

Memorandum

TO: NEIGHBORHOOD SERVICES
AND EDUCATION COMMITTEE

FROM: Jacky Morales-Ferrand

**SUBJECT: HOMELESSNESS ANNUAL
REPORT**

DATE: September 9, 2019

Approved

Date

9/9/19

REPLACEMENT

REASON FOR REPLACEMENT

The purpose of this replacement memorandum is to include the cross-reference of this report to the September 24, 2019 Council Agenda.

RECOMMENDATION

1. Review the annual report on homelessness for 2018-19.
2. Cross-reference this report to the September 24, 2019, City Council meeting.

BACKGROUND

Homelessness, as well as the lack of available housing for extremely low income populations, continues to be a pressing issue for the City of San José, the County of Santa Clara and the region. According to the U.S. Department of Housing and Urban Development's (HUD) 2018 Annual Homeless Assessment Report, among the 48 Major City Continuums of Care, the County of Santa Clara has:

- the fifth largest homeless population;
- the third largest unsheltered homeless population;
- the fourth largest chronically homeless population;
- the fourth largest homeless veteran population; and
- the largest unaccompanied homeless youth (under 25) population.

An end to homelessness means that every community will have a systemic response in place that ensures homelessness is prevented whenever possible or is otherwise a rare, brief, and non-recurring experience.

To end homelessness, a community-wide coordinated approach to delivering services, housing, and programs is needed. In 2014, the Housing Department and its partners worked towards a comprehensive, regional response to homelessness. With Destination: Home serving as the coordinating partner, leaders from the City, County, Santa Clara County Housing Authority, Santa Clara Valley Water District, service providers, philanthropic institutions, community groups, and business organizations, created the Community Plan to End Homelessness in the County of Santa Clara, which was endorsed by the City Council in February 2015. The Community Plan to End Homelessness is a five-year, community-wide roadmap to ending homelessness. This plan contains three strategies:

- Develop innovative strategies and transform systems to house homeless persons.
- Build housing for homeless persons and those at risk of homelessness.
- Create client-centered strategies with different responses for different levels of need and different populations.

This report will provide information on recent efforts to update the five-year Community Plan to End Homelessness. The extensive collaborative process includes updating the Plan's framework, which will include three new strategies, or pillars, and will be explained in this report.

In alignment with the current Community Plan to End Homelessness, this annual homeless report provides an update on the Housing Department's prioritized approaches to address the homeless crisis effectively, efficiently, and collaboratively. It is important to note, this report only summarizes the City funded homeless programs and does not entail the complimentary work the County is doing in these same priority program areas. The report highlights progress on the Housing Department's three main homeless approaches:

1. *Housing Based Solutions:* Affordable housing opportunities either through rental subsidies, the development of permanent affordable housing, and/or supportive services to attain and maintain permanent housing.
2. *Interim Housing:* Temporary sheltering solutions with a bridge to permanent housing.
3. *Crisis Response Interventions:* Street-based services to homeless persons, such as outreach and engagement and case management, emergency shelter, mobile laundry and showers, and a Homeless Concerns Hotline.

ANALYSIS

Permanent housing that is affordable is the solution to ending homelessness, which is the prioritized strategy in the Community Plan to End Homelessness. The Housing Department's system of care through the three main homeless approaches provides a continuum of services to meet the needs of San José's homeless population.

While there has been considerable progress in investing in new housing opportunities and support for homeless individuals and families in San José, meeting the immediate housing needs of homeless men, women, and children remains a challenge. The 2019 Homeless Census found

that there were 6,097 homeless individuals in San José on a given night. Over 84 percent were unsheltered, which means that they were counted on the streets, in encampments, in vehicles, or other areas not meant for human habitation. The census was conducted in January 2019 and found an increase of 40 percent over San José's 2017 homeless count, which totaled 4,350 homeless individuals. Homeless individuals surveyed in San José reported:

- 83 percent lived in Santa Clara County when they became homeless;
- 88 percent would accept permanent affordable housing if it was available;
- 30 percent stated job loss as the primary cause of their homelessness;
- 68 percent said the inability to afford rent as the primary obstacle to obtaining housing; and
- 47 percent reported having at least one disabling physical or mental condition.

The numbers of homeless veterans and families were nearly unchanged since 2017 despite the overall increase in the homeless population, indicating programs targeting those groups are gaining traction. There was a significant increase in homeless individuals counted in vehicles from three percent in 2017 to seventeen percent in 2019.

The diagram below illustrates the coordinated response system, with the support of the County of Santa Clara, to provide housing opportunities to homeless individuals and families.



