

County of Santa Clara

Office of Supportive Housing

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September 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

The Santa Clara County Continuum of Care has released the 2020-2025 Community Plan to End Homelessness. On August 25, 2020, the County Board of Supervisors endorsed the plan. The plan builds on the collective efforts of the past five years and serves as the 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 Santa Clara County. By 2025, we will:

- House 20,000 people through the supportive housing system;
- Achieve a 30 percent reduction in annual inflow of people becoming homeless;
- Expand the Homelessness Prevention System and other early interventions to serve 2,500 people per year;
- Double temporary housing and shelter capacity to reduce the number of people sleeping outside; and
- Address the racial inequities present among unhoused people and families and track progress toward reducing disparities.

This report will highlight progress toward these goals as appropriate on a monthly, semi-annual, or annual basis.

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

Supportive Housing System Trends and Highlights

Appendix A highlights two new goals in the new community plan. Since January 1, 2020, we have housed 2,034 individuals (representing 1,365 households), 10% toward the goal of housing 20,000 people. 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, since inflow over the past one year (4,042 people) was atypical due to the pandemic.

Appendix B provides program capacity and utilization for our five program categories plus the Safe Parking (SP) initiative. Program utilization averaged 83% across programs. Starting in July, we have the capacity to serve an additional 600 households via HP programs. With the impending end of the State's eviction moratorium, we anticipate an increase in the need for HP services in the County.

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 at 49% of the total number of housing program enrollments – the same as percentage as last year, and down 1% from last month. We anticipate the possibility of increased inflow in the coming weeks and months with the end of the moratorium on evictions effective 9/1/2020.
- Chart 2 provides data on exits to permanent housing destinations by housing type and period. Exits to permanent housing from RRH programs increased by 5% from the same period last year (69% to 74%), landing just below the 75% benchmark.
- Chart 3 illustrates that permanent 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 July, first-time homeless households exceeded monthly housing placements by 19%. 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-three 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.

Reentry Programs Trends and Highlights

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 for lower-acuity clients. The Emergency Assistance Program (EAP) provides one-time rental or other financial assistance.

Some trends and highlights from these programs include those listed below.

- For clients registering for services at the Reentry Resource Center (RRC) in FY 19-20, 41% (1,874) were literally homeless, staying in a shelter, or in a place not meant for human habitation (see Appendix F).
- The lower right chart in Appendix F categorizes the assistance provided to clients via the EAP program. Sixty-five percent (\$144,047) of the total aid provided by the program was for rental assistance.
- The upper left chart in Appendix G shows the intervention breakdown for clients assessed at the RRC. Of the 202 individuals who completed the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) assessment at the RRC, 53% were assessed in the PSH range, 44% in the RRH range, and 3% 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 36% score in the PSH range and 48% in the RRH range.

- Clients participating in reentry RRH programs report disabilities (Appendix G, lower right) at a higher rate than those served in other County RRH programs: 31% of clients served in the Exceptions program reported having a mental health disability, and 33% of clients served in the Minimal to RRH program reported substance abuse. Comparatively, 17% and 10% of clients served in other County RRH programs reported suffering from mental health or substance abuse, respectively.
- Homeless individuals with recent jail or prison experience, including those on probation or parole, face multiple barriers to obtaining and maintaining housing. 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.

