

County of Santa Clara

Office of Supportive Housing

2310 N. 1st Street, Suite # 201
San Jose, CA 95131
(408) 278-6400 Main
(669) 220-1444 Fax



August 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 July 2020 and June 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 HP programs.

Supportive Housing System Trends and Highlights

Appendix A highlights data on three of the five overarching goals detailed in the County's [2020-2025 Community Plan to End Homelessness](#). As shown in Chart 1, the County has housed 4,664 individuals since January 2020, 23% 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 July 2020 to June 2021 yearly reporting period is 3,373 households, increasing for a third consecutive month, and the highest number since OSH began reporting this data point in September 2020. While the long-term impacts of the pandemic are difficult to predict, staff expects this number to increase throughout the recovery period.

Another goal in the County's new Community Plan to End Homelessness is to address the racial and ethnic inequities present among unhoused people and families. A report

commissioned by Destination: Home found that people of color are dramatically more likely than their white counterparts to become homeless in Santa Clara County, and that poverty alone cannot explain these disparities. Chart 3 displays data related to this goal. The data includes racial/ethnic categories for which the difference between the percentage of the county population and people experiencing homelessness is greater than 3%. Most notable are the disparities for the Black or African American and Hispanic/Latinx communities. The number of Black or African American people who are experiencing homelessness in the County (16%) is significantly disproportionate to the percentage of Black or African American residents (2%). Similarly, while 35% of the County population is Hispanic/Latinx, this ethnicity represents 51% of people experiencing homelessness in the County.

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 (100%) and PSH (95%) are currently the most utilized programs as it relates to capacity for this reporting period. RRH utilization continues to increase as program staff work toward enrolling households for openings in newer programs (detailed in the prior report). RRH utilization increased from 74% in April to 78% in June.

Appendix C illustrates key system performance measures, benchmarks for which are determined in coordination with community partners on an annual basis. Some 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, again exceeding the 75% benchmark. TH exits to permanency remained stable at 39%, while ES exits to permanency reached 30% for the second month in a row, meeting the outcomes benchmark. Overall program exits to permanent housing reached 40%, meeting the system-wide benchmark.
- Chart 3 in Appendix C illustrates that PSH retention remains high at 96.4%, exceeding the system-wide 95% benchmark for the 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 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 decreased for May and June after returning to near pre-pandemic levels in March and April. Inflow continued to outpace the rate of housing placements. For June 2021, inflow exceeded housing placements by 41%.

Homelessness Prevention Trends and Highlights

The County's HP system identifies households at risk of experiencing homelessness and provides short-term subsidies and assistance to help them regain stability.

The current system is centered on two ongoing programs. The first is the Emergency Assistance Network (EAN) HP. Through agreements with the eight agencies that form the EAN, residents throughout the County have access to emergency financial assistance, housing services, and case management services. The second program is a pilot program (Pilot Homelessness Prevention System, or Pilot HPS) established in 2017 by the County in partnership with Destination: Home, the City of San José, and private funders. While both the Pilot HPS and EAN HP programs are operated by the same network of service providers, the Pilot HPS program is coordinated through a central organization and intended to provide more flexible aid. This includes financial assistance over a period of time (rather than a single instance) and funds for other types of expenses. All HP programs provide rental assistance, security deposit, and utility assistance.

Appendices E through H include data related to these HP programs. Below are some highlights.

- Appendix E provides capacity, utilization, and outcome data for the HP programs. The capacity and utilization of these programs increased significantly since last year, as it has each year since program inception. In FY20-21, 1900 households were assisted across both programs, compared to 1,612 for FY19-20, an increase of 16%. The need for this type of assistance continues to be exacerbated by the COVID-19 pandemic.
- The chart on the right-hand side of Appendix E displays program outcomes. Outcomes data for households receiving HP services show high levels of housing stability. Approximately 95% of households that received assistance during the past year remained stably housed while receiving assistance. Of those who exited HP during the period, 96% exited to permanent destinations.
- Appendix F provides the reasons for requesting assistance as reported by program participants. The most common reason for both programs remained income loss, with 52% of participants in the pilot program and 45% in the EAN HP program reporting this as the primary reason for the need for assistance.
- Financial assistance data is presented in Appendix G. The HP programs provided more than \$6.2M in financial assistance over the past year, a 25% increase from the previous year; the most common type of assistance provided for both the Pilot HPS and the EAN HP was rental assistance (83% and 69%, respectively), followed by

security deposit assistance. As shown in the lower charts in Appendix G, the average rental assistance for the Pilot HPS program was \$4,961 per household, compared to \$2,456 in rental assistance per household in the EAN HP program. The larger amount for the Pilot HPS program reflects the flexible program design, as some individuals and families are assisted for two or more months.



