

County of Santa Clara

Office of Supportive Housing

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February 8, 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 January 2020 and December 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

Appendix A highlights two key goals in the [2020-2025 Community Plan to End Homelessness](#). Year-to-date, the County has housed 3,209 individuals, 16% toward the goal of housing 20,000 people by 2025. The chart on the right depicts progress toward the County's goal of a 30% reduction (3,345) in the annual inflow of people becoming homeless. Inflow for calendar year 2019 (4,778 people) is used as a baseline. The OSH will continue to report inflow counts each month using the twelve-month rolling period. Data illustrating the OSH's progress on the additional goals outlined in the 2020-2025 Plan will be highlighted in upcoming reports. These goals include doubling our temporary housing and shelter capacity and expanding the HP system and other early interventions.

Appendix B provides program capacity and utilization for our five program categories plus the Safe Parking (SP) initiative and, beginning in December, the seasonal Cold Weather Shelter (CWS) programs. For this reporting period, PSH (95%), RRH (91%), and SP (91%) are the most utilized programs as it relates to capacity. Social distancing orders, exposures, and infections have resulted in frequent changes to our TH and ES program capacities, presenting an ongoing challenge in the accurate reporting of utilization. The OSH has augmented its efforts to improve the accuracy of this data.

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 1 depicts the number of people experiencing homelessness for the first time (inflow) compared to the number of clients enrolled in a housing program during the same period. As shown in chart 1, inflow remained relatively steady as it relates to the total number of housing program enrollments (47%) compared last year (48%).
- Chart 2 provides data on exits to permanent housing destinations by housing type and period. Exits to permanent housing from RRH programs continued an upward trajectory seen over the past several months, reaching 77% for the current study period. TH exits to permanency have also shown increases over the last several months, going up to 45% for the current period after falling below 40% in the fall. Overall program exits to permanent housing ticked up slightly to 34%.
- Chart 3 illustrates that PSH retention remains high at 96.8%, continuing to exceed the system-wide 95% benchmark each month over the past year.

Appendix D presents data on housing placements and system entries by project type. The upper chart indicates the number of households that moved to permanent housing for the period (housing placements), compared to the number of households assessed for the first time (system entries). The system entries are 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. After returning briefly to pre-pandemic levels in October, the number of people accessing services for the first time fell in November and December. This may be a result of the local surge in COVID-19 cases beginning in mid-November. The number of newly homeless residents, however, continues to outpace the rate of housing placements. For December 2020, first-time homeless households exceeded monthly housing placements by 54%.

Appendix E illustrates data on returns to homelessness for households that were permanently housed through the supportive housing system. For the 2020 study period,

overall system-level returns to homelessness remained about the same from the previous years.

Reentry Programs

Appendices F through H 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 trends and 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 F shows that for clients accessing services at the Reentry Resource Center (RRC) in calendar year 2020, 44% (1,641) were literally homeless, staying in a shelter, motel, or in a place not meant for human habitation.
- Chart 3 in Appendix F categorizes the assistance provided to clients via the EAP program. Sixty-five percent (\$108,331) of the total aid provided by the program was for rental assistance.
- Appendix G, chart 2 shows the intervention breakdown for clients assessed at the RRC. Of the 142 individuals who completed the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) assessment at the RRC, 54% were assessed in the PSH range, 40% in the RRH range, and 6% 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 48% score in the PSH range and 41% in the RRH range.

These programs have had a lower rate of exits to permanent housing rate than 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. 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. We anticipate improved housing outcomes as a result.

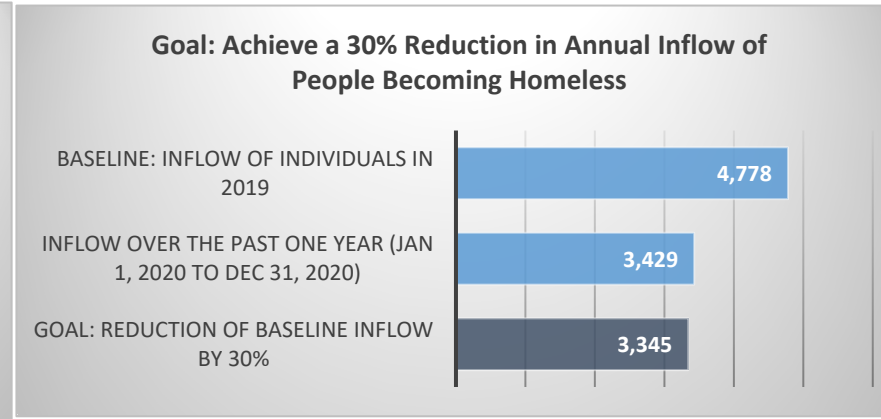
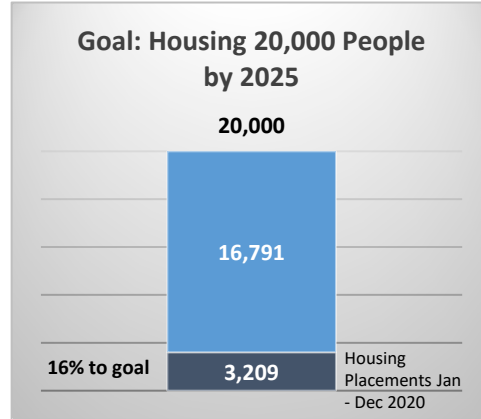


