

# County of Santa Clara

## Office of Supportive Housing

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April 4, 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 March 2021 and February 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 RRH 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 6,540 individuals since January 2020, 33% 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 March 2021 to February 2022 reporting period is 3,167 households, exceeding the five-year goal. The sharp reduction since 2020 may be related to increased financial assistance programs and/or eviction moratoria. The state-wide ban on evictions ended in October, but tenants are protected through June 30 if they applied for assistance with the state. OSH will 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 and the Cold Weather Shelters (CWS). As depicted in the Program Utilization chart at the bottom right, HP (98%) and PSH (95%) have the highest utilization for the reporting period.

While capacity across programs has remained relatively stable over the past year, there are 1,138 housing units in construction or approved by the Board and in the pipeline. As these units are completed and approved for occupancy, PSH and RRH capacity will increase significantly. Two new developments with a total of 136 units will begin housing families and older adults in August.

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-nine percent (78%) of households exiting RRH programs exited to permanent housing for the current reporting period, exceeding 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% was met for the March 2021 through February 2022 study period.
- 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 94.5% 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 previous years. Returns to homelessness 2 years after exiting a program to a permanent housing destination decreased 3% from 2020 to 2021.

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 assessment (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 - 250 households became homeless for the first time in February as shown in the upper chart -

the decreasing gap between the number of housing placements and inflow each month 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.

## **Rapid Rehousing**

Appendices E through G 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. Seventy-five percent of RRH programs are focused on serving specific subpopulations. Accordingly, the RRH data provided is stratified by subpopulation. A few highlights:

- As shown in the table in at the top of Appendix E, RRH programs have the largest capacity to serve veterans and families (25% each).
- The lower chart in Appendix E indicates that 1,077 households - including 437 families with minor children - were permanently housed during the study period.
- Appendix F provides some RRH client outcomes and characteristics. Chart 1 illustrates the average number of days from program enrollment to housing and the average number of days housed in the RRH program by subpopulation. The average number of days housed represents the length of time a household receives a rent subsidy before they achieve self-sufficiency and exit the program. Previous years' data indicates that the pre-pandemic average was nine to ten months. For July 2021 through February 2022, however, this average across all subpopulations was almost one year (331 days). Since the start of the pandemic, program participants have experienced loss of wages and challenges in both obtaining and/or increasing employment and accessing benefits and other resources. This has resulted in the need for programs to adjust in order to accommodate these circumstances, providing longer-term subsidies.
- The community benchmark for finding permanent housing for a household enrolled in an RRH program is 60 days. For the July 2021 through February 2022 period, this target was met for families (Chart 1). The highest average number of days to housing for the period is seen for programs serving the reentry (108 days) and single adult subpopulations (100 days). This reflects the multiple barriers to finding permanent housing that clients who are exiting jail or prison back into the community face.

- Chart 2 displays exit destinations by subpopulation. Single adults have the lowest rate (64%) of exits to permanent housing, as well high incidences of reported chronic health and substance use disabilities (Chart 4).
- The largest program in the “Any Category” group is an RRH program funded via the State’s Coronavirus Aid, Relief, and Economic Security (CARES) Act. This program accounts for half of the total number of exiting households (95) in this classification. CARES RRH serves medically vulnerable and COVID-positive households placed into hotels during the pandemic through Project Roomkey. Many of the individuals served in the program are elderly and have severe chronic health conditions. This program launched in 2021, and most households that were enrolled and housed have not yet exited the program.



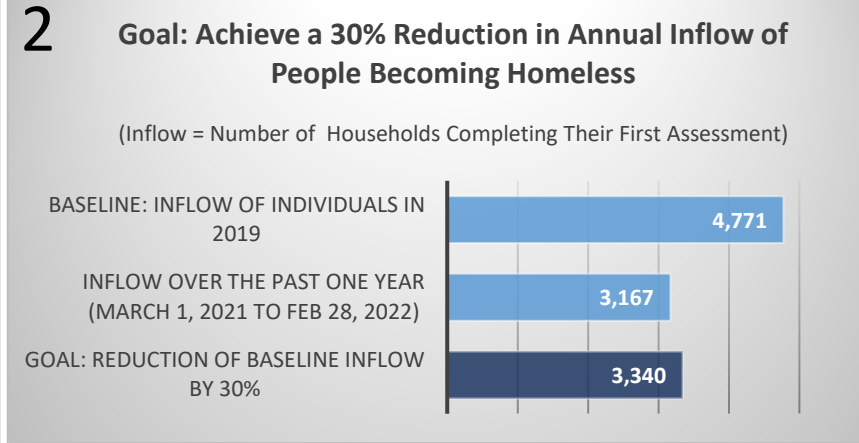
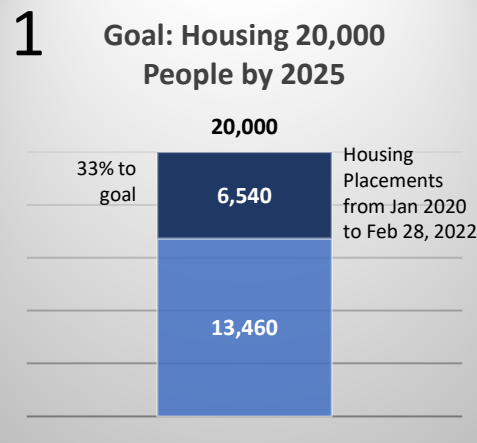
Office of Supportive Housing  
Supportive Housing System  
Dashboard

