



# Homeless Housing, Assistance and Prevention (HHAP) Grant Program

## Submission ID NOFA-HHAP00113

### Applicant Information

Eligible Applicant Name:

Eligible Applicant Name Response: San Jose

Eligible Applicant Type:

Eligible Applicant Type Response: City with population greater than 300,000

COC Number:

COC Number Response: 500

Eligible Applicant Email:

Eligible Applicant Email Response: kelly.hemphill@sanjoseca.gov

Eligible Applicant Phone:

Eligible Applicant Phone Response: (831) 359-0416

Administrative Entity Name and Address:

Administrative Entity Name and Address Response:

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San Jose, CA 95113

Is This a Government Entity?

Is This a Government Entity Response: Yes

### Primary Contact Information

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## Applicant Redirections?

Applicant Redirections Response:

Applicant Redirections Response: No

## 1. Homelessness Response System Gaps Assessment

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When determining local funding priorities, it is critical to understand the current gaps in the local homelessness response system. Each community faces unique challenges in reducing and ending homelessness, so an assessment of current resources and understanding the needs yet to be fulfilled is critical to ensuring the effective and efficient use of new resources. This can be done in various ways and can include conducting a community needs assessment, holding local public forums, talking with service providers and people experiencing homelessness, and utilizing [HUD's seven system-level performance measures](#) that help communities gauge their progress in preventing and ending homelessness.

To successfully complete this section of the application, applicants will need to provide the following:

1. A narrative description of the most recent assessment process used to determine local gaps in housing services for persons experiencing homelessness in the applicant's community. Information should include but is not limited to:
  - a. How data collection methods were used to determine gaps (ie: HUD's homeless Point-in-Time count, Continuum of Care Housing Inventory Count, Longitudinal Systems Analysis, and Stella tools, HMIS Annual Performance Reports for Emergency Shelter (ES), Transitional Housing (TH), Rapid Rehousing (RRH), and Permanent Supportive Housing (PSH), as well as any recently conducted local needs assessments);

Homelessness Response System Gaps Question 1a - Begin Answer  
The County of Santa Clara, the Santa Clara County Continuum of Care (CoC), the City of San José, and its regional partners utilize several data collection methods to determine gaps in its local homelessness response system. The primary method is the bi-annual Homeless Census and Survey Report. Most recently, the community-wide street-based count conducted on January 29th and 30th, 2019.

The Santa Clara County CoC also determines system gaps by analyzing data from the Coordinated Assessment System. In Santa Clara County, the CAS is the county-wide system that matches people who need housing and services with programs that can help them. Specifically, Santa Clara County's regional partners assess its local homelessness response system through the CoC's Coordinated Assessment Work Group. The role of the work group is to review and evaluate how well the Coordinated Assessment System process is working, identify needs and gaps, and suggest policy and process improvements based on its evaluation.

Concurrent with the CoC's Coordinated Assessment System evaluation, Destination: Home, a public-private partnership serving as the backbone organization for collective impact strategies to end homelessness in Santa Clara County, launched a new effort to examine how issues of race and homelessness intersect in the Santa Clara County community. Destination: Home partnered with Supporting Partnerships for Anti-Racist Communities (SPARC) to facilitate a year-long initiative to bring a racial equity lens to homelessness in Santa Clara County. The year-long effort culminated in the Race and Homelessness in Santa Clara County report released in January 2020. The report was a first step in documenting race and homelessness in Santa Clara County, and provides a baseline assessment from which the community can develop and implement racial equity strategies to prevent and end homelessness.

In 2020, Santa Clara County released its new 2020-25 Community Plan to End Homelessness, the county-wide plan that serves as the roadmap for ending homelessness in Santa Clara County. During the development of the updated Community Plan, a Steering Committee consisting of members from lead agencies, local jurisdictions, and service providers gathered community input to identify needs and gaps in the local homelessness response system. From August to December 2019, the Steering Committee conducted surveys, stakeholder interviews, focus groups, one-on-one interviews with people living outside, and community-wide public meetings. In all, the planning and community engagement process reached over 8,000 community members and convened more than 20 opportunities to engage with subject matter experts, key stakeholders, community members, and people with lived experience.

Homelessness Response System Gaps Question 1a - End Answer

- b. How people with lived experience of homelessness had ongoing meaningful and purposeful opportunities to participate in and inform the most recent gaps assessment and how they have meaningful opportunities to inform all levels of system planning over time;

Homelessness Response System Gaps Question 1b - Begin Answer  
During the 2019 Santa Clara County Homeless Census and Survey, over 250 community volunteers and homeless guides participated in the general street count. These homeless guides provided expertise regarding areas frequented by homeless individuals, individuals living in vehicles, and persons residing in encampments, and were instrumental in conducting an accurate and robust general street count. Street count teams typically comprised of at

least two individuals, one volunteer from the community and one guide who was generally an individual currently experiencing homelessness. Teams were encouraged to have their community volunteer drive their vehicle, while the guide acted as a navigator and enumerator during the process.

In 2018, Santa Clara County established its Lived Experience Advisory Board (LEAB). The LEAB is a leadership development body that provides a platform for its members with lived experience of homelessness to learn about and provide meaningful input to improve Santa Clara County's supportive housing system. The LEAB was formed with the goals of fostering leadership and a sense of empowerment among its members, and to provide clear communication and ongoing partnership between decision makers and the people the system serves. The LEAB strives to empower people with lived experience of homelessness across Santa Clara County to inform system planning, improve the supportive housing system, dispel myths about homelessness, and help the broader community better understand their needs. The LEAB has provided leadership and input on priorities for investment of new state funding available to provide emergency assistance, weighed in on policies impacting formerly homeless individuals in the County's housing programs, served on review committees to determine funding priorities for local and federal funding, and charted a path for further leadership development and skill building for members. Specific LEAB policy actions include recommendations for the City of San José's ESG-CV1 program funding in August 2020, and policy and funding recommendations to the CoC for its HEAP and HHAP Round 1 funding allocations. The LEAB was also one of the first entities to endorse the 2020 Community Plan.

The Santa Clara County CoC added a member of the LEAB to the Continuum of Care Board, the governing body that oversees the CoC and sets strategic priorities regarding affordable housing and homelessness. Additionally, one of the methods identified in the 2020-25 Community Plan is to provide more leadership opportunities for people with lived experience of homelessness to shape how the CoC addresses homelessness in our community.

The LEAB also provided feedback on the most recent Coordinated Assessment System Evaluation Report to identify gaps in the system for assessment, prioritization, and referrals.

Lastly, people with lived experience of homelessness participated in several outreach efforts during the COVID-19 emergency, including wide distribution of meals in homeless encampments. Outreach organizations often hire people who were formerly homeless to provide peer-to-peer support.

Homelessness Response System Gaps Question 1b - End Answer

- c. How organizations that have historically served communities of color but may not have previously participated formally in the CoC and may not be a part of the homelessness provider community had meaningful and purposeful opportunities to participate in and inform the most recent gaps assessment and how they will be engaged in system planning over time;

Homelessness Response System Gaps Question 1c - Begin Answer As previously stated, the Race and Homelessness Report was one of the community's first steps in documenting race and homelessness in Santa Clara County. The year-long process began with several key activities that provided organizations and communities of color opportunities to inform the assessment. The initiative first established a Racial Equity Advisory Group comprised of community leaders and allies with and without lived experience to guide the assessment process. From the outset, the Advisory Group provided strategy and guidance on how to approach the racial equity assessment and convened meetings with the LEAB and other community partners, listening sessions with people of color experiencing homelessness at four homeless service programs, and other stakeholder interviews with individuals representing or serving communities of color.

To identify potential strategies for improving the Coordinated Assessment System, the annual Evaluation Report also engaged a diverse variety of stakeholders, including organizations that serve communities of color. To gather qualitative data, the Evaluation Report process included three interviews with staff from community-based organizations and programs led by and specifically serving underrepresented communities, as well as a focus group for individuals and families with lived experience. There were further plans to conduct additional focus groups as well as one-on-one interviews with persons that had been referred through the community's Coordinated Assessment System, but those plans were disrupted by the COVID-19 pandemic.

Homelessness Response System Gaps Question 1c - End Answer

- d. How gaps were assessed for special populations such as families, youth, victims of domestic violence, seniors, persons who have been convicted of a crime, persons with a disability, persons who are chronically homeless, persons with HIV/AIDS, persons who are LGBTQ, veterans, persons with limited English proficiency, and persons who are undocumented;

Homelessness Response System Gaps Question 1d - Begin Answer To assess gaps in the homelessness system in serving special subpopulations, the community's 2019 Homeless Census and Survey

examined the characteristics of four priority subpopulations with particular challenges and needs in Santa Clara County. Following the street-based census, a survey was administered to 1,335 unsheltered and sheltered individuals experiencing homelessness to profile their experience and characteristics. Specifically, the Homeless Census & Survey examined the characteristics of the chronically homeless, homeless veterans, homeless families with children, and youth and young adults experiencing homelessness. These subpopulations represent important reportable indicators for measuring local progress toward ending homelessness. Of the 9,706 homeless individuals counted in the County, 25% were chronically homeless, 7% were Veterans, 15% were families with children, and 19% were youth and young adults experiencing homelessness. In addition to the subpopulation assessments in the Homeless Census and Survey, the Coordinated Assessment Work Group convened a Prioritization Subcommittee in 2019 for the Evaluation Report and tasked it with identifying gaps and areas where Santa Clara County's assessment and prioritization process could be strengthened. The Prioritization Subcommittee held five public meetings, where homeless service providers undertook an analysis of HMIS data. Some of the quantitative data analysis included looking at the length of time from assessment it takes to be referred to the Community and Confidential Queues for various subpopulations, and if the referral process is equitable. Examples of findings included persons who identify as transgender or gender nonconforming make up only 1% of those assessed, and persons whose primary language is Spanish make up 25% of Santa Clara County residents living below the federal poverty level, but only 5% of those assessed.

Homelessness Response System Gaps Question 1d - End Answer

- e. How racial or ethnic disparities in the delivery of homeless services were assessed;

Homelessness Response System Gaps Question 1e - Begin Answer

The 2020 Race and Homelessness Report was a major first step in documenting the intersection of race and homelessness in Santa Clara County. The findings begin to shed light on racial disparities as they related to housing and homelessness. In addition to qualitative analysis through interviews, focus groups, and listening sessions, the quantitative data analysis sought to answer five research questions:

- What is the current state of disproportionality by race and ethnic group?
- What is the experience of Black, Indigenous, and People of Color in previous homeless experience compared to Whites?

- What are the differences by race in VI-SPDAT score and prioritization for permanent housing and other housing resources?
- What role does race play in recidivism into homelessness?
- What role does household type (i.e., family, single adults, youth) play in understanding inequities in the homeless service system?

Homelessness Response System Gaps Question 1e - End Answer

- f. How frequently gaps assessments are conducted;

Homelessness Response System Gaps Question 1f - Begin Answer As noted above, the County of Santa Clara, the CoC, and the City of San José utilize several methods to gather information about the gaps and needs in the local homelessness response system.

- The Homeless Census and Survey occurs bi-annually, during the last two weeks in January
- The Coordinated Assessment System work group produces an annual evaluation report
- The Coordinated Assessment work group meets monthly
- The 2020-25 Community Plan to End Homelessness covers a five year period
- The Race and Homelessness in Santa Clara County report First report was published in January 2020

Homelessness Response System Gaps Question 1f - End Answer

- g. How findings are used to make informed decisions for funding projects within the community; and

Homelessness Response System Gaps Question 1g - Begin Answer The findings of the 2019 Homeless Census & Survey, the 2020-25 Community Plan, the Race and Homelessness report, and other system assessments have been instrumental in guiding funding decisions for the County, the CoC, the City of San José, and its regional partners. One of the most significant examples is the region's efforts to address the affordable housing needs for vulnerable populations. In 2018, a report by the National Low Income Housing Coalition found that there were only 34 affordable and available units for every 100 extremely low-income renter households in the San José metro area.

In November 2016, County of Santa Clara voters approved Measure A, a proposition authorizing the County to issue up to \$950 million in general obligation bonds to acquire or improve real property for the purpose of providing affordable housing for vulnerable populations. Since 2016, the County and its partners have been aggressively developing new affordable housing towards its Community Plan goals. As of September 30, 2020, Measure A has committed \$358



million to 29 new affordable housing projects in seven cities across the region to add 2,182 units of affordable housing to the County's housing goals. These additional housing units will be instrumental in achieving the 2020-25 Community Plan goal to house 20,000 homeless people.

Another significant funding effort guided by the gaps assessments is the region's Homelessness Prevention System. Data from HMIS showed the number of households requesting assistance for the first time (inflow) exceeds the number housing placements (outflow). Recognizing the critical role that prevention plays in reducing inflow into the supportive housing and crisis response system, the CoC developed a Homelessness Prevention System to provide a range of supports to help residents at risk of losing their housing to regain stability. The County, CoC, and City of San José have partnered to expand the System through funding from HEAP, HHAP-1, and HHAP-2. This coordinated funding effort will also be critical to achieving the 2020-25 Community Plan goal to expand capacity to serve 2,500 people per year.

In early 2019, the CoC's Coordinated Assessment System work group convened the Prioritization Subcommittee to identify areas where the CoC's assessment and prioritization process can be improved, determined changes to ensure fair, just and equitable prioritization, and developed improvement and implementation plans. One specific area of improvement that the Prioritization Subcommittee has identified is the cultural competence of the Coordinated Assessment System, especially to improve access to Spanish-speaking persons, as well as speakers of Asian languages. The Prioritization Subcommittee has already developed a set of recommended strategies to improve access for Hispanic/Latinx and Asian and Pacific Islander persons and is in the process of refining plans and implementing the strategy recommendations.

Homelessness Response System Gaps Question 1g - End Answer

- h. How the applicant will conduct ongoing system performance evaluation to ensure the impact of HHAP-2 funds throughout the spending period and determine if adjustments are needed to address gaps in the homelessness response system.

Homelessness Response System Gaps Question 1h - Begin Answer To track on-going system performance, the County of Santa Clara produces monthly system performance reports to the Board of Supervisors. The goal of system performance measurement is to help the CoC and its regional partners to track on-going progress towards the 2020-25 Community Plan goals.

In addition to the monthly system performance reports, the County, the CoC, the City of San José, and its community partners produce

the “Ending Homelessness – The State of the Supportive Housing System in Santa Clara County” annual report. The first annual report (in a series of ten) was released in 2018 and tracked and highlighted countywide efforts to prevent homelessness before it occurs, strengthen the supportive housing system to better serve those with the highest needs, and increase the community’s stock of affordable housing. In 2019, Santa Clara County partners released its second State of the Supportive Housing System report. Although the region’s partners did not produce a State of the Supportive Housing report in 2020 due to its work to develop the Community Plan, work is underway to produce a report that will cover a two-year period from 2020-21.

The CoC’s Coordinated Assessment work group also conducts on-going system performance evaluation. During its monthly meetings, the work group reviews data, including the number of VI-SPDAT assessments, system inflow, permanent housing program referrals, and housing placements. Finally, the Prioritization Subcommittee will conduct its annual Evaluation Report. The goal of the annual evaluation is to assess the effectiveness of the Coordinated Assessment System and ensure that the implementation provides consistent and equal access.

Homelessness Response System Gaps Question 1h - End Answer

2. The most recent gaps assessment that was conducted and the date in which it was completed. Reports can be attached, but all applicants must summarize main findings within this section. Reports submitted without a summary will not be accepted. Summaries must include, but are not limited to:
  - a. Current number of people experiencing homelessness in the community including demographic information, and the existing programs and funding which address homelessness within the jurisdiction;

Homelessness Response System Gaps Question 2a - Begin Answer

The 2019 Homeless Census & Survey is the community’s most complete assessment of the prevalence of homelessness in Santa Clara County. The bi-annual Census & Survey includes a comprehensive street count, with enumerators conducting a census tract by census tract count. According to Santa Clara County’s 2019 Homeless Census & Survey, on any given night there are nearly 10,000 people living on the streets, in shelters, or other places not meant for human habitation. On January 29-30, 2019, the Santa Clara County Homeless Census and Survey enumerated a total of 9,706 persons experiencing homelessness, a 31% increase from 2017 and the highest the number that has been seen in over a

decade. The Homeless Census & Survey also found that 82% of the homeless population in Santa Clara County is unsheltered, living on the streets or other locations not meant for human habitation. Of the 9,706 people counted as homeless in the County, 6,097 were counted in San José with 84% counted as unsheltered.

The CoC's Coordinated Assessment work group also conducts ongoing system performance evaluation by reviewing data, including the number of VI-SPDAT assessments, system inflow, permanent housing program referrals, and housing placements. At its November 2020 meeting, work group data showed that the community's Coordinated Assessment System had conducted 25,860 unduplicated VI-SPDAT assessments over a five-year period from November 2015 through October 2020. Of the 25,860 assessments, 20,243 were Individual Adult assessments, 3,892 Families with Children assessments, 1,663 Transition Age Youth assessments, and 62 Justice Discharge assessments.

Although Santa Clara County partners have made significant progress in housing vulnerable households since 2015, the number of households seeking housing assistance each year far outpaces the number of people that we can house in the current supportive housing system. Data from the CoC's monthly System Performance Reports to the Board of Supervisors show that between August 2019 and July 2020, Santa Clara County's supportive housing system placed 2,122 households in housing, after enrolling in a shelter or housing program. Unfortunately, during that same period, 3,507 homeless households requested housing assistance for the first time.

Homelessness Response System Gaps Question 2a - End Answer

- b. Data and qualitative information showing any gaps or disparities in access to services, delivery of services, and housing placement and housing retention outcomes for special populations such as families, victims of domestic violence, seniors, youth and young adults, persons who have been convicted of a crime, persons with a disability, persons who are chronically homeless, persons with HIV/AIDS, persons who are LGBTQ, veterans, persons with limited English proficiency, and persons who are undocumented;

Homelessness Response System Gaps Question 2b - Begin Answer As stated, the CoC's Coordinated Assessment work group convened the Prioritization Subcommittee in 2019 in order to reach and prioritize the most vulnerable persons for supportive housing, while ensuring that the Coordinated Assessment System operates in a manner that is fair, just, and equitable. One of the major tasks of the Prioritization Subcommittee was to conduct an Evaluation Report to gather qualitative data about gaps and disparities in access for subpopulations through focus groups, interviews, meetings, and

web-based surveys. The Prioritization Subcommittee analyzed assessment and referral data across demographics (e.g., race, ethnicity, gender, age, household type, disability types, and primary language), to see if different demographic groups are being fairly represented in assessments and housing referrals. One specific area of improvement that the Prioritization Subcommittee identified is the cultural competence of the Coordinated Assessment System, especially to improve access to LGBTQ persons, Spanish-speaking persons, as well as speakers of Asian languages.

The quantitative analysis of HMIS and Coordinated Assessment System data showed that transgender and gender nonconforming persons were under-represented in Coordinated Assessment System data, compared to the general population. This finding was significant because LGBTQ persons have more than twice the risk of homelessness than non-LGBTQ persons. Similarly, persons whose primary language is Spanish and persons whose primary language is an Asian or Pacific Islander language were under-represented in the data. Persons whose primary language is Spanish represent 25% of Santa Clara County residents living below the poverty line, yet only represented 5% of those assessed. Meanwhile, persons whose primary language is an Asian or Pacific Islander language represent 26% of County residents living below the poverty line yet made up less than 1% of those assessed. Collectively, these disparities showed that the CAS is less accessible to certain subpopulations in Santa Clara County.

Homelessness Response System Gaps Question 2b - End Answer

- c. Data and qualitative information showing any racial or ethnic disparities in access to services, delivery of services and housing placement and housing retention outcomes of homeless services;

Homelessness Response System Gaps Question 2c - Begin Answer

People of color are dramatically more likely than their white counterparts to become homeless in the United States. This is not simply an issue of poverty: national data show that people of color experience homelessness at rates significantly higher than the proportion of those living in poverty. The Race and Homelessness report sought to examine the link between racial inequality and homelessness in Santa Clara County, and identified three major themes.

The first themes that emerged from the Race and Homelessness report was disproportionately high rates of homelessness among specific racial and ethnic groups. Like many other communities across the country, Santa Clara County has high rates of homelessness among people of color. Black/African Americans are disproportionately represented in the homeless population (16.9%)

compared to their numbers in the general population (2.5%). This ratio is significantly higher than other communities in which SPARC has conducted research. Similarly, American Indian/Native Alaskans experience homelessness in Santa Clara County at a ratio of 7:1 compared to their general population numbers (7.4% of homeless population compared to less than 1% of the general population). By comparison, Asians are underrepresented in HMIS data, accounting for 5% of the population experiencing homelessness, while accounting for more than a third (34.4%) of the general population. This representation is almost seven (6.89) times less than would be expected based on their presence in the general population. Unique to Santa Clara County, people who identify as Hispanic/Latinx comprise 43.7% of the homeless (HMIS) population, compared to 27% of the general population. Hispanic/Latinx families show an even greater overrepresentation disparity – 65% of families presenting to the Coordinated Assessment System are Hispanic/Latinx. Stakeholders described numerous issues facing this group, including language barriers, lack of culturally competent services, and gentrification that drives Hispanic/Latinx people out of their neighborhoods.