Office of Supportive Housing
Supportive Housing System
Dashboard

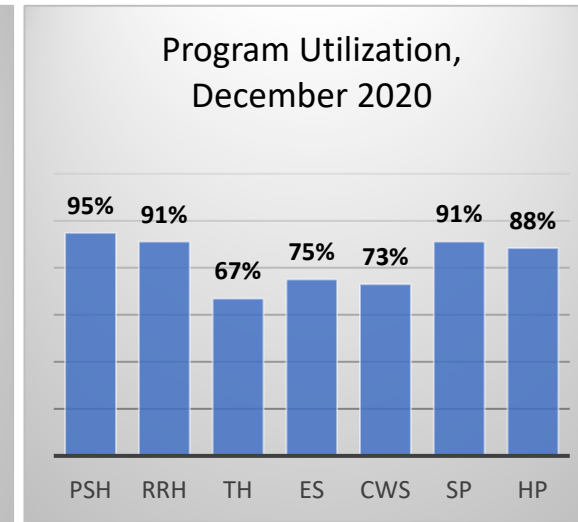
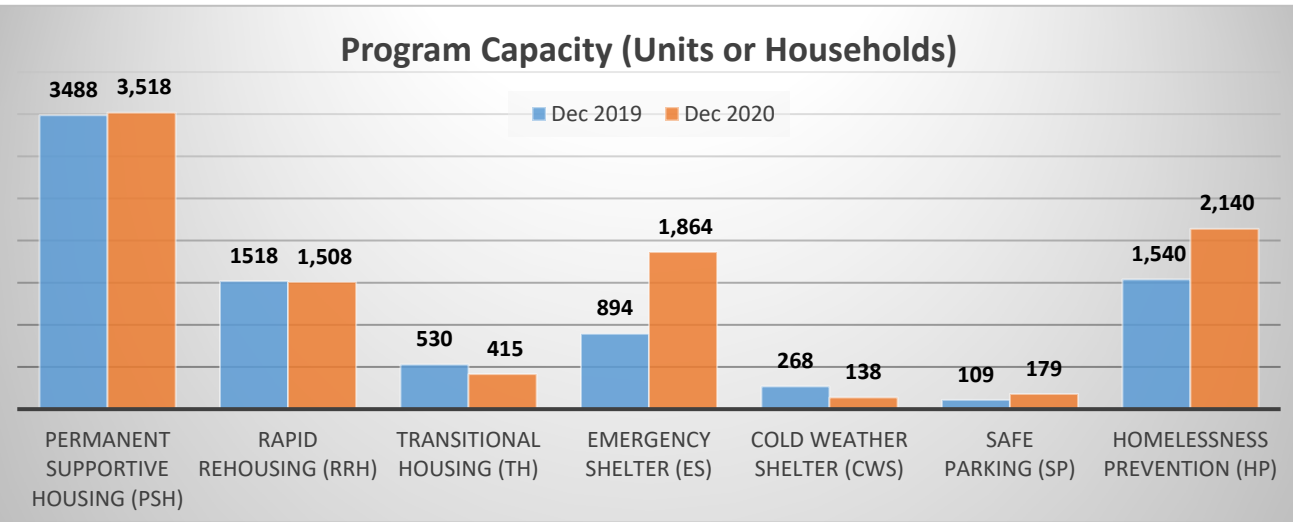
January 1, 2020 –
December 31, 2020

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 12/31/2020



- Utilization: PSH, RRH are point-in-time utilization on December 31, 2020. TH, ES, and SP utilization are based on the month of December, 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 81 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.

