

# County of Santa Clara

## Office of Supportive Housing

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August 1, 2022

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 July 2021 and June 2022. 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 Homelessness Prevention programs.

### **Supportive Housing System Trends and Highlights**

Appendix A highlights data on two of the five overarching targets detailed in the County's [2020-2025 Community Plan to End Homelessness](#) (Community Plan). As shown in Chart 1, the County has housed 7,853 individuals since January 2020, 39% 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 each year by 30%. Inflow for calendar year 2019 (4,771 people) is used as a baseline. Inflow for the July 2021 to June 2022 reporting period is 3,118 households, exceeding the five-year goal. The sharp reduction since 2020 may be related to increased financial assistance programs and/or eviction moratoria. The Office of Supportive Housing (OSH) will continue to monitor trends over the next several months to better understand the impacts of eviction moratoria.

Appendix B provides program capacity and utilization for the five program categories outlined above plus the Safe Parking (SP) initiative. As depicted in the Program Utilization chart in Appendix B, HP (124%) and PSH (97%) have the highest utilization for the reporting

period. Utilization of HP programs over 100% means that the prevention system has served more households over the past year than the annual goal.

While capacity across programs has remained relatively stable over the past year, there are 1,109 housing units in construction or approved by the Board of Supervisors and are in the pipeline. As these units are completed and approved for occupancy, PSH and RRH capacity will increase significantly.

Appendix C illustrates key system performance measures, benchmarks for which are determined in coordination with community partners on an annual basis. A few highlights for the reporting period are provided below.

- Chart 2 provides data on exits to permanent housing destinations by housing type and period. Seventy-five percent (75%) of households exiting RRH programs exited to permanent housing for the current reporting period, meeting the 75% benchmark. Thirty-four percent (34%) of households exiting ES programs moved on to permanent housing, exceeding the County's 30% performance goal. The system-wide benchmark of 40% has decreased slightly (37%) for the July 2021 through June 2022 study period. We will continue to monitor this trend.
- Chart 3 provides data on the percentage of people in Permanent Housing Programs (excluding RRH) retaining their housing in the reporting year. This primarily represents PSH programs. Across the County, this number has remained near or above the benchmark of 95% for several years. The housing retention rate was 96.2% for the current reporting period.
- Chart 4 provides data on returns to homelessness after exiting a program to a permanent housing destination. Data for 2021 shows decreases in returns at 6-month, 1-year, and 2-year timeframes compared to 2019 but the levels are mostly consistent compared to 2020.

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 housing assessment (inflow). Over the past one year, 2,174 households have been permanently housed and 3,118 households have taken the VI-SPDAT assessment for the first time (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. While the need remains high - 287 households became homeless for the first time in June as shown in the upper chart - the average gap between the number of housing placements and inflow each month has decreased by 37% from the previous year and is a positive sign in the effort to decrease the number of individuals

experiencing homelessness. As more housing developments are completed and additional emergency housing vouchers utilized, the OSH expects the placements into permanent housing to increase in the coming months.

### **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 current system is centered on two ongoing programs. The first is the Emergency Assistance Network (EAN) HP. Through agreements with the seven agencies that participate in the EAN, residents throughout the county have access to emergency financial assistance and case management services. The second program is a pilot program (Pilot Homelessness Prevention System, or Pilot HPS) established in 2017 by the County in partnership with Destination: Home, the City of San José, and private funders. The Pilot HPS program has expanded to a total of 20 participating agencies/partners and is coordinated through a central organization and intended to provide more flexible aid. This includes financial assistance over a period of time (rather than a single instance) and funds for other types of expenses. All HP programs provide rental assistance, security deposit, and utility assistance.

Appendices E through H include data related to these HP programs. Below are some highlights.

- Appendix E provides capacity, utilization, and outcome data for the HP programs during the study period. Chart 1 shows the capacity and utilization of these programs increased significantly since last year, as it has each year since program inception. In FY 21-22 2,350 households were assisted across both programs, compared to 1,971 for FY 20-21, an increase of 19%. The need for both programs continues to exceed the capacity.
- Chart 2 of Appendix E displays program outcomes. Outcomes data for households receiving HP services shows high levels of housing stability. Approximately 96% of households that received assistance during the past year across the two programs remained stably housed. Of those who exited the programs during the period, 98% exited to permanent destinations.
- Appendix F provides the reasons for requesting assistance as reported by program participants. The most common reason for both programs remained income loss, with 40% of participants in the pilot program and 35% in the EAN HP program reporting this as the primary reason for the need for assistance. The percent of households that indicated Medical Emergency (self or family member) as reason for assistance increased to 11% for both programs.

- Financial assistance data is presented in Appendix G. The HP programs provided over \$7M in financial assistance over the past year. The most common type of assistance provided for both the Pilot HPS program and the EAN HP program was rental assistance (79% and 68%, respectively), followed by security deposit assistance (and Motel assistance for Pilot HPS). As shown in the lower charts in Appendix G, the average rental assistance for the Pilot HPS program was \$4,783 per household, compared to \$2,469 in rental assistance per household in the EAN HP program. The larger amount for the Pilot HPS program reflects the flexible program design around specific household needs, as some individuals and families are assisted for two or more months. The largest average assistance amount for Pilot HPS programs was for Motels (an average of \$7,023 per household for 21 households assisted).

Appendix I includes data related to the Emergency Rental Assistance (ERA) Programs managed by the County with key system partners. Since the beginning of the pandemic, the County, Destination: Home, the City of San José, and other partners have provided over \$85 million in financial and rental assistance to over 19,700 low-income households. A large portion of that assistance was supported with ERA program funding. The local program distributed over \$46 million to 4,280 households from May through December 2021. The State ERA program went through March 2022 and assisted 5,551 households and disbursed approximately \$67.7 million including approximately \$1 million in utilities assistance. The critical ERA assistance provided to mostly Extremely Low Income and Very Low-Income households may have contributed to the reduction in the number of people experiencing homelessness for the first time over the last year.

