



*Housing*

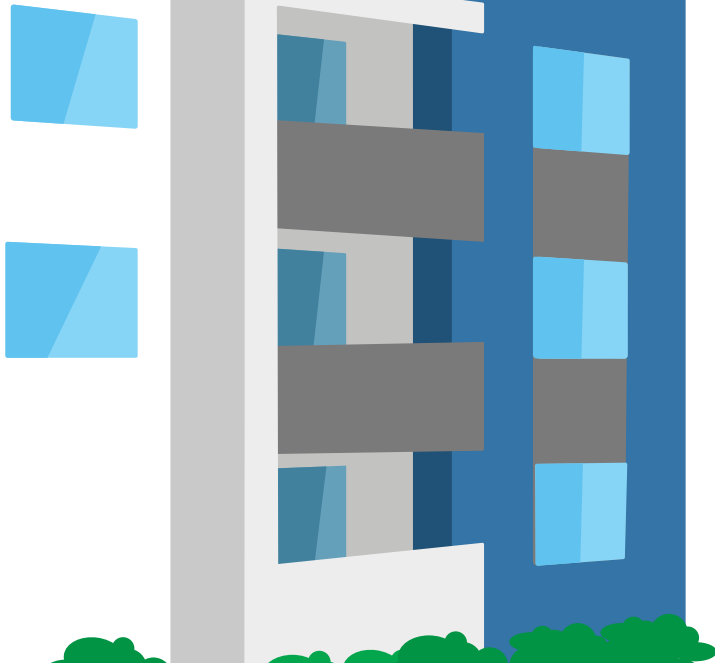
# Funding Agreement with County of Santa Clara: Isolation and Quarantine Food

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May 11, 2021  
Item 8.2



# I&Q Agreement

- Isolation and Quarantine: \$10 million
  - Motel Room with services
  - In-home support
  - Rental and Financial Assistance
- Food: \$640,000