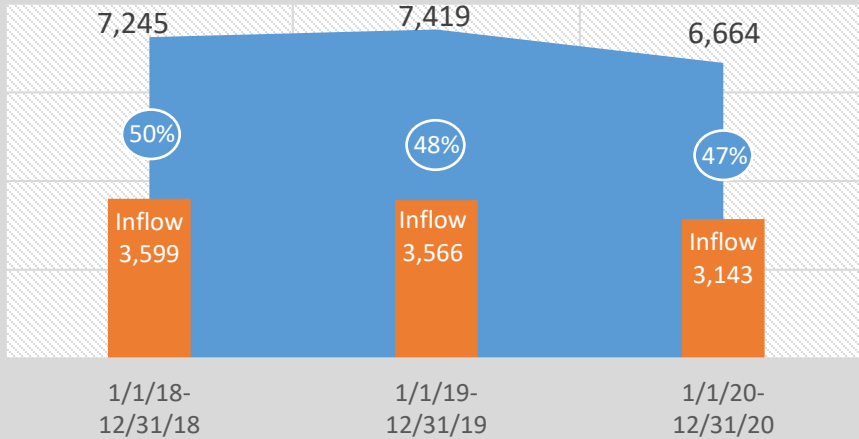
Appendix C: System Performance Measures

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

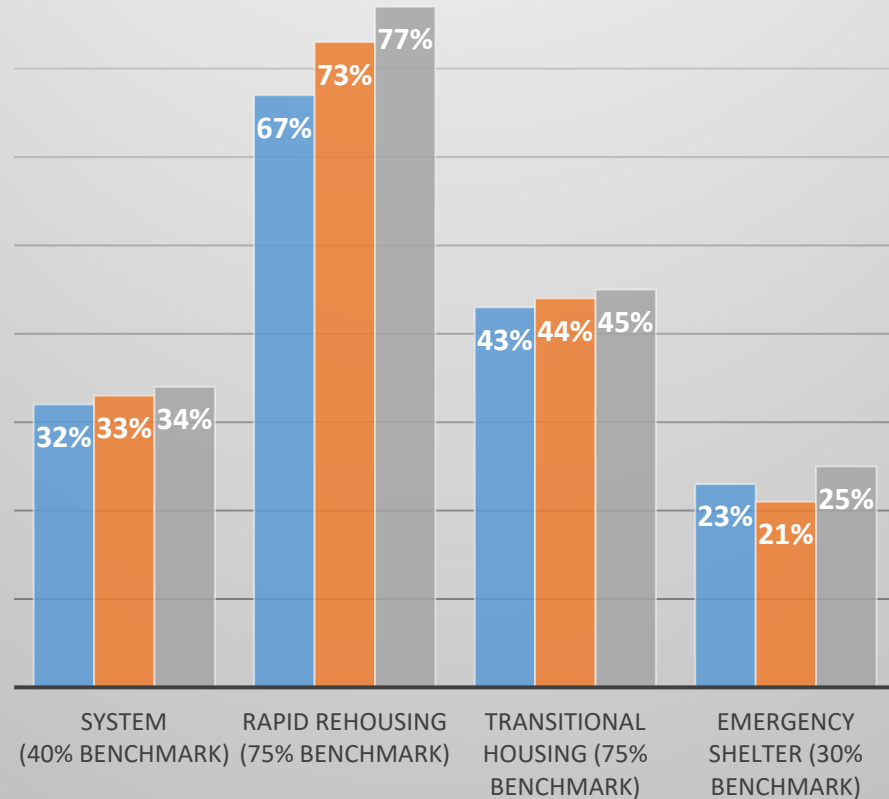


2

Exits to Permanent Housing Destinations

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

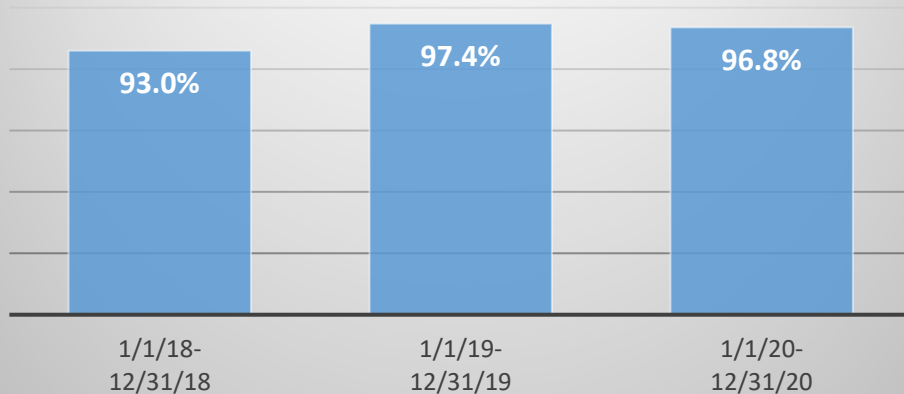
- 1/1/18-12/31/18
- 1/1/19-12/31/19
- 1/1/20-12/31/20



