

County of Santa Clara

Office of Supportive Housing

3180 Newberry Dr. Suite 150
San Jose, CA 95118
(408) 793-0550 Main
(408) 266-0124 Fax



August 1, 2020

TO: Board of Supervisors
Housing, Land Use, Environment and Transportation Committee (HLUET)
Committee

FROM: Ky Le, 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 2019 and June 2020. 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

Housing program utilization remains high, averaging 94% across the seven programs shown in Appendix B. For June, the HP and Cold Weather Shelter (CWS) programs are the most utilized programs as it relates to capacity. CWSs remained open through June this year to accommodate the need for additional shelter space during the pandemic.

Appendix C illustrates key system performance measures, benchmarks for which are determined in coordination with community partners on an annual basis. Notable trends and highlights for the reporting period include the following:

- Chart 2 provides data on exits to permanent housing destinations by housing type and period. TH exits to permanent housing decreased by 9% (from 49% to 40%) from the same period last year, but by only 2% from last month. OSH will further evaluate this trend in the coming months. Exits to PH from RRH and ES programs remain below

their benchmarks, but stable at 70% and 24%, respectively. Permanent housing exits from ES programs have increased from 20% to 24% over the past two years.

- Chart 3 illustrates that permanent supportive housing retention remains high at 96%, exceeding the system-wide 95% benchmark over the past year.

Appendix D presents data on housing placements and system entries by project type. The upper chart shows the number of households moving from homelessness to permanent housing, and the type of project from which they were receiving assistance. The lower chart indicates the number of households that moved to permanent housing for the period, compared to the number of households assessed for the first time (new entries to the homeless system). The number of newly homeless residents continues to outpace the rate of housing placements. For June, first-time homeless households exceeded monthly housing placements by 18%. The continued trend in reduced inflow may be a result of the Shelter-In-Place (SIP) order initiated in mid-March. OSH will continue to monitor the inflow closely to understand the impacts of the pandemic on the homeless population, particularly the number of new households experiencing homelessness.

Appendix E illustrates data on returns to homelessness for households that were permanently housed through the supportive housing system. For the 2019 reporting period, while only 4% of households exiting PSH programs returned to homelessness within two years, households that exited to permanent housing from other types of programs returned to homelessness at higher rates. Thirty-two percent of households exiting TH programs, for example, returned to the housing system within two years. While overall outcomes suggest that most individuals and families remain stably housed, these data suggest that households enrolled in RRH, TH, and ES may need additional supports to achieve housing stability after program exit.

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 system is centered on two programs. The first is the Emergency Assistance Network (EAN). 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 (HPS) is a pilot program 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 assistance, including providing funding for transportation and temporary motel stays and providing assistance over several weeks, rather than one-time support. All HP programs provide rental assistance, security deposit, and utility assistance.

Appendices F through I include data related to these HP programs. Below are some highlights.

- Appendix F illustrates the growth of HP programs. The capacity and utilization of these programs increased significantly since last year, as it has each year since program inception. In FY19-20, 1,710 households were assisted, compared to 1,237 for FY18-19, an increase of 38%. As the high need for prevention services in the County continues, the Pilot HPS program has increased its capacity from 900 to 1500 for FY20-21.
- Appendix G provides the reasons for requesting assistance as reported by program participants. The most common reason in both programs was the loss of income, with 37% of participants in each program reporting this as the primary reason for the need for assistance.
- The HP programs provided nearly \$5,000,000 in financial assistance over the past year; the most common type of assistance provided for both the Pilot HPS and the EAN was rental assistance (85% and 71%, respectively), followed by security deposit (see Appendix H). As shown in the lower charts in Appendix H, the average rental assistance for the Pilot HPS program was \$4,009 per household, compared to \$1,721 in rental assistance per household in the EAN program. The larger amount for the Pilot HPS program reflects the flexible program design, as some individuals and families are assisted for multiple months.
- Demographic data in Appendix I indicates that households receiving HP services are majority Hispanic/Latinx, with a female head of household.

Outcomes data for households receiving HP services shows high levels of housing stability. Of the 1,628 households that received assistance during the past year, approximately 96% remained stably housed while receiving assistance. Of those who exited HP during the period, 95% exited to permanent destinations. The OSH will continue to monitor and report on outcomes for families and individuals receiving services in HP programs.