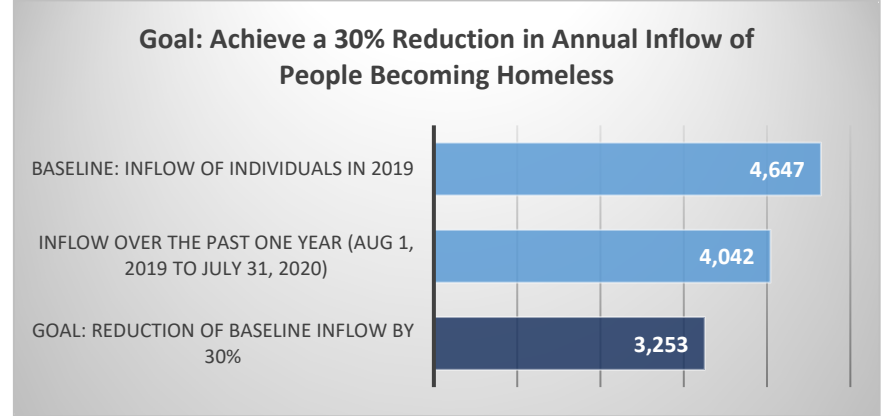
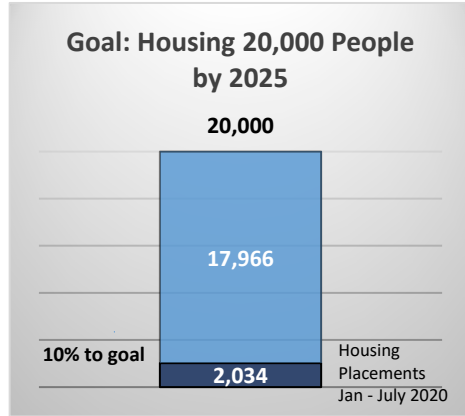


Office of Supportive Housing
Supportive Housing System
Dashboard

August 1, 2019 –
July 31, 2020

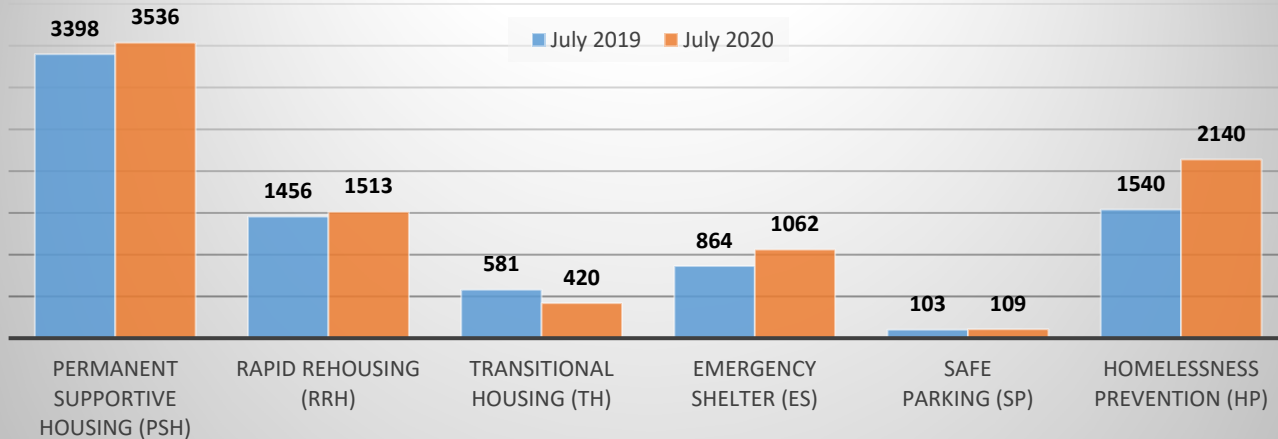
The 2020-2025 Community Plan to End Homelessness
The county-wide plan is our roadmap for ending homelessness in Santa Clara County. The 2020-2025 plan sets aggressive targets designed to reverse the current growth in homelessness and bring us one step closer to our collective goal of eliminating homelessness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

Appendix A: Community Plan Goals

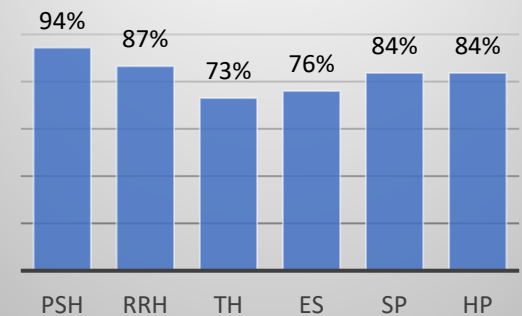


Appendix B: Capacity and Utilization as of 7/31/2020

Program Capacity (Units or Households)



