

Youth Homelessness  
Demonstration Program (YHDP)  
System Modeling

Santa Clara

Group 1 - Front Porch

Imagine that you have the opportunity to completely redesign projects to meet the needs of young people experiencing and at-risk of homelessness.

What are the essential elements of these programs?  
 What would you keep, change, or add from existing programs?  
 Who would be served and how long would supports be needed?



Law Enforcement - trainings on how to engage and support young people who are experiencing homelessness

**Increase training for staff in programs**

Create a clear and transparent way to support young people who may need/choose to access multiple different systems (both accessing housing as well as other supports like mental health, substance use, etc.)

**decrease barriers to accessing services at each step in the system.**

Safety - making sure that people are safe in programs (specific lens on people who are victims of commercial sexual exploitation/trafficking)

Look to increase compensation for those operating programs to minimize turnover within front porch programming.

find ways to navigate confidentiality requirements to support young people as they move through programs. (e.g. MOU's consent forms, system wide communication at partner level, etc.)

Ensure that there are peer staff and they are compensated well (livable wage)

Consistently heard there is a gap of young people experiencing homelessness who are disconnected from services. Work to connect with all young people looking for support. (specific gap in south county, east san jose)

**Community cafeteria**

**24hr access to drop-in centers**

Assistance with obtaining documentation ie, birth cert, Id, SSN

- Longer Term Host Homes
- Longer Term Transitional Housing

Youth are supported from point of entry, and not left 'on hold' during eligibility check periods, etc.

Minimize the times that young people need to "retell their stories" to access services. Work to create collaboration between service providers and systems to share information that centers the

Having online options to access supports alongside drop in and outreach services

Find safe ways for young people to share different identities that they hold (sexual orientation, gender identity, etc.)

Harm reduction should a philosophy that is lived out in our front porch services

Services and programs that are available in the evening and weekends as well as locations that provide access across the entirety of the community.

**ensure there is street outreach focused on engaging young people**

**Front porch services in multiple language**

Need to make sure that transportation support is a critical and incorporated in this plan. (stand alone funding, possibly expanding beyond bus passes to be more responsive to what young people are asking for)

version	...m-sol... that require assistance and
Mobile Outreach	Program connecting youth with community resources with goals of prevention, diversion, harm reduction, and access to housing resources, including crisis housing.
-In Center	A place where youth can "drop-in" and be provided low-barrier services, including connection to housing resources and basic necessities such as clothing, showers, laundry facilities, and case management.

# Group 2 - Crisis & Short-Term Housing and Services

Imagine that you have the opportunity to completely redesign projects to meet the needs of young people experiencing homelessness.

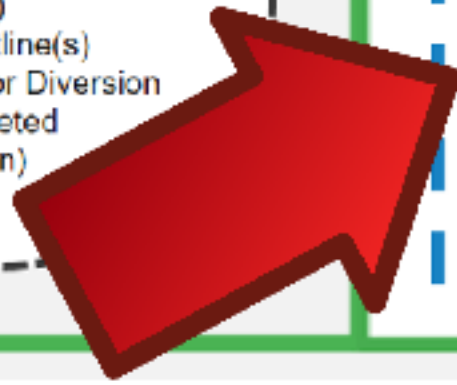
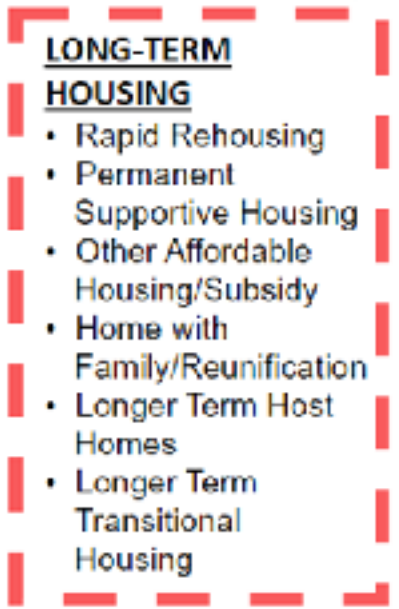
What are the essential elements of these projects?  
 What would you keep, change, or add from existing projects?  
 Who would be served and how long would services last?

## UPSTREAM PREVENTION



Staff with a variety of professional training and experiences; balance of privacy and support and not being asked to work with too many different people.

More supports and resources to establish host home options for people in the young person's network (financial stipends, landlord support, etc.)



**Rapid housing within a day or two**

Immediate access to cell phones so that consistent contact can be maintained with young people during the assessment process.

Duplicate housing options like Peacock Commons -the waitlist is long, would like a gradual transition from the program

**Respite Shelter for a few days**

Need more crisis housing options that are youth-specific.

Abode: immediate hotel placement-collected basic information and allowed the choice to finish assessments at a later time.

Flexible options that aren't limited by eligibility restrictions.

Peer navigator / Case manager to assist leading up to and throughout the transition

Hotel vouchers that aren't accessed through mandated reporters

Access to medical services.

Consistent and ongoing access to a case manager during the crisis services.

Transition Center for system-involved youth in between placements

THP+: Option extended to YYA that are not and have not been involved in child welfare

Access to mental health and counseling services.

Crisis housing options for people with emotional support animals.

Access to storage space while staying in crisis housing.

**Rapid placement**

**First Place for Youth: rapid placement within the county**

Resources to provide transportation or access to transportation.

