



Homeless Emergency Aid Program (HEAP)

Reporting Periods **Please Select One**

- ☒ September 1, 2018 - September 30, 2019 Report must be submitted no later than January 1, 2020
☐ October 1, 2019 - September 30, 2020 Report must be submitted no later than January 1, 2021
☐ October 1, 2020 - June 30, 2021 Report must be submitted no later than September 30, 2021

Submit this report to the Homeless Coordinating and Financing Council by email to hcfc@bcsh.ca.gov

HEAP Contract # 18-HEAP-00045 Administrative Entity: County of Santa Clara Date of Report: 12/31/2019

Select Either Large City or CoC

☐ Large City: _____ ☒ Continuum of Care: San Jose/Santa Clara City & County

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Section 1: Expenditure Summary

	Total
Total HEAP Award	\$17,506,486.54
Total HEAP Homeless Youth Funds	\$2,000,000.00
Total HEAP Funds obligated during reporting period	\$13,226,812.00
Total HEAP funds expended during reporting period	\$2,689,009.97
Total HEAP administrative funds expended during reporting period	\$0.00
Total interest accrued during reporting period	(see Section 5)



Section 2: Expenditure Detail

For the reporting period, provide the expenditure data for all HEAP allocations (Capital Improvements, Services, Rental Assistance or Subsidies, Homeless Youth Set-Aside and Administrative Costs, Other).

For expenditures in the Other category, please provide details on the type of project.

Note: The expenditures being reported are not for each individual project, but a summary of all projects funded by HEAP.

Capital Improvements

New Projects Funded by HEAP	Total # of Beds	Total Homeless Youth Funds Expended	Total Non-Homeless Youth Funds Expended	Total Accrued Interest Funds Expended	Total Funds Expended
Short-Term Shelter					\$0.00
Emergency Shelter	15	\$180,833.76	\$16,215.25	\$0.00	\$197,049.01
Navigation Center					\$0.00
Transitional Housing	12	\$0.00	\$98,642.78	\$0.00	\$98,642.78
Permanent Supportive Housing					\$0.00
Other Types of Permanent Housing					\$0.00
Total	27.00	\$180,833.76	\$114,858.03	\$0.00	\$295,691.79

Expansion Projects Funded by HEAP	Original # of Beds	# of Beds Added	Total # of Beds	Total Homeless Youth Funds Expended	Total Non-Homeless Youth Funds Expended	Total Accrued Interest Funds Expended	Total Funds Expended
Short-Term Shelter			0				\$0.00
Emergency Shelter	143	48	191	\$0.00	\$941,612.85		\$941,612.85
Navigation Center			0				\$0.00
Transitional Housing			0				\$0.00
Permanent Supportive Housing			0				\$0.00
Other Types of Permanent Housing			0				\$0.00
Total	143	48	191	\$0.00	\$941,612.85	\$0.00	\$941,612.85

Total Increase in Capacity Funded by HEAP	Homeless Youth Funds			Non-Homeless Youth Funds		
	Original # of Nights	# of Nights Added	Total # of Nights	Original # of Nights	# of Nights Added	Total # of Nights
Short-Term Shelter			0			0
Emergency Shelter			0			0
Navigation Center			0			0
Motel Vouchers			0			0
Host Home Program			0			0
Other Projects: Please list and describe			0			0
Total	0	0	0	0	0	0

Other Projects Funded by HEAP	Total Homeless Youth Funds Expended	Total Non-Homeless Youth Funds Expended	Total Accrued Interest Funds Expended	Total Funds Expended
Appliances (washer, dryer, A/C, heater, water heater, etc.)				\$0.00
Mobile Hygiene Units (shower, bathrooms, and/or laundry)				\$0.00
Mobile Health Care Service Units (physical and/or behavioral)				\$0.00
Renovations (new roof, patio covering, painting, etc.)				\$0.00
Safe Parking				\$0.00
Other Projects: Please list and describe				\$0.00
Total	\$0.00	\$0.00	\$0.00	\$0.00

