



Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Jacky Morales-Ferrand

SUBJECT: ANNUAL HOMELESS
REPORT

DATE: March 19, 2021

Approved

Date

3/22/2021

SUPPLEMENTAL

REASON FOR THE SUPPLEMENTAL

This memorandum provides an update on the following:

1. Progress made on the 2020-25 Community Plan to End Homelessness;
2. Provides additional cost analysis and corrects errors in the memo dated January 29, 2021;
3. Summarizes feedback from both the Neighborhood Services and Education Committee and the Housing and Community Development Commission on the report; and.
4. Provides background on the previous Council priority for sanctioned encampments.

BACKGROUND

On February 11, 2021, the Neighborhood Services and Education Committee (NSE) discussed the fiscal year 2019-20 Annual Report on Homeless Programs. The Committee accepted the report and requested an update on the new 2020-25 Community Plan to End Homelessness, specifically progress on Strategy One and Two, which are policies that address the root causes of homelessness and expand the prevention and supportive housing system. Additionally, on February 11, 2021, the Housing and Community Development Commission (Housing Commission) heard the report and provided feedback. On February 10, 2021, the Rules and Open Government Committee discussed a memo from Councilmember Peralez regarding encampment abatements and sanctioned encampments, which was referred to the City Council for discussion. The memorandum provides historical background on the previous Council priority for sanctioned encampments.

ANALYSIS

Community Plan to End Homelessness

In 2015, the City Council adopted the *Community Plan to End Homelessness in Santa Clara County (2015-2020)*. Since the plan’s adoption, partners worked collectively to achieve several notable accomplishments, including:

- Helping nearly 9,000 households resolve their homelessness, representing over 14,000 people.
- Doubled the number of supportive housing units in Santa Clara County.
- Doubled temporary housing and emergency shelter capacity.
- Launched a new homelessness prevention system that now serves about 1,000 households annually and was leveraged to provide emergency rental assistance during the COVID-19 pandemic.
- Led a community-wide campaign that successfully housed more than 1,600 veterans and engaged nearly 800 private landlords in the effort.
- Voters approved \$950 million to develop affordable housing through the 2016 Measure A Affordable Housing Bond and raised another \$100 million in private contributions to support the implementation of this Community Plan.

Despite progress in creating a supportive housing system that moves thousands of homeless individuals and families into housing each year, the crisis continues to grow. The systemic factors driving homelessness are stronger than ever and are forcing more community members onto the streets and into shelters every day. In 2019, a broad range of community partners came together to build on previous progress and develop a roadmap for future work to end homelessness in 2020 and beyond. The new 2020-25 Community Plan to End Homelessness outlines 14 strategies that fall into three focused priorities:



Addressing Racial Inequity

The new Community Plan is grounded in race equity and strategies within the Plan will focus on policies and programs that reduce racial inequity, in an effort to reverse the disproportionately high rates

of people of color who are unhoused. Longstanding and structural racial inequities continue to affect who becomes homeless in our community. A report commissioned by Destination: Home found that people of color are dramatically more likely than white people to become homeless in Santa Clara County, and that poverty alone cannot explain disparities in homelessness. According to a January 2020 study of the intersection of race and homelessness in Santa Clara County, there are disproportionately high rates of homelessness among specific racial and ethnic groups.¹ Specifically, while Black/African Americans make up about 2.5% of the general population, they represent 16.9% of the homeless population. Similarly, while people identifying as Hispanic/Latinx make up 27% of the general population, they represent 43.7% of the homeless population. American Indian/Native Alaskans too are over represented at a 7:1 ratio compared to their general population numbers.² Moreover, even before homelessness is experienced, significant rent burden is seen in communities of color in Santa Clara County, with 58% of African Americans and 60% of Latin/x households experiencing rent burden compared to the County average of 47%.³ Taken together, these data point to the critical need for strategies in the new Plan to be implemented with an equity lens.

Alongside the implementation of strategies in the new Plan, the City, County and partners seek to raise the voices of people with lived experience and share power and decision making with homeless and recently housed neighbors. Embedded in the new Plan is a focus on policies and programs that reduce racial inequity, in an effort to reverse the disproportionately high rates of people of color who are homeless.