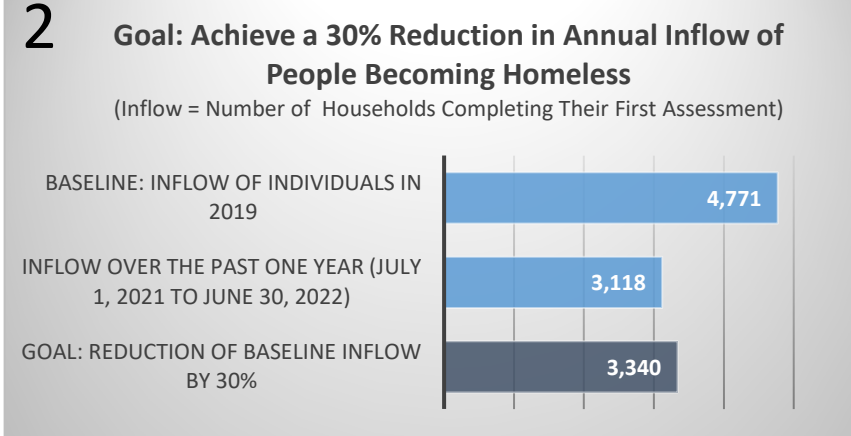
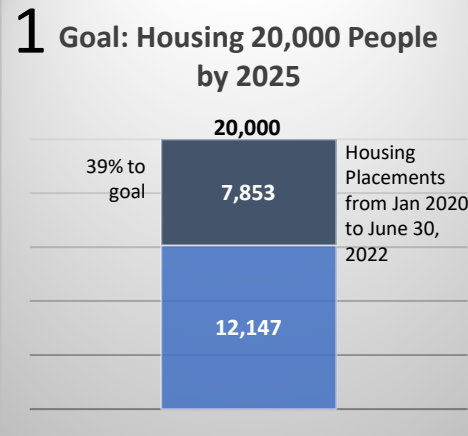


Office of Supportive Housing  
 Supportive Housing System  
 Dashboard  
 July 1, 2021 –  
 June 30, 2022

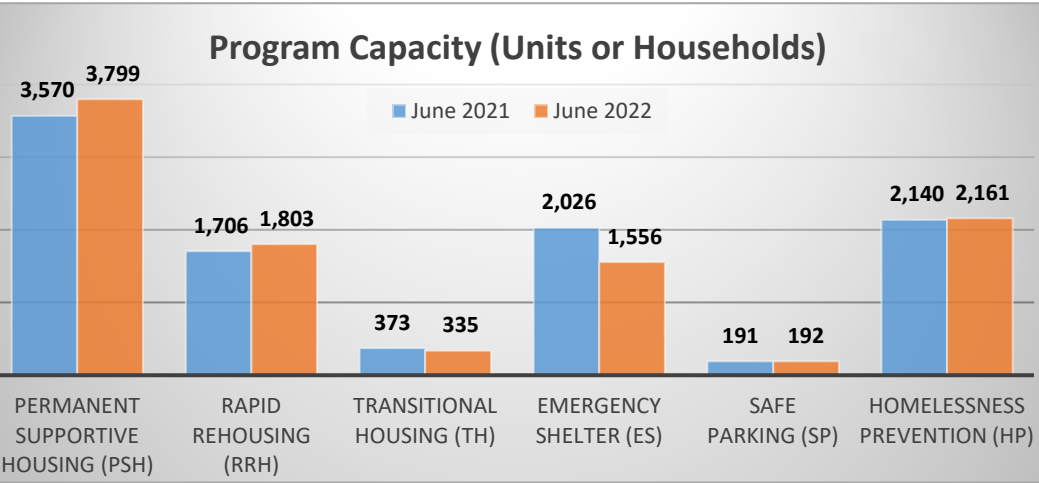
## The 2020-2025 Community Plan to End Homelessness

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.