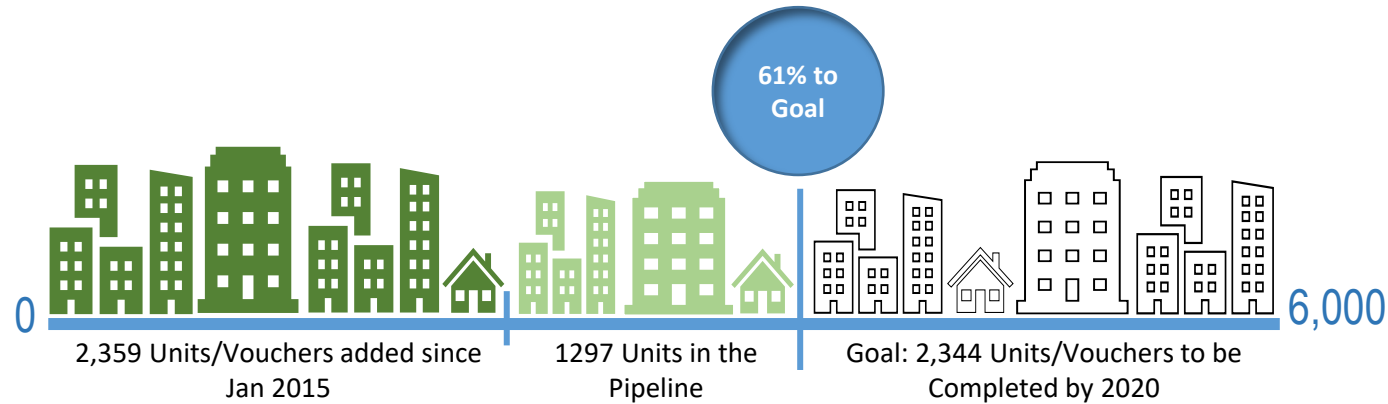


Appendix A: Progress to Community Plan to End Homelessness Goal of 6,000 Housing Opportunities

Jan 2015 Baseline: 2,635 Housing Units/Vouchers
Goal: to add 6,000 Housing Units/Vouchers by 2020

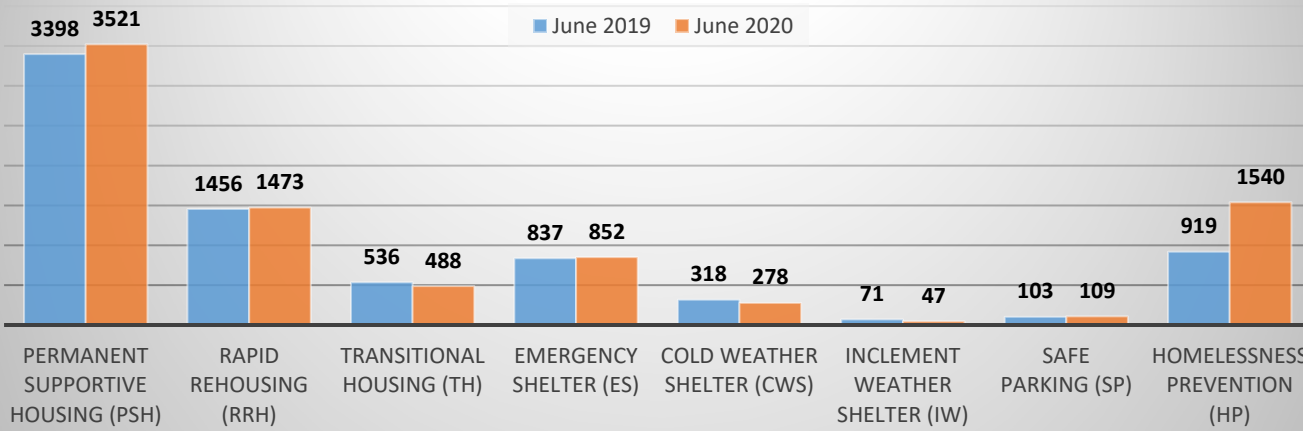


Office of Supportive Housing
Supportive Housing System
Dashboard
July 1, 2019 –
June 30, 2020

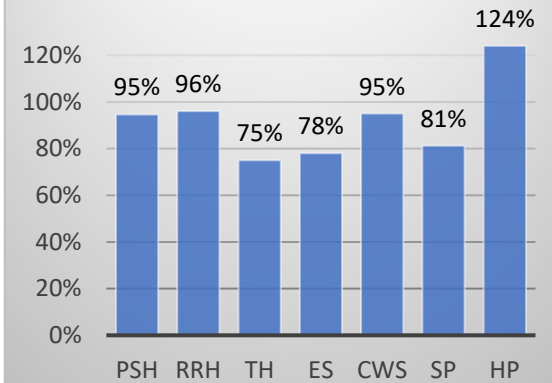


Appendix B: Capacity and Utilization as of 6/30/2020

Program Capacity (Units or Households)



Program Utilization, June 2020



- Program utilization is based on households who are 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 79 units. PSH capacity includes 33 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; Shelter capacity is measured using beds.
- Rapid Rehousing and Homelessness Prevention capacity is based on the estimated number of households that agencies are expected to serve in one year.

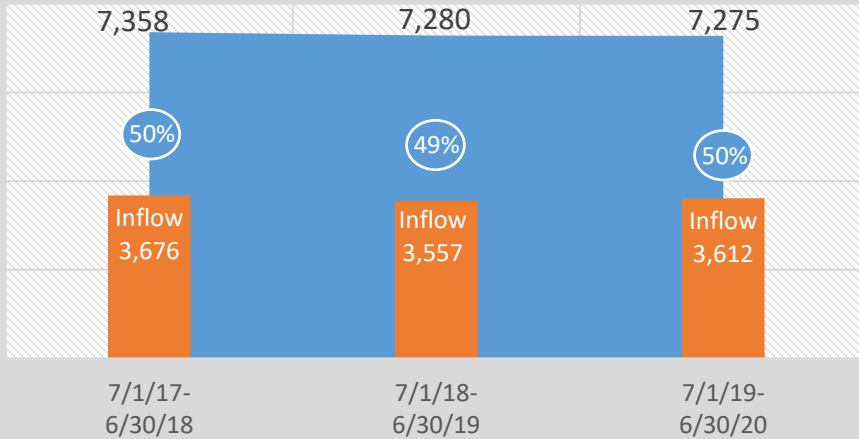
Appendix C: System Performance Measures

1

Total System Entries and Homelessness for the First Time

- Persons with Entries into ES, SH, TH, or PH
- Inflow: People Experiencing Homelessness for the First Time*