March 1, 2021 –  
February 28, 2022

## The 2020-2025 Community Plan to End Homelessness

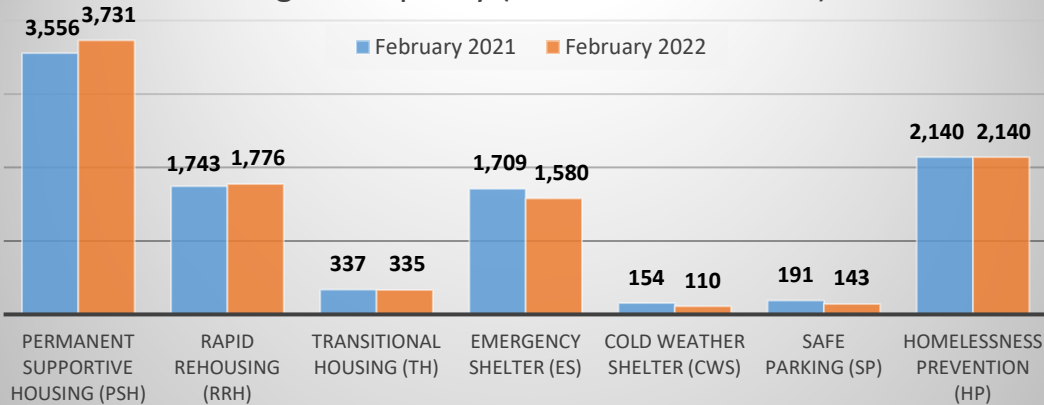
The county-wide plan is our roadmap for ending homelessness in Santa Clara County. The 2020-2025 plan sets aggressive targets designed to reverse the current growth in homelessness and bring us one step closer to our collective goal of eliminating homelessness in our community. Appendix A will highlight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

## Appendix A: Community Plan Goals



## Appendix B: Capacity and Utilization as of 2/28/2022

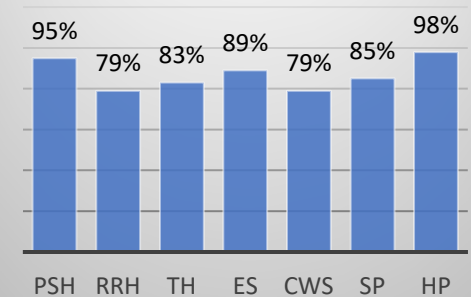
### Program Capacity (Units or Households)



1,138 Total Housing Units (694 PSH, 369 RRH, and 75 VASH) Under Construction or in the Pipeline Approved by the Board

