

HOUSING FOR ALL

CITY OF SAN JOSÉ HOUSING DEPARTMENT
ANNUAL IMPACT REPORT FY 2022-2023



Housing



OUR MISSION



The Housing Department's mission is to strengthen and revitalize our community through housing and neighborhood investment.

Since the Housing Department was established in 1987, the City has been a leader in affordable housing, creating more than 21,000 new apartments for low-income San José residents.

A major function of the Housing Department is its work as a funder. The Department uses numerous financing vehicles to bring new affordable housing to fruition and rehabilitate older affordable housing.

The Department also funds grants for nonprofits to develop and provide social services, homeless response programs, and community infrastructure. Additional grants support Fair Housing policies, place-based neighborhood revitalization efforts, and meal programs for low-income seniors.

The Department oversees a range of other critical programs and initiatives, including rent control and stabilization programs for apartments and mobilehomes, and the City's Ellis Act Ordinance, which protects the City's supply of affordable rental housing.

And, working in partnership with other City departments and agencies, the Housing Department works to ensure the City has a variety of housing options in every neighborhood.

OUR STAFF 2022-2023

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FROM THE ACTING DIRECTOR

The past year was a time of significant progress and growing optimism in the Housing Department. We rolled out a number of important programs to help more of our vulnerable neighbors get housed, remain housed, and avoid the mental and physical trauma of homelessness.

FY 2022-23 Highlights

- For the first time since 2015, our homeless census showed a decrease in the number of unhoused residents in San José.
- FY 2022-2023 saw the Housing Department extend vital pandemic-era initiatives to expand housing stability, including the eviction prevention clinic in the downtown superior courthouse, the eviction prevention help centers at City Hall and satellite locations, and the eviction diversion and settlement program that provides tenants with financial assistance to help them catch up on back rent.
- During the year, the Housing Department also took over the **San José Bridge** program, which provides homeless individuals with part-time, rapid employment. The Housing Department expanded this program by providing participants with interim housing to help them stabilize their lives and progress toward self-sufficiency.
- And during an unprecedented series of atmospheric river storms in early 2023, the Housing Department collaborated with the Departments of Public Works, Parks, Recreation, and Neighborhood Services, Emergency Operations Center, and American Red Cross to set up and staff 24-hour evacuation centers for hundreds of homeless individuals who were at risk of rising water. When the weather cleared, our staff did not simply send people back to the streets. Instead, our incredible team set up evacuee transition facilities to give people more time to find permanent housing. More than 90 people were able to find housing through this program.
- In addition to all this critical work to address homelessness, the Housing Department stayed true to its roots as a funder of new affordable housing. Developers broke ground at four locations where they are building 448 rent-restricted affordable apartments, including 197 units of supportive housing for individuals who are not self-sufficient.
- And as one of California's most aggressive cities in the State's Homekey program, the City closed three property transactions through Homekey during the year. These transactions brought more than \$91 million in State funding to San José, enabling us to create 335 units of interim housing. Two of these sites are slated for redevelopment into permanent affordable housing in the future.



A Time of Transition

While these facts and data points show the progress we are making, I want to take a moment to acknowledge my predecessor, **Jacky Morales-Ferrand**, whose leadership helped make much of that progress possible. Jacky was the City's longtime Housing Director who retired in July 2023. Jacky leaves behind a legacy of passion and commitment to helping the less fortunate among us and a determination to house every person in San José.

During her remarkable career, she played a vital role in the City's enactment of numerous housing ordinances and programs designed to reduce the scourge of homelessness and expand access to dignified, affordable housing. It is a privilege for me to serve on a temporary basis as Acting Housing Director while the City Manager conducts a nationwide search for the City's next Housing Director.



Moving Forward Together

It is inspiring to see the dedication and resourcefulness of the amazing Housing Department team. As one of the newest team members, I feel fortunate to lead a department that is doing so much for the people of San José. The staff does very difficult work with grace and determination under challenging circumstances. It is because of this staff I am confident we will accomplish even more in the upcoming year than we did during the past year. And we did a lot last year! We will keep working as long as it takes to house every person in our great city.

Rosalynn Hughey
Deputy City Manager and
Acting Housing Director



It is inspiring to see the dedication and resourcefulness of the amazing Housing Department team.