The 2020-2025 Community Plan to End Homelessness

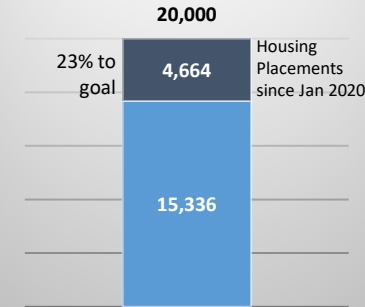
The county-wide plan is our roadmap for ending homelessness in Santa Clara County. The 2020-2025 plan sets aggressive targets designed to reverse the current growth in homelessness and bring us one step closer to our collective goal of eliminating homelessness in our community. Appendix A will highlight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



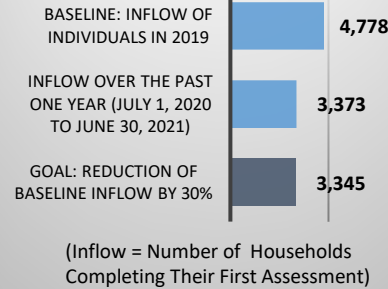
Appendix A: Community Plan Goals

Office of Supportive Housing
Supportive Housing System
Dashboard
July 1, 2020 –
June 30, 2021

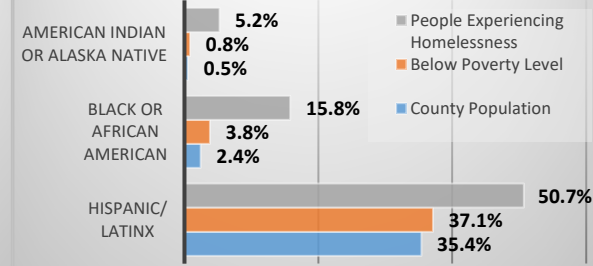
1 Goal: Housing 20,000 People by 2025



2 Goal: Achieve a 30% Reduction in Annual Inflow of People Becoming Homeless



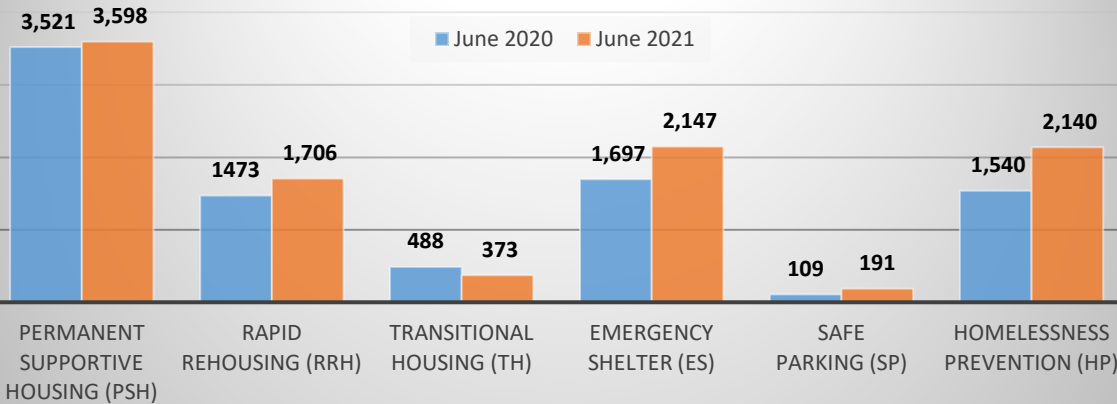
3 Goal: Address Racial/Ethnic Inequities Among Unhoused People



Includes racial/ethnic categories for which the difference between the % County Population and % People Experiencing Homelessness is greater than 3 percentage points (2019)

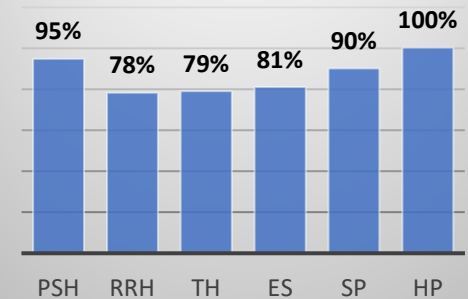
Appendix B: Capacity and Utilization as of 6/30/2021

Program Capacity (Units or Households)