Services

Project Type Funded by HEAP	Total Homeless Youth Funds Expended	Total Non-Homeless Youth Funds Expended	Total Accrued Interest Funds Expended	Total Funds Expended
Street Outreach				\$0.00
Day Shelter	\$0.00	\$128,893.74	\$0.00	\$128,893.74
Homelessness Prevention	\$0.00	\$1,079,097.76	\$0.00	\$1,079,097.76
Housing Navigation and Landlord Engagement				\$0.00
Services Only	\$22,918.26	\$139,777.15	\$0.00	\$162,695.41
Motel Vouchers				\$0.00
Rental Assistance (not reported in Rental Assistance/Subsidies)				\$0.00
Move-in Costs				\$0.00
Host Home Program (not reported in Rental Assistance/Subsidies)	\$81,018.42	\$0.00	\$0.00	\$81,018.42
Other (see definition)				\$0.00
Total	\$103,936.68	\$1,347,768.65	\$0.00	\$1,451,705.33

Rental Assistance or Subsidies

Project Type Funded by HEAP	Total Homeless Youth Funds Expended	Total Non-Homeless Youth Funds Expended	Total Accrued Interest Funds Expended	Total Funds Expended
Rental Assistance (not reported in Services)				\$0.00
Rapid Rehousing				\$0.00
Master Leasing				\$0.00
Rental Subsidies				\$0.00
Host Home Program (not reported in Services)				\$0.00
Other: please list and describe. Add a row for each project				\$0.00
Total	\$0.00	\$0.00	\$0.00	\$0.00

Other Projects

Other Projects Funded by HEAP	Total Homeless Youth Funds Expended	Total Non-Homeless Youth Funds Expended	Total Accrued Interest Funds Expended	Total Funds Expended
Other Projects: Please list and describe				\$0.00
Total	\$0.00	\$0.00	\$0.00	\$0.00



Section 3: Outcomes

Outcome data is for project types funded by HEAP. For the tables asking for the numbers of participants in each project or project type, one participant may be counted in more than one column.

The number in the "Total" column, however, should be of the number of unduplicated individuals as opposed to the sum of the numbers in that row.

Capital Improvement Projects (New and Expanded) Outcomes

	Homeless Youth HEAP Funds		Non-Homeless Youth HEAP Funds	
	Number of Days Service Provided	Number of Instances Of Service	Number of Days Service Provided	Number of Instances of Service
Mobile Hygiene Services				
Mobile Healthcare Services				
Other (please describe)				

SHORT-TERM SHELTER							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of instances of services							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Average length of stay (in days)							n/a

EMERGENCY SHELTER							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served	143	33	23	17	349		317
Number of persons at imminent risk of homelessness served				-	12	-	
Number of persons served with a prior living situation of "place not meant for habitation"	55				125		113
Number of instances of services							12,784
Number of persons exiting to a permanent housing destination					12	-	14
Number of persons exiting to a safe exit, other than permanent housing	12				29	-	33

Average length of stay (in days)							40
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NAVIGATION CENTER							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of “place not meant for habitation”							
Number of instances of services							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Average length of stay (in days)							n/a

TRANSITIONAL HOUSING							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served	14	0	0	0	■	■	14
Number of persons at imminent risk of homelessness served	0	0	0	0	0	0	0
Number of persons served with a prior living situation of “place not meant for habitation”	0	0	0	0	0	0	0
Number of instances of services							817
Number of persons exiting to a permanent housing destination	0	0	0	0	0	0	0
Number of persons exiting to a safe exit, other than permanent housing	0	0	0	0	0	■	0
Average length of stay (in days)							58

PERMANENT SUPPORTIVE HOUSING							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of “place not meant for habitation”							
Number of instances of services							
Number of persons exiting to a permanent housing destination							

Number of persons exiting to a safe exit, other than permanent housing							
Average length of stay (in days)							n/a

OTHER TYPES OF PERMANENT HOUSING							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of “place not meant for habitation”							
Number of instances of services							
Number of persons exiting to a permanent housing destination							
Average length of stay (in days)							n/a

SAFE PARKING							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of instances of services							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Average length of stay (in days)							n/a

SERVICES OUTCOMES

STREET OUTREACH							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of “place not meant for habitation”							
Number of instances of services							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							