Program Utilization, July 2020



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

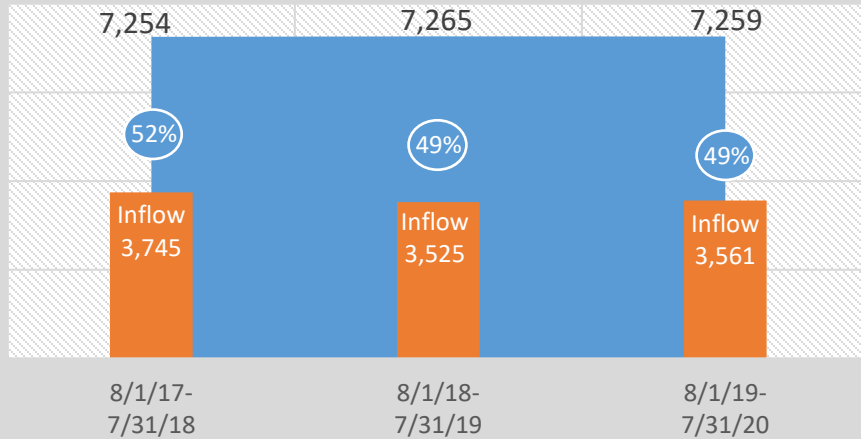
Appendix C: System Performance Measures

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

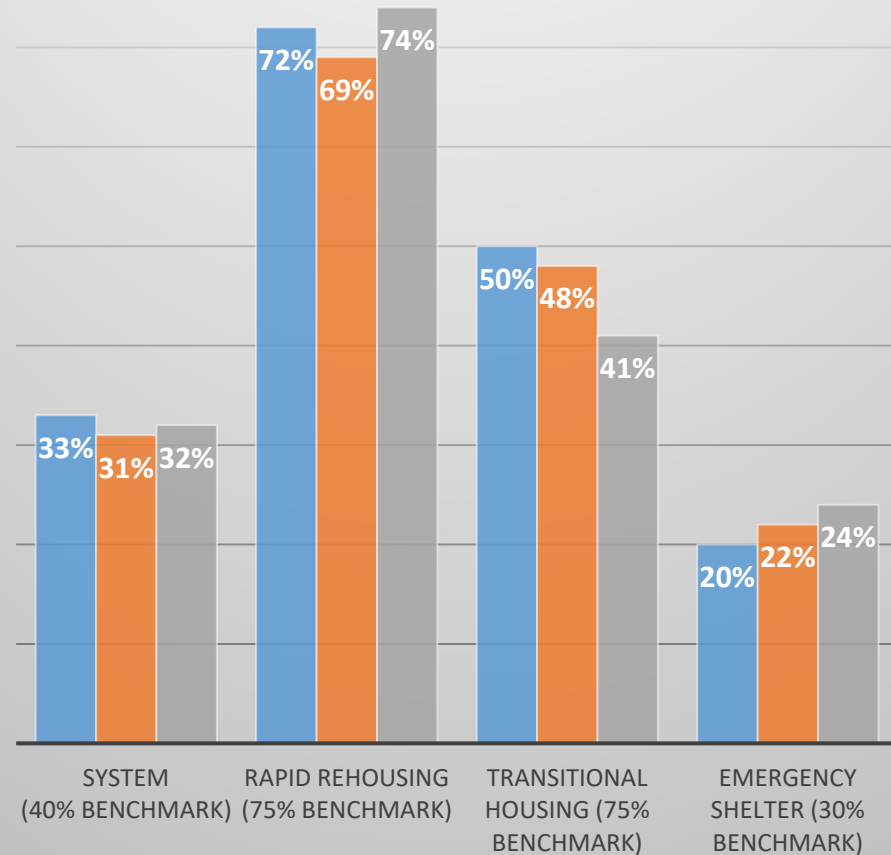


2

Exits to Permanent Housing Destinations

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

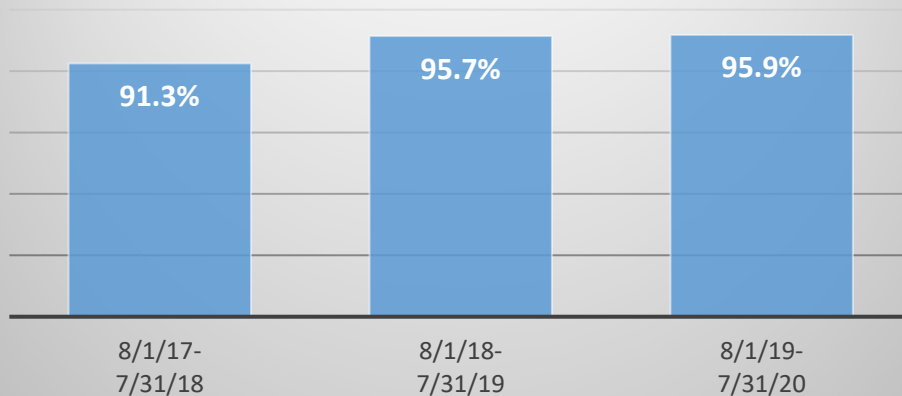
- 8/1/17-7/31/18
- 8/1/18-7/31/19
- 8/1/19-7/31/20