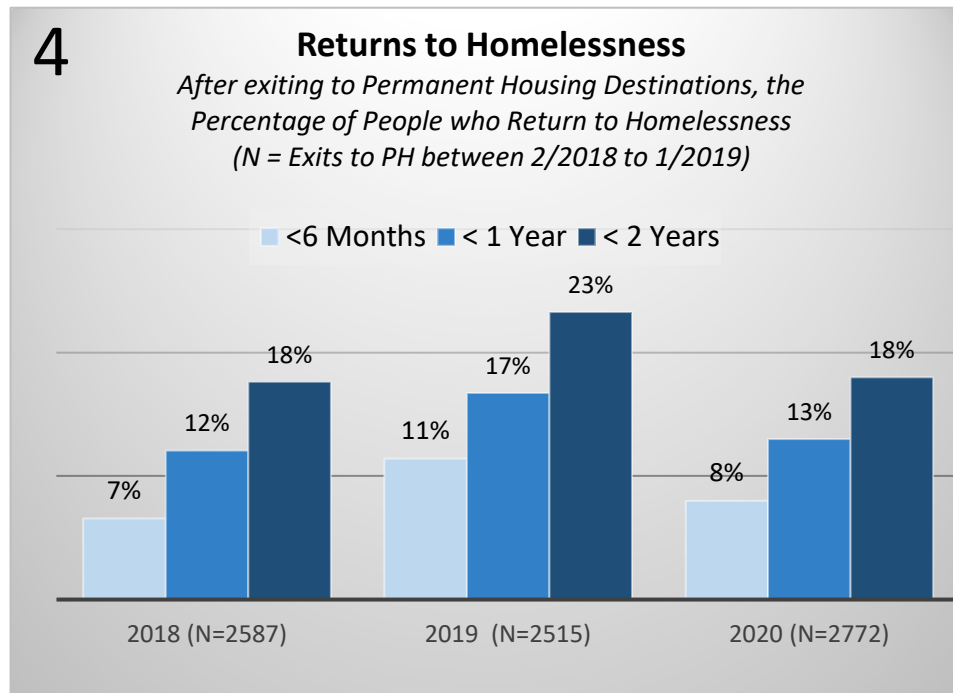
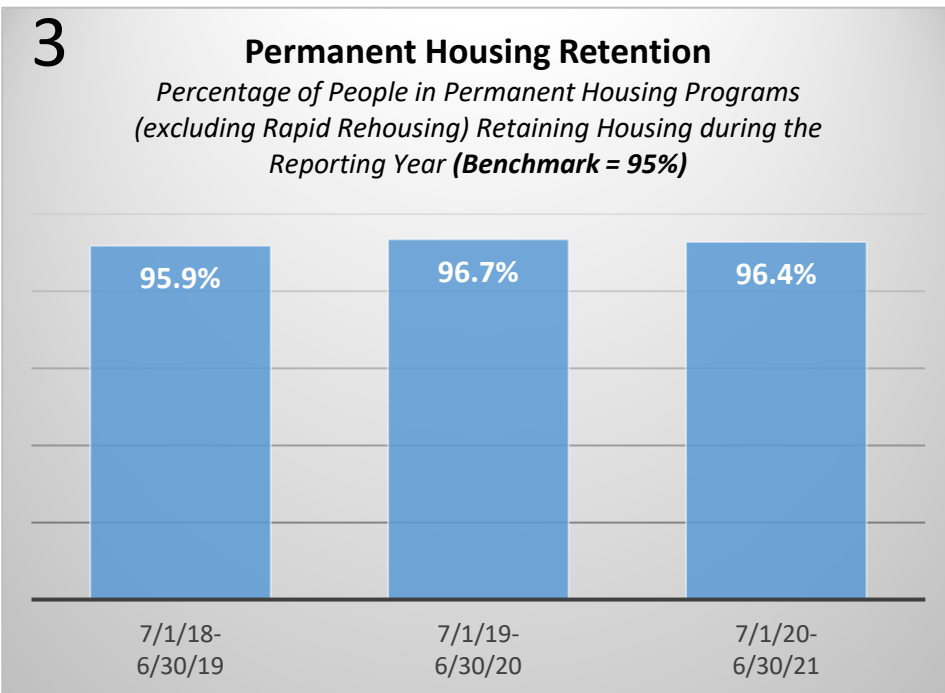
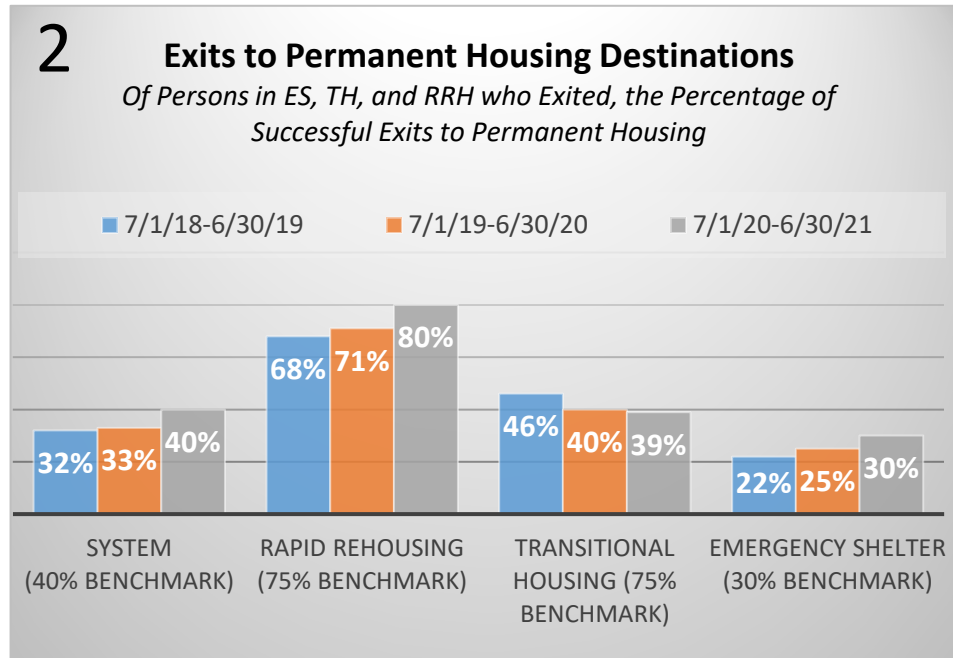
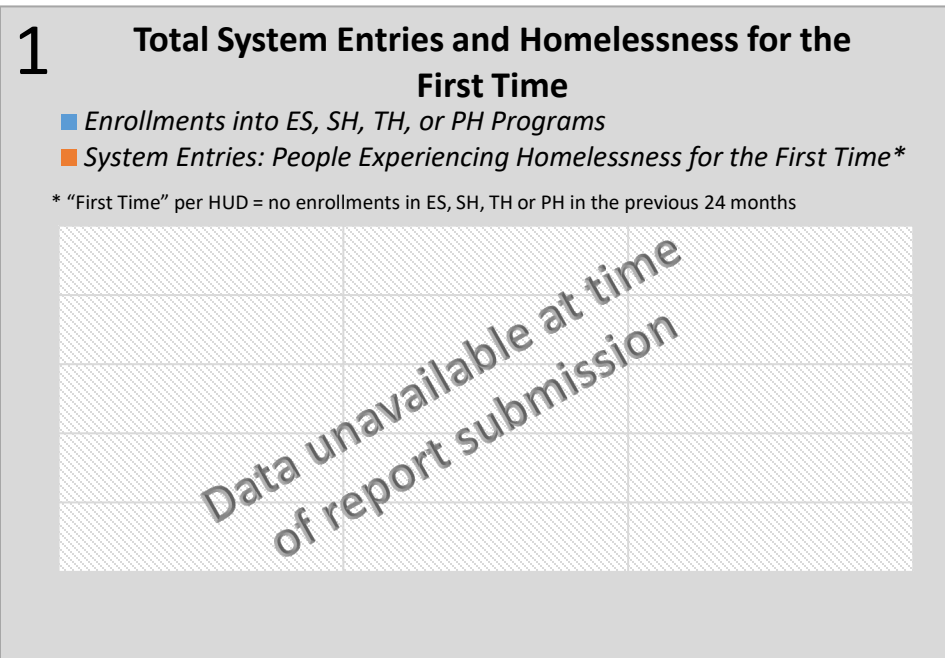
1,124 PSH Units and 81 RRH Units are Under Construction or in the Pipeline