Outlined below are the three strategies that represent the range of programming administered by the Housing Department that address long-term housing and immediate needs for homeless individuals and families in San José.

1. Housing Based Solutions

Housing based solutions provided financial support and supportive services to prevent households from becoming homeless (keeping households from entering the shelter system), as well as supportive services and/or rental subsidies for homeless individuals and families. By moving people quickly into permanent housing and supporting people in keeping their housing,

homelessness in San José can be reduced. Below is a chart that provides an overview of the City-funded housing based solutions in operation in Fiscal Year 2018-19.

Service	Provider	Description	Households served or housing created
Homeless Prevention	Destination: Home	Financial assistance, such as rent payments and flexible funds, to keep households housed	626 households
	Bill Wilson Center		26 households
Rental Subsidies	The Health Trust	Ongoing permanent supportive housing through the Housing for People with AIDS Program	257 households
	Next Door and The Health Trust	Ongoing permanent supportive housing through the Housing for People with AIDS Program who are survivors of violence	57 households
	The Health Trust, PATH and Bill Wilson Center	Time-limited rental subsidies and supportive services for homeless individuals and families	161 households
Supportive Services	County of Santa Clara	Intensive case management and support for chronically homeless persons in the Care Coordination Project, a county-wide permanent supportive housing program	191 households
Affordable Housing Developments		Permanent supportive housing development	549 apartments in the pipeline
	Numerous Housing Providers (see page 7 for a complete list.)	Access to subsidized and affordable units in the City's housing portfolio for Rapid Rehousing Program participants through the Transition in Place Program	97 apartments

Homelessness Prevention

The Community Plan to End Homelessness includes as a strategy preventing homelessness before it happens. The Housing Department continued to partner with Destination: Home to extend the two-year \$750,000 Homelessness Prevention contract that was funded through the General Fund and ended in March 2019. Contributing \$4,000,000 from the Homeless Emergency Aid Program (HEAP), a one-time flexible block grant program through the State of California, the contract was amended and extended through March 2021. The goal of the Program is to provide financial assistance, and other needed services, to prevent families County-wide from being evicted, losing their homes, or becoming homeless. In FY 2018 – 19, the Homelessness Prevention Program prevented 626 families from becoming homeless with 95% of families

remaining stably housed while receiving prevention services. Of that number, 446 (72%) families were living in San José. The average amount received per family was \$4,284 in financial assistance. Destination: Home proposed to be serve 200 households in the extended contract through March 2021.

In FY 2018 – 19, the Housing Department partnered with Bill Wilson Center to implement a Homeless Prevention Program to address the needs of individuals and families, including survivors of domestic/intimate partner violence, who are at risk of becoming homeless. Awarding \$247,761 from the federal Emergency Solutions Grant, the Program provided 26 unduplicated at risk households with relocation and rental assistance, intensive case management and stabilization services.

Rental Subsidies

The provision of time-limited or ongoing rental subsidies, coupled with varying levels of supportive housing, is a national best practice and a proven solution to achieving housing stability and self-sufficiency for the greatest number of homeless individuals and families.

Rapid rehousing programs help individuals and families to quickly exit homelessness by getting them housed. Rapid rehousing programs help households find appropriate rental housing, solve some of the common challenges to securing housing, and pay for housing for a limited period while stabilize in permanent housing and eventually take over the cost of their rent. Rapid rehousing is a critical strategy in the Community Plan to End Homelessness.

In FY 2018 – 19, the Housing Department continued to partner with The Health Trust, PATH, and Bill Wilson Center (along with their collaborative partners Family Supportive Housing and Next Door) to administer the Rapid Rehousing Program. There were 161 households (361 individuals) enrolled in the City's Rapid Rehousing Program with the shared goal of successfully exiting the Program to permanent housing. Of the 54 individuals and families who exited the Rapid Rehousing Program last FY, 83 percent exited to a permanent housing destination. In addition to the City funded program, there are 22 rapid rehousing programs within the local Continuum of Care.

Also, the Housing Department has on-going rental subsidy programs under the federal Housing Opportunity for People with AIDS Program (HOPWA). Administered by The Health Trust, the Program provided financial assistance and supportive services to 257 households in FY 2018 – 19. Also with funds from HOPWA and under the Violence Against Women Act, The Health Trust and Next Door provided subsidies and services to 57 households who were survivors of domestic violence, dating violence, sexual assault, and stalking.