HOMELESSNESS RESPONSE DIVISION

Permanent Housing is the Goal

The 2023 Homeless Census and Survey conducted by the City's **Homelessness Response Division** counted 6,266 individuals experiencing homelessness in San José, of which 70% were unsheltered (i.e., living outdoors in places not meant for human habitation).

While people continue falling into homelessness due to many factors, and we still have a lot of hard work ahead of us, the City and its partners are beginning to turn the tide. The City's homeless count in 2023 showed a decrease of 384 individuals from the 2022 count. That was the first decrease since 2015. And through the efforts of multiple collaborators, 3,472 formerly homeless individuals were placed in permanent housing during FY 2022-2023.

In addition, the countywide **Homelessness Prevention System** kept 789 San José households from becoming homeless during FY 2022-2023 through financial assistance. And 97% of households in this program remain housed 12 months after receiving assistance.



of households in
Homelessness Prevention System
REMAIN HOUSED AFTER 12 MONTHS

Interim Housing is a Valuable Resource

In FY 2022-2023, the City had six interim housing communities in operation, including the **Guadalupe Interim Housing Community** that opened in May 2023. The six interim housing communities, with a total of 499 beds, are also referred to as interim shelters. These sites provide private rooms, communal kitchens and gardens, dog runs, and individualized supportive services with the goal of helping individuals and families move into permanent housing. Interim housing served 814 individuals during FY 2022-2023. Of that group, 534 individuals exited during the fiscal year, and 335 (63%) of those individuals exited to various types of housing destinations.



Helping People Get Back on their Feet

In FY 2022-2023, the City expanded the **San José Bridge Program**, which provides individuals experiencing homelessness with part-time rapid employment, job search assistance, vocational training, and case management. The program, which recently moved to the Housing Department from the Department of Parks, Recreation, and Neighborhood Services, now offers participants access to interim housing. In partnership with one of the interim housing communities and a motel voucher program, San José Bridge combines employment and housing to help people make progress toward self-sufficiency. Since moving to the Housing Department, San José Bridge has served 240 participants, with 69 individuals obtaining permanent employment.



Treating Every Person with Dignity

The **Services, Outreach, Assistance and Resources (SOAR)** program serves people at large encampments.

It does so in a respectful and compassionate way that addresses their basic human

needs and helps prepare them to exit

homelessness. The SOAR program served 1,150 individuals at 16 homeless encampments during FY 2022-2023. The program provides encampment residents with individualized case management and essential items and services, such as garbage collection, portable restrooms, handwashing stations, blankets, water, food, and hygiene kits. More than 470 individuals served by the SOAR program exited to permanent or interim housing last year.

Inspiring Work During Atmospheric River Storms

The winter of 2023 was one of the most severe rainy seasons on record. During unprecedented storms, the City prioritized protecting individuals experiencing homelessness who were living near waterways. The Housing Department, in collaboration with the Departments of Public Works and Parks, Recreation and Neighborhood Services, along with the City's Emergency Operations Center and the American Red Cross, operated 24-hour evacuation centers at two City-owned community centers creating a total capacity of 200 shelter beds. The evacuation centers offered meals, showers, and access to mental health services.



The Housing Department then partnered with nonprofit HomeFirst to launch **Evacuee Transition Facilities (ETFs)** when the storms relented. Rather than send people back onto the streets, the ETFs allowed evacuees to live in tents inside interim housing communities, receive services, and search for permanent housing. Of the 98 individuals who were assisted in the ETFs, 95% exited to various housing destination when the program ended.



And the Team Did So Much More...

- There are 1,916 shelter beds in San José, and the Homelessness Response Division opened 60 additional beds through the **Overnight Warming Location (OWL)** program at two City-owned sites. This seasonal program provided 304 individuals experiencing unsheltered homelessness with warm, safe shelter during the winter.
- The City-funded **Dignity on Wheels** program provided 12,251 showers and 4,209 loads of laundry for 1,537 homeless individuals throughout the City.
- The City's **Homeless Concerns Hotline** received 5,148 reports about homeless encampments and/or concerns for individuals or households experiencing homelessness. The reports resulted in 5,876 site visits from City-funded outreach teams to offer shelter, basic needs, and individualized service referrals to unsheltered individuals.



RESIDENTIAL DEVELOPMENT DIVISION



Putting Roofs Over Heads

With the high cost of housing in San José, rent-restricted apartments are the only realistic housing option for many people who struggle to afford living in our City.