3

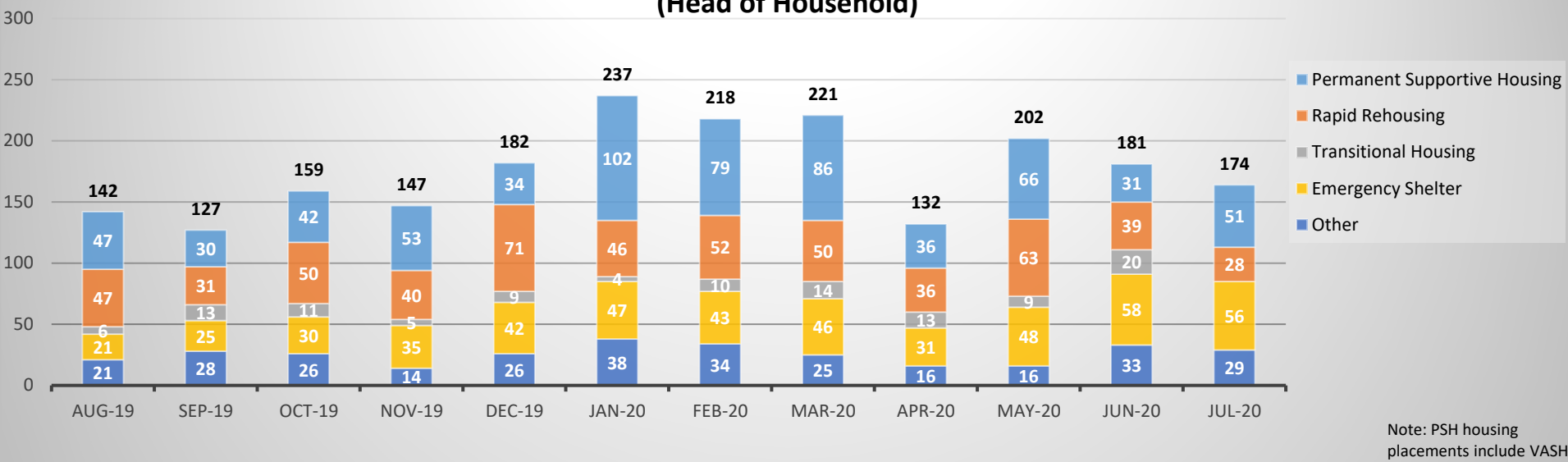
Permanent Housing Retention

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

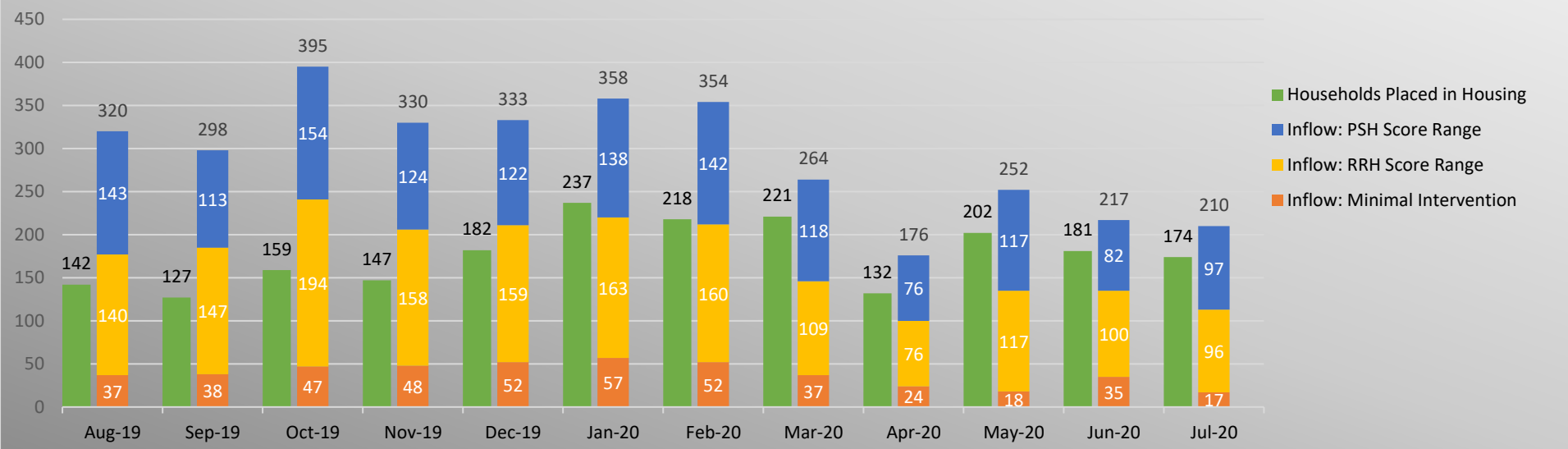


Appendix D: Housing Placements and System Entries by Month

Monthly Housing Placements from Project Types (Head of Household)



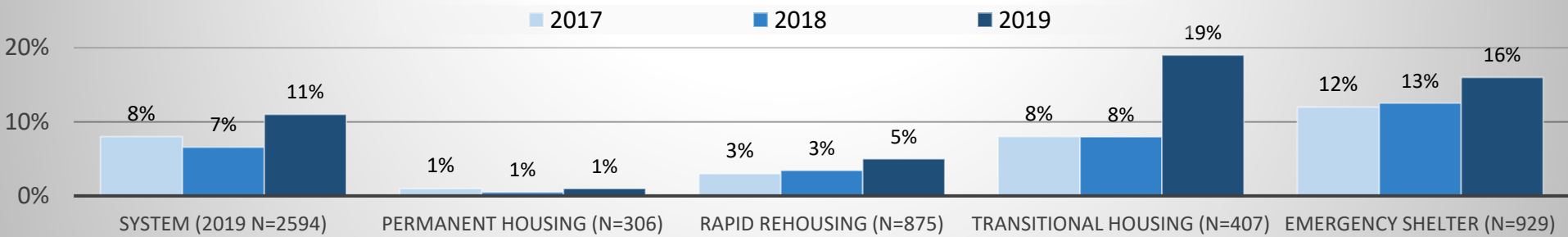