Finally, in 2017, the Housing Department partnered with Destination: Home to develop and implement an Employment Initiative, which is an employment engagement system focused on homeless men and women in County-wide rapid rehousing programs. Contributing \$300,000 from the Housing Trust Fund, the two-year pilot program resulted in 251 individuals being placed in fulltime living wage jobs (of which 72 individuals were supported with City funds). In Fiscal Year 2018 – 19, the Housing Department partnered with Destination: Home to extend the

employment initiative vision that was outlined in the Community Plan to End Homelessness in another two-year contract through June 30, 2021.

Supportive Services

The Care Coordination Project is a community-wide effort centralizing the care of the County's most vulnerable and long-term homeless residents by bringing together all services and benefits that participants need to obtain and maintain housing, including drug and alcohol rehabilitation, mental health services, government benefits and housing resources. The City partnered with the County Office of Supportive Housing providing funding for salaries and related costs of nine intensive case managers and other supportive services. Each intensive case manager maintained active case loads of no more than twenty chronically homeless or newly housed participants, with a total capacity of one hundred eighty participants. At the end of the Fiscal Year 2018 – 19, 191 participants were enrolled in the program of which 161 were stably housed. The goal of 80 percent of housed participants would remain housed for at least 12 months was exceeded with an outcome of 95 percent.

Affordable Housing

Transition in Place Program

Identifying suitable and affordable housing for homeless and formerly homeless participants in the City's Rapid Rehousing Programs is challenging. In response, the City developed a Transition in Place (TIP) housing program that increases access to affordable apartments for extremely low-, very low-, and low-income households. The City utilizes a variety of strategies to create a dedicated pool of affordable apartments, including paying for rehabilitation costs on existing apartments, subsidizing the development costs of new construction, or incorporating the preference in deals as a consideration for renegotiation, re-syndication or refinancing.

Participants in the Rapid Rehousing Program benefitted from the existing portfolio of dedicated apartments. The City's contractual partners referred eligible participants to available apartments. Those referred (based on unit turnover) came with a maximum of a 12-month rental subsidy, a case manager, employment history and some level of recent housing history. The goal of the TIP program was for those referred to become self-sufficient within a short period. The table below displays the program partners in Fiscal Year 2018 – 19.

Developer/ Owner	Property	Number of TIP Units
First Community Housing	Creekview Inn	10
Abode/Housing for Independent People	Scattered sites	31
Arbor Park Community	Arbor Park	7
Affirmed Housing Group	Fairways	9
Eden Housing	Eden Palms	8
Village at Willow Glen Housing Partners	Willow Glen	13
Charities Housing	Metropolitan South	9
Charities Housing	Sunset Square	10
Total Housing Opportunities		97

Permanent Supportive Housing

Permanent supportive housing is the proven, cost effective solution to homelessness for those with chronic disabling conditions. With twenty-five percent, or 1,553 people, counted as chronically homeless in San José in the most recent biennial homeless count, long-term support is critical to ensure their stability. The Housing Department prioritized developments that included supportive housing apartments in their projects. Given the priority to house homeless individuals, staff worked with developers to ensure the City-funded projects include supportive housing opportunities for chronically homeless tenants.

The Housing Department prioritized the development of affordable housing apartments with several projects under construction and in the pipeline. The completion of one housing development in Fiscal Year 2018 – 19. The table below summarizes the status, funding, and housing capacity of developments completed, under construction or in predevelopment in FY 2018 – 19. It also includes developments that require no current City commitment because they are funded by other agencies such as the County of Santa Clara or the Housing Authority of Santa Clara County.

Developer/ Owner	Council District	Property	PSH	TIP	City Funding	Timeframe
Charities Housing	7	The Metropolitan (South Phase)	0	9	\$6,778,290	Completed
Santa Clara County Housing Authority	6	Laurel Grove Family	20	0	\$0	2019
First Community Housing	3	Second Street Studios	134	0	\$19,415,713	2019
Charities Housing	7	Renascent Place	160	0	\$0	2019
PATH Ventures/Affirmed Housing Group	3	Villas on the Park	83	0	\$8,760,000	2019
First Community Housing	3	North San Pedro Studios	49	0	\$2,400,000	2020
First Community Housing	6	Leigh Avenue Seniors	23	23	\$9,000,000	2020
Housing Authority	6	Park Avenue Seniors	0	20	\$0	2020
Charities Housing	6	Page Street	27	0	\$7,176,640	2021
Resources for Community Development	5	Quetzal Gardens	25	0	\$9,984,212	2021
First Community Housing	3	Roosevelt Park	0	40	\$9,415,000	2021

		Total Housing Opportunities	521	92	\$72,929,855	
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2. Interim Housing

Interim Housing programs offer temporary housing options, while those connected to longer term housing opportunities through either individualized case management support or a rental subsidy coupon or voucher, were searching for permanent housing. Interim housing is a relatively new strategy in San José intended to be a bridge to a permanent housing solution.

