

County of Santa Clara

Office of Supportive Housing

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March 18, 2024

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 February 2023 and January 2024. The primary function of this report 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 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 14,157 individuals since January 2020, 71% 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 (4,751 people) is used as a baseline. Inflow for the February 2023 to January 2024 reporting period is 4,301 households, demonstrating progress towards the five-year goal to reduce the number of households completing their first assessment (since becoming unhoused) to 3,326 households.

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, Homelessness Prevention (100%), Permanent Supportive Housing (96%), and Emergency Shelter (91%) have the highest utilization for the reporting period.

While capacity across many programs has remained relatively stable over the past year, the efforts to expand emergency shelter capacity across the county have resulted in a 31% increase in units. Permanent Supportive Housing capacity has increased by 8% over the past year and there are 1,072 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-one percent (71%) of households exiting RRH programs exited to permanent housing for the current reporting period. Forty-one percent (41%) of households exiting ES programs moved on to permanent housing, exceeding the County's 38% performance goal. The system-wide value for exits to permanent housing destinations was 37% for the February 2023 through January 2024 study period. An analysis of total exits to permanent housing destinations shows the continued challenges low-income households face in maintaining permanent housing without a subsidy. The percent of RRH clients who exited to rental housing without an ongoing subsidy decreased from 42% in the annual period two years prior to 30% in the current period. Due to the lack of affordable housing in the community, many unhoused individuals and families require rental assistance to obtain and maintain stable housing.
- Chart 3 provides data on the percentage of people in Permanent Housing programs retaining their housing in the reporting year. This primarily represents PSH programs. The housing retention rate was 96% for the current reporting period and this number has remained near the current benchmark of 98% for several years.
- Chart 4 provides data on returns to homelessness after exiting a program to a permanent housing destination two years prior. Data for the February 2023 to January 2024 period are generally aligned with the previous two periods with returns to homelessness within 2 years currently at 18%, a slightly lower rate from the previous year.

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). In the month of January 2024, 49 households were housed through Rapid Rehousing programs and 73 households were housed in PSH programs.

Over the past one year, approximately 2,545 households have been permanently housed (33% being families with children) and 4,301 households have taken the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) assessment for the first time (inflow). This means for every one household getting permanently housed, 1.7 households are getting assessed for their first time since becoming homeless. The inflow is classified by level of housing intervention needed by the household – minimal intervention, RRH, or PSH.

The lower chart breaks down the housing placements by the type of project from which the household was receiving assistance. Permanent housing placements have increased by about 21% over the past year with a greater proportion being families with children compared to one year prior, due in part to the efforts of the Heading Home campaign. The need remains high with 390 households completing a housing assessment for the first time in January 2024 as shown in the upper chart, and annual inflow increasing by 18% compared to the previous 12 months.

The OSH will continue to monitor trends over the next several months as it relates to the number of households becoming homeless for the first time. As more housing developments are completed with over 1000 units of PSH and RRH units under construction or in the pipeline, the OSH expects placements into permanent housing to increase in the coming months.

Reentry Programs

Appendices E through G include data related to the County’s programs for the reentry population. These include services provided by the Reentry Resource Center (RRC), the Reentry RRH and Jail Diversion PSH programs, and an emergency financial assistance program designed for those connected to the criminal justice system. The Reentry RRH Exceptions program provides case management, housing placement, and a time-limited rental subsidy. The Jail Diversion PSH program provides a long-term subsidy for reentry clients who have a permanent disability. The Emergency Assistance Program (EAP) provides one-time rental or other financial assistance.

Some highlights from these programs include those listed below.

- The 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 E shows that for clients accessing services at the RRC in CY23, 35% were literally homeless, staying in a shelter or in a place not meant for human habitation. The percentage of clients who accessed services at the RRC who were in a permanent situation such as rental

(with or without subsidy) was also 35%. The remainder of clients were staying in a transitional, institutional, or undeclared situations.

- Chart 3 in Appendix E shows the level of need for clients assessed at the RRC. Of the 350 individuals who completed VI-SPDAT assessment at the RRC in CY23, 63% were assessed in the PSH range of housing intervention, 33% in the RRH range, and 4% in the minimal intervention range. When compared to the system-wide needs, individuals assessed at the RRC tend to have higher acuity than the County's systemwide homeless population, for which 51% score in the PSH range and 39% in the RRH range. The level of need for clients assessed at the RRC is understandably more aligned with assessed clients who self-reported being in jail in the past six months and for these clients, 68% were assessed in the PSH range of housing intervention.
- Historically, reentry programs have had a lower rate of successful exits to permanent housing compared to RRH programs overall. Unhoused individuals with recent jail or prison experience, including those on probation or parole, face many barriers to obtaining and maintaining housing. Chart 2 in Appendix F shows for the RRH Exceptions program, exits to permanent housing is at 56% while exits to jail/prison, or place not meant for habitation is at 44%. Chart 3 in Appendix F shows 100% PSH retention rate for clients enrolled in the PSH Jail Diversion ICM program. The retention rate exceeds the overall system wide PSH retention rate of 96%.
- Chart 4 in Appendix F shows the total amount (\$321,574) spent on Emergency Financial Assistance for 342 reentry clients at the RRC. Emergency Motel Vouchers make up 49% of the total assistance provided in CY23 and rental assistance and security deposits together make up 35% of the total assistance provided. The remaining assistance (16%) is comprised of back rent and other financial assistance.



