

County of Santa Clara

Office of Supportive Housing

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October 1, 2020

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 and Rapid Rehousing Report

The attached report highlights trends, successes, and challenges of the supportive housing system in Santa Clara County between September 2019 and August 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 RRH programs.

Supportive Housing System Trends and Highlights

Appendix A highlights two new goals in the new [2020-2025 Community Plan to End Homelessness](#), described in more detail in last month's report. Year-to-date, the County has housed 2,314 individuals, 12% 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 (3,253) in the annual inflow of people becoming homeless. Inflow for calendar year 2019 (4,647 people) is used as a baseline, rather than inflow for the current year, which was atypical due to the pandemic. The OSH will continue to report inflow counts each month using the twelve-month rolling period. We expect an increase in inflow over the next year, as the residential eviction protections afforded by the State's COVID-19 Tenant Relief Act come to an end.

OSH continues to encounter unique challenges presented by the pandemic. For example, 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 for some programs. Shelter-in-place (SIP), exposures, and infections have also negatively affected successful housing exit rates for some TH and ES programs. For example, time-limited client stays in TH programs are being extended, resulting in primarily unplanned exits for clients with behavioral or other issues.

Appendix B provides program capacity and utilization for our five program categories plus the Safe Parking (SP) initiative. Program utilization averaged 85% across programs.

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 steady at 49% of the total number of housing program enrollments – up 1% from last year, and the same rate as last month.
- Chart 2 provides data on exits to permanent housing destinations by housing type and period. Exits to permanent housing from RRH programs remain just below the benchmark at 73%. Overall program exits to permanent housing have remained steady (33%), but below the 40% benchmark.
- Chart 3 illustrates that PSH retention remains high at 96%, 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 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 August, first-time homeless households exceeded monthly housing placements by 45%.

Appendix E illustrates data on returns to homelessness for households that were permanently housed through the supportive housing system. For the specified 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-four percent of households exiting TH

programs, for example, returned to the housing system within two years, while 17% of those exiting RRH programs to permanency returned to homelessness 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. To this end, the OSH has begun expanding HP programs, with additional growth planned as a key strategy of the new Community Plan to End Homelessness. July 2020 saw a 39% increase from the previous period in the County's capacity to serve households via HP programs.

Appendices F through H include data related to the County's RRH Programs. RRH programs provide time-limited rental assistance and supportive services to help people obtain housing quickly, increase self-sufficiency, and remain stably housed. Most RRH programs are focused on serving specific subpopulations. Accordingly, the RRH data is split by subpopulation. Some highlights:

- As shown in the table in Appendix F, RRH programs have the largest capacity to serve veterans and families. While veteran programs have slightly larger capacity than programs serving families, the latter served and housed significantly more households during the specified period.
- Appendix G shows 1) the length of time from enrollment to housing, and 2) the exit destinations for the various subpopulations served in RRH. The upper chart demonstrates that youth are housed in the fewest number of days (66) after enrollment, followed by families with children (72 days) and veterans (85 days). The bottom chart indicates that programs serving veterans and families have the highest rates of exit to permanent housing, at 76% and 75%, respectively.

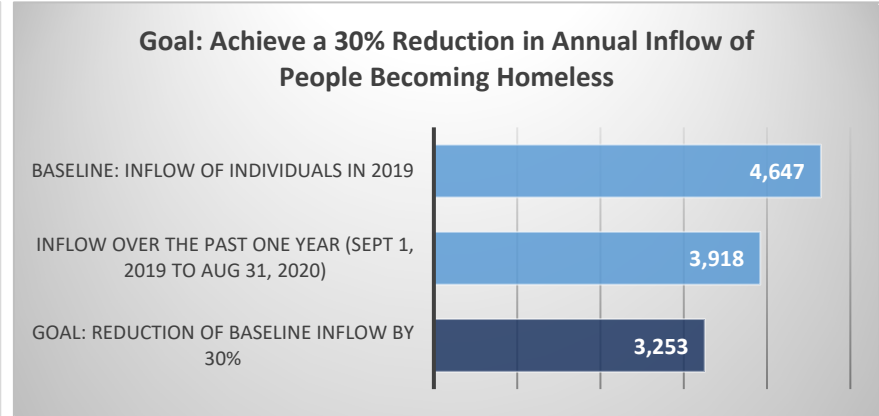
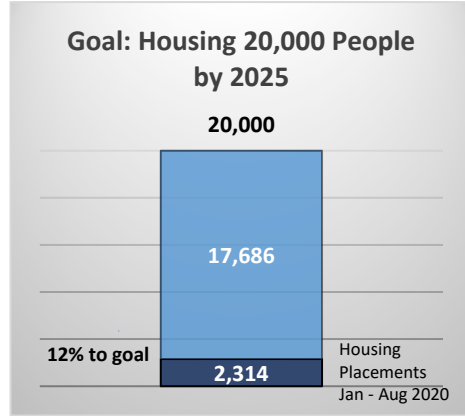