The Residential Development Division (RDD) is responsible for financing the construction of new affordable housing and ensuring existing affordable housing complies with income and rent restrictions. The RDD team accomplishes this by working with developers who agree to keep rents within allowable limits for 55 years in exchange for favorable financing terms that make projects possible.

Making Big Investments in Affordable Housing

The RDD has invested hundreds of millions of dollars in the development of affordable housing since 1987. The Housing Department has an affordable housing loan portfolio of \$592 million. At the end of FY 2022-2023, the City had 20,110 rent-restricted affordable housing units. More than 61,000 people call these apartments home, many of whom would be forced to leave the City without this housing.

 **20,110**

**RENT-RESTRICTED
AFFORDABLE HOUSING UNITS
IN THE CITY'S PORTFOLIO**

New Construction is Under Way

During FY 2022-2023, the RDD committed \$207 million in funding to 11 new affordable housing projects. When all of these developments are complete, they will provide 1,211 affordable apartments. Construction has started on four of the 11 projects. All the projects were selected for funding through a competitive process known as a Notice of Funding Availability. During this process, developers were required to document the feasibility of their proposals and explain who will be served and what services will be offered at their properties.

The four projects that have already broken ground will provide 448 rent-restricted apartments, including 197 units of supportive housing for individuals who are not self-sufficient. The remaining seven projects are in pre-development as the developers finalize design work and prepare for construction.

In addition to those 11 projects on privately owned land, the Housing Department selected four more projects that will receive City funding through a request for proposals (RFP) for the development of City-owned sites. The four proposals selected will eventually create 769 new apartments, including 554 rent-restricted affordable apartments.

Homekey is Helping People Today

As one of the most aggressive participants in the State's **Homekey** program, the City completed the purchase of three properties through Homekey during the fiscal year. The properties are the Arena Hotel, Pavilion Inn, and a new development at Branham Lane and Monterey Highway. These transactions brought more than \$91 million in funding to San José for the creation of 335 units of interim housing in the near term. The two hotel sites are slated to be redeveloped into permanent affordable housing in the future.



Success Story: Jaime

Jaime has been through a lot of challenges, including drug use and jail time. When he got out of jail, he was couch surfing at friends' homes and sleeping in his car. His life changed for the better when he was accepted into a City of San José interim housing site. While there, he worked closely with a case manager from **HomeFirst** to turn around his life.

In June 2023, he received the news he'd been waiting to hear for years—his application for an apartment was accepted! Jaime is now living in an affordable housing community in North San José. He has a temporary rental subsidy through the **Rapid Rehousing System** to make his transition to stable housing even more affordable.

Congratulations Jaime and best wishes!





GRANTS MANAGEMENT

Housing is About More Than Just Four Walls

The Housing Department's **Grants Management** team oversees vital programs to help the City's most vulnerable residents truly stabilize their lives and bring hope to those living outdoors while reducing some of the immense trauma they face. **These grant programs touched approximately 25,000 residents last year.**

Among the services funded by grants were:

- » Financial assistance to households on the brink of homelessness
- » Meals for low-income families, individuals, and seniors
- » Wellness home checks on seniors
- » Transportation services for low-income residents
- » Shelters and warming locations for people living outside
- » Mobile showers and laundry service for homeless residents
- » Eviction prevention programs
- » Motel vouchers and subsidized housing opportunities to help homeless individuals move off the streets and into safe, dignified housing or shelter