Program Utilization, June 2021



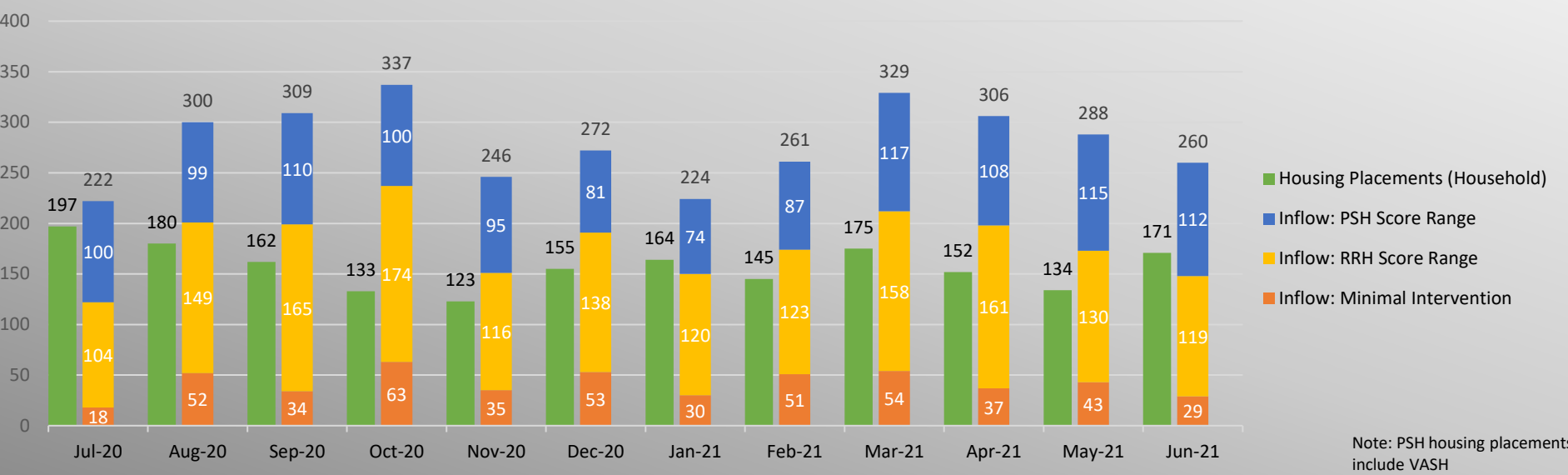
- Utilization: PSH, RRH are point-in-time utilization on June 30, 2021. TH, ES, and SP utilization are based on the month of April, and HP utilization is based on the last 12 months
- Program utilization is based on households enrolled in programs that are tracked in HMIS.
- PSH programs that are not tracked in HMIS include HUD Veterans Affairs Supportive Housing (VASH), consisting of 1,222 units, and other programs which comprise 72 units. PSH capacity includes 73 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

