

## OUTREACH AND PROGRAMMATIC SUMMARY\*

*\*The programs had different start dates, with most beginning on or about April 2017 or with the new FY 2017-18.*

<b>Homelessness Prevention Program</b>				
<i>Destination:Home awarded \$3.3 million to Sacred Heart Community Services for implementing new Homelessness Prevention Programs, which includes the \$1 million grant from Google targeted for Mountain View and Sunnyvale. They lead a consortium of seven Emergency Assistance Network (EAN) agencies (City partner CSA is included) to provide a Homelessness Prevention pilot program. The County also assists individuals Countywide.</i>				
Funding Source	Metric	Data July 2017 through June 2018	Data July 2018 through December 2018	Total
Google grant (\$1,000,000) via <i>Destination:Home</i> (Sacred Heart Community Services Program)	Households affiliated with Mountain View <sup>1</sup> in program and kept in stable housing	8 Households	19 Households	22 Unduplicated Households
	Individuals affiliated with Mountain View in program and kept in stable housing	19 Individuals	49 Individuals	56 Unduplicated Individuals
	Individuals in County in program and kept in stable housing	206 Households, 640 Individuals	441 Households, 1,386 Individuals	526 Unduplicated Households, 1,647 Unduplicated Individuals
County-Funded Program <sup>2</sup>  <i>*There are fewer individuals in the total households due to a higher number of households with zero children relative to the numbers reported for the Google grant funded totals.</i>	Households affiliated with Mountain View in program and kept in stable housing	68 Households	36 Households	99 Households
	Individuals affiliated with Mountain View in program and kept in stable housing	127 Individuals	60 Individuals	176 Individuals
	Households in County in program and kept in stable housing	439 Households	254 Households	676 Households*
	Individuals in County in program and kept in stable housing	1,017 Individuals	515 Individuals	1,484 Unduplicated Individuals*

<sup>1</sup> County of Santa Clara program providers define client location by affiliation to include work location, school location, spends most of time in location, lived there prior to homelessness, and zip code of last address. This is done during the assessment process.

<sup>2</sup> There is a mix of other funders for HP programs, including the County of Santa Clara, City of San Jose, City of Morgan Hill, City of Santa Clara, Packard Foundation, Sunlight Giving, and Cisco.

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<b>Rapid Rehousing Program</b>					
<i>Rapid Rehousing provides short-term financial assistance and support to quickly rehouse homeless households in their own independent permanent housing.</i>					
Funding Source	Metric	Data Program start through June 30, 2017	Data July 2017 through June 2018	Data July 2018 through December 2018	Total
County-Funded Program	Mountain View households enrolled in the program <sup>3</sup>	25	40	36	64 Unduplicated Households (Or 106 individuals)
	Mountain View households housed through the program	28	23	22	39 Unduplicated Households (Or 68 individuals)
City-Funded Program <sup>4</sup>	Mountain View households enrolled in the program	The City funding of \$100,000 provides services for approximately 15 to 20 individuals and approximately 10 to 12 households.			
	Mountain View households housed through the program				

<sup>3</sup> The County and service providers track both enrolled and housed. Enrolled means being registered in the program and pending placement in housing, but not yet housed.

<sup>4</sup> Data not yet available, as the program was funded for FY 2018-19, with contracts finalized in January 2019.

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<b>Permanent Supportive Housing</b>					
<i>Permanent Supportive Housing provides longer-term rental assistance, case management, and supportive services to the most vulnerable chronically homeless individuals and families in the community.</i>					
Funding Source	Metric	Data Program start through June 30, 2017	Data July 2017 through June 2018	Data July 2018 through December 2018	Total
County-Funded Program*  <i>*It is possible that a MV-affiliated client was enrolled in different County program types in different time periods</i>	Total households in County enrolled (referred with Vouchers for Housing)	1,475	1,673	1,707	2,033 Unduplicated Households
	Total individuals in County enrolled (referred with Vouchers for Housing)	2,064	2,218	2,244	2,667
	Households housed (number of enrolled with a move-in date)	1,379	1,460	1,291	1,544 Unduplicated Households
	Individuals housed (number of enrolled with a move-in date)	1,942	1,953	1,748	2,086
	Total Mountain View households in County enrolled	54	59	67	81 Unduplicated Households
	Total Mountain View individuals in County enrolled	59	66	74	88
	Mountain View households housed	46	50	53	62 Unduplicated Households
	Mountain View individuals housed	52	58	55	65