Cities that Have Endorsed the Plan

On August 25, 2020, the City Council endorsed the 2020-25 Community Plan to End Homelessness. As outlined in the August 25, 2020 staff report, the Housing Department will bring forward a San José specific implementation plan after the EOC demobilizes.⁴ In order to make this plan a success, the City, County and its partners also have the goal to have each jurisdiction not only endorse this plan, but to develop implementation strategies that specifically address the concerns in their communities. To date, the following organizations and cities have endorsed the Plan:

- Santa Clara County Lived Experience Advisory Board
- County of Santa Clara Board of Supervisors
- Silicon Valley @ Home
- Cities Association
- City of Milpitas
- City of Morgan Hill
- City of Mountain View

¹ Race and Homelessness in Santa Clara County, California, January 2020, Destination: Home and SPARC, <https://destinationhomesv.org/wp-content/uploads/2020/02/RacialEquityReport0131020.pdf>

² Ibid.

³ Santa Clara County Partners for Health 2015-2020 - Community Health Assessment, Community Health Improvement Plan <https://www.sccgov.org/sites/phd/collab/chip/Documents/cha-chip/cha-chip.pdf>

⁴ Community Plan to End Homelessness Staff Report, August 25, 2020 Item 3.5: <http://sanjose.legistar.com/gateway.aspx?M=F&ID=21a76add-b7ea-4d89-9cb8-718558ee9c78.pdf>

- City of Santa Clara
- City of San José
- City of Cupertino
- City of Gilroy

COVID-19 Response

The intersecting public health and shelter crises (COVID-19 and homelessness) that began in March 2020 demanded an immediate response to help stop community spread of the virus among vulnerable populations that included homeless residents. In response to the challenge, the City of San José set out to expeditiously build congregate and non-congregate shelters, in collaboration with the County who took the lead in sheltering vulnerable populations in motels/hotels. In just a matter of weeks, the City, with the Housing Department as lead and many City departments supporting their efforts, added much needed shelter capacity across the city, and the County housed hundreds in motels/hotels. Many of the ideas first envisioned as part of a larger Community Plan Year 1 Implementation are now being deployed immediately in response to COVID-19. The following is a summary of those efforts:

- Over 790 motel/hotel rooms reserved across eight cities in the County (312 motel rooms located in San Jose);
- Three new emergency interim housing sites completed construction, adding over 300 news beds;
- Over 385 temporary shelter beds were added across several sites including South Hall, County Fairgrounds and Camden Community Center;
- Hours of operation were expanded at 10 shelters, safe parking sites;
- Expanded outreach efforts to encampments in partnership with community advocates and the Lived Experience Advisory Board (LEAB) to deliver critical supplies such as PPE, hand sanitizer, water, meals and COVID safety information;
- Established a centralized referral hotline for motel/hotel and shelter placements;
- BeautifySJ is providing trash services at over 200 encampments across the City;
- The new Services Outreach Assistance and Resources (SOAR) program is providing hygiene and intensive street outreach to 17 of the City's largest encampments;
- Expanded emergency motel programs for homeless families and victims of domestic violence;
- Expanded the homelessness prevention system to assist over 14,000 households countywide impacted by COVID-19 with emergency rental assistance;
- Purchased the SureStay motel to house vulnerable homeless individuals in response to the pandemic and will create permanent housing for 76 extremely low-income households in the future; and
- Successfully advocated for eviction moratorium's at the federal and State levels to protect tenants.

Additional Efforts Implemented by the Housing Department

Through its regular work plan, the Housing Department advances many of the goals found across all the strategies in the Community Plan. The Housing Department regularly advances policies that: a) ensure

development of more affordable housing, b) prioritize the development of housing for extremely low-income households, and c) strengthen tenant protections. Recent examples of work the Housing Department, along with multiple other departments, are advancing across Strategies 1 and 2 include:

- Adoption of the City’s first residential anti-displacement strategy (September 2020)⁵;
- Updated the City’s inclusionary housing ordinance (February 2021)⁶;
- Advancing the Housing Crisis Workplan;⁷
- Approved Measure E spending plan⁸;
- Refined the 1.5-acre Rule to facilitate affordable housing on underutilized commercial sites⁹
- Released the San José Housing Site Explorer to speed housing developers’ predevelopment process¹⁰
- Implementing the Affordable Housing Investment Plan¹¹
- Established a Commercial Linkage Fee¹²
- Updating the City’s affordable housing siting policy (in progress)¹³;
- Creating an Assessment of Fair Housing Report and Plan (in progress);
- Developing the amended Diridon Station Area Plan and the Diridon Affordable Housing Implementation Plan in partnership with Economic Development and Planning (in progress)¹⁴; and
- Exploring Opportunity Housing as part of the General Plan Four Year review process (in progress)¹⁵.