3

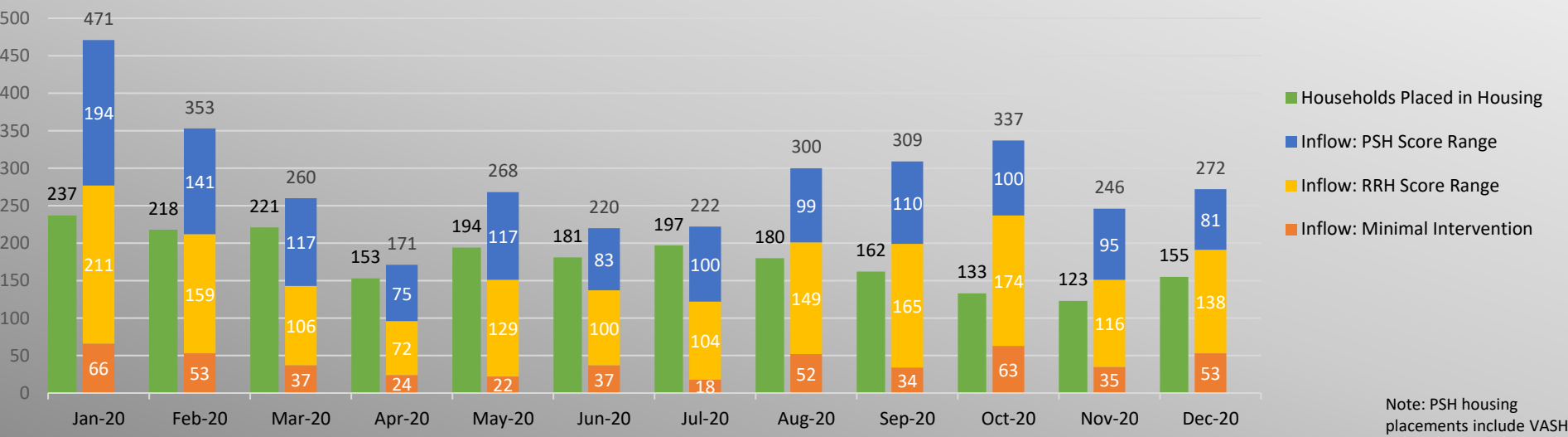
Permanent Housing Retention

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

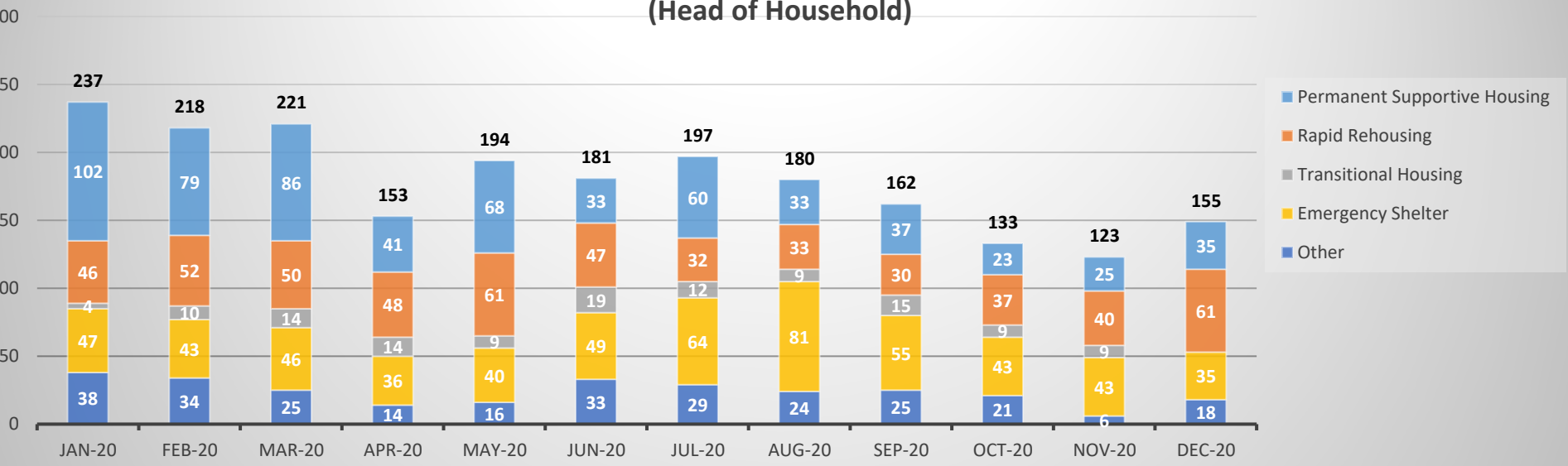


Appendix D: Housing Placements and System Entries by Month

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



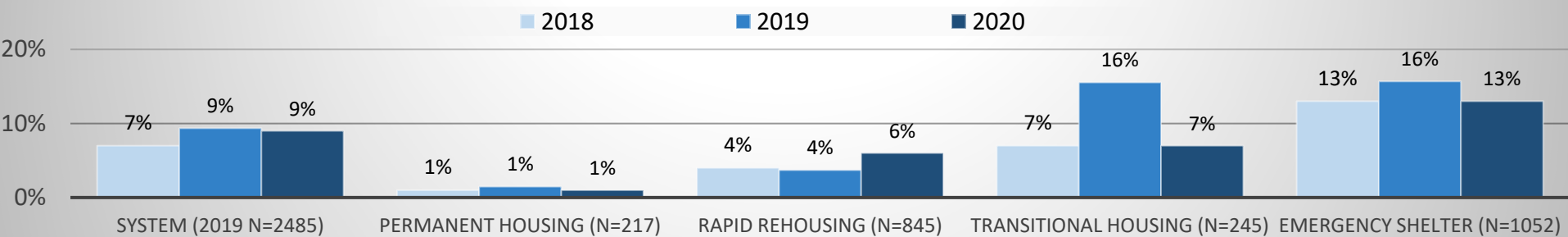
Monthly Housing Placements from Project Types (Head of Household)



Appendix E: Returns to Homelessness