Legal and other supports for young people at risk of deportation; training for staff on ICE involvement of young people and their families.

Shelter	Safe and affirming space that bring youth inside and connects them to long term housing solutions.
Crisis Host Homes	Short-term, family-based settings that can offer youth a safe alternative to shelter. May include options to live with existing people in their network or create connections to an unknown (but well-vetted and trained) volunteer host. Financial and support services to sustain host homes
Transitional Housing	Could be used as a crisis option, although model allows for up to 24 months of housing and services. TH is not considered permanent because a youth does not have a lease in their name. TH can look like congregate living or a residential site with master leasing. TH can adhere to best practices and be successful in connecting youth to permanent housing

Group 3 - Long-Term Housing and Services

Imagine that you have the opportunity to come to Santa Clara County to meet the needs of young people experiencing homelessness.

What are the essential components of these programs? What would you keep, change, or add from existing programs? Who would be served and how long would supports be necessary?

Provide clear communication that people can always ask for support, regardless of whether or not they have accessed services before.

Create a network of people to access support after they leave regardless of the challenge they are experiencing.

Include peer support in program to ensure that staff are well trained and have time to train and orient new people in the program.

Supports around citizenship and immigration services: connections to specific organizations as well training within programs about the basics of navigating documentation and rights that all people have.

Requirements for programs to have dedicated peer positions for young people with lived experience (PLE). And general hiring preferences for PLE and hiring process informed by and including PLE.

**FRONT PORCH**

- Outreach
- In-reach
- Drop-in(s)
- Crisis Hotline(s)
- Front Door Diversion (aka Targeted Prevention)



**LONG-TERM HOUSING**

- Rapid Rehousing
- Permanent Supportive Housing
- Other Affordable Housing/Subsidy
- Home with Family/Reunification
- Longer Term Host Home
- Long Term Transitional Housing

Examine Coordinated Entry process and how to make housing options more accessible to certain populations that are currently denied access.

Linkages to jobs and employment services and career development opportunities that build long-term economic stability after RRH assistance ends.

Access to job fairs and other employment opportunities;

Cross-county and state linkages to help young people move to other jurisdictions (when it is their choice and preference to do so)

Education partnerships; supports to finish K12 education and access higher education opportunities, community college and beyond.

Programs should have linkages to other programs throughout the system and ability to transfer young people to other programs that better meet their needs with centralized access points to get info and referrals.

Create options for shared or communal living environments for those that would prefer it.

Job and employment opportunities for refugee population that will allow them to work legally; supports for those who speak a language other than English.

Independent living workshops; support on building health relationships; supports for DV survivors.

Need flexibility for RRH to last longer than 24 months and have options to transfer to permanent supports if RRH is not successful during that timeframe.

Need to create strong pathways to permanent housing from program-based settings.

**Rapid Re-Housing**

Up to 24 months of tenancy assistance and services. Youth has own lease, therefore considered permanent. Should have a deep-array of optional services for a youth to choose.

Mentorship opportunities in the community.

Psychoeducation and other supports for individuals with substance use challenges; alternative coping skill development and supports.

Mental health services should be available in all long-term housing programs.

RRH should include life skills (including culinary supports) and financial literacy supports (quality banking options, tax prep, etc.)

Ensure access to mental health supports and provide those supports in housing that is safe and centered on young people.

What does it look like to support people for longer than 24 months? how can we elongate programs while also supporting transitions out of programs while still providing support as they leave programs.

**Housing**

Non-time limited housing and support for youth. PSH is geared towards the highest needs youth who will need long term support to sustain their employment. Can be site based or mobile.

Question about designing host home programs in Santa Clara with the reality of housing dynamics in the community.

Life skills should include financial planning and broader supports around managing money and opportunities to build savings and financial stability.

**PSH specifically for young people.**

Ensuring all services are provided in whatever language that young people are asking for.

Build a network of partner landlords across the Santa Clara community.

Ensure there is choice in who you are living in a shared space with Choice across the housing system.

Find affordable housing within RRH that are also in neighborhoods where young people feel safe and are also accessible and connected to their networks (personal, professional, etc.)

**Affordable Housing/ Subsidy**

Some youth may require ongoing employment and support. This can look like an ongoing, small amount of rental subsidy or access to affordable housing options.

# "Ideal" System Map - 18-24

Youth Leaders



Housing Crisis

"Entry Point"