The Plaza

The Plaza temporarily houses both City and County-funded Rapid Rehousing Program participants while they actively work with an assigned Case Manager and search for permanent housing. From January 2018 – June 30, 2019, 73 individuals stayed at The Plaza, of which 79 percent have exited the Program to permanent housing destinations.

Bridge Housing Communities

On December 18, 2019, the City Council approved the Housing Department's recommendations to move forward with construction of two Bridge Housing Communities (BHC) on land to be leased to the City by the Valley Transportation Authority (VTA) and Caltrans. After the Plaza, BHC will be the second Interim Housing opportunity in San Jose. BHC is designed to temporarily house both City and County-funded Rapid Rehousing Program participants while they actively search for permanent housing. Each site is designed to accommodate 40 homeless individuals. The development of BHC will utilize \$2.2 Million in HEAP funds.

Given the complexity and unprecedented nature of developing and operating a BHC, negotiating terms and conditions for each of these agreements required significantly more time than originally projected. Below is a brief description and status of each of the key agreements:

- VTA lease agreement – The lease agreement between the City and VTA for the Mabury road site was finalized in May and executed at the end of June. In addition to the Lease agreement, staff negotiated and executed a license agreement for an adjacent VTA parcel required to access the City's sewer connection.
- Caltrans Lease Agreement – As a large State agency charged with developing and maintaining the States roadways, developing acceptable terms and conditions for a housing use has been challenging for both the City and Caltrans. Adding to the challenges, the lease agreement must comply with requirements under the Federal Highway Administration, State Fire Marshal, and Department of Toxic Substance Control. While negotiations continue to progress, as of the end of August, terms and conditions have not been finalized. If the City and Caltrans can come to terms before the end of September, it is possible that the agreement can be finalized and executed within 30 days.
- Development Agreement – While the City Council approved general terms and conditions of the development agreement with Habitat for Humanity in December, a significant amount of detail was left for final negotiations. Between January and April, Housing Department staff

coordinated with other City departments and Habitat to finalize the project design and scope. Concurrently, staff worked with Habitat and the City Attorney's Office to finalize the agreement. The agreement with Habitat was finalized in May and executed in late June.

- **Operating Agreement** – Although not yet under agreement, HomeFirst remains fully committed and has continued to work with staff to plan and finalize the operation and service provisions for both BHC's. Concurrently, staff has been coordinating with HomeFirst and the City Attorney's Office to finalize the operating and service provision of the agreement. The terms and conditions have been finalized and staff anticipates execution of the agreement by mid- September.

Habitat began construction of the Mabury Road site on July 2, 2018. Habitat's revised schedule anticipates the first site being completed by November 1, 2019. In preparation for the November opening, HomeFirst will begin taking applications for the BHC from both City and County Rapid Rehousing Program Participants in late September. As described above, coordination with Caltrans is much more complex than with VTA. Once the lease agreement with Caltrans is executed, staff anticipates a one to two-month review period of the BHC construction plans and approximately three to four-month construction timeline once Habitat can begin to work at the Caltrans site. Given the holiday season and potential weather delays, completion of the second site is anticipated in January/February 2020.

Given the delays in developing and implementing BHC in San José, California State Assembly Member Ash Kalra recently authored Assembly Bill 1745. The bill seeks to extend Assembly Bill 2176, which authorizes San José's Bridge Housing Communities, to January 2025. Assembly Bill 2176 currently sunsets on January 1, 2022. This bill is currently in the Senate appropriations committee, which has until August 30 to send the bill forward to the Senate floor.

3. Crisis Response Interventions

Eighty-four percent of persons experiencing homelessness in San José are unsheltered. The Housing Department funded, managed, and coordinated a variety of street-based Crisis Response Interventions programs, including a means by which homeless individuals and families could call for individualized resources, services, and care, as well as a mechanism for constituents to report homeless concerns and encampments. Below is a chart providing a brief overview of City-funded or City-managed Crisis Response Interventions programs in operation in Fiscal Year 2018 – 19.

