

METRICS CHART

Performance or Workload Metrics			
Program	Benchmark	Type	Timeline
Clients Served through City-funded Programs and Partnerships	350 clients ¹	Performance	Annually
Safe Parking	50% exit to a temporary or permanent housing destination	Performance	Annually
Permanent Supportive Housing	20 households served and maintained in the program	Performance	Annually
CSA Resource Hub	1,200 unhoused and unstably housed clients provided case management and referral services	Performance	Annually
Collaboration and Coordination with CBOs and Partners	10 meetings	Workload	Annually
Ongoing Communications w/ CBOs	104 resources, flyers, and updates shared electronically	Workload	Annually
Coordination with County of Santa Clara Office of Supportive Housing	12 meetings	Workload	Annually
Rent Stabilization Program	2,000 community members assisted by the Rent Stabilization Program, concerning CSFRA, MHRSO, TRAO, Housing Help Center, MVMP, via email, phone, and/or in-person ²	Performance	Annually

Performance or Workload Metrics			
Program	Benchmark	Type	Timeline
Affordable Housing	1,032 households served by CDBG Public Services program ³	Performance	Annually
Affordable Housing	574 deed-restricted affordable housing units approved ⁴	Performance	Annually
Informational Only			
Activity	Description	Timeline	
Point-in-Time Count	Provides the number of people experiencing homelessness on a single night in January	Biennial (every other year)	
Living in Vehicle Count	A count of vehicles used for living purposes on city streets	Annually	

¹. Relates to the City's contract with Community Services Agency of Mountain View, Los Altos, and Los Altos Hills (CSA). CSA serves a higher number of clients as the community's lead Emergency Assistance Network provider.

². Acronyms: CSFRA – Community Stabilization and Fair Rent Act; MHRSO - Mobile Home Rent Stabilization Ordinance; TRAO - Tenant Relocation Assistance Ordinance; MVMP – Mountain View Mediation Program.

³. Community Development Block Grant; pass-through funds redistributed to eligible organizations serving low-income residents.

⁴. Includes Below Market Rate and Notice of Funding Available units.