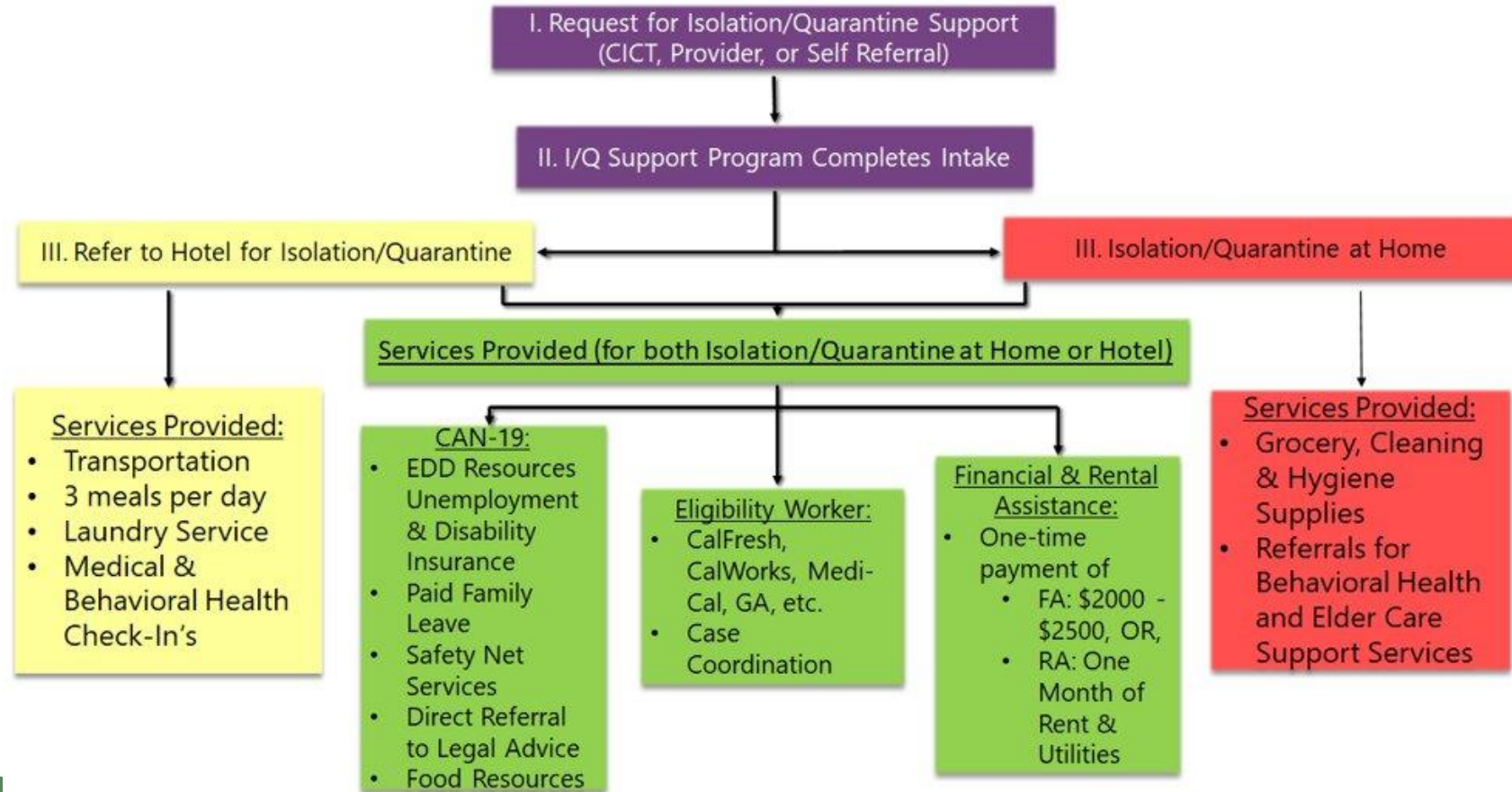


# How to access I&Q services

I&Q Hotline: 7 days a week from 8 a.m. to 6 p.m.



# I&Q Intake Process



# I&Q Program Status

- From the start of the pandemic through March 31, 2021, the I&Q Program has:
  - helped nearly 1,100 persons including persons without a permanent home, isolate or quarantine in hotels;
  - provided supportive services and over \$770,000 in groceries and other necessities to help over 3,800 households isolate or quarantine at home;
  - distributed over \$8.3 million in direct rental and financial assistance to nearly 4,000 households.



# Financial Assistance & In-Home Support Cost by Zip Code

Zip Code	Financial Assistance	In-Home Support	Zip Code	Financial Assistance	In-Home Support	Zip Code	Financial Assistance	In-Home Support
95122	\$ 1,199,270.90	\$ 113,462.88	95126	\$ 285,239.93	\$ 28,503.60	95135	\$ 20,000.00	\$ 1,126.15
95116	\$ 1,071,069.67	\$ 98,180.32	95148	\$ 232,937.20	\$ 24,623.31	95120	\$ 9,618.01	\$ 304.67