Service	Description	Grantee/Operator	Numbers
Outreach and mobile case management	Street outreach, engagement, assessment, and referral in downtown San José and in target areas, including City libraries	PATH	416 unduplicated individuals were assessed for housing opportunities (VI-SPDAT)
	Street and encampment outreach, engagement, assessment, and referral	HomeFirst	879 unduplicated individuals were engaged for services

	throughout San José, including the management of the Homeless Helpline		and 545 assessments conducted (VI-SPDAT);
Emergency Shelter	Temporary shelter in City-owned facilities during inclement weather through the Overnight Warming Locations (OWL)	HomeFirst	417 unduplicated individuals received shelter
	Temporary shelter in places of assembly through the Temporary and Incidental Shelter Program	N/A	12 faith based and non-profit organizations registered with the City to provide shelter
	The first LGBTQ-friendly shelter through the New Haven Inn	County of Santa Clara	75 unduplicated individuals received shelter
Mobile Hygiene	Mobile showers and laundry six days per week throughout San José	Project WeHope	1,303 unduplicated individuals served
Safe Parking	Safe place for individuals and families to park overnight at three City-owned facilities	LifeMoves	223 unduplicated individuals served
Homeless Concerns Hotline	Coordinated response to community concerns regarding homeless persons and encampments	Housing Department	6,498 calls

Most of the Crisis Response Interventions programs managed by the Housing Department are unique to the City of San José. The Crisis Response Interventions programs exist to provide temporary housing and essential basic needs services for unsheltered individuals and families in San José until permanent housing is secured. The overall goal of the Crisis Response Interventions programs is to ensure engagement and assessment, using the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT), to connect people to the most appropriate housing opportunities. The City’s Crisis Response Interventions programs have completed the most assessments and entered the results into the community-wide Homeless Management Information System, which is the database in which all referrals for housing originate. See **Attachment A** for more details on the City’s Crisis Response Interventions programs.

While there has been considerable progress in investing in new housing opportunities and support for homeless individuals and families in San José, meeting the immediate housing needs of homeless men, women, and children remains a challenge. One of the biggest challenges the community currently faces is the influx of individuals and families residing in their vehicles and recreation vehicles. While there has been an increase in implementing safe parking in San José,

including the recent adoption of a Safe Parking Ordinance, there are not enough places to safely park and sleep overnight. This is demonstrated in the data received during the 2019 Homeless Census and Survey, which reported a 14 percent increase in vehicle dwellers. Further, the outreach teams have found that the large majority of vehicle dwellers are not receptive to emergency beds or supportive services because they consider their vehicles their homes; they are simply requesting places to park them throughout San José. It is critical to work on solutions for vehicle dwellers in the upcoming fiscal year and in our coordinated strategic planning processes. An update on safe parking is scheduled to be presented at the City Council meeting on September 10, 2019.