⁵ Citywide residential anti-displacement strategy report to City Council September 22, 2020 item 8.1:

<https://www.sanjoseca.gov/home/showpublisheddocument?id=63185>

⁶ Amendments to the Inclusionary Housing Ordinance report to City Council February 23, 2021 item 8.2:

<https://www.sanjoseca.gov/home/showpublisheddocument?id=69450>

⁷ Housing Crisis Workplan Update to the City Council on November 10, 2020 item 8.4:

<https://sanjose.legistar.com/View.ashx?M=F&ID=8876925&GUID=C6D06A07-396F-4665-A371-92D681DFA1E7>

⁸ Measure E Spending Plan FY20-21, report to City Council November 10, 2020 item 8.5:

<https://www.sanjoseca.gov/home/showpublisheddocument?id=66575>

⁹ Staff report to City Council February 9, 2021:

<https://sanjose.legistar.com/LegislationDetail.aspx?ID=4764607&GUID=120E26CA-76BA-49ED-9E67-25E2FA7DDD44&Options=&Search=>

¹⁰ Housing Site Explorer: <https://san-jose-housing-ca.tolemi.com/>

¹¹ FY 2020/21 to FY 2022/23 Affordable Housing Investment Plan report to the City Council on November 10, 2020 item 8.6: <https://www.sanjoseca.gov/home/showpublisheddocument?id=66577>

¹² Commercial Linkage Fee Recommendation to City Council on November 1, 2020:

<https://www.sanjoseca.gov/home/showpublisheddocument?id=63157>

¹³ Update on Affordable Housing Siting Policy, report to Community and Economic Development Committee October 26, 2020 item d(3): <https://www.sanjoseca.gov/home/showpublisheddocument?id=66585>

¹⁴ Diridon Station Area Plan: <https://www.diridonsj.org/>

¹⁵ Planning Building and Code Enforcement, General Plan 4 Year Review Opportunity Housing:

<https://www.sanjoseca.gov/your-government/departments-offices/planning-building-code-enforcement/planning-division/citywide-planning/envision-san-jos-2040-general-plan/general-plan-4-year-review/opportunity-housing>

Progress Made on Strategy 1

Additionally, work has begun Countywide on Strategy 1. The County Executive's Office and Destination Home have taken the lead for County safety net and criminal justice systems change outlined in the new Plan. A work group has been formed comprised of representatives from Social Services Agency, Office of Supportive Housing, Probation, Behavioral Health Services Department, Office of Reentry Services and Destination: Home. The goals for this work include no one with a serious mental illness is homeless and no former foster youth experience homelessness. Specific tactics for this work include standardizing housing data collection and housing outcomes, expanding Coordinated Assessment, and developing comprehensive housing strategies for each and across systems.

Community Plan Targets

Finally, in addition to laying out a roadmap of strategies to prevent and end homelessness, the Community Plan sets aggressive targets to achieve by 2025 specifically:

- House 20,000 people through the supportive housing system
- Achieve a 30% reduction in annual inflow of people becoming homeless
- Expand the Homelessness Prevention System and other early interventions to serve 2,500 people per year
- Double temporary housing and shelter capacity to reduce the number of people sleeping outside

The County recently published an executive summary of their forthcoming report "State of the Supportive Housing System 2019-20," which further details the progress made on the above mentioned goals, it is included as **Attachment A**.

Implementing the new Community Plan will not be easy. Before COVID, for every one person housed through our supportive housing system, three more become homeless. The COVID-19 crisis has only amplified the longstanding systemic causes of homelessness that continue pushing more of our neighbors into homelessness, including our region's income inequalities and severe lack of affordable housing. For this reason, strengthening the supportive housing system is more important than ever. Fortunately, the 2020-2025 Community Plan to End Homelessness was developed with these challenges in mind. In the first year of implementation, the homeless system and its partners continued to focus on the goal of ending homelessness by permanently housing 3,209 people and expanding the homelessness prevention system's capacity by 50%.