95111	\$ 828,712.60	\$ 76,578.57	95133	\$ 199,914.02	\$ 20,558.11	95113	\$ 8,000.00	\$ 885.55
95127	\$ 817,865.27	\$ 85,351.42	95118	\$ 164,311.60	\$ 10,872.87	95139	\$ 6,500.00	\$ 946.30
95112	\$ 561,063.06	\$ 50,526.00	95132	\$ 125,482.36	\$ 13,028.78	95002	\$ 2,550.00	\$ -
95123	\$ 391,317.35	\$ 35,631.54	95131	\$ 100,640.03	\$ 13,319.90	95101	\$ 2,000.00	\$ -
95117	\$ 405,838.81	\$ 32,515.17	95138	\$ 80,860.33	\$ 5,803.78	95150	\$ 2,000.00	\$ -
95121	\$ 356,167.91	\$ 32,469.49	95124	\$ 82,692.00	\$ 7,270.39	95151	\$ 2,000.00	\$ -
95110	\$ 311,590.55	\$ 30,265.66	95134	\$ 61,500.00	\$ 6,012.51	95159	\$ 2,000.00	\$ -
95136	\$ 277,379.22	\$ 20,598.88	95129	\$ 44,640.92	\$ 3,952.09	95173	\$ 2,000.00	\$ -
95128	\$ 299,901.65	\$ 24,134.71	95130	\$ 42,000.00	\$ 2,828.34	<b>Grand Total</b>	<b>\$ 8,320,207.81</b>	<b>\$ 770,196.07</b>
95125	\$ 292,342.10	\$ 27,178.98	95119	\$ 30,802.32	\$ 3,266.09	<b>Actuals*</b>	<b>\$ 8,443,233.75</b>	<b>\$ 784,490.83</b>