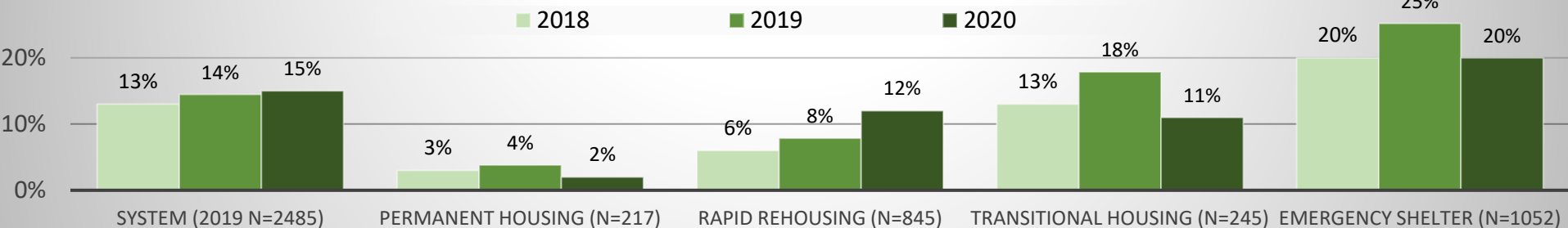
Returns to Homelessness (Within 6 Months)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 6 Months
(N = Exits to PH between 1/2018 to 12/2018)



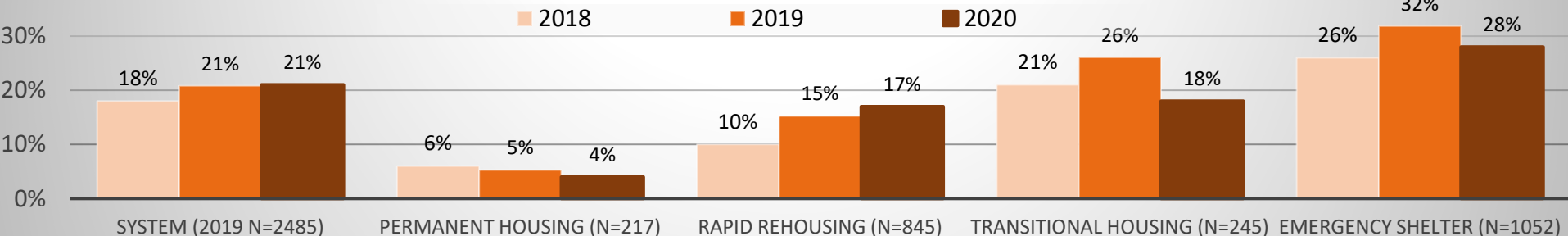
Returns to Homelessness (Within 1 Year)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 1 Year
(N = Exits to PH between 1/2018 to 12/2018)



Return to Homelessness (Within 2 Years)