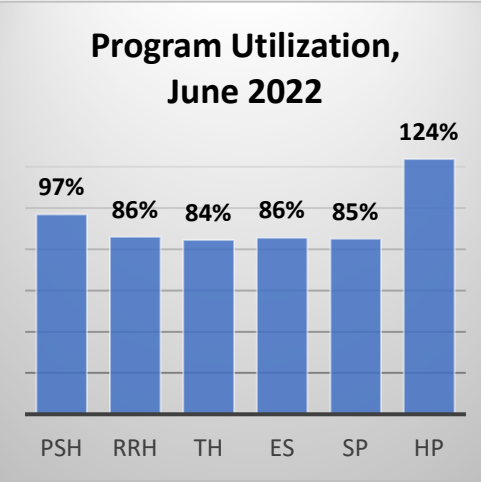
### Appendix A: Community Plan Goals



### Appendix B: Capacity and Utilization as of 6/30/2022

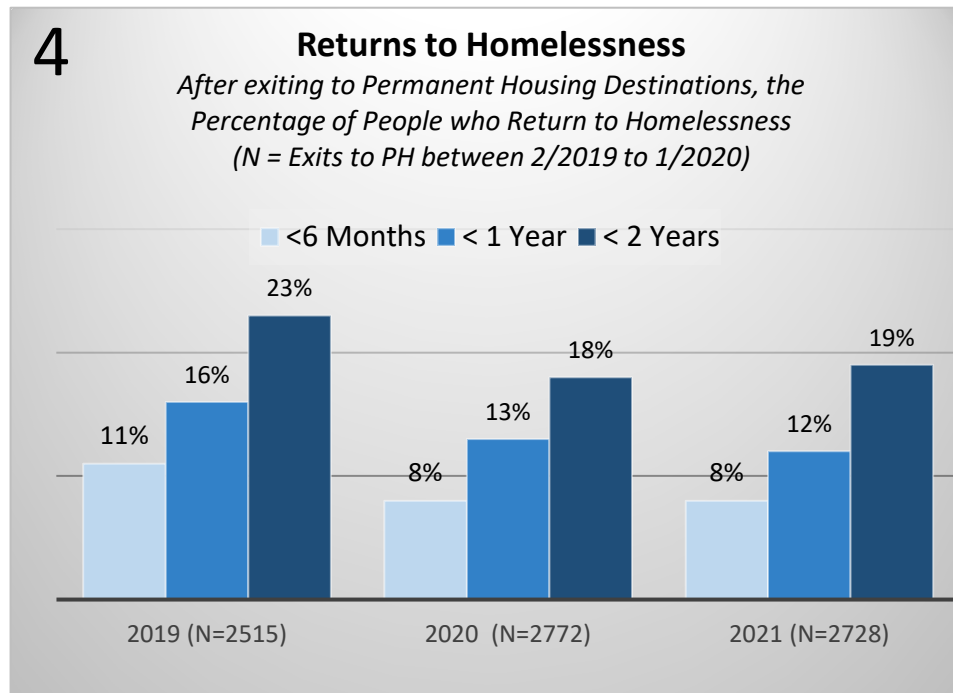
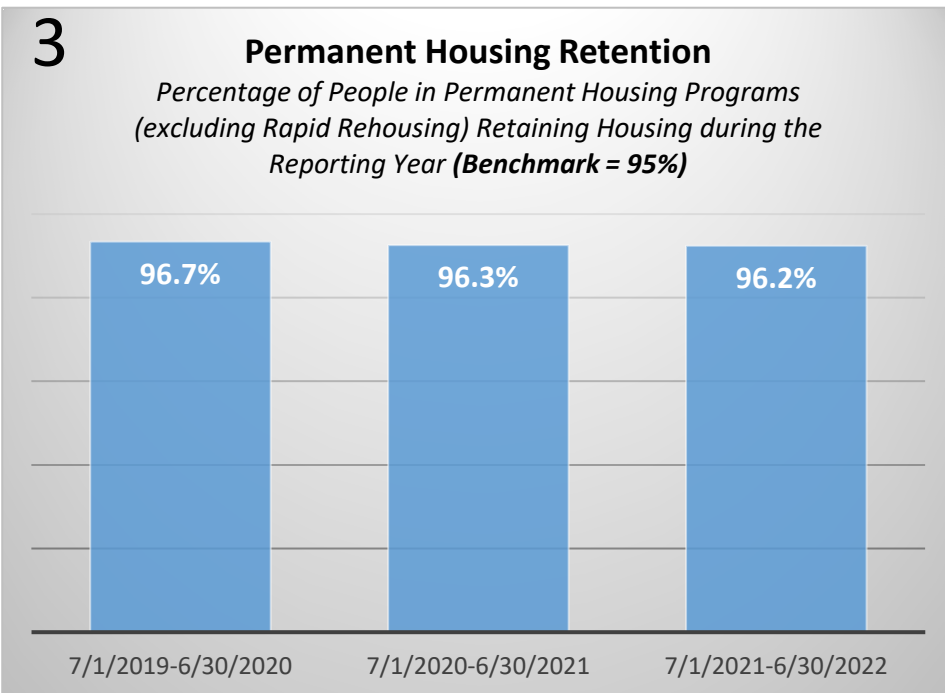
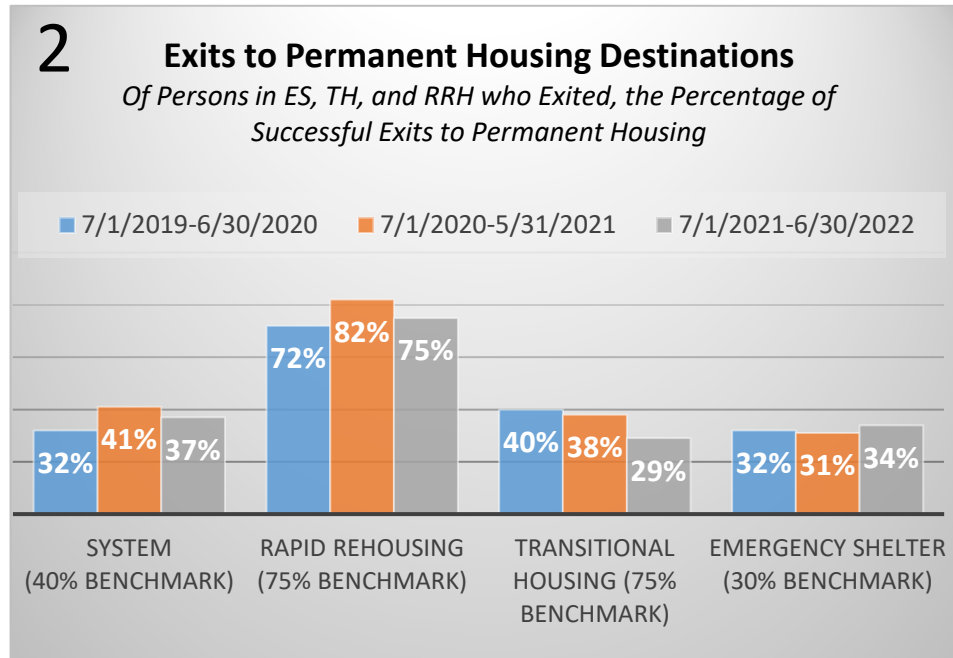
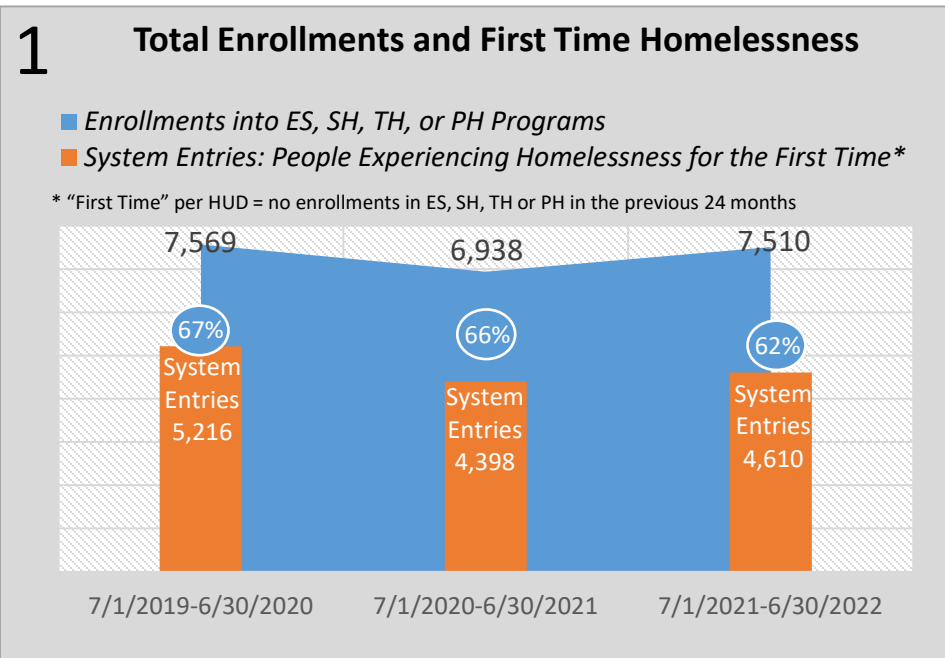


1,109 Total Housing Units (665 PSH, 369 RRH, and 75 VASH) Under Construction or in the Pipeline Approved by the Board



- Utilization: PSH, RRH are point-in-time utilization on June 30, 2022. TH and ES data reflects utilization for the month of June, and SP and HP utilization are 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 the Homeless Management Information System (HMIS) include HUD Veterans Affairs Supportive Housing (VASH), consisting of 1,222 units, and other programs which comprise 50 units. PSH capacity includes 40 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.