# I&Q Support Program Webpage



- 🏠 [www.scchelps.org](http://www.scchelps.org)
- 🏠 [www.sccayuda.org](http://www.sccayuda.org)
- 🏠 What to expect
- 🏠 Types of Services
- 🏠 Eligibility criteria



## Who to Call and What to Expect

Call the IQ Support Hotline at **408-808-7770**

Hotline is available 7 days/week, 8 am - 6:00 pm.

Your call will be returned within 24 hours.

*Leave a voicemail in the language you are most comfortable speaking.*

## Support Staying Safe During Isolation and Quarantine

If you test positive for COVID-19 or have been exposed to COVID-19, we can help you and your family to stay safe and to reduce and eliminate the spread of COVID-19. In partnership with several, local cities, the Santa Clara County Isolation and Quarantine Support Program provides one-time assistance while you are isolating and quarantining:

- Motel placements (if you are unable to isolate or quarantine from others); and
- Groceries, household and baby supplies delivery (so you may remain at home in IQ); and
- Financial or rental assistance to qualifying residents of Santa Clara County.

## Resources

If you test positive for COVID-19 or have been exposed to COVID-19, We can help you and your family stay safe!

We can help with:

- ✓ **Emergency rental and/or financial assistance**  
Must have household income less than 80% Area Median Income (for example, a family of 4 with an annual income of \$112,150 or lower)
- ✓ **Grocery Delivery**

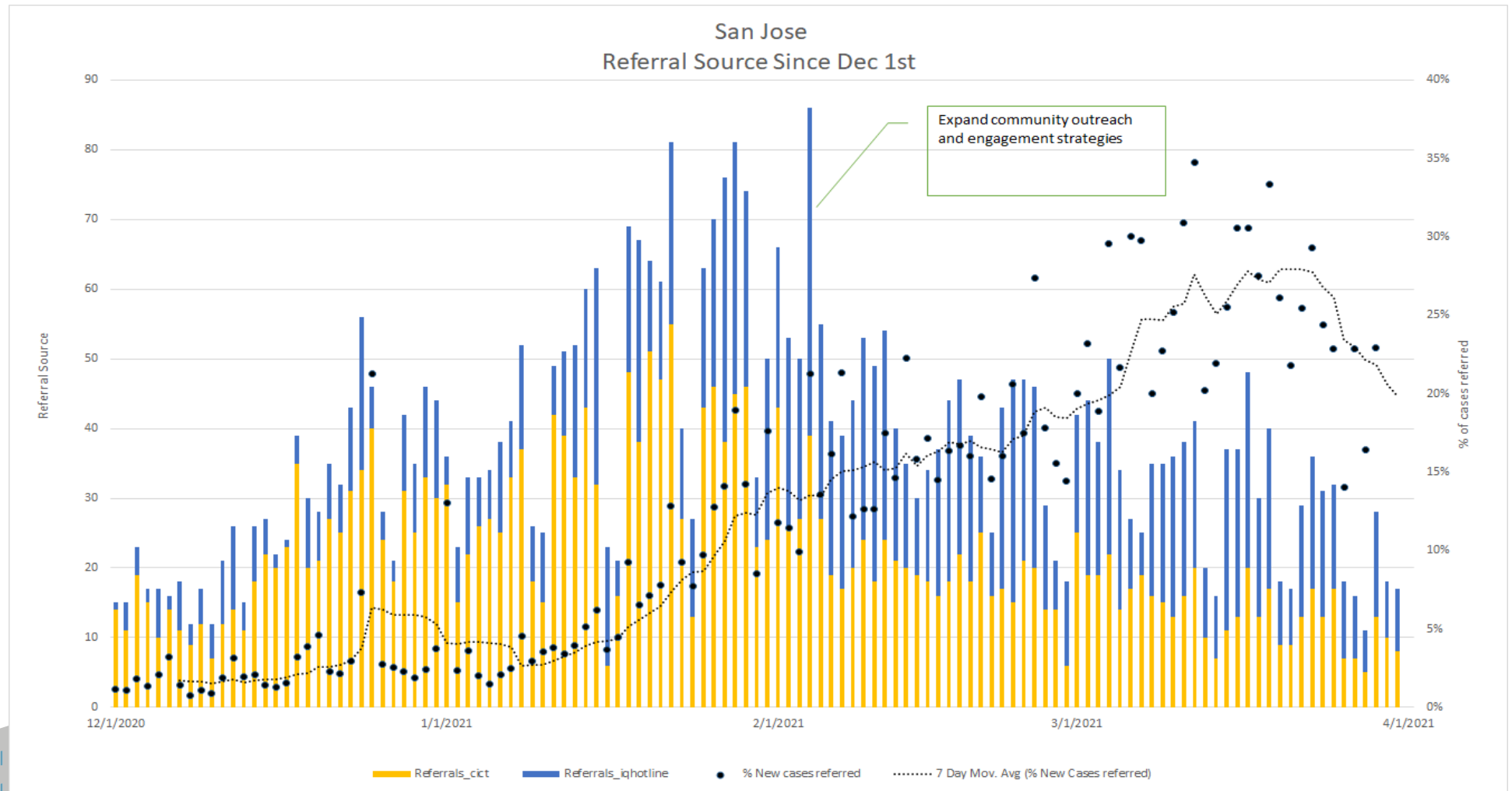
# Operational Updates – Coordination and Engagement

