



Study Session
Item #1 – RTC # 25-604
Citywide Plan to Reduce Homelessness and Its Impacts
July 8, 2025



City of Santa Clara
The Center of What's Possible

Agenda

I. Introduction • Study Session Goals • Changing Landscape of Homelessness II. County of Santa Clara's Office of Supportive Housing Presentation • Countywide Supportive Housing System • Community Plan • City and County Data	IV. Staff Presentation • City Services and Resources • Draft Response Plan and Two-Year Workplan VI. Next Steps • Service Agreement to Expand Services • Final Response Plan Adoption Timeline IV. Council Discussion • Feedback on Two-Year Workplan and Key Work Items
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Study Session Goals

1. Provide overview of federal, state, and regional developments impacting homelessness-related policies and funding
2. Provide update on the City's homelessness response efforts and Draft Plan to Reduce Homelessness and Its Impact
3. Gather City Council feedback on Two-Year Workplan, key work items, and implementation timeline/budget



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Changing Landscape of Homelessness

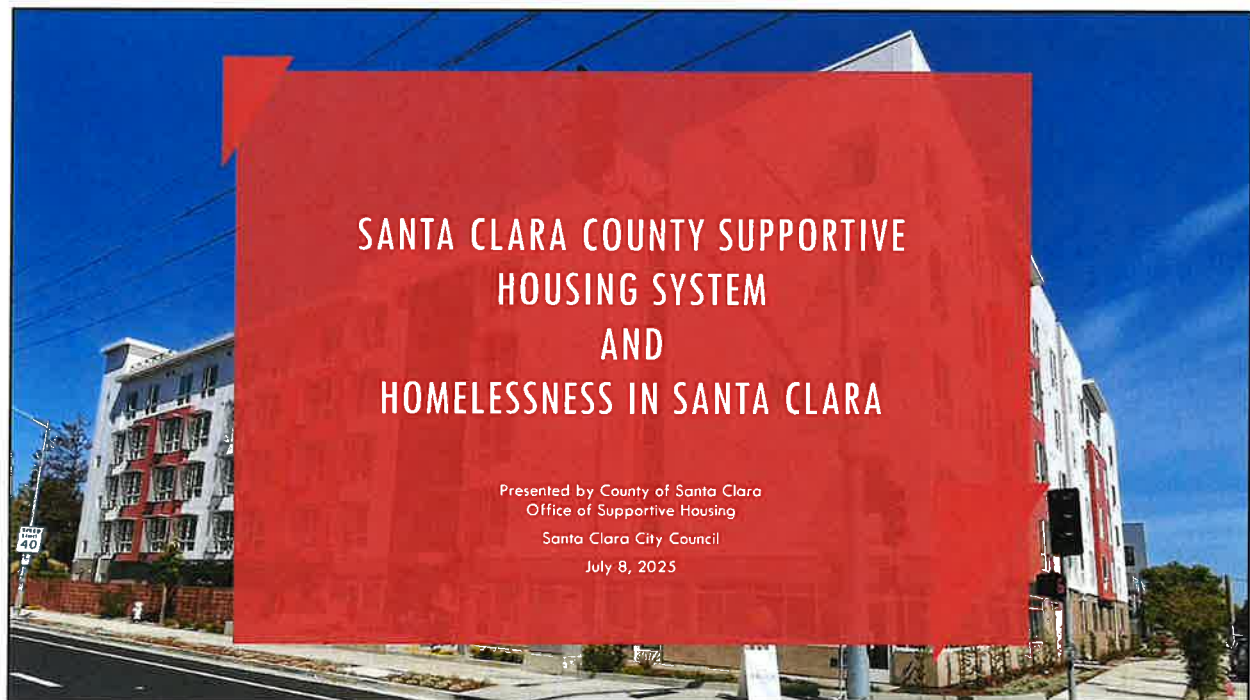
- Homelessness is a multifaceted issue
 - Housing construction costs
 - Local policies and resources
 - Cost of living
 - State and federal housing / development policies
 - State and federal response and funding
 - Healthcare and mental health systems