Office of Supportive Housing
Supportive Housing System
Dashboard

September 1, 2019 –
August 31, 2020

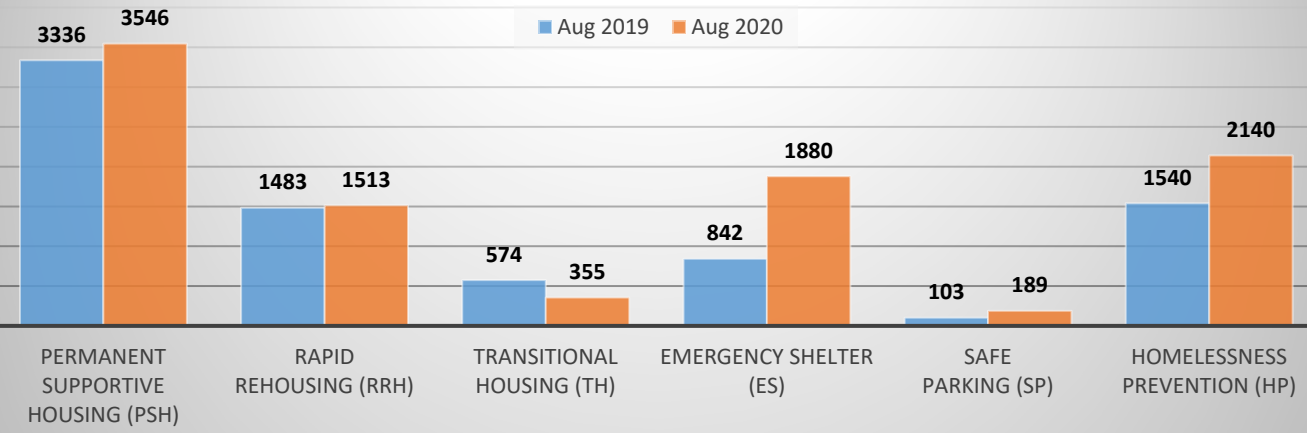
The 2020-2025 Community Plan to End Homelessness
The county-wide plan is our roadmap for ending homelessness in Santa Clara County. The 2020-2025 plan sets aggressive targets designed to reverse the current growth in homelessness and bring us one step closer to our collective goal of eliminating homelessness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

Appendix A: Community Plan Goals

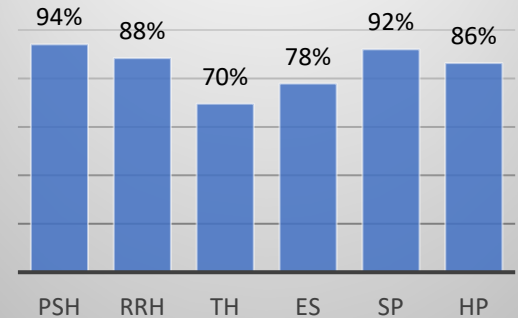


Appendix B: Capacity and Utilization as of 8/31/2020

Program Capacity (Units or Households)



Program Utilization, August 2020



- Utilization: PSH, RRH are point-in-time utilization on August 31, 2020, TH and ES utilization are based on the month of August, and SP and HP utilization is based on the previous year.
- 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 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.