The second theme that emerged are racial and ethnic variations in experiences of homelessness. The report's analysis found racial and ethnic disparities for some but not all HMIS data sets related to a person's homelessness experiences. Although prior homeless experiences are generally proportionate by race and ethnicity to the HMIS population in Santa Clara County, race is a statistically significant predictor of exiting into homelessness for American Indian/Alaska Native, who were 35% more likely to exit into homelessness. The report also found that, when assessed for vulnerability and housing need, a higher percentage of Non-Hispanic/Latinx families (45.7%) are assessed as needing Permanent Supportive Housing than Hispanic/Latinx families (39%).

The third theme that the Race and Homelessness report found is structural barriers. Stakeholders across the community cited systemic and structural inequities as a significant driver of housing insecurity and poverty in people of color. While housing affordability is an issue that affects people of all racial and ethnic background, people of color may be most severely impacted. Moreover, the persistent wealth gap and lack of economic opportunity put communities of color at a greater risk of homelessness.

HMIS and other system data bear this out, as disproportionately high rates of homelessness among people of color in the County mirror disproportionality in other safety net systems. For example, there are similarities between disproportionately high rates of foster care and criminal justice involvement among Black and Hispanic/Latinx people, with both groups over-represented compared to their

general population numbers. Involvement in the child welfare and criminal justice system increases the risk of homelessness and may be creating pipelines into homelessness for people of color.

Homelessness Response System Gaps Question 2c - End Answer

- d. Any other disparities that were found in the delivery of homelessness services including rates of successful permanent housing placements, and housing retention rates;

Homelessness Response System Gaps Question 2d - Begin Answer It was found that 56% of referrals to permanent housing through the Coordinated Assessment System are rejected. Inability to locate the referred household leads to 47% of rapid rehousing and 25% of permanent supportive housing referral rejections. Other common reasons underlying rejected referrals include self-resolution and enrollment into another program (17% of rejected referrals to rapid rehousing) and ineligibility for permanent supportive housing (29% of rejected referrals to permanent supportive housing).

Homelessness Response System Gaps Question 2d - End Answer

- e. Using the Service Gap Analysis Chart below, identify which areas of the local homelessness response system (e.g. shelter, rental subsidies, supportive housing) have gaps in resources based on the needs of people experiencing homelessness in the community.

Homelessness Response System Gaps Question 2e - Begin Answer In January 2019, the Santa Clara County Homeless Census and Survey counted 9,706 people experiencing homelessness. Of that number, 6,097 individuals were counted in San Jose. The chart below shows the regional service gaps and are not limited to San Jose. Every service has a higher remaining need than the current resources available.

Homelessness Response System Gaps Question 2e - End Answer

Table: SERVICE GAP ANALYSIS

	Total # of Clients Currently Needing This Service	Total # of Clients Currently Receiving This Service	Remaining Need
Interim Housing/Shelter Beds	9706	2849	6857
Rental Assistance	5301	2370	2931
Supportive Housing (Permanent)	6003	2421	3582
Outreach	7922	3865	4057

Prevention/Diversion	8489	1016	7473
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## 2. Regional Resources Planning

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When working within the homelessness system, it is critical to assess the current resources available within the community to ensure any new resources are most effectively and efficiently targeted to best serve people experiencing homelessness within the community. Given the high number of people experiencing homelessness in California and the unprecedented amount of federal and state funds available to address homelessness, HCFC expects applicants to coordinate all available funding to safely shelter and permanently house as many people experiencing homelessness in the applicant's community as possible, with a particular focus on rehousing individuals currently living in Project Roomkey (PRK) sites.

HCFC requires all HHAP-2 applicants to complete a [Homelessness Response Local Investment Plan \(Appendix A\)](#) that lists all regional resources used to address homelessness. The document includes different interventions within the homelessness system. For each intervention, please tell us:

- The funding source(s) used to assist in the delivery of the intervention. If several funding sources are used, please list them in order of highest amount of funding used for the intervention to the lowest;
- If the funding source is covered by more than one applicant (i.e. County and Continuum of Care) please list separately. Do not combine allocations; and
- When referencing units of measurement, please reference service basis unit of measurement. Example: \$500,000 in funding provided RRH to approximately 20 households over XX period of time.

In addition to filling out the [Homelessness Response Local Investment Plan](#) document, applicants must answer the following narrative question that will support the information provided:

1. What efforts are made to coordinate all available local, state and federal funds that can address homelessness in the applicant's community?

Regional Resources Planning Question 1 - Begin Answer

The City of San Jose, County of Santa Clara, the Continuum of Care and local nonprofit and backbone organization Destination Home regularly coordinate local, State and federal funds. More importantly, these organizations share a collective impact model to address homelessness\*. Each organizations work is driven by a common agenda, in the 2020-25 Community Plan to End Homelessness, that requires we not only leverage our funding but coordinate data collection and regularly communicate around the plan and progress.

The Community Plan to End Homelessness in Santa Clara County acts as a guide to local governments, non-profits, and other partners as the



community makes decisions about funding, programs, priorities, and needs. In 2014, a broad coalition of stakeholders, including the CoC, the County of Santa Clara, and the City of San José, participated in a comprehensive community process to create a roadmap to end homelessness in the region. The resulting 2015-20 Community Plan to End Homelessness set ambitious goals and identified innovative strategies and programs to transform the supportive housing system to achieve the shared vision of making homelessness rare, brief and non-recurring in the Santa Clara County region.

Beginning in May 2019, the community began extensive process to update the Community Plan for the next five years. The process to update the Community Plan was guided by a Steering Committee made up of the CoC Board and additional key leaders, including a member of Lived Experience Advisory Board. To gather input for the Community Plan, the Steering Committee created a work group consisting of members from lead agencies, local jurisdictions, and service providers. From August to December 2019, the work group gathered community input through a variety of methods including surveys, stakeholder interviews, focus groups, one-on-one interviews with people living outside, and community-wide public meetings.

In April 2020, the Santa County Continuum of Care's Steering Committee approved the new 2020-25 Community Plan to End Homelessness, and the County of Santa Clara Board of Supervisors followed with its formal endorsement in August 2020. The county-wide plan serves as the roadmap for ending homelessness in Santa Clara County, and calls for bold strategies and partnerships to meet the scale of the homelessness crisis. The 2020-25 Community Plan serves as a roadmap for ending homelessness in Santa Clara County and is organized around three main strategies. In addition, each of the strategies had a lead agency or agencies that led the development of strategies and will guide implementation once the plan is adopted. The strategies and their respective lead agencies are:

- Strategy 1: Address the root causes of homelessness through system and policy change (Destination: Home and the Office of the County Executive, with support from City of San José Housing Department and Santa Clara County Housing Authority);
- Strategy 2: Expand homelessness prevention and housing programs to meet the need (County of Santa Clara Office of Supportive Housing);
- Strategy 3: Improve quality of life for unsheltered individuals and create healthy neighborhoods for all (City of San José City Manager's Office, with support from the Cities of Morgan Hill and Mountain View and the Office of Supportive Housing).

\*"Harnessing the Power of Collective Impact Model to Address Homelessness," by Jennifer Loving, U.S. Interagency Council on Homelessness, January 2018: <https://www.usich.gov/news/harnessing-the-power-of-collective-impact-to-end-homelessness/>

## Regional Resources Planning Question 1 - End Answer

### 3. HHAP-2 Funding Plans

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When planning how to target new HHAP-2 resources, it is essential to do so in direct response to the gaps assessment and current regional investment planning described in Sections 1 and 2. HHAP-2 funding plans must state the specific gaps that will be addressed with these new funds and provide sufficient detail to ensure that any selected projects will effectively meet identified gaps. HCFC expects applicants to clearly understand and identify the intervention types requiring funding prior to initiating their local project selection processes.

Applicants must identify and describe each intervention type they intend to fund with their HHAP-2 grant and how much of their HHAP-2 funding they intend to focus on that intervention type. Applicants must also describe how investing in the requested interventions will meet the previously identified needs of their community.

Intervention Types are broken into six categories: (1) Outreach; (2) Interim Housing; (3) Rental Assistance; (4) Permanent Supportive and Service-Enriched Housing; (5) Diversion and Homelessness Prevention, and (6) Services.

Applicants should utilize the HHAP-2 [Application Guidance](#) document for detailed information on how these interventions can be implemented, how they work together, and how HCFC recommends prioritization and utilization of these interventions.

In addition to providing information on how the applicant intends to utilize their HHAP-2 funds on specific interventions, applicants must also outline the amounts they intend to allocate to the eligible uses that will support the interventions throughout the duration of the grant period.

To successfully complete this section of the application, applicants will need to provide the following:

1. Using the [Funding Plan Template \(Appendix B\)](#) and [Expenditure Plan Template \(Appendix C\)](#), provide detailed information for each of the intervention types and eligible uses being proposed for HHAP-2 funding. **(NOTE:** Specific project information for the intervention types identified will be requested at a later date once the local selection process has been completed.)
2. Describe how the applicant intends to prioritize funding towards local Project Roomkey permanent housing pathways. If an applicant does not intend to prioritize funding in this way, they must explain what other resources have been identified to meet this need locally to ensure that households staying at Project Roomkey sites move to permanent housing and do not return to unsheltered locations or congregate settings.

#### HHAP-2 Funding Plans Question 2 - Begin Answer

While the County of Santa Clara did not receive funding for Project RoomKey, they have been operating a program similar to Project RoomKey by leasing hotels both as temporary shelter for vulnerable homeless households as well as for people who are COVID-19 positive or person under investigation and require isolation. The County is funding it locally and requests reimbursement from FEMA for up to 75% of expenses to cover the costs. The SureStay Hotel has been utilized by the County to house vulnerable homeless individuals in response to the pandemic. On August 10, 2020, the City of San José successfully submitted its application to the State for Project HomeKey funding to acquire the SureStay Hotel and continue serving the individuals currently staying there under the County's program. On September 16, 2020, Governor Gavin Newsom announced an award to the City of San José in the amount of \$12,230,477 to turn the 76-unit hotel into interim and permanent housing. While the City of San José will prioritize HHAP-2 funding for interim housing options, there will be opportunities to assist those residing in non-congregate shelters, including the newly acquired SureStay Hotel. Opportunities include moving individuals to The Plaza or an emergency interim housing project, both of which will be supported by HHAP-2 funds. Further, the City will work closely with the County to ensure that every individual in a non-congregate site will have an individualized housing plan and a path to permanent housing whether it is through a supportive housing program, such as Rapid Rehousing or Permanent Supportive Housing program, or by using flexible financial funds through the various City of San José or County of Santa Clara housing problem solving programs. The SureStay Hotel will transition to permanent housing and will be an option for permanent living for existing residents.

#### HHAP-2 Funding Plans Question 2 - End Answer

3. Describe the activities budgeted for grant administration. In the applicant's response, describe the overall grant administration staffing plan to accomplish the applicant's goals and activities. Provide information on roles that will be responsible for ensuring the successful execution of HHAP funded projects.

#### HHAP-2 Funding Plans Question 3 - Begin Answer

The City of San José is requesting \$788,639 in administrative support. This includes grant development, administration, processing and monitoring. This funding will support 3.25 FTE. The plan is to utilize the funds in fiscal year 2023-24 but is subject to change.

#### HHAP-2 Funding Plans Question 3 - End Answer

Descriptions should include but are not limited to:

- a. The number of full-time employees (FTE) or percent of time per FTE that will be employed by the applicant dedicated to the execution of HHAP-2.

HHAP-2 Funding Plans Question 3a - Begin Answer

The breakdown is staff is as follows:

0.50 FTE Grants Manager to Oversee Grants Program in the amount of \$215,056

0.50 FTE Grants Analyst II for Grants development and monitoring in the amount of \$164,160

0.25 FTE Budget Analyst I for Budget/HR/contracts (Bidding) in the amount of \$34,201

1.00 FTE Grants Analyst I for Grants development and monitoring in the amount of \$164,161

1.00 FTE Grants Staff Specialist for Grants processing and Webgrants support in the amount of \$161,297

Overhead/Pay raises/Non-personnel in the amount of \$49,764

HHAP-2 Funding Plans Question 3a - End Answer

- b. Existing staff positions that will be leveraged to fulfill this need.

HHAP-2 Funding Plans Question 3b - Begin Answer

Four members of the Homelessness Response Team will develop program scope and budgets and manage each program throughout the terms of the contracts. A portion of the City of San Jose Housing Department Deputy Director position will also be leveraged to support these efforts.

HHAP-2 Funding Plans Question 3b - End Answer

4. In what ways the applicant's jurisdiction is leveraging the adult system to serve youth and in what ways the homelessness response system has been or will be adapted to youth; and how the applicant will use HHAP-2 funding to ensure youth can access services and that targeted spending meets their needs.

HHAP-2 Funding Plans Question 4 - Begin Answer

The County of Santa Clara's Office of Supportive Housing is responsible for operating the CoC's Coordinated Assessment System, which is used to serve all homeless populations in the region, including youth. There is not a separate youth system although there have been several efforts to implement and dedicate programs that appropriately serve homeless youth. For example, youth-centered rapid rehousing programs and permanent supportive housing programs have been implemented. Recently, a 20-person LGBTQ-friendly temporary housing program focused on youth was launched in San José.

While youth and young adults can access the general pool of housing resources through the region's Coordinated Assessment System, the County, CoC, and City of San José have worked collaboratively to strategically allocate HHAP-2 youth set-aside funds. In addition, the City of San José and the County have worked directly with youth specific service providers to ensure this population is not overlooked and to ensure that youth needs are met in the overall homelessness response system. In partnership with youth service providers, the City and County developed a survey to assess the needs of the transition age youth population, including specific questions about how the CAS can be more effective in prioritizing youth needs in the community.

The City of San José has worked closely with the leading homeless youth provider in Santa Clara County, Bill Wilson Center, to strategically allocate the HHAP-2 youth set-aside funds. This funding will support the operations of the largest shelter for homeless youth, as well as offer rapid rehousing efforts and leverage a partnership with AirBnB for housing options. Both the City of San José and the County have worked directly with youth specific service providers to ensure this population is not overlooked and needs are met, including the development of a survey that is specific to the transitional age youth population. This survey asks questions specific to that population that generate a vulnerability score used to affectively place the youth through the County Coordinated Entry System. Youth reported a lack of safe places to be during the daytime, especially early morning, due to few locations and limited hours of existing drop-in centers. Youth lack stability to pursue education and employment, and the cost of housing severely limits opportunities. Living-wage employment training must be dramatically expanded, program operating or service hours conflict with youth school and work schedules, and transportation issues must be addressed. Lastly, while youth providers routinely offer opportunities for participant input into program design and policy, both youth and providers reported a need for greater youth leadership and decision-making, and employment of formerly homeless youth at the program and system level.

The City has committed funding to the transitional age youth population to further leverage the system helping to develop an effective systemic response.

HHAP-2 Funding Plans Question 4 - End Answer

5. Describe how the applicant will incorporate meaningful collaboration with individuals that have lived experience being homeless throughout funding planning, design, implementation, and evaluation.

HHAP-2 Funding Plans Question 5 - Begin Answer

The City of San José's Housing Department is committed to including the voices of homeless and formerly homeless people in the development of policies and programs. The CoC Board, which makes funding decisions for

County-wide investments, includes 3 out of 10 people who have lived experience being homeless. Two of the members are Black; one is white. The City also regularly seeks feedback on funding decisions from the Lived Experience Advisory Board (LEAB), supported by Destination: Home. LEAB is made up of 15 formerly or current homeless individuals. LEAB is racially diverse and includes people who are Black, White, Asian and Latinx. The City of San José actively seeks input from formerly homeless residents who live in permanent supportive housing sites, as well as individuals currently experiencing homelessness who are working with advocates groups. The City of San José does this in a number of capacities. First, members of the LEAB serve on evaluation panels for competitive requests for proposals for programming. Weekly meetings have been implemented between formerly and currently homeless San José residents, homeless advocates, and City staff to coordinate outreach, refine programs, make funding recommendations and develop new policies and programs. Formerly homeless and those currently experiencing homelessness are often sought out to gain insight into gaps in the homeless system of care, and particularly in the development of plans for how to use new funding opportunities, including State funds, as well as strategic planning, including the development of the Community Plan to End Homelessness. The City of San José conducted small focus group meetings targeting homeless and formerly homeless individuals, as well as various stakeholders including nonprofit service providers and homeless advocates to obtain feedback on the Plan. Two reoccurring themes emerged that were considered when developing the proposed HHAP expenditure plan. First, the need for more diverse shelter and interim housing options, where homeless people can take pets and personal belongings was made evident. Also, the need to scale up shelter options such as church shelters, motel vouchers or safe parking programs. Second, was the need for more daytime service locations, with services such as case management and housing assessments, storage for personal belongings, laundry and basic hygiene. The results of all of these coordination efforts are included in reports and memorandums to the City Council.

The City of San José will create a "lived experience" member seat on the Housing and Community Development Commission (HCDC), to be filled by a resident who is currently experiencing or formerly experienced homelessness. HCDC's role is to review and recommend to the City Council funding proposals for programs that are designed to reduce or end homelessness in San José. The selection process will include broad and robust outreach to homeless and formerly homeless residents to obtain a diverse pool of applicants. The City of San José will establish a compensation model for all HCDC members to eliminate any financial barriers to participation by a lived experience HCDC member. The City of San José will incorporate new guidelines and resources for onboarding lived experience HCDC members, including ensuring equitable access to

participation, through resources such as technology, connectivity, information, and training. This will include consulting with Destination: Home, homeless advocates, and others who serve the homeless community to determine best practices, including staff support and potential barriers to participation for a lived experience HCDC member. Many organizations, groups, and individuals in San José can make helpful recommendations based on their experiences and work, such as from Santa Clara County's Continuum of Care Lived Experience Advisory Board.

HHAP-2 Funding Plans Question 5 - End Answer



## 4. HHAP-2 Goals

Creating performance targets that can be clearly measured every year ensures a commitment to locally shared goals. Utilizing the local needs assessment, applicants must identify the areas of impact to be targeted by HHAP funds in Section 3: HHAP-2 Funding Plans, and in this section must present specific and measurable goals for those investment areas. These goals should inform how applicants design HHAP programming and should be stated in the local selection process funding announcements and subcontracts so that local applicants and the selected subrecipients understand program expectations.

### **HHAP Programmatic Goals**

HHAP statute mandates that applicants set goals related to the total number of individuals served and, of those served, the number who will be successfully placed in permanent housing due to HHAP-2 investments.

For interventions funded with HHAP, applicants must show how their jurisdiction plans to use their HHAP investment to meet statutorily-required goals by providing the following in the table below: (1) number of individuals that *currently* need this intervention; (2) number of households expected to be served, annually and over the entire grant period; and (3) number of households expected to be placed into permanent housing, annually and over entire grant period.

Note: identified need below should be the same as the numbers indicated in Section 1.

Table – Statutory Goals by Intervention Type – Permanent Supportive and Service-Enriched Housing

	FY 21/22	FY 22/23	FY 23/24	FY 24/25	FY 25/26	Total #
Total # of individuals that <i>currently</i> need this intervention	6003					
# of individuals expected to be served by HHAP-2	0	0	0	0	0	0
# of individuals expected to be placed into permanent housing through HHAP-2	0	0	0	0	0	0

Table – Statutory Goals by Intervention Type – Rental Assistance

	FY 21/22	FY 22/23	FY 23/24	FY 24/25	FY 25/26	Total #
Total # of individuals that <i>currently</i> need this intervention	5301					
# of individuals to be served	50	0	0	0	0	50

# of individuals to be placed into permanent housing	50	0	0	0	0	50
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Table – Statutory Goals by Intervention Type – Interim Housing

	FY 21/22	FY 22/23	FY 23/24	FY 24/25	FY 25/26	Total #
Total # of individuals that <i>currently</i> need this intervention	9706					
# of individuals to be served	100	100	0	0	0	200
# of individuals to be placed into permanent housing	25	25	0	0	0	50

Table – Statutory Goals by Intervention Type – Diversion and Homelessness Prevention

	FY 21/22	FY 22/23	FY 23/24	FY 24/25	FY 25/26	Total #
Total # of individuals that <i>currently</i> need <i>equity</i> this intervention	8489					
# of individuals to be served	300	0	0	0	0	300
# of individuals to be placed into permanent housing	300	0	0	0	0	300

Table – Statutory Goals by Intervention Type – Outreach

	FY 21/22	FY 22/23	FY 23/24	FY 24/25	FY 25/26	Total #
Total # of individuals that <i>currently</i> need this intervention	7922					
# of individuals to be served	100	0	0	0	0	100
# of individuals to be placed into permanent housing	25	0	0	0	0	25

Table – Statutory Goals by Intervention Type – Services

	FY 21/22	FY 22/23	FY 23/24	FY 24/25	FY 25/26	Total #
# of individuals to be served	1200	1000	0	0	0	2200
# of individuals to be placed into permanent housing	300	150	0	0	0	450

In addition to setting clear goals on numbers served and numbers moved into permanent housing, applicants must also provide the following:

1. Any additional systemwide goals the applicant's jurisdiction and/or region has identified and the metrics used to evaluate progress towards those goals.