Number of Households Placed in Housing and Households Requesting Assistance for the First Time (First VI-SPDAT Assessment)



Appendix E: Returns to Homelessness

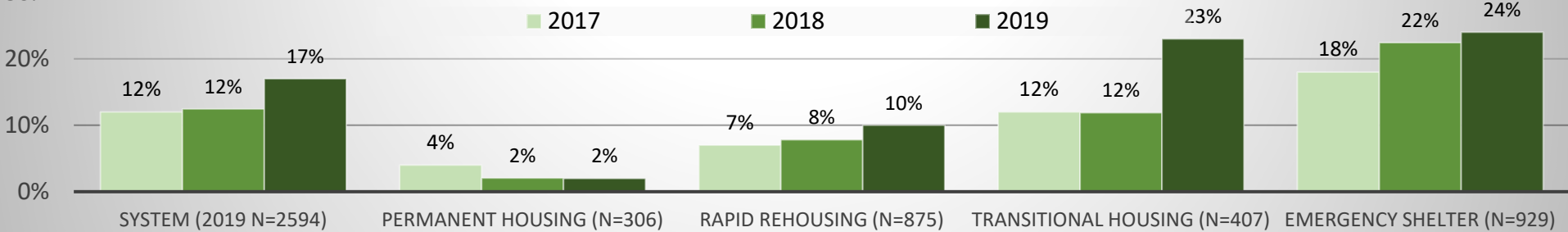
Returns to Homelessness (Within 6 Months)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 6 Months
(N = Exits to PH between 8/2017 to 7/2018)