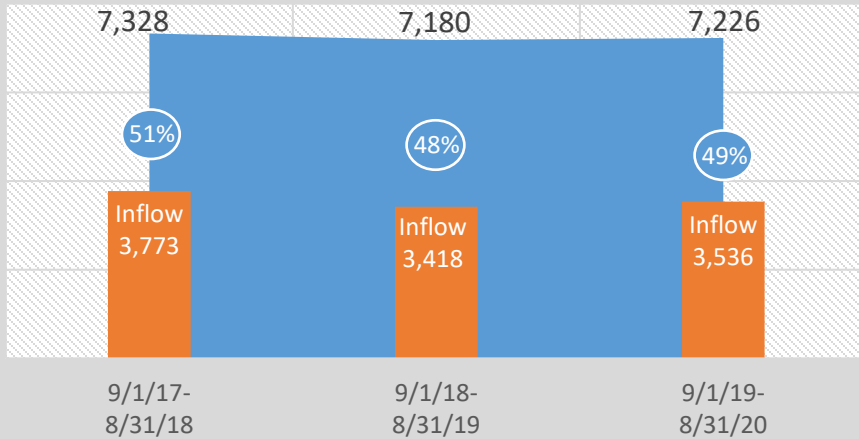
Appendix C: System Performance Measures

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

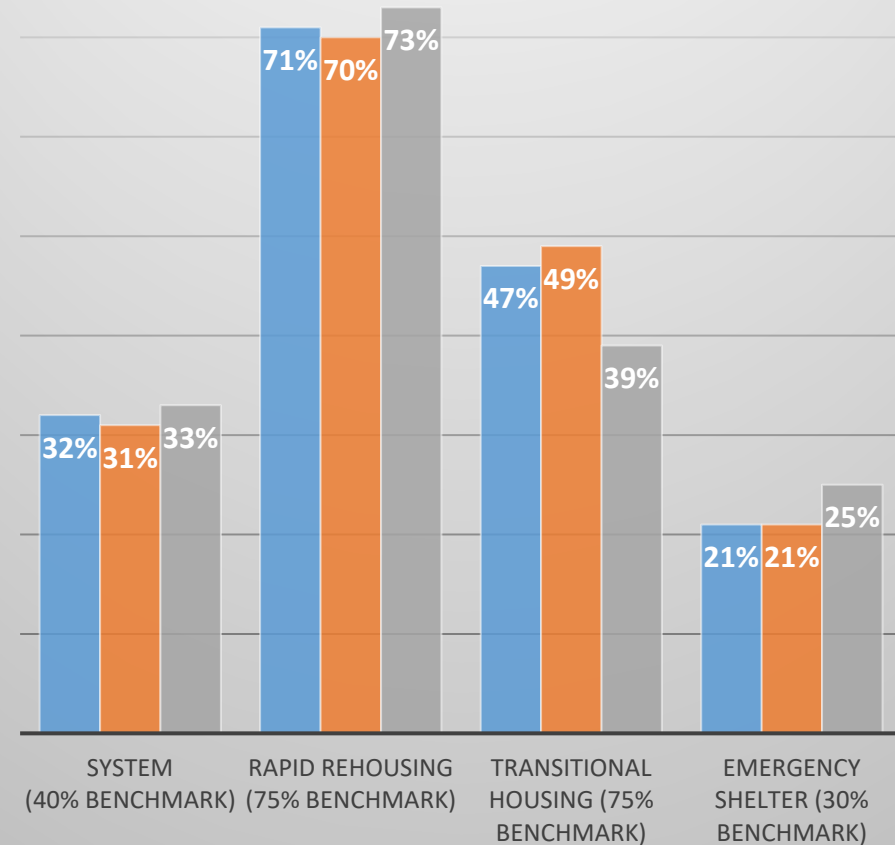


2

Exits to Permanent Housing Destinations

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

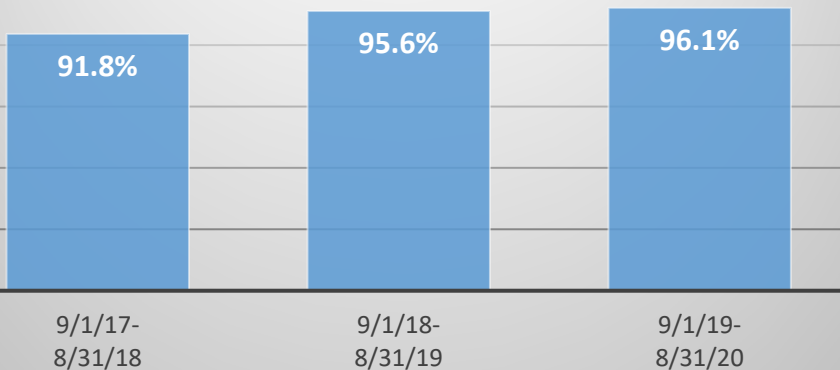
- 9/1/17-8/31/18
- 9/1/18-8/31/19
- 9/1/19-8/31/20