DAY SHELTER							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served	123	24		-	460	-	460
Number of persons at imminent risk of homelessness served	-	-	-	-	-	-	-
Number of persons served with a prior living situation of "place not meant for habitation"	64			-	145	-	145
Number of instances of services	152	26		-	584	-	584
Number of persons exiting to a permanent housing destination		-		-	13	-	13
Number of persons exiting to a safe exit, other than permanent housing	18		-	-	37	-	37
Average length of stay (in days)	494	748	279	n/a	458	n/a	458

HOMELESS PREVENTION							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served	0	20	16	0	122	326	1,379
Number of persons at imminent risk of homelessness served	0	19	14	0	116	312	625
Number of persons served with a prior living situation of "place not meant for habitation"	0	0	0	0	0		
Number of persons exiting to a permanent housing destination	0	12		0	80	230	967
Number of persons exiting to a safe exit, other than permanent housing	0		0	0			28
Instances of services							4,788

HOST HOMES							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served	0	0		0		0	
Number of persons at imminent risk of homelessness served	0	0	0	0	0	0	0
Number of persons served with a prior living situation of "place not meant for habitation"	0	0		0		0	
Number of instances of services	0	0	388	0	0	0	388
Number of persons exiting to a permanent housing destination	0	0		0		0	
Number of persons exiting to a safe exit, other than permanent housing	0	0		0		0	
Average length of stay (in days)							65

HOUSING NAVIGATION-LANDLORD ENGAGEMENT							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of services							

SERVICES ONLY							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served	67	15	23		258	11	300
Number of persons at imminent risk of homelessness served	-		-	-			
Number of persons served with a prior living situation of "place not meant for habitation"	66	13	21		226		242
Number of persons exiting to a permanent housing destination	-	-	-	-	-	-	-
Number of persons exiting to a safe exit, other than permanent housing		-		-		-	
Instances of services							273

OTHER: PLEASE LIST							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of services							

RENTAL ASSISTANCE OR SUBSIDIES OUTCOMES

RENTAL ASSISTANCE

Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of “place not meant for habitation”							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of Services							
Average length of stay (in days)							n/a

RAPID REHOUSING							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of “place not meant for habitation”							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of Services							
Average length of stay (in days)							n/a

MASTER LEASING							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of “place not meant for habitation”							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of Services							
Average length of stay (in days)							n/a

MOTEL VOUCHERS

Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of Services							
Average length of stay (in days)							n/a

RENTAL SUBSIDIES							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of Services							
Average length of stay (in days)							n/a

HOST HOMES							
Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of Instances of Services							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Average length of stay (in days)							n/a

OTHER: PLEASE LIST TYPE

Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of Services							
Average length of stay (in days)							n/a



Section 4: Demographics

Fill in the tables below with the number of individuals served due to HEAP funds by the racial and ethnic categories listed below.

One participant may be counted in any of the racial categories and may also be counted separately in the Hispanic/Latino ethnicity column.

Age

Project Type/Age	12 and under	Ages 13-17	Ages 18-24	Ages 25-34	Ages 35-44	Ages 45-54	Ages 55-61	Ages 62+	Doesn't Know/ Refused to Answer
Night by Night Shelter									
Emergency Shelter		17	18	53	60	63	58	47	-
Navigation Center									
Transitional Housing			-					-	-
Permanent Supportive Housing									
Other Types of Permanent Housing									
Safe Parking									
Street Outreach									
Day Shelter	-	-		46	59	100	91	92	66
Homelessness Prevention	516	206	96	163	198	110	45	45	-
Housing Navigation/Landlord Engagement									
Services Only	41		81	38	66	56	52	33	
Other: Host Homes	-	-			-	-	-	-	-
Rental Assistance and Subsidies									

Gender

Project Type/Gender	Male	Female	Trans Female (M to F)	Trans Male (F to M)	Gender Non-Conforming (not exclusively M or F)	Doesn't know/ Refused to Answer
Night by Night Shelter						
Emergency Shelter	213	100				-
Navigation Center						
Transitional Housing		11	-		-	-
Permanent Supportive Housing						
Other Types of Permanent Housing						
Safe Parking						
Street Outreach						
Day Shelter	295	106		-		56
Homelessness Prevention	570	802			-	
Housing Navigation/Landlord Engagement						
Services Only	213	165		-	-	-
Other: Host Homes				-	-	-
Rental Assistance and Subsidies						