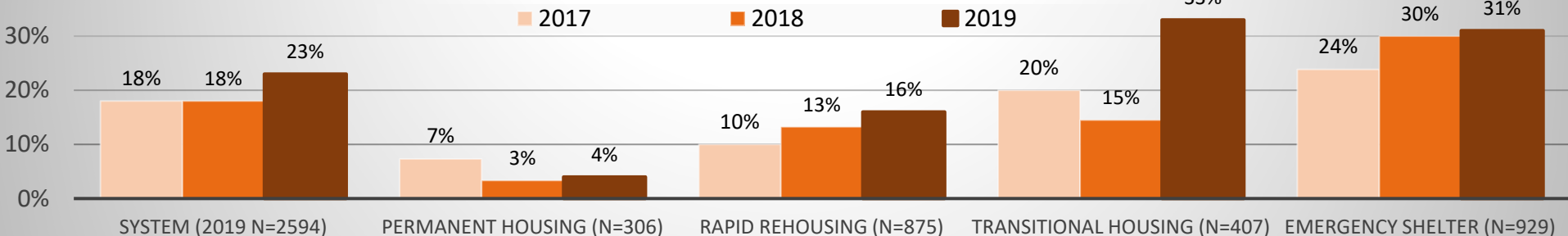
Returns to Homelessness (Within 1 Year)

After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 1 Year
(N = Exits to PH between 8/2017 to 7/2018)

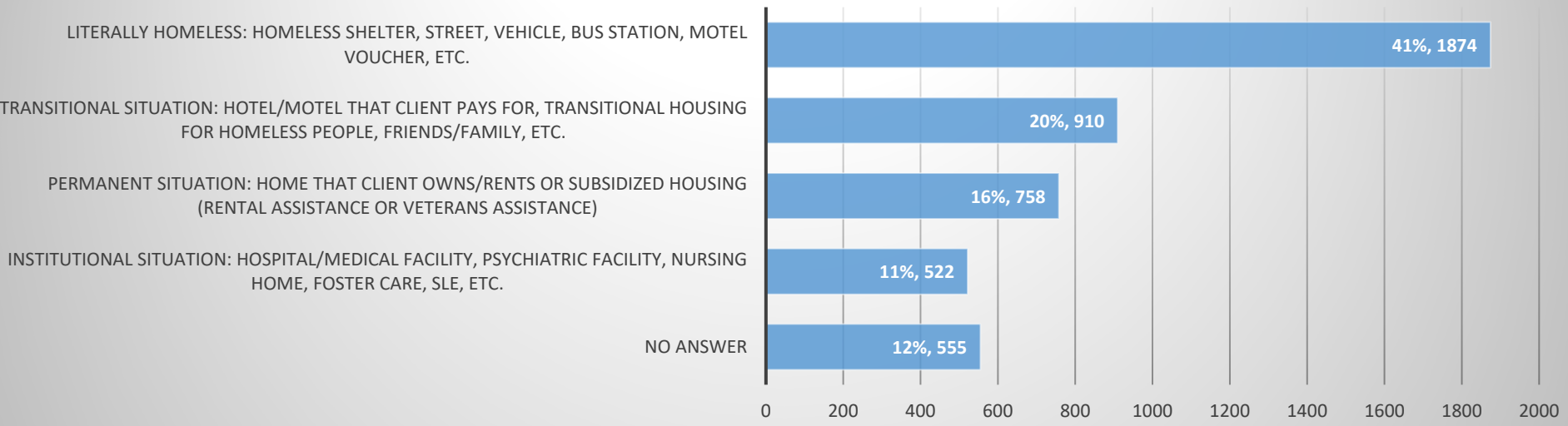


Return to Homelessness (Within 2 Years)