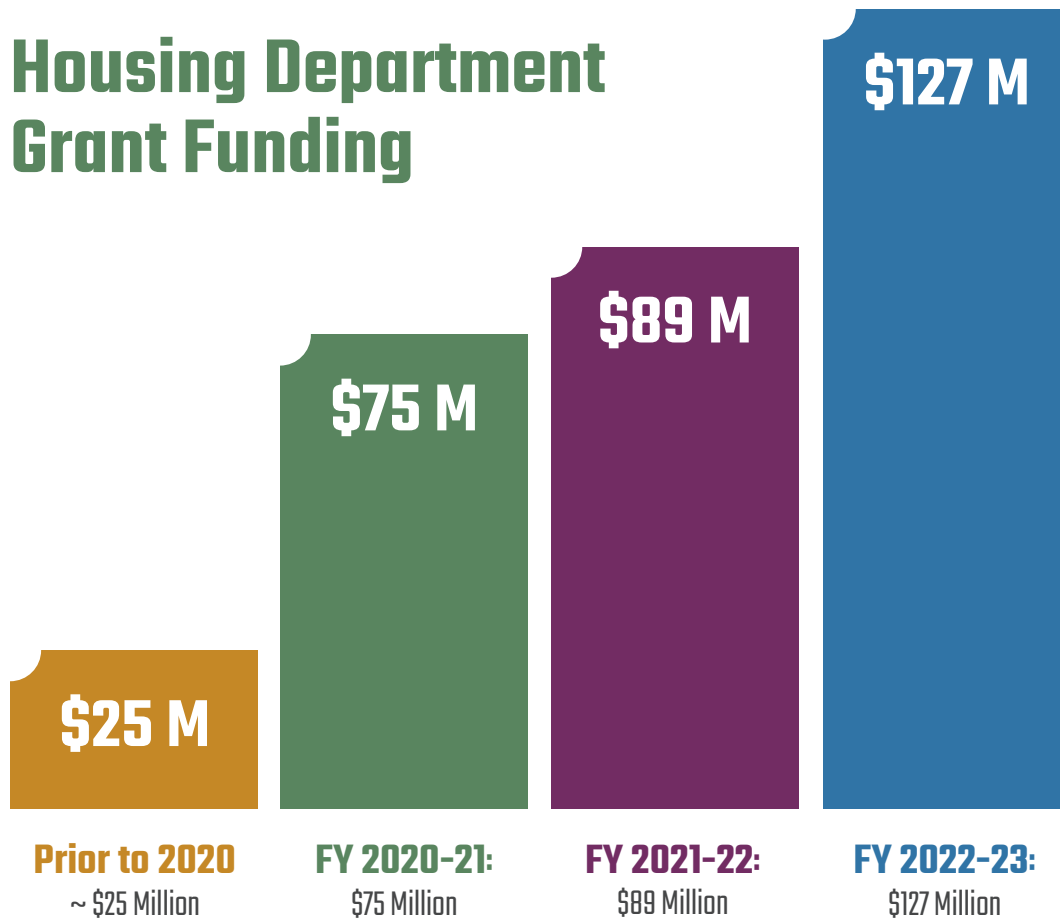
Providing Funding for Important Programs

In years past, the team would process \$20-\$25 million in grants. Their work includes more than disbursing funds. The team oversees how grantees are using their funds to ensure the money is spent appropriately and in alignment with agreed-upon goals and objectives.

During FY 2021-22, the total amount of grant funding grew to more than \$89 million. In FY 2022-23, the Grants team managed over \$127 million as the City continued disbursing funds from more than a dozen sources, including federal programs, a variety of State programs, and local programs like Measure E.



Housing Department Grant Funding





RENT STABILIZATION PROGRAM AND EVICTION PREVENTION DIVISION

Keeping People Housed

The **Rent Stabilization Program (RSP)** and **Eviiction Prevention Division** of the Housing Department have many responsibilities, from overseeing rent stabilization and tenant protection ordinances, to helping tenants and property owners resolve disputes, to ensuring eviction procedures are handled properly and everyone's rights are protected.

The RSP team's true purpose can be summarized in three words: **Keeping People Housed.**

Almost half of renter households in San José are rent burdened due to the high cost of housing, which can lead to housing instability. There are City ordinances and state laws that aim to mitigate these impacts. However, ensuring tenants and housing providers understand their rights and obligations under these rules is key to these laws achieving their goals of keeping more people housed. Working in partnership with housing providers helps keep people housed.

Innovative Programs for Lasting Solutions

The RSP team's approach to its work emphasizes public outreach and education, and the team has implemented a number of innovative programs to help tenants and landlords find solutions that keep people housed.

- In San José, more than 38,000 apartments (with over 100,000 residents) are protected by the Apartment Rent Ordinance (ARO), which governs how often and how much rent can be increased. Through the San José Rent Registry, the RSP team has an automated mechanism for ensuring compliance with these rules. In FY 2022-2023, over 96% of apartments covered by the ARO were registered in the Rent Registry, helping to prevent excessive rent increases.
- The RSP team oversees a petition process that allows both tenants and housing providers to formally seek rent reductions or rent increases during the tenancy when certain conditions change. During FY 2022-2023, the RSP team processed 141 petitions.
- The RSP team handled 60 mediation sessions during the last fiscal year. Mediation provides a neutral forum to help housing providers and tenants resolve disputes on their own terms without the time and expense of going to court.
- Tenants received 907 referrals for free legal services to help them understand their rights when facing evictions and help them ensure the process is handled properly and fairly.
- The RSP staff attended 128 events and presentations during the year, more than two per week, where they helped educate housing providers, tenants and the broader community about local housing ordinances.
- The team responded to 6,006 inquiries, or 115 per week, via phone, email and in-person interactions with tenants, housing providers, property managers, and mobilehome park residents and owners.