#### HHAP-2 Goal Question 1 - Begin Answer

The 2020-25 Community Plan to End Homelessness presented the following new regional goals.

Under Strategy 1: Address the Root Causes of Homelessness Through System and Policy Change, the following systemwide goals have been implemented:

- Address the racial inequities present among unhoused people and families and track progress toward reducing disparities

Under Strategy 2: Expand Homelessness Prevention and Housing Programs to Meet the Need, the following systemwide goals have been implemented:

- House 20,000 people through the supportive housing system
- Achieve a 30% reduction in annual inflow of people becoming homeless

- Expand the Homelessness Prevention System and other early interventions to serve 2,500 people per year

Under Strategy 3: Improve Quality of Life for Unsheltered Individuals and Create Healthy Neighborhoods for All, the following systemwide goals have been implemented:

- Double our temporary housing and shelter capacity to serve 2,000 additional households each night and increase investment in health, safety and other basic services to better meet the needs of people living in unsheltered conditions and build connections to housing programs and safety net services offered throughout the county.

Challenges have been compounded by the COVID-19 pandemic, placing ever-more pressure on the nearly 10,000 individuals currently experiencing homelessness and the tens-of-thousands more at risk of falling into homelessness over the next five years.

#### HHAP-2 Goals Question 1 - End Answer

2. An update on systemwide goals identified in HHAP-1 and explanation of any goal modifications made in response to changing needs.

#### HHAP-2 Goal Question 1 - Begin Answer

As identified in the HHAP-1 application, the City of San José's goals were to support the systemwide efforts to increase shelter capacity by 100% and prevent homelessness for 7,000 households. These goals will not

change with funding from HHAP-2. However, at the time of the HHAP-1 application, the new 2020-25 Community Plan was still in its development stage. Although the system-wide goals in HHAP-1 were based on draft strategies and goals, the ambitions of the finalized and adopted 2020-25 Community Plan goals remain largely unchanged. Specifically, the Plan identified the following systemwide targets:

- Achieve a 30% reduction in annual inflow of people becoming homeless
- House 20,000 people through the supportive housing system;
- Expand the Homelessness Prevention System and other early interventions to serve 2,500 people per year;
- Double temporary housing and shelter capacity to reduce the number of people sleeping outside;
- Address the racial inequities present among unhoused people and families and track progress toward reducing disparities.

Each program funded by the City of San José has measurable outcomes consistent with the County and CoC homeless system wide benchmarks. For example, every City contract includes tracking the people exiting all housing programs to stable housing and returns to homelessness. Outcomes are included in each service provider contract.

HHAP-2 Goals Question 1 - End Answer

3. At least one clear, measurable performance goal related to how HHAP-2 funding will address racial disparities identified in the jurisdiction's homelessness response system.

HHAP-2 Goal Question 1 - Begin Answer

The 2020-25 Community Plan to End Homelessness specifically includes a commitment to "address the racial inequities present among unhoused people and families and track progress toward reducing disparities."

Destination: Home is supporting this effort by providing training to nonprofit providers to help them begin to better understand bias, how the system is working now, and strategies to address the bias in the system and the disproportionate impacts on communities of color. They have recently released a new request for proposals to identify partners who can address racial disparities and geographic gaps. This will guide the City, County and non-profit partners in addressing racial equity in the housing and homelessness response system. In 2021, incorporating uniform policies around addressing racial inequities in grant making and service delivery will be a priority in Santa Clara County, including with the HHAP-2 funded programs. One clear, measurable performance goal related to how HHAP-2 funding will address racial disparities could be to provide trauma-informed care and racial equity/anti-racism training to 100% of staff

working with people experiencing homelessness on the HHAP-2 funded programs.

The 2020 Race and Homelessness in Santa Clara County report identified high rates of Hispanic/Latinx family homelessness (65% of families experiencing homelessness). Over the past year, 70% of households served in the Homelessness Prevention System (HPS) were Hispanic/Latinx. HHAP-2 funding will increase the number of families, including Hispanic/Latinx families, receiving assistance to prevent homelessness. A clear, measurable goal for prevention is 95% of households receiving homelessness prevention assistance will remain stably housed.

HHAP-2 Goals Question 1 - End Answer

4. At least one clear, measurable, youth-specific performance goal related to HHAP-2 investments, including an explanation of how the applicant's jurisdiction accounts for the unique service needs of youth when determining how to set performance targets for youth set-aside funding interventions.

HHAP-2 Goal Question 1 - Begin Answer

The 2020-25 Community Plan to End Homelessness identified a five-year goal to expand and diversify housing programs for foster youth to meet their long-term housing needs, so no foster youth become homeless. The Plan also discusses that the region will develop programs tailored to the needs of specific populations of people experiencing homelessness, including youth and young adults. One clear, measurable youth-specific performance goal related to how HHAP-2 funding could be to develop a youth lived experience advisory board, or a seat on the agency's Board of Directors for a homeless youth or formerly homeless youth, to advise on programs, including HHAP-2 funded programs.

HHAP-2 Goals Question 1 - End Answer

## 5. Local Project Selection Process

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Applicants may choose (though they are not required) to contract with local nonprofits and service providers to administer the services detailed in their HHAP-2 Funding Plan. When contracting for services, applicants shall select qualified service providers that provide services which match the needs of the local population of people experiencing homelessness and which are HHAP-eligible activities that are in line with the applicant's HHAP-2 Funding Plan.

HCFC encourages applicants to consider how these funds are accessible to smaller and non-traditional organizations that have historically served communities of color but may not have previously participated formally in the CoC or been a part of the homeless provider community.

To successfully complete this section of the application, applicants will need to provide the following:

1. An explanation of how HHAP-2 funds will be distributed and whether a local project selection process will be utilized to select subcontractors.

Local Project Selection Process Question 1 - Begin Answer

The City of San José Housing Department utilizes a local selection process that follows City-wide procurement policies when selecting grantees. All grantees are selected through an open competitive request for proposals process. An open competitive process ensures fairness and equal access and promotes the most cost-effective use of taxpayer dollars and City resources. Following receipt of proposals from interested parties, the City convenes a group of non-conflicted stakeholders to form an evaluation panel to evaluate, score the proposals, and make recommendations for award. Pursuant to the scoring and evaluation criteria set forth by the request for proposals, prospective vendors are then evaluated based on program design, organizational capacity and experience, budget and outcomes.

The City is proposing to amend several current HEAP and HHAP-1-funded, and federally and locally-funded, contracts for most of the proposed HHAP-2-funded programs. A local project selection process has been utilized to select contractors for the City of San José. One contract for the new centralized hotline (a coordinated effort between the County and the City) will result in a competitive selection process managed by the County.

Local Project Selection Process Question 1 - End Answer

Will subcontractors be utilized? Yes

a. If the applicant *is not utilizing* a local selection process, please include the following in the explanation:

- i. Description of why this is the best funding plan for the community; and

Local Project Selection Process Question 1a.i. - Begin Answer

Local Project Selection Process Question 1a.i. - End Answer

- ii. Description of how applicants will ensure equitable access to services funded.

Local Project Selection Process Question 1a.ii. - Begin Answer

Local Project Selection Process Question 1a.ii. - End Answer

b. If the applicant *is utilizing* a local selection process, please include the following in the explanation:

- i. What is the process and timeline for project selection?

Local Project Selection Process Question 1b.i. - Begin Answer

The City of San Jose released multiple competitive requests for proposals between 2018 (as a result of the HEAP funds) and 2020 for the specific services proposed to be funded by HHAP-2. The San Jose City Council approved the Housing Department's HHAP-2 expenditure plan on January 12, 2021. Once the application is accepted and the award id received from HCFC, drafts of contracts will be ready for execution in FY 2021/22.

Local Project Selection Process Question 1b.i. - End Answer

- ii. How will the applicant encourage new partners to participate?

Local Project Selection Process Question 1b.ii. - Begin Answer

During the development of the 2020 Community Plan, the region's key stakeholders recognized the need to broaden the range of community partners participating in the local homelessness response system. To encourage new partners to apply for HHAP-funded programs and participate in the local homelessness response system more broadly, the 2020-25 Community Plan identified several strategies. First, one of the goals in the Community Plan is to engage a cross-section of community partners to address the needs of unsheltered residents. Part of this engagement process includes increasing outreach to City and County staff, smaller grass-roots community-based organizations, and business and neighborhood associations about available resources to assist people who are homeless. The Community Plan also includes a strategy to partner with new private sector,

community-based, and faith-based organizations to provide supportive services to unhoused people. In addition to the large unsheltered homeless population in our community, one of the identified gaps in the homelessness response system is a shortage of safe and welcoming spaces in every community for unhoused people to access supportive services during the day. To meet the need, one of the strategies in the Community Plan is to build new partnerships to host emergency shelter, safe places to park and access services, and sanctioned encampments that are not abated and include hygiene and supportive services.

New City of San Jose funding opportunities are publicly noticed through CoC work groups, including the Service Provider Network, in which hundreds of agencies participate, social media, the City website and through various public outreach efforts. The Service Provider Network in particular is a great way to reach the smaller organizations who serve marginalized populations, the grassroots organizations, and the homeless advocates who do a tremendous job of spreading the word about new opportunities. While the City of San Jose is very interested in working with smaller and non-traditional organizations that have historically served communities of color but may not have previously participated formally in the CoC or been a part of the homeless provider community, competitive processes often result in the more qualified, larger organizations who have been providing services to homeless populations for decades in Santa Clara County.

Local Project Selection Process Question 1b.i.i. - End Answer

- iii. How will people with lived experience of homelessness, including youth with lived experience, have meaningful and purposeful opportunities to shape the selection process and funding decisions?

Local Project Selection Process Question 1b.i.i.i. - Begin Answer

In 2020, the City of San José released requests for proposals for operators and administrators of both Rapid Rehousing and Emergency Interim Housing programs. A competitive process for the Motel Voucher Program occurred after receiving HEAP funding. All processes included evaluation panels consisting of City staff, County staff and external stakeholders, including a formerly homeless resident and Lived Experience Advisory Board member. While these two competitive processes allocated federal and local funds, it informed the City on its selection of recipients of the HHAP-2 funds. This is the best funding plan for the community given the expertise of the agencies, as well as the competitive and fair processes. The City of San Jose is committed to ensuring that those



with lived experience are not only part of every selection process via application review and panel participation but also are included in the initial program models and priorities.

Local Project Selection Process Question 1b.i.i.i. - End Answer

- iv. How will the applicant promote equity and ensure underrepresented communities can be competitive applicants for funding?

Local Project Selection Process Question b.i.v. - Begin Answer

Though grantees are selected through an open competitive request for proposals process, the City ensures that applications are widely accessible. In addition to ensuring accessibility, equal geographic representation, especially to underserved or underrepresented communities, can be included as a scoring criterion. The evaluation process will also strive to ensure that services are geographically distributed, and that applicant agencies are representative of their target population served. Lastly, some scoring criteria grant additional points for agencies who hire people with lived experience.

To encourage new partners to apply for HHAP-2 funded programs and participate in the local homelessness response system more broadly, the 2020-25 Community Plan identified several strategies. First, one of the goals in the Community Plan is to engage a cross-section of community partners to address the needs of unsheltered residents. Part of this engagement process includes increasing outreach to City and County staff, smaller grass-roots community-based organizations, and business and neighborhood associations about available resources to assist people who are unhoused. Finally, the Community Plan includes a strategy specifically targeted to promote efforts and funding opportunities to end homelessness. To increase awareness about available homelessness programs, one of Community Plan strategies is to create a county-wide education campaign that increases public knowledge about the causes and impacts of homelessness and ongoing efforts to end homelessness.

The Coordinated Assessment System Evaluation Report identified several key strategies to engage organizations that have historically served communities of color and provide them with future opportunities to access funding and engage in system planning. In particular, the Evaluation Report identified several community-based organizations led by and specifically serving Hispanic/Latinx and Asian and Pacific Islander persons to engage with, including some organizations that have not previously participated formally in the CoC. To broaden the reach of the Coordinated Assessment System, particularly in communities of

color, the Evaluation Report also recommended partnering with community centers and churches.

Local Project Selection Process Question b.i.v. - End Answer

2. Describe how systemwide collaboration would occur among homelessness service providers and other social safety net providers. How do these collaborative efforts help minimize or avoid the duplication of service and effort?

Local Project Selection Process Question 2 - Begin Answer

In the Santa Clara County region, the guiding roadmap for systemwide collaboration to ending homelessness is the 2020 Community Plan. As described above, the 2020 Community Plan outlines a set of goals and collaborative community responses organized around a set of three strategy focus areas. Although the 2020 Community Plan provides an overall roadmap, system collaboration between homeless service and social safety net providers happens in several fora.

One of the forums for system collaboration is through the Continuum of Care Board. The CoC Board is the driving force behind systems change to end and prevent homelessness and helps to coordinate the resources to support system change. The CoC Board is comprised of a broad group of stakeholders dedicated to ending and preventing homelessness in Santa Clara County, and includes representatives from the LEAB, the County of Santa Clara, the City of San José, Destination: Home, the Santa Clara County Housing Authority, and an array of service providers in the community. The CoC Board meets monthly to coordinate local efforts to end homelessness.

The CoC also convenes several work groups, including work groups supporting the CoC's system infrastructure. At each of these regularly scheduled work group meetings, representatives from individual homeless service and safety net providers from across the system of care meet for system planning and coordination. These work groups include the Coordinated Assessment Work Group (CAWG), the HUD CoC NOFA Committee, the HMIS Agency Administrators Work Group, Performance Management Work Group, and semi-annual CoC-wide Membership Meetings.

Another forum for regional, system-wide collaboration is the CDBG Regional Coordinators Group. At these meetings, representatives from each of the local entitlement CDBG jurisdictions meet to discuss funding plans their Federal allocations, including the new allocations of the CARES Act-funded CDBG-CV. Finally, in addition to the CoC Board and work groups, representatives from the County of Santa Clara, the City of San José, and Destination: Home meet regularly for coordination and system planning. During weekly meetings, representatives coordinate resources, explore new projects, and discuss how the different entities are spending their funding resources.

Systemwide collaboration occurs through the County-managed coordinated assessment system. The County oversees several work groups and subcommittees of which Bill Wilson Center, HomeFirst, Abode Services,

LifeMoves, all partners in the Homelessness Prevention System, and the City of San José participates, including several CoC work groups that meet regularly to review and evaluate how well the system is working and how to work together and avoid duplication of efforts. The Performance Management Work Group meets quarterly to set and monitor community performance measures and will assist with development of metrics and monitoring of the community's efforts to prevent and end youth homelessness at the program and system levels. The Coordinated Entry System Work Group meets bi-monthly to evaluate and improve the system, including increasing access and effective prioritization of youth for resources. The workgroup also encompasses a subcommittee that meets monthly to better align the assessment and prioritization process with community need. The Service Provider Network meets monthly to collaborate and coordinate on available programs, referrals, education, and trainings. Additionally, semi-annual CoC meetings, monthly system performance dashboards, annual supportive housing system report, and regular communications via community listservs ensure efficient community-wide communication and engagement.

Local Project Selection Process Question 2 - End Answer

In addition to the narrative questions above, check all box(s) that apply to the applicant's community:

Table – Local Project Selection Process Assessment

LOCAL PROJECT SELECTION PROCESS ASSESSMENT (check all that apply)
<p><b>Local Project Selection Assessment Statement:</b> The process will clearly define for potential subcontractors which types of projects will be prioritized for funding and which needs identified in the needs/gaps assessment are intended to be met by funding such projects. Local Project Selection Assessment Response: <b>Yes</b></p>
<p><b>Local Project Selection Assessment Statement:</b> The process will prioritize programs that address the disproportionate impacts that homelessness and COVID-19 have on communities of color, particularly Black, Latinx, Asian, Pacific Islander, Native and Indigenous communities. Local Project Selection Assessment Response: <b>Yes</b></p>
<p><b>Local Project Selection Assessment Statement:</b> The process will remove barriers to competitive participation by applicants representing marginalized communities. Local Project Selection Assessment Response: <b>Yes</b></p>
<p><b>Local Project Selection Assessment Statement:</b> The process will use objective criteria to evaluate projects for funding. Local Project Selection Assessment Response: <b>Yes</b></p>
<p><b>Local Project Selection Assessment Statement:</b> The objective criteria used to evaluate projects will include data on past performance related to the proposed activity (for example, an existing rapid rehousing provider applies to provide rapid rehousing services with HHAP funds and provides HMIS data to show a history of positive outcomes) Local Project Selection Assessment Response: <b>Yes</b></p>
<p><b>Local Project Selection Assessment Statement:</b> The objective criteria used to evaluate projects will allow applicants applying to perform services not previously performed by their organization, to provide other data or outcome results to support their competency to perform the proposed activity. Local Project Selection Assessment Response: <b>Yes</b></p>

**Local Project Selection Assessment Statement:** The process will have provisions to allow for innovation, while balancing the need for data and performance-based decision-making.

Local Project Selection Assessment Response: **Yes**

**Local Project Selection Assessment Statement:** The process will be posted publicly on a platform that is accessible to the public.

Local Project Selection Assessment Response: **Yes**

**Local Project Selection Assessment Statement:** The process will consider the severity of needs and vulnerabilities of the proposed target population in its objective criteria – and aligns its prioritization of these needs with the needs identified through the community needs assessment process.

Local Project Selection Assessment Response: **Yes**

**Local Project Selection Assessment Statement:** The process will avoid conflict of interest.

Local Project Selection Assessment Response: **Yes**

**Local Project Selection Assessment Statement:** The process will only fund programs that follow a Housing First approach.

Local Project Selection Assessment Response: **Yes**

**Local Project Selection Assessment Statement:** The process will include people with lived experience to have meaningful and purposeful opportunities to inform and shape all levels of planning and implementation.

Local Project Selection Assessment Response: **Yes**

## 6. Racial Equity Efforts

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HHAP-2 applicants should prioritize the advancement of racial equity at every level of the homelessness response system. Applicants must be actively involved in their homelessness response systems, facilitating partnerships among service organizations, and promoting racial equity practices. Applicants must respond to disproportionality in access to services, service provision, and outcomes. Applicants cannot simply rely on delivering a standardization of services to address equity. Applicants have the responsibility to examine their data to ensure all eligible persons receive equitable services, support, and are served with dignity, respect, and compassion regardless of circumstances, ability, or identity.

HCFC encourages applicants to consider how these funds are accessible to smaller and non-traditional organizations that have historically served communities of color but may not have previously participated formally in the CoC or been a part of the homeless provider community, and how these funds would address the organizational capacity of organizations that are led by Black, Latinx, Asian, Pacific Islander, and Native and Indigenous people that support the goal of reducing and ending homelessness.

To successfully complete this section of the application, applicants will need to provide the following:

1. Using the [Racial Demographic Data Worksheet \(Appendix D\)](#), please provide the Continuum of Care Outcomes by Race and Ethnicity.
2. Describe how the local homelessness response system or projects the applicant is planning use policy and practices to ensure equal access and non-discrimination when serving prospective and new program participants.

### Racial Equity Efforts Question 2 - Begin Answer

The City of San José participated in a study, conducted by Destination: Home, a local public-private partnership, and SPARC (Supporting Partnerships for Anti-Racist Communities). The study looked at the entire delivery system as it is coordinated through the County via the Continuum of Care (CoC) and data tracked using HMIS. The City designs and implements programs that are consistent with the CoC. In January 2019, Destination: Home's released the Race and Homelessness in Santa Clara County report, a comprehensive racial equity report. The report is the first step in developing an understanding of the disproportionate impacts that are occurring system wide within the delivery of homeless services in Santa Clara County. The next step is to begin to evaluate specific programs that the City is funding to obtain a deeper understanding of disproportionate impacts. The report identified three guiding values for its racial equity efforts:

- Integrate people of color with lived experience of homelessness in all program, policy, and funding decisions.
- Align racial equity work in the homelessness sector with other racial equity initiatives in Santa Clara County.
- Use a racial equity lens and data-driven decision making in the homelessness system and across other systems.

The guiding values from the Race and Homelessness report were instrumental to informing action planning to implement racial equity strategies within the region's new 2020-25 Community Plan to End Homelessness. The county-wide plan serves as the roadmap for ending homelessness in Santa Clara County, and calls for bold strategies and partnerships to meet the scale of the homelessness crisis and racial inequity in our community. In particular, the 2020 Community Plan identifies several policies and practices to ensure equal access and non-discrimination.

