



FY 2020-2021

Annual Homelessness Report

City Council
March 29, 2022
Item 8.3

Jacky Morales-Ferrand
Director, Housing

Ragan Henninger
Deputy Director, Housing

Kelly Hemphill
Homelessness Response Manager

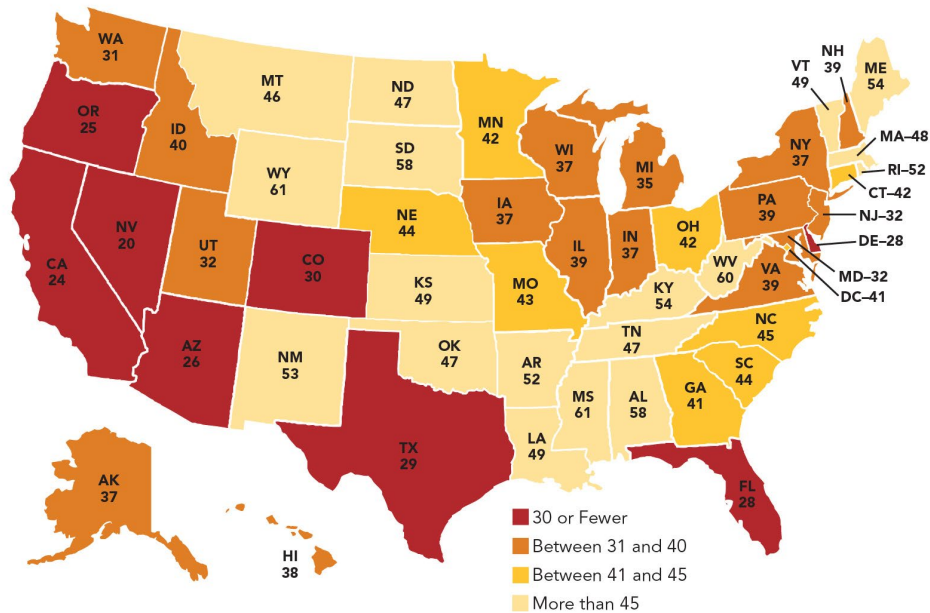
FY2020-2021: Dual Crises



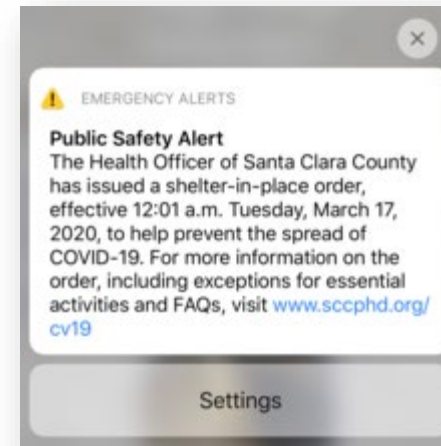
Severe Affordable Housing Shortage

Public Health: COVID-19 Pandemic

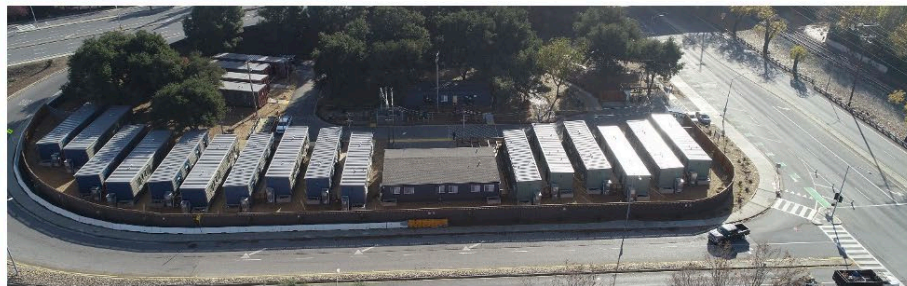
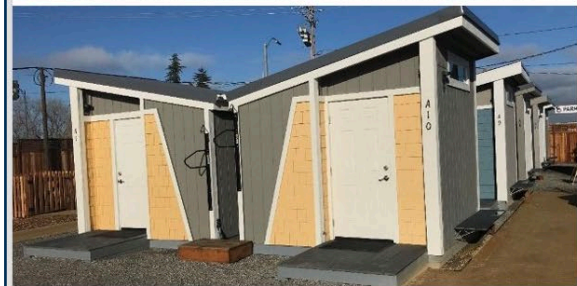
FIGURE 7: RENTAL HOMES AFFORDABLE AND AVAILABLE PER 100 EXTREMELY LOW INCOME RENTER HOUSEHOLDS BY STATE



Note: Extremely low income (ELI) renter households have incomes at or below the poverty level or 30% of the area median income. Source: NLIHC tabulations of 2019 ACS PUMS Data.