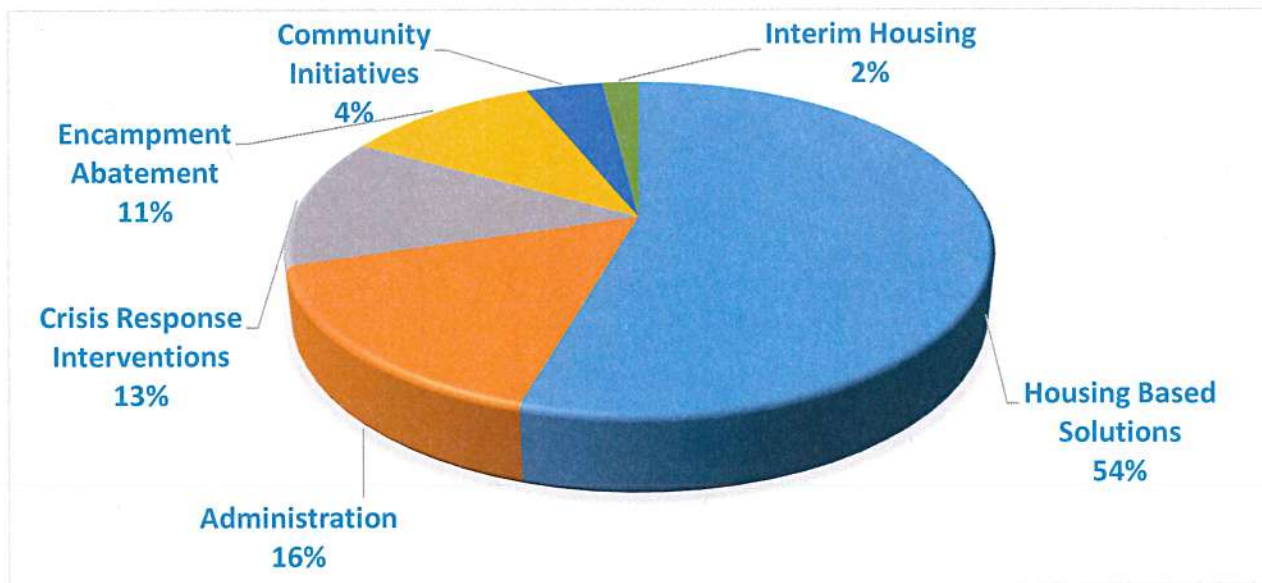
Encampment Abatement

The removal of encampments requires significant coordination across a variety of agencies and City Departments to ensure that those living in encampments are offered appropriate assistance, that their possessions are properly managed, and that operations conducted are effective and efficient. The overall goal for the Housing Department as the lead on the Encampment Abatement Program is to connect individuals at encampment sites with assistance and resources. The City contracts with Tucker Construction to abate the sites and maintains a Memorandum of Agreement with the Santa Clara Valley Water District. In Fiscal Year 2018 – 19, 403 sites were abated throughout San José and 747 tons of debris were removed from those sites. Of the 403 abated sites, 288 were along waterways. Of the 747 tons of debris removed, 519 tons were along waterways. Based on prior City Council direction, the administration is completing a comprehensive review on the abatement program and will complete its analysis before the end of this year.

See **Attachment B** for the City of San José's Homeless Programs Infographic on homeless programs and performance in Fiscal Year 2018 – 19.

Expenditures for Homeless Programs

In Fiscal Year 2018 – 19, the Housing Department expended \$15,649,700 to address homelessness in San José. This represented 36 percent of the Department's total spending. The graph and chart below provide a summary of the Fiscal Year 2018 – 19 expenditures for the homeless programs in the Housing Department. This illustrates how funding was prioritized.



Priority/Program	Actual Expenditures
Housing Based Solutions (54%) Prevention, rental subsidies, supportive services, affordable housing developments (includes capital)	\$8,544,682
Administration (16%) Salaries, benefits, non-personal	\$2,468,238
Crisis Response Interventions (13%) Outreach and case management, emergency shelter, safe parking, mobile hygiene, homeless concerns hotline	\$2,000,316
Encampment Abatement (11%)	\$1,663,244
Community Initiatives (4%) Local community initiatives include the administration of the Homeless Management Information System	\$667,007
Interim Housing (2%) Temporary housing to be served as a bridge to permanent housing for those connected to services, such as the Plaza Hotel and Bridge Housing Communities	\$306,213
TOTAL	\$15,649,700

Strategic Planning

Community Plan to End Homelessness

Affordable housing is the solution to ending homelessness and the adopted Community Plan to End Homelessness is the prioritized strategy of the Housing Department and the San José City Council. The Housing Department's system of care through 1) housing based solutions, 2) interim housing, and 3) crisis response interventions, provides a continuum of services to meet the needs of unsheltered individuals and families in San José. Currently, the Housing Department and the City Manager's Office are working with the County of Santa Clara and Destination: Home, as well as multiple stakeholders, to update the Community Plan to End Homelessness for the next five years (2020 – 2025). The framework for the Plan includes three pillars:

1. Increasing the capacity and effectiveness of housing programs;
2. Addressing the root causes of homelessness through system and policy change; and
3. Improving quality of life for unsheltered individuals and creating healthy neighborhoods for all.

The projected timeline for completion of the new Plan is early 2020. The City is the lead agency for Pillar Three and has developed a work plan. Community engagement is a critical piece of the strategic planning process to ensure diverse feedback, and increase investment in the Plan. Feedback will be solicited on the proposed pillars, goals and strategies from key stakeholders, subject matter experts, the community, and consumers in the form of focus groups, community meetings, surveys, and interviews. It should be noted, the Community Plan to End Homelessness will be a high level plan and it will require that the City create a companion plan that will develop specific strategies that the City will implement in support of the overall plan.

Homeless Emergency Aid Program

While contracts for homelessness prevention, capital for Bridge Housing Communities, and the Safe Parking Pilot Program extension have been executed, the remainder will come to City Council for approval in September 2019. The Homeless Emergency Aid Program funding will be entirely committed in the next fiscal year. The expenditure plan includes 1) implementing a motel voucher program; 2) purchasing a vehicle for the outreach team and two new mobile basic needs trailers; 3) providing rental subsidies and supportive services for foster youth; 4) launching a nightly cold weather season overnight warming location program; and 5) implementing a humane public toilet program. Per Council direction, progress and performance outcomes will be shared with the Committee twice a year.

In FY 2019 – 20, the Housing Department will develop a detailed expenditure plan for the anticipated new round of funding from the State of California (the exact amount has not yet been determined) and will bring to City Council for approval this winter.