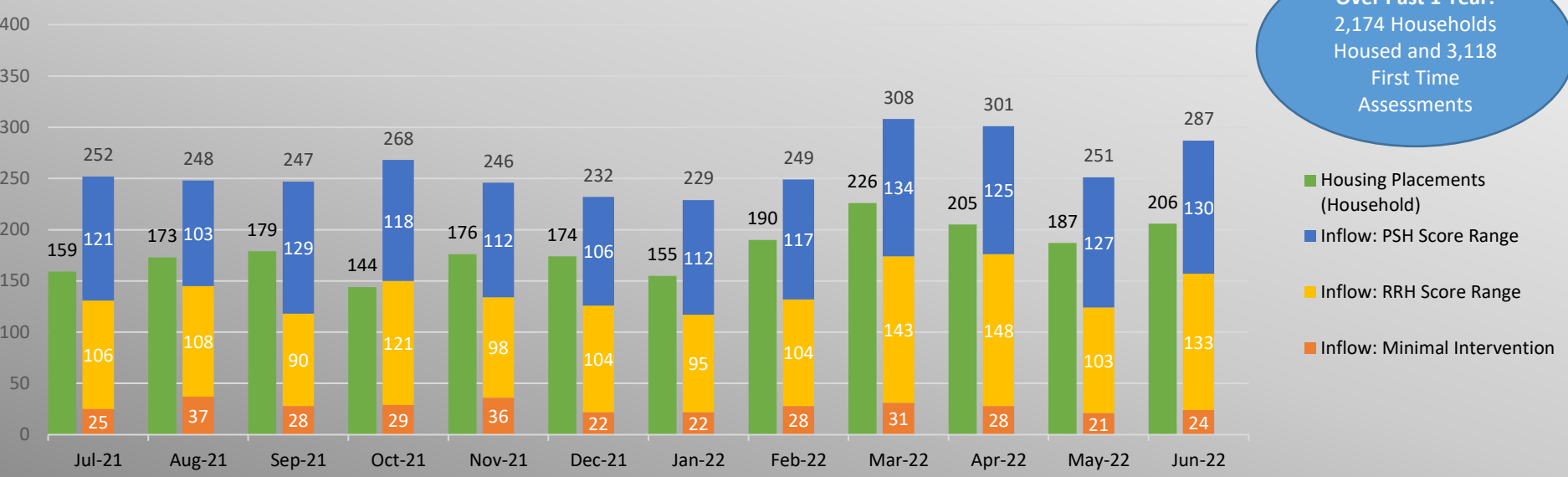
# Appendix C: System Performance Measures



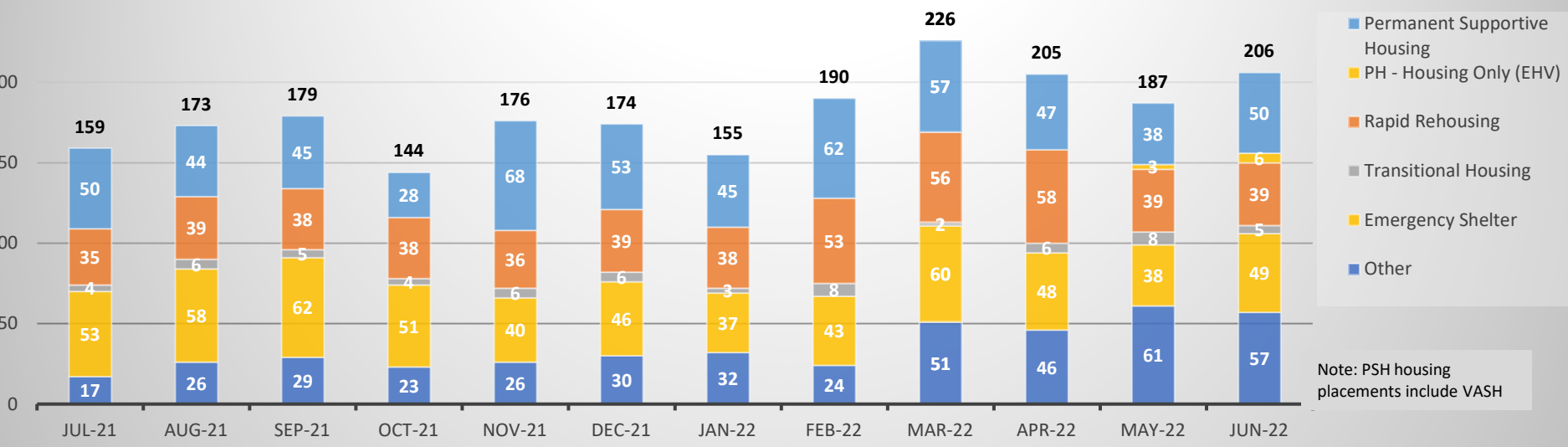
# Appendix D: Housing Placements and Inflow by Month