* "First Time" per HUD = no entries in ES, SH, TH or PH in the previous 24 months

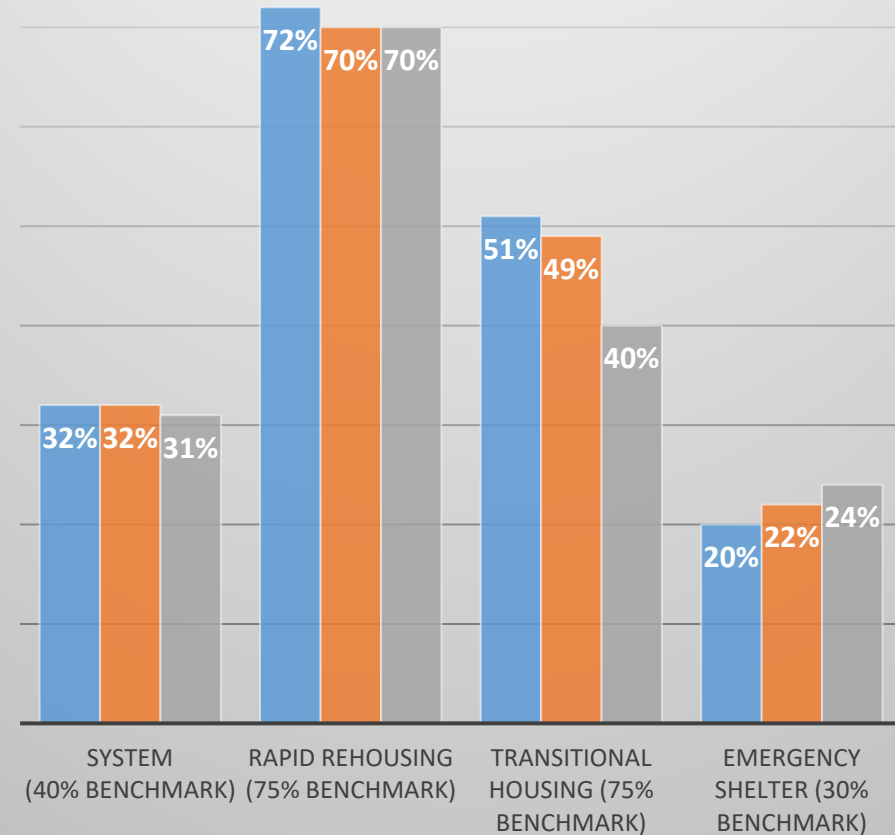


2

Exits to Permanent Housing Destinations

Of Persons in ES, TH, and RRH who Exited, the Percentage of Successful Exits to Permanent Housing

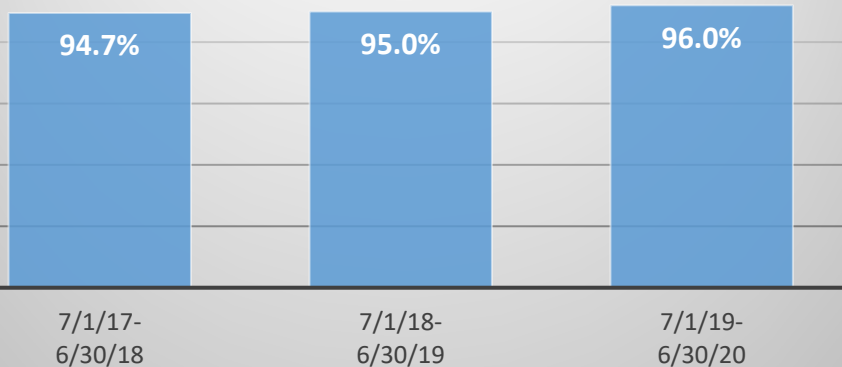
- 7/1/17-6/30/18
- 7/1/18-6/30/19
- 7/1/19-6/30/20