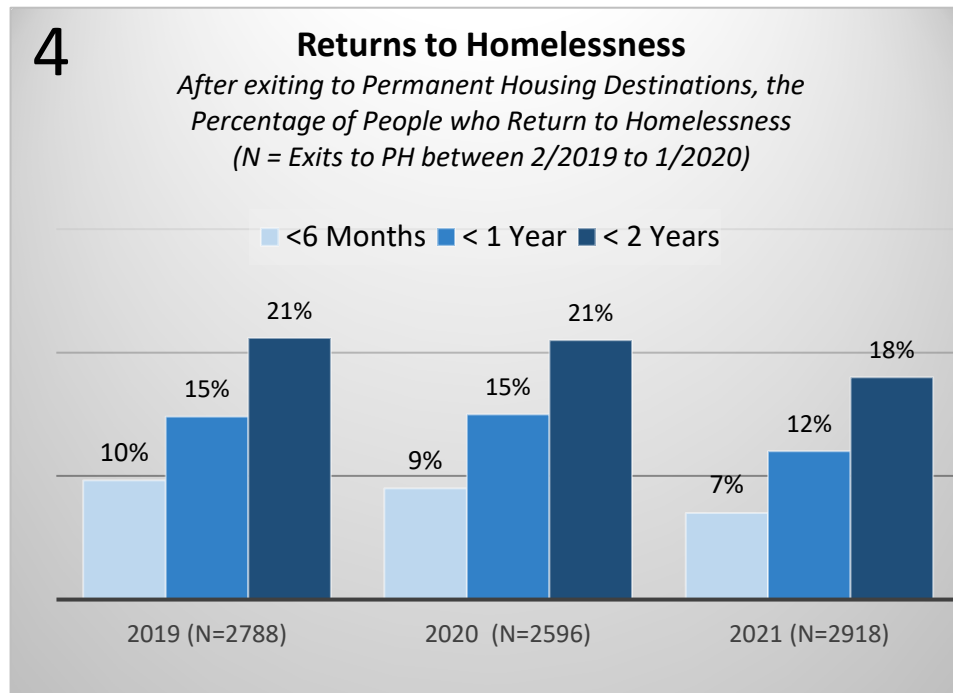
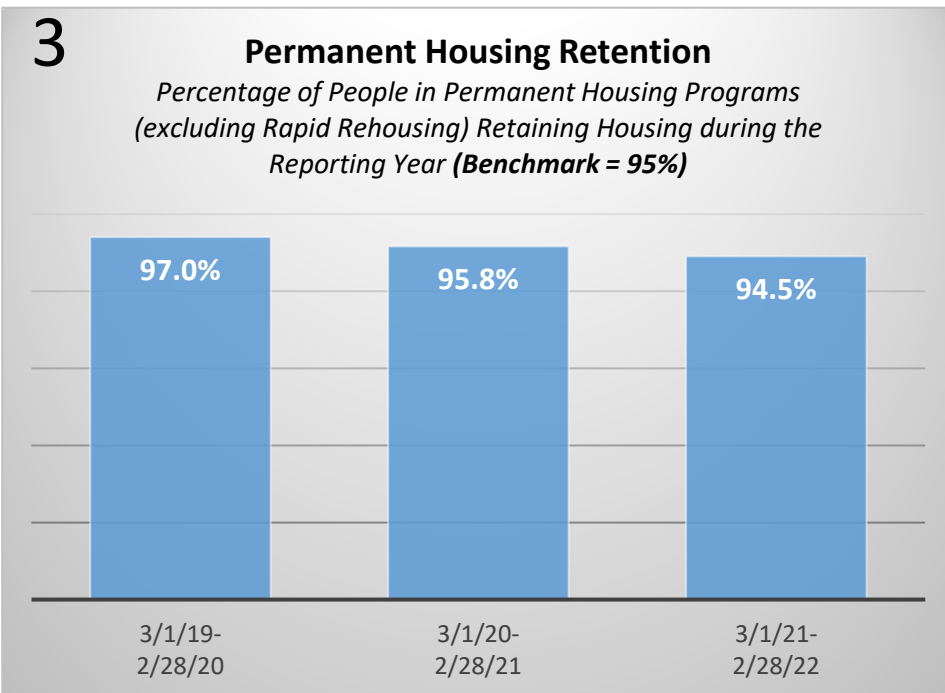
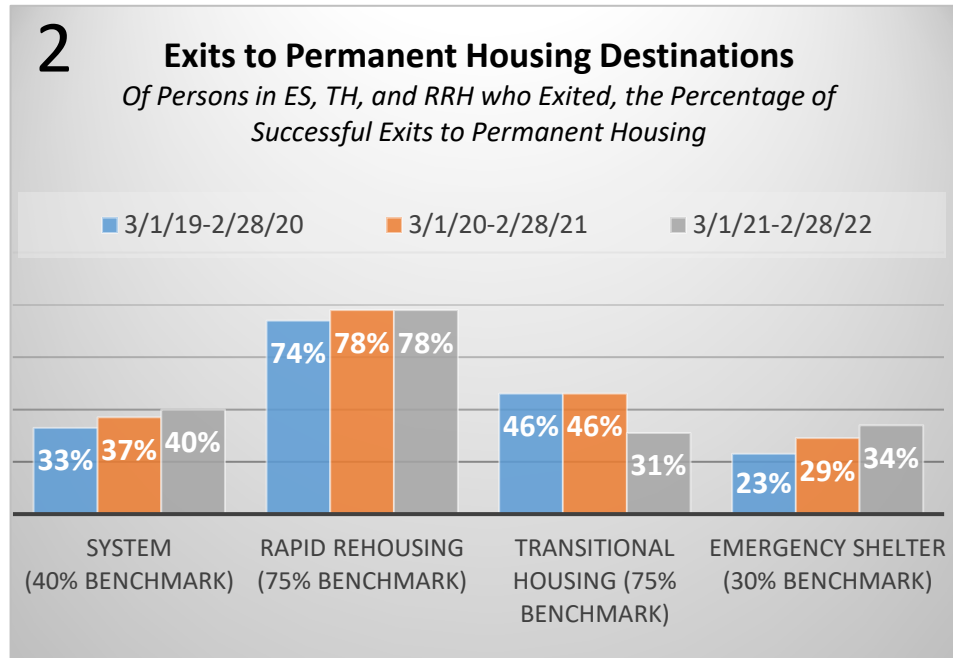
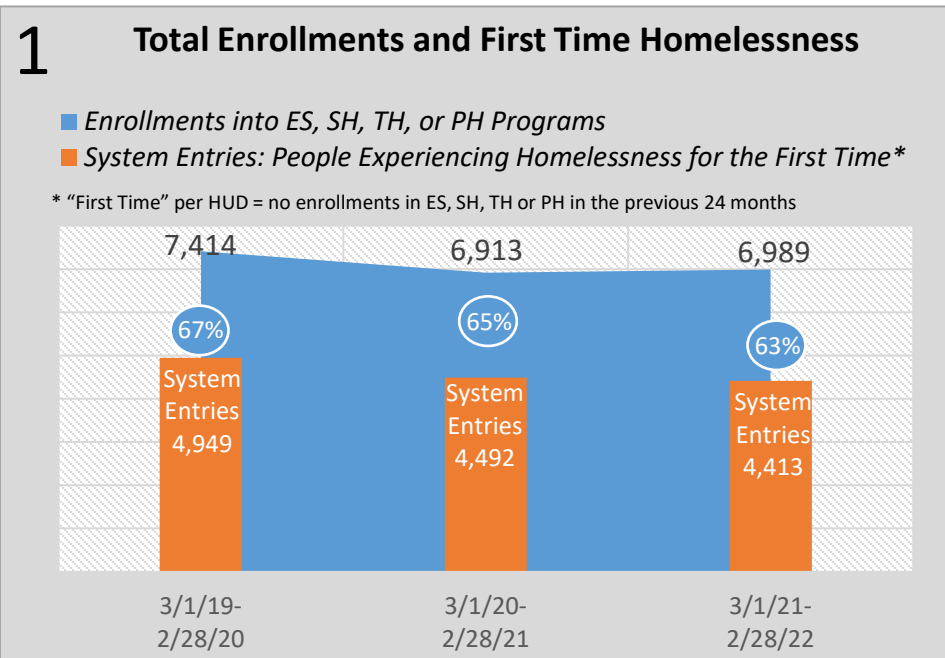