## Monthly Housing Placements vs. Homeless Inflow

**Over Past 1 Year:**  
2,174 Households  
Housed and 3,118  
First Time  
Assessments



## Monthly Housing Placements from Project Types

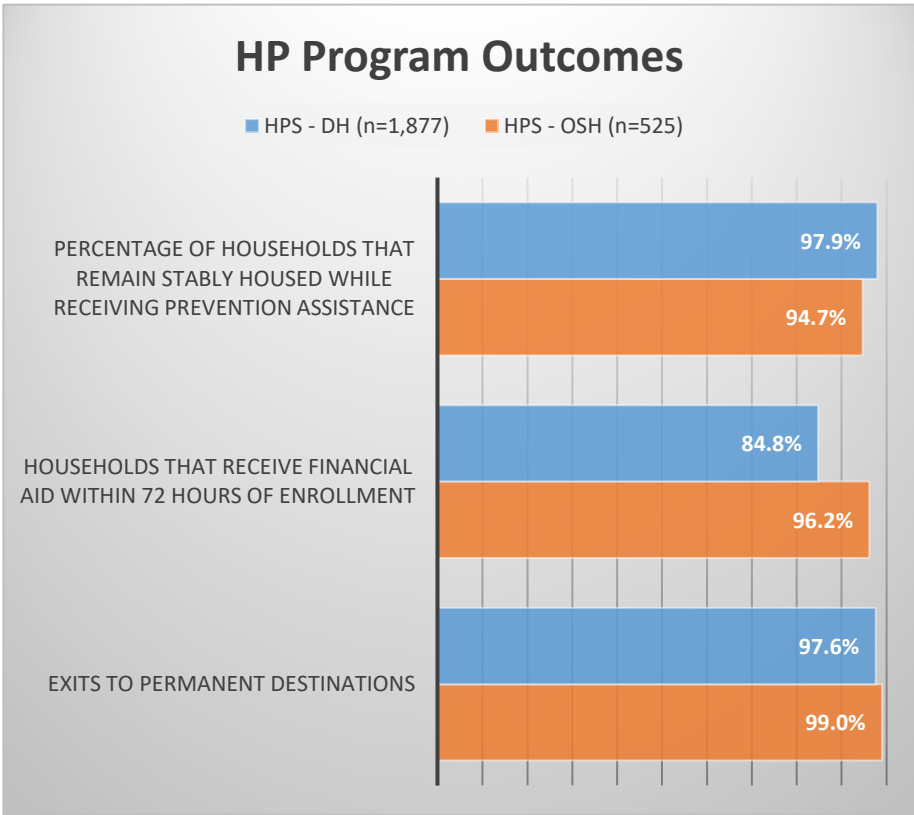
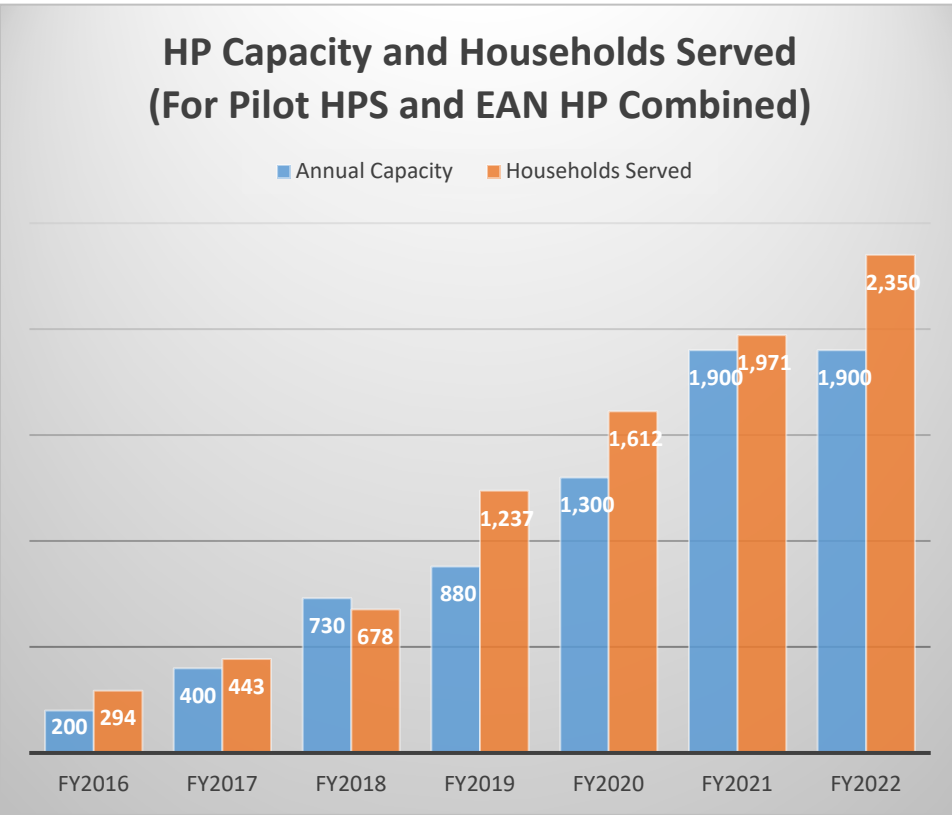


Note: PSH housing placements include VASH

# Appendix E: Homelessness Prevention Capacity, Utilization, and Outcomes – July 2021 to June 2022

HP Program	Annual Capacity (Households)	Enrolled Households (7/1/2021 to 6/30/2022)	Annual Utilization
Pilot HPS	1,500	1,877	125%
EAN HP	400	525	131%

- Some households were enrolled before July 1, 2021 but exited the Homelessness Prevention Program sometime during FY22
- About 20 households have enrollments in both program types.

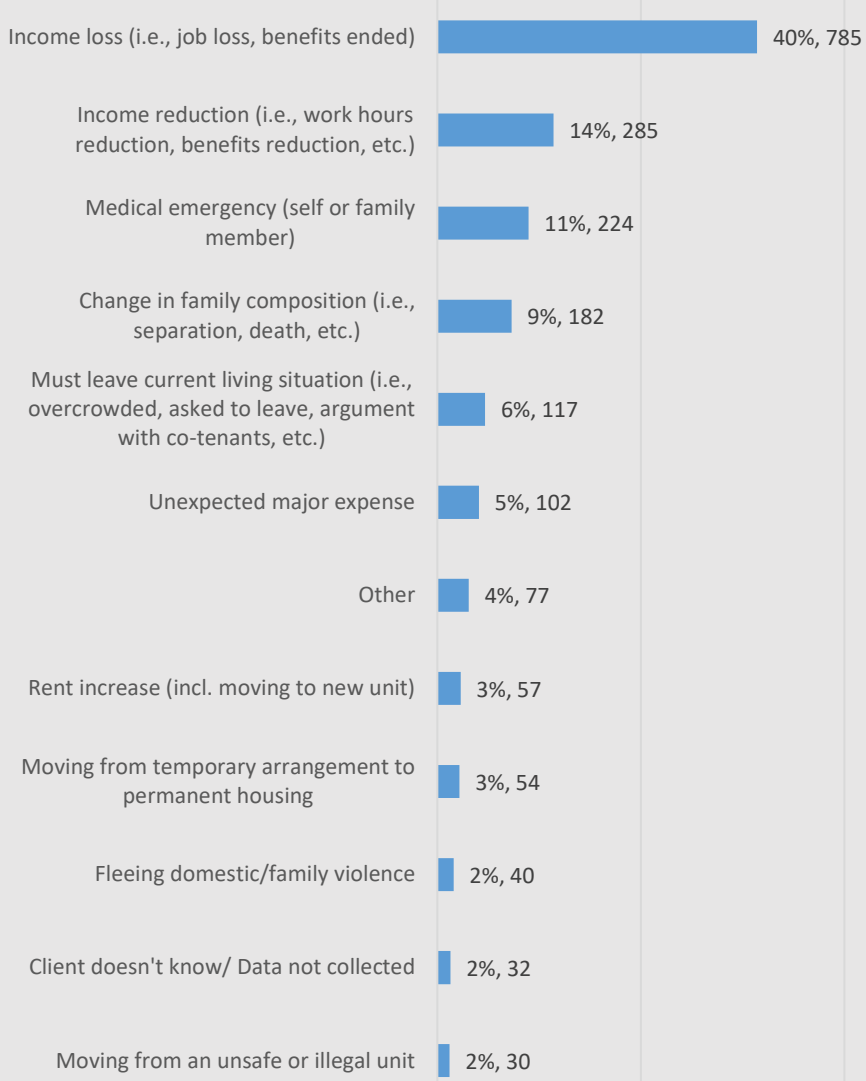


Note: Several agency-specific prevention programs provide the capacity to serve an additional 240 households. Data from those programs are not represented here. They are reflected in Appendix B.