In August 2020, the City endorsed the Community Plan to End Homelessness 2020-25. The Plan specifically includes a commitment to "address the racial inequities present among unhoused people and families and track progress toward reducing disparities." Destination: Home is supporting this effort by providing training to nonprofit providers to help them begin to better understand bias, how the system is working now, and strategies to address the bias in the system. Destination: Home has been leading the efforts to address the disproportionate impacts on communities of color. They have recently released a new request for proposals to identify partners who can address racial disparities and geographic gaps. This will guide the City, County and non-profit partners in addressing racial equity in the housing and homelessness response system. In 2021, incorporating uniform policies around addressing racial inequities in grant making and service delivery will be a priority in Santa Clara County, including with the HHAP-2 funded programs.

HHAP-2 funded activities will align with Housing First principles through the Coordinated Assessment System, which 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. Once assessed, homeless clients are then connected to appropriate housing referrals through the Community Queue.

All City requests for proposals include questions from applicants about how to explain the efforts that are in place to ensure that culturally competent and linguistically accessible services to persons from diverse backgrounds, including non-English speaking communities, will be provided.

City contracts and grant agreements include language about compliance with laws and nondiscrimination. Grantees shall not discriminate, in any way, against any person on the basis of race, sex, color, age, religion, actual or perceived gender identity, sexual orientation, disability, ethnic or national origin pursuant to anti-discrimination laws, including Title VI of the Civil Rights Act of 1964 and the Fair Housing Act, Section 109 of the Housing and Community development Act

of 1974, and Section 504 of the Rehabilitation Act of 1973, and in connection with or related to the performance of the agreement. Grantees shall fully implement and comply with their City-approved Language Access Plan to ensure that Limited English Proficient participants have equal access to community programs and services. Grantees shall include in all outreach and marketing materials, including public websites, an affirmative statement that they will provide services or benefits to all persons, race, sex, color, age, religion, actual or perceived gender identity, sexual orientation, disability, ethnic or national origin, or familial status. Should the organization not comply with this requirement, the City will withhold funding until in compliance.

#### Racial Equity Efforts Question 2 - End Answer

3. How does the applicant's grant making process and/or funding decisions include prioritization of programs that are addressing the disproportionate impacts that homelessness and COVID-19 have on communities of color, particularly Black, Latinx, Asian, Pacific Islander and Indigenous communities?

#### Racial Equity Efforts Question 3 - Begin Answer

One of the goals of the 2020-25 Community Plan is to address the racial inequities present among homeless people and families and track progress toward reducing disparities. Taking recommendations from the Race and Homelessness in Santa Clara County report, the Community Plan outlines specific strategies to address racial disparities and track progress toward reducing those disparities. One of the methods identified in the Community Plan is to provide more leadership opportunities for people with lived experience of homelessness to shape how the CoC addresses homelessness. Although Santa Clara County has already implemented some of strategies, such as LEAB representation on the CoC Board, the next step is to ensure that people with lived experience of homelessness, including members from the Black, Latinx, Asian, Pacific Islander, Native and Indigenous communities, are included in a decision-making capacity around major policy and program design in a more concerted and consistent manner.

The City of San José's commitment to incorporating policies around addressing racial inequities in grant making and service delivery will begin in the competitive bidding process by prioritizing programs that are addressing the disproportionate impacts that homelessness and COVID-19 have on communities of color, particularly Black, Latinx, Asian, Pacific Islander and Indigenous communities. The City formed the New Office of Racial Equity in the City Manager's Office, that aims to address racial inequities in government through a citywide racial equity framework that examines and improves internal policies, programs, and practices. The City's Housing Department will work with the newly created City Office of Racial Equity and the City Attorney's Office to develop requests for proposals and contracts that explicitly include efforts to address racial disparities. Other examples include:

- The City of San Jose and the County of Santa Clara participate in the Government Alliance on Race and Equity (GARE) to communicate about race and equity issues.
- The City's Citizen Participation Plan was updated this year to improve facilitation and engagement to citizens who are disproportionately impacted by homelessness in the planning, implementation, and assessment of the City's Consolidated Plan with HUD.
- The City's Housing Department created a Policy, Equity, and Inclusion Coordinator position to address racial disproportionalities related to housing and delivery of services.

#### Racial Equity Efforts Question 3 - End Answer

4. How are the voices of Black, Latinx, Asian, Pacific Islander and Indigenous communities being developed as central in creating effective approaches to reducing and ending homelessness?

#### Racial Equity Efforts Question 4 - Begin Answer

Taking recommendations from the Race and Homelessness report, one of the key strategies to reducing racial inequity identified by the 2020 Community Plan is to center the voices of people who have lived experience of homelessness, especially people of color, in the policy and program design decisions of the supportive housing system. The voices of Black, Latinx, Asian, Pacific Islander and Indigenous communities will be central in creating effective approaches to reducing and ending homelessness. The City, County and CoC will work together to raise the voice of people of color who have experienced homelessness in the policy and program decisions of the supportive housing system. Our community has a vibrant Lived Experience Advisory Board (LEAB), and two of its members serve on the Racial Equity Advisory Group that guides the efforts in the study and the Community Plan. The next step is to ensure that people with lived experience of homelessness, including members from the Black, Latinx, Asian, Pacific Islander, Native and Indigenous communities, are included in a decision-making capacity around major policy and program design in a more concerted and consistent manner. The founding LEAB members have been intentional in identifying which voices are missing and recruiting new members to fill those voids, including people of color, youth, parents, and people who have overcome various barriers to housing, such as substance use and other disabilities.

The City of San José is committed to work with the County of Santa Clara County and Destination: Home to implement the regional goals in the 2020-25 Community Plan to End Homelessness around racial equity. Each jurisdiction will develop implementation plans to achieve these goals:

- Address the racial inequities present among homeless individuals and families and track progress toward reducing disparities;
- Increase access to supportive housing programs for people of color by addressing racial bias in our system;



- Provide trauma-informed care and racial equity/anti-racism training to all staff working with people experiencing homelessness;
- Align racial equity work in the homelessness sector with other racial equity initiatives in Santa Clara County;
- Change local land use and housing policy to allow for development of more affordable housing and help reverse housing disparities that have negatively impacted people of color;
- Provide legal assistance to ensure that individuals and families most severely impacted by the lack of affordable housing, namely people of color, have equal access to housing;
- Center the voices of people who have lived experience of homelessness, especially people of color, in the policy and program design decisions of the supportive housing system; and
- Incentivize hiring of people who have lived experience of homelessness to reflect the client population— especially people of color and LGBTQI+ persons. The City of San José will also add a seat on the Housing and Community Development Commission (HCDC) in order to provide feedback on policies and programs that reduce and end homelessness, especially for people of color.

#### Racial Equity Efforts Question 4 - End Answer

5. Does the applicant have a strategy to expand the reach of funding to underserved and marginalized communities and non-traditional providers who can reach and serve disproportionately impacted communities? If so, please describe.

#### Racial Equity Efforts Question 5 - Begin Answer

The primary way the County, CoC, and City of San José provide broad access to reach and serve disproportionately impacted communities is through the community-wide Coordinated Assessment System. Currently, there are over 70 access point locations across the region. Culturally competent outreach resources with strong existing ties to the community's most vulnerable populations serve as Coordinated Assessment System points to ensure that all subpopulations access coordinated assessment and the CoC and its partners are continually working to expand the system to include more agencies that have built trust in communities of color.

The 2020-25 Community Plan also includes a strategy to partner with new private sector, community-based, and faith-based organizations to provide supportive services to unhoused people. In addition to the large unsheltered homeless population in our community, one of the identified gaps in the homelessness response system is a shortage of safe and welcoming spaces in every community for unhoused people to access supportive services during the day. To meet the need, one of the strategies in the 2020-25 Community Plan is to build new partnerships to host emergency shelter, safe places to park and access services, and sanctioned encampments that are not abated and include hygiene and supportive services.

The City of San José is required to produce multiple plans and reports for HUD in regard to how funding will be spent. As a requirement, the City conducts multiple public outreach meetings to gain feedback on the plan in which we purposefully target communities of color. Below are a few examples of how the City of San José has reached and served disproportionately impacted communities:

- Contracted with a consortium of small agencies that specialize in serving people of color to provide rental assistance to low-income families impacted by COVID-19. The agencies in the consortium include Sacred Heart, Asian Americans for Community Involvement, Amigos de Guadalupe, Community Solutions, LifeMoves, St. Joseph's Family Center, Sunnyvale Community Services, and West Valley Community Services.
- Contracted with Catholic Charities to provide rental assistance. Catholic Charities has strong ties to low-income Hispanic communities in San Jose through their parish-based emergency food distribution sites and Parish Engagement team.
- Rental Assistance programs prioritized services to extremely low-income households first. Agencies applied targeted outreach strategies. Rather than taking a first come first serve approach, agencies left their applications open for longer periods of time to ensure disproportionately impacted communities/households were able to apply. After the application period ended, extremely low-income families were identified, and a random selection process was used to distribute assistance.
- Destination: Home received funding from the City to serve as a fiscal agent and oversee a grassroots outreach campaign targeting existing community networks of extremely low-income households at risk of COVID-19, displacement, and homelessness. Subgrantees in the network were selected based on their connection to high-risk communities and cultural awareness. The network of providers includes: African American Community Service Agency, Alum Rock Counseling Center, Amigos de Guadalupe, Asian American Center of Santa Clara County, Bay Area Community Health, Building Skills Partnership, CARAS, Cary the Vision, Child Advocates of Silicon Valley, Community Health Partnership, Community Solutions, Day Worker Center of Mountain View, Friends of Hue Foundation, Grace Solutions, Grail Family Services, Healing Grove Health Center, Hope Services, Housing Choices, Human Agenda, ICAN, Korean American Community Services, Latinas Contra Cancer, LEAD Filipino, LUNA, Maitri, Mekong Community Center, Midtown Family Services, My New Red Shoes, Next Door Solutions for Domestic Violence, Pacific Housing, Parents Helping Parents, Pars Equality Center, PATH, Razing the Bar, Sacred Heart Community Service, San Jose Bridge Communities, Seneca Family of Agencies, Sewa International, SOMOS Mayfair, STAR Programs, Sunday Friends Foundation, St. Vincent de Paul of Santa Clara County, Silicon Valley Independent Living Center, Teen Success, The Foundation for Hispanic Education, Unity Care Group, Uplift Family Services, Veggielution, VIVO, and Youth Alliance.

6. Describe how the priority population(s) learn about and enter local homelessness programs, including marketing and communication strategies used.

#### Racial Equity Efforts Question 6 - Begin Answer

The City of San José and the County of Santa Clara market its local homelessness programs through the Coordinated Assessment System, which is a streamlined process for matching people experiencing homelessness to community resources that are the best fit for their situation, prioritizing the most vulnerable households. In Santa Clara County, Coordinated Assessment operates with a “no wrong door” approach, so that a household seeking assistance at any access point across the county will receive the same brief assessment, the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT), to determine their level of need and priority for housing assistance. Access points are locations where people experiencing homelessness can complete the assessment survey to participate in coordinated assessment. Access points include street outreach teams, emergency shelters, and many other community resources. Access points are sited in proximity to public transportation and other services to facilitate participant access, but a person with a mobility or other impairment may request a reasonable accommodation to complete the coordinated assessment process at a different location. For the City of San José, the primary goal of the robust outreach programs is to build relationships with the priority populations who are unsheltered and populate HMIS with assessments, especially for those who are not in HMIS. The City’s outreach teams are largely comprised of staff with lived experience. Coordinated assessment outreach is designed to ensure the coordinated access process is available to all eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status. Outreach is available in the following languages to meet the needs of minority, ethnic, and groups with Limited English Proficiency (LEP): Spanish, Vietnamese, Tagalog, and Mandarin.

To further increase access and reduce barriers for underserved and marginalized communities, Santa Clara County partners are working collaboratively to launch a Centralized Hotline for Homeless Services. Jointly funded by the County of Santa Clara, the CoC, and the City of San José, the Centralized Hotline seeks to continue and expand centralized services that were implemented during the COVID-19 pandemic. The Centralized Hotline will be a 24-hour call center that provides information and referral services for homeless individuals and families. The goal of the Centralized Hotline is to increase access to shelter and health related services for vulnerable, low-income, and special-needs populations. The Centralized Hotline will effectively allocate assistance for homeless individuals and families in Santa Clara County and prioritize assistance based on vulnerability and severity of service needs. In addition to information and referral services, the Centralized Hotline will incorporate transportation services for persons seeking access to shelter and housing placements.

Finally, the 2020-25 Community Plan includes a strategy specifically targeted to expand public and private sector support for ending and preventing homelessness. To increase marketing and communications about available homelessness programs, one of Community Plan strategies is to create a county-wide education campaign that increases awareness of the causes and impacts of homelessness and ongoing efforts to end homelessness.

Racial Equity Efforts Question 6 - End Answer

7. How is the applicant making community project grants accessible to smaller organizations that have historically served communities of color, but may not have previously participated formally in the CoC or as a part of the "homeless provider" community?

Racial Equity Efforts Question 7 - Begin Answer

To encourage new partners to apply for HHAP-funded programs and participate in the local homelessness response system more broadly, the 2020 Community Plan identified several strategies. First, one of the goals in the 2020 Community Plan is to engage a cross-section of community partners to address the needs of unsheltered residents. Part of this engagement process includes increasing outreach to City and County staff, smaller grass-roots community-based organizations, and business and neighborhood associations about available resources to assist people who are homeless. The Coordinated Assessment System Evaluation Report identified several key strategies to engage organizations that have historically served communities of color and provide them with future opportunities to access funding and engage in system planning. In particular, the Evaluation Report identified several community-based organizations led by and specifically serving Hispanic/Latinx and Asian and Pacific Islander persons to engage with, including some organizations that have not previously participated formally in the CoC. To broaden the reach of the Coordinated Assessment System, particularly in communities of color, the Evaluation Report also recommended partnering with community centers and churches.

Racial Equity Efforts Question 7 - End Answer

8. How does the applicant partner with organizations that are addressing racial equity in the housing and homelessness response system?

Racial Equity Efforts Question 8 - Begin Answer

The local Santa Clara County and San José community's effort to address systemic racism has historically been omitted and absent in jurisdictional strategic planning. There has been a regional shift from focusing on identifying the persistent drivers of homelessness such as funding cuts in affordable housing, restructuring mental health systems, and challenges facing specific subgroups to analyzing racial dimensions of homeless experiences. This local collaboration is allowing our jurisdiction to coordinate an appropriate approach and response to racial equity systemically. By analyzing homelessness as an issue of race,

service providers can coordinate redesigned response systems locally to meet the specific needs of people of color who experience homelessness. Numerous racial equity efforts are already underway in the Santa Clara County region, including work among local jurisdictions on affordable housing dispersion policies, anti-displacement, tenant protections, and local resident preferences. Since the regional partners have existing partnerships across multiple city and county departments, a strong foundation is already in place to bring racial equity work into alignment with other efforts. Although some racial equity efforts are already underway, the 2020-25 Community Plan identifies specific actions to further bolster the efforts and reduce racial disparities among unhoused people and families. Strategy 1 in the 2020 Community Plan is to address the root causes of homelessness through system and policy change and includes approaches that target the entrenched economic and societal causes of homelessness. One of the partnership approaches that the 2020 Community Plan identifies is to work with cities to change local land use and housing policy to allow for development of more affordable housing and help reverse housing disparities that have negatively impacted people of color. While the community's partners have made progress with Measure A housing bond funds to build and develop new affordable housing in cities across the region, this approach would further accelerate the process. In addition to its strategies to change land use and housing policies, the 2020-25 Community Plan outlines several specific process improvements to expand coordination between systems, increase the use of data to improve programs, and increase training opportunities for all partners. The first process improvement that the Community Plan identifies is to better utilize data collected in the homeless system of care and across County departments to determine what is working well, what programs need improvement, and to identify inequities in the system. The second process improvement that the Community Plan identifies is to provide demographic data, including race and ethnicity, in all reports on homelessness to highlight and address inequities. Lastly, the third process improvement is to align racial equity work in the homelessness sector with other racial equity initiatives in Santa Clara County. For example, committees and task forces working on displacement, criminal justice, public health, and cultural competence across sectors offer the possibility of joint work, cross-sector pilot projects, and representation of a homelessness focus at those tables.

#### Racial Equity Efforts Question 8 - End Answer

9. How will the applicant ensure that racial disparities are addressed with this funding?

#### Racial Equity Efforts Question 9 - Begin Answer

In early 2019, Destination: Home launched a new effort to examine how issues of race and homelessness intersect in Santa Clara County. SPARC (Supporting Partnerships for Anti-Racist Communities) facilitated efforts under the guidance of the local Race Equity Advisory Board, which is comprised of

community leaders and allies with and without lived experience who wisely guided this process on the community's behalf.

The City of San José will ensure that racial disparities are addressed with HHAP-2 funding are to include deliverables and goals similar to the examples below:

- Requiring contracted agencies to conduct racial equity training, diversifying senior leadership, introducing salary equity, and implementing and scaling the things that we know are equity-driven to end homelessness.
- Making sure race data is incorporated within all reporting. For example, if 16.9% of people experiencing homelessness are black, are at least 16.9% of participants in the program black?
- Conduct a survey on diversity of senior management and board membership
- Increase diversity on advisory board and create lived experience groups within agencies. The City will add a seat on the Housing Commission for someone with lived experience and it should be someone who appropriately represents the region's homeless population
- Include racial disparity issues in social media communications, City Council memorandums, and public reports
- Conduct at least three community outreach trainings and sessions to non-traditional organizations serving marginalized populations to educate on services
- Provide connections to services and housing at equitable rates and achieve equitable outcomes for clients across races and ethnicities
- Work with staff and individuals with lived experience to gauge whether any identified racial disparities are being or perpetuated by processes or barriers within your homeless services system.
- Proactively analyze whether people experiencing different results is due to how policies are enforced or enacted, if City policies address and meet the needs of people of color, and if implicit bias affects individuals' outcomes

Racial Equity Efforts Question 9 - End Answer

In addition to the narrative questions above, check all boxes that apply to the applicant's community:

Table – Racial Equity Assessment

RACIAL EQUITY ASSESSMENT (check all that apply)	
<b>Racial Equity Assessment Statement:</b> We have a racial equity policy within the organization I work for.	Racial Equity Assessment Response: <b>Implementing but could benefit from assistance</b>
<b>Racial Equity Assessment Statement:</b> We collect racial, ethnic and linguistic data on clients and constituents outside of HMIS.	Racial Equity Assessment Response: <b>Implemented</b>
<b>Racial Equity Assessment Statement:</b> We provide language interpreter/translator services for people who speak languages other than English.	Racial Equity Assessment Response: <b>Implemented</b>
<b>Racial Equity Assessment Statement:</b> We collect data on service-user or constituent satisfaction with our organization regarding racial equity.	

Racial Equity Assessment Response: <b>Implementing but could benefit from assistance</b>
<b>Racial Equity Assessment Statement:</b> We have formal partnerships with organizations of color. Racial Equity Assessment Response: <b>Implementing but could benefit from assistance</b>
<b>Racial Equity Assessment Statement:</b> We allocate resources for engagement and outreach in communities of color. Racial Equity Assessment Response: <b>Implementing but could benefit from assistance</b>
<b>Racial Equity Assessment Statement:</b> Racial equity and cultural competency training are offered to employees within the applicant's organization. Racial Equity Assessment Response: <b>Implemented</b>
<b>Racial Equity Assessment Statement:</b> We meet regularly with leaders from communities of color specifically to discuss racial equity within the homelessness system. Racial Equity Assessment Response: <b>Implementing but could benefit from assistance</b>
<b>Racial Equity Assessment Statement:</b> We analyze to assess whether equitable access to new and existing shelter facilities is being provided to people of color, especially Black, Latinx, and Indigenous populations most impacted by homelessness, and examine data to determine if there are other disparities to be addressed, such as by age, ethnicity, disability, gender status, family composition, etc. Racial Equity Assessment Response: <b>Implementing but could benefit from assistance</b>
<b>Racial Equity Assessment Statement:</b> We have convened and actively engage with a lived experience board that represents the population served. Racial Equity Assessment Response: <b>Implemented</b>
<b>Racial Equity Assessment Statement:</b> We ensure strategies and communications efforts have broad geographic reach, including into rural areas and in support of Tribal communities. Racial Equity Assessment Response: <b>Implementing but could benefit from assistance</b>
<b>Racial Equity Assessment Statement:</b> Providers and front-line staff reflect the people they serve including the necessary language skills to serve sub-populations. Racial Equity Assessment Response: <b>Implemented</b>
<b>Racial Equity Assessment Statement:</b> We have access to data on racial/ethnic disparities to guide our planning and implementation of HHAP funding. Racial Equity Assessment Response: <b>Implemented</b>
<b>Racial Equity Assessment Statement:</b> Our work includes performance measures to determine how well we are doing to address racial disparities. Racial Equity Assessment Response: <b>Implementing but could benefit from assistance</b>
<b>Racial Equity Assessment Statement:</b> We have developed and implemented a plan to address racial disparities in the homelessness response system. Racial Equity Assessment Response: <b>Implemented</b>
<b>Racial Equity Assessment Statement:</b> We host or participate in trainings dedicated to improving equitable outcomes. Racial Equity Assessment Response: <b>Implemented</b>

## 7. Regional Collaboration and Partnerships

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HHAP program funds are intended to support regional coordination and expand local capacity to address homelessness. Demonstration of how jurisdictions have coordinated and will continue to coordinate with other jurisdictions is a critical factor of funding. With HHAP-1 funding, applicants were required to partner with other applicants to make collective funding decisions for their communities. HHAP-2 funding should increase and improve those partnership efforts.

