

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



September 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 August 2020 and July 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 Reentry programs.

Supportive Housing System Trends and Highlights

Appendix A highlights data on two 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 4,886 individuals since January 2020, 24% 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 August 2020 to July 2021 yearly reporting period is 3,403 households, increasing slightly for a fourth 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.

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 (98%) and PSH (92%) are currently the most utilized programs as it relates to capacity for this reporting period. RRH capacity increased by approximately 150 units as a result of additional grant funds through the County's Social Services Agency. These funds provide for the expansion of services to both new and currently participating families with children.

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 1 depicts the number of people experiencing homelessness for the first time (system entries) compared to the number of clients enrolled in a housing program during the same period. The County's reporting methodology for first-time homeless performance measure was recently updated to better align with the federal Department of Housing and Urban Development (HUD) data standards. This update resulted in an increase in the reported number of first-time homeless individuals for each time period shown in Chart 1.
- Chart 2 provides data on exits to permanent housing destinations by housing type and period. Exits to permanent housing from RRH remained steady at 81% for the current study period, exceeding the 75% benchmark. Thirty percent of households exiting ES programs moved on to permanent housing, meeting the County's performance standard. Overall program exits to permanent housing remained steady at 40%, also meeting the County's system-wide goal.
- While the percentage of pre-pandemic TH exits to permanent housing averaged about 48%, exits to permanency declined by about 5% over the past year, averaging approximately 43%, and down to 37% for the current study period (Appendix C, chart 2). COVID-19 exposures and infections have negatively affected successful housing exit rates for some TH programs. For example, TH programs typically have either a one- or two-year time limit. During that time, clients are supported toward a goal of attaining permanent housing. These time limits were extended for most TH programs over the past year, which has resulted in program exits being limited to those that are unplanned, such as exits due to behavioral issues. We will continue to monitor TH exit outcomes over the next several months for trends as the pandemic abates.
- 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 has decreased over the past several months after returning to near pre-pandemic levels in March. Inflow continued to outpace the rate of housing placements. For July 2021, inflow exceeded housing placements by 46%.

Reentry Programs

Appendices E through G include data related to the County’s programs for the reentry population. These include clients participating in one of one two RRH programs, and/or an emergency financial assistance program designed for those connected to the criminal justice system. Both the Reentry Minimal to RRH and the Reentry RRH Exceptions programs provide case management, housing placement, and a time-limited rental subsidy, but the Minimal to RRH program is a smaller program that provides less intensive case management and is designed to assist lower-acuity clients as well. The Emergency Assistance Program (EAP) provides one-time rental or other financial assistance.

Some highlights from these programs include those listed below.

- The Reentry Resource Center (RRC) provides services to County residents with recent involvement in the criminal justice system, supporting reentry efforts including helping clients navigate the County’s supportive housing system. Chart 1 in Appendix E shows that for clients accessing services at the Reentry Resource Center (RRC) in fiscal year 2021, 44% were literally homeless, staying in a shelter, motel, or in a place not meant for human habitation.
- Appendix F, chart 2 shows the intervention breakdown for clients assessed at the RRC. Of the 194 individuals who completed the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) assessment at the RRC in fiscal year 2021, 53% were assessed in the PSH range, 40% in the RRH range, and 7% in the minimal intervention range. Individuals assessed at the RRC tend to have more acute needs than the County’s systemwide homeless population, for which approximately 46% score in the PSH range and 43% in the RRH range.
- Reentry programs typically have lower rate of successful exits to permanent housing compared to RRH programs overall (see Appendix B, chart 2). Homeless individuals with recent jail or prison experience, including those on probation or parole, face myriad barriers to obtaining and maintaining housing. Recent programmatic changes in have led to streamlining of services and improved

communication between clients and service providers, resulting in improved housing outcomes. Exit data from the reentry programs in fiscal year 2021 (Appendix F, chart 3) demonstrates significantly improved housing outcomes compared to calendar year 2020. The Reentry RRH Exceptions program and the Reentry Minimal to RRH program showed a 13% and 15% increase respectively from the previous study period. The County is continually working with the RRC and homeless system partners to strengthen the programs and services available to clients with involvement in the criminal justice system.