EVALUATION AND FOLLOW-UP

This memorandum will be cross-referenced at City Council on September 24, 2019.

PUBLIC OUTREACH

This item has been posted on the Neighborhood Services and Education Committee website for September 12, 2019.

COMMISSION RECOMMENDATION/INPUT

This item will be presented to the Housing and Community Development Commission on September 12, 2019.

COST SUMMARY/IMPLICATIONS

This memorandum does not commit the City to any specific expenditures. As specific agreements become ready for funding commitments from the City, they will be brought forward to the City Council for approval and appropriation action on an individual basis.

COORDINATION

This item has been coordinated with the City Attorney's Office and the City Manager's Budget Office.

CEQA

Not a Project, File No. PP17-009, Staff Reports, Assessments, Annual Reports, and Informational Memos that involve no approval of any City action.

/s/
JACKY MORALES-FERRAND
Director of Housing

For questions, please contact Kelly Hemphill, Homelessness Response Manager, at (408) 975-4483 or kelly.hemphill@sanjoseca.gov.

Attachment Index:

Attachment A: Crisis Response Interventions

Attachment B: Homeless Programs Infographic

ATTACHMENT A CRISIS RESPONSE INTERVENTIONS OVERVIEW

Outreach and Case Management

Outreach teams served to operate as the first responders to San José's unsheltered homeless population. The overall goal of outreach, consistent throughout the local Continuum of Care, was to build trust, meet basic needs, refer people to emergency shelter, and conduct VI-SPDAT assessments to populate the Homeless Management Information System so that unsheltered persons had access to housing programs and options. Outreach teams usually made the first contact with the most vulnerable people living outside, completed and entered the assessments into the system. The City's two street-based outreach and case management programs had the most impact in reaching the unsheltered population in San José. The programs provided a coordinated response to homeless persons living on the streets and in encampments throughout San José. To support these efforts, the Housing Department contributed \$150,000 from the federal Emergency Solutions Grant to the County of Santa Clara to fund Homeless Management Information System user training, data quality monitoring, maintenance, and reporting.

Using federal Emergency Solutions Grant funds, the City partnered with People Assisting the Homeless (PATH) to operate the Outreach and Case Management Program in targeted areas across San José, including the Downtown, libraries and the project areas identified through the City's Direct Discharge Program. In Fiscal Year 2018 – 19, PATH served 597 unduplicated individuals. They made 2,704 outreach contacts, provided 1,958 case management sessions, and conducted 416 VI-SPDAT assessments. PATH exceeded their proposed goal that thirty-five percent of participants contacted via outreach would move from the street to temporary destinations and institutional destinations; the goal was exceeded with an outcome of thirty-seven percent, or 117 individuals, accepting shelter. PATH also assisted 38 households contacted via street, encampment, or library outreach in moving to permanent housing destinations.

Using federal Community Development Block Grant funds, the City partnered with HomeFirst to operate a City-wide Outreach and Engagement Program. In FY 2018 – 19, HomeFirst served 879 unduplicated individuals. They made 2,981 outreach contacts, 1,125 case management sessions, and conducted 545 VI-SPDAT assessments. HomeFirst consistently exceeded its goal of placing fifteen percent of participants in permanent housing or temporary destinations. The program had a centralized Homeless Helpline (408-510-7600) and email address (outreach@homefirstscc.org), which offered individualized services and resources to those seeking assistance. HomeFirst managed the Helpline and received 3,223 calls for assistance.

Emergency Shelter

Emergency shelters provide a temporary place to stay with access to basic needs for approximately 1,000 people across the county each night. However, the Housing Department recognized that there was opportunity to increase emergency beds.

Overnight Warming Locations

On November 27, 2018, the City Council declared a state of emergency due to a shelter crisis, pursuant California Government Code Section 8698. This marked the City's fourth annual shelter crisis. The Housing Department, in partnership with the Department of Parks, Recreation and Neighborhood Services and the San José Public Library, selected the Roosevelt Community

Center, Bascom Community Center, Leininger Community Center, and Alum Rock Library as overnight warming facilities.

During Fiscal Year 2018 – 19, 417 unduplicated individuals (1,683 duplicated individuals or shelter nights) stayed in one of the four Overnight Warming Locations operated by HomeFirst over forty-one nights of activation. Contributing \$350,000 from the Housing Trust Fund to HomeFirst, the City coordinated with the County to continue using the following conditions that would trigger inclement weather activation:

- Forecasted overnight low of 40 degrees or lower with a probability of rain less than fifty percent (50%);
- Forecasted overnight low of 45 degrees or lower with a probability of rain of fifty percent (50%) or greater; or
- Persistent rainfall forecasted for two or more days.