Diversion

Crisis Housing

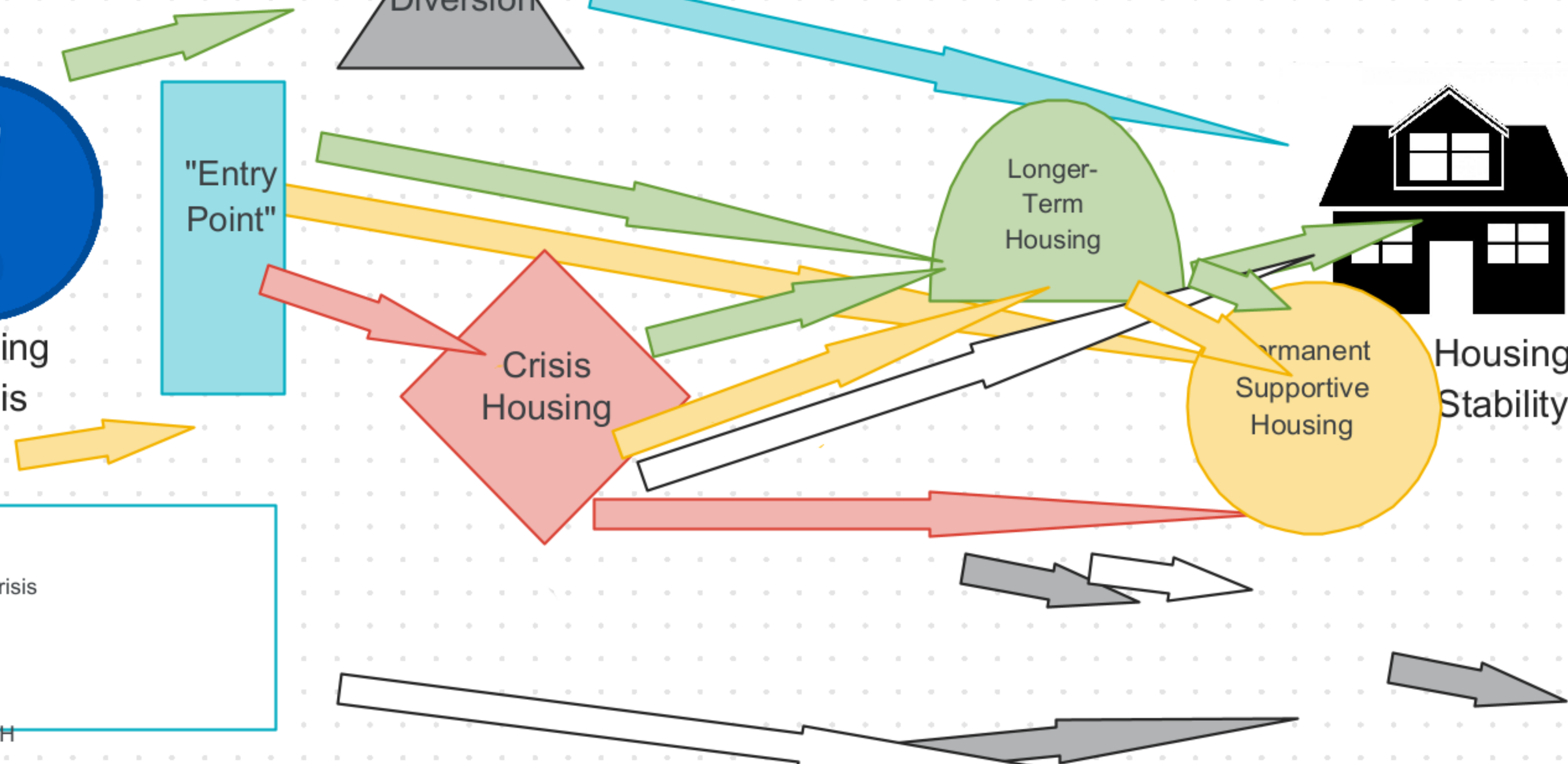
Longer-Term Housing

Permanent Supportive Housing



Housing Stability

- Notes:
- Diversion
  - Short-Term Crisis
  - PSH
  - Crisis,LT
  - Crisis, PSH
  - LT
  - Crisis, LT, PSH