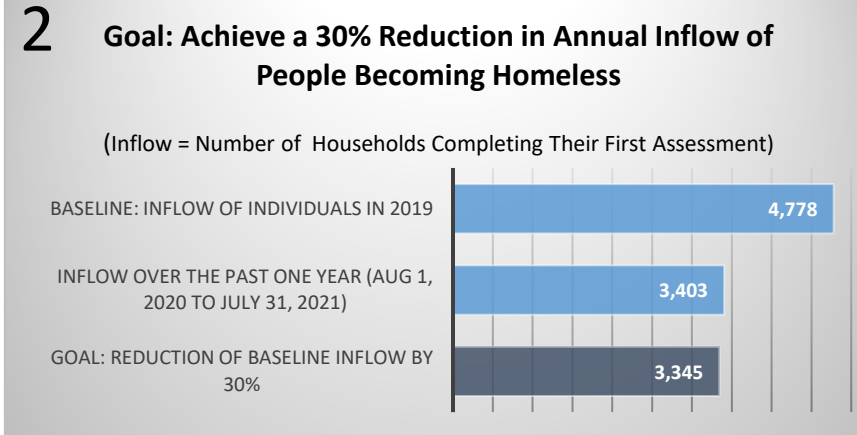
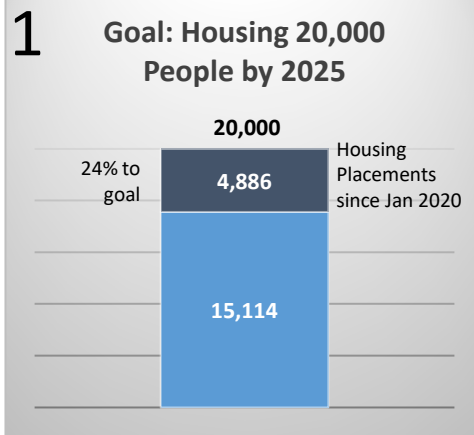
Office of Supportive Housing
Supportive Housing System
Dashboard

August 1, 2020 –
July 31, 2021

The 2020-2025 Community Plan to End Homelessness

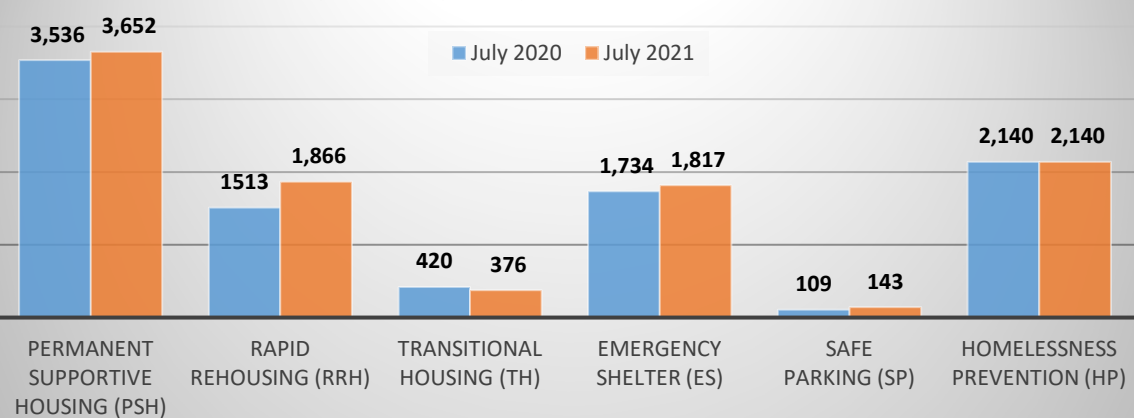
The county-wide plan is our roadmap for ending homelessness in Santa Clara County. The 2020-2025 plan sets aggressive targets designed to reverse the current growth in homelessness and bring us one step closer to our collective goal of eliminating homelessness in our community. Appendix A will highlight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

Appendix A: Community Plan Goals



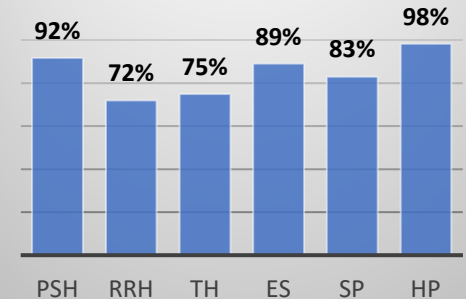
Appendix B: Capacity and Utilization as of 7/31/2021

Program Capacity (Units or Households)