100,000

**RESIDENTS
PROTECTED BY THE
APARTMENT RENT
ORDINANCE**

Eviction Prevention

Nobody wins when an eviction occurs. A household finds itself scrambling for a new home and may end up homeless. The property owner has a vacant unit that isn't generating revenue and can be costly to fill with a new tenant. And the eviction process can be stressful and expensive for all parties.



In FY 2022-2023, the Housing Department merged its Eviction Prevention Division with the Rent Stabilization Program. The division's many initiatives include:

- ➔ **A weekly Eviction Prevention Clinic** in the downtown San José superior courthouse, providing tenants and property owners involved in eviction proceedings (known as unlawful detainer suits) with legal information and referrals, and financial and household resources, to help them work out solutions and avoid evictions. Last year, 649 tenants and property owners were assisted by eviction prevention staff at the clinic.
- ➔ **Eviction Prevention Help Centers** in City Hall and at satellite locations to advise residents and property owners of resources to help them resolve their legal issues. Last year, these centers served 5,758 households by phone, email and in-person meetings. This included 1,095 tenant households seeking consultations with legal aid organizations regarding eviction concerns during walk-in sessions and virtual assistance.
- ➔ **The Eviction Diversion and Settlement Program**, which provides financial assistance for tenants on the brink of eviction in the form of direct payments to property owners to cover unpaid back rent and keep tenants housed. During the past fiscal year, this program helped 184 households, many of which were families with young children, avoid homelessness by providing them with an average of \$16,644 in rental assistance.

Success Story: Christina

Before becoming homeless, Christina was living with a cousin. Her cousin's divorce led Christina to live in her car and a tent with her three dogs. Christina's dogs offer her safety and emotional support.

Christina was homeless for three years before her life changed when she connected with **PATH**, a nonprofit homeless services agency that provided housing and employment resources.

Christina soon found an apartment that allowed her to keep her dogs. She received a temporary rental subsidy from **LifeMoves**, another nonprofit agency. Christina is employed through the **Goodwill Strive** program, which offers resources and training to help participants secure full-time employment.

Congratulations Christina!





POLICY AND PLANNING TEAM

Housing for all is a lofty goal—and pursuing that goal often requires significant policy changes. Many of the systems and approaches in place today don't adequately expand residents' access to housing. This is particularly true in our most vulnerable communities, where residents have significant housing challenges and have long been overlooked and disempowered.

The Housing Department's Policy and Planning team provides data-informed policy analysis, recommendations, and community engagement in the development of new policies and programs to better serve the housing needs of everyone in our city.



In FY 2022-2023, the Policy and Planning team worked to advance five major policies and programs.

- 1** As directed by City Council, staff explored and drafted a **Community Opportunity to Purchase** (COPA) program proposal. The proposal's objectives were to help fight displacement of low-income renters, increase the amount of rent-restricted affordable housing in San José, add to the number of qualified property purchasers in San José, and foster greater tenant awareness and engagement in the sales of apartment buildings. While the proposal was not approved, the City Council directed staff to further explore preservation strategies.
- 2** Working in partnership with the Department of Planning, Building, and Code Enforcement, the Policy and Planning team worked on the draft **2023-2031 Housing Element**. The team completed substantive community outreach to help design housing strategies that affirmatively further fair housing, rated and ranked nearly 150 program ideas, and submitted two separate drafts of the *Housing Element* to the State for review. This is the sixth cycle of California's *Housing Element* process, first established in 1969 to help jurisdictions create plans to accommodate housing for all residents. The City's Housing Element is the culmination of a process that included over 140 meetings with community members, stakeholders, and focus groups, four special events, and three community-wide surveys in multiple languages. In total, over 4,200 people gave feedback to the City to inform this plan.



SB 649 improves local governments' ability to lawfully implement tenant preference programs.