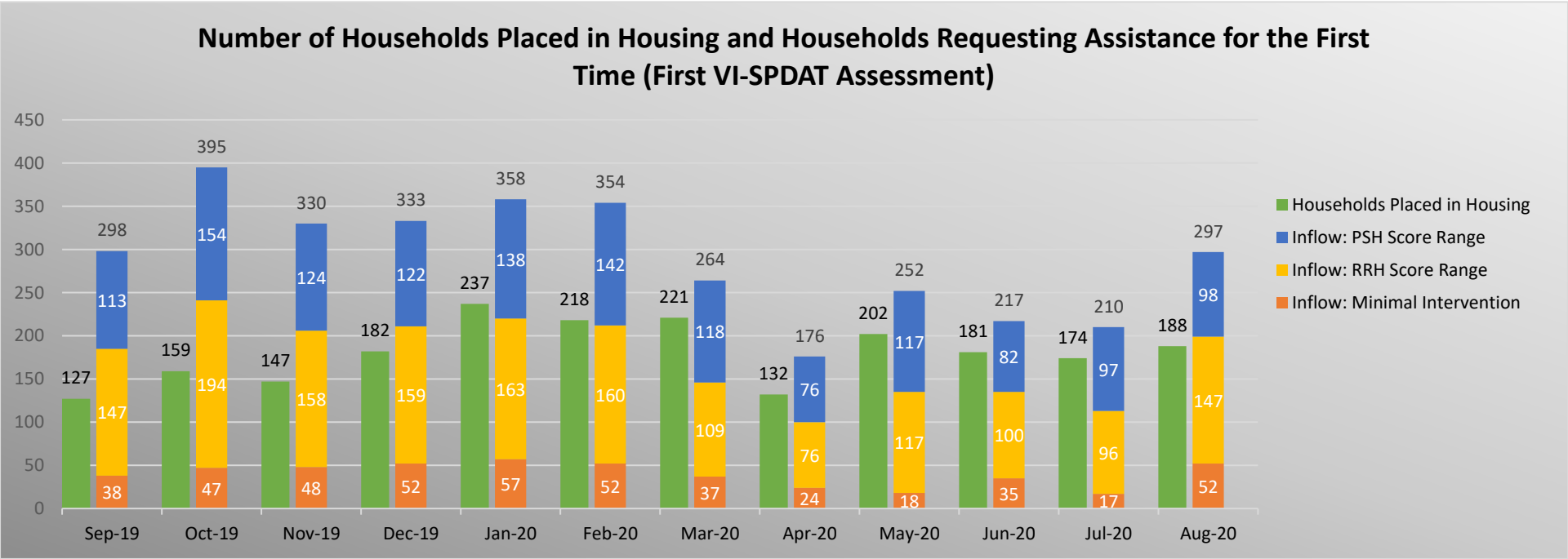
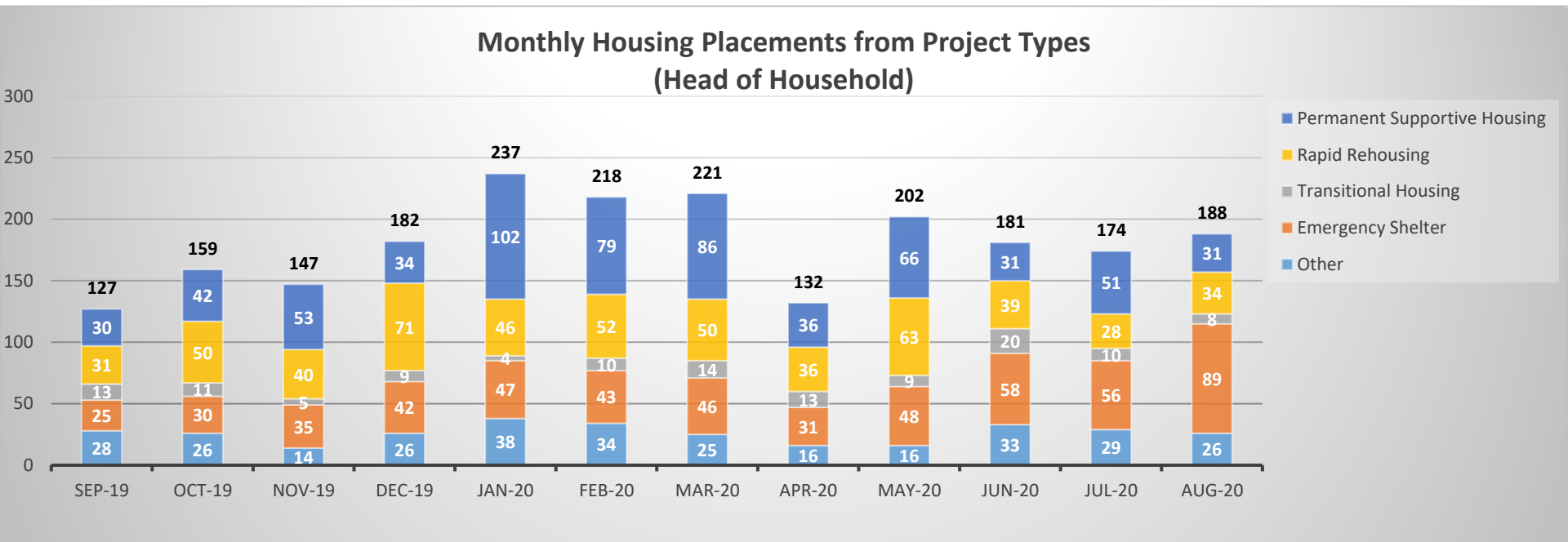
3