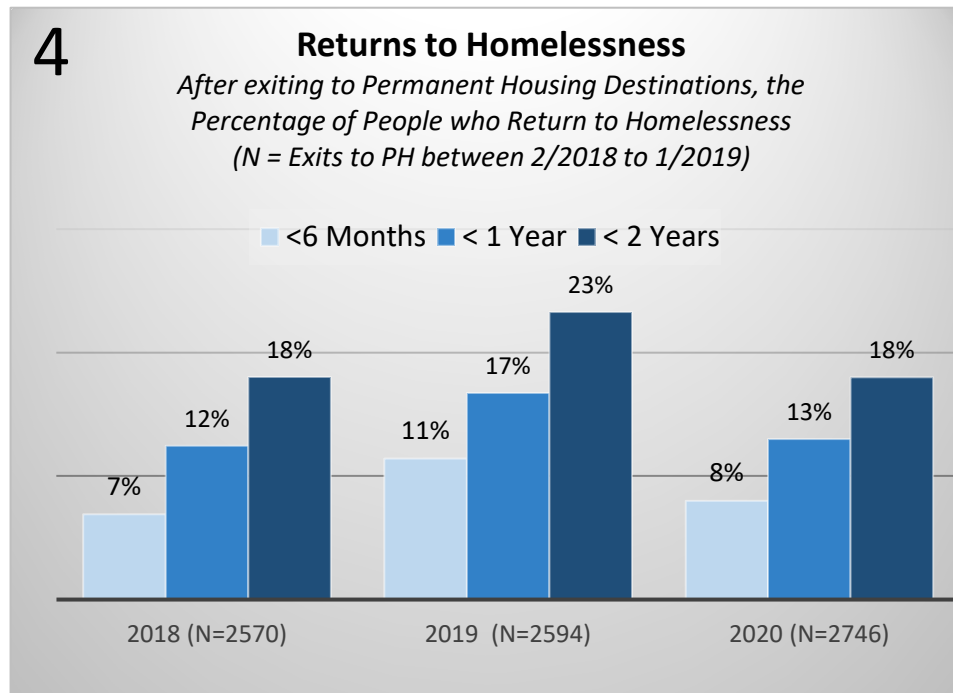
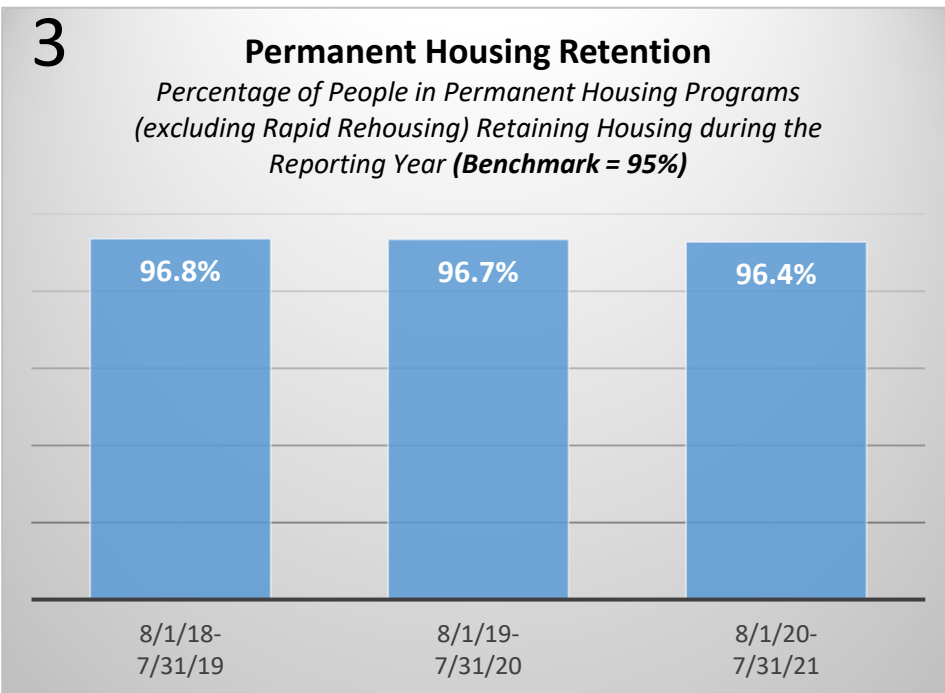
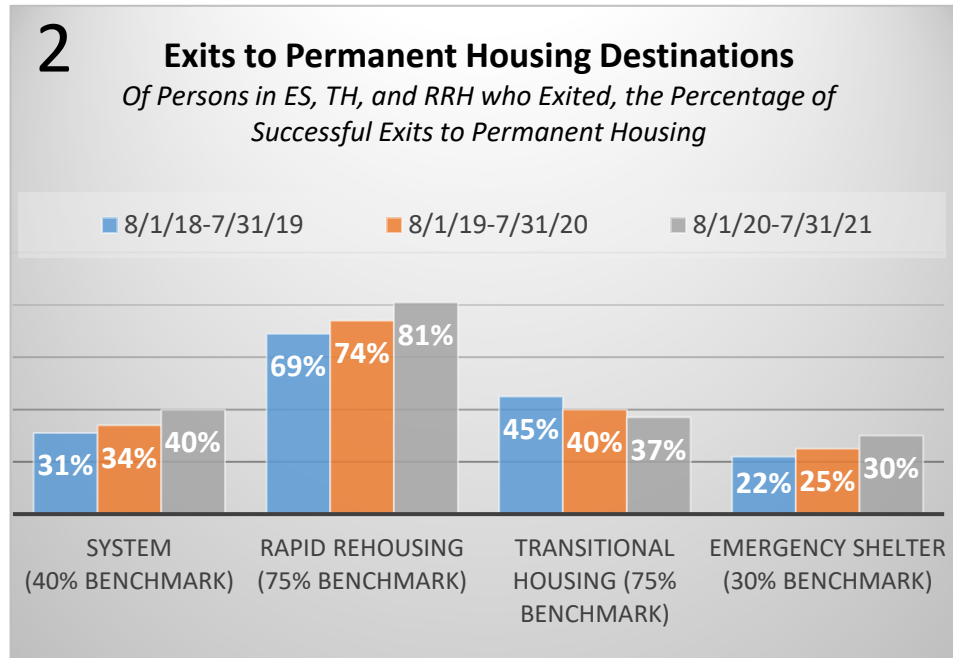