To successfully complete this section of the application, applicants must provide the following:

1. Describe the process by which neighboring HHAP-funded jurisdictions are coordinating together to address homelessness, including funding collaboration and coordination, peer learning, and data sharing.

Regional Collaboration and Partnerships Question 1 - Begin Answer  
Santa Clara County (County), the City of San José (City) and the local Continuum of Care (CoC) are direct recipients of HHAP funding. Between May 2019 and January 2020, the County, the City, the local CoC, and Destination: Home, a public-private partnership that drives and aligns resources, systems and collective impact strategies to end homelessness in Santa Clara County, led a comprehensive community process to create a regional plan to end homelessness. The process convened more than 20 opportunities to gather feedback from over 8,000 community members, subject matter experts, key stakeholders, community members, people with lived experience of homelessness, service providers, and advocates, to reflect on what is currently working or not working in the homeless system of care and develop the 2020-25 Community Plan to End Homelessness. The Community Plan to End Homelessness is grounded in evidence-based practices and lessons learned over the past five years. Guided by a Steering Committee made up of the CoC Board and additional key leaders, including a member of the Lived Experience Advisory Board, the community identified three strategies in the new 2020 Community Plan. The new Plan outlines several other important areas of focus, including youth and young adults, racial equity, and raising the voices of people with lived experience throughout the system. Each of the strategies includes a lead agency or agencies to guide implementation. The strategies and leads are listed below:

- Address the root causes of homelessness through system and policy change (led by Destination: Home and the County of Santa Clara).
- Expand homelessness prevention and housing programs to meet the need (led by the County of Santa Clara)
- Improve the quality of life for unsheltered individuals and create healthy neighborhoods for all (led by the City of San José).



The deeply coordinated Community Plan exists to guide governmental actors, nonprofits, and other community members as they make decisions about funding, programs, priorities, data and needs over the next five years. In August 2020, the Plan was endorsed by both the Santa Clara County Board of Supervisors and the San José City Council.

Regional Collaboration and Partnerships Question 1 - End Answer

2. Describe the ways HCFC funding plans are coordinated with regional partners that are also receiving HCFC funding. If there are changes to the funding plans, how are partners informed of these changes?

Regional Collaboration and Partnerships Question 2 - Begin Answer

HHAP-2 funds are coordinated very closely. Each entity develops a proposed expenditure plan that is in alignment with the Community Plan priorities.

Expenditure plans are shared amongst City, County, CoC and Destination: Home to ensure funds are leveraged with other sources, there's no duplication and expenditures meet shared priorities.

The leaders of the Community Plan to End Homelessness, the County of Santa Clara and the City of San José, are recipients of the HCFC funding. The County and City, together, use the Plan to develop the HCFC funding plans. The Plan's first two strategies, led by the County, focus on ending and preventing homelessness. The City is the lead agency for the planning and development of the third strategy, which focuses on meeting the needs of unsheltered people. While the County and the City take the lead separate strategies, the work is done in tandem and collaboration by leveraging various funding sources and opportunities.

The County of Santa Clara's Office of Supportive Housing is responsible for operating the CoC's coordinated assessment (or entry) system. The County serves as the CoC's Board-designated collaborative applicant and HMIS Lead, and the CoC Board delegated authority to the County to approve and implement operational policies for the coordinated assessment system. With oversight from the CoC Board, the County administers the coordinated assessment system, including implementation of the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT), Community Queue, and prioritization and matchmaking. The City of San José's Director of Housing serves on the CoC Board. The County also coordinates with the CoC's coordinated assessment system through several work groups and subcommittees of which the City of San José participates, including a Coordinated Assessment Work Group that reviews and evaluates how well the system is working. The CoC Board meets quarterly – but consults constantly – to discuss and identify regional needs to address homelessness, as well as funding plans and how to coordinate without duplicating efforts.

Any changes to the funding plans are addressed with all CoC Board members.

Additionally, ongoing coordination between the County and City occurs using data and evaluation to analyze outcomes and systems addressing homeless and at-risk households in the County. County and City leadership meet weekly to discuss strategies to collaboratively meet the needs of homeless individuals and families. This includes discussions around responses to the COVID-19 pandemic, funding plans, communications, service gaps and strategies. The City and County leadership meet weekly and any changes to funding plans are communicated. Monthly operational-level coordination meetings in which program and grants staff from the County and the City discuss and collaborate on upcoming funding opportunities and programming. Discussions around funding plans are discussed at length and includes opportunities to compliment services and fill needs as a result of changes to funding plans. Lastly, leadership and operational-level staff from the County and City facilitate and participate in semi-annual CoC membership meetings.

Regional Collaboration and Partnerships Question 2 - End Answer

3. Using the experience with HHAP-1 planning, describe successes that have come out of regional coordination and partnering efforts. Also, describe any barriers the applicant has experienced in working with regional partners. Explain any strategies identified that have contributed to the address these barriers.

Regional Collaboration and Partnerships Question 3 - Begin Answer

Since HHAP-1 planning, several new developments have taken place in Santa Clara County when it comes to memorializing regional coordination and partnerships. As previously mentioned, the 2020-25 Community Plan to End Homelessness was endorsed by the Santa Clara County Board of Supervisors and the San José City Council in August 2020. The City of San José combined extensive outreach and planning efforts of the Plan and HHAP-1 development. Since, both efforts have been implemented and as we plan for HHAP-2, there is now a definitive Community Plan to guide us. The Plan outlines three strategies for which the entire region will strive to achieve of the next five years:

- Strategy 1 Address the Root Causes of Homelessness Through System and Policy Change
- Strategy 2 Expand Homelessness Prevention and Housing Programs to Meet the Need
- Strategy 3 Improve Quality of Life for Unsheltered Individuals and Create Healthy Neighborhoods for All

Each jurisdiction in the County is responsible for creating and managing implementation plans using the three strategies to guide them. The implementation plans cite specific and programmatic goals and action items in order to achieve the overall goals of the Plan.

One success of HHAP-1 funds has been the City and County's ability to pivot amidst crisis response. The City of San Jose used over \$17 million of HHAP-1 funds for COVID-19 emergency response, specifically for construction of non-congregate transitional housing. This was a shift in the City's original spending proposal for HHAP. When the COVID response began, the City coordinated closely with the County to plan the COVID-19 response and plan for the new construction. The City has finished construction of one transitional housing site, 78 beds, that is fully occupied housing older adults with underlying health conditions. The City partnered with the County on the client referrals to the site, individuals were medically assessed and screened by the County and referred to the site. By the end of January, the City will complete construction on two additional sites, totaling 239 beds for COVID vulnerable individuals and families. Deep coordination and planning with the County will continue for these sites.

While regional planning and partnering are not new to Santa Clara County, the collective impact model requires open and continuous communication. Effective and open communication can be a challenge when partner organizations are busy and/or staff turns over. This is specific challenge recently identified in a January 2021 retreat of leadership from City, County, CoC and Destination Home. The leadership team identified specific strategies to address this challenge, including monthly leadership meetings with City, County, CoC and Destination Home and bi-weekly meetings of managers and staff at City, County, CoC and Destination Home to establish trust, build relationships and prioritized work plans moving forward.

Regional Collaboration and Partnerships Question 3 - End Answer

#### 4. How will HHAP-2 funding support and scale current partnerships?

Regional Collaboration and Partnerships Question 4 - Begin Answer

The regions response to COVID-19 has required a massive response by the entire homeless system of care and close coordination and planning by City, County, CoC and Destination Home. Since March 2020, the homeless response system has created over 800 new beds, constructed over 300 non-congregate transitional housing beds and established a central referral hotline. The HHAP-2 funding will support maintaining the scaled efforts, specifically for maintaining the central referral hotline and supporting operations of new non-congregate transitional beds. This also includes expanding work already set up through HEAP and HHAP-2 funding and implementing new programs that support, leverage and/or enhance existing

programs. The City of San José applied the following five-year goals in developing the HHAP-2 expenditure plan:

- Expand the supportive housing system to provide housing and services to help 20,000 unhoused people secure stable, permanent housing ensuring 7,000 people are housed in Permanent Supportive Housing programs that provide long-term support, 10,000 people are housed through Rapid Rehousing programs that provide short- and medium-term support, and 3,000 people are housed through Housing Problem Solving and other short-term or one-time assistance.
- Expand the Homelessness Prevention System to prevent homelessness for an additional 7,000 households who are at risk by providing targeted financial assistance and supportive services
- Double the number of year-round temporary housing beds and offer a variety of welcoming temporary housing options to serve 2,000 additional households each night and increase street outreach, hygiene services, transportation, mental health and substance use services to better meet the needs of people living in unsheltered conditions and build connections to housing programs and safety net services offered throughout the county.

Regional Collaboration and Partnerships Question 4 - End Answer

5. Describe applicant's share of the regional need as well as the share of the regional need from partnering jurisdictions (CoC, County, Large City). Describe the methodology used for determining the share of the regional need.

Regional Collaboration and Partnerships Question 5 - Begin Answer

Since the County, CoC, and City of San José have overlapping jurisdictions, the entities share the overall need. It is recognized that those individuals who lack a fixed residence may become homeless in one jurisdiction, shelter in another jurisdiction, and seek services in yet another jurisdiction. Instead, the three entities see the need for housing and services as a shared regional issue, and partner together to meet the needs of homeless individuals across the Santa Clara County region. In fact, the 2019 Santa Clara County Homeless Census and Survey found that 81% of the County's homeless population became homeless within the County. Similarly, the 2019 San José Homeless Census and Survey found that 83% of the City's homeless population became homeless in Santa Clara County. Additionally, and as previously mentioned, the Community Plan to End Homelessness was developed in deep collaboration by the CoC, County and City (along with numerous stakeholders) includes a lead agency or agencies to guide implementation of the three strategies. The first two strategies are being led by the County of Santa Clara and the third is led by the City of San José.

However, all three HHAP-2 expenditure plans from the three partnering jurisdictions includes efforts to address as three strategies.

The 2019 County of Santa Clara Homeless Census and Survey counted 9,706 homeless individuals throughout the region, of which 6,097 were counted in San José (63% of the County's homeless population). Of the 6,097 persons experiencing homelessness in San José, 5,117 were unsheltered. This means that 84% of San Jose's homeless population sleeps outdoors on the street, in parks, tents, encampments, vehicles, abandoned properties and/or bus and train stations. The City of San José recognizes that the large majority of the region's homeless population resides in San José. Further, the large majority of San José's homeless population resides outside. As such, the City of San José prioritizes the third strategy of the Plan with HHAP-2 funding by focusing on improving the quality of life for the unsheltered population through street outreach and the development and operations of emergency and interim housing options.

One example of how the City and the County are sharing the regional need of supporting the unsheltered population is in the development of a new regional homeless shelter and support hotline that will operate 24 hours a day seven days a week and include individualized referrals and placement with transportation.

Regional Collaboration and Partnerships Question 5 - End Answer

6. Describe how HHAP-2 funds will be integrated into the current regional strategic plan to address homelessness. Has the region's strategy for use of HHAP funding changed since HHAP-1?

Regional Collaboration and Partnerships Question 6 - Begin Answer  
HHAP-2 will support the region's strategic plan to address homelessness. Community outreach for HHAP-1 funding occurred in conjunction with gathering input for the Community Plan to End Homelessness. The region's strategy to address homelessness uses the Plan as a guide and has not changed in developing the expenditure plans for HHAP-2. The County, the City and the CoC will use the HHAP-2 funding to expand the homelessness prevention and housing programs to meet the need (Strategy 2 of the Plan) and improve quality of life for unsheltered individuals and create health neighborhoods for all (Strategy 3 of the Plan).

Regional Collaboration and Partnerships Question 6 - End Answer

7. When spending plans need to be adjusted in response to changing needs in the community, how are collaborative partners involved in those decisions?

Regional Collaboration and Partnerships Question 7 - Begin Answer  
As previously mentioned, the County of Santa Clara's Office of Supportive serves as the CoC's Board-designated collaborative applicant and HMIS

Lead, and the CoC Board delegated authority to the County to approve and implement operational policies for the coordinated assessment system. The City of San José's Director of Housing serves on the CoC Board. The County also coordinates with the CoC's coordinated assessment system through several work groups and subcommittees of which the City of San José participates, including a Coordinated Assessment Work Group, Performance Management Work Group, and the Service Provider Network. While changes to funding plans are addressed with all CoC Board members, they are also part of the weekly discussion in the City and County Coordination Meetings. Prior to major decisions being made by the CoC Board and City/County leadership, key stakeholders are informed and/or consulted for feedback. This includes people with lived experience and homeless advocates. Decisions are communicated to service provider participants in the work groups.

Regional Collaboration and Partnerships Question 7 - End Answer

8. Has a youth-specific strategy been identified within the applicant's region? If so, please describe. If not, why not?

Regional Collaboration and Partnerships Question 8 - Begin Answer

The region uses the Community Plan to End Homelessness as the road map for youth-specific strategies. Specifically identified in the Plan, the five-year goal is to expand and diversify housing programs for foster youth to meet their long-term housing needs, so no foster youth become homeless. The region will develop programs tailored to the needs of specific populations of people experiencing homelessness, including youth and young adults. All agencies funded by the City of San José and County of Santa Clara that provide shelter, housing, and services to homeless individuals and families, and those at risk of becoming homeless, use the Homeless Management Information System (HMIS), serve as Coordinated Assessment access points, and participate in the coordinated assessment system. Any client enrolled in a housing program must come from the community queue in HMIS, which is the one source of referrals for all supportive housing opportunities in the County. Youth use the County's Coordinated Entry System to access services. Youth are prioritized using the TAY-VI-SPDAT based on the following factors: history of housing/homelessness, use of emergency services, legal issues, risk of exploitation, social relationships, physical health, and mental health. As a tie-breaker for rapid rehousing programs, matchmakers prioritize the highest risk score, rather than length of time homeless, to avoid disadvantaging youth and intimate partner violence survivors. While there is not a youth-specific strategy or system specifically set up for youth, there are programs that have been implemented to meet the needs of homeless youth and young adults. For example, youth-centered rapid

rehousing programs and permanent supportive housing programs have been implemented. Recently, a 20-person LGBTQ-friendly temporary housing program focused on youth was launched in San José.

Regional Collaboration and Partnerships Question 8 - End Answer

9. Describe how youth-specific local partners are involved in making regional planning or spending decisions.

Regional Collaboration and Partnerships Question 9 - Begin Answer

To gather input for the regional 2020-25 Community Plan to End Homelessness, the Steering Committee created a work group consisting of members from lead agencies, local jurisdictions, and service providers. From August 2019 to January 2020, the work group gathered community input and targeted specific populations with expertise and experience. Three Subject Matter Expert Convenings focused on specific populations – families, single adults, and youth and young adults – representing a cross-section of the community, including service providers, government entities, and people with lived experience. Eight Consumer Focus Groups with people who were currently and formerly unhoused, including youth and young adults and the LGBTQ community.

The CoC possesses a strong commitment to reflecting youth-determined needs and input in efforts to address youth homelessness in the community. Youth were integrally involved in the development of youth-focused funding opportunities, by participating in focus groups, providing input on identified needs and program design, and reviewing drafts.

At the agency-level, youth engage in planning and governance through advisory boards and youth seats on governing bodies, and support youth-driven strategies to inform agency mission, vision and policies. Three CoC partners – the Department of Family and Children's Services, LGBTQ Youth Space, and Bill Wilson Center – have youth advisory boards that provide critical feedback and policy recommendations. At the program level, the County has a variety of peer-staffed and peer-led programming, including the Department of Family and Children's Services Hub, a peer-led service center for foster and justice involved youth. In addition, Bill Wilson Center's street outreach team is operated by youth with lived experience of homelessness and their housing programs and drop-in center, which employ formerly homeless youth, integrate youth participation in program design and feedback, and involve former participants as workshop facilitators, panelists and mentors.

The County, City and CoC will continue investing in strengthening existing collaborations and forging new partnerships to prevent and end youth homelessness.

Regional Collaboration and Partnerships Question 9 - End Answer





## 8. Housing First Assessment

Housing First-oriented programs are low or no barrier and client-centered, emphasizing client-choice. Housing is not viewed as a reward or incentive for achieving specific goals or participating in a specific program, but as necessary to help a family or individual stabilize and meaningfully access services, which are offered as needed on a voluntary basis. In practice, this means that programs connect participants to permanent housing as quickly as possible with few to no preconditions, behavioral contingencies, or other barriers at enrollment or throughout the program.

Health and Safety Code Section 50220.5(g) mandates that all recipients of state homelessness funding shall comply with Housing First as provided in Chapter 6.5 (commencing with Section 8255) of Division 8 of the Welfare and Institutions Code.

To successfully complete this section of the application, applicants will need to assess their current policies and check all that apply:

Table – Housing First Assessment

Housing First Assessment (check all that apply)
<p><b>Housing First Assessment Statement:</b> Access to programs is not contingent on sobriety, minimum income requirements, lack of a criminal record, completion of treatment, participation in services, or other unnecessary conditions. Housing First Assessment Response: <b>Yes</b></p>
<p><b>Housing First Assessment Statement:</b> Programs or projects do everything possible not to reject an individual or family on the basis of poor credit or financial history, poor or lack of rental history, minor criminal convictions, or behaviors that are interpreted as indicating a lack of “housing readiness.” Housing First Assessment Response: <b>Yes</b></p>
<p><b>Housing First Assessment Statement:</b> People with disabilities are offered clear opportunities to request reasonable accommodations within applications and screening processes and during tenancy and building and apartment units include special physical features that accommodate disabilities. Housing First Assessment Response: <b>Yes</b></p>
<p><b>Housing First Assessment Statement:</b> Programs or projects that cannot serve someone work through the coordinated entry process to ensure that those individuals or families have access to housing and services elsewhere. Housing First Assessment Response: <b>Yes</b></p>
<p><b>Housing First Assessment Statement:</b> Housing and service goals and plans are highly client centered and driven. Housing First Assessment Response: <b>Yes</b></p>
<p><b>Housing First Assessment Statement:</b> Supportive services emphasize engagement and problem-solving over therapeutic goals. Housing First Assessment Response: <b>Yes</b></p>
<p><b>Housing First Assessment Statement:</b> Participation in services or compliance with service plans are not conditions of tenancy but are reviewed with clients and regularly offered as a resource to clients. Housing First Assessment Response: <b>Yes</b></p>
<p><b>Housing First Assessment Statement:</b> Services are informed by a harm-reduction philosophy that recognizes that drug and alcohol use and addiction are a part of some clients' lives. Clients are engaged in non-judgmental communication regarding drug and alcohol use and are offered education regarding how to avoid risky behaviors and engage in safer practices.</p>

Housing First Assessment Response: Yes

**Housing First Assessment Statement:** Substance use in and of itself, without other lease violations, is not considered a reason for eviction.

Housing First Assessment Response: Yes

**Housing First Assessment Statement:** Clients are given reasonable flexibility in paying their share of rent on time and offered special payment arrangements for rent arrears and/or assistance with financial management, including representative payee arrangements as needed.

Housing First Assessment Response: Yes

**Housing First Assessment Statement:** Every effort is made to provide a client the opportunity to transfer from one housing situation, program, or project to another if a tenancy is in jeopardy. Whenever possible, eviction back into homelessness is avoided.

Housing First Assessment Response: Yes

## 9. Expenditure Plan

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HHAP-2 Submission Expenditure Plan - NOFA-HHAP00113

CoC / Large City / County Name:

CoC / Large City / County Name Response: San Jose

Administrative Entity Name:

Administrative Entity Name Response: City of San Jose

Receiving Redirected Funds?