CICT & Inter-agency partners	Community Partners	Communication Strategy
<ul style="list-style-type: none"> <li>■ Staff training to conduct intake and direct referrals</li> <li>■ To date the following staff have been trained:               <ul style="list-style-type: none"> <li>• 4 Universal Access Pilot family navigators at Alum Rock and Franklin-McKinley school districts</li> <li>• 25 CAN-19 staff</li> <li>• 9 promotoras</li> <li>• 25 high-touch contact tracers</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>■ Points of engagement with Community Health Partnership, Somos Mayfair, FIRST 5               <ul style="list-style-type: none"> <li>• Civic engagement class</li> <li>• Community Worker class</li> <li>• Enrollment Counselors class</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>■ Dedicated I&amp;Q Program website and development of program collateral</li> <li>■ Monthly community webinars (Spanish &amp; English)</li> <li>■ Q&amp;A Sessions</li> <li>■ Enhanced coordination with cities to ensure a warm handoff</li> </ul>



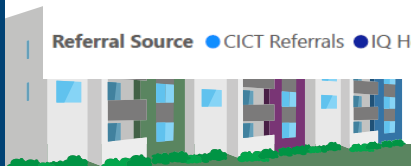
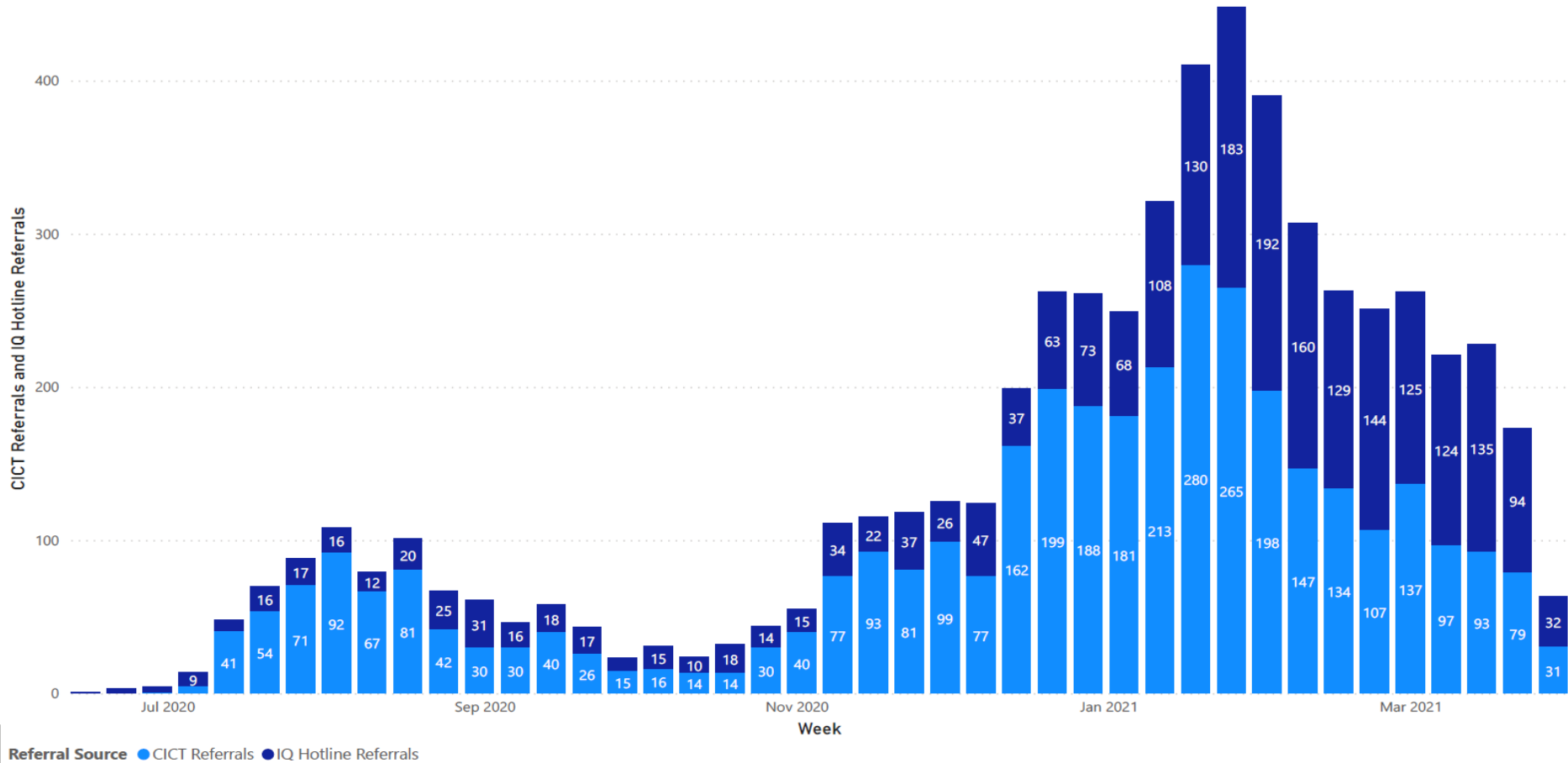


