

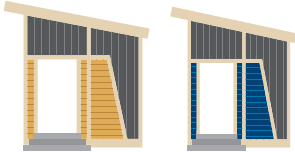
# COMPASSION & ACTION: RESPONDING TO OUR COMMUNITY



**2020–2021 IMPACT REPORT**  
**San José Housing Department**



Placed over **2,900** individuals in permanent housing



Added **four** interim housing communities for formerly homeless individuals and families



Placed over **1,300** medically vulnerable individuals in non-congregate shelters



Opened more than **200** new affordable apartments



Extended rent limits on **670** apartments by another 55 years

Great challenges present great opportunities. I could not be more proud of the way the City of San José Housing Department responded to the pandemic over the past year. Our tremendous staff turned one of the most difficult years any of us have experienced into one of the most productive and impactful years in the three-decade history of this Department.

I cannot recall a year in which we accomplished more for the people of San José than we accomplished in FY 2020-21, providing shelter and housing for thousands of vulnerable residents, protecting thousands more from falling into homelessness, and continuing to make progress on strategic initiatives that strengthen our neighborhoods, expand accessibility and equity in our housing policies, and make San José more inclusive.

## Highlights

- In collaboration with our partners, we placed over 2,900 individuals in permanent housing, giving hundreds of children safe, stable homes where they can do homework, play with friends, and just be kids.
- We added four interim housing communities for formerly homeless individuals and families, allowing over 300 people to get off the streets and out of crisis mode so they can move toward self-sufficiency.
- Our team placed over 1,300 medically vulnerable individuals in non-congregate shelters. These are people who were at heightened risk of hospitalization and even death had they been exposed to COVID-19.
- We opened more than 200 new affordable apartments at three locations, providing stable, dignified housing for low-income tenants.
- Our team worked with multifamily property owners to extend rent limits on 670 apartments by another 55 years, ensuring we didn't lose affordable housing and displace vulnerable residents.
- We established an Eviction Prevention Help Center and we worked with the County to implement a Housing Mediation Program to keep people who were impacted by the pandemic from being forced from their homes.



- We operated four emergency shelters to help thousands of homeless residents shelter in place safely while they sought permanent housing during the pandemic.
- Our team implemented an eviction moratorium as well as a moratorium on rent increases to help thousands of City residents remain housed.

In addition to this impressive list of accomplishments, most of which reflect our very aggressive response to COVID-19, we continued to make substantial progress on long-term strategic initiatives. This included rolling out the Citywide Residential Anti-displacement Strategy and collaborating with a constellation of partners to introduce a new Community Plan to End Homelessness.

While FY 2020-21 had too many heartbreaking moments, and it was undeniably a mentally fatiguing year, I look back on those 12 months with gratitude and humility as I reflect on everything the Housing Department staff was able to accomplish. I know the team will continue to do amazing work on behalf of this City and its residents as the calendar turns to 2022 and we contemplate a post-pandemic world.

**“Our tremendous staff turned one of the most difficult years any of us have experienced into one of the most productive and impactful years in the three-decade history of this Department.”**

Jacky Morales-Ferrand  
*Director of Housing*



**Established an Eviction Prevention Help Center**



**Operated four emergency shelters**



**Implemented an eviction moratorium as well as a moratorium on rent increases**

# STRENGTHENING AND REVITALIZING OUR COMMUNITY



## 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 housing opportunities for 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 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 that 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



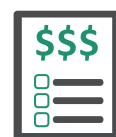
**83 employees committed to strengthening our community**



**10 teams focused on vital housing initiatives**



**Over 80% of staff directly involved in City's COVID-19 Response**



**\$82 million operating budget to support Housing initiatives**

# RENT STABILIZATION PROGRAM



38,492 mailers sent to property owners and/or tenants



Handled more than 7,000 inquiries from property owners and tenants



Evictions during the past year were down over 80% from the previous year



1,000 inquiries received for legal services



88% of property owners registered their rent-stabilized apartments in the Rent Registry

# HOMELESSNESS RESPONSE TEAM



Sheltered 8,535 households between April 2020 and September 2021



Opened four interim housing communities for more than 300 individuals and families



Distributed over \$36 million to help 15,000 households avoid homelessness



Funded 14,978 mobile showers for unhoused individuals



Funded mobile laundry service that ran 4,220 loads for unhoused individuals



728 individuals served by the motel voucher program including 350 children

# GRANTS



Tripled grant funding from previous year to **over \$75 million**



Over **16,000** residents benefitted from grants for financial assistance, childcare, meals and more



Distributed funds to more than **50 programs**, maximizing the impact of services from the Housing Department

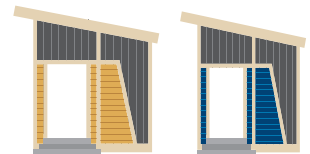
# HOUSING INSPECTION AND REHABILITATION



Stood up congregate shelters providing **430** beds and served over **1,700** individuals during the pandemic



Conducted **111** inspections of shelters, apartment buildings and affordable housing



Opened **four** non-congregate shelters that serve over **300** people on any given night

# COMMUNICATIONS



Established online Eviction Help Center to assist vulnerable tenants impacted by the pandemic



Created over **100** materials in 3 languages including mailers, flyers, videos, and social posts



Grew social platform audience to over **4,000** followers and launched **Dwellings** podcast

# ADMINISTRATION



Managed the expenditure and commitment of more than **\$210 million**



Managed over **70** agreements with external service providers, grantees and contractors

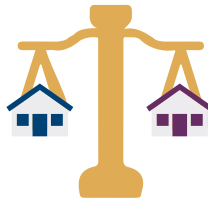


Filled **33** full-time positions + additional **41** contract and temporary employees

# POLICY



Focused on Community Opportunity to Purchase (COPA)



Advanced work on Assessment of Fair Housing and Housing Element



Co-sponsored SB-649, defining and allowing tenant preferences in low-income housing

# RESIDENTIAL DEVELOPMENT DIVISION



Committed over **\$67 million** in new funding for affordable housing



Funded construction of **218** affordable housing units that opened in FY 2020-2021



Refinanced **670** existing units to keep them affordable



*Housing*

**San José Housing Department**

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