Receiving Redirected Funds? Response: No

Total Redirected Funding:

Total Redirected Funding Response:

Table – HHAP Funding Expenditure Plan – Eligible Use Categories and Funding

	FY 20/21	FY 21/22	FY 22/23	FY 23/24	FY 24/25	FY 25/26	TOTAL
Rapid Rehousing		\$300,000.00					\$300,000.00
Rapid Rehousing: Youth Set-Aside		\$300,000.00					\$300,000.00
Operating Subsidies and Reserves							\$0.00

Operating Subsidies and Reserves: Youth Set-Aside							
Street Outreach		\$500,000.00					\$500,000.00
Street Outreach: Youth Set-Aside							
Services Coordination		\$2,000,000.00					\$2,000,000.00
Services Coordination: Youth Set-Aside							
Systems Support		\$750,000.00	\$750,000.00				\$1,500,000.00
Systems Support: Youth Set-Aside							
Delivery of Permanent Housing							\$0.00
Delivery of Permanent Housing: Youth Set-Aside							
Prevention and Shelter Diversion		\$1,000,000.00					\$1,000,000.00
Prevention and Shelter Diversion: Youth Set-Aside							
New Navigation Centers and Emergency Shelters		\$2,827,639.00	\$2,350,000.00				\$5,177,639.00
New Navigation Centers and Emergency Shelters: Youth Set-Aside		\$350,000.00	\$350,000.00				\$700,000.00
Strategic Homelessness Planning, Infrastructure Development, CES and HMIS (up to 5%)							\$0.00
Administrative (up to 7%)				\$788,639.00			\$788,639.00

TOTAL FUNDING ALLOCATION:

Total Funding Allocation Response: \$11,266,278.00

TOTAL YOUTH SET-ASIDE (at least 8%):

Total Youth Set-Aside (at least 8%) Response: \$1,000,000.00

EXPENDITURE PLAN COMMENTS:

Expenditure Plan Comments Response:

## 10. HHAP Round 2 Funding Plan 1

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Submission ID: NOFA-HHAP00113

**Intervention Type:**

Intervention Type Response: Outreach

**Total Funds Requested:**

Total Funds Requested Response: \$500,000.00

**HHAP Eligible Uses:**

1. Rapid rehousing

Rapid rehousing response:

2. Operating subsidies

Operating subsidies response:

3. Street outreach

Street outreach response: \$500,000.00

4. Services coordination

Services coordination response:

5. Systems support

Systems support response:

6. Delivery of permanent housing

Delivery of permanent housing response:

7. Prevention and diversion

Prevention and diversion response:

8. New navigation centers and emergency shelters

New navigation centers and emergency shelters response:

(Interim Housing Only Begins)

**Demonstrated Need Data:**

# of available shelter beds

# of available shelter beds response:

# of people experiencing unsheltered homelessness in the 2019 homeless point-in-time count

# of people experiencing unsheltered homelessness in the 2019 homeless point-in-time count response:

Shelter vacancy rate (%) in the summer months  
Shelter vacancy rate (%) in the summer months response:

Shelter vacancy rate (%) in the winter months  
Shelter vacancy rate (%) in the winter months response:

% of exits from emergency shelters to permanent housing solutions  
% of exits from emergency shelters to permanent housing solutions  
response:

Describe plan to connect residents to permanent housing  
Describe plan to connect residents to permanent housing response:

(Interim Housing Only Ends)

**2. Describe the scale and scope of anticipated intervention model and outline the key service components expected to be provided with this funding.**

Funding Plan – Question 2 – Response Begins

A growing segment of homeless individuals and families are living in vehicles, including RV's. The 2019 homeless census showed that of the 5,117 unsheltered in San José, 17% were living in their car or RV. The City currently funds LifeMoves to operate two safe parking locations at City-owned properties. RV's require tailored solutions because individuals and families who reside in their RV often do not consider themselves homeless, many having purchased their RV for full-time living. On August 11, 2020 the San José City Council approved the Housing Department's expenditure plan for federal coronavirus Emergency Solutions Grant (ESG) funds. The ESG plan included funds to partner with the Parks and Recreation Department on RV mobile sanitation services, and trash services. The HHAP-2 funds will supplement that program to provide targeted outreach and services to people living in RV's. The program may include flexible funds to assist with items such as RV repairs and vehicle registration. The HHAP-2 in the amount of \$500,000 funds one year of services.

Funding Plan – Question 2 – Response Ends

**3. Describe how the requested investment amount for this intervention will help your community achieve regional goals and address specific gaps in the homeless response system as identified in the regional gaps assessment.**

Funding Plan – Question 3 – Response Begins

There were 9,706 individuals counted as homeless in Santa Clara County in the last Homeless Census and Survey with 7,922 living unsheltered. In the City of San Jose, 6,097 individuals were counted as homeless with 84% unsheltered. The gaps assessment showed at least 3,865 individuals in the County are receiving outreach services with 4,057 still in need of services.

The City's Homeless Concerns Hotline receives close to 7,000 calls each year from residents and businesses concerned about homeless encampments. The biggest increase in calls have been regarding people sleeping in RVs. Addressing the needs of this increasing population (largely due to the high cost of living in San Jose) will directly impact strategy 3 of the Community Plan to end homelessness: Improve the Quality of Life for Unsheltered Individuals and Create Healthy Neighborhoods for All. Not only will the HHAP-2 funds directly serve households living in RVs but will assist in moving them to safer areas with services and provide them with better tools to address conflicts and concerns with neighbors. This intervention will potentially reach more than 100 households living in RVs and connecting them with services and permanent housing.

Funding Plan – Question 3 – Response Ends

**4. Check any specific population(s) expected to be served through this intervention investment.**

Funding Plan – Question 4 – Response Begins

Submitter expects to serve the following specific populations:

Adults with children

Adults without children

Unaccompanied Youth (12-24yr of age per definition in HHAP statute)

Chronically Homeless

Veterans

Domestic Violence Survivors

Individuals with Co-occurring Disorders (Substance Use and Mental Health)

COVID High Risk – individuals at high-risk for contracting COVID

Parenting Youth

Funding Plan – Question 4 – Response Ends

**5. Describe how this intervention investment will address the disproportionate impacts of homelessness on communities of color, particularly Black, Latinx, Asian, Pacific Islander, and Native and Indigenous communities.**

Funding Plan – Question 5 – Response Begins

RV dwellers include Black, Latinx, Asian, Pacific Islander, and Native and Indigenous communities. The City of San José's commitment to incorporating policies around addressing racial inequities in grant making and service delivery will begin in the competitive bidding process by prioritizing programs that are addressing the disproportionate impacts that homelessness and COVID-19 have on communities of color, particularly Black, Latinx, Asian, Pacific Islander and Indigenous communities. The City's Housing Department will work with the newly created City Office of Racial Equity and the City Attorney's Office to develop requests for proposals and contracts that explicitly include efforts to address racial disparities. Some examples may include:



- Requiring contracted agencies to conduct racial equity training;
- Diversifying senior leadership;
- Implementing and scaling the things that we know are equity-driven to end homelessness.
- Making sure race data is incorporated within all reporting.
- Increase diversity on advisory boards and create lived experience groups within programs and agencies to regularly advise on what is working and not working;
- Conduct at least three community outreach trainings and sessions to non-traditional organizations serving marginalized populations to educate on services.

HHAP-2 funded activities will align with Housing First principles through the Coordinated Entry System, which 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.

Identified in the Community Plan to End Homelessness, to “address the racial inequities present among unhoused people and families and track progress toward reducing disparities”, the City will develop goals around addressing and analyzing racial disparities within individual programs.

Funding Plan – Question 5 – Response Ends

**6. Describe how and how often performance will be measured for this intervention investment.**

Funding Plan – Question 6 – Response Begins

All City of San Jose contractors are required to submit quarterly performance reports that includes demographic information and progress on outcomes. The Homelessness Response Team cross references data in the City's webgrants system to ensure the data matches that in HMIS. The Grants and Homelessness Response Teams monitor programs annually.

Funding Plan – Question 6 – Response Ends

**7. If this intervention investment is expected to serve youth experiencing homelessness (as defined in HSC § 50216 (k) what youth-specific best practices will be utilized to ensure they can access the services?**

Funding Plan – Question 7 – Response Begins

While serving youth is not anticipated in this invention, the City of San Jose will work closely with homeless youth providers to ensure quick connections to family, host homes, shelter, education, employment and permanent and transitional housing. Further, best practices currently used by the City of San

Jose include strong partnerships with the Santa Clara County Office of Education. In addition to being a thought partner in service, the pandemic has lifted a heightened level of collaboration between the County Office of Education and the City of San Jose and engaged in twice monthly meetings. With this increased communication, we were able to strengthen partnerships and strategize on cross-agency alignment of connected services. Leveraging supports with education will allow the County to deepen cross-agency supports and reduce redundancy in targeted areas thus reducing trauma that youth, children and families experience when facing housing instability.

Funding Plan – Question 7 – Response Ends

## 11. HHAP Round 2 Funding Plan 2

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Submission ID: NOFA-HHAP00113

**Intervention Type:**

Intervention Type Response: Diversion and Homelessness Prevention

**Total Funds Requested:**

Total Funds Requested Response: \$1,000,000.00

**HHAP Eligible Uses:**

1. Rapid rehousing

Rapid rehousing response:

2. Operating subsidies

Operating subsidies response:

3. Street outreach

Street outreach response:

4. Services coordination

Services coordination response:

5. Systems support

Systems support response:

6. Delivery of permanent housing

Delivery of permanent housing response:

7. Prevention and diversion

Prevention and diversion response: \$1,000,000.00

8. New navigation centers and emergency shelters

New navigation centers and emergency shelters response:

(Interim Housing Only Begins)

**Demonstrated Need Data:**

# of available shelter beds

# of available shelter beds response:

# of people experiencing unsheltered homelessness in the 2019 homeless point-in-time count

# of people experiencing unsheltered homelessness in the 2019 homeless point-in-time count response:

Shelter vacancy rate (%) in the summer months

Shelter vacancy rate (%) in the summer months response:

Shelter vacancy rate (%) in the winter months

Shelter vacancy rate (%) in the winter months response:

% of exits from emergency shelters to permanent housing solutions

% of exits from emergency shelters to permanent housing solutions response:

Describe plan to connect residents to permanent housing

Describe plan to connect residents to permanent housing response:

(Interim Housing Only Ends)

**2. Describe the scale and scope of anticipated intervention model and outline the key service components expected to be provided with this funding.**

Funding Plan – Question 2 – Response Begins

The Homelessness Prevention System (HPS) provides support for low-income households at risk of homelessness to remain stably housed. The Program provides financial assistance and support to households at risk of homelessness, which may include rental assistance, rental assistance, move-in costs or rental arrears, housing search, employment and benefits assistance, landlord mediation/ dispute resolution, and information regarding tenant rights. The Program works in conjunction with and/or enhances existing County homeless prevention programs, including the Emergency Assistance Network (EAN). The goal of HPS is to expand households' ability to become quickly connected to prevention services with multiple points of entry, streamline and standardize service delivery, and measure the collective impact of homelessness prevention.

The City of San José allocated HEAP (\$4,000,000) and HHAP-1 (\$3,000,000) funds to Destination: Home to manage HPS. Requests for assistance in the prevention program have always exceeded the funds available, however, the COVID-19 pandemic only exacerbated the need. While recent federal legislation will provide approximately \$30M in much needed rental assistance, the HHAP-2 funds are an important source of flexible funding for the program that will support other identified needs to keep our residents housed. The HHAP-2 funding in the amount of \$1,000,000 will allow for a year of service.

It is difficult to quantify the true scope of back rent due in San José. A January 2021 report from PolicyLink and Housing Now projects that 37,305 households in Santa Clara County owe a combined \$173.5 million in back rent. Of these households, 22,269 low-income households owe a projected \$84.3 million. Even with the new federal rental assistance and the funds from HHAP, there will still likely be more need than funding available.

The City's approach on emergency rental assistance is focused on equity. In the City's first phase of emergency rental assistance during 2020, the City dedicated more than \$25 million to support rental assistance for property owners and tenants impacted by COVID-19 and the resulting recession,

prioritizing extremely low-income households. In the largest effort, the Santa Clara County HPS, led by Destination: Home and Sacred Heart Community Service, the program partnered with more than 70 nonprofits and grassroots partners who provided intake and case management, and distributed direct assistance to residents and landlords.

San Jose's strategy centers racial equity and is in accordance with the City Council-approved framework for local assistance and the corresponding Community and Economic Recovery Objectives:

- Invest in our most vulnerable residents, small businesses, and nonprofits;
- Empower our community with resources that build resiliency; and
- Partner to stabilize and improve outcomes for all.

In the first phase, the program reached households throughout the County with the highest needs seen in San José. Of the households served in 2020:

- 77% of households served were Extremely Low Income;
- 68% of households included children;
- 94% of households identified as people of color; and
- One third of the funding went to households in five highly impacted by COVID in east/central San José zip codes (95111, 95112, 95116, 95122 and 95127).

National Low Income Housing Coalition conducted a case study on San Jose/Santa Clara County's equitable approach to emergency rental assistance:

[https://nlihc.org/sites/default/files/Santa-Clara\\_Emergency-Rental-Assistance-Case-Study..pdf](https://nlihc.org/sites/default/files/Santa-Clara_Emergency-Rental-Assistance-Case-Study..pdf)

The equitable approach and priorities remain the same for phase two of the emergency rental assistance program. The City has chosen "option C" of the State program, meaning the City will administer a local program with the \$30.38 million received directly from the federal government. The State will administer the \$33 million allocated for San José landlords and tenants. Santa Clara County is also pursuing a hybrid program, and the City is working with the County and partners to develop one countywide program.

To ensure the program is able to provide much-needed case management, application assistance, and legal services, the program will also be using other government and philanthropic funds. San José has committed Measure E and HHAP funding for the local program. Also, Destination Home has a fundraising goal of raising \$20 million from private philanthropy for the emergency rental assistance program. The City's Measure E, HHAP and private philanthropic funds are more flexible funds that can be used to keep the most vulnerable families housed. Funds may be used for Case management, Legal services, Outreach with grassroots partners to reach families in the most COVID impacted zip codes, and Flexible funds such as childcare or medical expenses.

Funding Plan – Question 2 – Response Ends

**3. Describe how the requested investment amount for this intervention will help your community achieve regional goals and address specific gaps in the homeless response system as identified in the regional gaps assessment.**

Funding Plan – Question 3 – Response Begins

HPS uses the HUD imminent risk definition as the basis of eligibility criteria, however, its adapted to lower barriers. The primary adaptation is to include households that are within 14 days of missing a rent payment that the household reports will cause them to lose their housing and HPS allows self-reporting to meet this criterion. Once a household is determined to be eligible for HPS based on this self-report and other eligibility criteria, verification is verbally conducted with the landlord that they owe rent and/or are at imminent risk of losing their housing. However, written verification is not required.

IHPS requires verification that households are at imminent risk and the types of verification that we accept are: written documentation of imminent loss of housing (e.g. eviction notice or notice to leave), verbal verification of imminent loss of housing from the landlord, and self-certification of imminent risk from the tenant.

There are 8,489 individuals currently in need of prevention and/or diversion services in Santa Clara County. With 1,016 individuals currently receiving these services, there is a big need to fill the gap. Investing in the Countywide Homelessness Prevention System will help achieve the goals identified in the Community Plan to End Homelessness, particularly strategy 2: Expand Homelessness Prevention and Housing Programs to Meet the Need. These funds will directly get us to the goal of preventing at least 2,500 households from becoming homelessness in FY 2021/22.

Funding Plan – Question 3 – Response Ends

**4. Check any specific population(s) expected to be served through this intervention investment.**

Funding Plan – Question 4 – Response Begins

Submitter expects to serve the following specific populations:

Adults with children

COVID High Risk – individuals at high-risk for contracting COVID

Funding Plan – Question 4 – Response Ends

**5. Describe how this intervention investment will address the disproportionate impacts of homelessness on communities of color, particularly Black, Latinx, Asian, Pacific Islander, and Native and Indigenous communities.**

Funding Plan – Question 5 – Response Begins

National research has shown that people of color are dramatically more likely than their white counterparts to become homeless in America, and that the legacy of historical and contemporary structural racism is at the root of

who becomes homeless. This is very evident, especially during the COVID emergency, in Santa Clara County. The HHAP-2 funding for prevention will allow for more people of color to remain stably housed.

HHAP-2 funded activities will align with Housing First principles through the Coordinated Entry System, which 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.

As identified in the Community Plan to End Homelessness, to "address the racial inequities present among unhoused people and families and track progress toward reducing disparities", the City will develop goals around addressing and analyzing racial disparities within individual programs.

Funding Plan – Question 5 – Response Ends

**6. Describe how and how often performance will be measured for this intervention investment.**

Funding Plan – Question 6 – Response Begins

All City of San Jose contractors are required to submit quarterly performance reports that includes demographic information and progress on outcomes. The Homelessness Response Team cross references data in the City's webgrants system to ensure the data matches that in HMIS. The Grants and Homelessness Response Teams monitor programs annually.

Funding Plan – Question 6 – Response Ends

**7. If this intervention investment is expected to serve youth experiencing homelessness (as defined in HSC § 50216 (k)) what youth-specific best practices will be utilized to ensure they can access the services?**

Funding Plan – Question 7 – Response Begins

While serving unaccompanied youth is not anticipated in this invention, the City of San Jose will work closely with homeless youth providers to ensure quick connections to family, host homes, shelter, education, employment and permanent and transitional housing. Further, best practices currently used by the City of San Jose include strong partnerships with the Santa Clara County Office of Education. In addition to being a thought partner in service, the pandemic has lifted a heightened level of collaboration between the County Office of Education and the City of San Jose and engaged in twice monthly meetings. With this increased communication, we were able to strengthen partnerships and strategize on cross-agency alignment of connected services. Leveraging supports with education will allow the County to deepen cross-agency supports and reduce redundancy in

targeted areas thus reducing trauma that youth, children and families experience when facing housing instability.

Keeping youth, children and families stably housed is the most important goal of prevention funding.

Funding Plan – Question 7 – Response Ends



## 12. HHAP Round 2 Funding Plan 3

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Submission ID: NOFA-HHAP00113

**Intervention Type:**

Intervention Type Response: Services

**Total Funds Requested:**

Total Funds Requested Response: \$1,500,000.00

**HHAP Eligible Uses:**

1. Rapid rehousing

Rapid rehousing response:

2. Operating subsidies

Operating subsidies response:

3. Street outreach

Street outreach response:

4. Services coordination

Services coordination response:

5. Systems support

Systems support response: \$1,500,000.00

6. Delivery of permanent housing

Delivery of permanent housing response:

7. Prevention and diversion

Prevention and diversion response:

8. New navigation centers and emergency shelters

New navigation centers and emergency shelters response:

(Interim Housing Only Begins)

**Demonstrated Need Data:**

# of available shelter beds

# of available shelter beds response:

# of people experiencing unsheltered homelessness in the 2019 homeless point-in-time count

# of people experiencing unsheltered homelessness in the 2019 homeless point-in-time count response:

Shelter vacancy rate (%) in the summer months

Shelter vacancy rate (%) in the summer months response:

Shelter vacancy rate (%) in the winter months

Shelter vacancy rate (%) in the winter months response:

% of exits from emergency shelters to permanent housing solutions

% of exits from emergency shelters to permanent housing solutions response:

Describe plan to connect residents to permanent housing

Describe plan to connect residents to permanent housing response:

(Interim Housing Only Ends)

**2. Describe the scale and scope of anticipated intervention model and outline the key service components expected to be provided with this funding.**

Funding Plan – Question 2 – Response Begins

In April 2020, the County established a centralized hotline for referrals to motels and shelters. Since April, the hotline has responded to over 11,000 calls. The hotline has provided a valuable service to homeless residents, rather than calling multiple locations seeking a shelter bed, an individual can now call a central number for all shelter bed availability. The City and County are proposing to continue this service beyond the COVID response, with additional improvements such as providing transportation to shelter. A centralized hotline will improve access to shelter and other services by providing one point of entry rather than having to call multiple entities. The hotline will be jointly funded by the County. The HHAP-2 funding in the amount of \$1,500,000 allows for two years of hotline services for those experiencing homelessness in San Jose.

Funding Plan – Question 2 – Response Ends

**3. Describe how the requested investment amount for this intervention will help your community achieve regional goals and address specific gaps in the homeless response system as identified in the regional gaps assessment.**

Funding Plan – Question 3 – Response Begins

There are almost 10,000 people experiencing homelessness in Santa Clara County. Closing the gap in access and allowing a streamlined way for homeless people to be connected quickly and appropriately is the goal of the new centralized hotline. Investing in a Countywide centralized shelter and services hotline will help achieve the goals identified in the Community Plan to End Homelessness, particularly strategy 1: Address the Root Causes of Homelessness Through System and Policy Change. These funds will directly close the gaps in our social safety net and allow equitable access to individualized services.

Funding Plan – Question 3 – Response Ends

**4. Check any specific population(s) expected to be served through this intervention investment.**

Funding Plan – Question 4 – Response Begins

Submitter expects to serve the following specific populations:

Adults with children

Adults without children

Unaccompanied Youth (12-24yr of age per definition in HHAP statute)

Chronically Homeless

Veterans

Domestic Violence Survivors

Individuals with Co-occurring Disorders (Substance Use and Mental Health)

COVID High Risk – individuals at high-risk for contracting COVID

Parenting Youth

Funding Plan – Question 4 – Response Ends

**5. Describe how this intervention investment will address the disproportionate impacts of homelessness on communities of color, particularly Black, Latinx, Asian, Pacific Islander, and Native and Indigenous communities.**

Funding Plan – Question 5 – Response Begins

HHAP-2 funded activities will align with Housing First principles through the Coordinated Entry System, which is a community-wide intake and assessment process, and all homeless persons can be assessed at numerous access points throughout the County. However, navigating the system is often a barrier to direct access to the services needed at a specific moment in time. A new centralized hotline will allow all homeless clients access.