Race

Project Type/Race	White	Black or African American	Asian	American Indian or Alaska Native	Native Hawaiian or Other Pacific Islander	Multiple Races	Doesn't Know/ Refused to Answer
Night by Night Shelter							
Emergency Shelter	174	59	15	21		16	25

Navigation Center							
Transitional Housing			-	-	-	-	-
Permanent Supportive Housing							
Other Types of Permanent Housing							
Safe Parking							
Street Outreach							
Day Shelter	208	95	17	27		25	80
Homelessness Prevention	796	125	61	51	35	55	256
Housing Navigation/Landlord Engagement							
Services Only	273	39		27		16	13
Other: Host Homes		-	-	-	-		
Rental Assistance and Subsidies							

Ethnicity

Project Type/Ethnicity	Non-Hispanic/Non-Latino	Hispanic/Latino	Doesn't Know/ Refused to Answer
Short-Term Shelter			
Emergency Shelter	194	122	
Navigation Center			
Transitional Housing			-
Permanent Supportive Housing			
Other Types of Permanent Housing			
Safe Parking			
Street Outreach			
Day Shelter	271	129	60
Homelessness Prevention	380	977	22
Housing Navigation/Landlord Engagement			
Services Only	142	233	
Other: Host Homes			-
Rental Assistance and Subsidies			



Section 5: Qualitative Assessment

1. Describe how HEAP funds have contributed to your Continuum of Care making progress towards local homeless goals (e.g. additional services provided, capacity created, systems building, investments made, lower waitlists, etc.)

In 2014, the Santa Clara County Continuum of Care (CoC) developed a county-wide community plan to end homelessness by convening over 200 stakeholders. Over the course of a year-long planning process, the CoC and its partners developed and adopted the Community Plan to End Homelessness in Santa Clara County 2015-2020, a five-year, community-wide roadmap to ending homelessness. The Community Plan established three over-arching local strategies for ending homelessness and set a range of community-wide target goals. During the past five years, the Community Plan has served as a guide to governmental actors, nonprofits, and other community members as they made decisions about funding, programs, priorities, and needs.

One of the key strategies identified in the Community Plan is Serve the Person. This strategy means that partners in Santa Clara County would adopt approaches that recognizes the need for client-centered strategies, with different responses for different levels of need and different groups, targeting resources to the specific individual and household. Some of the goals under this strategy focus on increasing the system's capacity to serve veterans, children and youth, families, people with disabilities who have experienced long-term homelessness, and other specific subpopulations.

The HEAP program was created to provide localities with flexible funds to address immediate homelessness challenges. Locally, the County of Santa Clara utilized HEAP funds allocated to the Santa Clara County Continuum of Care (CoC) to implement new homeless programming and services. The County also utilized HEAP funds to preserve vital, existing services that were originally slated to end due to lack of funding. The narrative below highlights three key areas where HEAP funding has contributed to Santa Clara County's progress towards local homelessness goals.

Homelessness Prevention System

While the County's system of care strives to ensure that homelessness is rare, brief, and nonrecurring, the demand for safe, affordable, and stable housing far exceeds the system's current capacity. Recognizing the need for short-term solutions and the critical role that homelessness prevention plays in reducing inflow into the supportive housing and crisis response system, the CoC developed a Homelessness Prevention System (HPS) pilot in 2017 to provide a range of supports to help residents at risk of losing their housing to regain stability.

Before the HPS pilot was launched, households in crisis lacked a centralized means of accessing prevention services, resulting in confusion and frustration for households at risk of losing their housing. To close these gaps, the HPS implemented a "no wrong door" approach in which clients can enter the system through a variety of access points, receive an assessment to determine their risk, and be referred for services to the prevention system partner that services their zip code. HEAP funding has allowed the CoC to expand the HPS beyond its pilot stage, providing funding to expand and extend the HPS to serve 1,000 additional families. During the HEAP planning process, the County also coordinated its HEAP funding with the City of San José, which also invested a portion of its HEAP funding in HPS to further enhance the system.