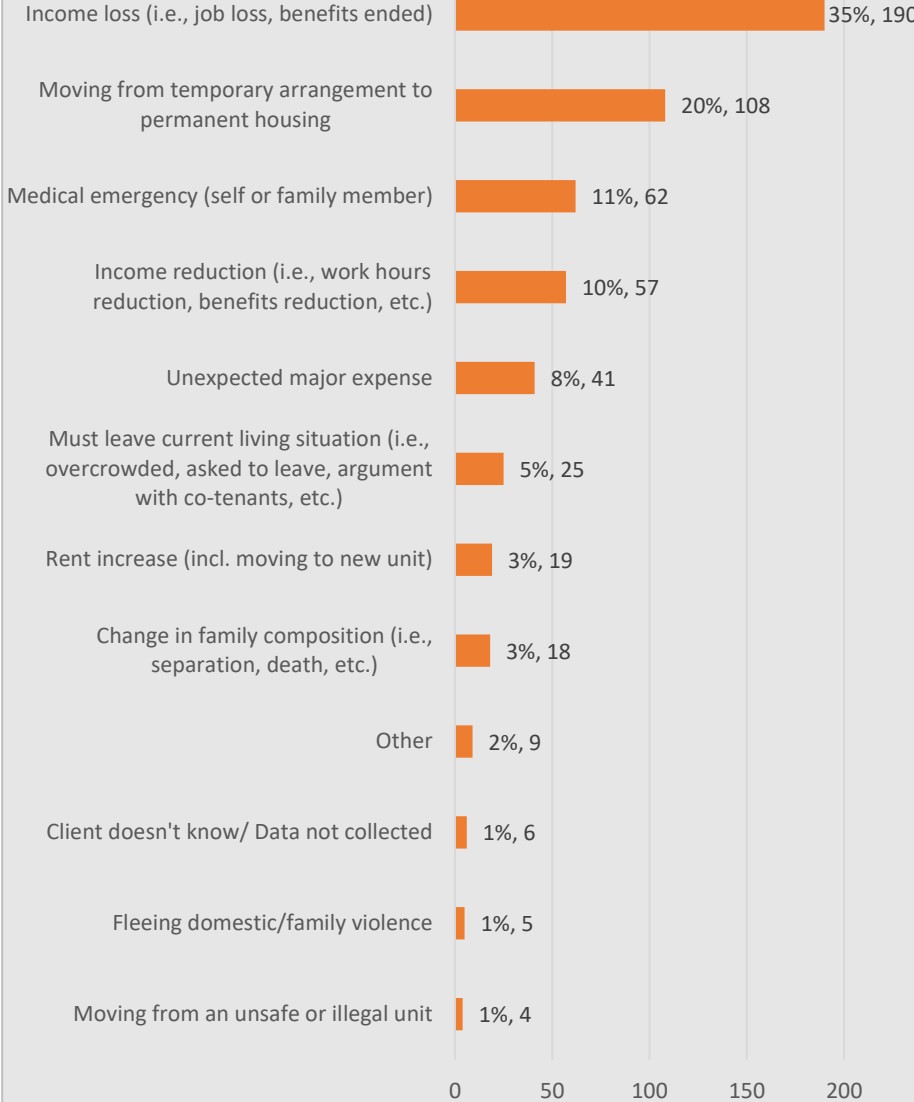


# Appendix F: Homelessness Prevention Types of Assistance, July 2021 to June 2022

## Pilot HPS: Reasons for Assistance (n=1,985 Household Enrollments)

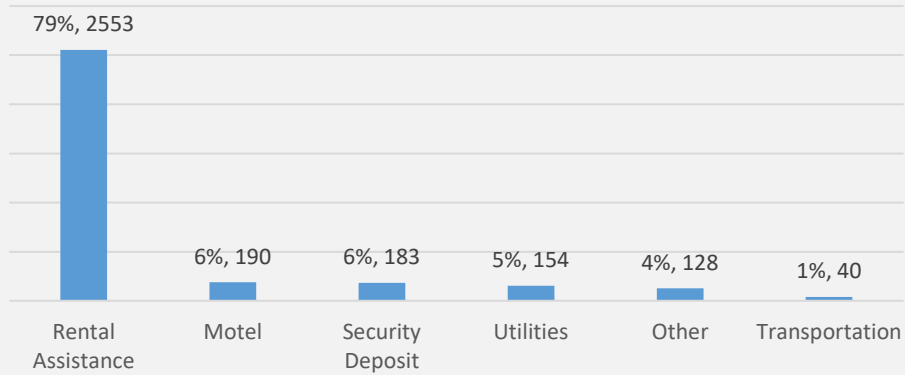


## EAN HP: Reasons for Assistance (n=544 Household Enrollments)

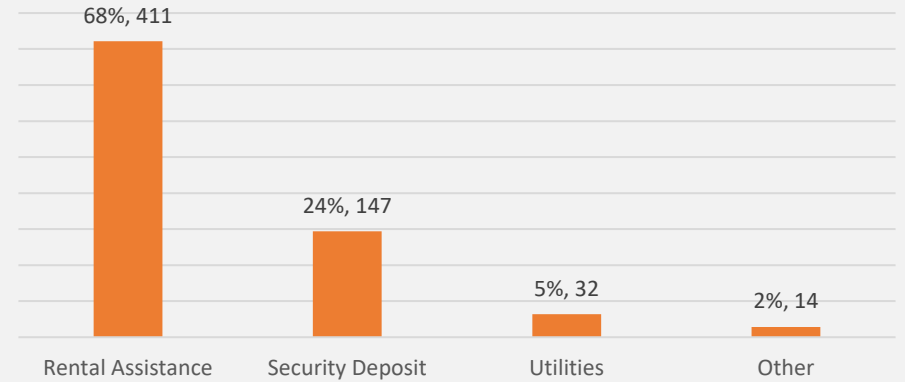


# Appendix G: Financial Assistance Types and Amounts, July 2021 to June 2022

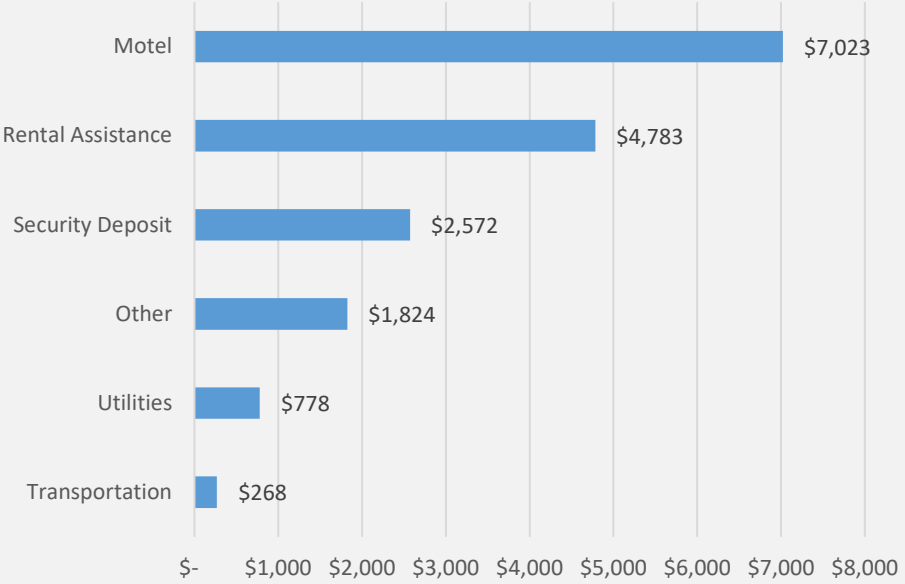
Pilot HPS: Number of Service Transactions for Each Assistance Type (3,248 Total Transactions for 1,404 Households)