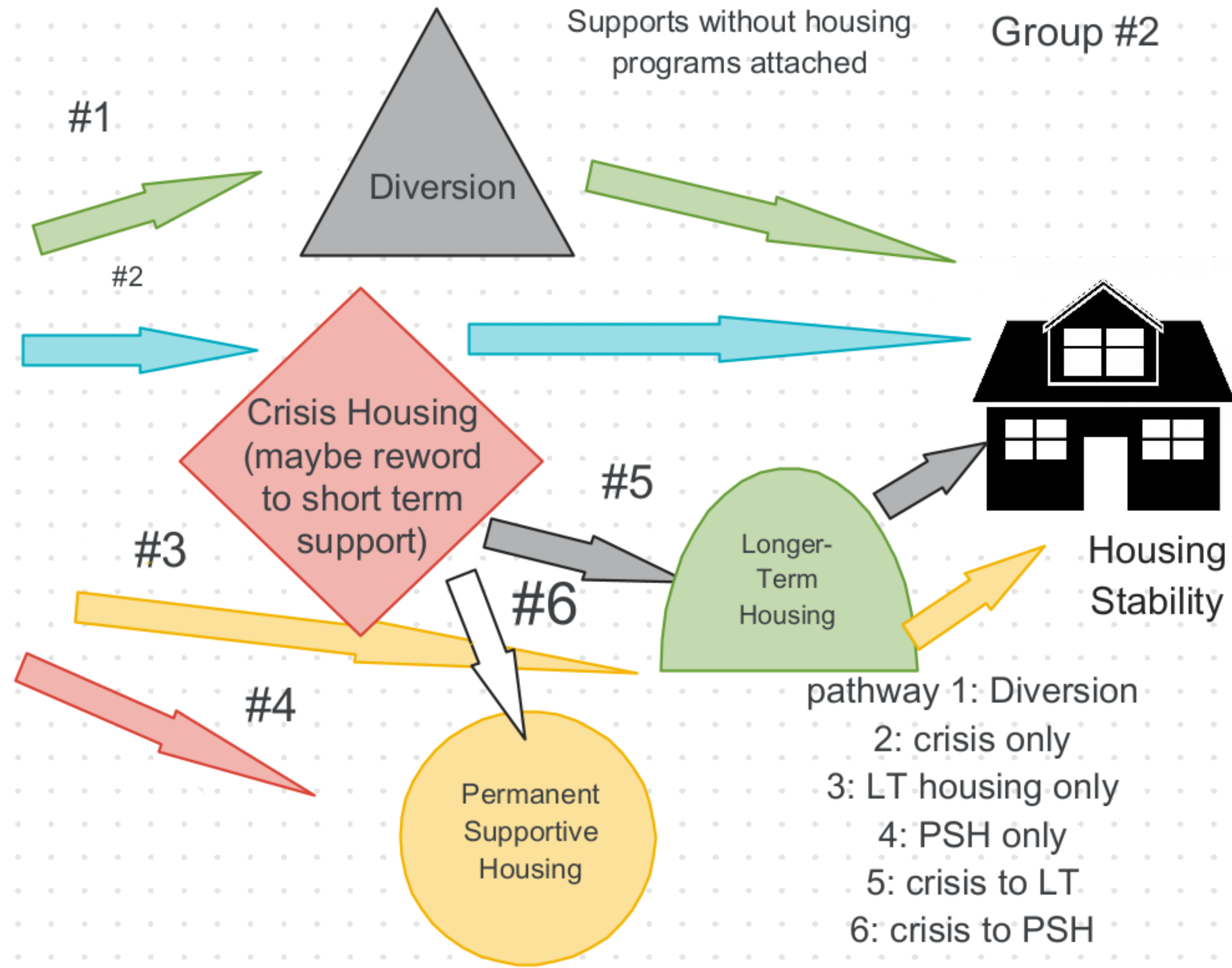
# "Ideal" System Map - 18-24



Housing Crisis

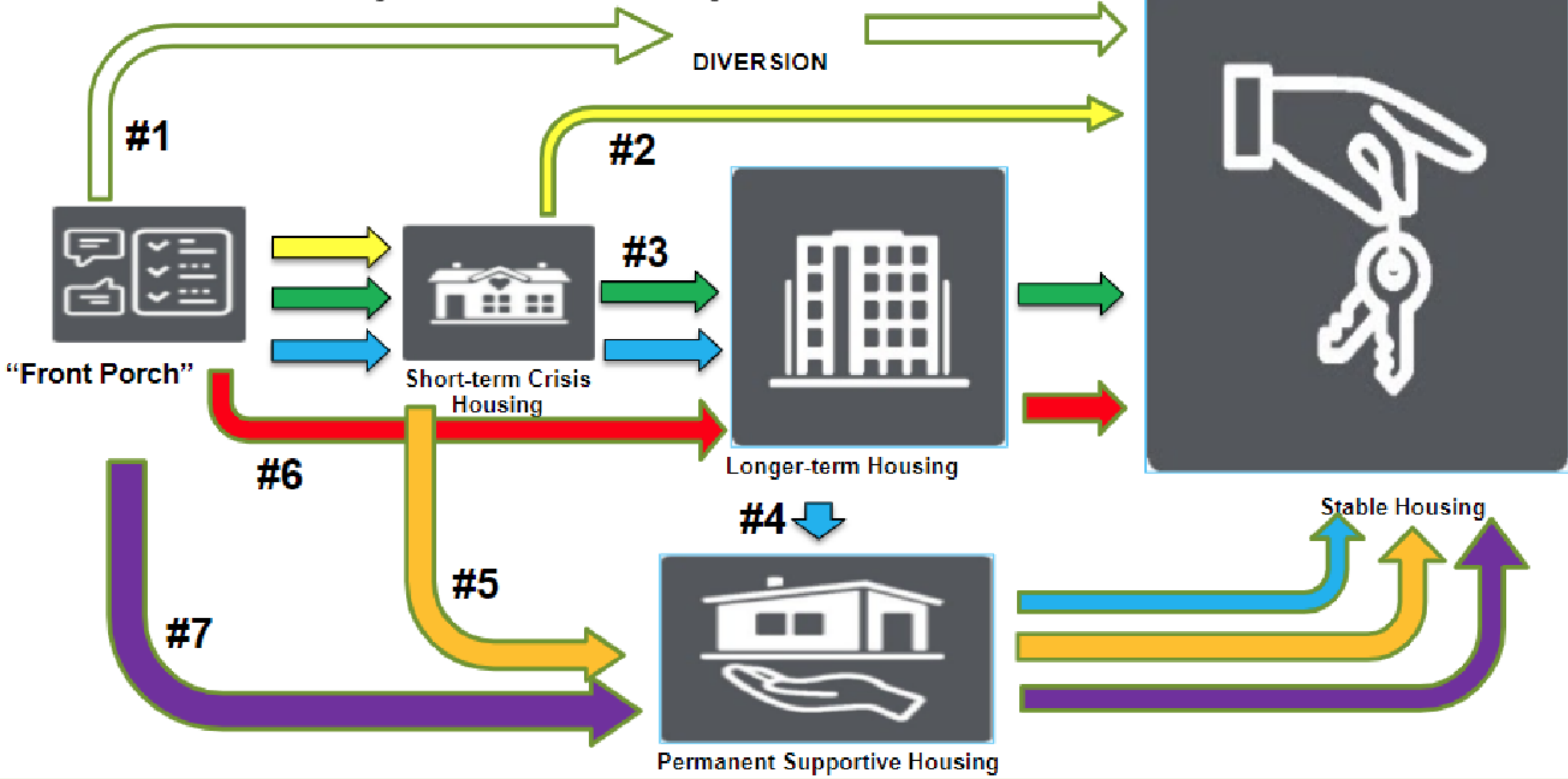
"Entry Point"