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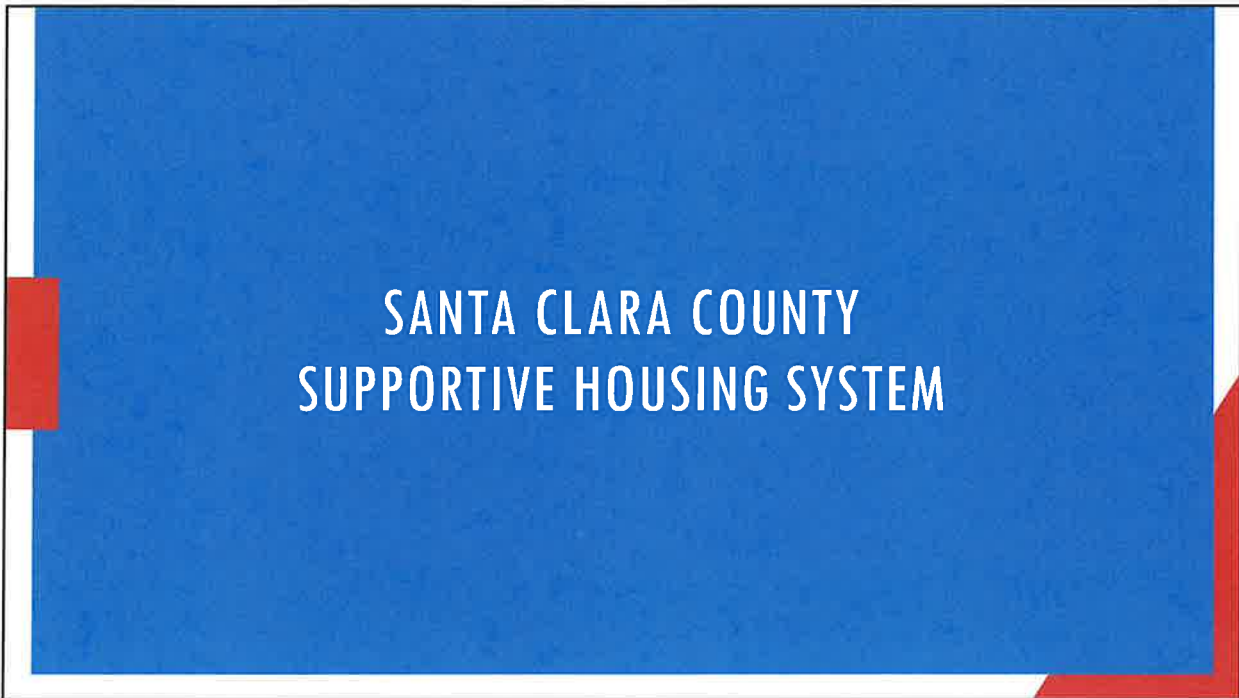
Changing Landscape of Homelessness: Federal, State, & Regional Updates

- **Federal: *Johnson v. Grants Pass* Supreme Court Ruling**
 - June 28, 2024: Supreme Court decision that state and local governments have legal authority to implement and enforce ordinances that prohibit homeless encampments on public property.
 - Removed legal barrier to encampment clearance when no shelter/interim housing is available.
- **State: Governor's Executive Order N-1-24**
 - July 25, 2024: Requires state agencies to address homeless encampments.
 - Calls on local governments to leverage state/federal resources to address encampments with "urgency and humanity."
- **Regional: Trends and Partnerships**
 - Some cities are increasing enforcement efforts while increasing support services and programs
 - Potential Valley Water Joint Powers Authority
 - Focus on regional partnerships and framework



SANTA CLARA COUNTY SUPPORTIVE HOUSING SYSTEM AND HOMELESSNESS IN SANTA CLARA

Presented by County of Santa Clara
Office of Supportive Housing
Santa Clara City Council
July 8, 2025

