Santa Clara County’s COVID-19 Response
For Homeless & Vulnerable Residents
Temporary Housing & Shelter

Growth in Daily Shelter Capacity

Before COVID-19 = 2072 Temp Housing...

Immediate Reduction for Social Distancing = 439 Temp Housing Beds

Pending = 494
New = 1094
Existing = 1580

DESTINATION: HOME
Temporary Housing & Shelter

Hotline Referral Process
launched on April 2, 2020

NO INDIVIDUAL REQUESTING SHELTER HAS BEEN TURNED AWAY

Call Hotline at 408-278-6420
- Referrals from clients, medical providers, public health, etc.

Hotline staff conducts triage
- If medical conditions are present or client is elderly, additional medical screening is conducted by nurses

Shelter need is determined
- Vulnerable/high risk = non-congregate shelter
- All others = congregate shelter

Outreach team contacts client
- Client is offered placement
- Client may accept or refuse

Outreach team provides transportation
- Client receives shelter bed or hotel/motel room
- Services provided on site
COVID-19 Financial Assistance Program

Launched on March 23rd to provide emergency financial assistance to low income households whose housing stability is at risk due to COVID-19.

- Extension of our countywide Homelessness Prevention System, with Sacred Heart Community Service as lead agency
- Approximately $30M raised from a variety of public & private sources
- Unprecedented Demand for Assistance:
  - Reached initial capacity (4,500 applications) within 3 days
  - Since then, 21,000 additional households have requested assistance
COVID-19 Financial Assistance Program

PHASE 1

- Eligibility criteria: low-income residents with a documented loss of income as a result of COVID-19 impacts.
- **$10.9 million** in cash assistance to appx **4,000 households**

PHASE 2

- Given the enormous demand for assistance, eligibility was narrowed to focus on extremely low-income families who are ineligible for unemployment benefits or other forms of federal stimulus.
- Expanded partnership now encompasses 70 organizations
- **2,200 applications received in Phase 2** as of June 8th
WHAT COMES NEXT?

- Secure funds for a “Phase 3” to address unmet need and expected spike in requests for assistance when temporary measures expire (i.e. phase-out of enhanced unemployment benefits, eviction moratoria)

- Complete planned expansion of the Homelessness Prevention System to serve 1,500 households this year, and initiate plans to continue growing the program to meet the growing ongoing need.