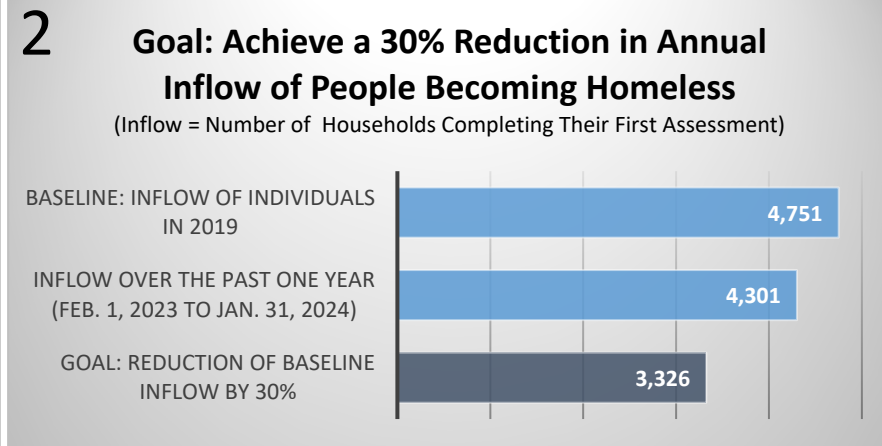
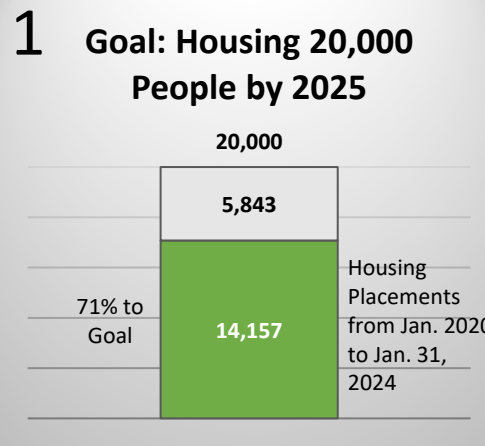
Office of Supportive Housing
Supportive Housing System
Dashboard

February 1, 2023 –
January 31, 2024

The 2020-2025 Community Plan to End Homelessness

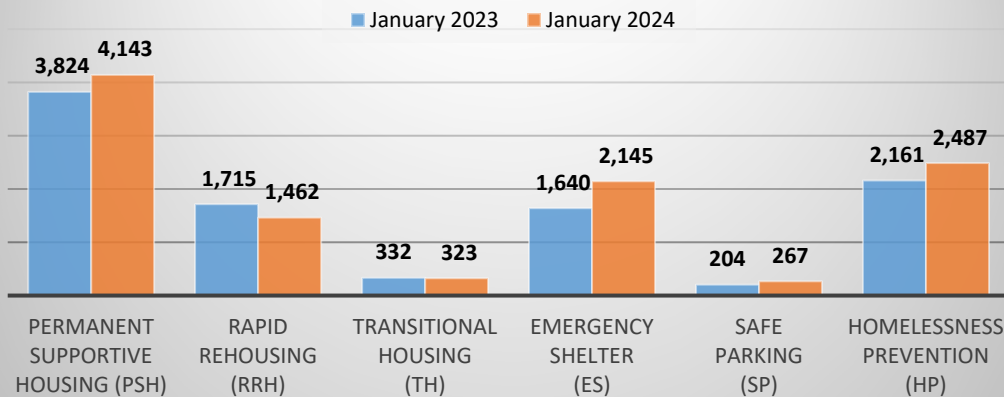
The county-wide plan is our roadmap for ending homelessness in Santa Clara County. The 2020-2025 plan set aggressive targets designed to reverse the current growth in homelessness and bring us one step closer to our collective goal of eliminating homelessness in our community. Appendix A highlights specific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

Appendix A: Community Plan Goals



Appendix B: Capacity and Utilization as of 1/31/2024

Program Capacity (Units or Households)

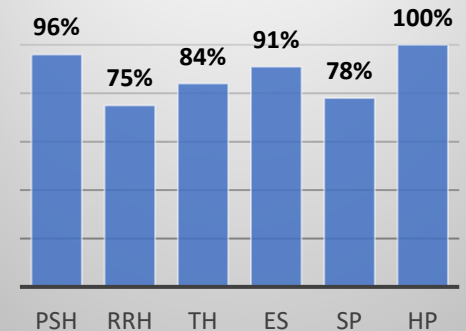


Under Construction or in the Pipeline Approved by the Board

1,072 Total Housing Units (470 PSH, 581 RRH, and 75 VASH)