Upon demobilization of the emergency operations center, the Housing Department will bring forward an implementation plan for San José. Also, quarterly updates on Plan progress will be reported to the Continuum of Care board.

FY19-20 Cost Analysis PSH & Interim Housing (correct errors)

The annual report sought to include a cost analysis of each program that served homeless populations. All of the Crisis Response Interventions programs were included in the report but further data on constructions, operations, and services costs needed to be analyzed to understand the true cost per client

in the affordable housing projects. The chart below on Permanent Supportive Housing summarizes the total cost of the projects and the costs per unit in two of the 100% permanent supportive housing projects that were completed in fiscal year 2019-20, Second Street Studios and Villas on the Park. It should be noted the City invested \$19,410,455 in Second Street Studios and \$7,760,000 in Villas on the Park. The total cost of construction for Second Street Studios was \$55,580,000 and the total cost of construction for Villas on the Park was \$35,380,000. The City’s cost of construction per door was \$143,781 for Second Street Studios and \$93,493 for Villas on the Park.¹⁶ The City was able to leverage funding from the County, State, and tax credit programs to complete the projects. In addition, the units will provide a minimum of 55 years of affordability. The City does not contribute to any of the annual or fixed costs of the development. The County is providing an additional subsidy of \$10,000 per unit for each supportive housing unit to boost the level of wrap around services for the residents. There is no time limitations and residents may remain in their apartments as long as they meet the basic tenant requirements.

PSH Cost Analysis

Development	City Construction Contribution	# of beds	Annual Operating Cost Per bed¹⁷	FY19-20 Annual Operations Costs	Monthly Fixed Operating Cost ¹⁸	Effectiveness
Second Street Studios	\$19,410,455	135	\$10,541	\$1,423,000	\$118,583	91% have retained permanent housing consecutively for 12 months
Villas on the Park	\$7,760,000	83	\$8,474	\$703,329	\$58,611	90% have retained permanent housing consecutively for 12 months

¹⁶ City’s PSH construction cost per bed calculation: City construction contribution/# of beds

¹⁷ PSH cost per bed calculation: Annual Operations Cost/# of beds

¹⁸ PSH monthly fixed cost calculation: annual operations cost/12 months

Additionally, the chart below on interim housing, as indicated on page 20 of the annual report, corrects errors to the number of beds and the costs per bed for each project. The City’s cost per bed for the construction of Mabury was \$65,000 and for Plaza Hotel was \$47,088.¹⁹

Site	Construction Cost	# of beds	Annual Cost Per bed ²⁰	FY19-20 Annual Operations Costs	Monthly Fixed Operating Cost ²¹	Effectiveness
Mabury BHC	\$2,600,000	46 40	\$31,612	\$1,264,500	\$105,375	72% exited to permanent housing
Plaza Hotel	\$2,213,174	63 47	\$14,585	\$685,508	\$57,125	81% of participants exited to permanent or other temporary destinations.

The cost analysis above and that included in the memo dated January 29, 2021, provide insight into the annual and monthly operating costs of programs and show their effectiveness in reaching Continuum of Care benchmarks and outcomes. However, it is not necessarily an “apples to apples” comparison. For example, housing based solutions such as Rapid Rehousing have extremely effective results of participants exiting to permanent housing and Street Outreach has lower outcomes in moving individuals to permanent housing. That is not to say the street outreach programs don’t have a place of equal importance in the entire homeless system of care and support. There are other primary objectives of street outreach – such as populating the homeless information database and functioning as a primary communicator with those living unsheltered (eg abatements, inclement weather activations, COVID safety information, etc.). Finally, two points must be emphasized regarding permanent supportive housing; 1) it has proven highly effective in housing highest risk chronically homeless²² and 2) it lowers public costs in caring for homeless by reducing their use of publicly funded systems such as hospitals and jails²³. The savings on public costs are not in the analysis above.