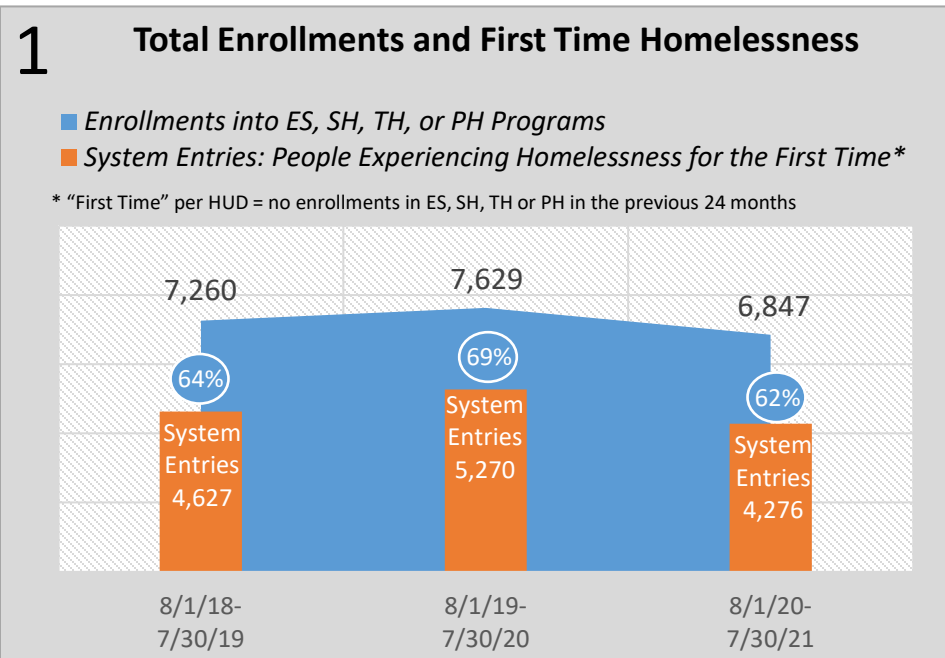
1,044 PSH Units and 81 RRH Units are Under Construction or in the Pipeline

