City Council Housing Subcommittee

Plan for Homeless Outreach Services

September 22, 2020
Overview

1. Background
2. How Homeless Outreach and Case Management Works
3. Outreach Options (3)
4. Recommendations
In FY 2019, the City Council approved a $75,000 budget for a nonprofit agency homeless case manager dedicated to Milpitas.

In June 2020, the Housing Subcommittee discussed homelessness in Milpitas and asked staff to return with an update on options for increasing homeless outreach and case management services.
Milpitas: Estimated Level of Intervention Needed

- 128 unhoused households have active assessments
- 27 unhoused residents are enrolled in the RRH or PSH programs
- Of these, 13 are housed and 14 are searching for permanent housing

Source: Santa Clara County Office of Supportive Housing, 2020.
Santa Clara County’s Supportive Housing System

**Outreach**
- Engages individuals who are homeless and living in places not meant for human habitation
- Access Point
- Locate those referred to housing opportunities

**Homelessness Prevention**
Prevents individuals and families from becoming homeless

**Emergency Shelter**
- Access point for assessment and other resources
- Safe place, meal, shower for individuals who are homeless

**Coordinated Assessment System**
- Front door to housing resources
- Matches to appropriate housing opportunities

**Permanent Supportive Housing**
- Long term subsidy for individuals who have been homeless and who are living with a disability

**Transitional Housing**
- Temporary housing and services
- Target populations: veterans, youth, PSH searching for unit

**Rapid Rehousing**
- Short term financial assistance and support services
- Exit to permanent housing without subsidy

*Graphic: Santa Clara County Office of Supportive Housing, 2020*
How Coordinated Assessment Works

Coordinated Assessment System

- Acts as a front door to the community’s housing resources
- Matches people experiencing homelessness to the community’s transitional housing, rapid rehousing, and permanent supportive housing programs

- Standardized Assessment
- Connection to best-fit housing intervention
- Prioritization by need

Graphic courtesy of the Santa Clara County Office of Supportive Housing.
Client Engagement Team

- Outreach team with expertise in locating and building relationships with individuals experiencing homelessness
- Centralized process of locating clients

Client is highest priority for housing referral

Client Engagement Team locates client

Client Engagement Team confirms client’s eligibility

Client accepts housing referral

Warm hand-off to housing case manager
Homeless Outreach vs. Case Management

**Outreach and Assessment**
- Locate clients
- Build trust and rapport over multiple visits
- Distribute hygiene products, snacks, blankets and other supplies
- Look out for client health concerns
- Seek consent to conduct standardized assessment or to update one
- Enter data into HMIS
- Help client enroll in RRH and PSH housing programs

**Case Management**
- Regular communication and meetings
- Evaluation of options
- Help client make a plan
- Advocate for client
- Connect and coordinate services
- Offer transportation to appointments
- Monitor progress on client’s plan
- Case load: 20 clients at a time
Homeless Outreach in Milpitas

• In 2017, the Milpitas Police Department created a Homeless Outreach Team with a state grant
• The team performs outreach on an ancillary basis to public safety responsibilities
• Provides essential supplies and referrals as needed
• Identifies encampment locations
• When the grant is depleted, a new source will be needed
# Homeless Outreach in other cities

## Homeless Street Outreach and Assessment in Santa Clara County (2018-2020)

<table>
<thead>
<tr>
<th>Jurisdiction</th>
<th>2019 Homeless Point-in-Time Count</th>
<th>In-House</th>
<th>Oursourcing</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>In-House Homeless Outreach</td>
<td>Revenue Agreement with County</td>
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<tr>
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Homeless Outreach and Case Management Options

1A: Pursue a $75,000 revenue agreement with the County for outreach and assessment services.

1B: Pursue a larger revenue agreement with the County for intensive project-based case management and PSH slots.

2: Pursue a larger contract with a community-based organization to provide full-time outreach, assessment, and intensive case management services.
Option 1A: Outreach and Assessment via County

- **Pursue a $75,000 contract with the Santa Clara County Office of Supportive Housing for homeless outreach and assessment only.**

- **Pros:** Pooled resources lower cost, allow for part-time services, and make administration more efficient. Leverages County resources, improves coordination and the HEAT team specializes in reaching clients with mental health and other barriers.

- **Cons:** Does not include intensive case management and response time is 24-48 hours. City cannot choose the outreach provider.
Option 1B: Case Management and PSH Slots

• Pursue a larger contract with the Santa Clara County Office of Supportive Housing for intensive project-based case management services and dedicated slots in permanent supportive housing.

• **Pros:** Would allow the City to reserve slots in permanent supportive housing for unhoused Milpitas residents.

• **Cons:** Does not include street outreach. Case management costs approximately $11,000 per client, per year.
Option 1B: Case Management and PSH Slots

• **Reason not recommended:**
  
  – Street outreach and assessment are a good place to start if the budget is limited. These services can increase understanding of homeless needs in Milpitas, motivate service-resistant clients, and add clients to the community queue for housing.

  – After one year of part-time outreach and assessment services, the City could add or shift funding for case management and permanent supportive housing slots.
Option 2: Direct Contract for Outreach, Assessment & Case Management

- Pursue a direct contract with a community-based organization to provide full-time outreach, assessment, and intensive case management services.

- **Pros:** A full-time outreach team would provide a higher level of service with faster response times, and intensive case management. A direct contract would allow the City to select a specific provider.
Option 2: Direct Contract for Outreach, Assessment & Case Management

• **Cons**: Minimum $200,000 annually. May not leverage mental health clinicians that are embedded in the County’s HEAT team. This option would not guarantee slots in permanent supportive housing.

• **Reason not recommended**: Would cost more and may not leverage mobile mental health support or other services coordinated through the County.
Recommendations

• Provide feedback on proposed plan for homelessness outreach services.

• Provide recommendation to the City Council on pursuing (option 1A) a revenue agreement for homeless outreach and assessment services with the Santa Clara County Office of Supportive Housing.