3

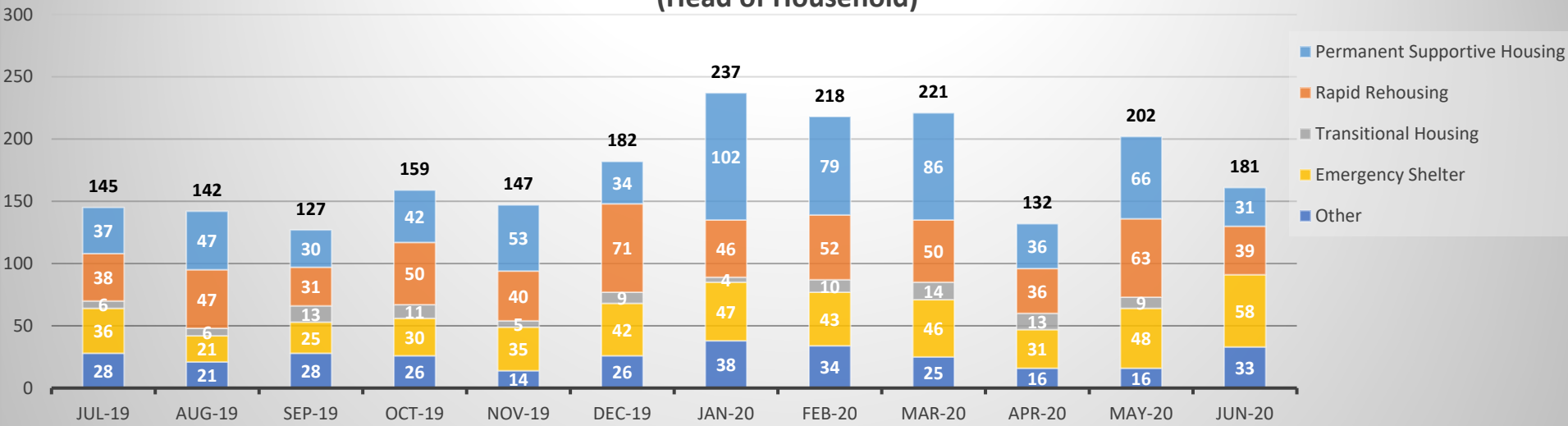
Permanent Housing Retention

Percentage of People in Permanent Housing Programs (excluding Rapid Rehousing) Retaining Housing during the Reporting Year (Benchmark = 95%)

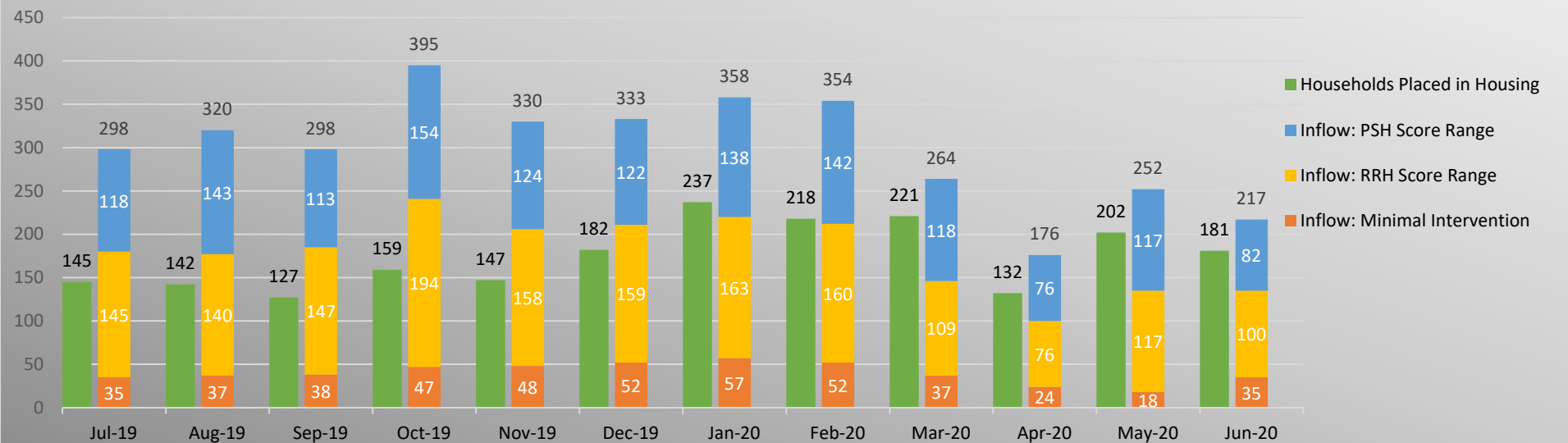


Appendix D: Housing Placements and System Entries by Month

Monthly Housing Placements from Project Types (Head of Household)



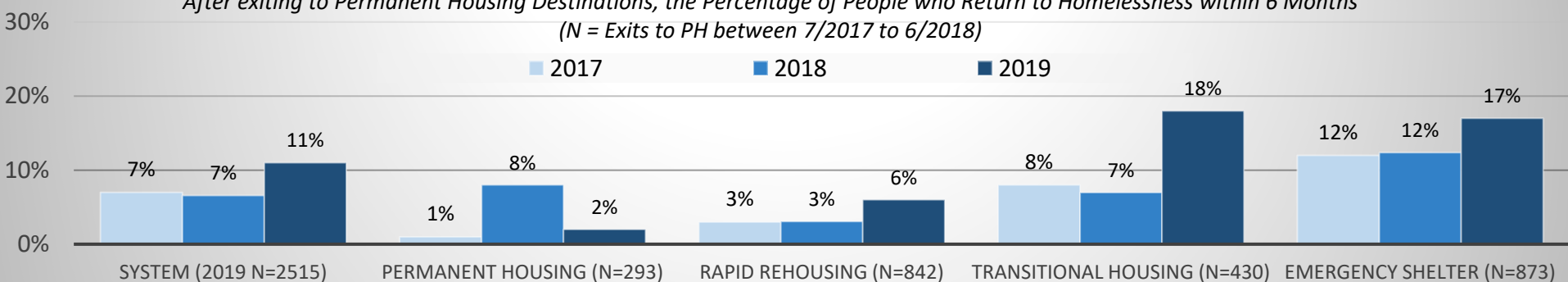
Number of Households Placed in Housing and Households Requesting Assistance for the First Time (First VI-SPDAT Assessment)



