USING DATA IN SANTA CLARA COUNTY’S SUPPORTIVE HOUSING SYSTEM
The “Perfect” System

- Everyone is assessed for necessary housing services.

- Completely reliable assessment tool to determine the appropriate housing interventions that are needed for each household.

- All agree on how scarce housing resources are prioritized.

- All programs only take referrals from the countywide system.

- All programs adhere to common performance measures and record all information in a common data system.

- We have consistent access to administrative data to support the assessment tools and to report on the impact of housing programs on safety-net systems.
AGENDA

- Data Sources
- Coordinated Assessment System (CAS)
- Performance Reporting and Outcomes

Office of Supportive Housing:

- Housing & Community Development
- Office of the County Executive
- Permanent & Temporary Housing Programs
- Continuum of Care
Typical Data Source: PIT / Census & Survey

- Sheltered vs. Unsheltered
- Demographics
- Veteran Status and Special Populations
- Jurisdictions / Locations
- Causes of Homelessness
Home Not Found: Cost of Homelessness in Silicon Valley

Duration of Homelessness:

Out of the more than 100,000 people that experienced homelessness from 2007 through 2012, during those six years:

- 20% were homeless for 1 month
- 32% were homeless for 2-6 months
- 12% were homeless for 7-11 months
- 13% were homeless for 1 year - 23 months
- 22% were homeless for 2 years or more

2017 PIT: 64% had been homeless one year or more
$520 MILLION / YEAR
providing services for homeless residents over the six-year study

53% HEALTH CARE

34% JUSTICE SYSTEM

13% SOCIAL SERVICES

THE LARGEST & MOST COMPREHENSIVE COST STUDY OF HOMELESSNESS IN THE USA
104,206 individuals in Santa Clara County over 6 years - between 2007 and 2012

HOUSING 1000

Pre-housing $62,473
Post-housing $19,767
Reduction of $42,706

For the 103 homeless residents in the tenth cost decile who were housed through Housing 1000 program, the estimated average annual pre-housing public cost was $62,473. The estimated average post-housing cost was $19,767, a reduction of $42,706 annually.
Cost data in 2011-2012, shown in 2014$

80% received <$8,000 in benefits & services

Top, 10th Decile = 54% of public costs

Top 5% = 42% of public costs

Source: Economic Roundtable analysis; Source: Linked records for 96,857 individuals with costs in 2011 and/or 2012, presented in $2014.
Odds Compared to All Homeless of Being in Different Cost Groups based on Individual Attributes

- **AGE**
  - 0-17 Years
  - 18-24 Years
  - 25-34 Years
  - 35-44 Years
  - 45-54 Years
  - 55+ Years

- **ETHNICITY**
  - African American
  - Asian
  - Euro. American
  - Latino
  - Pacific Islander
  - Other

- **SEX**
  - Female
  - Male

- **OTHER FACTORS**
  - Foreign Born
  - Chronic Homeless
  - Substance Abuse
  - Mental Illness
  - Dual Diagnosed
  - Tri-Morbid
  - Foster Youth

Source: 33,582 persons with complete cost data from all departments who were in Santa Clara County all years 2007-2012.

Odds Compared to All Homeless of Being in Different Cost Groups based on Medical Diagnosis

- **Infectious Disease (001-139)**
- **Neoplasm (140-239)**
- **Endocrine Disorder (240-279)**
- **Blood Disease (280-289)**
- **Mental Disorder (290-319)**
- **Nervous Sys. Disease (320-389)**
- **Circulatory Diseases (390-459)**
- **Respiratory Diseases (460-519)**
- **Digestive Disease (520-579)**
- **Genitourinary Disease (580-629)**
- **Comp. of Pregnancy (630-679)**
- **Skin Diseases (680-709)**
- **Musculoskeletal Dis. (710-739)**
- **Congenital Anomalies (740-759)**
- **Perinatal Conditions (760-779)**
- **Ill-Defined Conditions (780-799)**
- **Injury and Poisoning (800-999)**
- **Health Hazards (E & V codes)**
- **Psychosis (290-299)**
- **Schizophrenia (295)**
# Progress