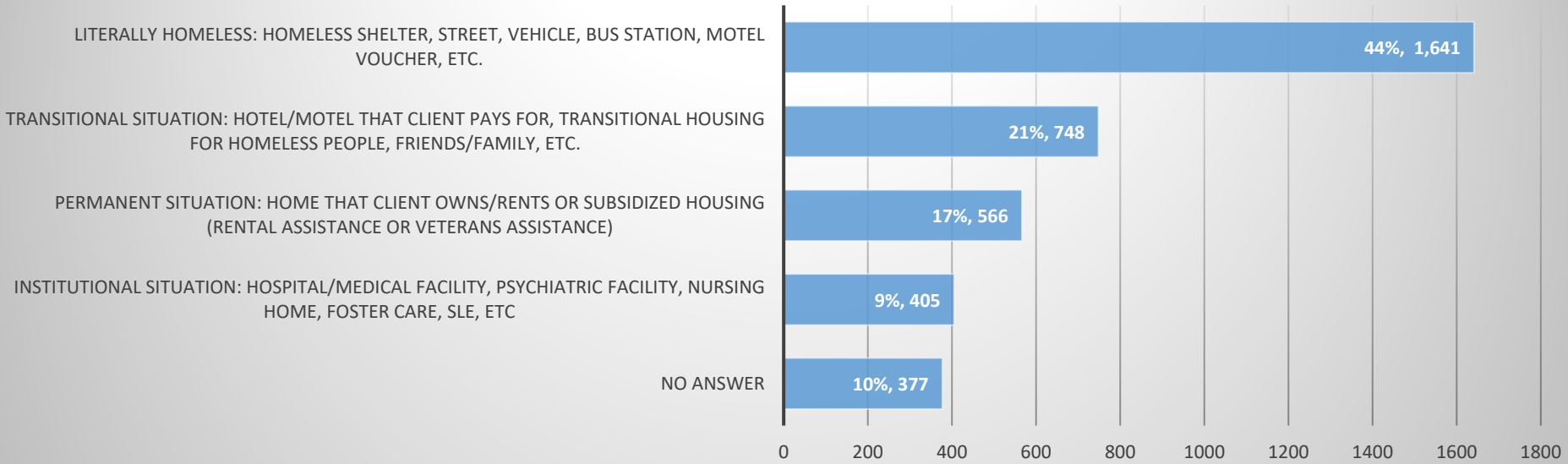
After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 2 Years
(N = Exits to PH between 1/2018 to 12/2018)



Appendix F: Reentry Resource Center (RRC) Housing Status and EAP Program Utilization, CY20

1

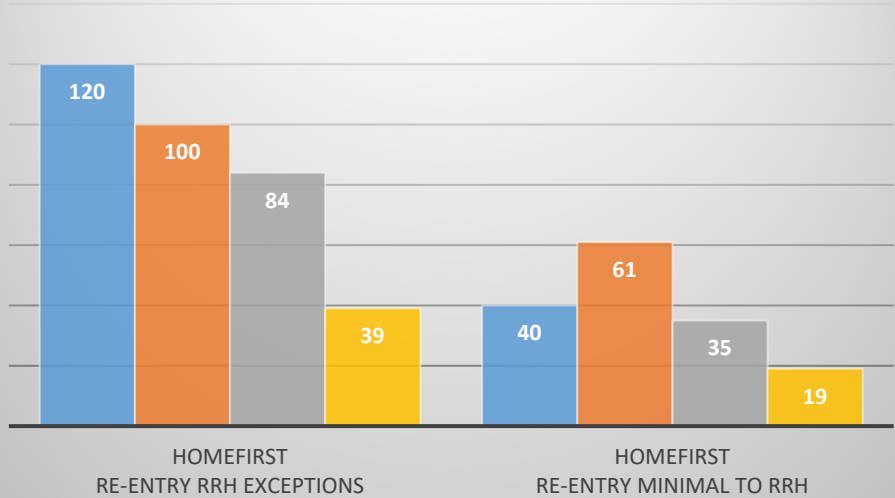
Housing Status of Clients Accessing Services at the Reentry Resource Center, CY20



2

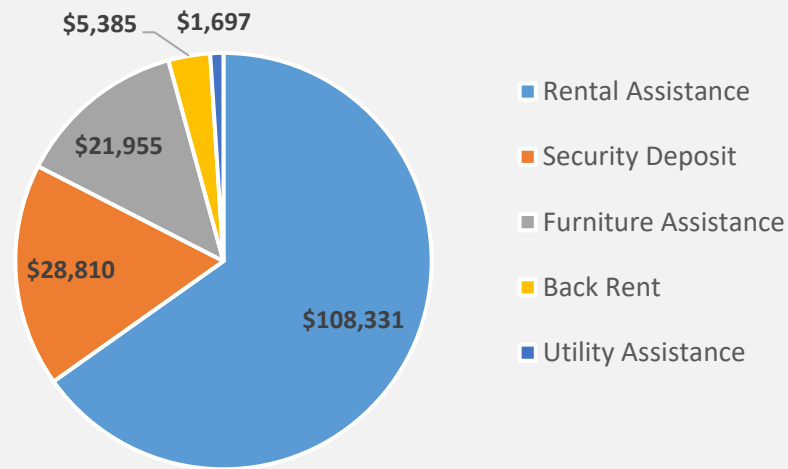
Rapid Rehousing Reentry Programs, CY20

Capacity Enrolled Housed Exited



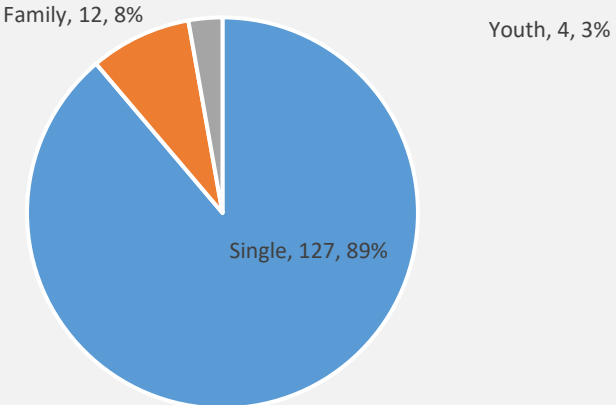
3

EAP CY20 - Total Amount Assisted for Type of Request (Total Spent: \$166,178)