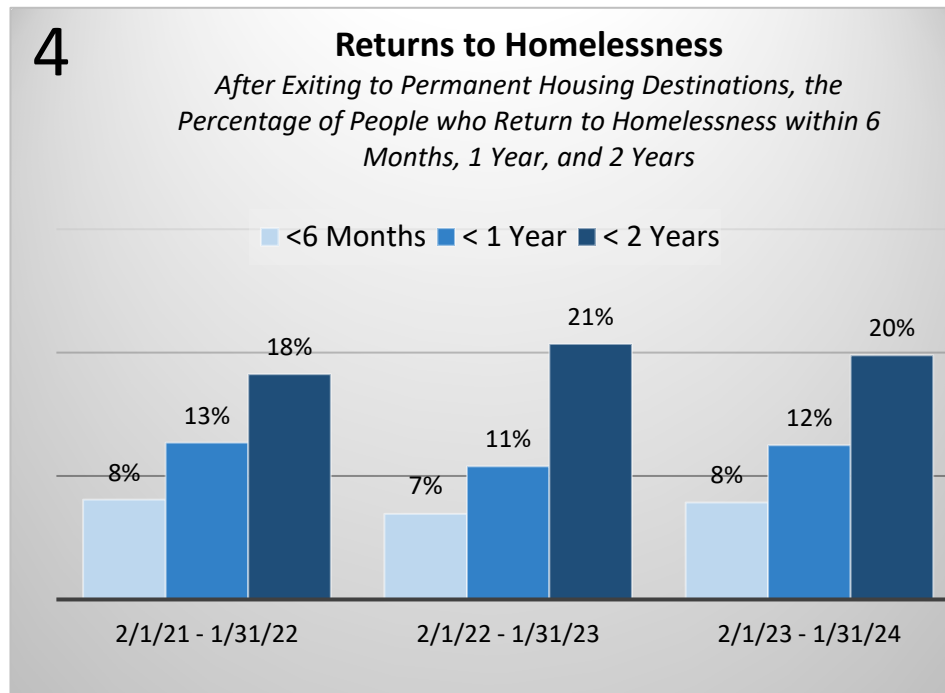
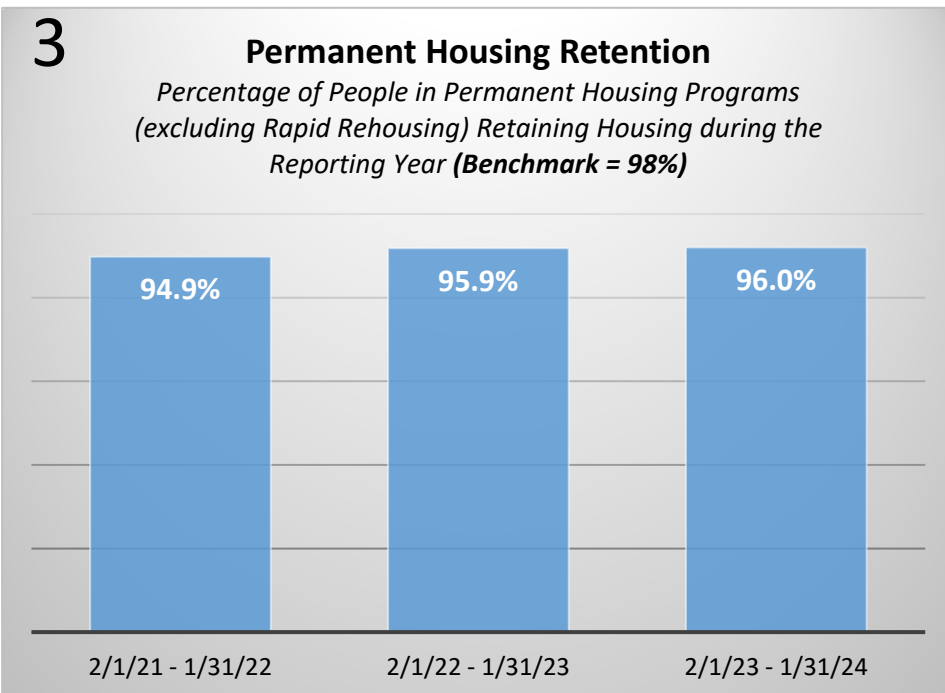
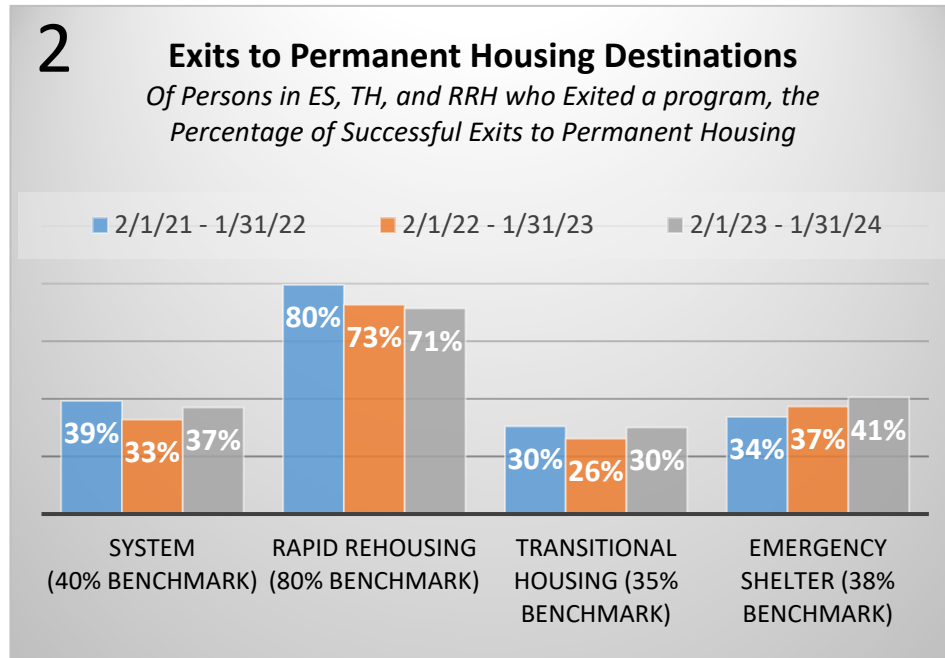
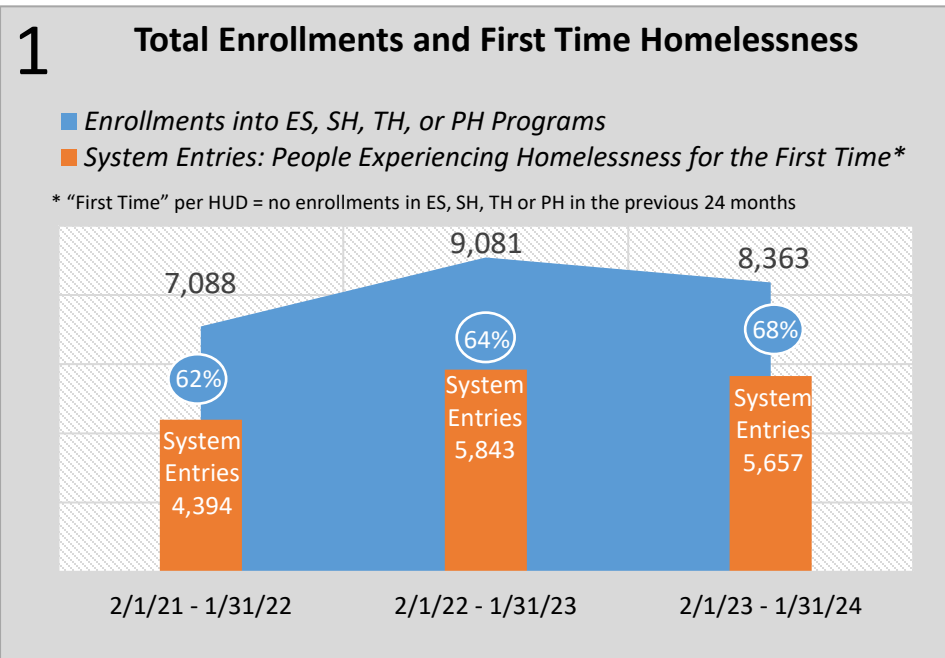