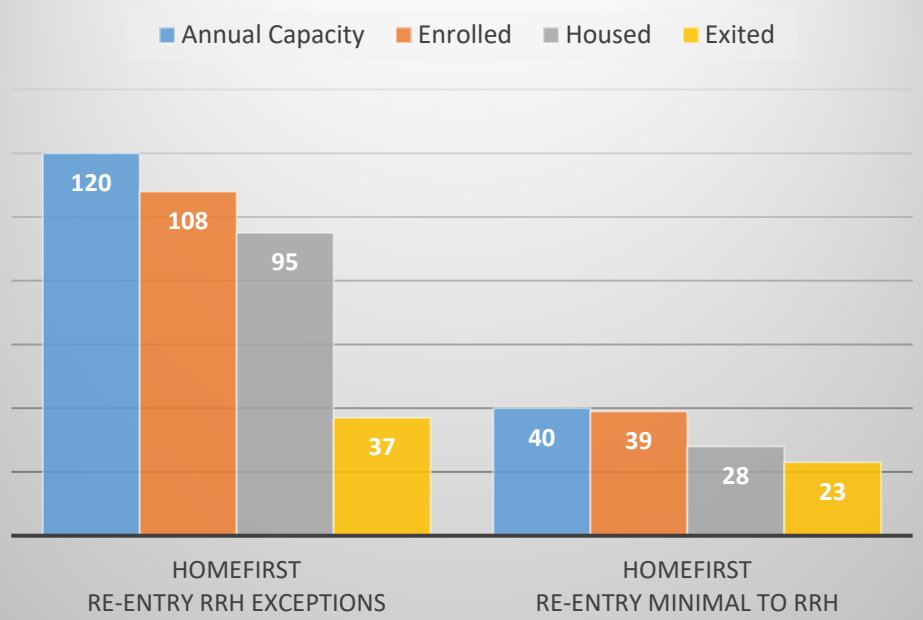
After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 2 Years
(N = Exits to PH between 8/2017 to 7/2018)



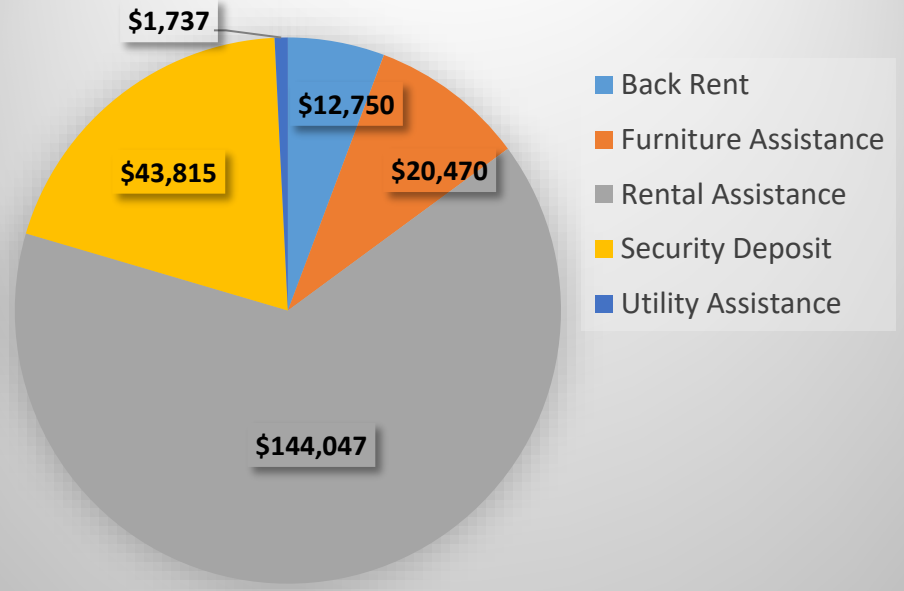
Housing Status of Clients Registering for Services at the Reentry Resource Center, FY19-20