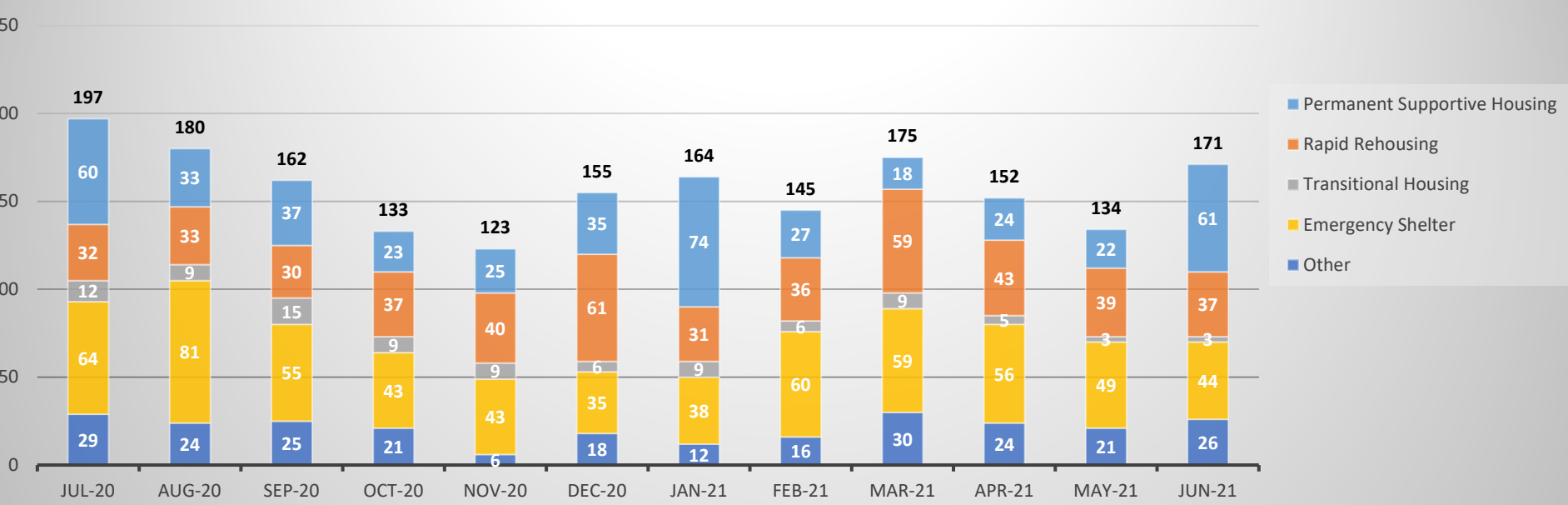


Appendix D: Housing Placements and Inflow by Month

Monthly Housing Placements vs. Homeless Inflow

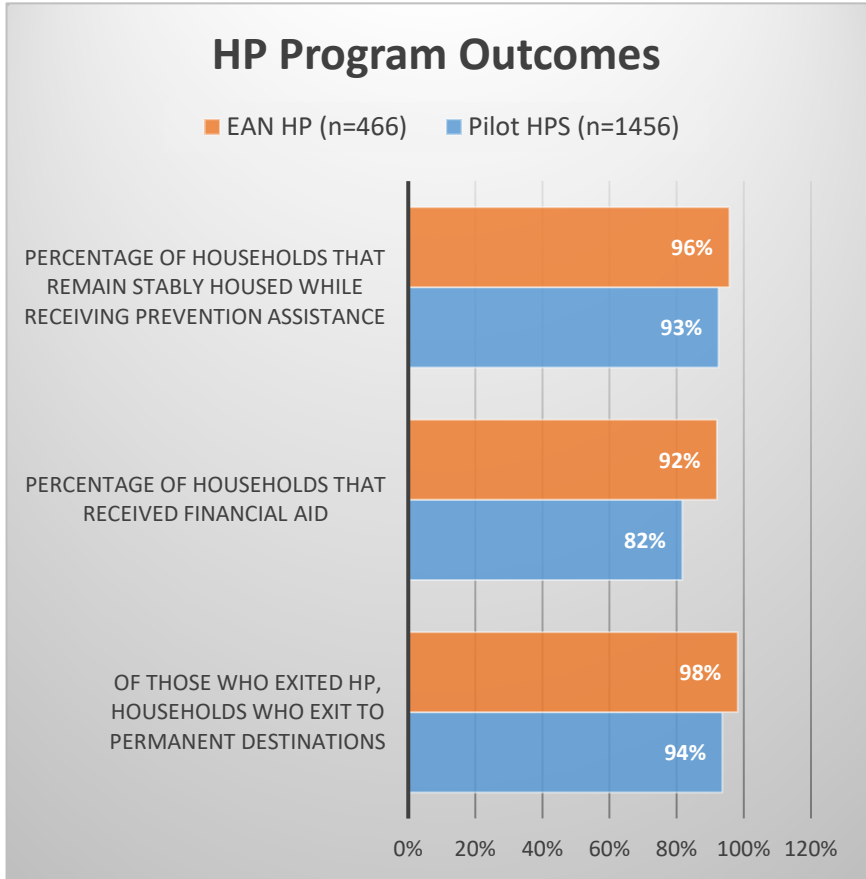
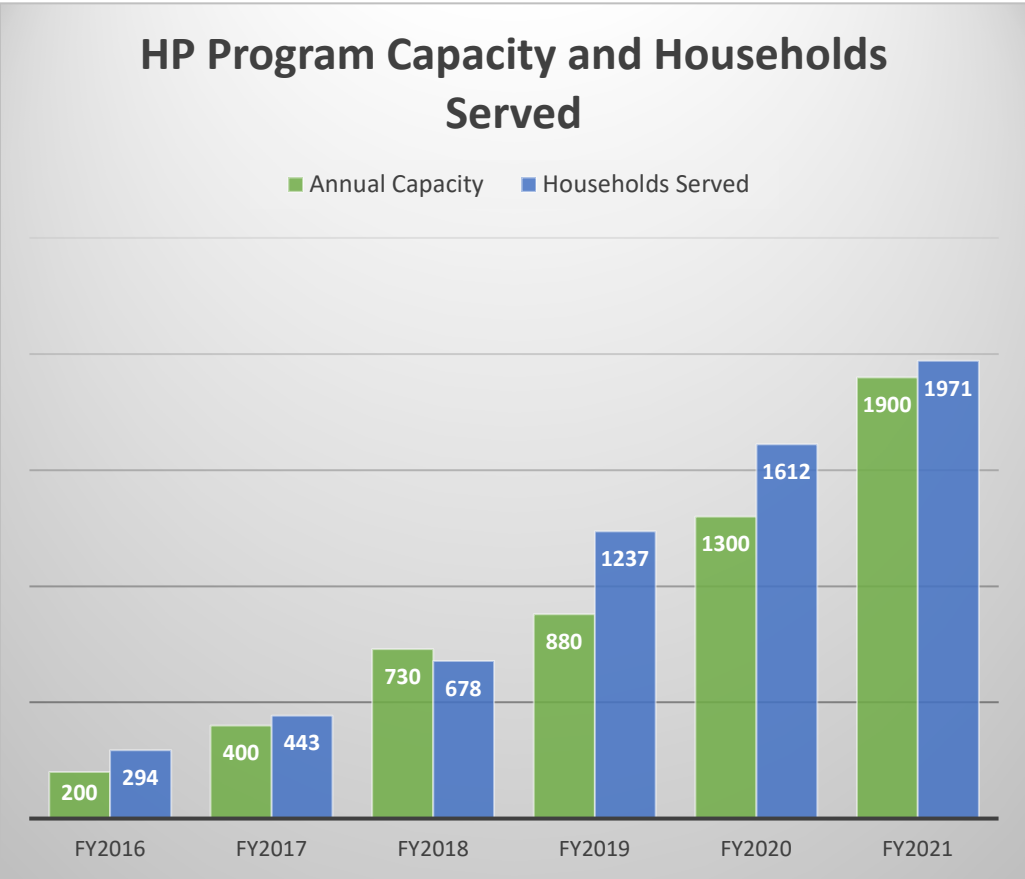