Program Utilization, January 2024



- Utilization: PSH is point-in-time utilization on January 31, 2024; TH and ES data reflects utilization for the month of January 2024; RRH, 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 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.

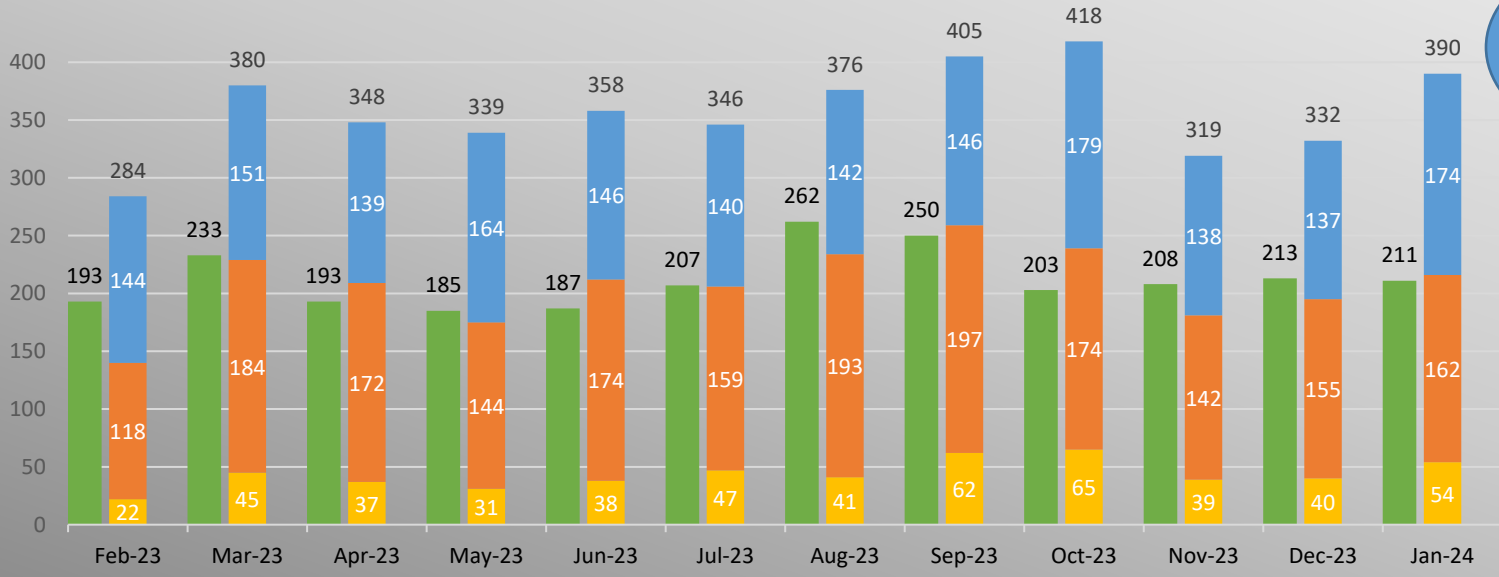