¹⁹ Interim construction cost per bed calculation: construction cost/# of beds

²⁰ Interim cost per bed calculation: annual operations cost/# of beds

²¹ Interim monthly fixed cost calculation: annual operations costs/12 months

²² University of California San Francisco, study in *Health Services Research*, September 2020: <https://onlinelibrary.wiley.com/doi/full/10.1111/1475-6773.13553>

²³ Home Not Found: The Cost of Homelessness in Silicon Valley (Economic Roundtable 2015): https://destinationhomesv.org/wp-content/uploads/2015/05/er_homenotfound_report_6.pdf

NSE Follow Up

In addition to the request for an update on the Community Plan to End Homelessness, feedback from NSE also included providing exit destinations when families exit the Safe Parking and Motel Voucher Programs.

Safe Parking is discussed on page 16 of the annual report. This Supplemental provides additional information on family exit destinations as well as corrects two errors with the original numbers. In FY 2019-20, the Safe Parking program served 188—249 individual participants making up 171 households. ~~Of this number, 39 individuals transitioned to temporary housing and 46 individuals transitioned to permanent housing.~~ Eighty-one (81) of the 132 households who exited in FY 2019-20 did so successfully:

- 31, or 38% went into a supportive housing program or rental housing
- 23, or 29% moved in with family or friends
- 27, or 33% went into shelter or transitional housing

Effectiveness:

- ~~67%~~ 61% of households moved into a temporary destination (emergency shelter or transitional housing) or a permanent housing destination within 120 days of starting the program. LifeMoves did not meet this goal, which was at 75%.

The Motel Voucher Program (MVP) is discussed on page 17 of the annual report. This Supplemental provides additional information on family exit destinations. In FY 2019-20, the program served 308 individual participants. This consists of 84 family households with 176 children. Fifty-two (52) of the 62 family households who exited in FY 2019-20 did so successfully:

- 17, or 33% went into a supportive housing program or rental housing
- 18, or 34% moved in with family or friends
- 17, or 33% went into a family shelter

EIH Progress to date

While the annual report focuses on the two Interim Housing programs that were in operation during the reporting period, this Supplemental will provide a brief update on the progress of the Emergency Interim Housing Programs (EIH). In response to the COVID-19 emergency, the City prioritized the development of three new EIH programs, which are prefabricated modular units serving individuals, couples and families who are vulnerable to the virus, as determined through the County's centralized shelter hotline. The three projects created 317 beds in 208 units, which brought the region closer to the goal to double the shelter capacity, as indicated in the 2020-25 Community Plan to End Homelessness.

The goal in building the three EIH communities is to address two urgent needs; 1) increasing desperately needed shelter space to address the growing homelessness crisis and 2) provide urgently needed non-congregate shelter space for homeless residents during COVID-19 response to safely shelter in place while receiving services. The original project schedule for each project assumed expedited construction would take three to four months from plan development to completions. While ambitious, the project

contractor, Habitat for Humanity committed to this timeline. As each of these projects began and progressed, Habitat for Humanity experienced several challenges that created delays, extending the completion to Monterey Bernal by two months and the Evans Lane and Rue Ferrari by seven and eight months respectively. By the beginning of March, Monterey/Bernal and Rue Ferrari were open and operating a full or near full capacity. Evans Lane is scheduled to open in early April.

The chart below provides updated information about the new EIH programs.

Location	Operator	# of Units	# of Beds	Target Population	Opening Date
Monterey/Bernal	HomeFirst	78	78	Individuals	October 2020
Rue Ferrari	HomeFirst	82	118	Individuals and Couples	January 2021
Evans Lane	PATH/Abode	49	121	Families	April 2021

Also of note is the recent opening of the County's Casitas de Esperanza, which offers 25 tiny homes for families with minors and operated by Amigos de Guadalupe.

Since publishing the report, the Housing Department has also published a one-page summary of homeless response accomplishments in FY2019-20, included at **Attachment B**.

Housing Commission Feedback

The feedback from the Housing Commission largely centered around observations on the current situation in San José, as well as requests for more information. One notable recommendation included collaboration with the County of Santa Clara to provide more behavioral health services to the unsheltered population. Requests included providing the following:

1. [Executive Summary on the 2019 San José Homeless Census and Survey](#) for data on demographics, causes of homelessness, obstacles to housing, and interest in permanent housing.
2. Destination: Home's [Homeless Cost Study in Santa Clara County](#).
3. Evidence that Permanent Supportive Housing/Housing First are effective models, especially for the most vulnerable, including those suffering from addiction and mental illness.