Permanent Housing Retention

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



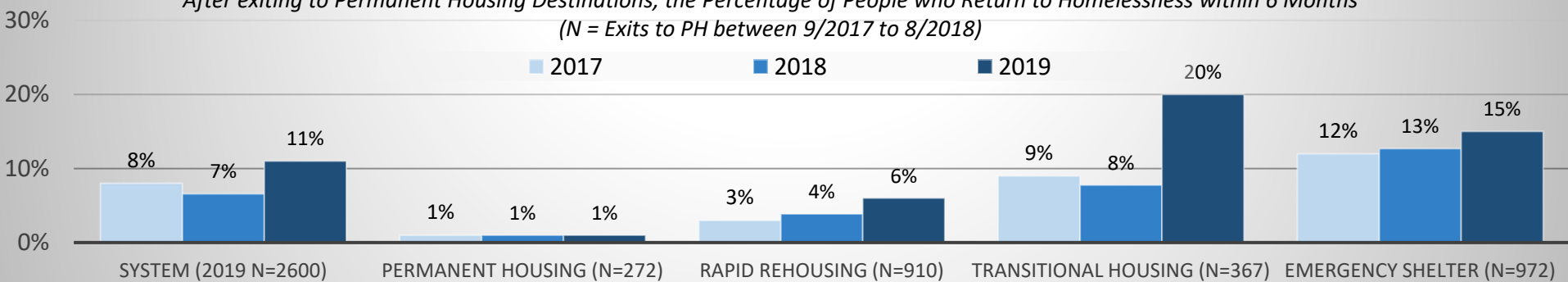
Appendix D: Housing Placements and System Entries by Month



Appendix E: Returns to Homelessness

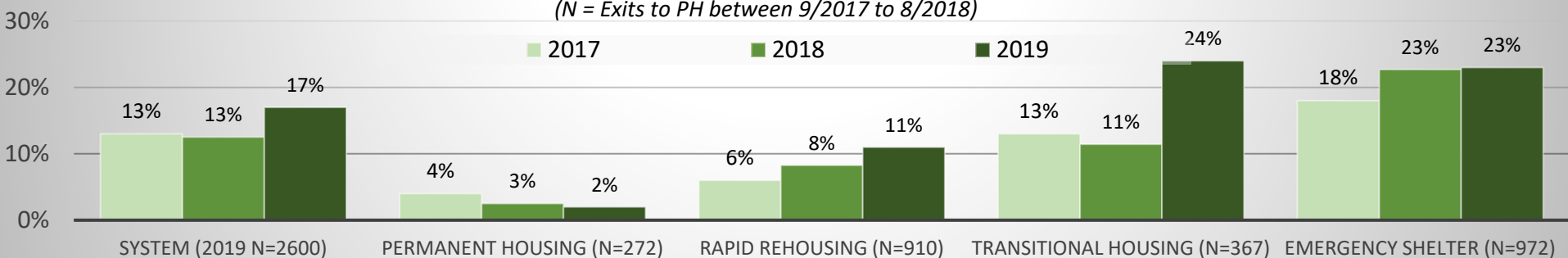
Returns to Homelessness (Within 6 Months)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 6 Months
(N = Exits to PH between 9/2017 to 8/2018)



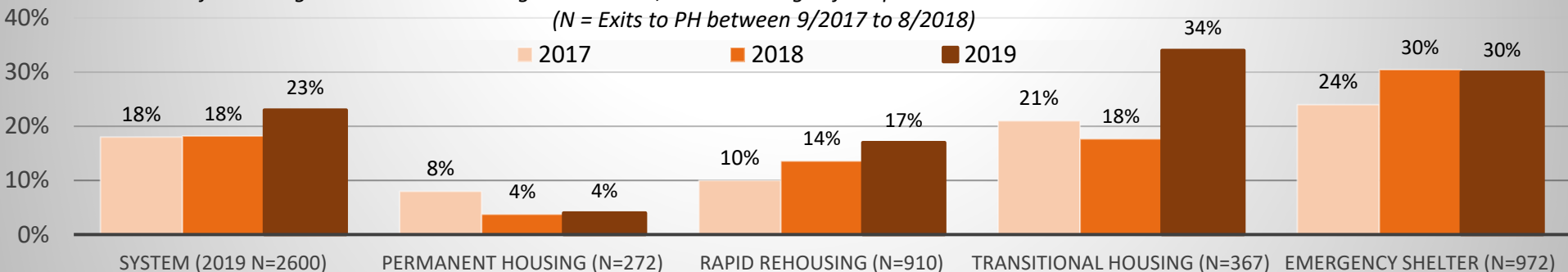
Returns to Homelessness (Within 1 Year)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 1 Year
(N = Exits to PH between 9/2017 to 8/2018)