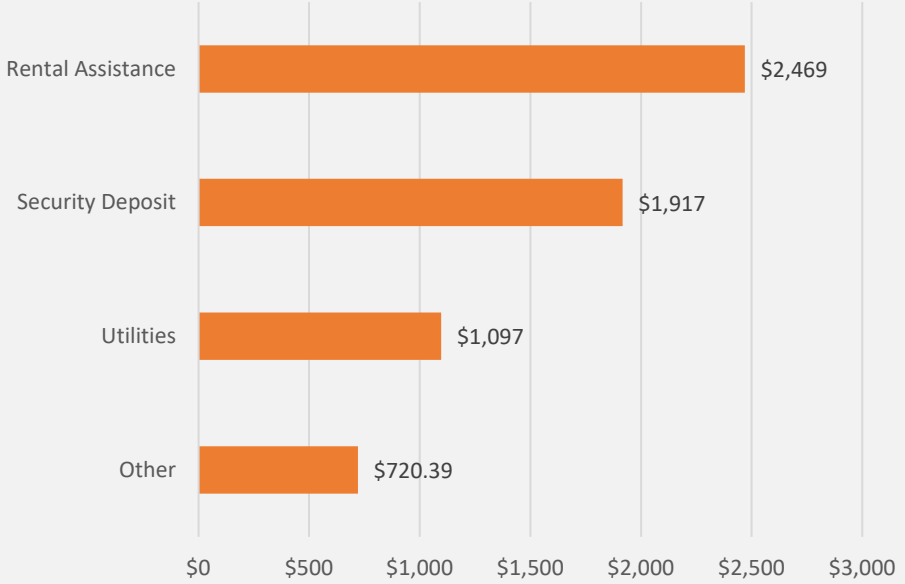
EAN-HP: Number of Service Transactions for Each Assistance Type (604 Total Transactions for 443 Households)