Council Priority on Sanctioned Encampments

Councilmember Peralez issued a memo dated February 4, 2021 requesting the City Manager report back to City Council with a recommendation for establishing a sanctioned encampment. On December 1, 2015, the Council prioritized the development of a sanctioned encampment in San José or on County property and report back to the Council on December 8, 2015 or December 15, 2015. On December 8, 2015, the Housing Department reported to the Council a number of regulatory barriers to sanctioned encampments that included health and safety codes and building code. City Council directed staff to continue to explore the operation of a sanctioned encampment pilot to meet the needs of unsheltered homeless people in the community. At Council direction, the Housing Department coordinated with the

County Office of Supportive Housing to identify potential operators and concepts for unconventional housing programs, including sanctioned encampments. While this approach did not result in the identification of partners for a specific City project due to a variety of regulatory barriers, staff returned to Council on June 28, 2016²⁴, to share the results of this process and recommend exploration of a new State law to address these challenges and create a path forward for more immediate housing options. Council approved this new approach and staff began working with State legislators on potential approaches. As part of the motion at the June 28, 2016 City Council meeting, the City Council approved the staff report with the requirement that each Councilmember propose and identify a site within their District where temporary emergency housing might be located.

On September 27, 2016, AB 2176, authored by Assembly member Nora Campos, was signed into law by Governor Jerry Brown. AB 2176 amended the Shelter Crisis Act and authorized a pilot program allowing the City of San Jose to establish local building, health, and safety standards, to create temporary emergency housing for the homeless. On October 4, 2016, the Housing Department provided the City Council with an information memorandum regarding the work plan for implementing AB 2176. In that memorandum, staff indicated that the Department would pursue a series of actions to design and implement the Bridge Housing Communities. The Housing Department conducted an extensive body of work developing siting criteria and identifying viable sites. That extensive work was brought forward to Council on December 12, 2017 and December 18, 2018. The result was the development of the Mabury and Felipe Bridge Housing Communities. The City Council agreed that the Housing Department had achieved the underlying goal of creating an acceptable legal approach to providing a short-term emergency alternative to sanctioned encampments and closed out the City Council priority.

/s/
JACKY MORALES-FERRAND
Director, Housing Department

For questions please contact Kelly Hemphill, Homelessness Response Manager at Kelly.hemphill@sanjoseca.gov.

Attachment A: County Executive Summary of “Ending Homelessness: State of the Supportive Housing System FY2019-20.”

Attachment B: 2019-2020 Homelessness Response Fact Sheet

²⁴ June 28, 2016 (Item 4.2) report to Council update on sanctioned encampments:
http://sanjose.granicus.com/MetaViewer.php?view_id=&event_id=2142&meta_id=581820