Appendix C: System Performance Measures



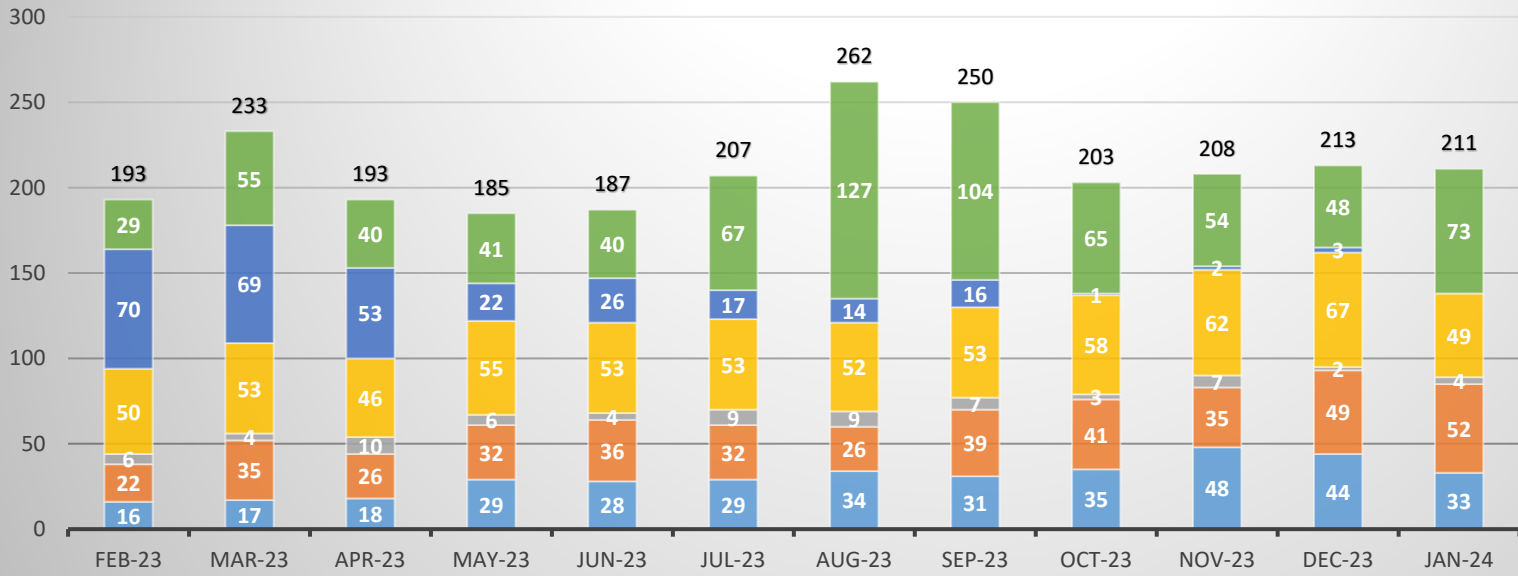
Appendix D: Housing Placements and Inflow by Month

Monthly Housing Placements vs. Homeless Inflow

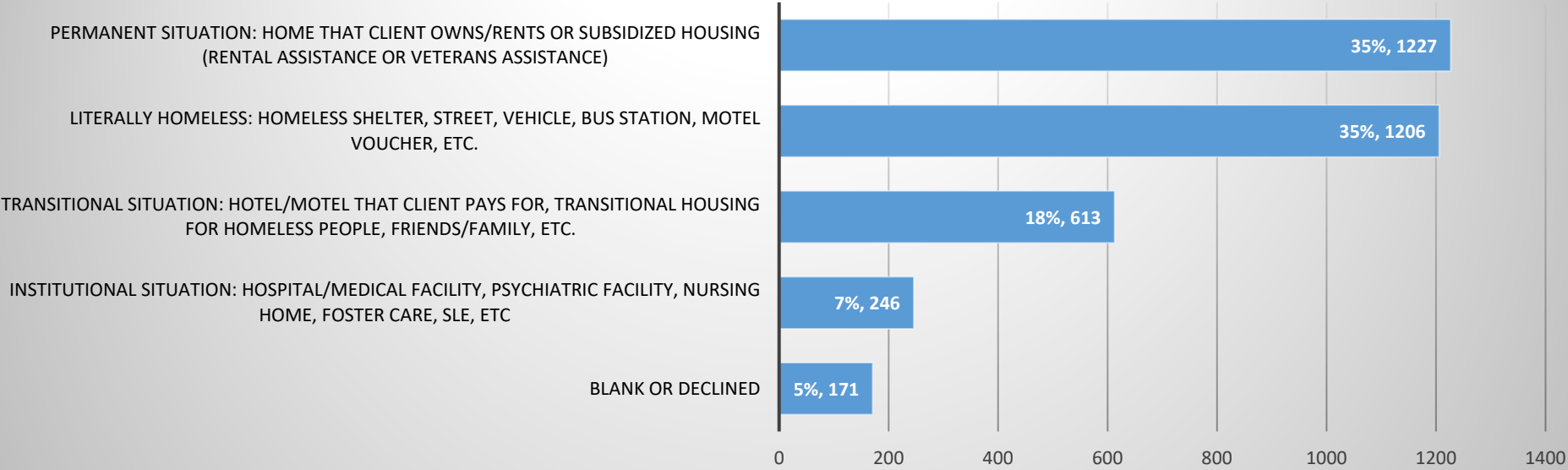
Over the Past 1 Year:
 Approximately 2,545
 Households Housed
 and 33% are Families
 with Children



