

County of Santa Clara


Office of Supportive Housing

2310 N. 1st Street, Suite # 201
San Jose, CA 95131
(408) 278-6400 Main
(669) 220-1444 Fax



September 30, 2021

TO: Honorable Members of the Board of Supervisors
Jeffrey V. Smith, County Executive

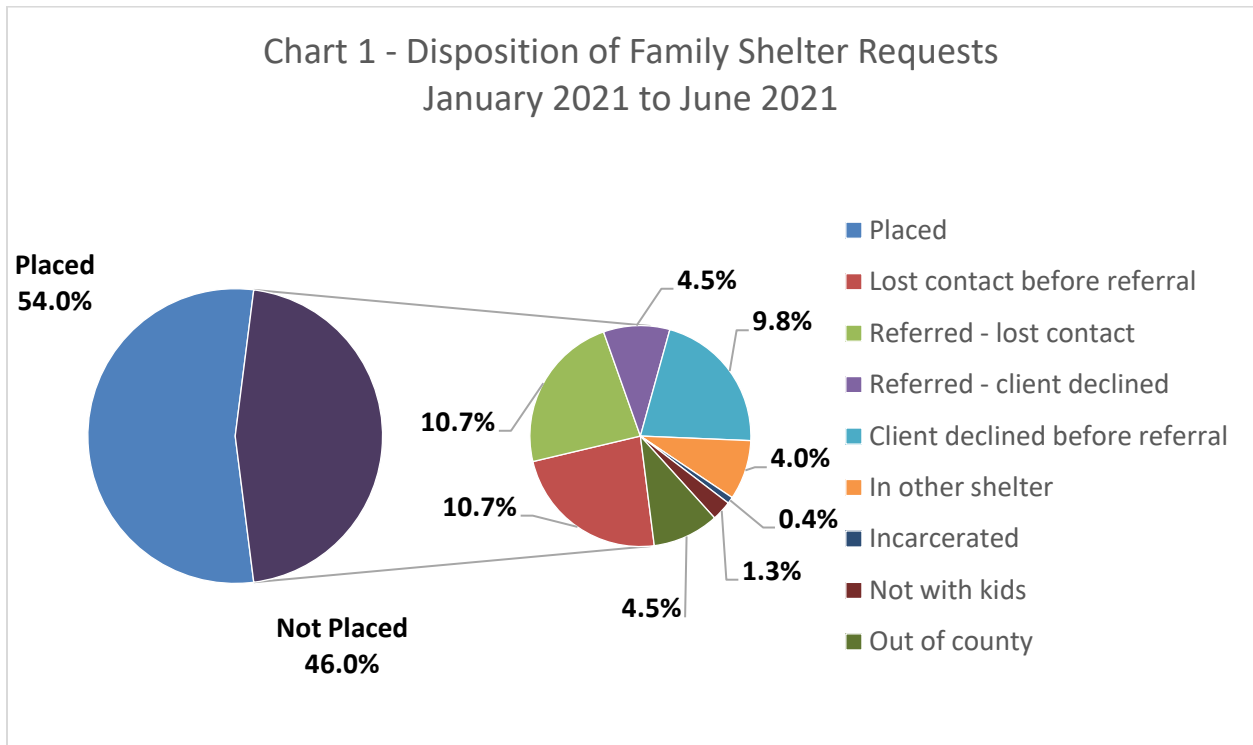
From: Consuelo Hernandez, Director, Office of Supportive Housing (OSH) 

Subject: Strategies to Serve Residents who Need Long-Term Services and Support

Under advisement from the June 8, 2021 (Item No. 24) Board of Supervisors meeting, this memorandum responds to a request from Supervisor Ellenberg relating to the disposition of families seeking shelter via the Shelter Hotline. In addition, Supervisor Ellenberg requested information relating to the expansion of homelessness prevention and support targeted to families with young children.