### Program Utilization, February 2022



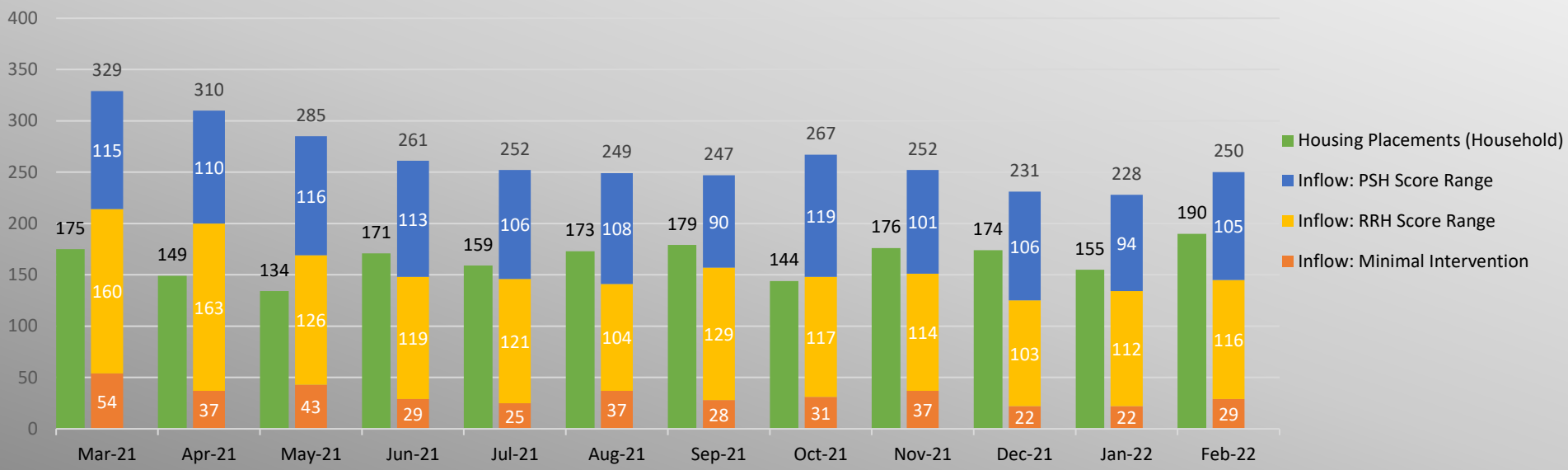
- Utilization: PSH, RRH are point-in-time utilization on February 28, 2022. TH and ES data reflects utilization for the month of February, and SP and HP utilization are based on the last 12 months
- Program utilization is based on households enrolled in programs that are tracked in HMIS.
- PSH programs 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 53 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