- 3** The Team applied to the State of California for a **Prohousing Designation**, which could make the City eligible for certain State-funded incentives. The application was based on the City's many existing supports for housing as well as new strategies identified in the *Housing Element*.
- 4** Staff completed preliminary design of two proposed tenant preference policies to help mitigate displacement. These policies would apply to rent-restricted affordable apartments and would improve the likelihood that lower-income City residents at risk of displacement could successfully apply to live in affordable apartments and stay in the City. The Policy and Planning team regularly engaged community organizations, affordable property managers, and affordable housing owners in this work. Staff also conducted approximately 100 fair housing statistical analyses to ensure the program proposals were compliant with fair housing law. Staff plans to present a proposal to the City Council in early 2024.
- 5** As part of its work on tenant preferences, the team celebrated when the City's co-sponsored legislation – SB 649 – was signed into law by Governor Newsom in September 2022. This law recognizes people at risk of displacement as an eligible population for purposes of accessing affordable housing. The City helped create the bill to improve local governments' ability to lawfully implement these types of tenant preference programs.



HOUSING INSPECTION AND REHABILITATION TEAM

The **Housing Inspection and Rehabilitation team** spends much of its time in the field, visiting interim housing sites, **Homekey** locations, and any properties funded or operated by the Housing Department. The team helps ensure the safety of residents by working with contractors to keep facilities up to code and in good operating condition.

Among the Inspection team's many responsibilities are assisting property managers with building maintenance, supervising contractors that are hired to do property repairs and rehabilitation, and inspecting locations such as supportive parking sites and newly acquired Homekey buildings to evaluate their condition and determine what work is necessary to maintain habitability.



The Inspection team helps ensure the safety of residents by working with contractors to keep facilities up to code and in good operating condition.

