



Housing

City of San José Outreach to the Unhoused



Community Engagement Series

February 19, 2026

What Is Outreach?

- Goal of outreach is to connect unsheltered residents with services, shelter, and housing opportunities
- Outreach teams focus on:
 - Relationship building
 - Sharing information
 - Service linkage, Here4You Hotline, etc.
- Outreach is service-oriented, focus on building rapport and trust, not enforcement



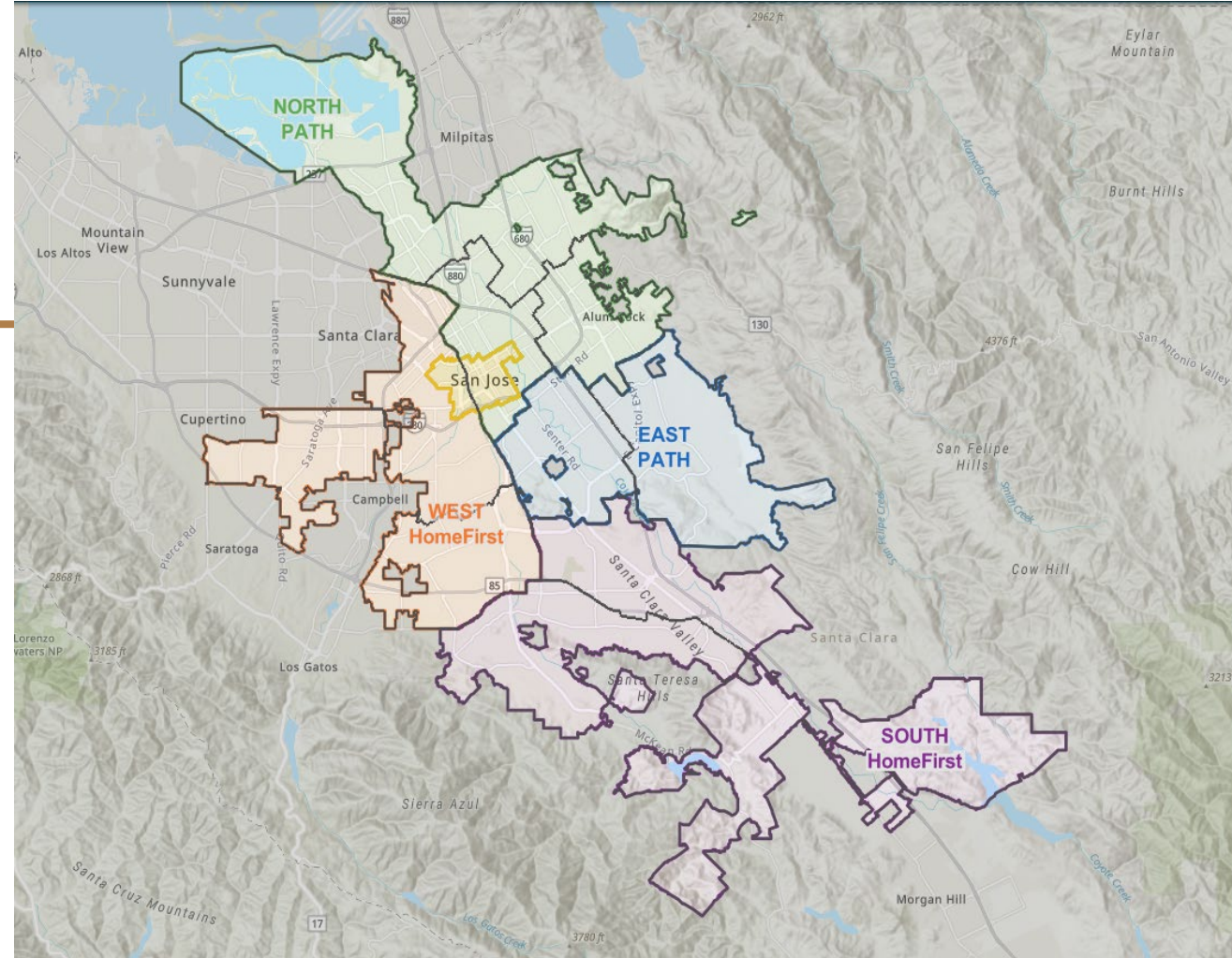
Outreach Teams

- 🏠 San José uses multiple outreach teams to meet different needs and cover certain geographies
 - Contracted nonprofit outreach partners
 - HomeFirst and PATH
 - Internal City Outreach Team
 - Enhanced Engagement Program Team



Contracted Outreach Partners

- 🏠 Provide street outreach in assigned quadrant areas
- 🏠 Focus on:
 - Engagement
 - Resource navigation
 - Shelter referrals



HomeFirst Citywide Outreach Team

- 🏠 In addition to quadrant teams, HomeFirst operates a Citywide Outreach Team
 - Responds to City-generated requests
 - Supports high-priority concerns
 - Interdepartmental referrals
 - Follow-up outreach



Enhanced Engagement Program (EEP)

EEP is a CSJ outreach team aligned with activities of other departments

- Focuses on engaging with unhoused residents prior to upcoming activities:
 - Department of Transportation's Oversize and Lived-In Vehicle Enforcement (OLIVE) activity
 - Scheduled BeautifySJ abatements
 - EEP Team Provides:
 - Notifications
 - Service connections
 - Reasonable Accommodation assessments
- Outreach teams do not choose sites for abatement or OLIVE actions



OUTREACH TEAMS VISUAL

Roles, Coverage Areas, and Service Responsibilities

CSJ Outreach Strategy

TEAM

Enhanced Engagement

Operator: City of San José

Scope: Conducts reactive outreach in advance of enforcement actions, reasonable accommodations and service linkage

Downtown Outreach

Operator: City of San José

Scope: Provides proactive outreach, service navigation, Homeward Bound support, and walk-in assistance

PATH Outreach

Operator: PATH

Scope: Provides proactive and reactive outreach and service connections within assigned areas

HomeFirst Outreach

Operator: HomeFirst

Scope: 1) Provides proactive and reactive outreach and service connections within assigned areas
2) responds citywide to interdepartmental requests via ERCS

ZONE(S) *

CITY-WIDE
(Strategic Focus)

DOWNTOWN

NORTH

EAST

SOUTH

WEST

CITY-WIDE
(Limited)

Shelter & Site Openings

- 🏠 When new sites open, outreach priority is based on:
 - 1.5-mile radius around the site
 - Residents impacted by concurrent abatements in the City
 - Individuals currently staying in motels and the Navigation Hub
 - Individuals currently engaging with CSJ outreach teams



City Units vs. Countywide Resources

- 🏠 There are two main pathways to shelter and housing
- 🏠 City-connected locations
 - Taylor St Navigation Hub
 - Motel-based programs
 - Interim housing linked to City programs
 - Outreach teams can help connect eligible individuals
- 🏠 Countywide Resources
 - Here4You Hotline
 - Connects people to all available options countywide



Other Programs

Homeward Bound

- 🏠 Help individuals reconnect with family, friends, or support networks outside the area
 - Provides travel planning and assistance
 - Coordination with receiving party when available
 - Participation is voluntary

Overnight Warming locations

- 🏠 Provides a safe, indoor place to sleep overnight during colder months
 - Offers warm, secure space
 - Restrooms and basic hygiene access
 - Connection to outreach and services





Housing

QUESTIONS?