Appendix E: Returns to Homelessness

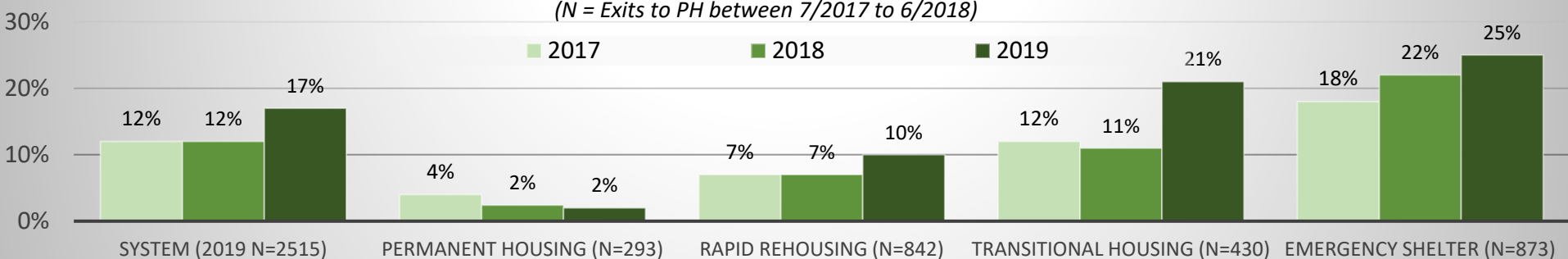
Returns to Homelessness (Within 6 Months)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 6 Months
(N = Exits to PH between 7/2017 to 6/2018)



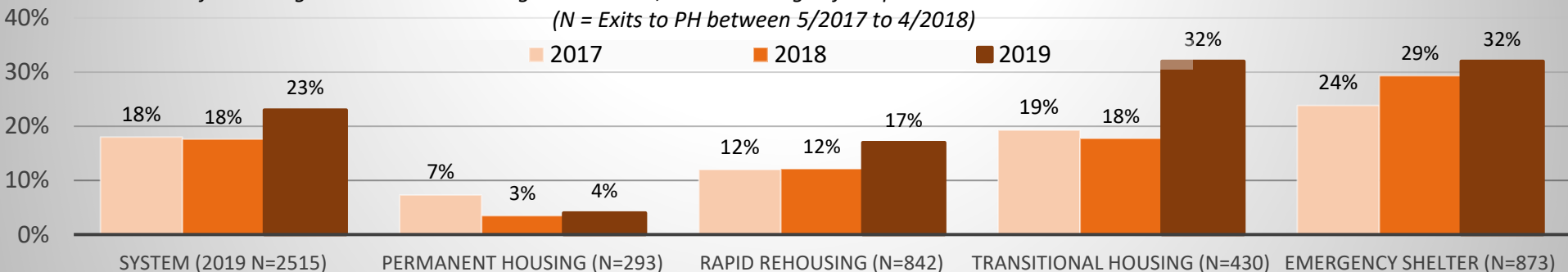
Returns to Homelessness (Within 1 Year)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 1 Year
(N = Exits to PH between 7/2017 to 6/2018)