Transitional Housing for Survivors of Intimate Partner Violence

Although Santa Clara County is a large metropolitan area, there was a dearth of housing resources for survivors of intimate partner violence (IPV), a highly vulnerable and underserved subpopulation. Data from the County, CoC, and local IPV providers bears out the need. According to the County's Office of Women's Policy, domestic violence agencies field over 20,000 calls and deliver services to over 6,000 adults and children annually. In 2017, YWCA Silicon Valley, one of the CoC's largest IPV providers, responded to 4,114 crisis calls, and provided supportive services to 1,617 survivors. Though existing shelters provide emergency, short-term assistance, much more is needed. Data from a recent CoC Community

Capacity Report (CCR) showed that the County's supportive housing system has only 50 units of emergency shelter and transitional housing, and 48 units of rapid rehousing for survivors IPV.

HEAP funding contributed to the homelessness goals identified in the Community Plan in two ways. First, HEAP funding expanded transitional housing opportunities for survivors of IPV. Using HEAP dollars, the County funded a new, 12-bed transitional housing program for IPV survivors. By expanding the CoC's transitional housing capacity for IPV, HEAP funds helped to meet the Community Plan's goal of increasing resources to support all homeless subpopulations, particularly those with unique needs who struggle within the existing system of care. Second, the HEAP-funded IPV program is based the southern part of Santa Clara County, a traditionally underserved geographic region. By creating housing resources in South County, HEAP funds helped the CoC to make housing resources available in all parts of the County, and enables IPV survivors to access services in the communities where they live.

Rapid Rehousing System – Client Engagement Team

As noted above, the demand for safe, affordable, and stable housing in the County far exceeds the current system's capacity. This is true not just for permanent supportive housing and transitional housing resources, but also for rapid rehousing (RRH) resources. In Santa Clara County and other communities with HUD funding, Coordinated Assessment is one tool to assist homeless residents. Locally, the County's Coordinated Assessment System (CAS) is a consistent, community-wide intake process to match people experiencing homelessness to existing community resources that are best fit for their situation. All homeless people complete a standard assessment that considers the household's situation and identifies the best type of housing intervention. A Community Queue of eligible households is generated from the standard assessment and is used to fill spaces in permanent supportive housing and rapid rehousing programs in the County.

Although CAS helps homeless residents by creating a coordinated process, households often face long waits on the Community Queue before appropriate housing resources become available. When a housing resource does become available, transient households on the Community Queue can be difficult to locate. In order to assist homeless households, the County utilized HEAP funds to launch a new RRH Client Engagement Team (CET) to help locate hard-to-find clients. CET staff streamline the RRH enrollment process to house clients more quickly. The CET engages and locates clients, helps to collect any required eligibility documentation, and provides a warm hand-off to the appropriate service provider for their program. The CoC already has a highly effective CET serving its permanent supportive housing programs, and HEAP funds allowed the County to expand client engagement services to RRH programming.

2. Describe how HEAP funds have contributed to your Continuum of Care making progress towards local youth homelessness goals (e.g. additional services provided, capacity created, systems building, investments made, lower waitlist, etc.)

In 2014, when the CoC and its partners were developing its Community Plan, it found that youth, children, and families are failed by several systems of care when they become homeless. In particular, homeless youth and young adults were underserved because the existing system of care was designed to meet adult needs and not the unique challenges facing homeless youth and young adults. One of the goals of the Community Plan was to improve services for young people experiencing homelessness by creating and structuring housing services to more effectively meet their needs.

HEAP funding contributed to the CoC's youth homelessness goals in several ways. First, HEAP funding preserved 10-beds of emergency shelter for unaccompanied homeless youth or runaway teens. The County's youth shelter provider previously had state funding for similar services, but that funding was discontinued due to a change in policy and continuing funding had not been identified. Second, HEAP funding allowed the CoC's supportive housing system to add new housing support services for homeless youth, including former foster youth. The CoC utilized HEAP funding to double the capacity of its Host Home Program, an innovative short-term housing intervention that leverages community members to host homeless LGBTQ youth in their homes. Since traditional shelter and housing solutions often do not meet the needs of this unique subpopulation, the Host Home program provides a safe and inclusive environment for homeless LGBTQ youth.