# Program Trend: I&Q Referral Source



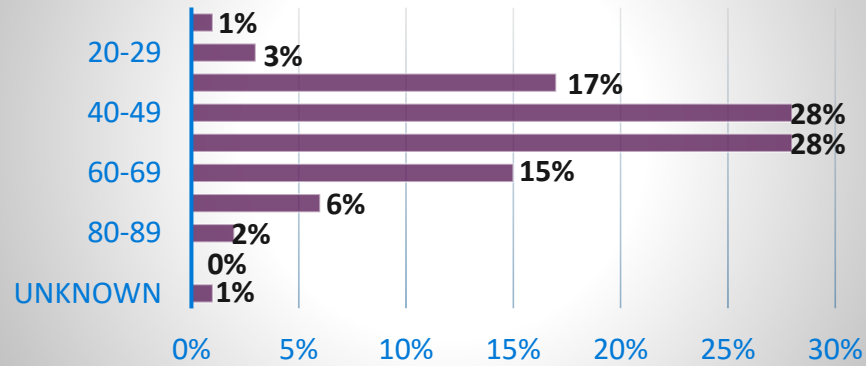
# Program Trend: Weekly Referral Source

San Jose CICT Referrals and IQ Hotline Referrals by Week

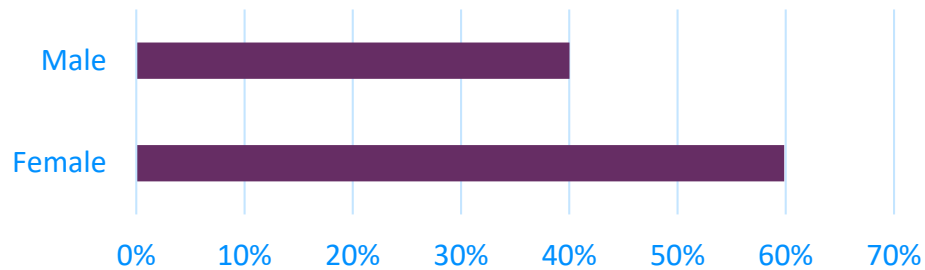


# Demographic Data

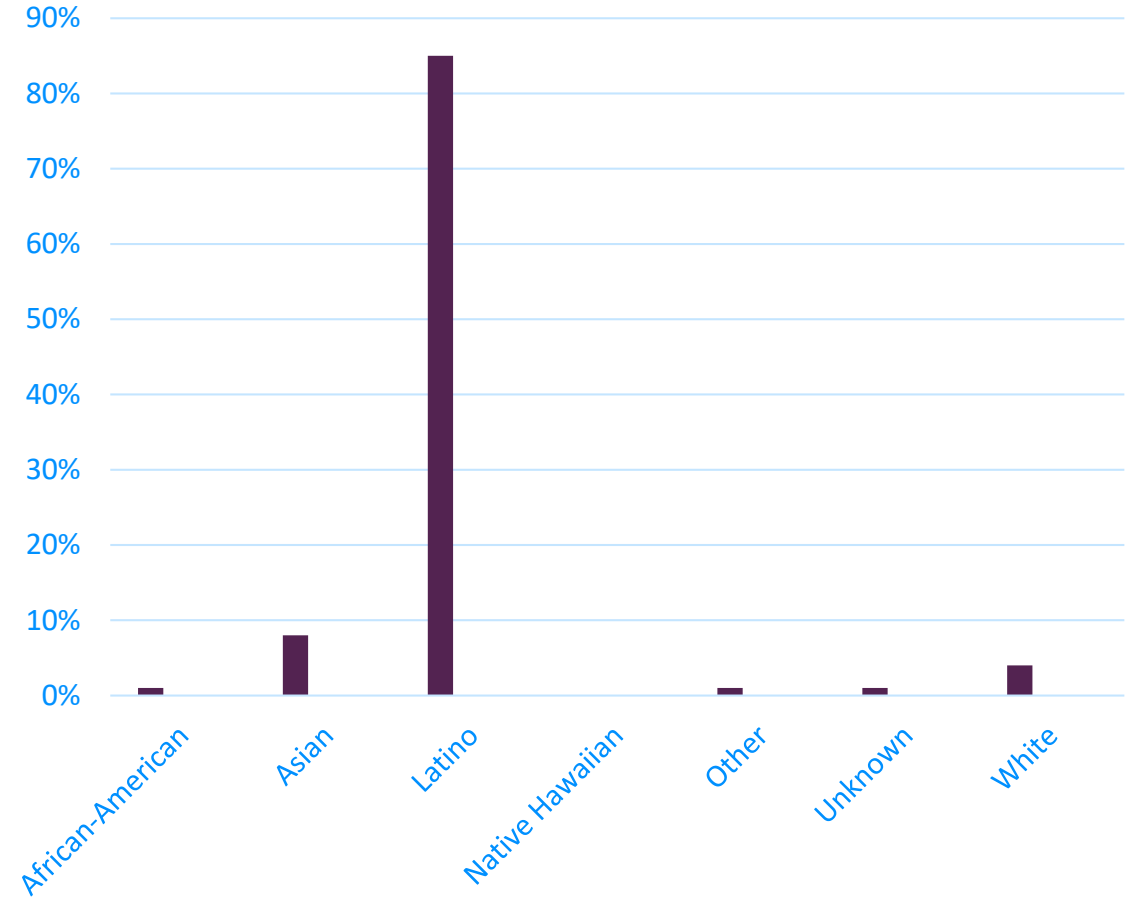