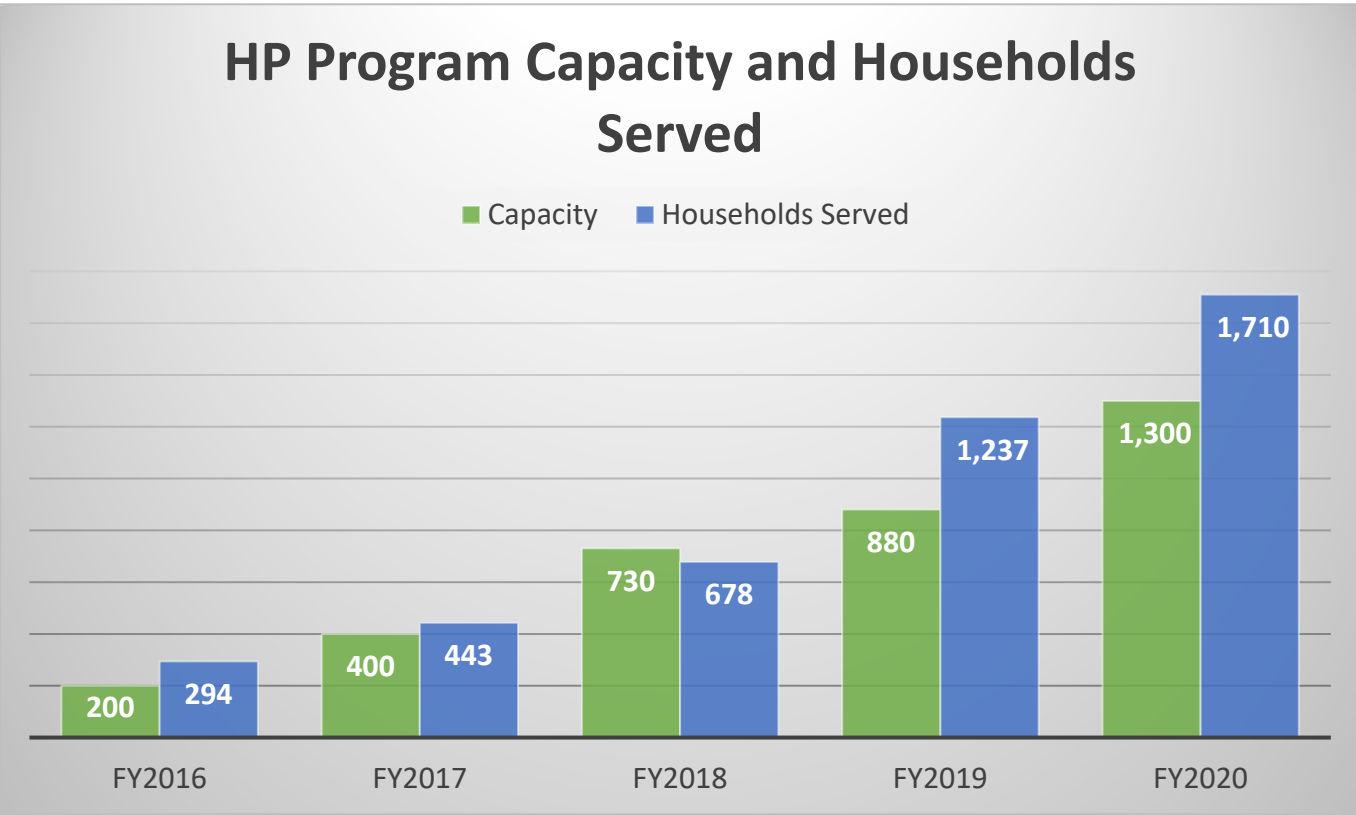
Return to Homelessness (Within 2 Years)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 2 Years
(N = Exits to PH between 5/2017 to 4/2018)