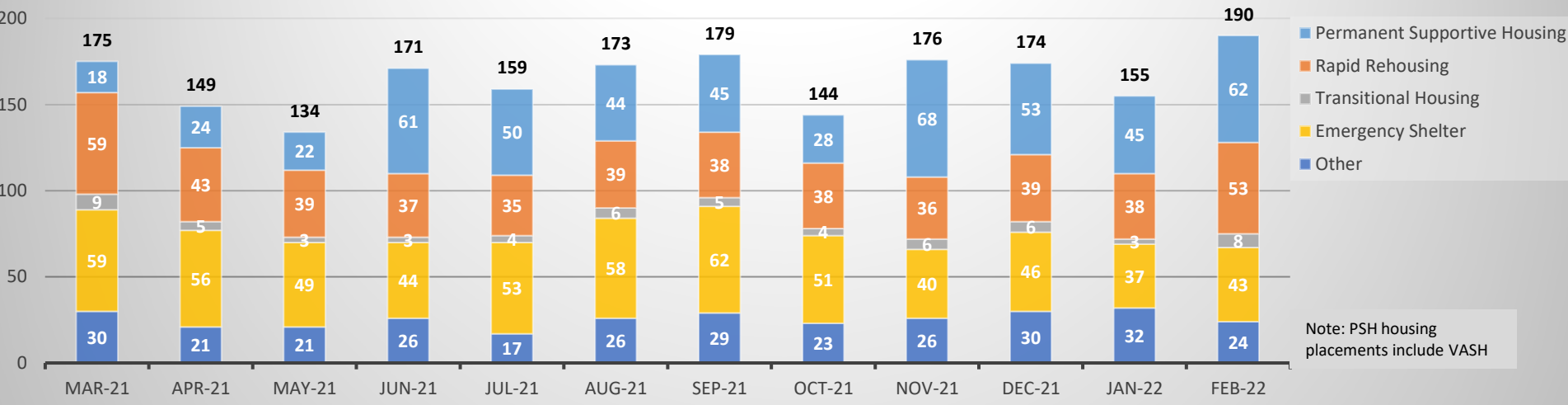


# Appendix D: Housing Placements and Inflow by Month

## Monthly Housing Placements vs. Homeless Inflow



## Monthly Housing Placements from Project Types

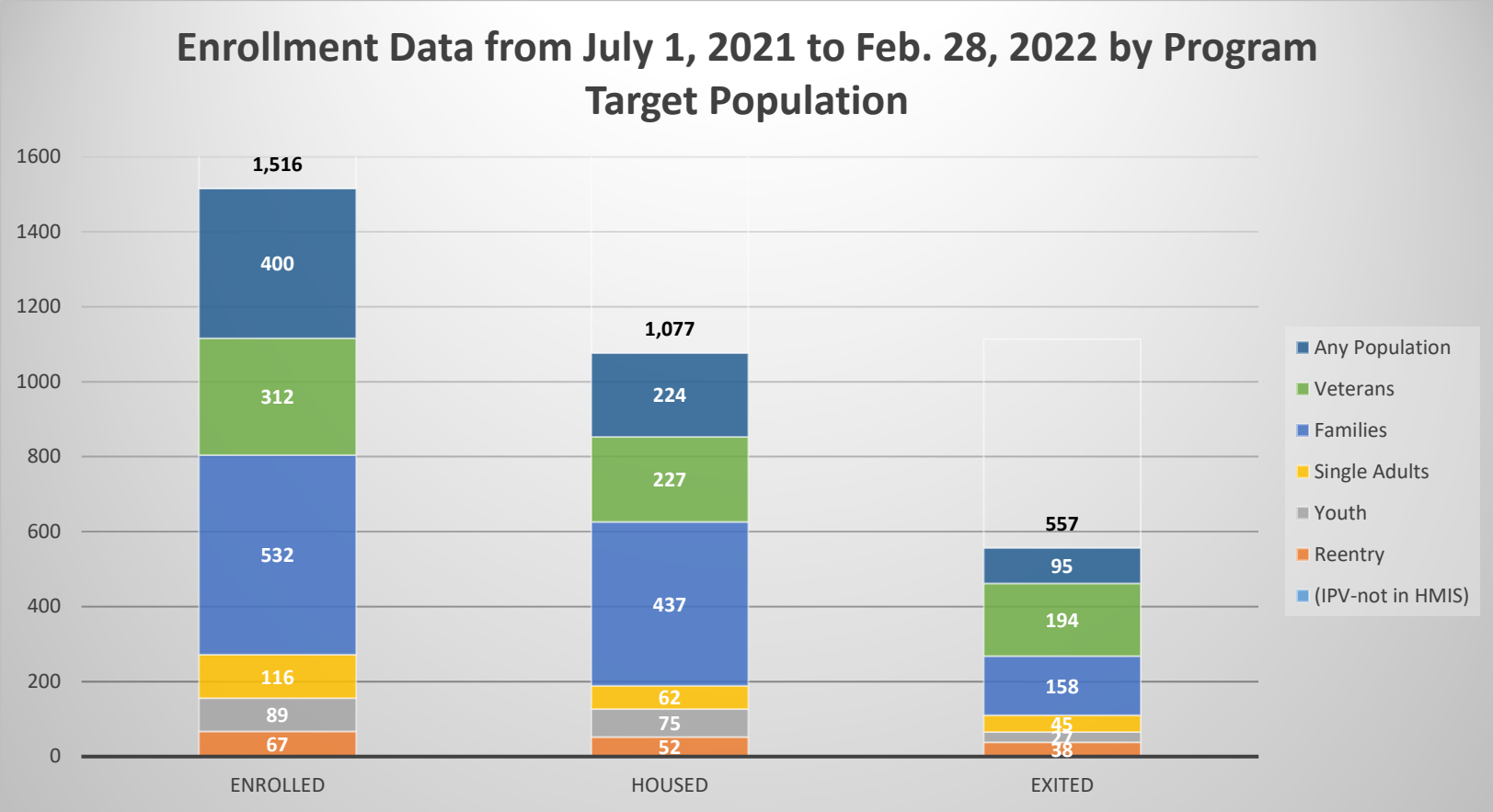


Note: PSH housing placements include VASH

