



Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Rosalynn Hughley

SUBJECT: SEE BELOW

DATE: September 22, 2023

Approved 

Date
9/22/23

SUPPLEMENTAL

SUBJECT: FISCAL YEAR 2022-2023 CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT

REASON FOR SUPPLEMENTAL

This supplemental memorandum summarizes comments received at the September 14, 2023 public hearing at the Housing and Community Development Commission (Commission) on the draft fiscal year (FY) 2022-2023 Consolidated Annual Performance and Evaluation Report (CAPER).

COMMISSION RECOMMENDATION/INPUT

The Commission heard this item at its hybrid meeting on September 14, 2023, at 5:45 p.m. The Commission passed the following motion:

Recommend to the City Council approval of the FY 2022-2023 CAPER. The motion passed 9-0-2.

Yes	Jasinsky, Dawson, Del Buono, Navarro, Beehler, Partida, Tran, Moore, Cardoza (9)
No	
Absent	Vong, Jackson, Oppie (2)

In addition to discussion of this motion, a summary of Commissioner and public comments are included below.

Commissioner Comments/Questions and Staff Responses

Commissioner	Comments/Questions	Staff Response
Commissioner Dawson	Appreciated the updates and links provided in the CAPER memorandum. Enjoyed the personal stories provided in the memorandum. How do we verify the numbers? Do we get audited?	Staff responded that HUD monitors/audits the HUD programs every two years. Housing staff is monitoring/auditing all the current grants agreements. Eleven high risk agreements were monitored/audited last year. This year 46 agreements will be monitored/audited. Staff reviews performance measures quarterly and completes an annual risk assessment. The Finance Department contracts with an external auditor to complete an annual single audit. Last year, the Emergency Shelter grant program was audited by the City’s external auditor.
Commissioner Del Buono	Why end the Food Distribution Program? Commented that the CAPER memorandum was an informative report.	Staff noted that funding for the Food Distribution Program came from Community Development Block Grant – Coronavirus Aid, Relief, and Economic Security Act funding. This funding has been expended and the City will not be receiving any additional funds for emergency food distribution programs.
Commissioner Moore	Enjoyed the personal stories included in the CAPER memorandum. Requested that next year the allocations should be included in the table.	Staff noted the comment.
Commissioner Beehler	Question on what is meant by “exits” program.	Staff clarified that “exits” means that an individual left the program and is no longer receiving services from the agency.
Commissioner Tran	Commended staff on the CAPER memorandum. Question on the racial data table (Table I); why was the percentage of “Other” so high?	The racial data table included information across multiple programs. The data reported from the Food Distribution Program included an unusually high rate of “Other” indicated by program participants. Staff inquired with the Food Distribution Program agencies and learned that participants were very low-income and potentially undocumented. Agency staff communicated that some participants felt “unsafe” reporting their racial identity.
Commissioner Navarro	No questions. Thought the CAPER memorandum was a great report.	Staff noted the comment.

Commissioner	Comments/Questions	Staff Response
<p>Commissioner Partida</p>	<p>Question on the HomeFirst outreach program: Why was the housed percentage so low? Why did participants leave the PATH program?</p>	<p>PATH: Throughout the fourth quarter, FY 2022-2023, PATH endeavored to link participants to temporary and permanent housing resources, successfully transitioning ten percent of participants into permanent housing, temporary housing, foster care, or long-term care arrangements. This outcome was achieved via a multipronged approach that involved connecting participants with congregate and non-congregate shelters, organizing temporary motel stays sponsored by the agency, and making several referrals to Abode's Plaza Hotel. Despite these efforts, capacity limitations within temporary shelter options significantly challenged the ability to meet the demand. The current referral system, requiring clients to have an active mobile phone for callbacks when shelter becomes available, presents an additional constraint. Due to their income levels being significantly below the area median, many of our clients lack the resources necessary to maintain a mobile phone. This requirement inadvertently adds a technological barrier to their pursuit of temporary shelter.</p> <p>HOMEFIRST: For FY 2022-2023, a team of five outreach specialists and one program manager were available to do citywide outreach. Program performance can be affected by many variables. In FY 2022-2023 staff were dispatched to different locations on a daily basis, making it difficult to establish rapport with clients and engage them in services that go beyond providing basic needs. The number of dispatches combined with a small outreach team limits staff's ability to build long-lasting relationships with clients and follow up in a timely manner. Inclement weather also affects staff's ability to follow up with clients; if staff is unable to locate clients because they have moved to protect themselves from the weather, the chances of housing someone further decreases. For clients who are interested in engaging in case management services, housing referrals are submitted when there is interest; however, a referral does not necessarily mean an individual was housed, especially if there is limited shelter/interim housing capacity or housing is unaffordable.</p>

Public Comments:

One member of the public provided comments. Paul Soto commended on services the Health Trust's Meals on Wheels program is providing to the City's low-income seniors. He shared that the City should look into how that program is operating. He also commented that he appreciates Vice Mayor Kamei's approach of asking staff what impacts are made as a result of service delivery; he would like to see new approaches to doing things.

/s/

ROSALYNN HUGHLEY
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Acting Housing Director

The principal author of this memorandum is Stephanie Gutowski, Housing Policy and Planning Administrator. For questions, please contact Stephanie at stephanie.gutowski@sanjoseca.gov, (408) 975-4420.