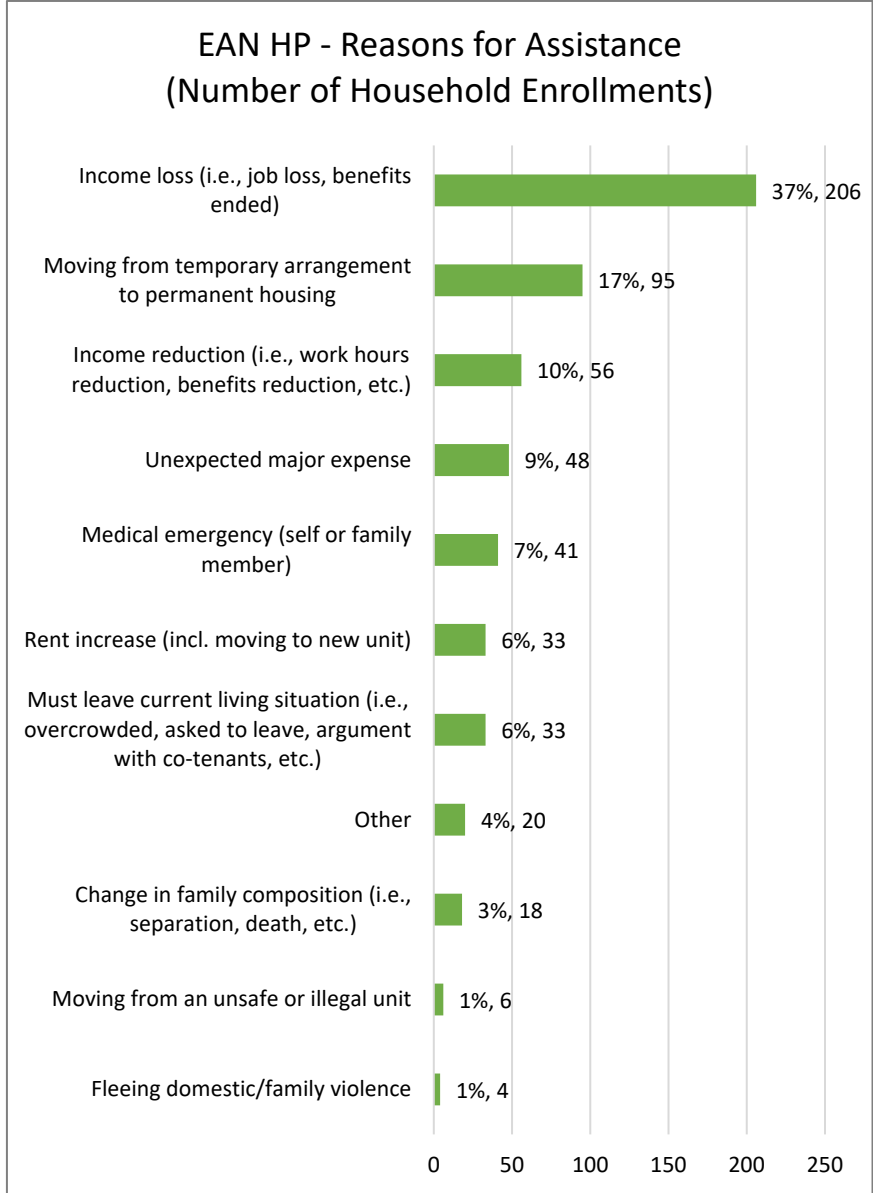
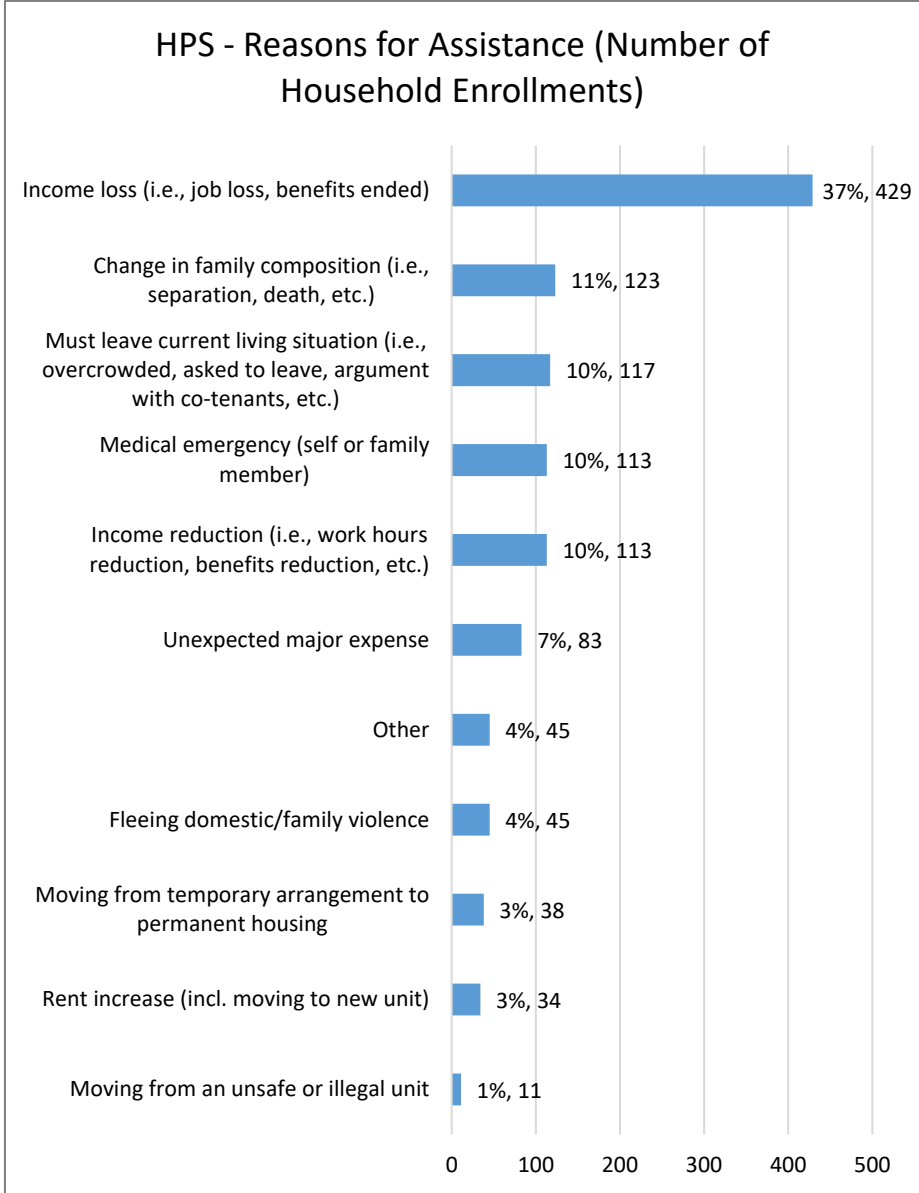
Appendix F: Homelessness Prevention Capacity, Utilization, July 2019 to June 2020

HP Program	Annual Capacity (Households)	Enrolled Households July 1, 2019 to June 30, 2020)	Utilization
HPS (HPS-DH Programs)	900	1078	120%
EAN HP(HPS-OSH Programs)	400	550	138%



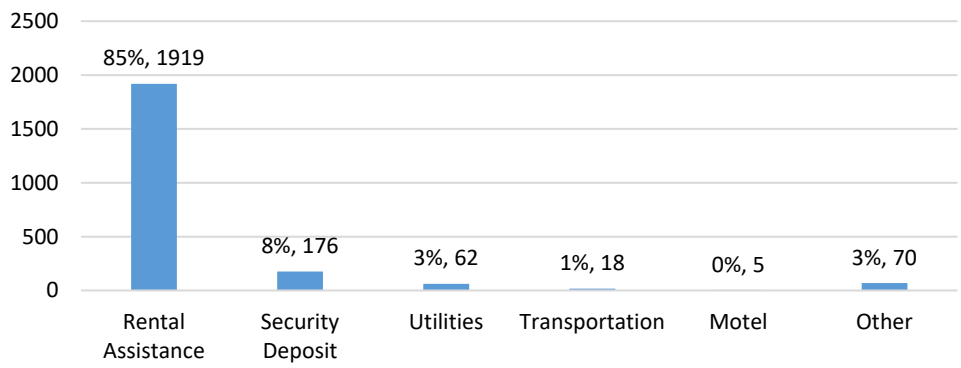
- Several agency-specific prevention programs provide the capacity to serve an additional 240 households. Data from those programs are not represented here. They are reflected in Appendix B.

