



HOUSING DEPARTMENT

TARGETED OUTREACH ENGAGEMENT PROGRAM

Meeting Date: November 4, 2025 Item 8.2
City Council

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Today's Discussion

- a) TOEP- Coordinated response
- b) FY 2024-2025 Results and Measurable Impact
- c) Budget and Funding
- d) FY 2025-2026 Program Priorities

TOEP- Coordinated Response

- **The Tactics - Engage / Shelter / Clear / Preserve / Restore**

A comprehensive approach to address encampments through outreach, shelter placement, site restoration, and long-term preservation.

- Outreach methodology that targets 3-4 geographic areas at a time where encampments are most concentrated.
- Housing hosts bi-weekly inter-department team to determine most impacted areas for prioritization in the TOEP outreach schedule.
- Deploys contracted outreach teams for intake and prioritization for housing resources in high visibility and high impact areas.
- Builds trust and engagement through repeated contact and connection to available resources.

TOEP Geographic Focus Areas

- Downtown/PBID
- Tully Library/Coyote Creek
- Milpitas/Alviso
- Five Wounds Trail "The Jungle"
- Columbus Park and "End of the World"
- Roosevelt Park
- Stone and Cimino
- Cherry Ave Bass Pro Shop Area
- Monterey Rd. and Great Oaks
- Coyote Cree – Corie Ct - 880
- Via Del Oro 1.5 mile Priority Radius
- Rue Ferrari 1.5 mile Priority Radius
- Cerone 1.5 mile Priority Radius
- Kellogg's/Almaden focus Area
- Berryessa 1.5 mile radius

What we offer:

Our outreach coordinators offer:

- VI-SPDAT (Vulnerability Index- Service Prioritization Decision Assistance Tool)
- Referral: Priority placement (Navigation Hub, EIH)
- Entry into HMIS (if willing to complete enrollment)
- ADA accommodation
- Offer of Homeward Bound
- Transportation services
- Resources, Snacks, Hygiene kit

Proof of Concept

- TOEP proved that Coordinated, site-based outreach leads to real results.
- Collaboration among BeautifySJ, the Department of Transportation, the San José Police Department, Animal Care Services, and other key partners.
- Access to housing resources, reasonable accommodations, and Homeward Bound.
- *Columbus Park and Monterey Corridor* were successfully resolved. Residents transitioned to shelter, and areas can be restored for community use.

