

Site Profile	First Step for Families (San Mateo)		Haven Family House (Menlo Park)		Villa (San Jose)	
Site type	Non-congregate family site, with a handful of congregate		Non-congregate family site		Non-congregate mixed family and single female site	
Bed/unit capacity	37 family units / 117 beds		23 family units / 91 beds		17 family units and 9 single female units / 69	
Services on-site	Children's Service Coordinators, 1:1 Therapy (MSW Interns), Case Management, Child Development Center, Food Pantry, Donation/clothing closets, Free laundry room		Children's Service Coordinators, 1:1 Therapy (MSW Interns), Case Management, Child Development Center, Food Pantry, Donation/clothing closets		Children's Service Coordinator, MSW Interns, Case Management, Housing and Benefits Specialists	
Data Profile	FY24	FY25	FY24	FY25	FY24	FY25
Total clients served	323	377	185	176	194	223
Average family size (not counting single households, if mixed site)	4 household members	3 household members	4 household members	4 household members	3 household members	3 household members
Median length of stay	172 days	160 days	207 days	167 days	102 days	82 days
Demographics:	--	--	--	--	--	--
% chronically homeless	14%	14%	3%	7%	9%	26%
% with 1+ disability	35%	34%	28%	27%	41%	48%
% veterans	<1%	<1%	13%	13%	0%	0%
% age 55+	<1%	2%	8%	9%	9%	7%
% children/youth	57%	55%	54%	56%	41%	45%
Outcomes (of total project exits, all household types):	--	--	--	--	--	--
% exiting to a permanent home	70%	78%	89%	91%	51%	35%
% exiting to a temporary placement	20%	14%	8%	8%	22%	31%
% exiting to an institutional destination (foster care, hospital, jail, detox, skilled nursing,	3%	3%	<1%	<1%	<1%	3%
% exiting back to homelessness	7%	6%	2%	0%	25%	25%
Number of times emergency assistance was contacted (911, 311, mobile crisis, APS, CPS):	17	35	4	5	16	20
% medical incident	35%	20%	50%	40%	38%	55%
% non-violent incidents	35%	66%	25%	40%	31%	15%
% violent incidents	12%	6%	25%	20%	13%	10%
% threat of violence	18%	6%	0%	0%	19%	5%
% other (self-harm, suicidal ideation, deceased)	0%	3%	0%	0%	0%	15%