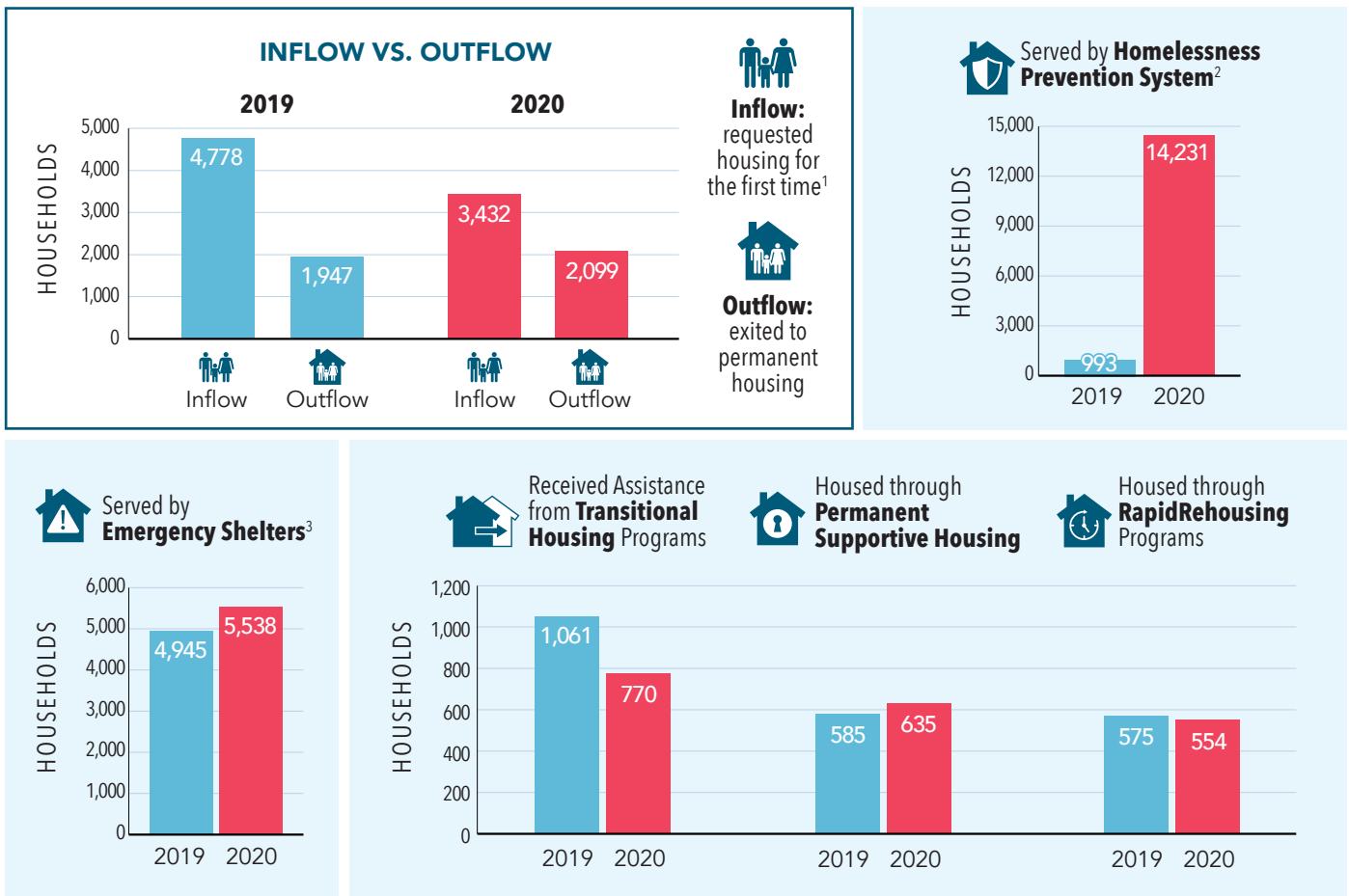
STATE OF THE SUPPORTIVE HOUSING SYSTEM

2019-2020 | EXECUTIVE SUMMARY

Santa Clara County is the heart of Silicon Valley, and a hub of wealth, progress, and invention. However, with these economic gains have come societal and humanitarian costs. While some residents have prospered, others have been left behind. Income disparities and sharp rises in housing costs have caused thousands of Santa Clara County residents to become homeless each year, forcing them to double up with friends and relatives or to sleep in shelters, on streets, in vehicles, and other places where people are not meant to live.

Ending and preventing homelessness became more urgent than ever with the arrival of the new Coronavirus (COVID-19) in our community in early 2020. The realities of the COVID-19 pandemic have further exposed deep gaps in our social safety net, demanding that the County and its many partners respond rapidly to prevent disproportionate impacts on our most vulnerable residents.

Over the course of 2019 and 2020, the Supportive Housing System continued to expand and provide support to thousands of county residents in need:



¹This metric shows the total number of people assessed by the Vulnerability Index – Service Prioritization Decision Assistance Tool for the first time. This number likely decreased from 2019 to 2020 because of barriers to people being assessed during the COVID-19 pandemic.

²This increase between 2019-2020 reflects the prevention system’s influx of funding for people in need of COVID-19 related financial assistance.

³This increase reflects the temporary increase in the emergency shelter capacity in response to the COVID-19 pandemic.

PROGRESS TO DATE

In 2019, as the 5-year period covered by Santa Clara County's first community plan came to an end, a broad range of community partners came together to develop a roadmap for future work to end homelessness in 2020 and beyond. Over the course of the first community plan, despite significant progress in creating a supportive housing system that moves thousands of homeless individuals and families into housing each year, the crisis continued to grow. The systemic factors driving homelessness are stronger than ever and are forcing more of our community members onto the streets and into shelters every day.