As identified in the Community Plan to End Homelessness, to "address the racial inequities present among unhoused people and families and track progress toward reducing disparities", the City will work with the County to collect data from the hotline callers and develop goals around addressing and analyzing racial disparities and linkages.

Funding Plan – Question 5 – Response Ends

**6. Describe how and how often performance will be measured for this intervention investment.**

Funding Plan – Question 6 – Response Begins

The City of San Jose will work with the County of Santa Clara, as the selected grantee's contractors, on analyzing performance reports that include demographic information and progress on outcomes.

Funding Plan – Question 6 – Response Ends

**7. If this intervention investment is expected to serve youth experiencing homelessness (as defined in HSC § 50216 (k) what youth-specific best practices will be utilized to ensure they can access the services?**

#### Funding Plan – Question 7 – Response Begins

While serving unaccompanied youth is not anticipated in this invention, the City of San Jose will work closely with homeless youth providers to ensure quick connections to family, host homes, shelter, education, employment and permanent and transitional housing. Further, best practices currently used by the City of San Jose include strong partnerships with the Santa Clara County Office of Education. In addition to being a thought partner in service, the pandemic has lifted a heightened level of collaboration between the County Office of Education and the City of San Jose and engaged in twice monthly meetings. With this increased communication, we were able to strengthen partnerships and strategize on cross-agency alignment of connected services. Leveraging supports with education will allow the County to deepen cross-agency supports and reduce redundancy in targeted areas thus reducing trauma that youth, children and families experience when facing housing instability.

Funding Plan – Question 7 – Response Ends

### 13. HHAP Round 2 Funding Plan 4

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Submission ID: NOFA-HHAP00113

**Intervention Type:**

Intervention Type Response: Interim Housing (Capital)

**Total Funds Requested:**

Total Funds Requested Response: \$500,000.00

**HHAP Eligible Uses:**

1. Rapid rehousing

Rapid rehousing response:

2. Operating subsidies

Operating subsidies response:

3. Street outreach

Street outreach response:

4. Services coordination

Services coordination response:

5. Systems support

Systems support response:

6. Delivery of permanent housing

Delivery of permanent housing response:

7. Prevention and diversion

Prevention and diversion response:

8. New navigation centers and emergency shelters

New navigation centers and emergency shelters response: \$500,000.00

(Interim Housing Only Begins)

**Demonstrated Need Data:**

# of available shelter beds

# of available shelter beds response: 2849

# of people experiencing unsheltered homelessness in the 2019 homeless point-in-time count

# of people experiencing unsheltered homelessness in the 2019 homeless point-in-time count response: 7922

Shelter vacancy rate (%) in the summer months

Shelter vacancy rate (%) in the summer months response: 22

Shelter vacancy rate (%) in the winter months

Shelter vacancy rate (%) in the winter months response: 16

% of exits from emergency shelters to permanent housing solutions

% of exits from emergency shelters to permanent housing solutions response: 25

Describe plan to connect residents to permanent housing

Describe plan to connect residents to permanent housing response: Every

City of San José contract includes an outcome requiring the grantee to work with each client to create an individualized plan to secure stable housing.

Connections to permanent housing can be achieved through various ways, which includes enrolling e

(Interim Housing Only Ends)

**2. Describe the scale and scope of anticipated intervention model and outline the key service components expected to be provided with this funding.**

Funding Plan – Question 2 – Response Begins

The HHAP-2 funds will be used for construction of a fourth Emergency Interim Housing site. Using \$500,000 in HHAP-2, the Housing Department is working closely with the Mayor's Office on identification of a site and philanthropic contributions towards the construction. Using some HHAP-2 funds towards the construction provides the City will benefit from the temporary relief under the Governor's Executive Order ensuring speedy project delivery. Any future site would be constructed under the City's Bridge Housing Community Ordinance authorized under Assembly Bill 2176.

Funding Plan – Question 2 – Response Ends

**3. Describe how the requested investment amount for this intervention will help your community achieve regional goals and address specific gaps in the homeless response system as identified in the regional gaps assessment.**

Funding Plan – Question 3 – Response Begins

With 7,922 unsheltered individuals in Santa Clara County and 2,849 currently receiving interim housing and emergency shelter, there is a large gap to fill. Strategy 3 in the Community Plan to End Homelessness states that our region will Improve the Quality of Life for Unsheltered Individuals and Create Healthy Neighborhoods for All. One measurable goal is to double the number of emergency shelter beds. Since writing the Community Plan, COVID-19 has provided the region with resources to create more beds. In fact, before the pandemic, the shelter bed count county-wide was 2,072. The shelter capacity during the COVID response is 2,849 which is a 777 bed increase. Building a fourth interim housing project will add to the portfolio of interim housing beds by up to 100 year-round beds.

Funding Plan – Question 3 – Response Ends

**4. Check any specific population(s) expected to be served through this intervention investment.**

Funding Plan – Question 4 – Response Begins

Submitter expects to serve the following specific populations:

Adults without children

Veterans

COVID High Risk – individuals at high-risk for contracting COVID

Funding Plan – Question 4 – Response Ends

**5. Describe how this intervention investment will address the disproportionate impacts of homelessness on communities of color, particularly Black, Latinx, Asian, Pacific Islander, and Native and Indigenous communities.**

Funding Plan – Question 5 – Response Begins

HHAP-2 funded activities will align with Housing First principles through the Coordinated Entry System, which is a community-wide intake and assessment process, and all homeless persons can be assessed at numerous access points throughout the County. Thi

Funding Plan – Question 5 – Response Ends

**6. Describe how and how often performance will be measured for this intervention investment.**

Funding Plan – Question 6 – Response Begins

All City of San Jose contractors are required to submit quarterly performance reports that includes demographic information and progress on outcomes. The Homelessness Response Team cross references data in the City's webgrants system to ensure the data ma

Funding Plan – Question 6 – Response Ends

**7. If this intervention investment is expected to serve youth experiencing homelessness (as defined in HSC § 50216 (k) what youth-specific best practices will be utilized to ensure they can access the services?**

Funding Plan – Question 7 – Response Begins

While serving unaccompanied youth is not anticipated in this invention, the City of San Jose will work closely with homeless youth providers to ensure quick connections to family, host homes, shelter, education, employment and permanent and transitional h

Funding Plan – Question 7 – Response Ends

## 14. HHAP Round 2 Funding Plan 5

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Submission ID: NOFA-HHAP00113

### **Intervention Type:**

Intervention Type Response: Interim Housing (Operations)

### **Total Funds Requested:**

Total Funds Requested Response: \$4,667,639.00

### **HHAP Eligible Uses:**

1. Rapid rehousing

Rapid rehousing response:

2. Operating subsidies

Operating subsidies response:

3. Street outreach

Street outreach response:

4. Services coordination

Services coordination response:

5. Systems support

Systems support response:

6. Delivery of permanent housing

Delivery of permanent housing response:

7. Prevention and diversion

Prevention and diversion response:

8. New navigation centers and emergency shelters

New navigation centers and emergency shelters response: \$4,677,639.00

(Interim Housing Only Begins)

### **Demonstrated Need Data:**

# of available shelter beds

# of available shelter beds response: 2849

# of people experiencing unsheltered homelessness in the 2019 homeless point-in-time count

# of people experiencing unsheltered homelessness in the 2019 homeless point-in-time count response: 7922

Shelter vacancy rate (%) in the summer months

Shelter vacancy rate (%) in the summer months response: 22



Shelter vacancy rate (%) in the winter months

Shelter vacancy rate (%) in the winter months response: 16

% of exits from emergency shelters to permanent housing solutions

% of exits from emergency shelters to permanent housing solutions response: 25

Describe plan to connect residents to permanent housing

Describe plan to connect residents to permanent housing response: Every

City of San José contract includes an outcome requiring the grantee to work with each client to create an individualized plan to secure stable housing.

Connections to permanent housing can be achieved through various ways, which includes enrolling e

(Interim Housing Only Ends)

## 2. Describe the scale and scope of anticipated intervention model and outline the key service components expected to be provided with this funding.

Funding Plan – Question 2 – Response Begins

The HHAP-2 funds will provide a much-needed source of operating funding for the City's growing interim housing sites. The City has completed construction of the first Emergency Interim Housing site at Monterey and Bernal (78 beds). Two more Emergency Interim Housing sites (239 beds) are nearly complete construction in January 2021. The three Emergency Interim Housing sites add immediate capacity to serve populations at higher risk of severe illness if they contract COVID-19 and will add permanent interim housing capacity once the pandemic has receded. These three sites add 317 beds to the overall system. The HHAP-2 funds will support interim housing operations at the Emergency Interim Housing sites in the amount of \$1,977,639.

The Plaza Hotel program is currently operated by Abode Services and provides interim housing for individuals who are searching for permanent housing. By providing stability and a safe temporary home, program participants can reach individual goals and focus on ending their homelessness by securing permanent housing. There are 47 single room occupancy units at Plaza (includes three ADA accessible units and one residential manager's unit). During the pandemic, there are 20 units set aside for COVID-19 vulnerable individuals (older adults with underlying health conditions). HHAP-2 funding will support the operations of The Plaza over two years in the amount of \$2,000,000. The City of San José has received significant resources to respond to COVID-19 needs that have different spending deadlines. In order to ensure that the City can meet the required timelines, it is possible this funding may shift to support a Bridge Housing Community site. The two Bridge Housing Community tiny home sites are structured like The Plaza and provide both interim and COVID-19 beds.

Bill Wilson Center provides services to more than 4,950 children, youth, young adults and families in Santa Clara County through various programs. HHAP-2 will fund two programs, the emergency shelter for minors and the rapid rehousing program for youth and families. Bill Wilson Center's Safety Net Shelter provides short-term shelter for homeless and runaway youth ages 12-18. Through intensive individual, group and family counseling the shelter's program strives to reunite families whenever possible, prevent future problems and stabilize the lives of young people to keep them safe. The shelter operates 24/7 with onsite staff providing a range of services. Bill Wilson Center is the largest homeless youth-centered organization in Santa Clara County. The HHAP-2 funds are for two years of shelter operations in the amount of \$700,000.

About 50% of each budget to maintain and operate an Emergency Interim Housing project is staffing, which is required to take care of the senior homeless individuals who are coming to the programs with various medical conditions. Staffing includes case management, clinical staff, and peer support. Other activities that will be funded as operations are security, utilities, janitorial services, landscaping, pest control, laundry machine leasing, office and program supplies, including flexible funds for individual client needs.

Funding Plan – Question 2 – Response Ends

**3. Describe how the requested investment amount for this intervention will help your community achieve regional goals and address specific gaps in the homeless response system as identified in the regional gaps assessment.**

Funding Plan – Question 3 – Response Begins

With 7,922 unsheltered individuals in Santa Clara County and 2,849 currently receiving interim housing and emergency shelter, there is a large gap to fill. Strategy 3 in the Community Plan to End Homelessness states that our region will Improve the Quality of Life for Unsheltered Individuals and Create Healthy Neighborhoods for All. One measurable goal is to double the number of emergency shelter beds. Since writing the Community Plan, COVID-19 has provided the region with resources to create more beds. In fact, before the pandemic, the shelter bed count county-wide was 2,072. The shelter capacity during the COVID response is 2,849 which is a 777 bed increase. Continuing operations of existing emergency interim housing will maintain the portfolio of beds in the region and expand the target population during and after the pandemic.

Funding Plan – Question 3 – Response Ends

**4. Check any specific population(s) expected to be served through this intervention investment.**

Funding Plan – Question 4 – Response Begins

Submitter expects to serve the following specific populations:

Adults with children

Adults without children

Unaccompanied Youth (12-24yr of age per definition in HHAP statute)

Parenting Youth

Funding Plan – Question 4 – Response Ends

- 5. Describe how this intervention investment will address the disproportionate impacts of homelessness on communities of color, particularly Black, Latinx, Asian, Pacific Islander, and Native and Indigenous communities.**

Funding Plan – Question 5 – Response Begins

HHAP-2 funded activities will align with Housing First principles through the Coordinated Entry System, which 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.

As identified in the Community Plan to End Homelessness, to “address the racial inequities present among unhoused people and families and track progress toward reducing disparities”, the City will develop goals around addressing and analyzing racial disparities within individual programs.

Funding Plan – Question 5 – Response Ends

- 6. Describe how and how often performance will be measured for this intervention investment.**

Funding Plan – Question 6 – Response Begins

The recent racial equity report released by Destination: Home, combined with the work done on the region's Community Plan to End Homelessness, has informed the City of San Jose on the unique experiences of people of color experiencing homelessness. The goals identified in the Community Plan will drive an implementation plan for our jurisdiction to ensure that addressing racial equity, analyzing data, and developing specific measurable goals within individual programs is a priority.

Funding Plan – Question 6 – Response Ends

- 7. If this intervention investment is expected to serve youth experiencing homelessness (as defined in HSC § 50216 (k)) what youth-specific best practices will be utilized to ensure they can access the services?**

Funding Plan – Question 7 – Response Begins

We anticipate that the Plaza and the Emergency Interim Housing project will not serve youth. However, youth will be the target population of the Bill Wilson Center shelter.

The City of San Jose will work closely with Bill Wilson Center to ensure quick connections to family, host homes, shelter, education, employment and permanent and transitional housing. Further, best practices currently used by the City of San Jose include strong partnerships with the Santa Clara County Office of Education. In addition to being a thought partner in service, the pandemic has lifted a heightened level of collaboration between the County Office of Education and the City of San Jose and engaged in twice monthly meetings. With this increased communication, we were able to strengthen partnerships and strategize on cross-agency alignment of connected services. Leveraging supports with education will allow the County to deepen cross-agency supports and reduce redundancy in targeted areas thus reducing trauma that youth, children and families experience when facing housing instability.

Funding Plan – Question 7 – Response Ends

## 15. HHAP Round 2 Funding Plan 6

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Submission ID: NOFA-HHAP00113

### **Intervention Type:**

Intervention Type Response: Interim Housing (Services)

### **Total Funds Requested:**

Total Funds Requested Response: \$2,000,000.00

### **HHAP Eligible Uses:**

1. Rapid rehousing

Rapid rehousing response:

2. Operating subsidies

Operating subsidies response:

3. Street outreach

Street outreach response:

4. Services coordination

Services coordination response: \$2,000,000.00

5. Systems support

Systems support response:

6. Delivery of permanent housing

Delivery of permanent housing response:

7. Prevention and diversion

Prevention and diversion response:

8. New navigation centers and emergency shelters

New navigation centers and emergency shelters response:

(Interim Housing Only Begins)

### **Demonstrated Need Data:**

# of available shelter beds

# of available shelter beds response: 2849

# of people experiencing unsheltered homelessness in the 2019 homeless point-in-time count

# of people experiencing unsheltered homelessness in the 2019 homeless point-in-time count response: 7922

Shelter vacancy rate (%) in the summer months

Shelter vacancy rate (%) in the summer months response: 22

Shelter vacancy rate (%) in the winter months

Shelter vacancy rate (%) in the winter months response: 16

% of exits from emergency shelters to permanent housing solutions

% of exits from emergency shelters to permanent housing solutions response: 25

Describe plan to connect residents to permanent housing

Describe plan to connect residents to permanent housing response: Every

City of San José contract includes an outcome requiring the grantee to work with each client to create an individualized plan to secure stable housing. Connections to permanent housing can be achieved through various ways, which includes enrolling eligible households in a supportive housing program, leveraging Housing Problem Solving services and providing limited financial assistance and support, or utilizing alternate interim housing programs when current programming becomes unavailable to ensure more time to locate housing. Discharging clients back to homelessness is not an option.

(Interim Housing Only Ends)

**2. Describe the scale and scope of anticipated intervention model and outline the key service components expected to be provided with this funding.**

Funding Plan – Question 2 – Response Begins

The Motel Voucher Program was implemented in 2018 with HEAP funds in the amount of \$1,950,000. The program serves homeless families and survivors of domestic violence with temporary motel stays with the goal of transitioning to shelter or permanent housing

Funding Plan – Question 2 – Response Ends

**3. Describe how the requested investment amount for this intervention will help your community achieve regional goals and address specific gaps in the homeless response system as identified in the regional gaps assessment.**

Funding Plan – Question 3 – Response Begins

With 7,922 unsheltered individuals in Santa Clara County and 2,849 currently receiving interim housing and emergency shelter, there is a large gap to fill. Strategy 3 in the Community Plan to End Homelessness states that our region will Improve the Quality of Life for Unsheltered Individuals and Create Healthy Neighborhoods for All. One measurable goal is to double the number of emergency shelter beds. Since writing the Community Plan, COVID-19 has provided the region with resources to create more beds. In fact, before the pandemic, the shelter bed count county-wide was 2,072. The shelter capacity during the COVID response is 2,849 which is a 777 bed increase. The needs of homeless families are unique in that safety is of the utmost importance. The use of motel rooms for families experiencing homelessness is a great way to quickly get them off the streets to a less vulnerable location in

order to transition them to stability. Allowing families to be unsheltered is not an option and with limited shelter beds available in the County for families, alternate housing must be made available. We hear from the service providers that motels are the preferred emergency option for homeless families.

Funding Plan – Question 3 – Response Ends

**4. Check any specific population(s) expected to be served through this intervention investment.**

Funding Plan – Question 4 – Response Begins

Submitter expects to serve the following specific populations:

Adults with children

Domestic Violence Survivors

COVID High Risk – individuals at high-risk for contracting COVID

Funding Plan – Question 4 – Response Ends

**5. Describe how this intervention investment will address the disproportionate impacts of homelessness on communities of color, particularly Black, Latinx, Asian, Pacific Islander, and Native and Indigenous communities.**

Funding Plan – Question 5 – Response Begins

HHAP-2 funded activities will align with Housing First principles through the Coordinated Entry System, which 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. As identified in the Community Plan to End Homelessness, to “address the racial inequities present among unhoused people and families and track progress toward reducing disparities”, the City will develop goals around addressing and analyzing racial disparities within individual programs.

Funding Plan – Question 5 – Response Ends

**6. Describe how and how often performance will be measured for this intervention investment.**

Funding Plan – Question 6 – Response Begins

All City of San Jose contractors are required to submit quarterly performance reports that includes demographic information and progress on outcomes. The Homelessness Response Team cross references data in the City's webgrants system to ensure the data matches that in HMIS. The Grants and Homelessness Response Teams monitor programs annually.

Funding Plan – Question 6 – Response Ends

**7. If this intervention investment is expected to serve youth experiencing homelessness (as defined in HSC § 50216 (k) what youth-specific best practices will be utilized to ensure they can access the services?**

Funding Plan – Question 7 – Response Begins

While serving unaccompanied youth is not anticipated in this invention, the City of San Jose will work closely with homeless youth providers to ensure quick connections to family, host homes, shelter, education, employment and permanent and transitional housing. Further, best practices currently used by the City of San Jose include strong partnerships with the Santa Clara County Office of Education. In addition to being a thought partner in service, the pandemic has lifted a heightened level of collaboration between the County Office of Education and the City of San Jose and engaged in twice monthly meetings. With this increased communication, we were able to strengthen partnerships and strategize on cross-agency alignment of connected services. Leveraging supports with education will allow the County to deepen cross-agency supports and reduce redundancy in targeted areas thus reducing trauma that youth, children and families experience when facing housing instability.