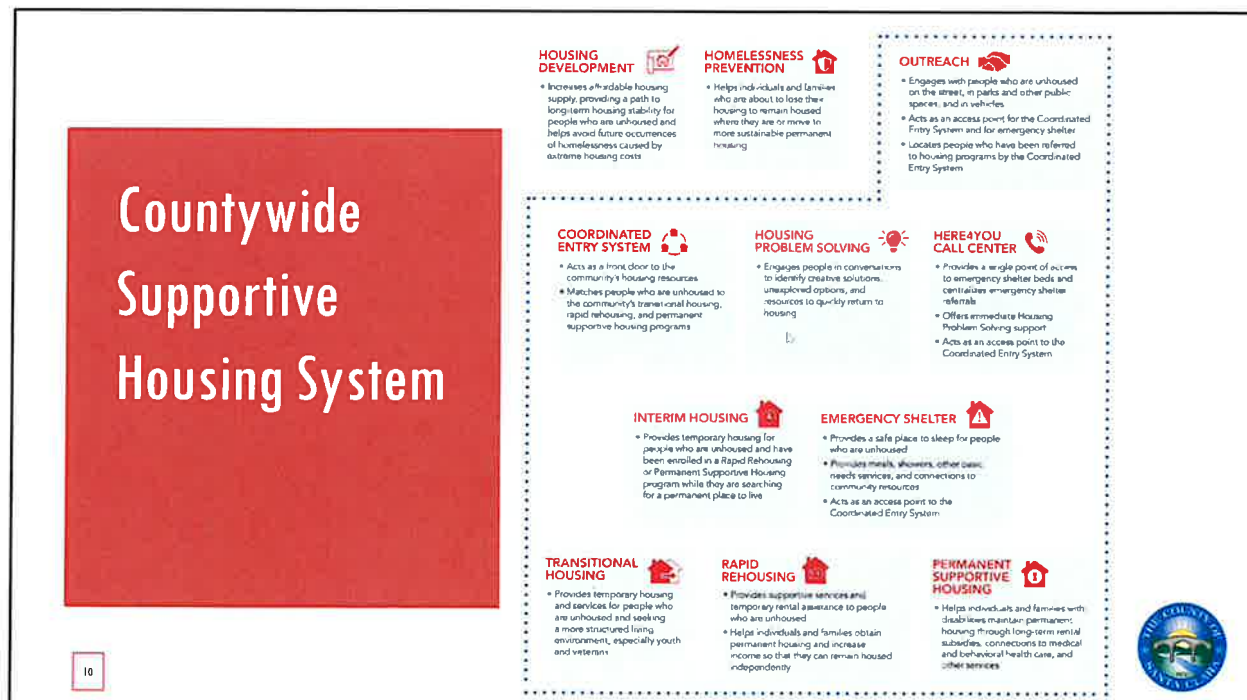


THE COUNTY'S ROLE AS CONTINUUM OF CARE LEAD

System Coordinator through the Office of Supportive Housing

- Systemwide role that goes beyond the services and housing provided directly by the County and its contractors
- Collaborative applicant for systemwide funding
- Centralized coordination of services, focused on access and quality
 - Develop & maintain quality assurance standards
 - Measure system performance
 - Develop and implement new policies
 - Support service providers with training and technical assistance







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SANTA CLARA COUNTY

**COMMUNITY PLAN
TO END HOMELESSNESS**

2020–2025

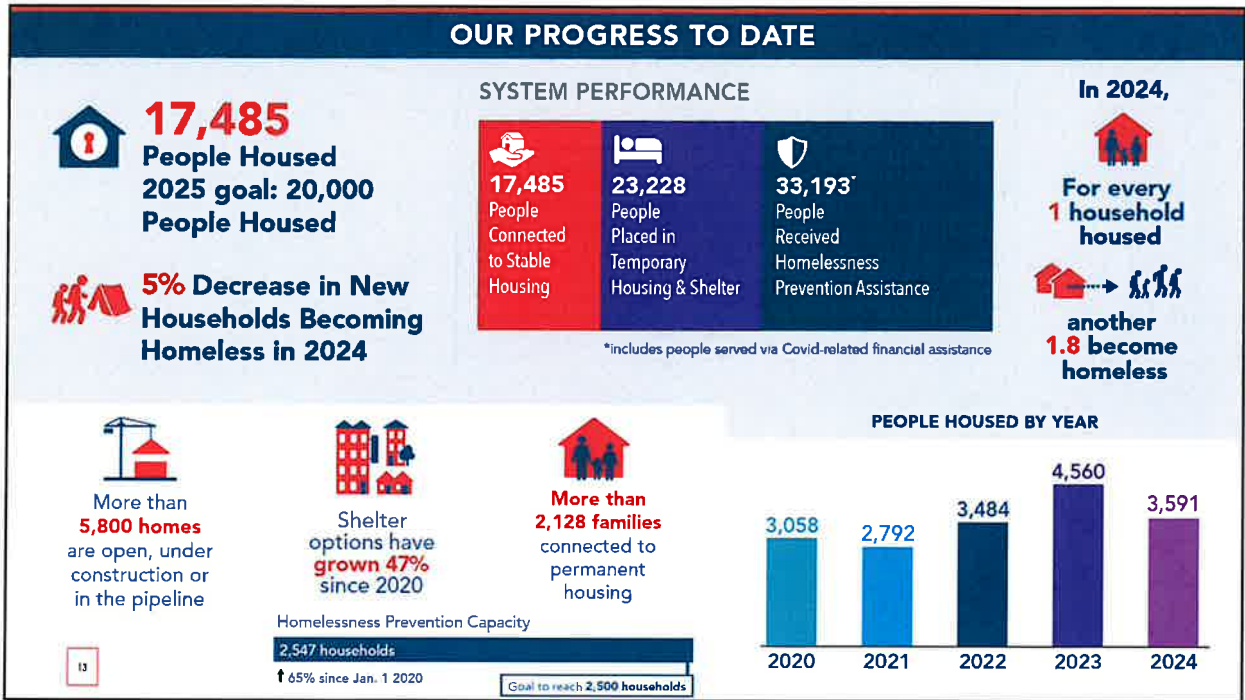


OUR GUIDING STRATEGIES:

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



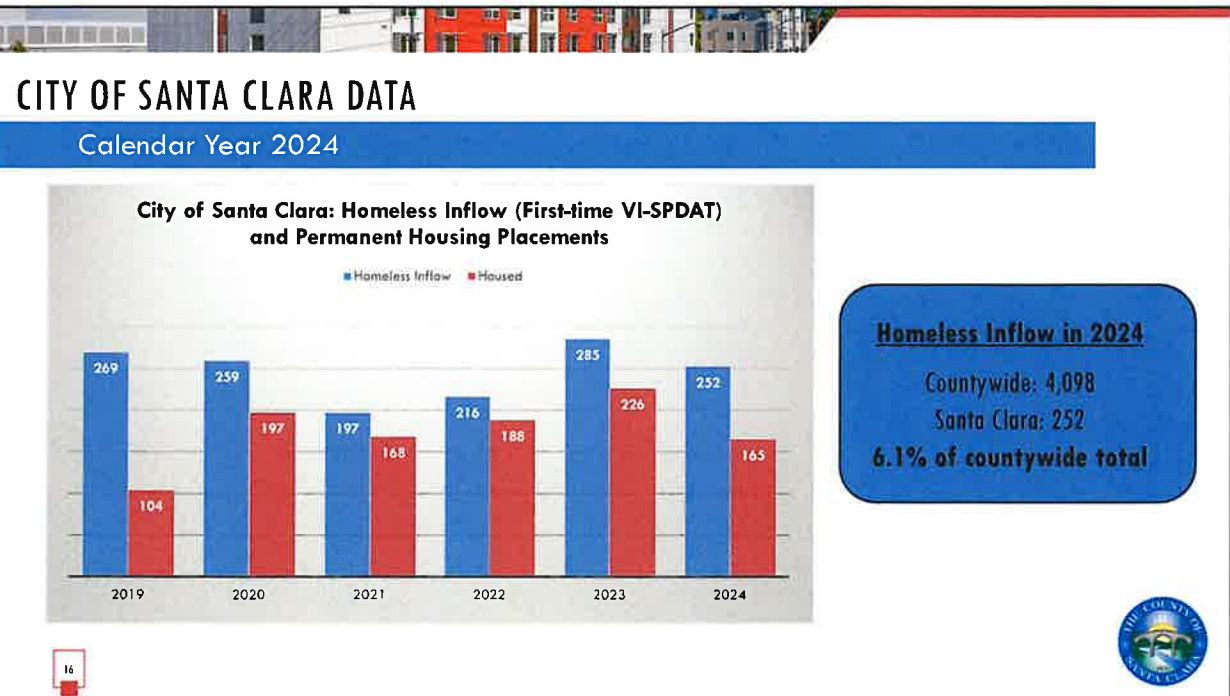
SUPPORTIVE HOUSING SYSTEM CAPACITY

Program	Current Capacity	Projected Capacity FY25-26	Expected increase/decrease
Homelessness Prevention	2,500 households/year	2,350 households/year	Capacity reflects current decrease in CSJ funding. CSJ may increase to level funding in the fall.
Permanent Housing Programs (PSH & RRH)	6,049 households	6,605 households	448 Rapid Rehousing units/households 108 Permanent Supportive Housing units/households
Temporary Shelter	4,376 beds (3,122 units)	5,292 beds (3,858 units)	136 beds at Homekey Palo Alto 300 beds at SJ Motel sites 480 beds at SJ Emergency Interim Housing sites

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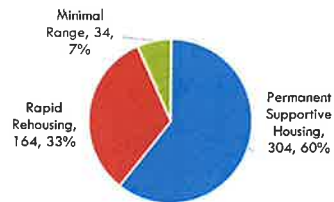
CITY OF SANTA CLARA DATA



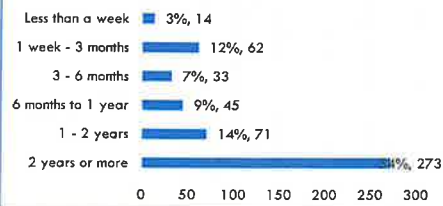
DEMOGRAPHICS OF UNHOUSED SANTA CLARA RESIDENTS

502 VI-SPDAT Assessments completed in CY2024

By Level of Need (Based on VI-SPDAT Score)

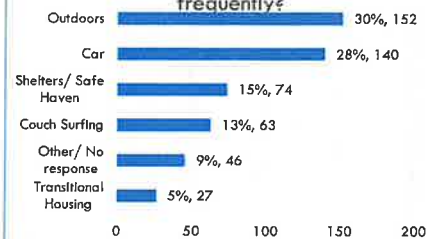


How long has it been since you lived in permanent stable housing?

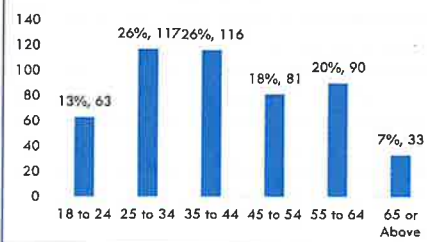


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Where do you sleep most frequently?



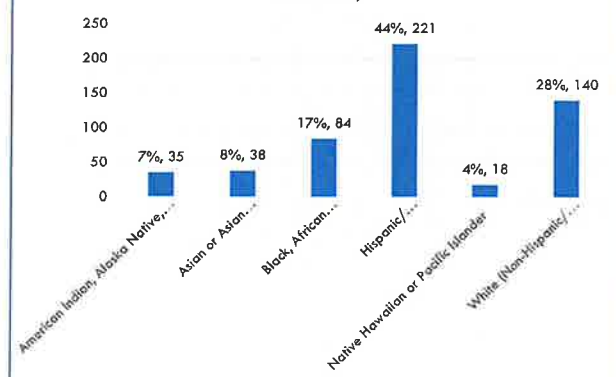
By Age Tier



DEMOGRAPHICS OF UNHOUSED SANTA CLARA RESIDENTS

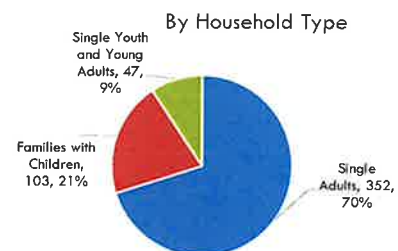
502 VI-SPDAT Assessments completed in CY2024