Shelter Request Disposition

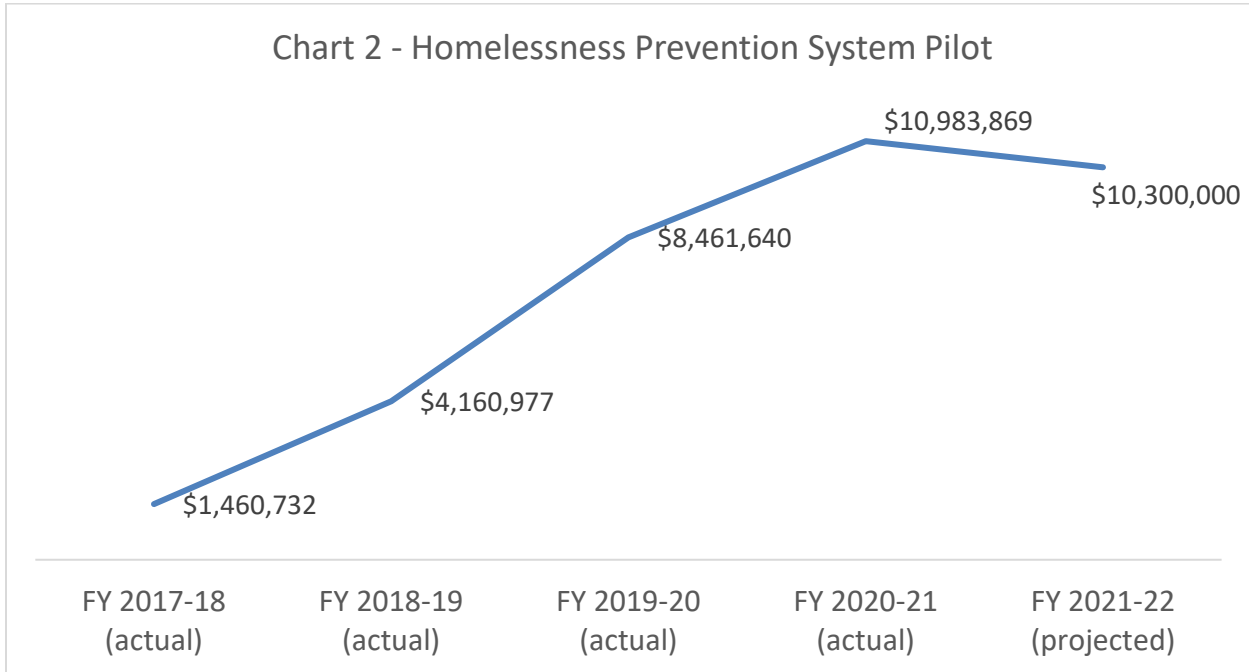
As shown in the chart below entitled *Chart 1 - Disposition of Family Shelter Requests*, below, from January to June 2021, 54% of families connected to referral specialists at the Shelter Hotline were placed in family shelters throughout the county. Of the 46% of families who were not placed, nearly half of the engagements ended because the Shelter Hotline or shelters could not contact the family after multiple attempts. Approximately 15% of all families contacted by referral specialists declined placement. The remaining 11% of families were not eligible for shelter placement because they were already in a shelter, the adult in the household was incarcerated, the children were not in the custody of the adults in the household, or the household was calling from outside of the county.



Homelessness Prevention and Support for Families with Children

The Homelessness Prevention System (HPS) pilot is a unique partnership between public agencies, private funders, and community-based organizations to help at-risk families and individuals maintain their housing and avoid falling into homelessness. The HPS provides critical assistance to low-income households at imminent risk of becoming homeless, prioritizing those at highest risk of becoming homelessness. Since the pilot launched in 2017, the HPS has helped more than 2,700 households at imminent risk of homelessness, with 67% of those households including children. 93% of households remained stably housed while receiving prevention services, and only 4% of households became homeless within one year of leaving the program. The average amount of assistance provided per household was \$5,296, though the financial assistance provided per household has ranged from \$0 to \$31,000.

The funding committed to the HPS increased in the second, third, and fourth years of the pilot as reflected in *Chart 2 – Homelessness Prevention System Pilot*, below. The projected budget in the pilot’s fifth year is lower than the previous year due to changes in funding, as well as capacity being redirected to Emergency Rental Assistance (ERA) program implementation.



In addition to the HPS pilot funding, significant additional prevention resources have been invested through the HPS COVID-19 (HPS-CV) fund ERA. Since the start of the pandemic, community-based organizations have distributed \$43.7 million in HPS-CV funds. Since May 17, 2021, \$24.7 million in ERA funds has been distributed, and the HPS partners are in the process of distributing or helping households apply for approximately \$100 million more in ERA funds.

Cc: Chief Board Aides
 Miguel Marquez, Chief Operating Officer
 James Williams, County Counsel
 Tiffany Lennear, Acting Clerk of the Board
 Ky Le, Deputy County Executive