# Appendix E: Rapid Rehousing Capacity and Enrollments - February 28, 2022

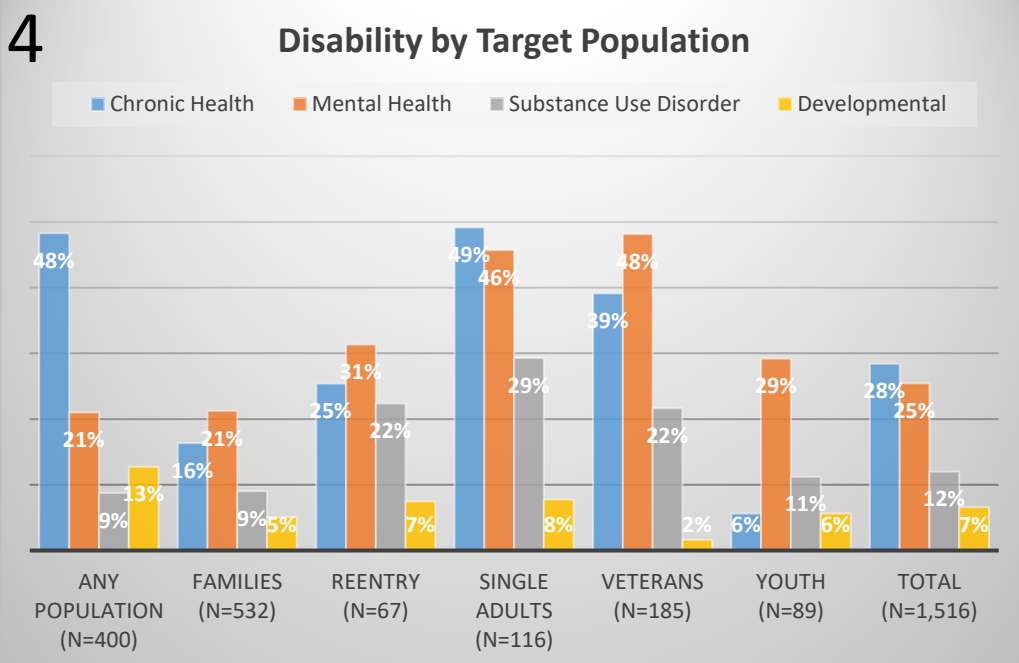
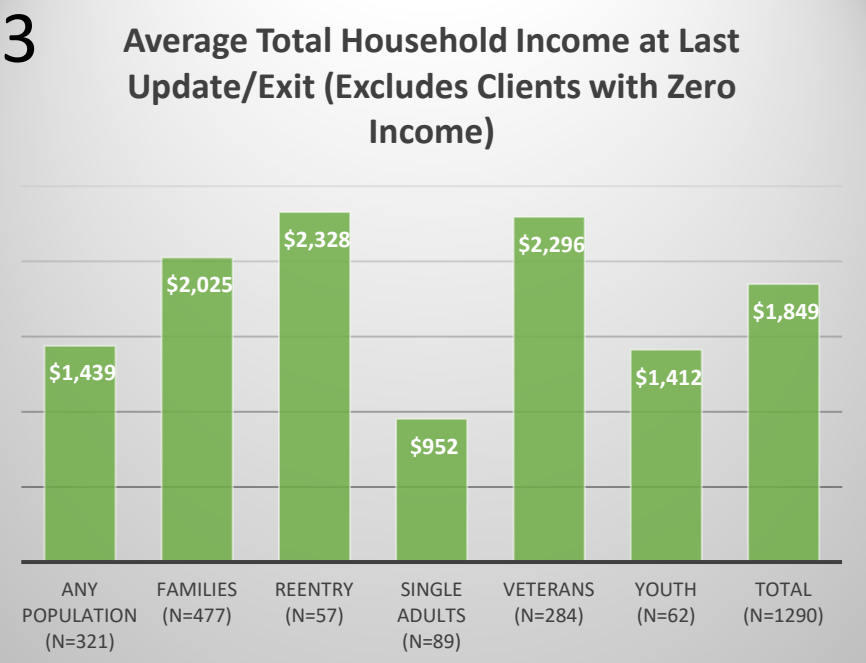
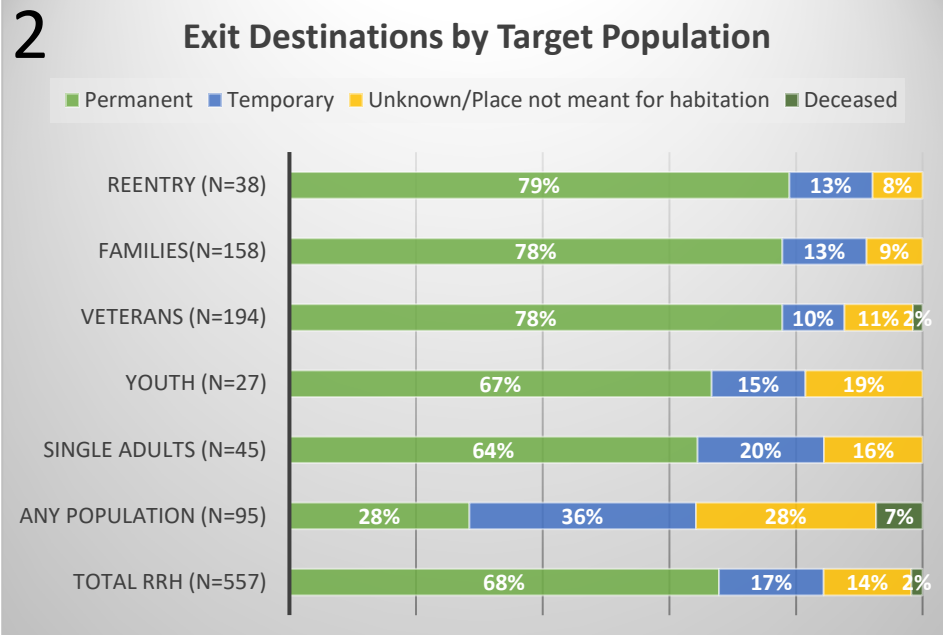
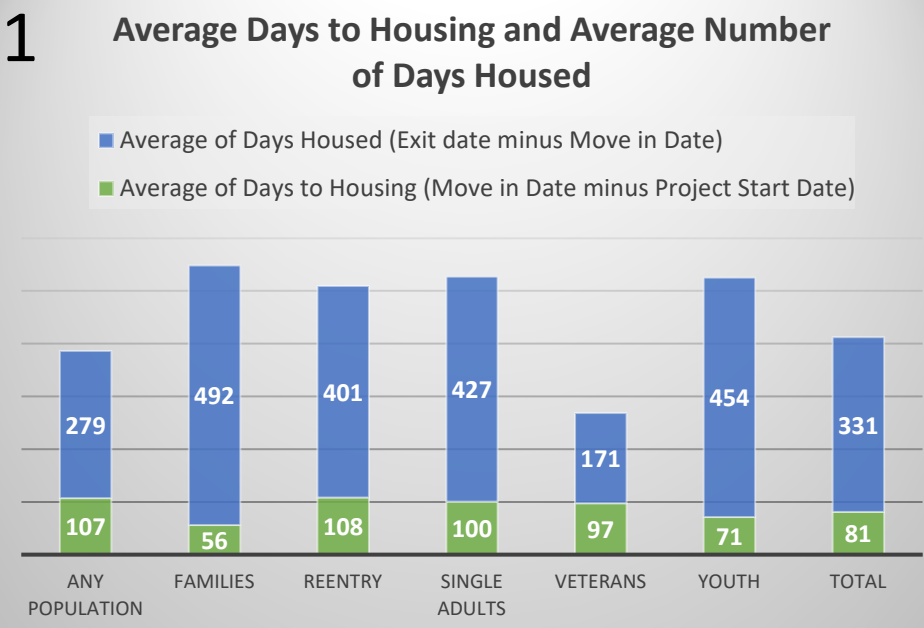
Target Population of RRH Program	Number of Programs	Annual Capacity (Units) as of 2/28/2022	Percentage of Total
Any Population	5	452	25%
Veterans	4	438	25%
Families	8	434	24%
Single Adults	3	210	12%
Youth	3	87	5%
Reentry	2	80	5%
IPV Victims	3	75	4%
<b>Total</b>	<b>28</b>	<b>1,776</b>	<b>100%</b>