Return to Homelessness (Within 2 Years)

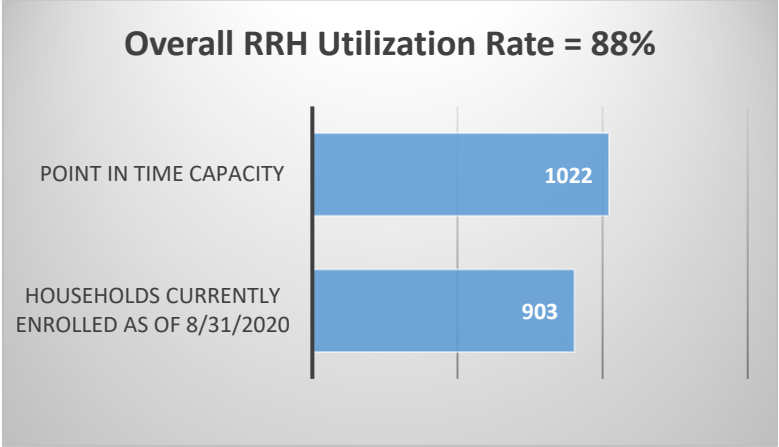
After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 2 Years
(N = Exits to PH between 9/2017 to 8/2018)



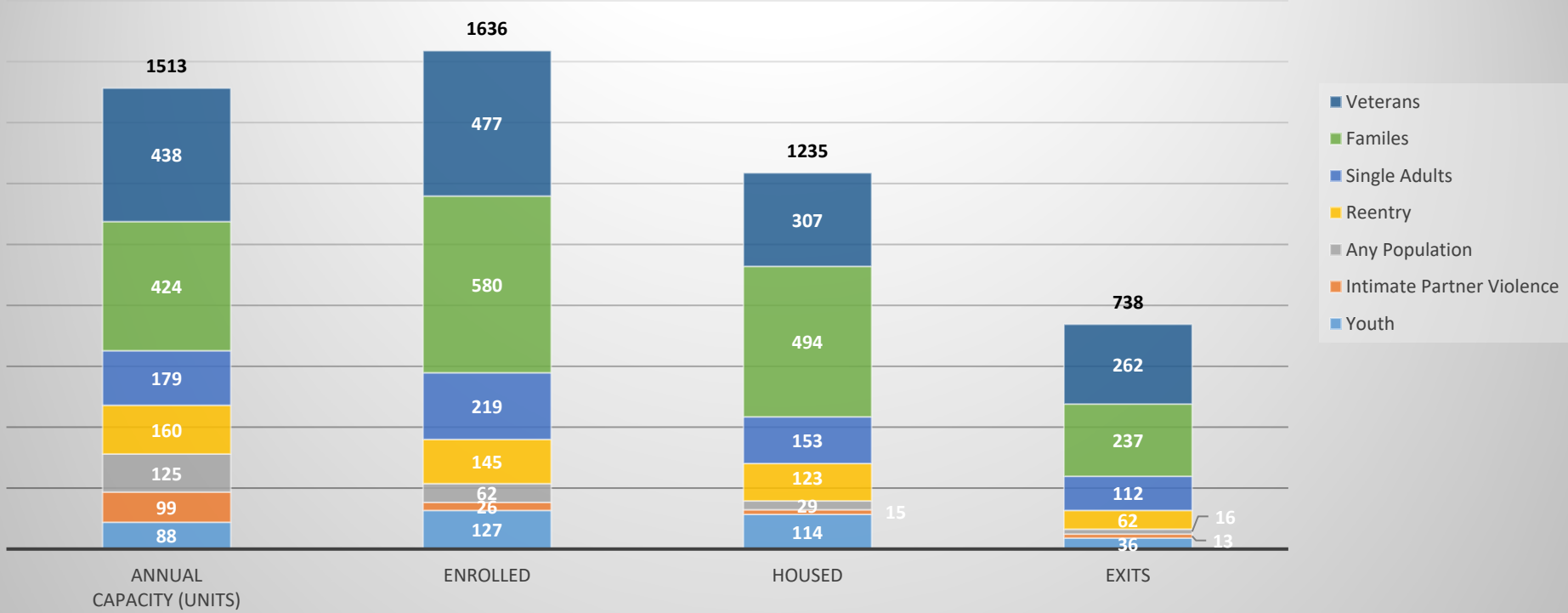
Appendix F: RRH Capacity and Enrollments - Sept 1, 2019 to August 31, 2020

Target Population of RRH Programs (Data for Head of Household)	Number of Programs
Families	9
Intimate Partner Violence	5
Veterans	4
Youth	4
Single Adults	3
Any Population	2
Reentry	2
Total	29

- Intimate Partner Violence (IPV) enrollment data is based on two programs that track anonymous data in HMIS.
- “Any Population” programs are those that serve multiple subpopulations. Currently, these programs are primarily serving Single Adults.