Appendix G: Homelessness Prevention Types of Assistance, July 2019 to June 2020

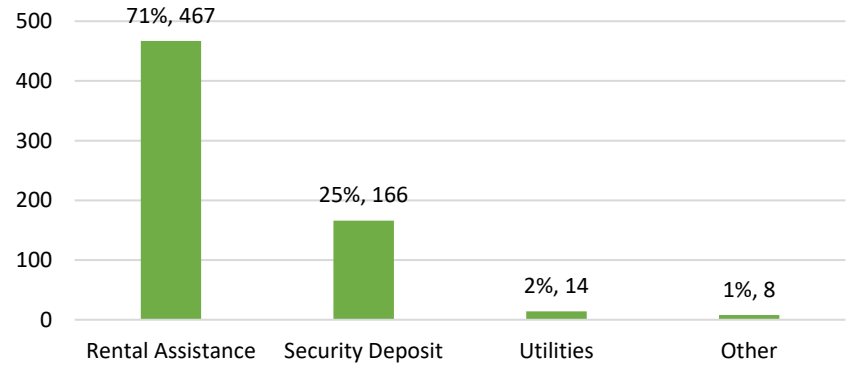


Appendix H: Financial Assistance Types and Amounts, July 2019 to June 2020

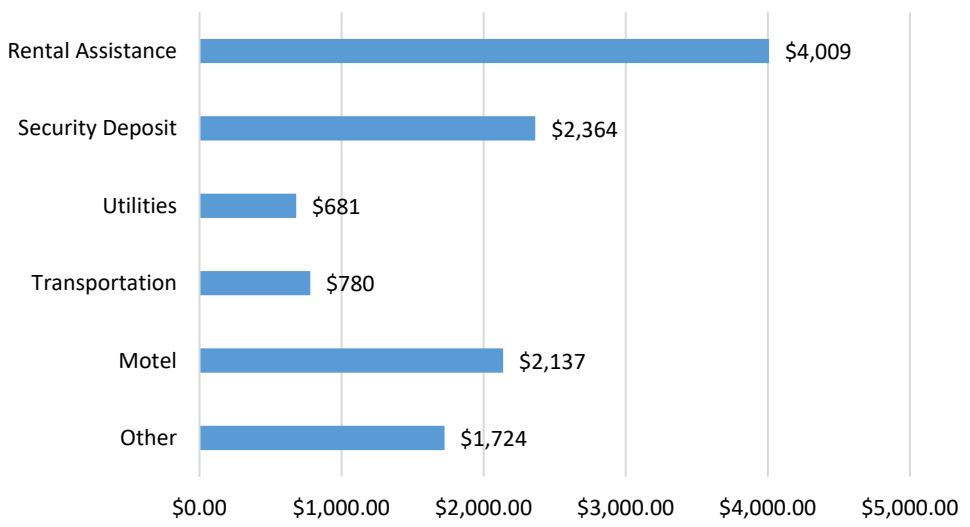
HPS: Number of Service Transactions for Each Assistance Type
(2,250 Total Transactions for 950 Households)



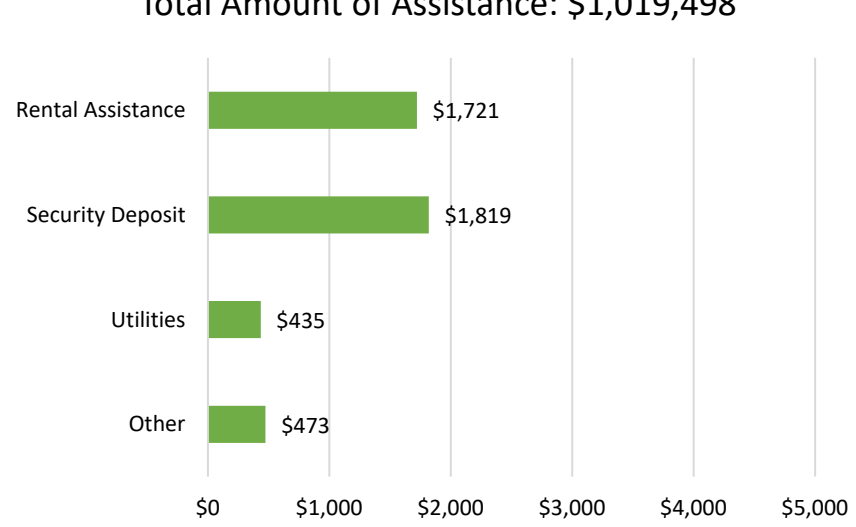
EAN HP: Number of Service Transactions for Each Assistance Type
(655 Total Transactions for 527 Households)



HPS: Average Amount of Assistance by Type
Total Amount of Assistance: \$3,968,691



EAN HP: Average Amount of Assistance by Type
Total Amount of Assistance: \$1,019,498



Appendix I: Homelessness Prevention Demographics of Unduplicated Households, July 2019 to June 2020