Temporary and Incidental Shelter Program

On August 22, 2017, the City Council adopted a permanent ordinance (Ordinance No. 29976) amending Title 20 of the San José Municipal Code to revise land use provisions for temporary and incidental shelter of homeless people. The ordinance specified that the shelter use would be incidental to the primary assembly use on the site and occupied less than fifty percent (50%) of the usable square footage of the building primarily used for assembly use on the parcel. The maximum occupancy was identified as 50 persons or as set forth by the Fire Code, whichever was more restrictive. An incidental shelter had to register with the Housing Department, which provided guidance to operators to assess the facility's conformance to applicable Municipal Code regulations and the Housing Department's registration process.

The Housing Department, in partnership with the San Jose Fire Department, provided technical assistance on safe and effective shelter management plans, as well as training and safety inspections. In FY 2018 – 19, eleven faith-based organizations and one non-profit organization registered providing overnight shelter to approximately 50 unduplicated individuals.

Safe Parking

The Safe Parking Pilot Program was implemented in Fiscal Year 2018 – 19 providing families with a safe place to park in the parking lot of the City-owned Seven Trees Community Center and Library. The City partnered with LifeMoves to serve 223 individuals, which included 98 children under the age of 18, in its first year of operation with ninety-four percent moving into shelter or permanent housing.

On November 27, 2018, the City Council approved expanding the Safe Parking Pilot Program contract with LifeMoves to operate at two additional City-owned sites, using HEAP funding. Operating at Southside Community Center and Roosevelt Community Center, the two sites increased capacity by 50 vehicles on any given night. With a total of 67 spots available each evening, the overall goal was to provide safe locations for households living in their vehicles to sleep and receive individualized services, including housing search and placement. Since the inception of safe parking at the two new sites in May 2019, the majority of the participants have accepted supportive services. LifeMoves has assisted four individuals with shelter and two with permanent housing placement.

Mobile Hygiene

The Mobile Hygiene Program provided unsheltered persons throughout San José with access to mobile shower and laundry facilities. The City partnered with Project WeHOPE to deploy its Dignity On Wheels mobile shower and laundry trailer to six strategic sites throughout the city. The sites were selected in coordination with several partners, including the County and providers within the Crisis Response Interventions programs with the intent to leverage and enhance each other's services. In FY 2018 – 19, Dignity On Wheels assisted 1,303 unduplicated homeless individuals who received 5,602 showers and 1,643 laundry loads.

Homeless Concerns Hotline

When the Housing Department receives a call through the Homeless Concerns Hotline (408-975-1440) or email (homelessconcerns@sanjoseca.gov), a team of outreach workers and/or case managers are deployed to the site to connect the homeless individuals to housing, and offer emergency shelter, transportation, and other comprehensive supportive services. Every visit is recorded in a database which helps the Housing Department understand how many encampments are in San José and which ones get most complaints. The database is also used to determine which encampments get cleaned through the Encampment Abatement Program. The hotline received 6,498 calls and emails in Fiscal Year 2018 – 19.

ATTACHMENT B
HOMELESS PROGRAMS INFOGRAPHIC FY 2018 – 19



City of San José Homelessness Response Program

Results and Accomplishments in FY 2018–2019



1,382

Vulnerability assessments conducted by homeless outreach workers in San José



75

Individuals served through the New Haven Inn, the first LGBTQ-focused shelter in San José



6,498

Calls to the Homeless Concerns Hotline to report a homeless encampment or concern for a homeless individual



278

Homeless veterans permanently housed in San José; 92 through the "All the Way Home" Program



147 households



344 individuals

Attained permanent housing through City-funded programs



91%

Of formerly homeless individuals remained housed 6 months after exiting a City-funded program

Out of **646** county-wide households that avoided becoming homeless through the Homelessness Prevention Program...

446 were in San José

Approximately 1,300 family members



2019 San José Homeless Census & Survey

6,097 individuals experience homelessness in San José on any given night...

84% are unsheltered



25% are chronically homeless



47% reported having a mental or physical disability



68% could not obtain housing due to inability to afford rent



83% lived in Santa Clara County when they became homeless



88% WOULD accept permanent affordable housing if available



Services Delivered



105 shelter beds provided each night by 12 organizations under the Temporary & Incidental Shelter Ordinance



223 individuals served in City-owned Safe Parking Pilot Program sites



5,602 showers provided to homeless individuals