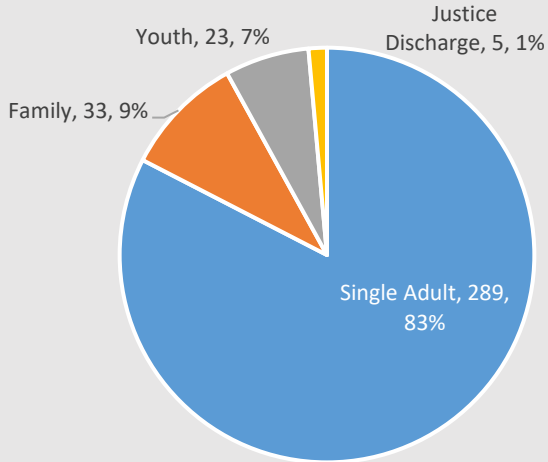
Monthly Housing Placements from Project Types



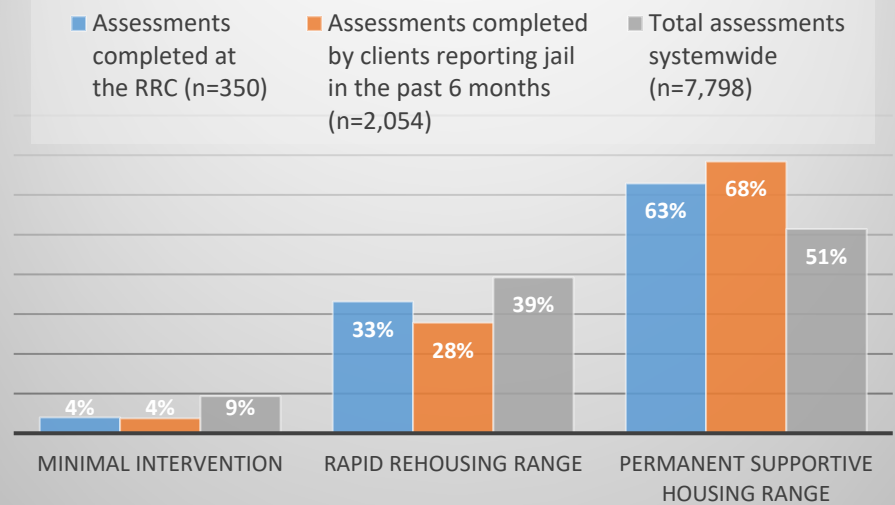
1 Housing Status of Clients Accessing Services at the Reentry Resource Center, CY23