The new community plan – launched in the midst of the COVID-19 pandemic – focuses on these systemic factors to address the root causes of homelessness, in addition to continuing to expand the supportive housing system and the many programs and services for people who are currently homeless.

The three key strategies in the plan include:



STRATEGY 1

Address the root causes of homelessness through system and policy change



STRATEGY 2

Expand homelessness prevention and housing programs to meet the need



STRATEGY 3

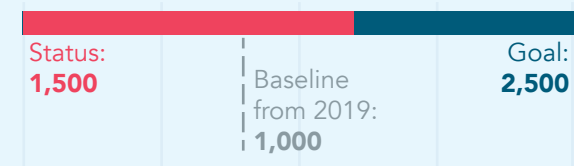
Improve quality of life for unsheltered individuals and create healthy neighborhoods for all

In addition to laying out a roadmap of strategies to prevent and end homelessness, the Community Plan set aggressive targets to achieve by 2025. After the first year of the plan, the following progress has been made:

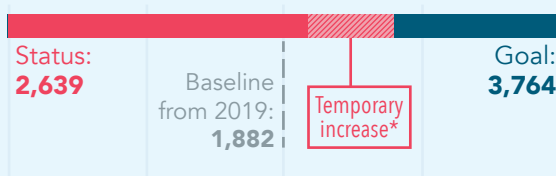
 House **20,000 people** through the supportive housing system



 Expand the Homelessness Prevention System and other early interventions to serve **2,500 people per year**

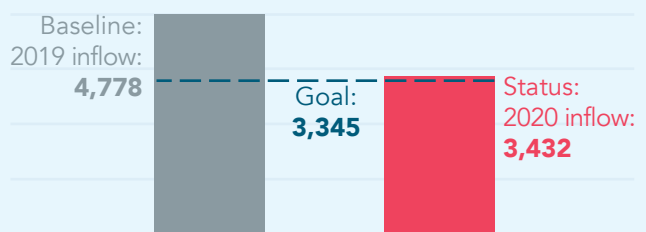


Double temporary housing and shelter capacity to reduce the number of people sleeping outside



* Temporary increase is the result of a temporary capacity increase of 1,123 for COVID-19 and a temporary decrease of 516 for social distancing.

 Achieve a **30% reduction** in annual inflow of people becoming homeless



While there is still much work to be done and the economic impacts of COVID-19 are still not yet entirely clear, we know the need for bold action to prevent and end homelessness in our community has never been greater. As we have seen over the past year, it will require tremendous effort, new partnerships, and innovative strategies—and it will require the entire community to be a part of the solution.

Homelessness Response

Accomplishments in Fiscal Year 2019–2020

COVID-19 Response



40

Portable toilets provided at 20 homeless encampments



32

Hand washing stations provided at 20 homeless encampments



400

New congregate shelter beds provided at three new locations



Launched “Hope Health Mobile,” a mobile rest stop offering WiFi, charging stations, case management, and virtual access to doctors who answer questions about COVID-19.

City-funded Programs

3,985

Loads of laundry washed for **1,393** unsheltered individuals

330

Individuals sheltered through the Overnight Warming Locations

249

Individuals served through the Safe Parking Program

6,655

Inquiries handled through the Homeless Concerns Hotline

1,304

Unsheltered individuals engaged through street-based outreach

7,908

Showers provided to **1,393** unsheltered individuals

812

Risk and vulnerability assessments conducted for unsheltered individuals

308

Individuals served through Motel Voucher Program, including **176** children

Homelessness Data

The Countywide Homelessness Prevention System prevented **995** households from becoming homeless between July 2019 and June 2020.

- **716** of the newly enrolled households (including **1,053** children) were assisted through City of San José funding.
- **96%** of these families remained stably housed in 2019–2020.

84% of families in the Motel Voucher Program exited to shelter or stable housing within 120 days of enrollment.

6,097 homeless individuals counted in San José during the 2019 Homeless Census, of which **5,117** are unsheltered (sleeping outside on the street, in parks, tents, encampments, vehicles, etc).

The Countywide Rapid Rehousing Program supported **1,513** apartments with rent subsidies and individualized support in 2019–2020.