Program Utilization, July 2021



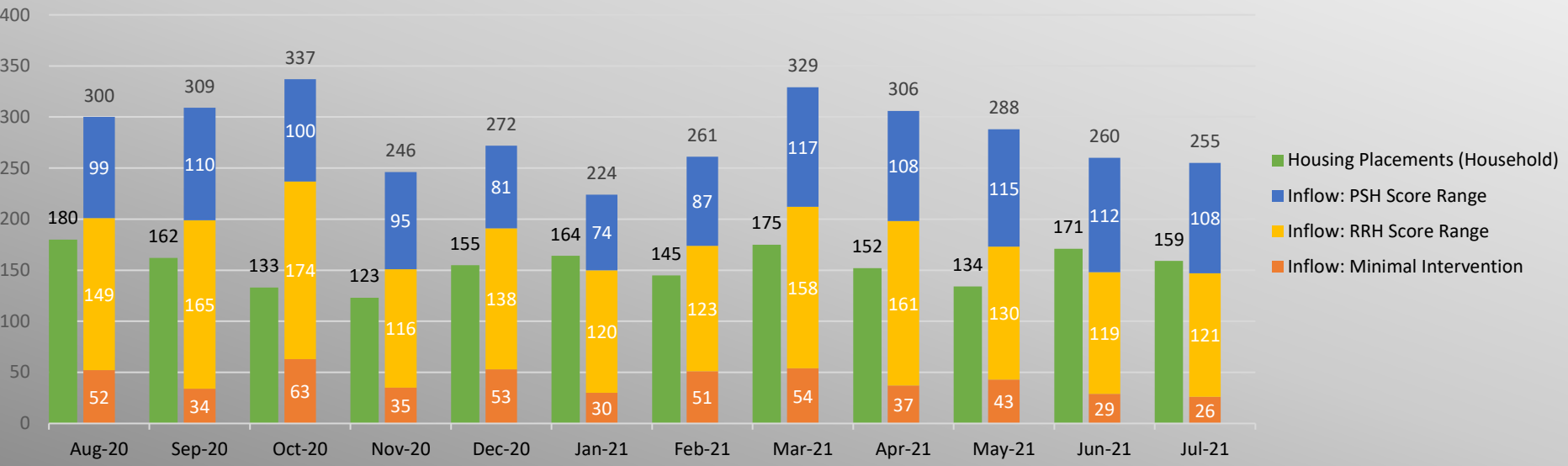
- Utilization: PSH, RRH are point-in-time utilization on July 31, 2021. TH, ES, and SP data reflects utilization for the month of July, and HP utilization is based on the last 12 months
- Program utilization is based on households enrolled in programs that are tracked in HMIS.
- PSH programs that are not tracked in HMIS include HUD Veterans Affairs Supportive Housing (VASH), consisting of 1,222 units, and other programs which comprise 53 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

