CALIFORNIA HOMELESS COORDINATING AND FINANCING COUNCIL

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-00051 Administrative Entity: San Mateo County Human Services Agency Date of Report: 12/23/2019

Select Either Large City or CoC

☐ Large City: ☑ Continuum of Care: Daly City/San Mateo County

Contact Person/Title: Jessica Silverberg Contact Phone Number: 650-802-3378

Contact Email Address: jsilverberg@smcgov.org

Section 1: Expenditure Summary

	Total
Total HEAP Award	$4,933,138.71
Total HEAP Homeless Youth Funds	$250,000.00
Total HEAP Funds obligated during reporting period	$734,850.00
Total HEAP funds expended during reporting period	$0.00
Total HEAP administrative funds expended during reporting period	$0.00
Total interest accrued during reporting period	$27,715.70

CALIFORNIA HOMELESS COORDINATING AND FINANCING COUNCIL

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					$0.00
Navigation Center					$0.00
Transitional Housing					$0.00
Permanent Supportive Housing					$0.00
Other Types of Permanent Housing					$0.00
Total	0.00	$0.00	$0.00	$0.00	$0.00

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			0				$0.00
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	0	0	0	$0.00	$0.00	$0.00	$0.00

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
Homelessness Prevention				$0.00
Housing Navigation and Landlord Engagement				$0.00
Services Only				$0.00
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)				$0.00
Other (see definition)				$0.00
Total	$0.00	$0.00	$0.00	$0.00

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

CALIFORNIA HOMELESS COORDINATING AND FINANCING COUNCIL

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							
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

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							
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

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							
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

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							
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							

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

HOUSING NAGIGATION-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							
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							

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

CALIFORNIA HOMELESS COORDINATING AND FINANCING COUNCIL

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									
Navigation Center									
Transitional Housing									
Permanent Supportive Housing									
Other Types of Permanent Housing									
Safe Parking									
Street Outreach									
Day Shelter									
Homelessness Prevention									
Housing Navigation/Landlord Engagement									
Services Only									
Other: please list and describe									
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						
Navigation Center						
Transitional Housing						
Permanent Supportive Housing						
Other Types of Permanent Housing						
Safe Parking						
Street Outreach						
Day Shelter						
Homelessness Prevention						
Housing Navigation/Landlord Engagement						
Services Only						
Other: please list and describe						
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							
Navigation Center							
Transitional Housing							
Permanent Supportive Housing							
Other Types of Permanent Housing							
Safe Parking							
Street Outreach							
Day Shelter							
Homelessness Prevention							
Housing Navigation/Landlord Engagement							
Services Only							
Other: please list and describe							
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.)

Please see attached.

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.)

Please see attached.

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

Please see attached.

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)

Please see attached.

ADDITIONAL COMMENTS:

Please see attached.

Submission Certification

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

Signature: Jessica Silverberg

Date: 12/27/19

Name & Title: Jessica Silverberg, Human Services Manager

HEAP Annual Report
September 2018-September 2019
San Mateo County Human Services Agency
Section 5

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

San Mateo County's Continuum of Care, led by the San Mateo County Human Services Agency (HSA), established planned usage of HEAP funds in compliance with HEAP requirements and in alignment with the community's strategic plan on homelessness and with emerging local needs. The goal of the community's strategic plan is to reach a functional zero level of homelessness by creating a cohesive homeless crisis response system, investing in best practices, and reorienting the homeless system towards housing crisis response. HEAP funding is providing opportunities to implement pilot programs to help address specific challenges and fill gaps, to add new services to improve outcomes, and to complete one-time projects to improve program facilities.

As part of the process to determine how HEAP funds would be utilized locally, HSA requested feedback from stakeholders, such as cities, safety net and homeless service providers, and County agencies that serve people at risk of or experiencing homelessness.

HEAP funds are being utilized to support a wide variety of programs helping people who are experiencing homelessness to return to housing as quickly as possible and also programs that help people who are at risk of homelessness to maintain their housing and not become homeless. Examples of services being funded with HEAP include additional rapid re-housing services, new street outreach programs, housing voucher navigation services, new housing search support services, emergency financial assistance for housing costs, and diversion services. HEAP funding is also being utilized for shelter facility projects to promote safe, habitable, and welcoming living environments for the clients they serve. One of these shelter facility projects is utilizing HEAP funding towards a project to add additional bed capacity to a shelter that serves adults and provides housing-focused case management services (also known as a navigation center).

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 waitlists, etc.)**

HSA works collaboratively with community partners to ensure that there are services available to assist youth who are at risk of or who are experiencing homelessness. HSA has a strong partnership with StarVista, which is a local community-based organization that has a long history of providing services to youth who are experiencing homelessness, as well as providing other safety net and mental health services. HSA provides funding to StarVista's transitional shelter, which is tailored to the needs of transition aged youth, however, prior to HEAP funding, there had not been a rapid re-housing program that was tailored to transition aged youth. With HEAP funding, HSA is expanding the community's existing rapid re-housing program portfolio by funding a rapid re-housing program specifically for youth. This rapid re-housing program aligns with the best practices of rapid re-housing with youth-centered, culturally sensitive services. StarVista will be operating this program, expanding upon its existing services. StarVista has already begun participating in rapid re-housing training and technical assistance provided by HSA in order to implement a program that will have the most significant impact possible on ending youth homelessness. This new rapid re-housing program adds an important new component to the homeless crisis resolution system to provide new intensive services to house youth who are experiencing homelessness.

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

HSA and its community partners are committed to a Housing First approach throughout the homeless crisis response system. Housing First is a foundational strategy in the community's strategic plan on homelessness, since it is so critical in the work to reach a functional zero level of homelessness. Housing First is included as a requirement in HSA Requests for Proposals (RFP) and contracts for homeless services.

One key goal of the community's Coordinated Entry System (CES) is to ensure that every household is assisted with connecting with permanent housing as quickly as possible and that households with long histories of homelessness and highest barriers are prioritized for the available programs that provide intensive housing support, such as permanent supportive housing and rapid re-housing programs. Emergency and transitional shelters, outreach programs, rapid re-housing programs, and permanent supportive housing programs have low barriers to program entry and provide housing-focused case management services to help each client return to housing as quickly as possible. HEAP-funded housing services are accessed via CES, in order to ensure they are fully integrated into the homeless crisis response system and to ensure that they are serving clients with the highest needs.

Over the past several years, HSA has also worked closely with community partners and providers to support Housing First implementation in all homeless

service programs by providing training and technical support to each provider agency to help them deepen their implementation of Housing First in all programs and to provide support as providers are doing this work in the very challenging local housing market.

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**)

   HEAP funding is providing important opportunities to implement one-time projects and to pilot new approaches and service models to help meet some of the significant challenges that our community is facing.

5. **Additional Comments**

   Since this report is only able to include information as of September 30, 2019, it's important to note that there has been significant progress in obligating HEAP funds since September 30. As of the end of December 2019, over $3.4 million of HEAP funds have been obligated.