## Total Permanently Housed

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>1,212</td>
</tr>
<tr>
<td>2016</td>
<td>1,883</td>
</tr>
<tr>
<td>2017</td>
<td>2,059</td>
</tr>
</tbody>
</table>

**Total**: 5,154

As measured by biannual point-in-time counts:

- Continued reductions in chronic homelessness
- Continued reductions in veteran homelessness
Coordinated Assessment System

Access Points
- Shelters
- Outreach
- Services
- THP

Standard Assessment
- VI-SPOAT

Coordinated Assessment System
- High Acuity
- Moderate Acuity
- Low Acuity

Community Queue
- PSH Queue in HMIS
- RRH Queue in HMIS

Housing Referrals
- PSH
- RRH
- TH

Permanent Supportive Housing
- Score of 9+ for Families w/Children
- Score of 8+ for Individuals

Rapid Rehousing
- Score of 4-8 for Families w/Children
- Score of 4-7 for Individuals

Minimal Intervention
- Score of 0-3

THP

Refer to Other Services
- EAN
- Public Benefits
- Affordable Housing
Acuity of assessed households over time
For example: Acuity by gender

<table>
<thead>
<tr>
<th></th>
<th>Female</th>
<th>Male</th>
<th>Gender Non-Conforming</th>
<th>Trans Female</th>
<th>Trans Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>No housing intervention</td>
<td>16.1%</td>
<td>24.0%</td>
<td>0.0%</td>
<td>5.9%</td>
<td>22.2%</td>
</tr>
<tr>
<td>RRH</td>
<td>48.3%</td>
<td>54.9%</td>
<td>63.6%</td>
<td>49.0%</td>
<td>33.3%</td>
</tr>
<tr>
<td>PSH</td>
<td>35.5%</td>
<td>21.1%</td>
<td>36.4%</td>
<td>45.1%</td>
<td>44.4%</td>
</tr>
</tbody>
</table>

Percent of Households Assessed
15,296 VI-SPDATs

12,138 Unduplicated Households

1,543 Families with Children

7 Justice Discharge

10,008 Individual Adults

580 Youth

VI-SPDAT Type

Nov 15, 2015 – Dec 31, 2017
Referrals by intervention range over time

Referrals
1200
1000
800
600
400
200
0

2016 2017 Jan-Apr 2018

Calendar Year

Referrals
PSH RRH

259 463
197 60
2016 2017 2018

Jan-Apr 2018
Inflow Exceeds Housing Placements

Number of Households Entering the Coordinated Assessment System at Each Level of Intervention

- PSH, RRH, Minimal Intervention

Households Entering the Coordinated Assessment System and the Number of Households Housed

- Households who took the VI-SPDAT Assessment for the First Time
- Households Placed in Housing
System-wide Housing Placements

Annual Housing Placement Trend
(Households Housed in Current Month + Prior 11 Months)
Housing Placements by Program Type

Permanent Supportive Housing

Number of Households Housed Monthly via a Permanent Supportive Housing (PSH) Program

- **PSH placements include Veterans placed in housing with VASH vouchers**

Rapid Re-Housing

Number of Households Housed Monthly via a Rapid Re-Housing (RRH) Program

Annual PSH Placement Trend (Current Month + Prior 11 Months)

Annual RRH Placement Trend (Current Month + Prior 11 Months)
Housing Placements by Program Type

Transitional Housing

Number of Households Exiting a Transitional Housing (TH) Program to Permanent Housing (PH), by Month

Annual Housing Placement Trend from TH to PH (Current Month + Prior 11 Months)

Emergency Shelter

Number of Households Exiting an Emergency Shelter (ES) Program to Permanent Housing (PH), by Month

Annual Housing Placement Trend from ES to PH (Current Month + Prior 11 Months)
System Performance Measures

Returns to Homelessness
After exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness in less than 6 Months, 1 Year, and 2 Years (N = Exits to PH between 05/2015 to 4/2016)