Notes: Ensure clear communication about supports are available.; Ensure that services are tailored to the needs of young people accessing those services; Don't limit the options if specific situations change or alter to ensure people can access programs at different points but don't have to follow a specific path



Group #2

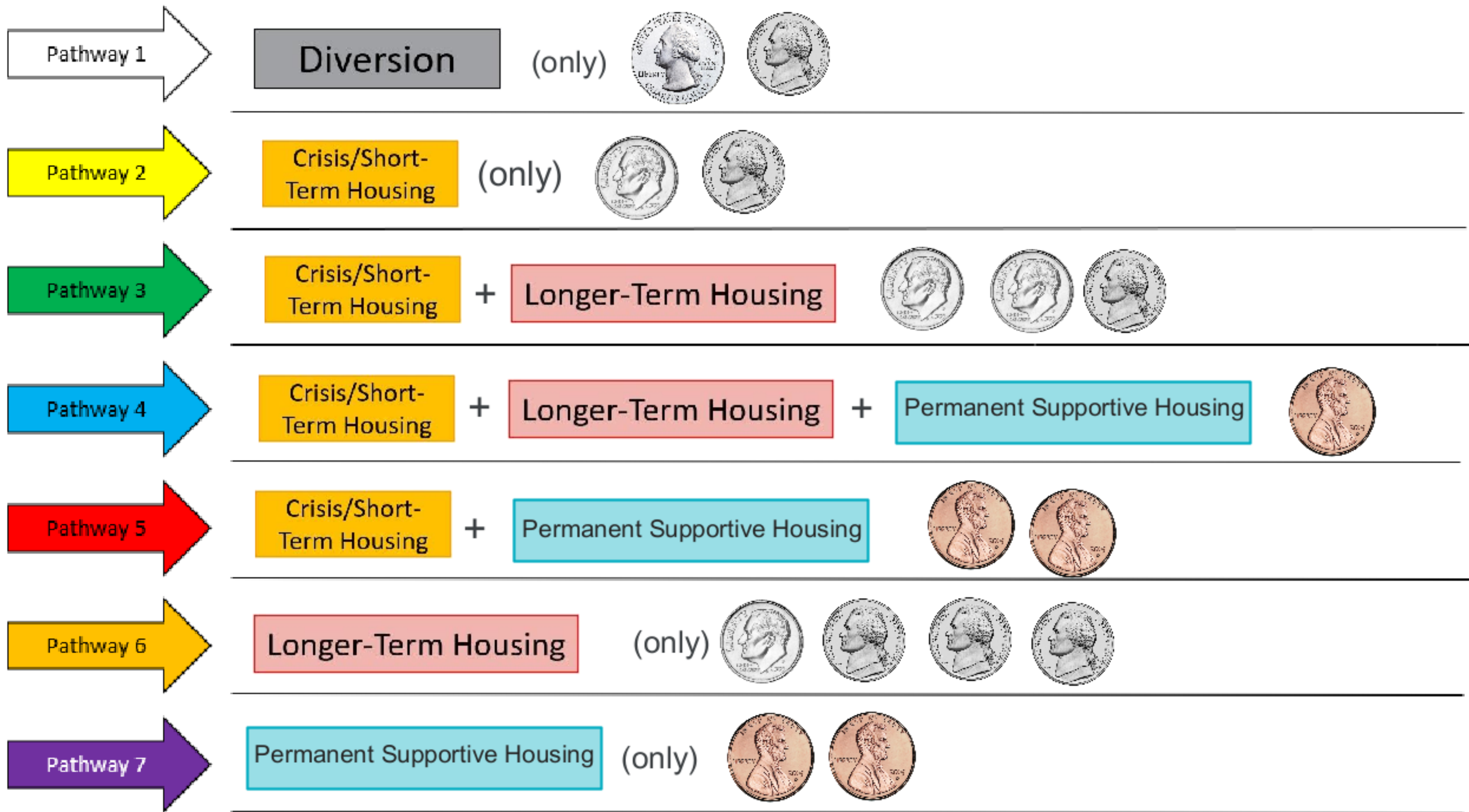
# Santa Clara System Map



18-24 "Pathways" from System Map

Percent of Total = 0%

Young leaders group

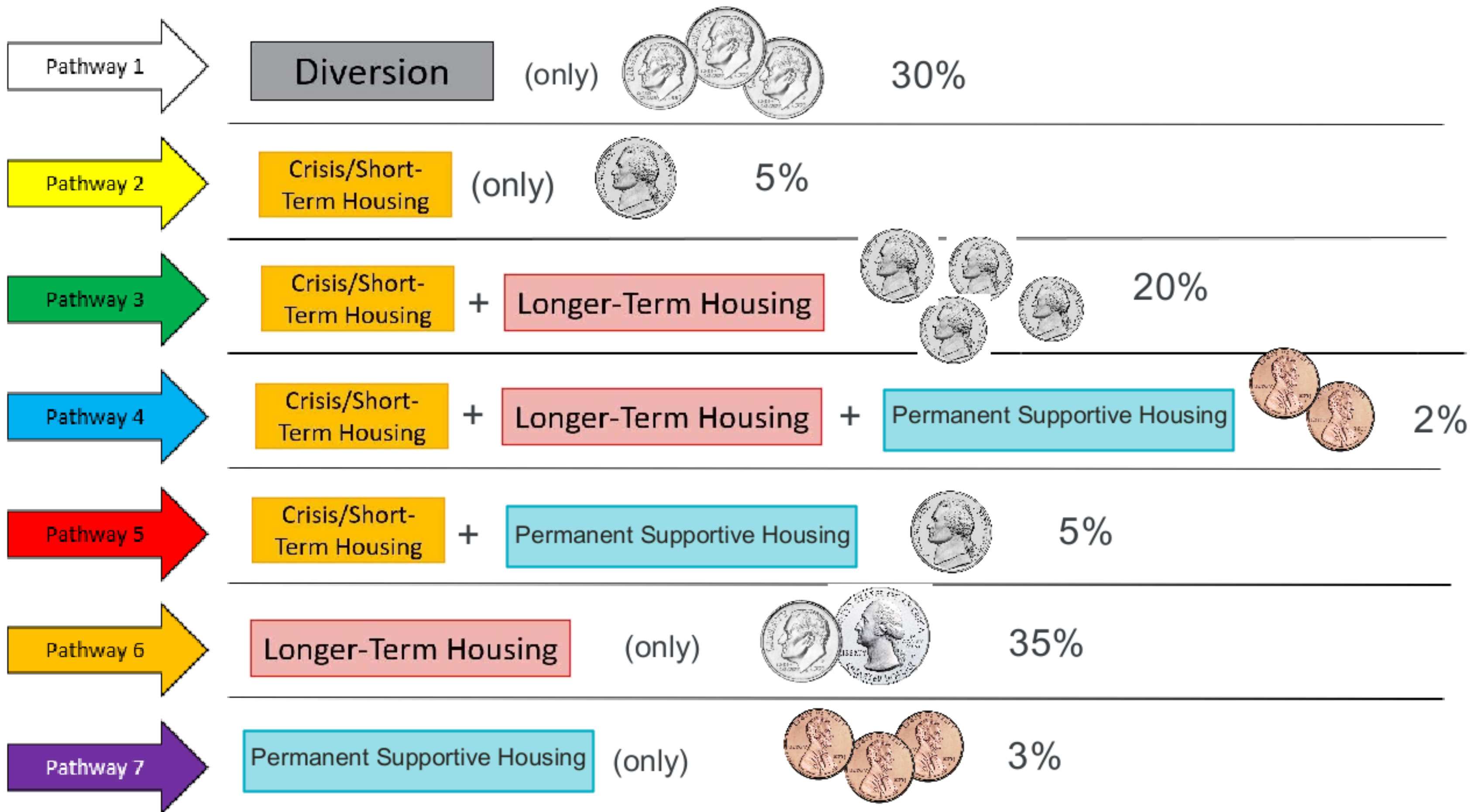




# 18-24 "Pathways" from System Map

## Older adult group 1

Percent of Total = 0%

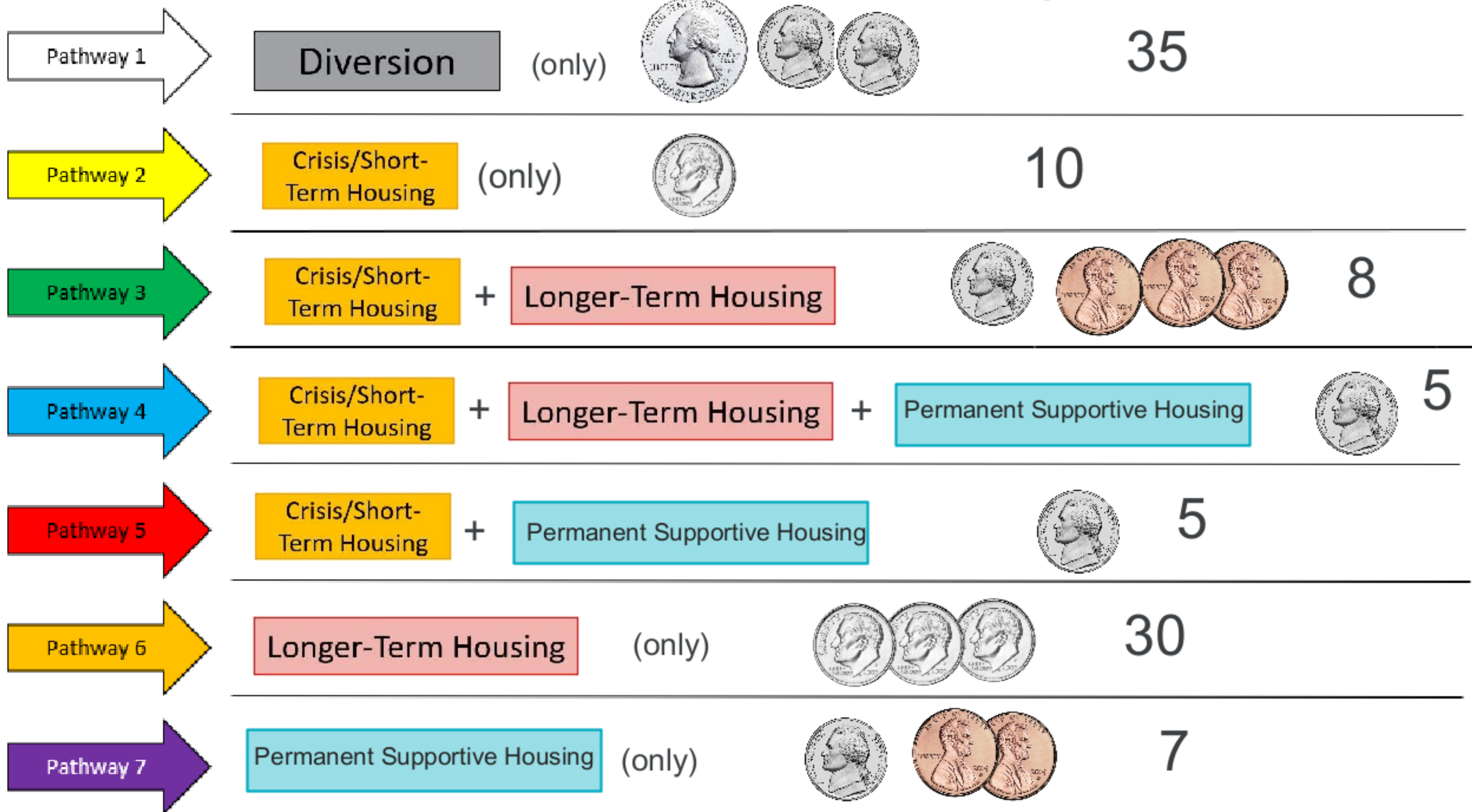


# 18-24 "Pathways" from System Map

Percent of Total = 0%

## Older adult group 2

Notes: Increase access to housing vouchers



## Full Group Decision on Pathway Percentages

		Youth Leaders	Older Adult Group 2	Older Adult Group 3	Consensus
Pathway 1	Diversion Only	30	30	35	<b>30</b>
Pathway 2	Crisis Housing Only	15	5	10	<b>15</b>
Pathway 3	Crisis + Longer Term	25	20	8	<b>20</b>
Pathway 4	Crisis + Longer Term + PSH	1	2	5	<b>1</b>
Pathway 5	Crisis + PSH	2	5	5	<b>2</b>
Pathway 6	Longer Term Housing Only	25	35	30	<b>30</b>