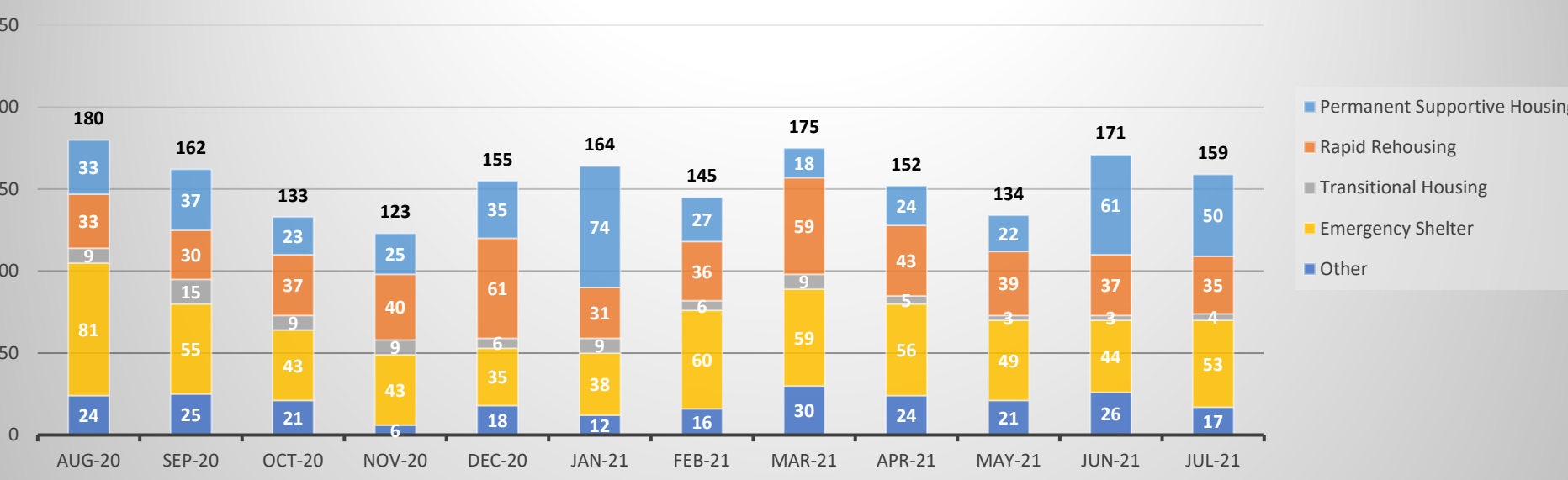


Appendix D: Housing Placements and Inflow by Month

Monthly Housing Placements vs. Homeless Inflow

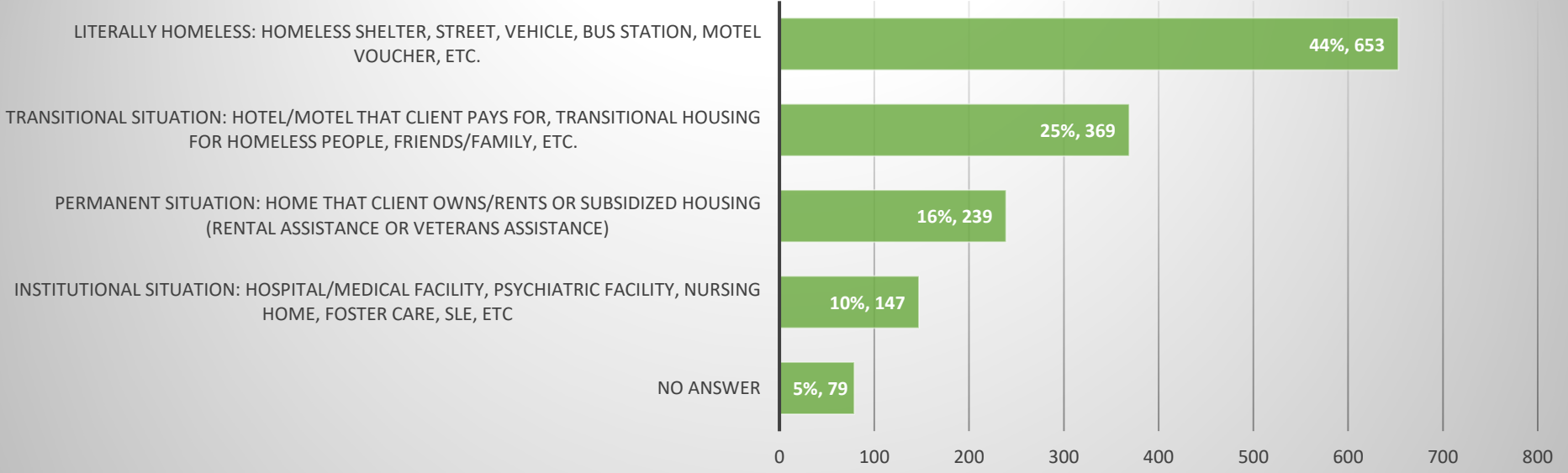


Monthly Housing Placements from Project Types



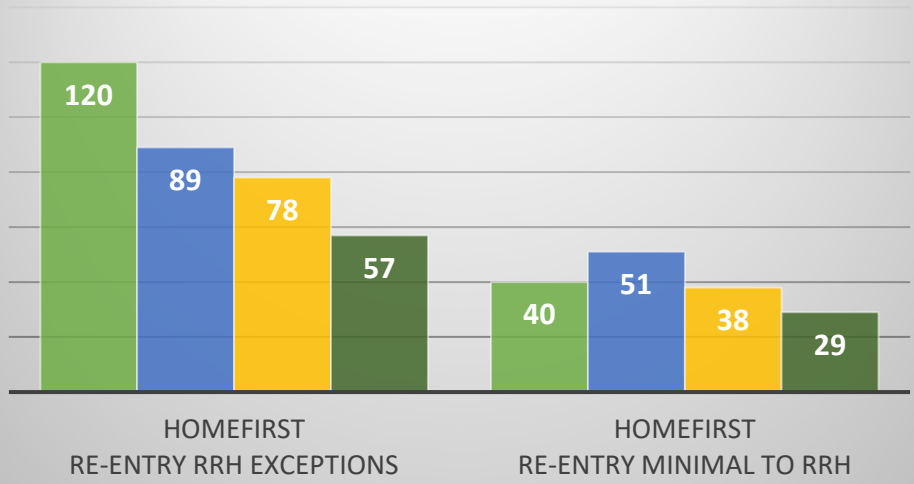
Appendix E: Reentry Resource Center (RRC) Housing Status and EAP Program Utilization, FY21

Housing Status of 1,487 Clients Accessing Services at the Reentry Resource Center, FY21