Funding Plan – Question 7 – Response Ends



## 16. HHAP Round 2 Funding Plan 7

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Submission ID: NOFA-HHAP00113

**Intervention Type:**

Intervention Type Response: Rental Assistance

**Total Funds Requested:**

Total Funds Requested Response: \$300,000.00

**HHAP Eligible Uses:**

1. Rapid rehousing

Rapid rehousing response: \$300,000.00

2. Operating subsidies

Operating subsidies response:

3. Street outreach

Street outreach response:

4. Services coordination

Services coordination response:

5. Systems support

Systems support response:

6. Delivery of permanent housing

Delivery of permanent housing response:

7. Prevention and diversion

Prevention and diversion response:

8. New navigation centers and emergency shelters

New navigation centers and emergency shelters response:

(Interim Housing Only Begins)

**Demonstrated Need Data:**

# of available shelter beds

# of available shelter beds response:

# of people experiencing unsheltered homelessness in the 2019 homeless point-in-time count

# of people experiencing unsheltered homelessness in the 2019 homeless point-in-time count response:

Shelter vacancy rate (%) in the summer months

Shelter vacancy rate (%) in the summer months response:

Shelter vacancy rate (%) in the winter months

Shelter vacancy rate (%) in the winter months response:

% of exits from emergency shelters to permanent housing solutions

% of exits from emergency shelters to permanent housing solutions response:

Describe plan to connect residents to permanent housing

Describe plan to connect residents to permanent housing response:

(Interim Housing Only Ends)

**2. Describe the scale and scope of anticipated intervention model and outline the key service components expected to be provided with this funding.**

Funding Plan – Question 2 – Response Begins

Expanding on efforts implemented with HEAP and HHAP-1 funds, Bill Wilson Center will provide rental subsidies, financial support, and supportive services to homeless youth ages 18 to 25. The program will assist youth in maintaining stable residency in the

Funding Plan – Question 2 – Response Ends

**3. Describe how the requested investment amount for this intervention will help your community achieve regional goals and address specific gaps in the homeless response system as identified in the regional gaps assessment.**

Funding Plan – Question 3 – Response Begins

The service gaps analysis identified 5,301 individuals needing rental assistance in Santa Clara County. While 2,370 are currently receiving the service, the gap of 2,940 people still in need must be filled. Using HHAP-2 funding, the City of San Jose will

Funding Plan – Question 3 – Response Ends

**4. Check any specific population(s) expected to be served through this intervention investment.**

Funding Plan – Question 4 – Response Begins

Submitter expects to serve the following specific populations:

Unaccompanied Youth (12-24yr of age per definition in HHAP statute)  
Parenting Youth

Funding Plan – Question 4 – Response Ends

**5. Describe how this intervention investment will address the disproportionate impacts of homelessness on communities of color, particularly Black, Latinx, Asian, Pacific Islander, and Native and Indigenous communities.**

Funding Plan – Question 5 – Response Begins

HHAP-2 funded activities will align with Housing First principles through the Coordinated Entry System, which is a community-wide intake and assessment process, and all homeless persons can be assessed at numerous access points throughout the County. Thi

Funding Plan – Question 5 – Response Ends

**6. Describe how and how often performance will be measured for this intervention investment.**

Funding Plan – Question 6 – Response Begins

All City of San Jose contractors are required to submit quarterly performance reports that includes demographic information and progress on outcomes. The Homelessness Response Team cross references data in the City's webgrants system to ensure the data ma

Funding Plan – Question 6 – Response Ends

**7. If this intervention investment is expected to serve youth experiencing homelessness (as defined in HSC § 50216 (k)) what youth-specific best practices will be utilized to ensure they can access the services?**

Funding Plan – Question 7 – Response Begins

The City of San Jose will work closely with Bill Wilson Center to ensure quick connections to family, host homes, shelter, education, employment and permanent and transitional housing. Further, best practices currently used by the City of San Jose include

Funding Plan – Question 7 – Response Ends

**Homelessness Response Local Investment Plan**

Please refer to the following for guidance and a sample plan:

[Guide to Strategic Uses of Key State and Federal Funds to Reduce Homelessness During the COVID-19 Pandemic](#)

Use the Table below to complete the Regional Resources Guide for submittal with your HHAP application. Refer to the Sample Local Investment Plan on page 11 of the Guide to Strategic Uses of Key State and Federal Funds as an example (link above).

<b>Applicant Name:</b>	City Of San Jose
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**Part 1: Summary of Investment Plan**

- NC Shelter/Interim Housing** - Purchase one (1) hotel with up to 76 units for use as a non-congregate shelter (interim housing) during the COVID-19 Pandemic by December 30, 2020 and make improvements for immediate life/safety as well as preparation for conversion to permanent housing after COVID-19 subsides.
- NC Shelter/Interim Housing** - Development of three new non-congregate shelter/Interim Housing sites (209 units/households) that will serve up-to 317 homeless people at any given time.
- NC Shelter/Interim Housing** - Development of fourth EH to support non-shelter/interim housing services during COVID-19 Pandemic. Ongoing use as interim housing for homeless households after the public crisis is over.
- NC Shelter/Interim Housing** - Development of two non-congregate shelters/interim housing sites. The Bridge Housing Communities (BHC) sites accommodate 80 individuals
- NC Shelter/Interim Housing** - Contractual services for the operations and service provisions for three City of San Jose EH Communities 2020-2021 fiscal year (Annual cost).
- NC Shelter/Interim Housing** - Contractual services for the operations and service provisions for two City operated Bridge Housing Communities (BHC). The two sites will serve as non-congregate shelter/interim housing for up to 80 homeless individuals.
- Rental Assistance** - Contractual services with two Community Based Organization (CBO) to administer short term rental assistance programs to support up to 850 San Jose renters negatively impacted by COVID-19 stay in their homes.
- Rental Assistance** - Contractual Services with five (5) CBO's to administer Tenant Based Rental Assistance program (TBRA) to assist up to 578 unsheltered households.
- Rental Assistance** - Contractual Services with three agencies to administer a New City funded Rapid Rehousing Program in San Jose. The program will assist up to 300 households
- Permanent Supportive and Service Enriched Housing** - The City of San Jose has purchased a 76 unit hotel to serve the most vulnerable homeless households during the current Public Health Crisis. After the public health crisis is over, the City will convert to permanent housing
- Permanent Supportive and Service Enriched Housing** - construction costs to rehabilitate and convert the existing hotel to permanent affordable housing. The existing 76 unit hotel will be converted to a 70 unit permanent SRO housing.
- Diversion and Homeless Prevention** - Quarantine and Isolation Services funded by the City of San Jose and Administered by the County of Santa Clara
- Diversion and Homeless Prevention** - Contractual services for the operations and services at the City operated emergency shelter (socially distanced congregate shelter). The shelter serves up to 260 individuals.
- Diversion and Homeless Prevention** - Provide targeted homelessness prevention assistance to at least 100 income eligible households at risk of homelessness.

**Part 2: Priority and Order of Use of Funding Sources**

Non Congregate Shelter/Interim Housing (Capital / Operations / Services)		Rental Assistance (Short Term to Permanent)		Permanent Supportive and Service Enriched Housing (Capital / Operations / Services)		Diversion and Homelessness Prevention	
Funding Source: Use and Priority #1		Funding Source: Use and Priority #7		Funding Source: Use and Priority #10		Funding Source: Use and Priority #12	
Funding Source:	Homekey (via HCD)	Funding Source:	Local General Fund	Funding Source:	Homekey (via HCD)	Funding Source:	Other
If Other, List:	CRF	If Other, List:	CRF	If Other, List:	SB 89	If Other, List:	CRF
Funding Amount:	\$14,136,000.00	Funding Amount:	\$7,400,000.00	Funding Amount:	\$1,800,000.00	Funding Amount:	\$5,724,000.00
Unit of Measure:	Unit	Unit of Measure:	Household	Unit of Measure:	Household	Unit of Measure:	Household
If Other, List:		If Other, List:		If Other, List:		If Other, List:	
Number Assisted:	76	Number Assisted:	850	Number Assisted:	70	Number Assisted:	
Deadline for Expenditure:	12/30/2020	Deadline for Expenditure:	12/31/21 CRF	Deadline for Expenditure:	6/30/2022	Deadline for Expenditure:	12/31/2021 CRF
Funded Activity:	Capital	Funded Activity:	Short Term	Funded Activity:	Operations	Funded Activity:	Diversion
If Other, list:		If Other, list:		If Other, list:		If Other, list:	
Narrative Description (Optional):	The City of San Jose purchased a 76 unit Hotel on October 30, 2020 under project Homekey with the goal of serving as a interim Housing during the pandemic. The City intends to invest City funds to provide minor rehabilitation with plans to convert to permanent housing once the public health crisis is over. The City is working in coordination with the County COC on a coordinated exit strategy for all residents.	Narrative Description (Optional):	Two CBO's provide rental assistance for up to 850 San Jose renters struggling to remain housed as a direct result of COVID-19 impacts such as job loss, reduced work hours, illness, etc. renters will receive month to month subsidies up to June 30, 2021.	Narrative Description (Optional):	Contracted services with a CBO to operate and provide supportive services during the current public health crisis as well as when converted to permanent housing. This is a projected annual cost.	Narrative Description (Optional):	The City of San Jose has contracted with the County of Santa Clara to administer a COVID-19 Quarantine and Isolation Program during the pandemic the program will provide a range so subsidies and direct services to support low income housed residents and unsheltered residents with basic necessities during the public health crisis. services include hotel subsidies, meals, transportation, and connection to other essential services for unsheltered residents temporarily staying in hotels/motels. The services also support low-income (80% Area Median Income) households who are isolated or quarantined in their place of residence. Services include rental and financial support, meals, repairs,
Funding Source: Use and Priority #2		Funding Source: Use and Priority #8		Funding Source: Use and Priority #11		Funding Source: Use and Priority #13	
Funding Source:	HHAP (via HCFC)	Funding Source:	HOME (via HUD)	Funding Source:		Funding Source:	CDBG-CV (via HUD)
If Other, List:	CRF	If Other, List:	CDBG and Local HTF	If Other, List:	Funding not yet identified	If Other, List:	
Funding Amount:	\$24,011,900.00	Funding Amount:	\$9,821,485.00	Funding Amount:	\$2,000,000.00	Funding Amount:	\$3,143,155.00
Unit of Measure:	Household	Unit of Measure:	Household	Unit of Measure:	Unit	Unit of Measure:	Individual
If Other, List:		If Other, List:		If Other, List:		If Other, List:	
Number Assisted:	209	Number Assisted:	578	Number Assisted:	70.00	Number Assisted:	500.00
Deadline for Expenditure:	6/30/25 HHAP1 & 12/31/21 CRF	Deadline for Expenditure:	9/30/2021 HOME Waiver,	Deadline for Expenditure:		Deadline for Expenditure:	9/30/2022
Funded Activity:	Capital	Funded Activity:	Short Term	Funded Activity:	Capital	Funded Activity:	Diversion
If Other, list:		If Other, list:		If Other, list:		If Other, list:	

Narrative Description (Optional):	The City of San Jose has developed three (3) new non-congregate shelter/Emergency Interim Housing (EIH) to serve 209 Households (up to 317 individuals) at any given time. The City's EIH Communities will initially house homeless households most vulnerable to the effects of COVID-19. After the public health crisis, the City will continue to coordinate with the County COC to house homeless individuals and families in the process of transitioning to permanent housing. Projected average length of stay will be 4-6 months before exiting to permanent housing, resulting in these sites assisting an estimated 400 plus households per year after the public health crisis is over.	Narrative Description (Optional):	Contractual Services with five (5) CBO's to administer Tenant Based Rental Assistance program (TBRA) to assist up to 578 unhouseed households during the COVID-19 Pandemic. CBO's provide time limited rental subsidies (up to two years) as well as a variety of support services such as housing search, utility payments, rent eligibility review, and HQS inspections. In addition to general unhouseed clientele, one agency focus is survivors of Domestic Violence and one agency focus is TAY clientele.	Narrative Description (Optional):	construction costs to rehabilitate and convert the existing hotel to permanent affordable housing. The existing 76 unit hotel will be converted to a 70 unit permanent SRO housing.	Narrative Description (Optional):	Contractual services for the operations and services at the City operated emergency shelter (socially distanced congregate shelter). The shelter serves up to 260 individuals as they seek shelter and opportunities for diversion services. The shelter will be demolished after the public health crisis is over. During shelter operations, shelter occupants will be provided a variety of support services in coordination with the County COC. The shelter operator will work with all shelter occupants on a plan to transition to either permanent housing, interim housing or other forms of longer term shelter care.
Funding Source: Use and Priority #3		Funding Source: Use and Priority #9		Funding Source: Use and Priority #3		Funding Source: Use and Priority #14	
Funding Source:	HHAP (via HCFC)	Funding Source:	ESG-CV (via HUD)	Funding Source:		Funding Source:	Other
If Other, List:	Private donations	If Other, List:	CRF and SB 89 funding	If Other, List:		If Other, List:	Local Housing Funds
Funding Amount:	\$8,000,000.00	Funding Amount:	\$7,090,270.00	Funding Amount:		Funding Amount:	\$2,000,000.00
Unit of Measure:	Household	Unit of Measure:	Household	Unit of Measure:		Unit of Measure:	Household
If Other, List:		If Other, List:		If Other, List:		If Other, List:	
Number Assisted:	84	Number Assisted:	300.00	Number Assisted:		Number Assisted:	
Deadline for Expenditure:	6/30/25 HHAP 1	Deadline for Expenditure:	9/30/22 ESG CV, 12/31/21 CRF, 6/30/22 SB89	Deadline for Expenditure:		Deadline for Expenditure:	6/30/2025
Funded Activity:	Capital	Funded Activity:	Short Term	Funded Activity:		Funded Activity:	Prevention
If Other, list:		If Other, list:		If Other, list:		If Other, list:	
Narrative Description (Optional):	The City of San Jose is pursuing the development of a fourth EIH to support the need for homeless individuals and families need to shelter in place during the pandemic. The City will use a combination of HHAP funding and private donors. After the public health crisis is over the City will continue to coordinate with the County COC to house homeless individuals	Narrative Description (Optional):	Contractual Services with three (3) CBO's to administer Rapid Rehousing Program to assist up to 300 unhouseed households during the COVID-19 Pandemic and after the current Pandemic is over. CBO's provide time limited rental subsidies (up to two years) as well as a variety of support services such as housing search, utility payments, rent eligibility review, and HQS inspections. In addition to general unhouseed clientele, agencies will provide targeted services to DV survivors and TAY clients with program goal of transitioning program participants to Permanent housing.	Narrative Description (Optional):		Narrative Description (Optional):	Provide homelessness prevention assistance to 100 households through direct financial assistance and an array of supportive services to income qualified residents countywide due to economic impacts of COVID-19. Homelessness prevention services include short term emergency financial assistance, security deposits, case management, utility payments, credit counseling, landlord mediation, and moving expenses.
Funding Source: Use and Priority #4		Funding Source: Use and Priority		Funding Source: Use and Priority #4		Funding Source: Use and Priority #4	
Funding Source:	HEAP (via HCFC)	Funding Source:		Funding Source:		Funding Source:	
If Other, List:	Local General funds	If Other, List:		If Other, List:		If Other, List:	
Funding Amount:	\$ 5,200,000.00	Funding Amount:		Funding Amount:		Funding Amount:	
Unit of Measure:	Unit	Unit of Measure:		Unit of Measure:		Unit of Measure:	
If Other, List:		If Other, List:		If Other, List:		If Other, List:	
Number Assisted:	80	Number Assisted:		Number Assisted:		Number Assisted:	
Deadline for Expenditure:	6/30/21 HEAP	Deadline for Expenditure:		Deadline for Expenditure:		Deadline for Expenditure:	
Funded Activity:	Capital	Funded Activity:		Funded Activity:		Funded Activity:	
If Other, list:		If Other, list:		If Other, list:		If Other, list:	
Narrative Description (Optional):	The City of San Jose has developed two (2) non-congregate shelter/Interim Housing to serve 80 individuals at any given time. The City's Bridge Housing Communities (BHC) began construction prior to the COVID-19 Pandemic. The first site has been operational since February 2020. The second site will begin operation in February 2021. Both sites will house homeless individuals most vulnerable to the effects of COVID-19. After the public health crisis, the City will continue to coordinate with the County COC to house homeless individuals and families in the process of transitioning to permanent housing. Projected average length of stay will be 4-6 months before exiting to permanent housing, resulting in these sites assisting an estimated 160 plus households per year after the public health crisis is over.	Narrative Description (Optional):		Narrative Description (Optional):		Narrative Description (Optional):	
Funding Source: Use and Priority #5		Funding Source: Use and Priority #4		Funding Source: Use and Priority #4		Funding Source: Use and Priority #4	
Funding Source:	ESG-CV (via HUD)	Funding Source:		Funding Source:		Funding Source:	
If Other, List:	CRF and SB89	If Other, List:		If Other, List:		If Other, List:	
Funding Amount:	\$ 9,600,000.00	Funding Amount:		Funding Amount:		Funding Amount:	
Unit of Measure:	Individual	Unit of Measure:		Unit of Measure:		Unit of Measure:	
If Other, List:		If Other, List:		If Other, List:		If Other, List:	
Number Assisted:	400	Number Assisted:		Number Assisted:		Number Assisted:	
Deadline for Expenditure:	9/30/22 ESG CV, 12/31/21 CRF, 6/30/22 SB89	Deadline for Expenditure:		Deadline for Expenditure:		Deadline for Expenditure:	
Funded Activity:	Operations	Funded Activity:		Funded Activity:		Funded Activity:	
If Other, list:		If Other, list:		If Other, list:		If Other, list:	

Narrative Description (Optional):	Operation and Service provisions for the three City EH communities. All site provide service enriched environments beyond those provided by the County COC. With 209 units combined permanent housing placements, these three sites will serve over 400 individuals per year. A minimum of 209 individuals will be assisted during the current public health crisis.	Narrative Description (Optional):		Narrative Description (Optional):		Narrative Description (Optional):	
Funding Source: Use and Priority #6		Funding Source: Use and Priority #5		Funding Source: Use and Priority #5		Funding Source: Use and Priority #5	
Funding Source:	Other	Funding Source:		Funding Source:		Funding Source:	
If Other, List:	State SB89 and CRF	If Other, List:		If Other, List:		If Other, List:	
Funding Amount:	\$2,600,000.00	Funding Amount:		Funding Amount:		Funding Amount:	
Unit of Measure:	Individual	Unit of Measure:		Unit of Measure:		Unit of Measure:	
If Other, List:		If Other, List:		If Other, List:		If Other, List:	
Number Assisted:	160.00	Number Assisted:		Number Assisted:		Number Assisted:	
Deadline for Expenditure:	6/30/22 SB89 & 12/31/21 CRF	Deadline for Expenditure:		Deadline for Expenditure:		Deadline for Expenditure:	
Funded Activity:	Operations	Funded Activity:		Funded Activity:		Funded Activity:	
If Other, list:		If Other, list:		If Other, list:		If Other, list:	
Narrative Description (Optional):	Operation and Service provisions for the two City BHC's, both sites will provide service enriched environments beyond those provided by the County COC. With 80 units combined with permanent housing placements, these three sites will serve over 160 individuals per year. A minimum of 80 individuals will be assisted during the current public health crisis.	Narrative Description (Optional):		Narrative Description (Optional):		Narrative Description (Optional):	
Funding Source: Use and Priority		Funding Source: Use and Priority #5		Funding Source: Use and Priority #5		Funding Source: Use and Priority #5	
Funding Source:		Funding Source:		Funding Source:		Funding Source:	
If Other, List:		If Other, List:		If Other, List:		If Other, List:	
Funding Amount:		Funding Amount:		Funding Amount:		Funding Amount:	
Unit of Measure:		Unit of Measure:		Unit of Measure:		Unit of Measure:	
If Other, List:		If Other, List:		If Other, List:		If Other, List:	
Number Assisted:		Number Assisted:		Number Assisted:		Number Assisted:	
Deadline for Expenditure:		Deadline for Expenditure:		Deadline for Expenditure:		Deadline for Expenditure:	
Funded Activity:		Funded Activity:		Funded Activity:		Funded Activity:	
If Other, list:		If Other, list:		If Other, list:		If Other, list:	
Narrative Description (Optional):		Narrative Description (Optional):		Narrative Description (Optional):		Narrative Description (Optional):	

Continuum of Care Outcomes by Race and Ethnicity

Go to this link for an instructional video on how to complete this worksheet using Stella: <https://www.loom.com/share/ebeacf98b99f4823a9db5c32e5ee012b> [loom.com]

Applicant Name: County of Santa Clara CoC Name, if different: San Jose, Santa Clara City and County CoC

Using data from Stella, please insert outcomes here from the FY18 submission:

	Head of Households Served in Any Project Type <sup>1</sup>		Served in Shelters & Transitional Housing <sup>2</sup>		Exiting to Permanent Housing <sup>3</sup>		Days Homeless <sup>4</sup>		Accessing Permanent Supportive Housing <sup>5</sup>		Returns to Homelessness <sup>6</sup>		Other Measure: _____		Other Measure: _____	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	8,051	100%	5,423	100%	1,061	100%	120	100%	1,830	100%	57	100%		#DIV/0!		#DIV/0!
<b>White, Non-Hispanic/Non-Latino</b>	2,461	31%	1,666	31%	290	27%	123	103%	685	37%	16	28%		#DIV/0!		#DIV/0!
<b>White, Hispanic/Latino</b>	2,392	30%	1,473	27%	343	32%	139	116%	496	27%	13	23%		#DIV/0!		#DIV/0!
<b>Black or African American</b>	1,334	17%	924	17%	200	19%	110	92%	302	17%	9	16%		#DIV/0!		#DIV/0!
<b>Asian</b>	376	5%	268	5%	50	5%	100	83%	68	4%	4	7%		#DIV/0!		#DIV/0!
<b>American Indian or Alaska Native</b>	470	6%	344	6%	48	5%	106	88%	103	6%	8	14%		#DIV/0!		#DIV/0!
<b>Native Hawaiian/Other Pacific Islander</b>	184	2%	107	2%	39	4%	103	86%	34	2%	1	2%		#DIV/0!		#DIV/0!
<b>Multiple Races</b>	518	6%	368	7%	66	6%	114	95%	122	7%	5	9%		#DIV/0!		#DIV/0!
<b>Unknown</b>	316	4%	273	5%	25	2%		0%	20	1%	1	2%		#DIV/0!		#DIV/0!