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Permanent Supportive Housing <i>(continued)</i>					
Funding Source	Metric	Data Program start through June 30, 2017	Data July 2017 through June 2018	Data July 2018 through December 2018	Total
City-Funded Program (Peninsula Healthcare Connections, aka New Directions Case Worker)	Total unduplicated Mountain View-affiliated households enrolled (referred with Vouchers for Housing)	10	18	18 ongoing*  <i>*2 households exited – one in August 2018 and one in October 2018. These were never housed and exited to “place not meant for habitation” and “No exit interview.”</i>	18 Unduplicated Households Enrolled
	Total unduplicated Mountain View-affiliated individuals enrolled (referred with Vouchers for Housing)	17	29	29	29
	Households housed	6	11	11	11 Unduplicated Households Housed
	Individuals housed	13	22	22	22

County Temporary Outreach Pilot Program Metrics	
<i>This pilot program operated on the ground from January to March 2017 and provided mobile outreach to link those living in vehicles to services. Data reporting is by fiscal year from January through June 2017.</i>	
Metric	Data (January 2017 through June 2017)
Clients engaged, assessed, and housed	26

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<b>CSA Client Metrics from Participation with Outreach</b>				
<i>The CSA Mobile Outreach program links those living in vehicles in Mountain View<sup>5</sup> to services and housing programs. The City partnered with CSA and the County to provide the Mobile Outreach program.</i>				
<b>Metric</b>	<b>Data Program start April 2017 through June 30, 2017</b>	<b>Data July 2017 through June 2018</b>	<b>Data July 2018 through December 2018</b>	<b>Total</b>
Vehicles reached out to with information posted on the vehicle	97	144	126	367
Vehicles reached out to 10 or more times*	73	75	52	200*  <i>*The overall outreach to ALL vehicles mapped by area of higher concentration is well over 25+ rounds</i>
Client case management appointments	39	27	63	129
Number of individuals who made some contact (had one-on-one interaction with case manager)	17	50	46	113*
Number of individuals who had ongoing engagement with case manager (became clients or were found to be existing clients, were enrolled in Mobile Outreach Program, or completed homeless assessment)	12	53	63	128*  <i>*Some duplication with above</i>
County homeless assessments <sup>6</sup> completed	1	28	11	40

<sup>5</sup> Community Services Agency (CSA) defines location by a client self-disclosure that they spend at least 50 percent of their time in Mountain View. This is also done during the assessment process.

<sup>6</sup> County and CSA programs comply with the broad categories of homelessness as defined by Housing and Urban Development (HUD).

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<b>Police Community Outreach Metrics</b> <i>July 2017 to December 2018</i>			
<i>Mountain View Police Department's Neighborhood Event Services (NES) unit has established a Community Outreach Officer position. In addition to the normal duties of a Police Officer, the Community Outreach Officer acts as a liaison between social service groups and the homeless. The approach of the Community Outreach Officer is to balance compassion with enforcement when problem-solving issues that come up with this vulnerable population.</i>			
<b>Metric</b>	<b>Data July 2017 through June 2018</b>	<b>Data July 2018 through December 2018</b>	<b>Total</b>
Homeless subjects that have been referred to CSA for assistance	176	15	191
RVs impounded after numerous warnings or multiple citations (five or more unpaid parking citations or violation of the 72-hour ordinance)	82	29	111
72-hour violation citations	169	429	598
Homeless individuals or residents living in vehicles that have been arrested (violations include narcotics possession, being under the influence of narcotics, trespassing, possession of stolen property, and various Municipal Code violations)	178	162	340
Arrests related to vehicle dwellers	176	101	277
Arrests made within the homeless population as a whole	278	181	459
Arrests related to homeless subjects sleeping on the streets or encampments	102	80	182
Encampments removed	45	18	63