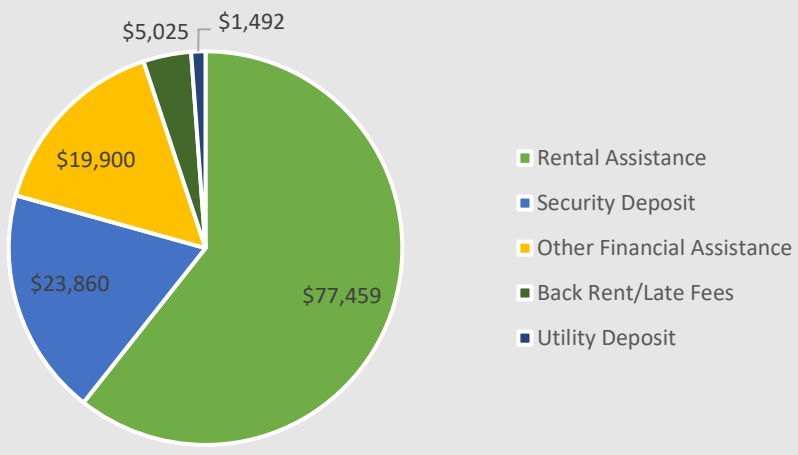


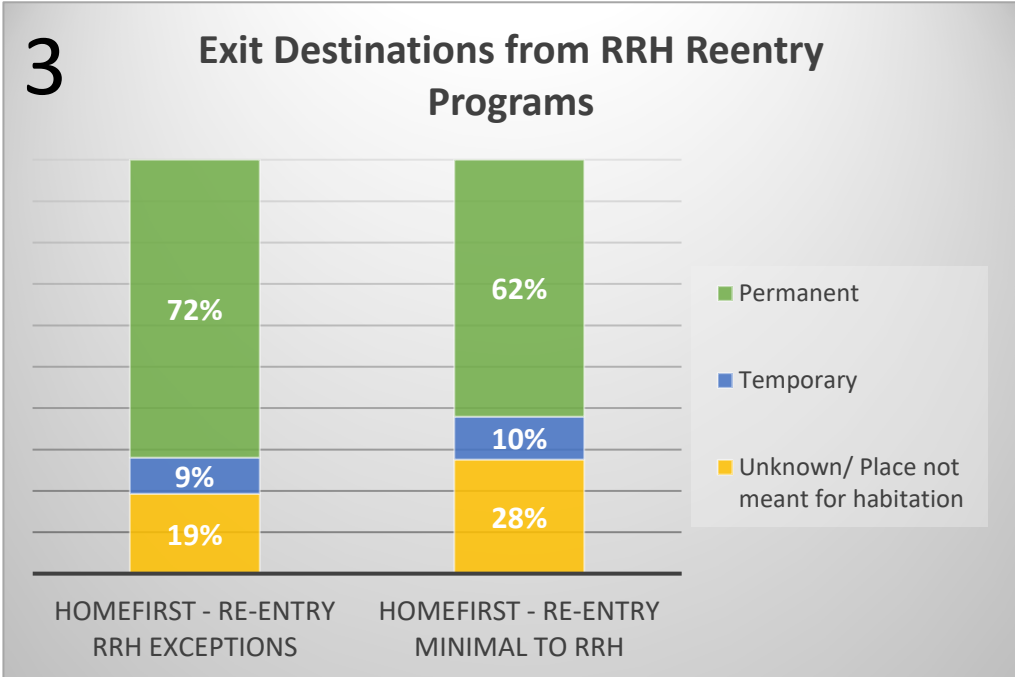
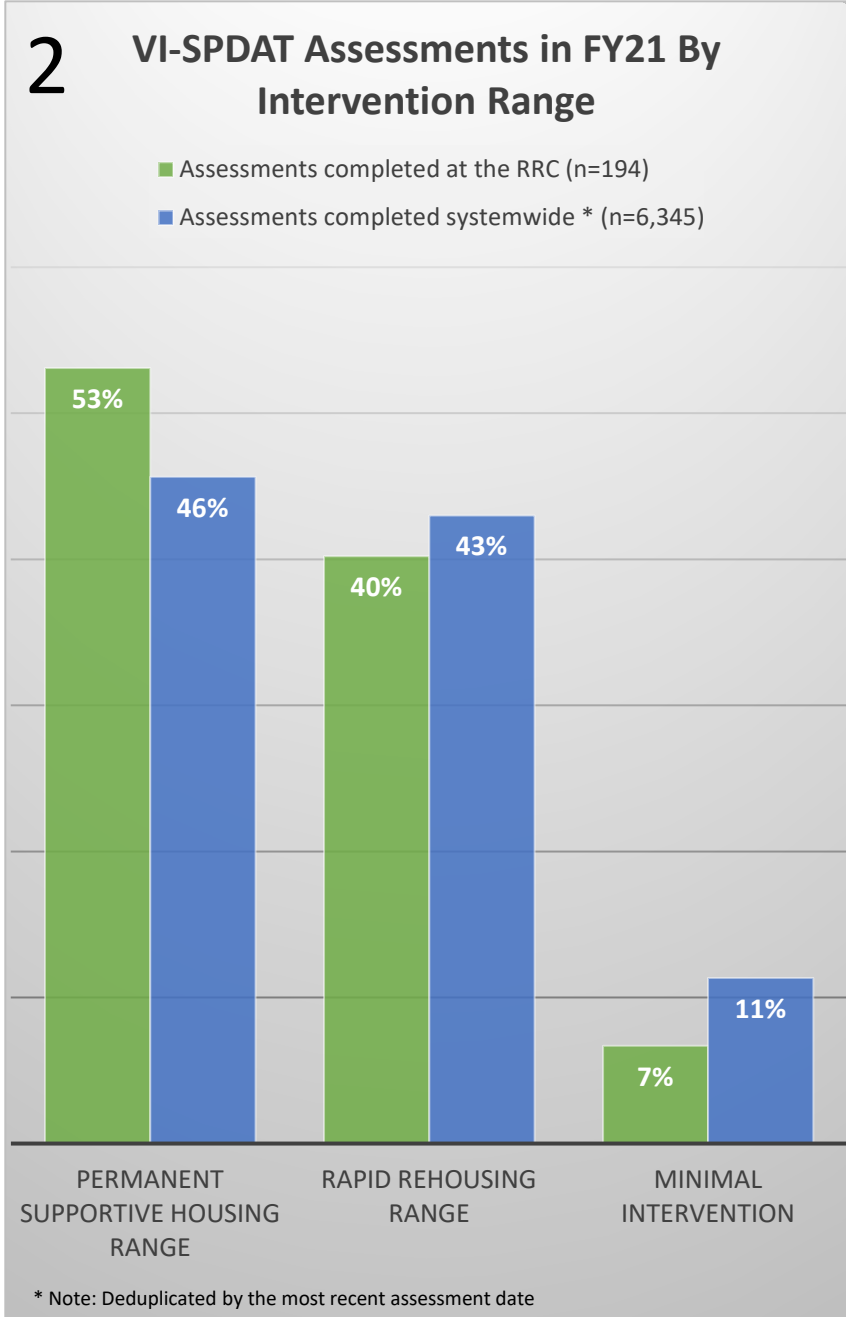
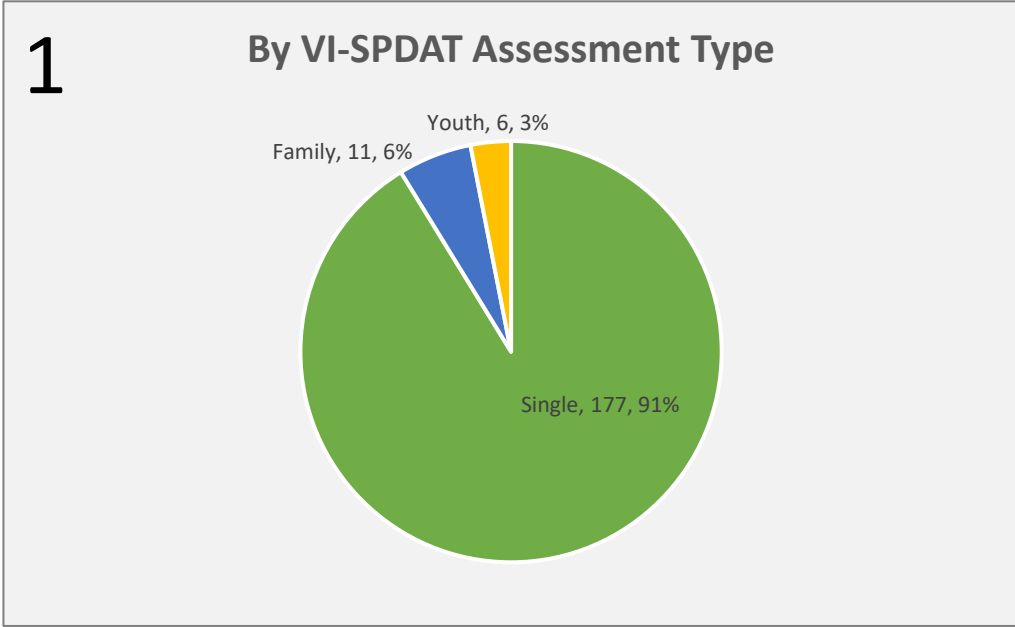
Rapid Rehousing Reentry Programs, FY21

Capacity Enrolled Housed Exits



EAP FY21 - Total Amount Assisted for Type of Request (Total Spent: \$127,736)





Appendix G: Reentry Resource Center (RRC) Client Demographics, FY21

The following charts provide demographics for clients who were assessed at the RRC in FY21