Pathway 7	PSH Only	2	3	7	<b>2</b>

# Program Types: Which types of housing and services will young people want and need? (18-24)

Youth Action Board

Front Porch	Description	Percent
Mobile Outreach and/or Navigation	Program with staff that are deployed into the community: this may include mobile outreach to unsheltered locations and/or in-reach with navigators assigned to community locations (schools, libraries, etc.). Programs connect youth with community resources with goals of prevention, diversion, harm reduction, and connection to housing. May include coordinated entry, youth navigators, family reunification.	55%
Drop-in Center	A place where youth can "drop in" and be provided with low-barrier services, including connection to housing resources, basic necessities, case management, and more. May include coordinated entry, youth navigators, family reunification.	45%
Crisis Housing	Description	Percent
Shelter	Safe and affirming space that bring youth inside and connects them to long term housing solutions.	20%
Host Homes	Short-term, family-based settings that can offer youth a safe alternative to shelter with financial assistance and supportive services. May include options to live with existing people in their network or create connections to an unknown (but well-vetted and trained) volunteer host.	40%
Transitional Housing	Could be used as a crisis option for short period of time. TH can look like shared living at one place or scattered-site with master leasing.	40%
Long-Term Housing	Description	Percent
Rapid Rehousing	Up to 24 months of tenant-based rental assistance and services. Youth has own lease, therefore considered permanent. Should have a deep-array of optional services for a youth to choose.	60%
Host Homes	Longer-term, family-based settings that can offer youth a safe alternative to shelter with financial assistance and supportive services. May include options to live with existing people in their network or create connections to an unknown (but well-vetted and trained) volunteer host.	20%
Transitional Housing	Model allows for up to 24 months of housing and services. Not considered permanent because a youth does not have a lease in their name. TH can look like shared living or scattered-site with master leasing.	20%