<table>
<thead>
<tr>
<th></th>
<th>6 Months</th>
<th>1 Year</th>
<th>2 Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>SYSTEM (N=1929)</td>
<td>8%</td>
<td>12%</td>
<td>18%</td>
</tr>
<tr>
<td>PERMANENT HOUSING (N=88)</td>
<td>1%</td>
<td>3%</td>
<td>6%</td>
</tr>
<tr>
<td>RAPID REHOUSING (N=526)</td>
<td>3%</td>
<td>6%</td>
<td>11%</td>
</tr>
<tr>
<td>TRANSITIONAL HOUSING (N=592)</td>
<td>8%</td>
<td>13%</td>
<td>19%</td>
</tr>
<tr>
<td>EMERGENCY SHELTER (N=709)</td>
<td>11%</td>
<td>17%</td>
<td>23%</td>
</tr>
</tbody>
</table>

Benchmarks:
- 6 -12 Months: 12% 12% 2%
- 2 Years: 12% 2% 2%
Exits to Permanent Housing Destinations
Of Persons in ES, TH, and RRH who Exited, the Percentage of Successful Exits to Permanent Housing

Permanent Housing Retention
Percentage of People in Permanent Housing Programs (excluding Rapid Rehousing) Retaining Housing during the Reporting Year (Benchmark = 95%)
Utilization Outcomes for PSH Programs (excluding PWH)

Outpatient Mental Health Service Encounters

Outpatient Drug/Alcohol Service Encounters

Pre Housed  Post Housed

Pre Housed  Post Housed
Utilization Outcomes for PSH Programs (cont.)

### County Emergency Room Admits

<table>
<thead>
<tr>
<th>Duration</th>
<th>Pre Housed</th>
<th>Post Housed</th>
<th>County</th>
<th>Emergency Room Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>25-36 mos.</td>
<td>800</td>
<td>900</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13-24 mos.</td>
<td>700</td>
<td>700</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0-12 mos.</td>
<td>600</td>
<td>600</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0-12 mos.</td>
<td>500</td>
<td>500</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25-36 mos.</td>
<td>400</td>
<td>400</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13-24 mos.</td>
<td>300</td>
<td>300</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0-12 mos.</td>
<td>200</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25-36 mos.</td>
<td>100</td>
<td>100</td>
<td></td>
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</tbody>
</table>

### County Inpatient Hospital Stays

<table>
<thead>
<tr>
<th>Duration</th>
<th>Pre Housed</th>
<th>Post Housed</th>
<th>County</th>
<th>Inpatient Hospital Stays</th>
</tr>
</thead>
<tbody>
<tr>
<td>25-36 mos.</td>
<td>800</td>
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<td></td>
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<tr>
<td>25-36 mos.</td>
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<td>200</td>
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<tr>
<td>25-36 mos.</td>
<td>100</td>
<td>100</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Utilization Outcomes for PSH Programs (cont.)

Admits to Emergency Psychiatric Services

- Pre Housed
- Post Housed

Psychiatric Inpatient Service Days

- Pre Housed
- Post Housed
Utilization Outcomes for PSH Programs (cont.)

**Number of Arrests**

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Pre Housed</th>
<th>Post Housed</th>
</tr>
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<tbody>
<tr>
<td>25-36 mos.</td>
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<tr>
<td>25-36 mos.</td>
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**Number of Days Incarcerated**

<table>
<thead>
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<th>Time Period</th>
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Healthcare Costs

Healthcare Costs: Pre- and Post-Housing - ED, VMC Inpatient, BAP, EPS, Contract Hospitals, and MH Programs
Project Welcome Home after 36 months
What’s Missing? Next Steps

- Augmenting Coordinated Assessment
  - Utilization Tool for Project Welcome Home
  - High Users of Multiple Systems (HUMS)
  - Silicon Valley Triage Tool
  - Specialized Outreach and Programs

- Randomized Controlled Trials
- Automation
- System Impact for non-PSH Programs

- Coordinated Assessment 2.0
  - Emergency Shelter & Transitional Housing System
  - New/Better VI-SPDAT
  - More access points
  - DV System / Emergency Assistance System

- Homelessness Prevention SPDAT
- Homelessness Prevention using risk factors among safety-net populations
An end to homelessness means that every community will have a systematic response in place that ensures homelessness is prevented whenever possible or is otherwise a rare, brief, and non-recurring experience.

Parkside Studios, Sunnyvale, CA
Charities Housing Development Corporation