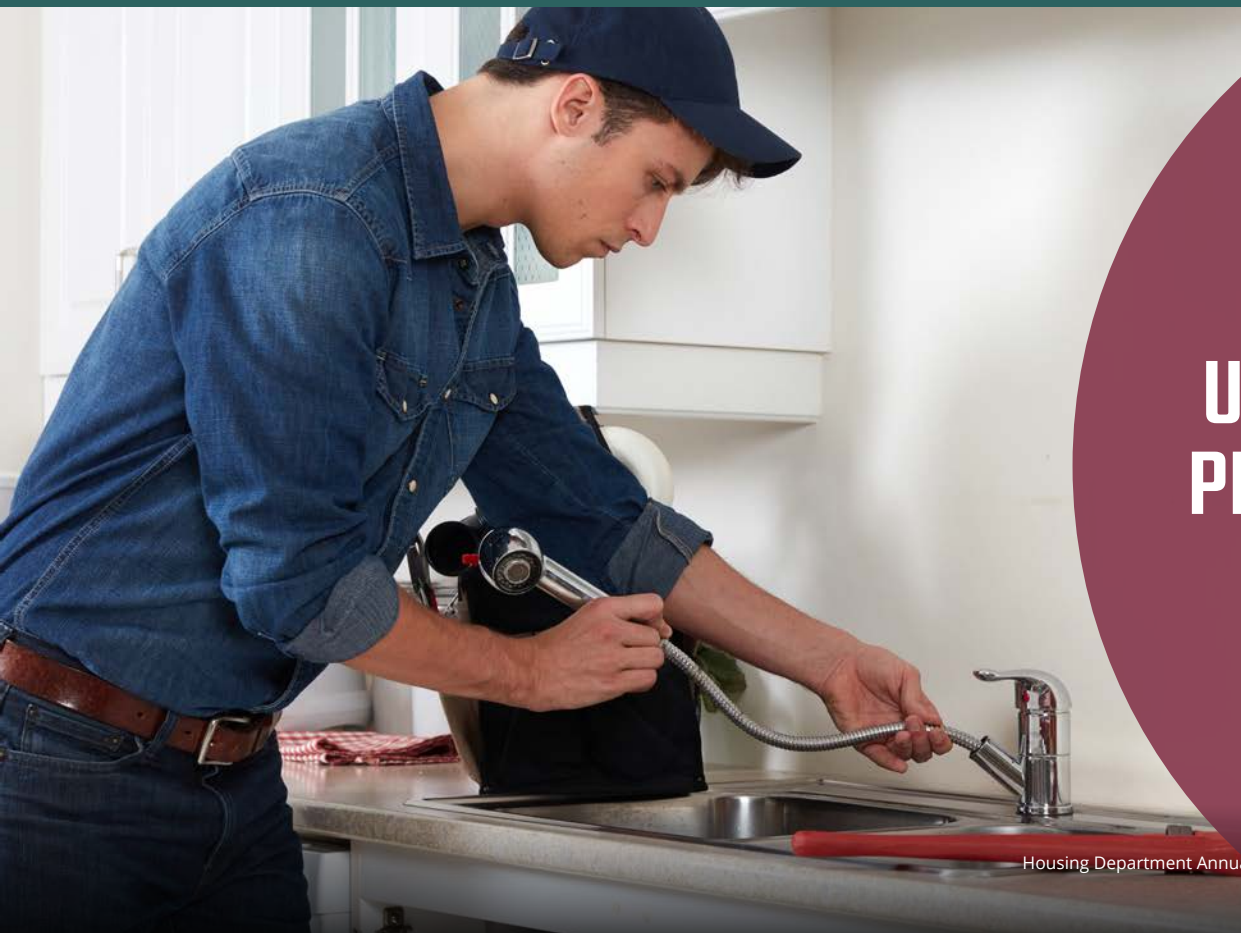
MAINTAIN
6 INTERIM
HOUSING
SITES



- During FY 2022-23, the Inspection Team focused much of its attention on the City's six interim housing sites. The team managed 44 plumbing contracts alone at these sites. In addition, the team worked with contractors to repair or replace water heaters, flooring, broken railings and doors, cracked sidewalks, water damage to walls and ceilings, and broken showers.
- Another area of emphasis for the team was **First Street Interim Housing** (formerly known as **SureStay Hotel**), which the City acquired in 2020 through the State's Homekey program. The site is currently used as a non-congregate shelter. Throughout the year, the team managed contractors at the site for everything from landscaping, HVAC repairs and power outages, to pet waste service, plumbing repairs, and ADA compliance issues.
- In addition, the Inspection team oversees a **Community Development Block Grant**

program with nonprofit partners **Rebuilding Together** and **Habitat for Humanity**. This unique program makes repair assistance available to help low-income residents bring their homes up to safe and healthy living standards. Eligible work includes heating and cooling upgrades, roofing, flooring, ramp installation, staircase repairs, and electrical and plumbing projects. This program funds up to 150 projects annually.

- The Inspection team also coordinates the **Housing Rehabilitation Loan Program**, which is winding down. Although this program is no longer issuing new loans, existing repair and rehabilitation projects are ongoing. During the past year, significant progress was made at the last two sites. This work included lifting two homes to allow for the installation of new foundations that will ensure the homes are situated above flood zones. These projects are scheduled to be completed in 2024.



UP TO 150 PROJECTS

FUNDED BY
COMMUNITY
DEVELOPMENT
BLOCK GRANTS



ADMINISTRATIVE AND OPERATIONS TEAM



The Team Behind the Team

The Administrative and Operations (A&O) team works behind the scenes to keep the Department functioning efficiently and productively. Although the team operates largely out of the limelight, their invaluable efforts are felt in many ways.

Managing Millions in Local, State and Federal Funds

The Housing Department receives funding from many sources, each of which has its own rules for expenditures. The A&O team is responsible for ensuring funds are applied toward allowable uses, and this team works with internal and external auditors to track and document the movement of taxpayer money. This team is essential for maintaining transparency in the Department's operations.

In FY 2022-2023, the team managed the expenditure and commitment of more than \$251 million. This represented a spending increase of 4.5 percent over the previous year. The sources of these funds included remaining money from the Coronavirus Aid, Relief, and Economic Security (CARES) Act and the American Recovery Act. Other significant sources included the State of California's Homekey program, Homeless Housing Assistance and Prevention grants, Permanent Local Housing Allocation grants, Encampment Resolution grants, mitigation fees, loan repayments and the City's General Fund.