By Race and Ethnicity (Multiple Responses Allowed)

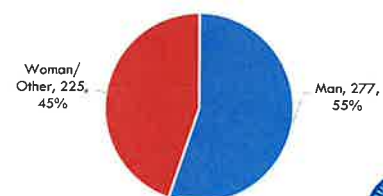


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By Household Type



By Gender



2025 POINT-IN-TIME COUNT

2025 POINT-IN-TIME COUNT — PRELIMINARY RESULTS

Preliminary report

- Only includes county-wide data
- Submitted to HUD on 6/13 deadline
- Data will be finalized and approved by HUD in the next month or two

Full Report — coming late Summer/early Fall

This report will include a deeper analysis on trends and information on the following:

- Subpopulation, demographics
- Jurisdictional breakdowns
- Survey findings (e.g. causes of homelessness, length of time homelessness, employment, benefits, location lived prior to experiencing homelessness)



PRELIMINARY 2025 POINT-IN-TIME COUNT DATA (COUNTYWIDE)

Preliminary Data for the County of Santa Clara			
Santa Clara County	2023 PIT Count	2025 PIT Count	% Change from 2023
Overall	9,903	10,711	8.2%
Sheltered	2,502	3,239	29.5%
Unsheltered	7,401	7,472	1.0%
Subpopulations			
Chronically Homeless	3,833	4,650	21.3%
Veterans	479	378	-21.1%
Youth and Young Adults	764	349	-54.3%
Families with Children (individuals)	1,226	1,679	36.9%

Note: 1,679 individuals in families with children is equivalent to 486 households.

- Overall 8.2% increase in the **unhoused population** within Santa Clara County (an increase of roughly 800 people).
- The total count continues to hover around 10,000, where it's been consistent since 2019.
- The number of **unsheltered individuals in the county was essentially flat** (1% increase representing 71 people).
- The increase in the count is primarily in *sheltered* individuals and families, where we saw **30% more people in shelter in 2025 than in 2023**.

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THANK YOU

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City Homelessness Services & Resources

Housing Solutions

Types of Housing and Shelter

- Affordable Housing Production
- Affordable Housing Preservation
- Rapid Rehousing/TBRA
- Emergency Shelter
- Interim Housing (Non-congregate)
- Transitional Housing (Non-congregate)
- Permanent Supportive Housing



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City Homelessness Services & Resources

Homelessness Prevention

- Tenant Based Rental Assistance
- Homelessness Prevention System
- Landlord/tenant mediation
- Domestic violence survivor support
- 211 Hotline

Crisis Response

- Project based intensive case management
- Mobile hygiene and laundry service
- Crisis intervention (SCPD Community Response Team)
- Psychiatric Emergency Response Team (PERT)
- Mental health coordination services
- Encampment cleanups
- Towing

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Draft Response Plan: Stakeholder Outreach

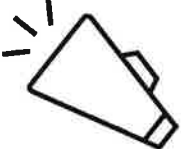
- **Homebase Efforts (2022-2023)**
 - Homelessness Taskforce (6 public meetings)
 - Agency Input: Bill Wilson Center, Abode Services, HomeFirst, Destination HOME, County Office of Supportive Housing
 - Interviews with people with lived experience (12 participants)
 - Virtual community forum (70 participants)
 - Survey of business owners (270 responses)
 - January 2023 Study Session
- **January 2025 Point in Time Count and Survey**

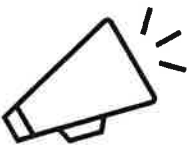
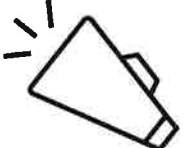



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Draft Response Plan: Feedback



redemption
resource webpage
identify challenges
safe parking
shelter
support and resources
encampment services
ordinance
stigma
personal responsibility
metrics
grants faith-based organizations
peer support
community
one-stop centers
eviction prevention
engagement
empathy
encampment clean up services
trust
protections
affordable housing
mobile services
safe parking
food security
conditions
employment opportunities
data-driven
bike repair
device charging stations
budget
substance abuse services
storage
mental health
community helpers
count
trash clean up
human connections
amenities
emergency shelter
wi-fi access
measure impact
prevention

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Draft Response Plan: Strategies

STRATEGY AREAS
Strategy Area 1: Prevent homelessness for City residents who are at-risk
Strategy Area 2: Increase availability of short-term shelter, permanent supportive housing, and Extremely Low Income (ELI) housing
Strategy Area 3: Conduct proactive street outreach to engage people who are unsheltered and connect them to resources
Strategy Area 4: Address basic needs of people living outside, including health, and hygiene
Strategy Area 5: Reduce the impacts of unsheltered homelessness throughout the community
Strategy Area 6: Foster productive community conversation about the causes, needs, and experience of homelessness to foster support and volunteerism

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Two-Year Workplan

- **Purpose**
 - Guide planning and monitor progress of City's homelessness response efforts
 - Responds to identified community needs and service gaps
 - Cost effective and impactful short- and long-term actions
 - Balances compassionate support, service accessibility, and public safety
- **Structure**
 - 6 Strategy Areas containing 34 work items
 - Organized into 3 categories based on implementation status and resources
 - Identifies departments and resource needs

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Two-Year Workplan At-A-Glance

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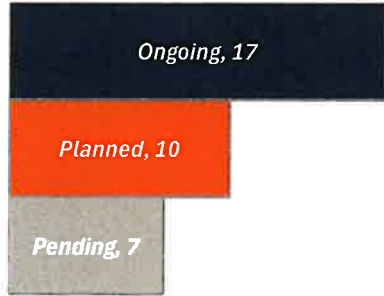
Two-Year Workplan: Implementation Categories

Ongoing
Work items currently being implemented with existing resources.