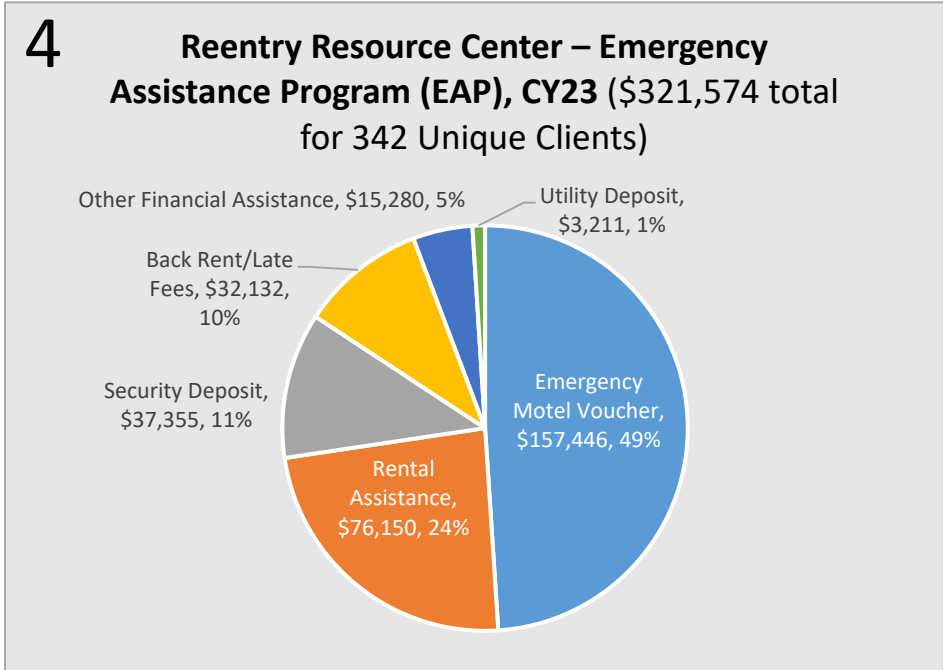
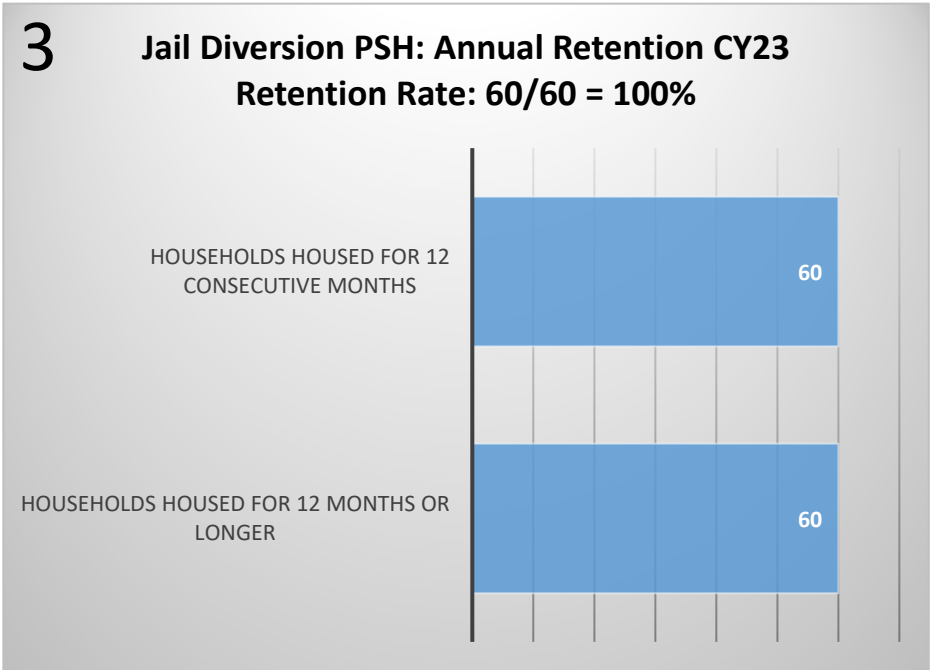
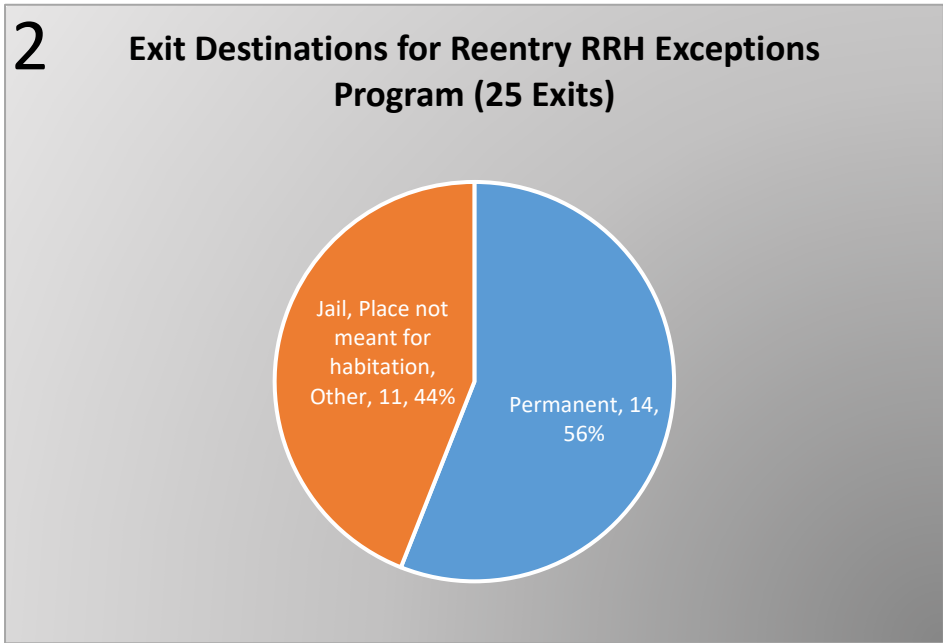
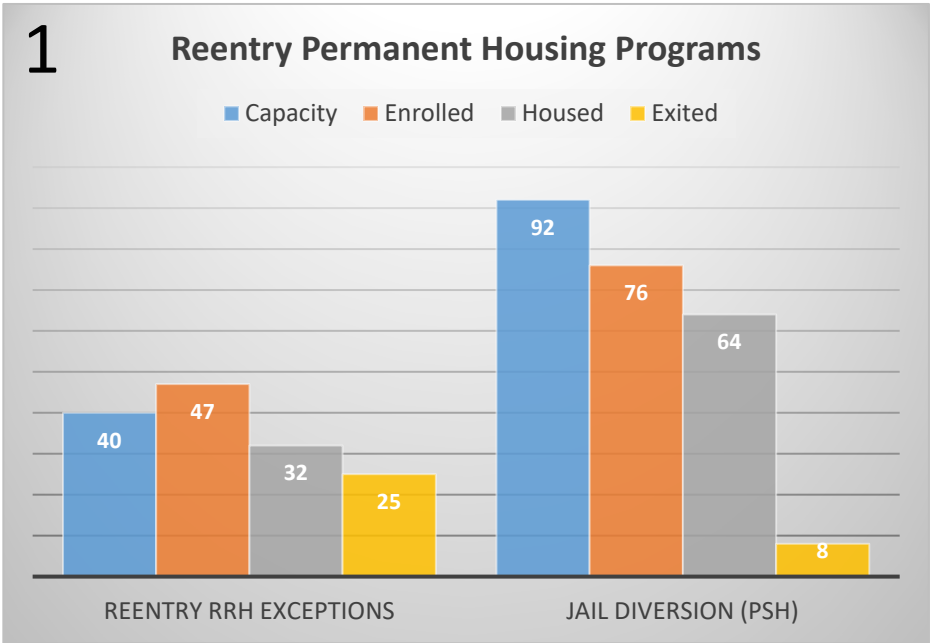
2 VI-SPDAT Assessments Completed by the RRC in CY23, by Household (VI-SPDAT) Type