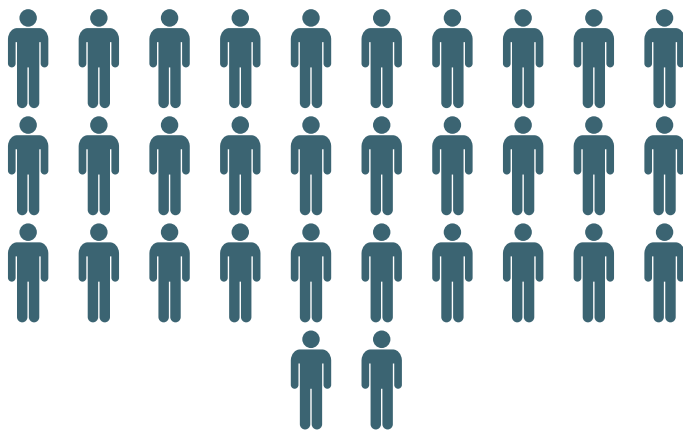
Overall, the A&O team managed 103 agreements with service providers, grantees, and contractors. These agreements covered many types of work, including maintaining and operating interim housing, providing meals and essential services to low-income residents, and overseeing local ordinances that govern landlord/tenant relationships, such as the Apartment Rent Ordinance, Mobilehome Rent Ordinance and Tenant Protection Ordinance.

Recruiting in a Competitive Environment

FY 2022-2023 was a challenging year for recruitment, with many public and private organizations struggling to fill open positions. Fortunately for the Housing Department, the A&O team did an amazing job of recruitment, consistently bringing in outstanding candidates. The A&O team supported the recruitment of 32 full-time positions during the year as well as 18 contract and temporary employees, which was a much faster hiring pace than in pre-pandemic years. This was critical for allowing the Department to provide its many life-changing services in response to the homelessness crisis and housing shortage.



RECRUITED 32 FULL-TIME POSITIONS





COMMUNICATIONS TEAM

Housing for all requires communication with everyone. During the past year, the Housing Department's **Communications** team focused on engaging with the public in ways that are more accessible and result in deeper connections with the community.

Speaking Everyone's Language

The team helped lead the rollout of the Department's updated **Language Access Plan**, which now empowers everyone in the Housing Department to quickly and easily arrange for the translation of any material into hundreds of languages and allows staff to arrange for real-time interpretation at public meetings and to serve walk-in customers at City Hall.

As contributors to the Language Access Plan, the Communications team has added Chinese translation as a standard component of nearly every flyer, sign, mailer and brochure the Department produces. This is in addition to the team already translating most materials into Spanish and Vietnamese.

Being More Social on Social Media

Also during the past year, the Communications team launched an Instagram account to complement the Department's existing presence on Facebook, X/Twitter, and YouTube. Instagram was added in response to community feedback at numerous events where community members told the team their preferred social media platform was Instagram. By expanding its social media program, the team is able to meet more people where they are and engage with many residents who would otherwise not keep up with the Housing Department's work.

At the end of FY 2022-2023 Housing Department had approximately 4,500 followers on social media.

A New Newsletter

During FY 2022-2023, the Housing Department launched the monthly *Housing at Home* newsletter. The online newsletter is produced in the City's four standard languages to expand transparency and proactively help community members keep updated on the Department's work. In its first year, the newsletter had more 3,200 subscribers and quickly became an essential means of communication for the Department.

4,500

FOLLOWERS
ON SOCIAL MEDIA



3,200

SUBSCRIBERS TO
HOUSING AT HOME



10,000+

**DOWNLOADS OF
DWELLINGS PODCAST**

Emailing Emailers

Throughout FY 2022-2023, the Communications team sent out 94 mass emails (known as e-blasts) to the community to notify them of committee and commission meetings, public events and community meetings, job opportunities, contract and funding opportunities, severe weather alerts, and opportunities for the community to provide input on policy proposals. Tens of thousands of community members, housing providers, and developers receive email updates from the Housing Department.

And Much More

The Department's *Dwellings* podcast, which is produced by the Communications team, surpassed 10,000 downloads and streaming sessions.

The team produced more than 300 brochures, signs, and flyers for use throughout the City to help promote and encourage participation at dozens of events, gatherings and community meetings.

The Communications team sent out four multi-lingual mailers to more than 2,000 residents to notify them about important meetings and policy discussions in their neighborhoods.

And the team played a vital role when the City's Emergency Operations Center (EOC) was activated during the atmospheric river storms in early 2023. On duty in the EOC, the Communications team provided regular updates to residents about street closures, evacuations, and power outages. And the team volunteered to assemble emergency kits for displaced residents who were forced to move into emergency evacuation centers.



San José Housing Department

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Housing