Note: Intimate Partner Violence (IPV) program data is not recorded in the HMIS.



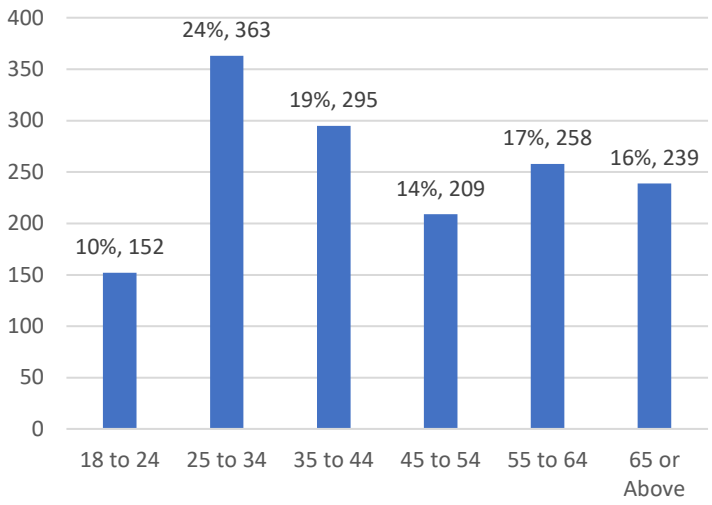


# Appendix F: RRH Client Characteristics and Outcomes – July 1, 2021 to Feb. 28, 2022

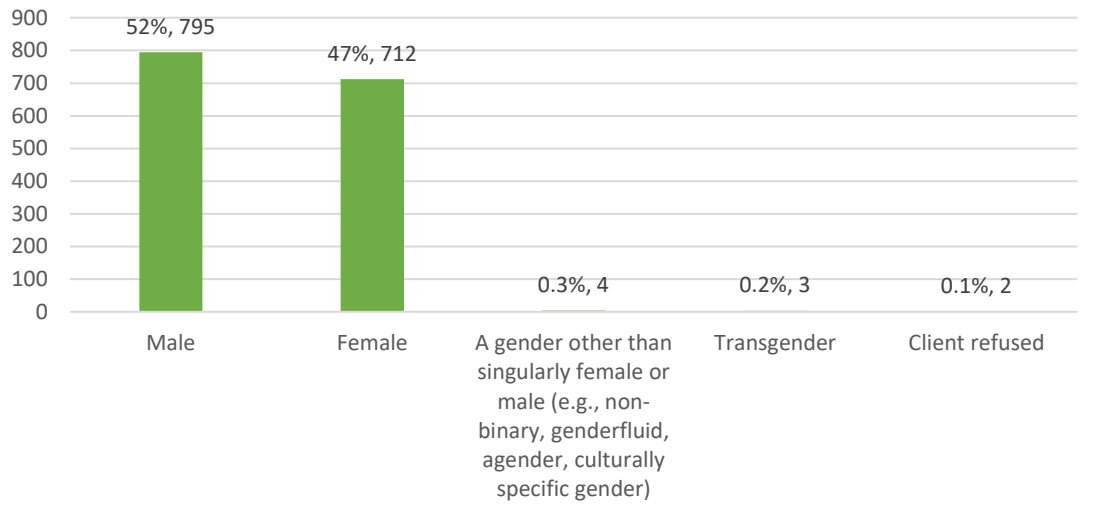


# Appendix G: RRH Demographic Information – Enrolled July 2021 to Feb. 2022

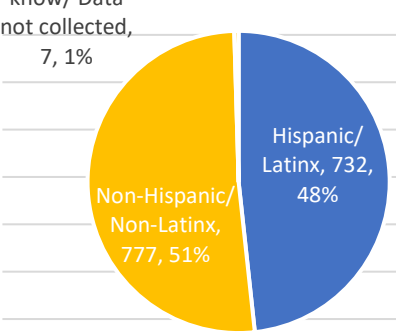
### By Age Tier



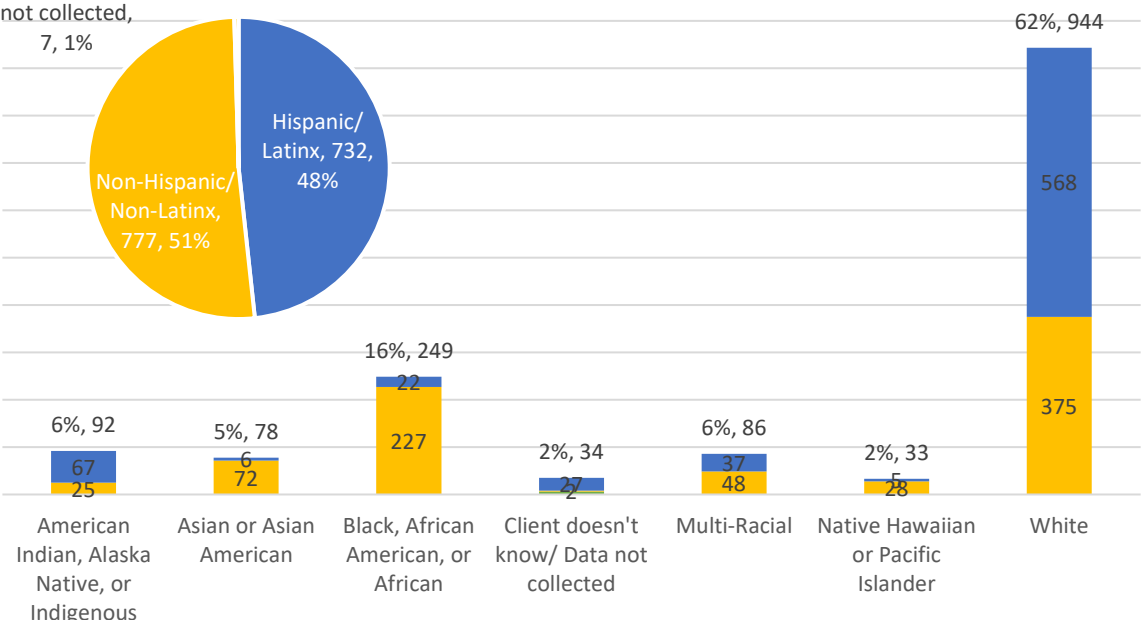
### By Gender



### By Ethnicity



### Race by Ethnicity



### By Household Type