Rapid Rehousing Reentry Programs

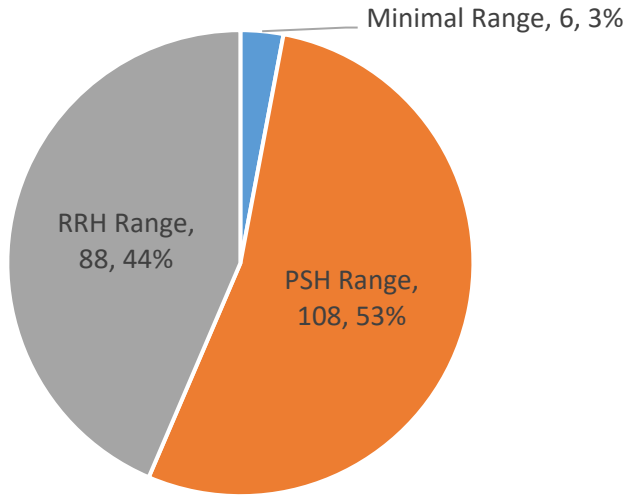


EAP - Total Amount Assisted for Type of Request (Total Spent: \$222,818)

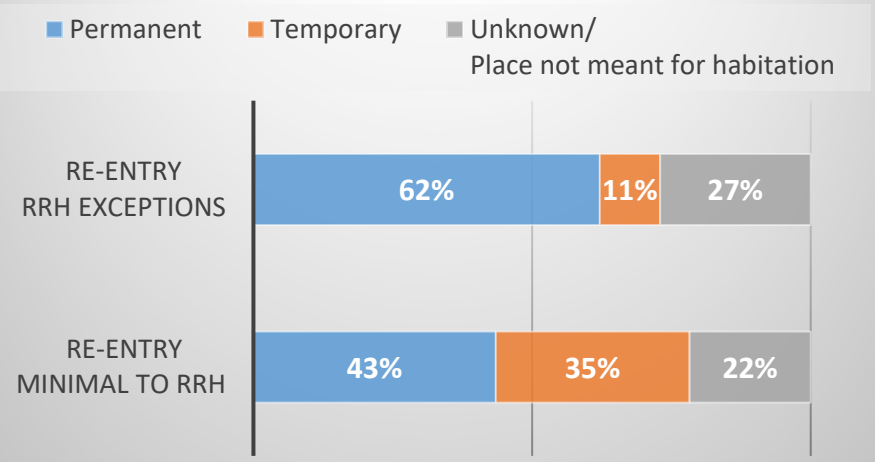


Appendix G: Reentry Resource Center (RRC) Assessments: Demographics and Outcomes, FY19-20

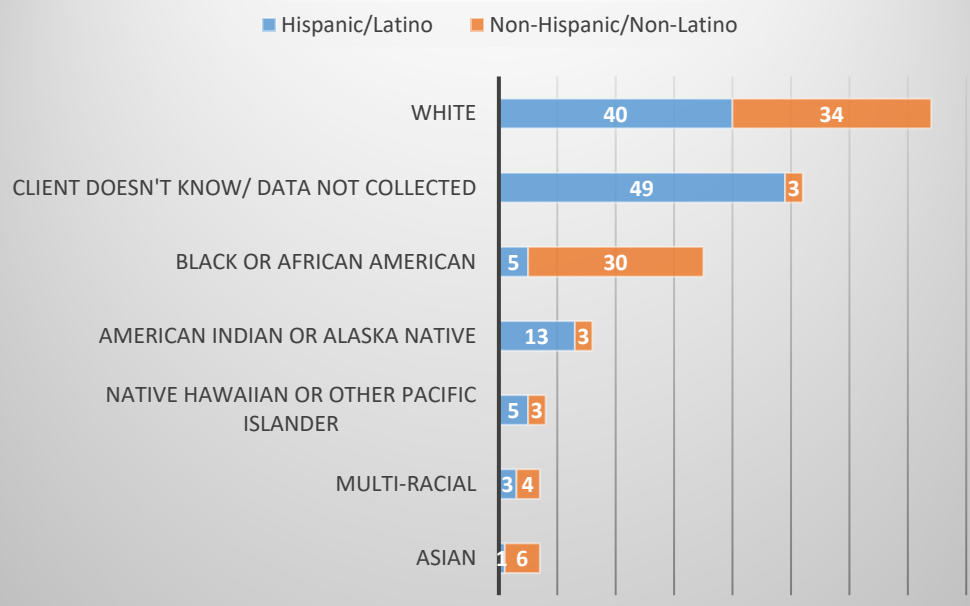
By VI-SPDAT Intervention Range



Exit Destinations



By Race and Ethnicity



Clients with Disabilities