1

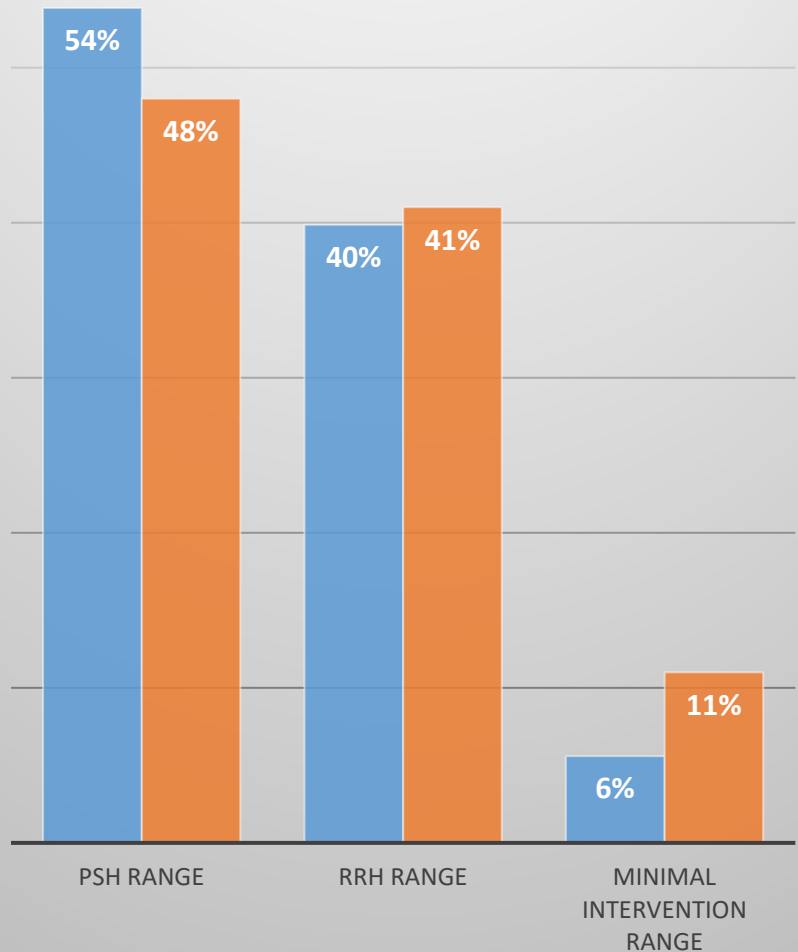
By VI-SPDAT Assessment Type



2

VI-SPDAT Assessments in CY20 By Intervention Range

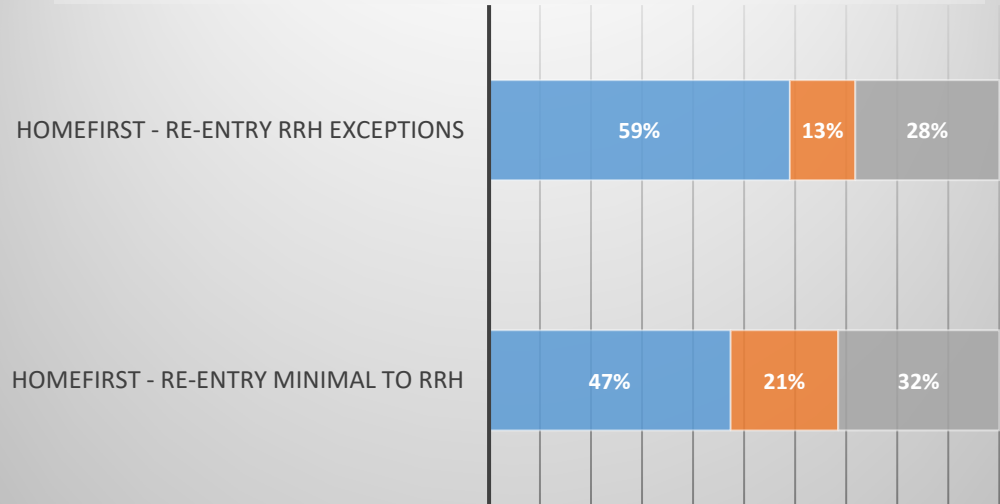
■ Assessments at the RRC (n=142) ■ Total Assessments in SCC (n=6365)