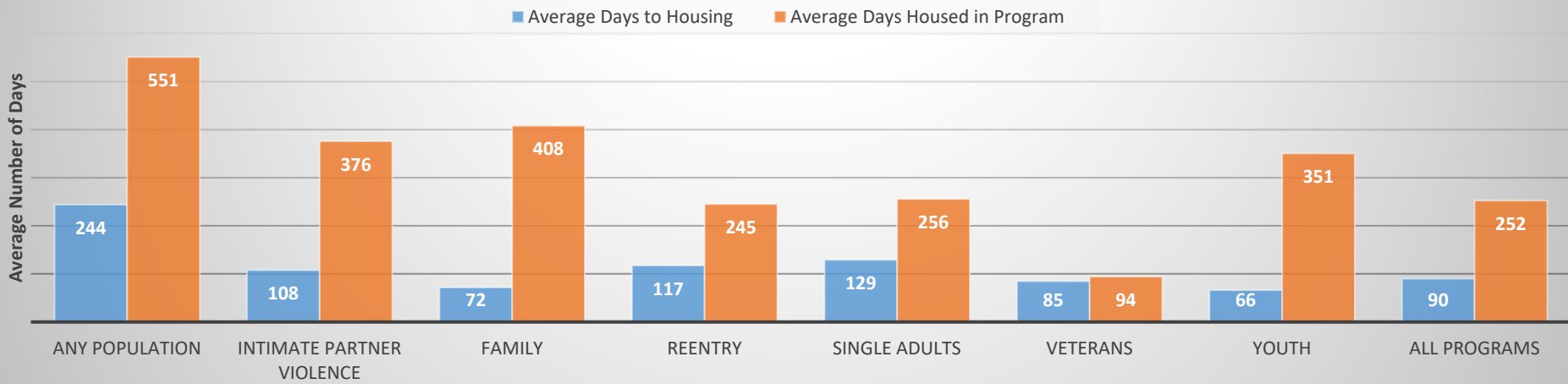


Rapid Rehousing Household Enrollments, Sept 1, 2019 to August 31, 2020

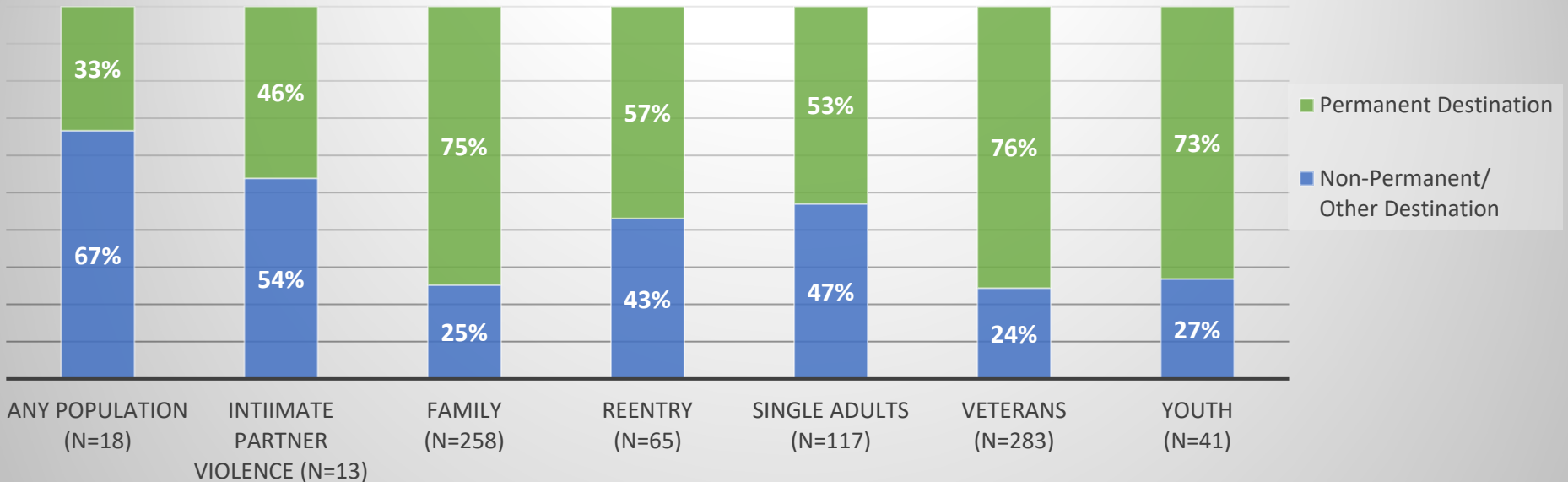


Appendix G: RRH Outcomes - Sept 1, 2019 to August 31, 2020

Average Number of Days to Housing and Average Number of Days Housed in Program, by Target Population