Planned
Work items that staff can reasonably initiate within the next two years, based on projected funding and staff capacity.

Pending / Resource-Contingent
Potential work items that require additional funding and/or staff capacity to implement.

34 Total Work Items



Category	Count
Ongoing	17
Planned	10
Pending	7
Total	34

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Ongoing Work Items		
Strategy Area	Description	Dept(s)
Strategy Area 1	1.1 Belovida rent relief & rehab	CDD-Housing & Comm. Svcs
	1.2 Expand County Homeless Prevention investment	CDD-Housing & Comm. Svcs
	1.3 Expand TBRA (10-20 households/yr)	CDD-Housing & Comm. Svcs
	1.4 Anti-displacement policy exploration	CDD-Planning Division
Strategy Area 2	2.1 Add 136 emergency shelter/interim beds	CDD-Housing & Comm. Svcs
	2.2 Inclement-weather hotel program	CDD-Housing & Comm. Svcs / OEM
	2.3 Safe-parking site inventory & cost	CDD-Housing & Comm. Svcs / CMO
	2.4 Continue to engage with Destination: Home's Housing Ready Communities Program, SV @ HOME to increase awareness of the causes and impacts of homelessness and best practice solutions	CDD-Housing & Comm. Svcs
Strategy Area 3	3.1 Street outreach & case management team	CDD-Housing & Comm. Svcs
	3.2 Crisis-response guidelines & training	PD / HR / CMO
Strategy Area 4	4.1 Promote Dignity on Wheels hygiene services	CDD-Housing & Comm. Svcs
	4.2 Partner for basic needs provision	CDD-Housing & Comm. Svcs / CMO
Strategy Area 5	5.1 Encampment sanitation partnerships	PD / PW / CMO / P&R
	5.2 Fund additional cleanups & towing	PD / PW
	5.3 Inter-departmental homelessness working group	CMO + Multiple Departments
	5.4 City crisis-triage protocol	CMO / CDD-Housing & Comm. Svcs / PD
	5.5 CARE Court & AOT collaboration	PD

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Two-Year Workplan: Work Items 2.1 & 2.2 – Increase Shelter/Housing and Overnight Inclement Weather Program		
WORK ITEM	STATUS – ONGOING	RESOURCE NEEDS
2.1 By 2031, add 136 new emergency shelter, interim housing, rapid rehousing, or shared supportive housing beds/units	- Homekey transitional housing project (Benton/Lawrence) - July 15, 2025 agenda includes WeHOPE service agreement for temporary and inclement weather hotel programs	Benton / Lawrence: \$25M in State Homekey funding has been awarded and is subject to Council approval WeHOPE Services: To be funded for 2 years by \$1.8M State grant for City to implement homelessness response, including overnight inclement weather program
2.2 Select a site, procure an operator, and implement a pilot emergency overnight shelter program to be activated during inclement weather events.		


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Two-Year Workplan:

Work Item 3.1 – Street Outreach and Case Management (SO/CM)

WORK ITEM	STATUS – ONGOING	RESOURCE NEEDS
3.1 Secure a service provider to provide street outreach and case management	July 15, 2025 agenda includes WeHOPE service agreement for SO/CM	WeHOPE Services: To be funded for 2 years by \$1.8M State grant for City to implement homelessness response, including street outreach team

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Proposed WeHOPE Service Agreement

WeHOPE Agreement

- 2-year agreement with options to extend
- Not to exceed \$1,712,176
- Pilot programs funded with one-time grant
- Impact assessed through performance measures
- Connects to multiple work items beyond 2.1, 2.2, and 3.1

Temporary Hotel Program

5 rooms for unhoused individuals actively working toward permanent housing, with regular case management for up to 30 days.

Inclement Weather Hotel Program

Up to 10 hotel rooms during inclement weather events (up to 45 nights/year), including meals and 24/7 staff support.

Street Outreach / Case Management Team

7 days a week engagement throughout Santa Clara, connecting individuals to housing, healthcare, and supportive services.

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What is Safe Parking?



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What is Safe Parking?

- Sanctioned place for people to sleep in vehicles overnight until they find housing
- Clients must apply to the program, be eligible, and follow rules
- Services:
 - Case management
 - Basic needs services
 - Security or lot monitors

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What is Safe Parking?