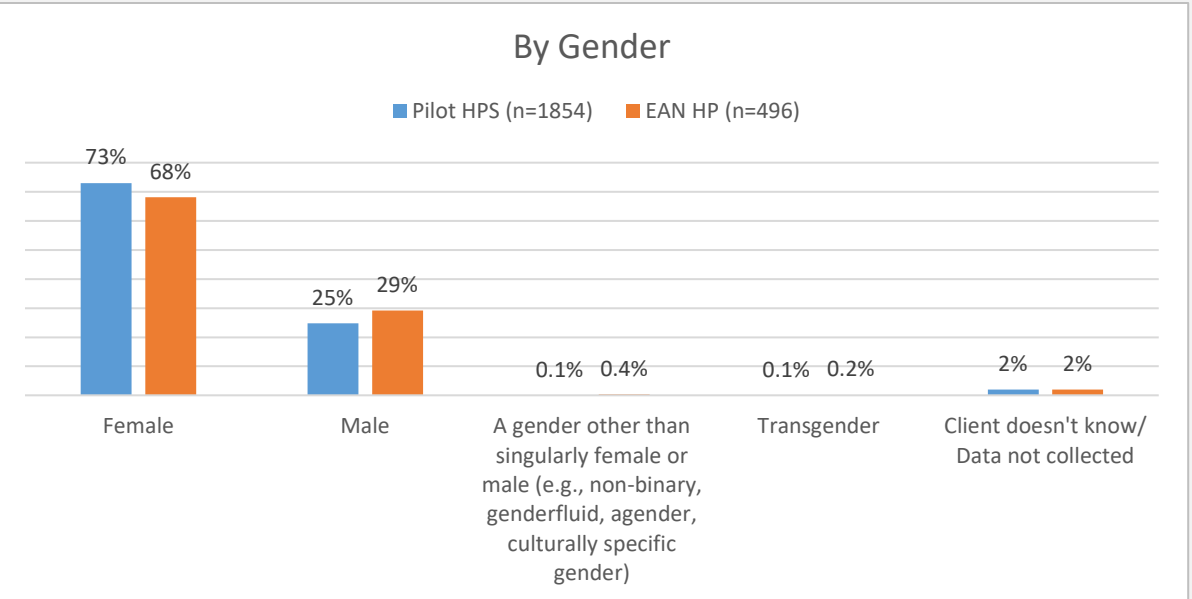
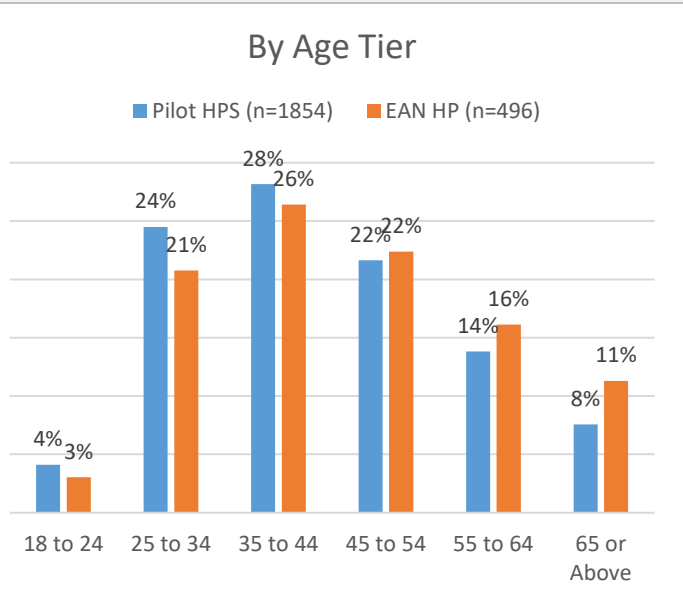
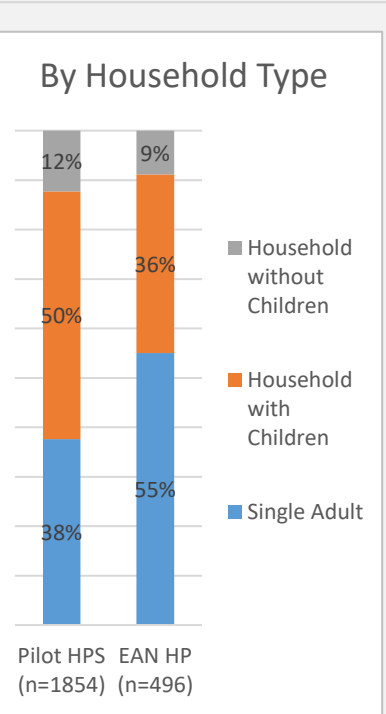
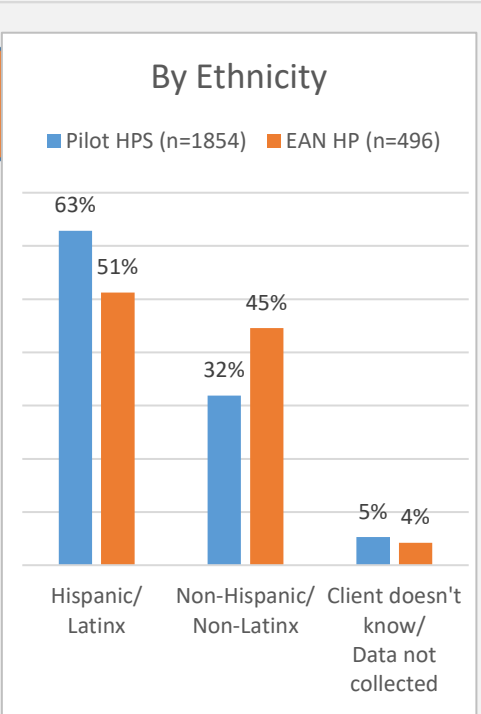
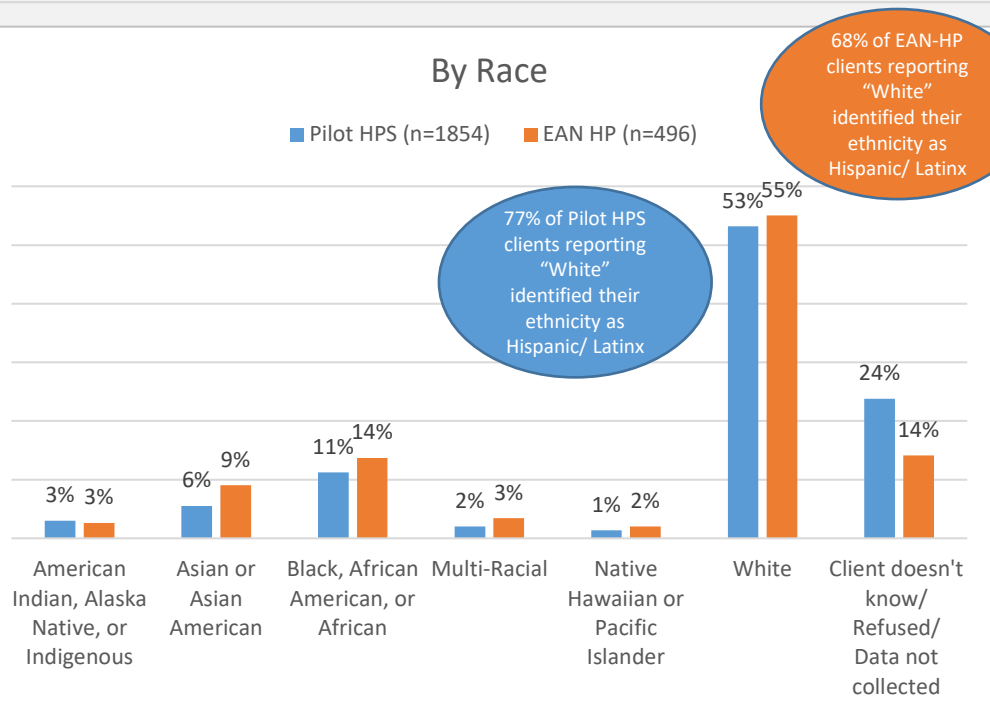
Pilot HPS: Average Amount of Assistance per Household (Total Assistance \$7,058,979)



EAN-HP: Average Amount of Assistance per Household (Total Assistance \$1,175,846)



# Appendix H: Demographics of Unduplicated Households, July 2021 to June 2022



## SANTA CLARA COUNTY HOMELESSNESS PREVENTION SYSTEM - COVID-19 RESPONSE

Preferred Language:

English

Tiếng Việt

Español

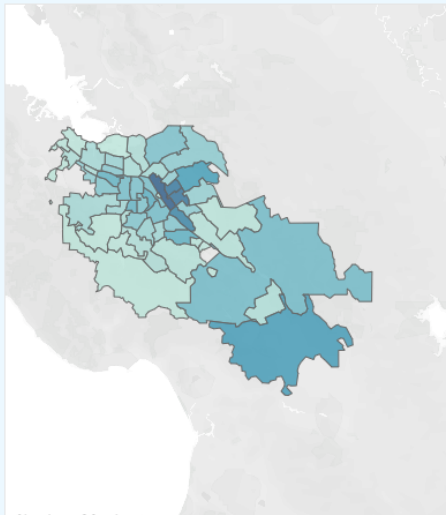
中文

### Homelessness Prevention System - COVID-19 Response Dashboard

May - December 2021

#### Geographical Distribution

City  Zip Code



HOUSEHOLDS  
ASSISTED  
**4,280**

AVG. AMOUNT  
OF ASSISTANCE  
**\$10,208.00**

TOTAL FUNDS  
DISTRIBUTED  
**\$46,183,472.00**

#### Applicant Demographics

(paid applications)

##### RACE

American Indian or Alaska Native	1.79%
Asian	16.45%
Black or African American	6.93%
Multiple races	8.42%
Native Hawaiian or Other Pacific Islander	2.07%
Prefer not to answer	26.76%
White	34.93%

##### ETHNICITY

Hispanic/Latinx	50.00%
Non-Hispanic/Non Latinx	46.63%
Prefer not to answer	7.46%

##### GENDER

Female	65.00%
Gender Non-Confor..	1.06%
Male	34.04%
Prefer not to answer	2.50%

##### AGE GROUP

10-19	1.04%
20-29	14.02%
30-39	30.46%
40-49	26.42%
50-59	18.48%
60-69	8.48%
70-79	2.48%
80-89	1.03%
120-129	1.23%

##### INCOME

30% AMI	98.68%
50% AMI	2.38%
80% AMI	0.68%
Over AMI	0.70%