3

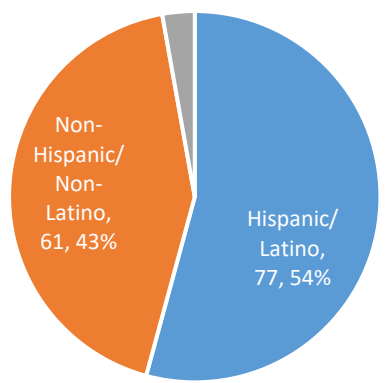
Exit Destinations from RRH Reentry Programs

■ Permanent ■ Temporary ■ Unknown/Place not meant for habitation

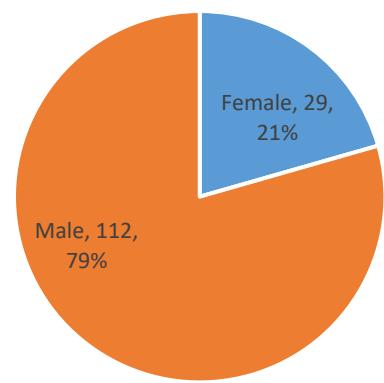


Appendix H: Reentry Resource Center (RRC) Client Demographics

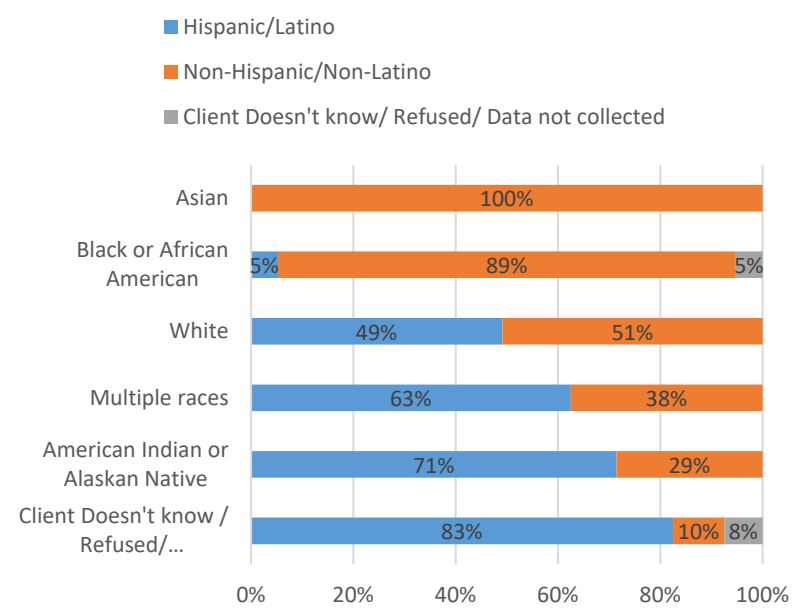
By Ethnicity



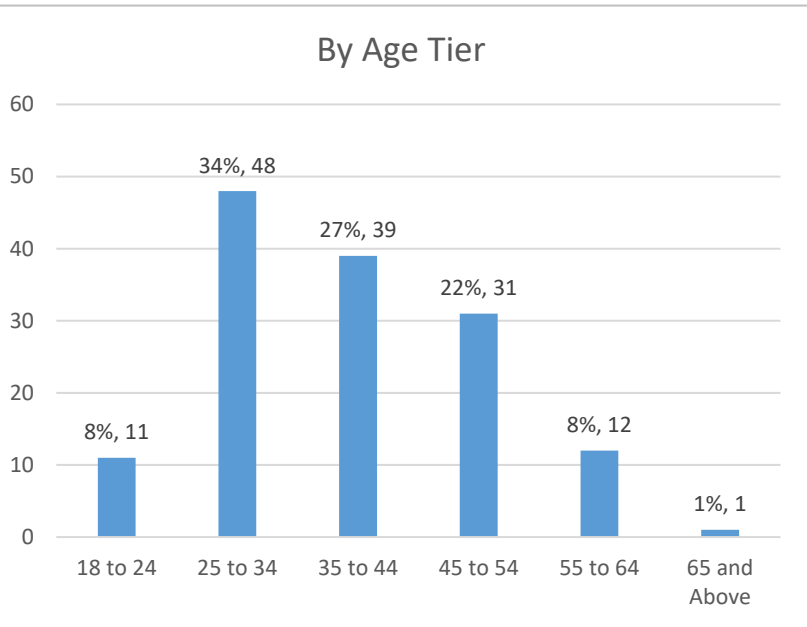
By Gender



Race by Ethnicity



By Age Tier



By Race