Finally, HEAP funds allowed the CoC to provide new aftercare case management services for former foster youth. Former foster youth who have exited or aged out of the foster care system face unique challenges as they transition to independent, permanent housing. The HEAP-funded THP Aftercare Program provides case management and other supportive services to 40 young adults per year who have recently graduated from transitional housing programs and moved into their own permanent housing.

3. Describe the alignment between HEAP-funded activities and "Housing First" principles (as defined in Welfare and Institutions Code section 8255).

Locally in Santa Clara County, the CoC has developed a Santa Clara Countywide Quality Assurance Standards for Homeless Housing & Service Programs. The Quality Assurance Standards (QAS) were developed with the expectation of providing quality, standardized services to persons who have become homeless, to facilitate their successful re-entry back into their communities. All CoC member agencies utilize the QAS as a benchmark for agency- and program-level policies and procedures. The QAS encourages all programs, including HEAP-funded programs, to adopt a low barrier, Housing First approach and, to the extent possible, to refrain from requiring participation in services as a condition of housing. At a minimum, the QAS recommends that programs adopt three Housing First principles: 1.) Income is not a requirement for program entry or participation; 2.) Sobriety and treatment compliance are not requirements for program entry or participation; and 3.) Compliance with a service or treatment plan is not a condition of tenancy, and a lack of compliance is not grounds for eviction from the program.

In addition to adherence to the Santa Clara County CoC's QAS, HEAP-funded activities align with Housing First principles through the CoC's Coordinated Assessment System (CAS). As noted, the CAS is a community-wide intake and assessment process, and all homeless persons can be assessed at numerous access points throughout the County. This "no wrong door" approach helps to lower the barrier entry, reducing the need for people to traverse the county seeking assistance at every service provider separately. Most importantly, once assessed, homeless clients are then connected to appropriate housing referrals, including permanent supportive housing, through the Community Queue. All housing programs that receive funding support from the County or the Continuum of Care are required to participate in the CAS and adopt a housing first approach.

4. Please provide any additional feedback on the impact of HEAP funds that you would like to share with the Homeless Coordinating and Financing Council. (Optional)

ADDITIONAL COMMENTS:

Projects Coming Online

The County funded several project using HEAP dollars that did not come online during this first reporting period. Among them are the RRH Client Engagement Team (detailed above), a Services Only project providing basic needs case management and interim housing for up to 30 disabled homeless individuals, as well as a tranche of emergency shelter capital improvement projects. The RRH CET staff began providing services in October 2019, and the County's basic needs and interim housing project also began providing services shortly after the end of this first reporting period. Meanwhile, the County's Board of Supervisors approved agreements for emergency shelter capital improvement projects on November 19, 2019, with contractually obligated agreements estimated to be executed with grantees beginning in January 2020.

Accrued Interest

During the reporting period, the County did not liquidate or expend any accrued interest from HEAP funds. Any accrued interest will be spent on HEAP eligible uses and liquidated by June 30, 2021.

Advance Payments

The County provided some of its grantees with advance payments for activities such as emergency shelter. The County's accounting team is tracking advance payments separately, but per HEAP guidance, any advances paid out during the reporting period have been included in Section 2 as expended funds.

Instances of Service and Average Length of Stay

For most HEAP-funded services, instances of service are either not tracked in HMIS, or not broken out by subpopulation in a HMIS APR report. Wherever it is available, the County is reporting total unduplicated instances of service (e.g. nights of shelter for emergency shelter), and the average length of stay based on the total unduplicated number of clients served. For future reports, the County plans to work with its HMIS System Administrator to develop a tool to report instances of service and lengths of stay by subpopulation.

Submission Certification

I certify that all information included in this report is true and accurate to the best of my knowledge.

Signature: _____



Date: _____

12/31/2019

Name &
Title:

Ben Kong, Senior Management Analyst