Monthly Housing Placements from Project Types



Appendix E: Homelessness Prevention Capacity, Utilization, and Outcomes - July 2020 to June 2021

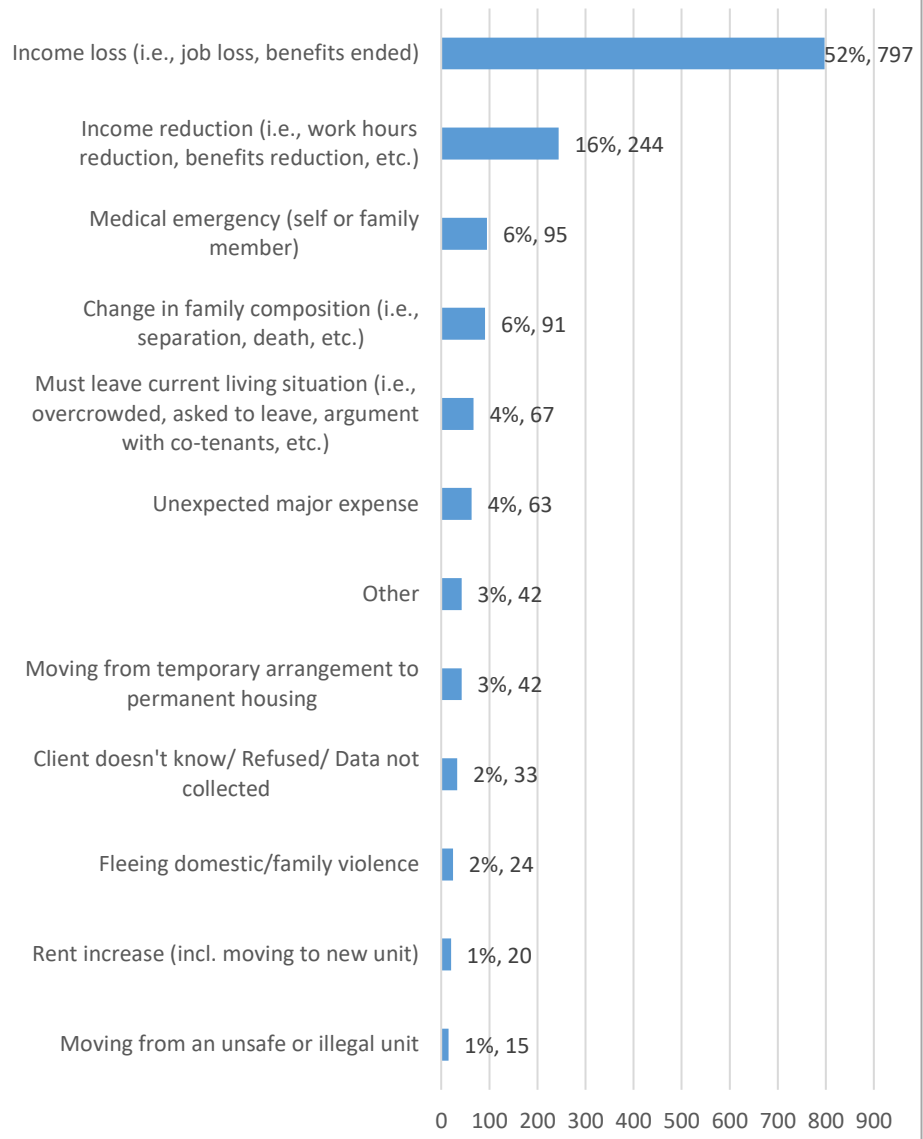
| HP Program | Capacity (Households) | Enrolled Households (7/1/2020 to 6/30/2021) | Utilization |
|------------|-----------------------|---|-------------|
| Pilot HPS | 1,500 | 1,456 | 97% |
| EAN HP | 400 | 466 | 100% |