# Program Types: Which types of housing and services will young people want and need? (18-24)

Group 2

Front Porch	Description	Percent
Mobile Outreach and/or Navigation	Program with staff that are deployed into the community: this may include mobile outreach to unsheltered locations and/or in-reach with navigators assigned to community locations (schools, libraries, etc.). Programs connect youth with community resources with goals of prevention, diversion, harm reduction, and connection to housing. May include coordinated entry, youth navigators, family reunification.	35%
Drop-in Center	A place where youth can "drop in" and be provided with low-barrier services, including connection to housing resources, basic necessities, case management, and more. May include coordinated entry, youth navigators, family reunification.	65%
Crisis Housing	Description	Percent
Shelter	Safe and affirming space that bring youth inside and connects them to long term housing solutions.	60%
Host Homes	Short-term, family-based settings that can offer youth a safe alternative to shelter with financial assistance and supportive services. May include options to live with existing people in their network or create connections to an unknown (but well-vetted and trained) volunteer host.	10%
Transitional Housing	Could be used as a crisis option for short period of time. TH can look like shared living at one place or scattered-site with master leasing.	30%
Long-Term Housing	Description	Percent
Rapid Rehousing	Up to 24 months of tenant-based rental assistance and services. Youth has own lease, therefore considered permanent. Should have a deep-array of optional services for a youth to choose.	55%
Host Homes	Longer-term, family-based settings that can offer youth a safe alternative to shelter with financial assistance and supportive services. May include options to live with existing people in their network or create connections to an unknown (but well-vetted and trained) volunteer host.	5%
Transitional Housing	Model allows for up to 24 months of housing and services. Not considered permanent because a youth does not have a lease in their name. TH can look like shared living or scattered-site with master leasing.	40%

# Program Types: Which types of housing and services will young people want and need? (18-24)

Group 3

Front Porch	Description	Percent
Mobile Outreach and/or Navigation	Program with staff that are deployed into the community: this may include mobile outreach to unsheltered locations and/or in-reach with navigators assigned to community locations (schools, libraries, etc.). Programs connect youth with community resources with goals of prevention, diversion, harm reduction, and connection to housing. May include coordinated entry, youth navigators, family reunification.	50%
Drop-in Center	A place where youth can "drop in" and be provided with low-barrier services, including connection to housing resources, basic necessities, case management, and more. May include coordinated entry, youth navigators, family reunification.	50%
Crisis Housing	Description	Percent
Shelter	Safe and affirming space that bring youth inside and connects them to long term housing solutions.	25%
Host Homes	Short-term, family-based settings that can offer youth a safe alternative to shelter with financial assistance and supportive services. May include options to live with existing people in their network or create connections to an unknown (but well-vetted and trained) volunteer host.	10%
Transitional Housing	Could be used as a crisis option for short period of time. TH can look like shared living at one place or scattered-site with master leasing.	65%
Long-Term Housing	Description	Percent
Rapid Rehousing	Up to 24 months of tenant-based rental assistance and services. Youth has own lease, therefore considered permanent. Should have a deep-array of optional services for a youth to choose.	60%
Host Homes	Longer-term, family-based settings that can offer youth a safe alternative to shelter with financial assistance and supportive services. May include options to live with existing people in their network or create connections to an unknown (but well-vetted and trained) volunteer host.	10%
Transitional Housing	Model allows for up to 24 months of housing and services. Not considered permanent because a youth does not have a lease in their name. TH can look like shared living or scattered-site with master leasing.	30%

Alternative language for shelter - respite support

Look to increase RRH subsidy to 3 years

# Length of Stay - 18 - 24 year olds

Youth Action Board

Service Strategies	Diversion	"Front Porch" or Point of Entry	Crisis Housing (shelter, host home, TH)	Longer-Term Housing (RRH, Host Home, TH)	Permanent Supportive Housing (PSH)
	Av Mo/Per.	Av Mo/Per.	Av Mo/Per.	Av Mo/Per	Unit/Per
Pathway 1: Diversion Only	1-2m				
Pathway 2: Crisis Only		1w	1w-3m		
Pathway 3: Crisis to Longer-Term Housing		1w	1w-3m	24-36m	
Pathway 4: Crisis to Long-Term to PSH		1w	1w-3m	18-24m	Permanent
Pathway 5: Crisis to PSH		1w	3m		Permanent
Pathway 6: Longer-Term Housing Only		2.5w-1m		36m	
Pathway 7: PSH Only		2.5w-1m			Permanent

# Length of Stay - 18 - 24 year olds

Group 2

Service Strategies	Diversion	"Front Porch" or Point of Entry	Crisis Housing (shelter, host home, TH)	Longer-Term Housing (RRH, Host Home, TH)	Permanent Supportive Housing (PSH)
	Av Mo/Per.	Av Mo/Per.	Av Mo/Per.	Av Mo/Per	Unit/Per
Pathway 1: Diversion Only	#				
Pathway 2: Crisis Only		.5	1		
Pathway 3: Crisis to Longer-Term Housing		.5	1	24	
Pathway 4: Crisis to Long-Term to PSH		.5	1	18	Permanent
Pathway 5: Crisis to PSH		.5	2		Permanent
Pathway 6: Longer-Term Housing Only		1.5		24	
Pathway 7: PSH Only		3			Permanent



# Le Stay - 18 - 24 year olds

Group 3

Host homes - support for people to stay there as long as they need to work through their immigration process (3+ years); 6-9 months for other people in programs

Service Strategies	Diversion	"Front Porch" or Point of Entry	Crisis Housing (shelter, host home, TH)	Longer-Term Housing (RRH, Host Home, TH)	Permanent Supportive Housing (PSH)
	Av Mo/Per.	Av Mo/Per.	Av Mo/Per.	Av Mo/Per	Unit/Per
Pathway 1: Diversion Only	6				
Pathway 2: Crisis Only		#	#		
Pathway 3: Crisis to Longer-Term Housing		#	1-2	18	
Pathway 4: Crisis to Long-Term to PSH		#	#	#	Permanent
Pathway 5: Crisis to PSH		#	#		Permanent
Pathway 6: Longer-Term Housing Only		#		#	
Pathway 7: PSH Only		1-2			Permanent