- **Overnight Model**
 - Must leave in the morning each day
 - Not ideal for oversized vehicles (OVs)
 - Good for rotating faith-based programs and/or sites that have a day use
- **24-7 Model**
 - Ideal for OVs
 - Many clients commute in smaller vehicles and leave their OV
 - Optimal size for cost efficiency: 20-40 vehicles
 - Requires sites that are larger than 1 acre



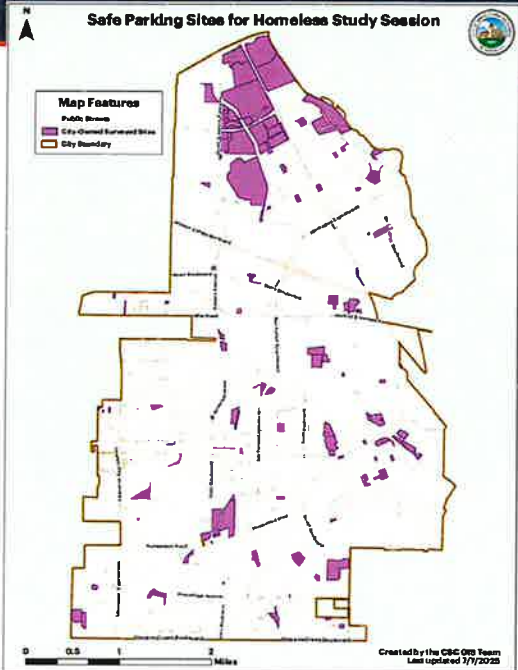

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Two-Year Workplan: Work Item 2.3 – RV Safe Parking Research

WORK ITEM	STATUS – ONGOING	RESOURCE NEEDS
2.3 Develop an inventory of potential sites for safe parking and report back to Council on the estimated cost and funding gap to set up and operate this program for at least two years.	• Site visits to Mountain View and Palo Alto, developed cost estimate, and submitted State funding requests • Criteria: Leveled site, fits 30-40 cars for cost/operational efficiencies, potable water access, no environmental concerns, location considerations • Surveyed 155 City-owned sites for feasibility	• Viable site (> 1.0 Acre) with no or low lease cost • Cost Estimate: Approx. \$1.6M for site preparation and 2-3 years of operation. • Leveraging Resources: Proposed street outreach and case management team could also serve safe parking site

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Potential Safe Parking Sites on City-Owned Land

- Staff surveyed 155 City-owned sites for feasibility
- Constraints on all sites examined
- No ideal location
- Staff is planning a subsequent Study Session with the City Council to review potential sites and obtain community feedback (Fall 2025)

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Two-Year Workplan: Work Item 5.2 – Funding for Clean-ups and Towing

WORK ITEM	STATUS – ONGOING	RESOURCE NEEDS
5.2 Explore funding sources to supplement clean-ups and vehicle towing when RVs are used for illegal storage or illegal activity that would warrant their removal.	SCPD Community Response Team - Provide crisis response - Work with departments and other agencies to provide access to services Encampment Cleanups - FY 2025/26 & FY 2026/27 budgets: \$112,200 and \$114,444 - Approx. 15 cleanups/year Recommendation: Increase to 24 cleanups/year	Encampment Cleanups Additional \$67,500 per FY (\$135,000 total) requested to support additional cleanups. Funding source to be identified.

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Two-Year Workplan: Work Item 5.2 – Funding for Cleanups and Towing (Cont.)

WORK ITEM	STATUS – ONGOING	RESOURCE NEEDS
5.2 Explore funding sources to supplement clean-ups and vehicle towing when RVs are used for illegal storage or illegal activity that would warrant their removal.	Citywide Towing (not specific to RVs used for illegal purposes) - FY 2025/26 and FY 2026/27 budget: \$67,000, respectively Recommendation: Increase capacity to tow as needed	Citywide Towing Cost estimate being developed Funding source to be identified.

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Two-Year Workplan: Work Item 5.2 – Funding for Cleanups and Towing (Cont.)



Before



After



Before



After

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Services*	Budgeted / Funded	Unfunded
Tenant Based Rental Assistance (Abode Services)	\$ 942,697	\$ -
Tenant Based Rental Assistance (Abode Services – HOME ARP)	\$ 606,744	
Intensive Case Management (County)	\$ 125,000	\$ -
Landlord/Tenant Mediation (Project Sentinel)	\$ 69,159	\$ -
Homelessness Prevention (County)	\$ 50,000	\$ -
Mobile Shower and Laundry (WeHOPE)	\$ 50,178	\$ -
Domestic Violence Services (NextDoor)	\$ 30,000	\$ -
211 Hotline (United Way)	\$ 5,000	\$ -
Proposed Street Outreach/Case Management and Temporary and Inclement Weather Hotel Programs (WeHOPE)	\$ 856,088	\$ -
Encampment Cleanups (Tucker Construction)	\$ 112,200	\$ 65,000
Towing**	\$ 67,000	TBD
Potential Safe Parking Program (Pending viable site)	\$ -	\$ 1,600,000
Remaining State Grant to Fund TBD Supportive Services that Further Enhance City's Homelessness Response	\$ 87,828	\$ -
TOTAL	\$ 3,001,890	\$ 1,665,000 +

* Implementation Budget does not include City's investments into affordable housing production and preservation.

