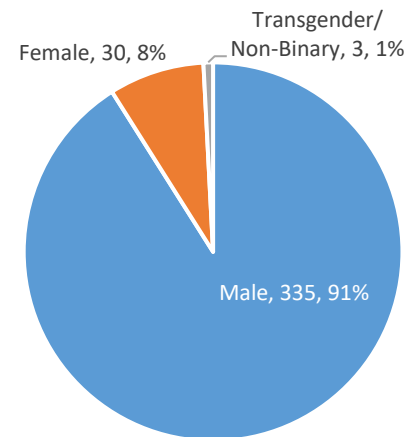


# Appendix G: Demographics for 368 Unhoused Veterans on the Master List, September 2023

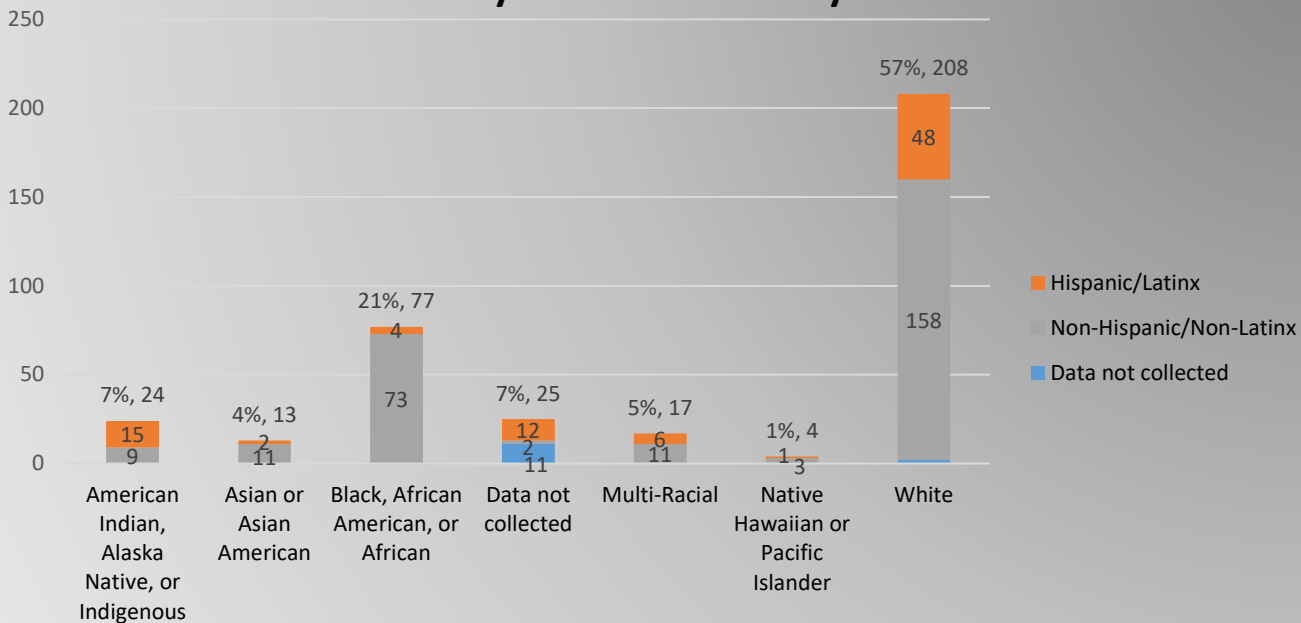
## By Age



## By Gender



## By Race and Ethnicity



## By Ethnicity