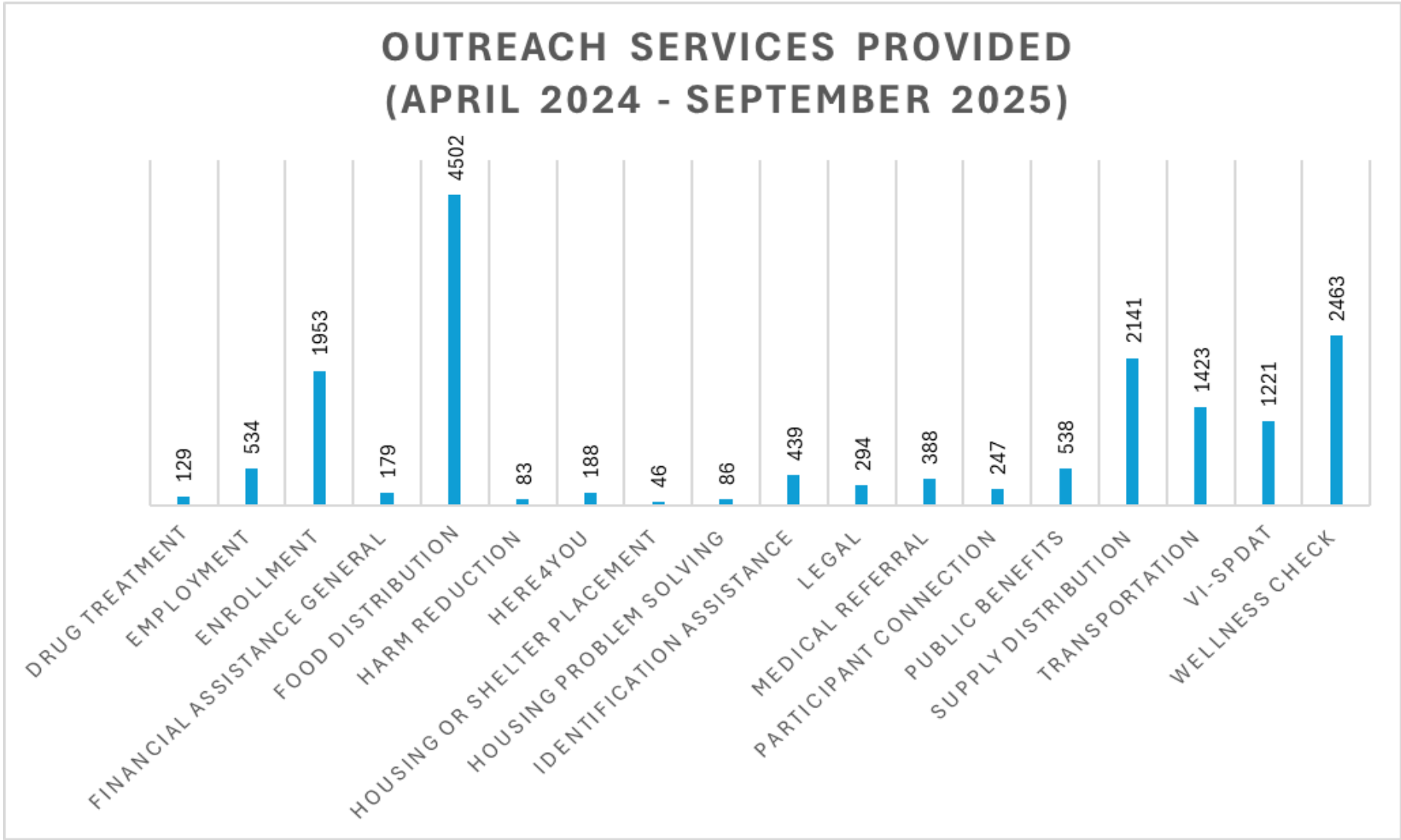


Coordinated Outreach Delivers Outcomes

Delivering measurable impact across San José

- **\$8.6 million** invested in outreach (FY 24-25) with HomeFirst & PATH
- **2,225 individuals** engaged and served through TOEP
- **866 individuals** exited street outreach to stable living arrangements:
 - Emergency shelter
 - Housing through rental placements
 - Family/friends
- **1,368** identified as **chronically homeless**, receiving targeted, sustained case management.
- **28,117 outreach sessions** completed

Outreach in Action



- Each bar represents an outreach touchpoint helping residents connect to housing, benefits, and stability.
- All provided services total **28,117**, across categories (e.g., employment assistance, transportation, legal, medical referrals, supplies, etc.).

Shelter System Impact

Outreach drives high shelter utilization

- **10 Emergency Interim Housing (EIH)** sites opened during the timeline of the current contract.
- **866** residents transitioned from street to shelter.
- **1,577** beds currently active across **20** EIH sites.
- 2 new sites opened in the past 30 days: Rue Ferrari Expansion and Motel 6 — adding **184** units for a total of **230** beds.
- 2 new sites will open in the next 60 days: Cherry and Cerone – adding **290** units for a total of **336** beds
- TOEP teams are critical in conducting outreach prior to site opening, encouraging and preparing guests for placement

TOEP outreach teams are vital to maintaining 96% occupancy and coordinating housing placements.

FY25-26 Priorities & Focus Areas

- Continue TOEP operations through June 30th, 2026
- Maintain engagement for ~1,450 participants
- Deliver **18,745** additional outreach services
- A transition to majority internal outreach teams with limited support from contractors

TOEP is critical to our Homeless Response

1. Builds out Enhanced Engagement Team for Code of Conduct Implementation
2. Deploys consistent engagement practices across the Departments
3. Keeps interim units filled and residents moving toward housing
4. Provides consistent, person-centered engagement citywide, bridging outreach, housing, and public space management
5. Ensures coordinated, data-driven deployment of limited resources