** Towing budget is for citywide towing and is not specific to RVs used for illegal purposes. 43

Two-Year Workplan: Implementation Budget for Year 1

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Services*	Budgeted / Funded	Unfunded
Tenant Based Rental Assistance (Abode Services)	\$ 506,000	\$ -
Tenant Based Rental Assistance (Abode Services – HOME ARP)	\$ 606,744	
Intensive Case Management (County)	\$ 125,000	\$ -
Landlord/Tenant Mediation (Project Sentinel)	\$ 67,803	\$ -
Homelessness Prevention (County)	\$ 50,000	\$ -
Mobile Shower and Laundry (WeHOPE)	\$ 50,178	\$ -
Domestic Violence Services (NextDoor)	\$ 30,000	\$ -
211 Hotline (United Way)	\$ 5,000	\$ -
Proposed Street Outreach/Case Management and Temporary and Inclement Weather Hotel Programs (WeHOPE)	\$ 856,088	\$ -
Encampment Cleanups (Tucker Construction)	\$ 114,444	\$ 65,000
Towing**	\$ 67,000	TBD
TOTAL	\$ 2,478,257	\$ 65,000 +

* Implementation Budget does not include City's investments into affordable housing production and preservation.

** Towing budget is for citywide towing and is not specific to RVs used for illegal purposes. 44

Two-Year Workplan: Implementation Budget for Year 2



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Measuring Impact

New City Budget Measures	Additional Measures
- Ratio of first-time homelessness assessments to households exiting homelessness (inflow vs. outflow) - Funds invested in homelessness prevention and response (e.g., service connection, shelter, safe parking, transitional/interim housing, etc.)	- Unduplicated clients who complete housing plans - Unduplicated clients who secure or increase benefits - Unduplicated clients who obtain shelter or housing (interim, emergency, permanent)

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Next Steps

July - WeHOPE Agreement for Street Outreach/Case Management and Temporary and Inclement Weather Hotel Programs - July 15, 2025 City Council agenda August - Begin WeHOPE Services - Homekey Revenue Agreement	Fall - Potential Safe Parking Study Session - Final Response Plan Adoption - Hire CDD Analyst
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City Council Discussion

Feedback on specific work items?

- 2.1 Temporary Hotel Program
- 2.2 Inclement Weather Hotel Program
- 2.3 RV Safe Parking Research
- 3.1 Street Outreach/Case Management
- 5.2 Funding for Cleanups and Towing

Any key work items missing?

Do you agree with how the workplan is prioritized?

Any general questions?

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Study Session

Citywide Plan to Reduce Homelessness and Its Impacts

July 8, 2025

Pending/Resource-Contingent Work Items		
Strategy Area	Description	Dept(s)
Strategy Area 2	2.7 By 2032 permit 1,436 extremely low and 1,436 very low-income units	CDD–Housing & Comm, Svcs
	2.8 Seek partnerships with housing developers and government agencies to leverage funding for interim/PSH/ELI housing	CDD–Housing & Comm, Svcs
Strategy Area 3	3.4 Support peer outreach that trains and employs people with lived experience to support outreach and system navigation	CDD–Housing & Comm, Svcs
Strategy Area 4	4.3 (a) Establish safe and welcoming places for people living in unsheltered situations to access: Establish standards for access to basic needs and services	CMO / CDD–HCS / Library / PR
	4.3 (b) Establish safe and welcoming places for people living in unsheltered situations to access: Establish a navigation center with volunteers and/or paid staff	CMO / CDD–HCS / Library
	4.4 Explore personal-item storage solutions	CDD–HCS / PD / CMO
Strategy Area 6	6.1 (b) Engage people with lived experience: Coordinate with the Lived Experience Advisory Board-SV to obtain input about funding decisions and community engagement	CDD–Housing & Comm, Svcs

Planned Work Items		
Strategy Area	Description	Dept(s)
Strategy Area 2	2.5 Communication guidelines for new housing	CDD–Housing & Comm, Svcs
	2.6 Policy amendments for affordable housing	CDD–Planning
Strategy Area 3	3.3 Maintain services during 2026 events	CMO
Strategy Area 5	5.6 Targeted plan for highest utilizers	CDD–Housing & Comm, Svcs
	5.7 Protocol for encampment refuse disposal	PD / PW
Strategy Area 6	6.1 (a) Engage lived experience in decisions: By 2026, gather input and feedback from unhoused residents and people with lived experience of homelessness during resource days and outreach and case management	CDD–Housing & Comm, Svcs
	6.2 Support 2027 Point-in-Time Count activities	CDD–Housing & Comm, Svcs / CMO
	6.3 (a) Public education and opportunities for engagement: Work with the County and nonprofit agencies like Destination: Home to share educational materials and information.	CDD–Housing & Comm, Svcs
	6.3 (b) Public education and opportunities for engagement: Use existing public meetings and forums to raise awareness of the experience of and contributing factors to homelessness	CDD–Housing & Comm, Svcs
	6.4 Coordinate community fundraising/volunteering	CDD–Housing & Comm, Svcs / Library / CMO