### Referrals by Age Group



### Referrals by Gender

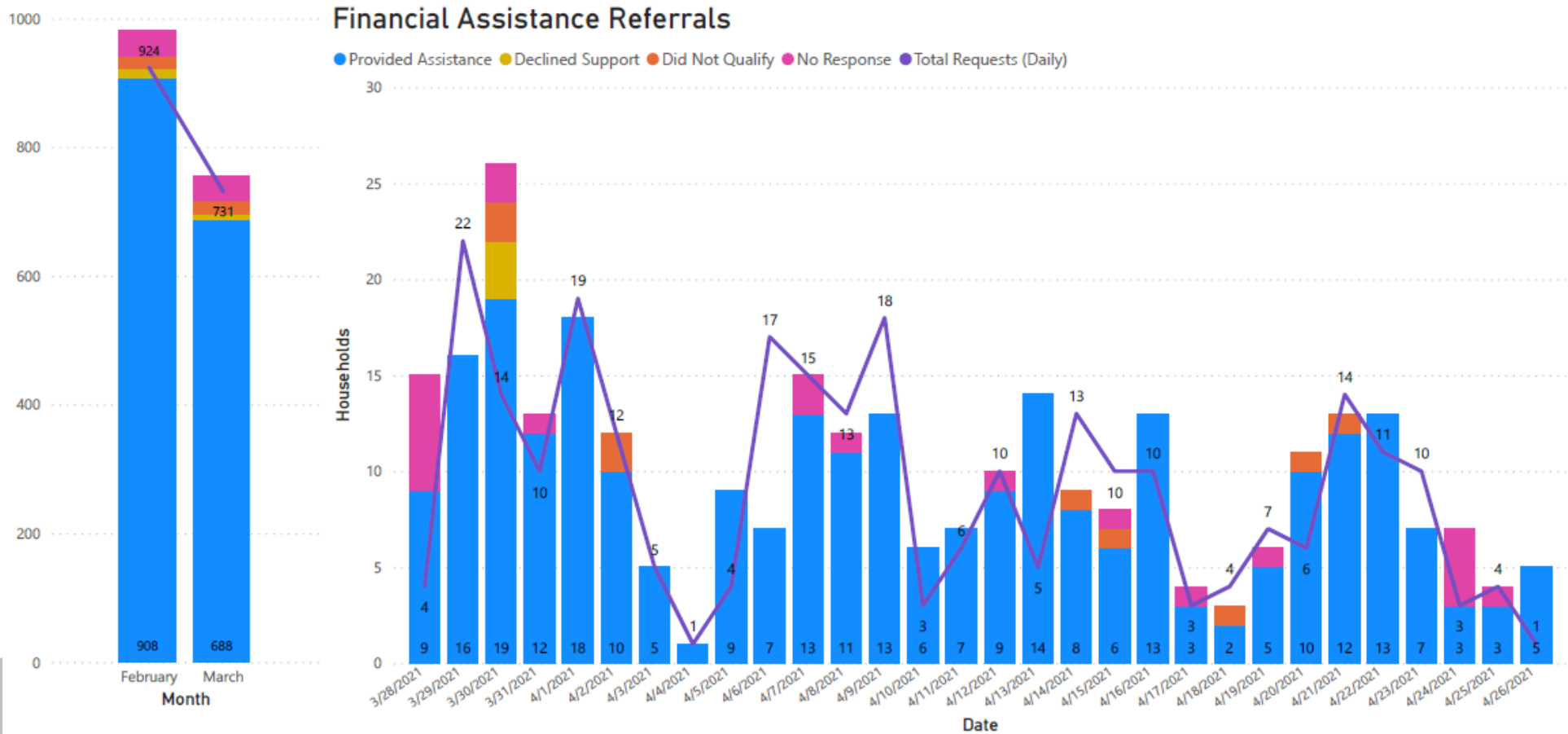


### Referrals by Race/Ethnicity



# Financial Assistance Referrals

Provided Assistance	Declined Support	Did Not Qualify	No Response	Requests Pending	Total Requests
4221	101	116	229	17	4707





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