3 VI-SPDAT Assessments Completed in CY23, By Level of Need



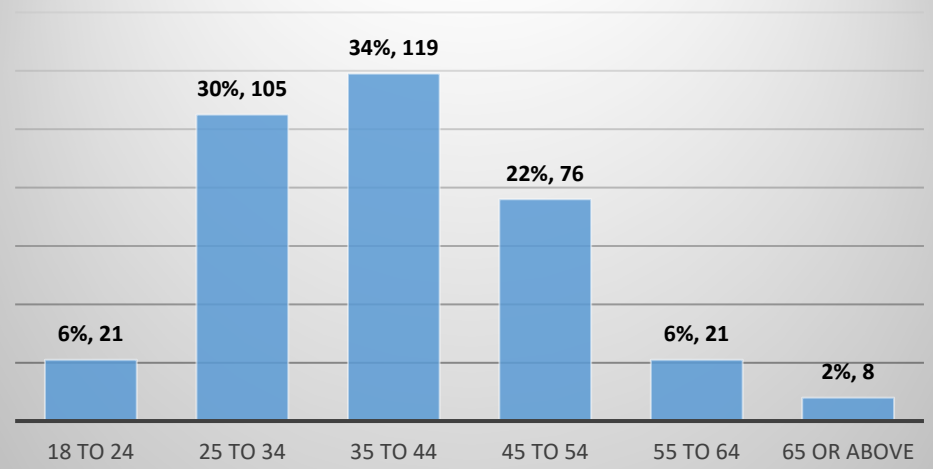
Appendix F: Reentry Housing and Emergency Assistance Programs, CY23



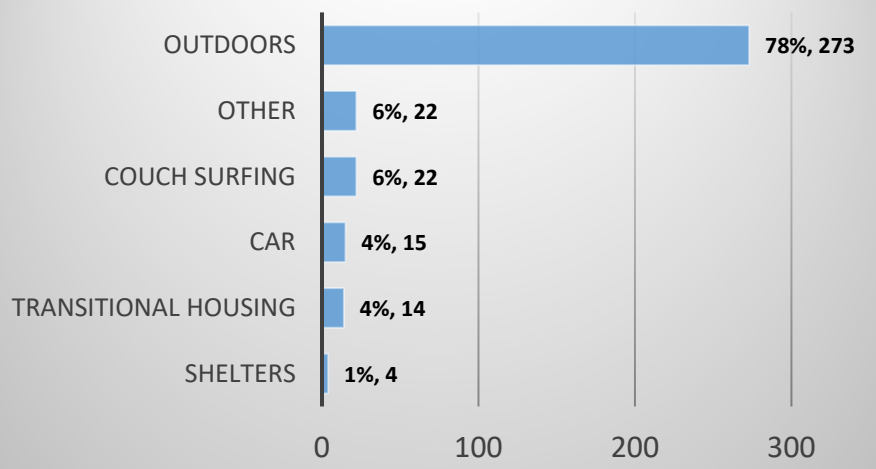
Appendix G: Reentry Resource Center (RRC) Client Demographics, CY23

The following charts provide demographics for 350 clients who were assessed at the Reentry Resource Center in CY23

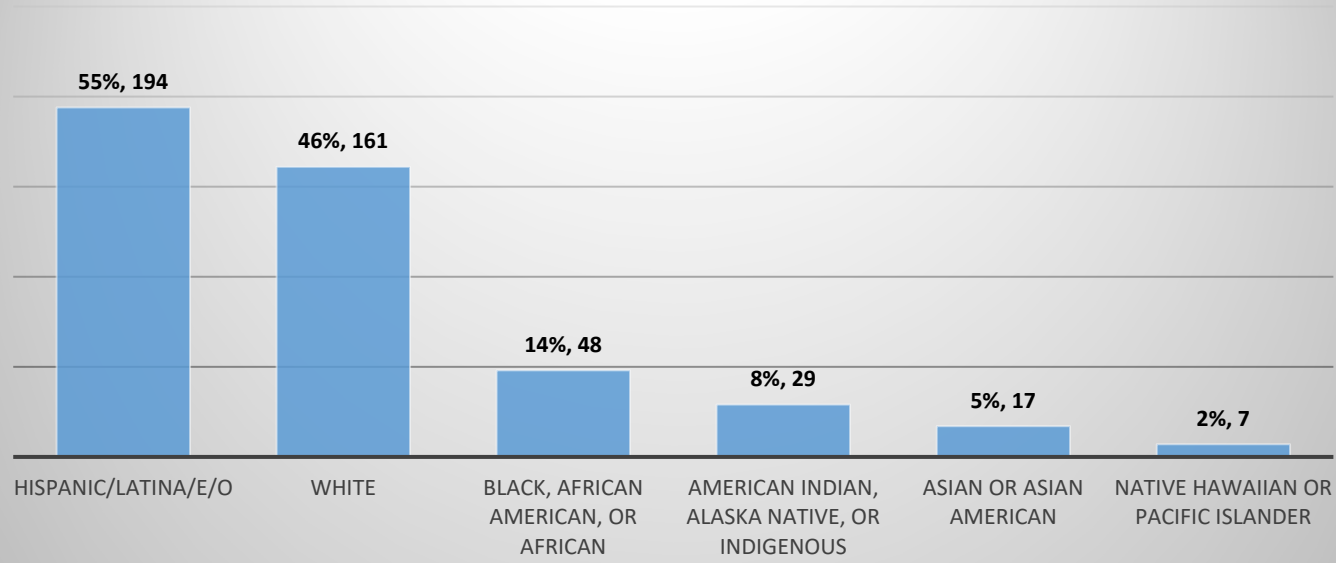
By Age Tier



Where do you sleep most frequently?



By Race and Ethnicity (Multiple Responses Allowed)



By Gender