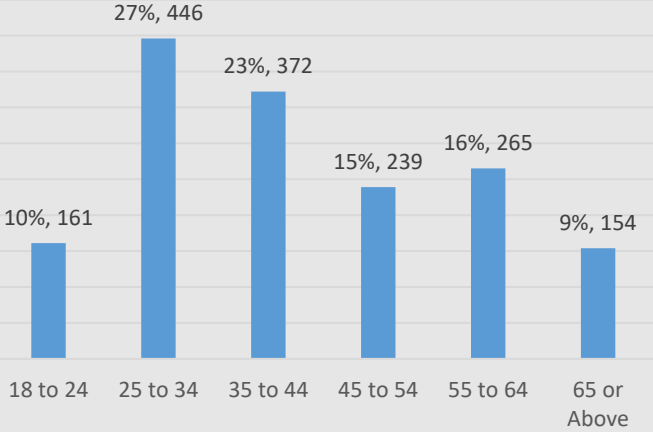


Program Exit Destinations by Population Type

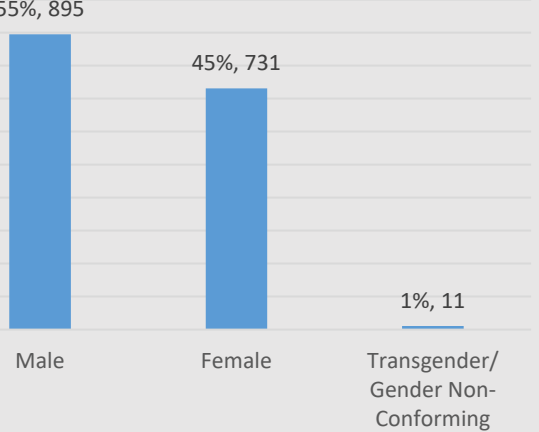


Appendix H: RRH Demographic Information - Sept 1, 2019 to August 31, 2020

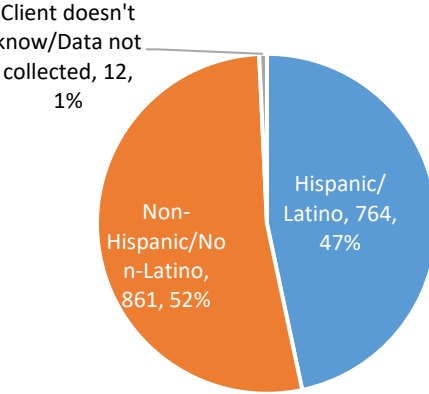
By Age Tier



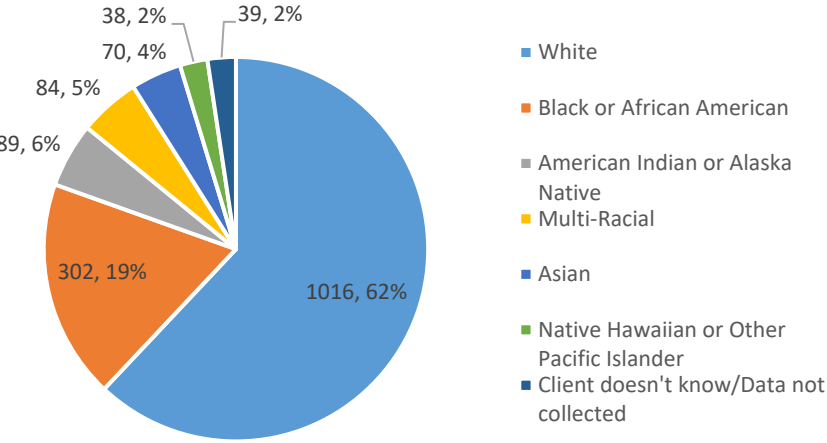
By Gender



By Ethnicity



By Race



Race by Ethnicity