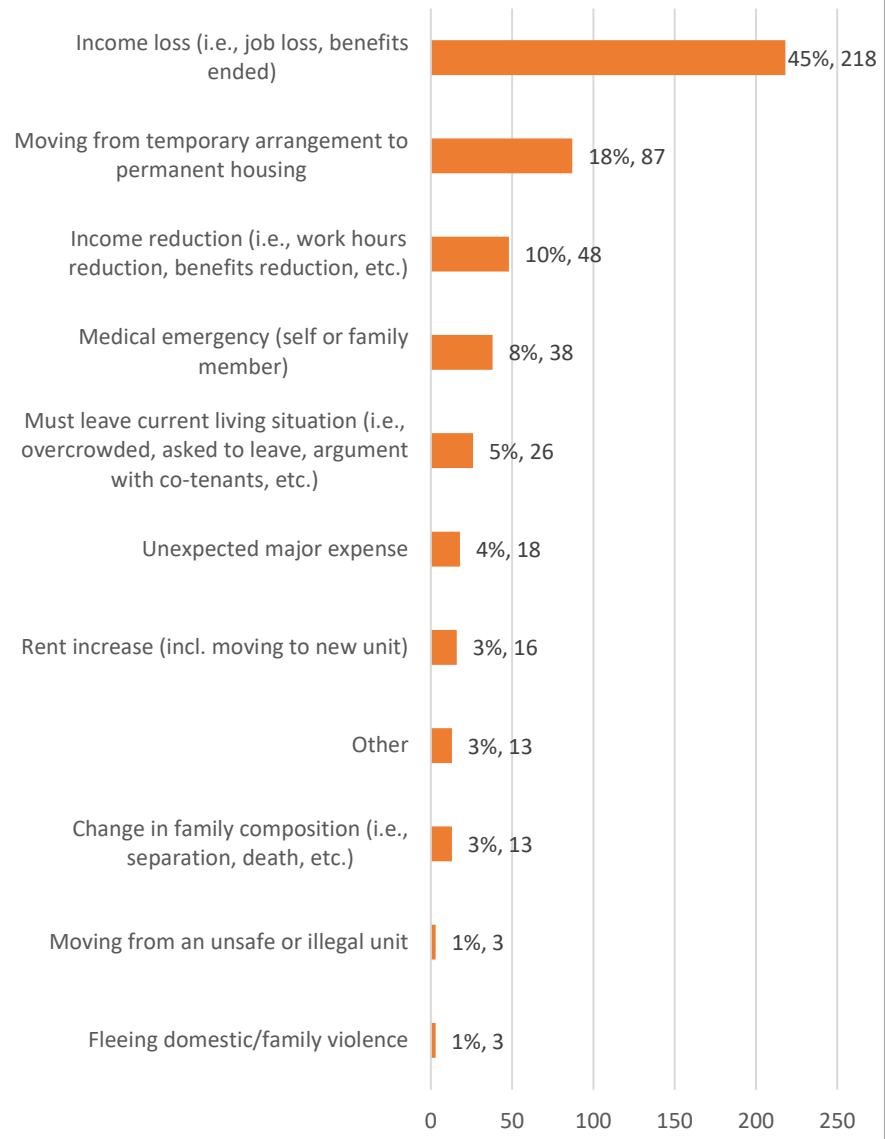
Note: Several agency-specific prevention programs provide the capacity to serve an additional 240 households. Data from those programs are not represented here. They are reflected in Appendix B.