FY2020-2021: Public Health Mission



- 🏠 Congregate & Non-Congregate Shelter
- 🏠 SOAR: Encampment Response
- 🏠 Homeless Prevention & Rent Relief



Homelessness Response

Accomplishments in Fiscal Year 2020–2021

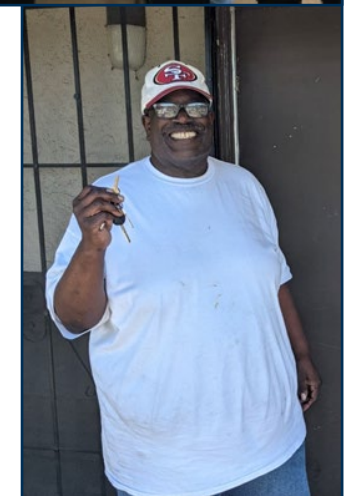
City-wide COVID-19 Response

1,755

Unduplicated individuals sheltered in four non-congregate shelters in San José

3

New emergency interim housing communities adding **346** new beds for homeless individuals, couples, and families with children



System-wide COVID-19 Response

8,535

Households sheltered between April 2020 and September 2021

22,024

Calls received to the new centralized County-wide shelter hotline

15,000

Households provided rental assistance totaling **\$36 million**

2,926

Individuals permanently housed between March 2020 and September 2021

City-Funded Programs

162

Individuals served through the safe parking program

14,978

Showers and **4,220** loads of laundry provided to **1,944** unduplicated individuals

5,847

Calls to the homeless concerns hotline

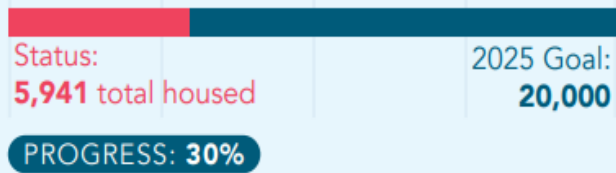
728

Individuals served through the motel voucher program, of which **350** were children

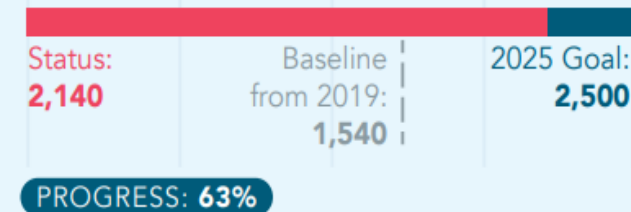
Progress on the 2020 – 2025 Community Plan to End Homelessness



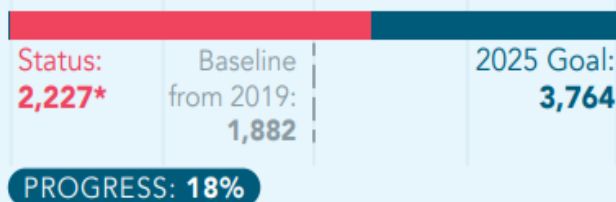
 House **20,000 people** through the supportive housing system




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

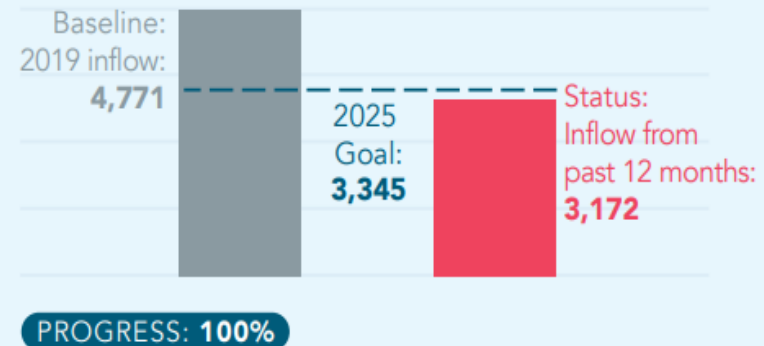


Double temporary housing and shelter capacity to reduce the number of people sleeping outside



* December 2021 capacity figure reflects minor temporary changes instituted due to COVID-19 (i.e., increased distancing in shelters; temporary motel rooms)

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



Lessons Learned & Continued Priorities FY2022-2023



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

Strategy 2: Expand Homelessness Prevention and Housing Programs



SANTA CLARA COUNTY
**HOMELESSNESS
PREVENTION SYSTEM**







Need help? Call (408) 926-8885 or email info@preventhomesness.org

- 🏠 Quick, innovative housing models
- 🏠 Increased homeless prevention



Strategy 3: Improve Quality of Life for Unsheltered



-  Coordinated encampment response
-  Enhanced basic needs services
-  Centralized shelter hotline
-  24/7 safe parking operations







HERE4YOU Call Center

a hotline to centralize referrals to temporary housing programs

(408) 385-2400

Call Center hours: 9 a.m. - 7 p.m.



Coordinated Community Response



WeHOPE



City Response – Thank You!



🏠 HOUSING DEPT

- Homelessness Response Team
- Rehab and Building Inspectors
- Grants Team

🏠 PRNS

🏠 PUBLIC WORKS

🏠 DOT

🏠 HUMAN RESOURCES

🏠 CITY MANAGER'S OFFICE



FY 2020-2021

Annual Homelessness Report

City Council
March 29, 2022
Item 8.3

Jacky Morales-Ferrand
Director, Housing

Ragan Henninger
Deputy Director, Housing

Kelly Hemphill
Homelessness Response Manager