Appendix F: Homelessness Prevention Types of Assistance, July 2020 to June 2021

Pilot HPS: Reasons for Assistance (Number of Household Enrollments) n=1,533

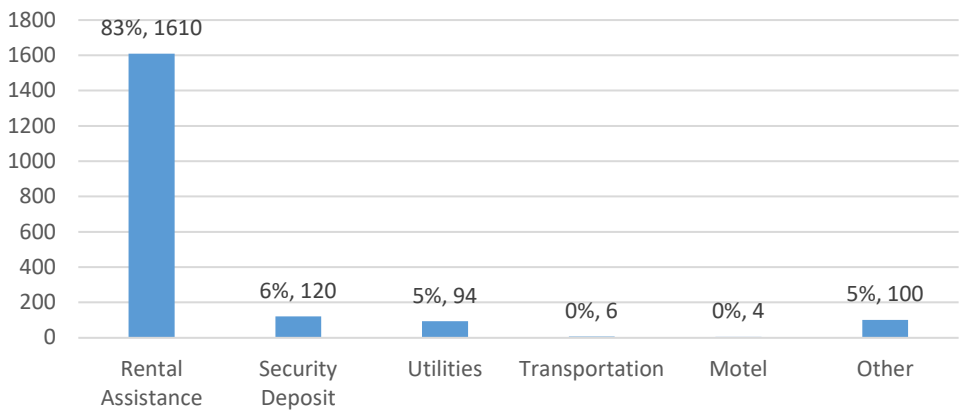


EAN HP: Reasons for Assistance (Number of Household Enrollments) n=483

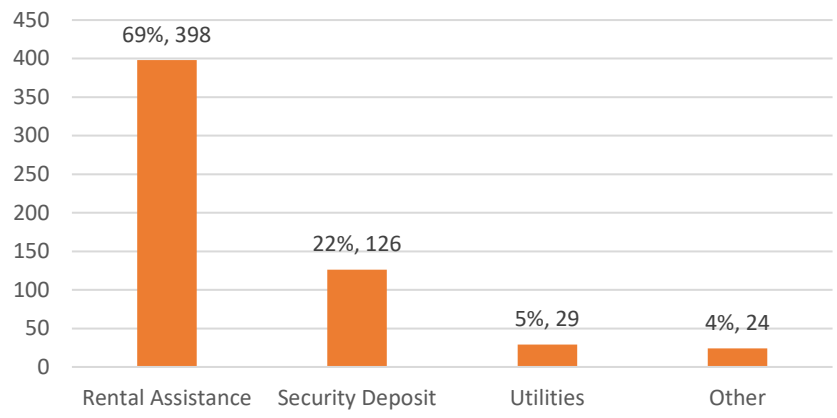


Appendix G: Financial Assistance Types and Amounts, July 2020 to June 2021

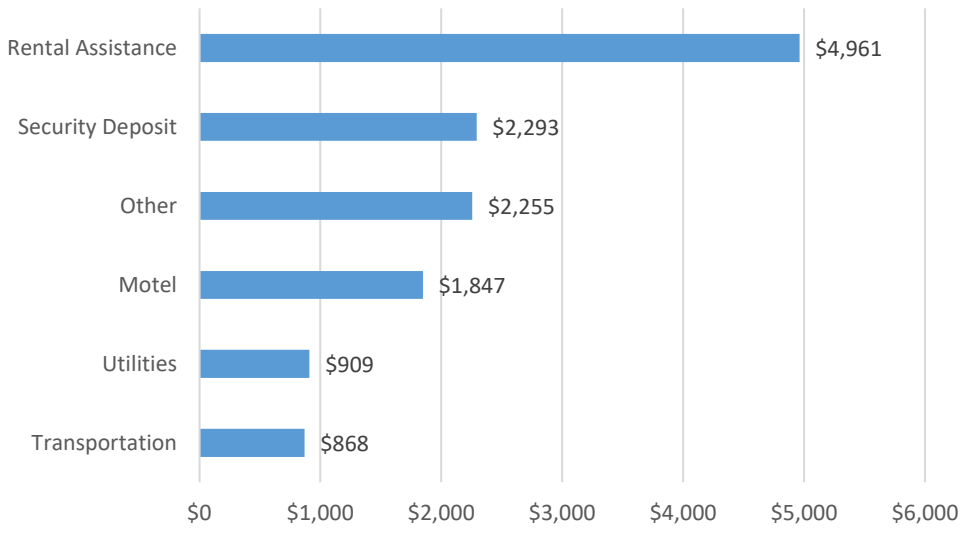
Pilot HPS: Number of Service Transactions for Each Assistance Type
(1,934 Total Transactions for 1028 Households)



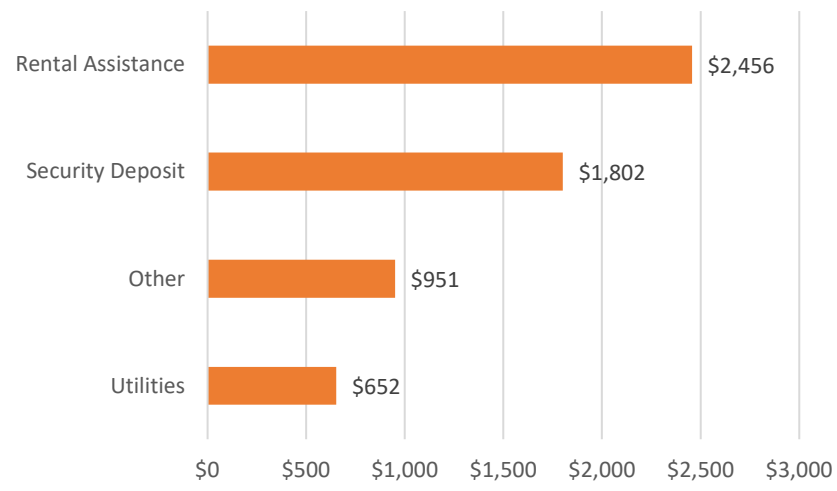
EAN HP: Number of Service Transactions for Each Assistance Type
(577 Total Transactions for 419 Households)



Pilot HPS: Average Amount of Assistance by Type
Total Amount of Assistance: \$5,176,201



EAN HP: Average Amount of Assistance by Type
Total Amount of Assistance: \$1,073,027



Appendix H: Demographics of Unduplicated Households, July 2020 to June 2021

