CONTRA COSTA COUNTY HOMELESS CONTINUUM OF CARE

2019 ANNUAL REPORT

A summary of demographic data and outcomes for consumers who utilized programs for people at-risk of homelessness, currently experiencing homelessness, or in permanent supportive housing during calendar year 2019.

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EXECUTIVE SUMMARY

This executive summary provides a high-level review of the main findings within the Contra Costa County Homeless Continuum of Care 2019 Annual Report. The intent of this report is to describe the households accessing homeless services and their outcomes related to program utilization during calendar year 2019. This information can be used to determine system-wide needs for planning, grant-writing, and program and policy development. The main findings are divided into three categories: program utilization, population demographics and demographic trends over time, and outcomes.

PROGRAM UTILIZATION

- ❖ During 2019, there were 9,690 unique individuals (7,482 households) utilizing programs within Contra Costa County's Homeless Continuum of Care (CoC)
    - o There has been a 19% increase in number of households served across all CoC programs since 2017
    - o Among literally homeless consumers accessing crisis response services in 2019, there were 634 more people who enrolled in programs compared to those who exited, for an average of 53 literally homeless consumers added to the system of care each month
- ❖ The breakdown of household service utilization in 2019 across the CoC was as follows (households may be enrolled in multiple programming types during the reporting period; categories are not mutually exclusive):
    - o 1,083 people (583 households) enrolled in prevention programs
    - o 7,987 people (6,509 households) enrolled in crisis response programs
    - o 832 people (572 households) enrolled in permanent supportive housing programs
- ❖ Most households (82%) accessing services in 2019 were literally homeless in need of crisis response and housing services
    - o More than half of all literally homeless households accessed Support Services (55%) and Outreach (53%); 21% accessed Emergency Shelters and 12% or less accessed Warming Centers (12%), Rapid Rehousing Assistance (12%), Housing Navigation (6%), Rapid Resolution (5%), or Transitional Housing (2%)

COC POPULATION DEMOGRAPHICS

Household Type: 87% of households accessing services were adult-only and 13% were families. Prevention and permanent supportive housing programs served more households with children compared to crisis response programs in 2019.

- ❖ 34% of households served by prevention programs were families with children
- ❖ 9% of households served by crisis response were families with children
- ❖ 33% of households served by permanent supportive programs were families with children

Household trend data since 2017:

- ❖ Adult-only households experienced the largest increase (23% increase from 2017 to 2019) in service utilization compared to other households with children (18% increase from 2017 to 2019)

Age: More than half (52%) of those served in 2019 were working age adults (25-54 years of age), followed by 18% minors (<18). Crisis response programs served a higher proportion of older adults and seniors (ages 55 and older) compared to prevention or permanent supportive housing programs. The age breakdown for each project type was as follows:

- ❖ 11% of consumers in prevention programs were older adults and seniors (55+); 47% were adults ages 25-54, 8% were transition aged youth (TAY) ages 18-24, and 34% were minors (<18)
- ❖ 23% of consumers in crisis response programs were older adults and seniors (55+); 54% were adults ages 25-54; 8% were TAY (18-24), and 15% were minors (<18)
- ❖ 16% of consumers in prevention programs were older adults and seniors (55+); 44% were adults ages 25-54, 5% were TAY (18-24), and 35% were minors (<18)

Age group trend data since 2017:

- ❖ Seniors ages 62+ have experienced the largest increase in service utilization compared to other age groups (35% increase from 2017 to 2019)

Race and Ethnicity: White consumers made up the largest racial group accessing services in 2019 (42%), followed by Black consumers (38%). Consumers who identified as Hispanic/Latino made up 19% of the population. Race and Ethnicity at the household level varied by project type:

- ❖ Black head-of-households made up more than half (57%) of prevention programs; 41% of households in crisis response were Black and 40% of households in permanent supportive housing were Black
- ❖ White head-of-households made up more than one-third (34%) of prevention programs; 43% of crisis response and 42% of permanent supportive housing programs were White households
- ❖ Hispanic/Latino head-of-households made up 19% of prevention programs; 17% of crisis response and 14% of permanent supportive housing programs were Hispanic/Latino households

Race and Ethnicity trend data since 2017:

- ❖ People of Multiple Races experienced the largest increase in service utilization compared to other racial groups since 2017 (25% increase), followed by Whites (24% increase), and Asians (22% increase)
- ❖ Hispanic/Latinos have experienced a 30% increase in service utilization since 2017

PROGRAM OUTCOMES

- ❖ 29% of all exits across the CoC were exits to permanent housing
  - ○ 76% of households utilizing prevention programs exited to permanent housing
  - ○ 16% of households utilizing crisis response programs exited to permanent housing
  - ○ 89% of households utilizing permanent supportive housing remained in their units; 4% exited to another permanent housing location

2018-2019 SYSTEM PERFORMANCE MEASURES HIGHLIGHTS

- ❖ Average length of time homeless: 546 days (30% increase since 2017)
- ❖ Average number of bed-nights: 100 nights (26% decrease since 2017)
- ❖ Returns to homelessness within 24 months: 17%; (1% decrease since 2017)
  - ○ 8% within the first six months after exits to permanent housing
- ❖ Number of people identified in the 2020 Point In Time (PIT) count: 2,277 (a 1% decrease since 2019)
- ❖ Number of newly homeless: 2,932 in 2019 (58% increase since 2017)
- ❖ Retention rate in permanent supportive housing: 98% (1% increase since 2017)

INTRODUCTION

This report summarizes the demographics, program utilization, and outcomes for consumers who accessed services in Contra Costa County's Homelessness Continuum of Care (CoC) during calendar year 2019. The findings within this report are important for describing shifts in the homeless population and identifying programmatic needs to inform funding, policy, and program implementation strategies. The report is organized into the following sections:

- ❖ Introduction describing the County's Homeless Continuum of Care (CoC), the Health Housing and Homelessness Division (H3), and the utility of this report;
- ❖ Overview of all consumers accessing CoC services and trends in sub-population service utilization over time;
- ❖ Comparison of demographics and outcomes across the three types of homeless consumers service types;
- ❖ Detailed review of demographic and outcome data for consumers who are 1) at-risk, 2) literally homeless, or 3) previously homeless and using permanent supportive housing services; and
- ❖ Review of HUD's Fiscal Year 18/19 System Performance Measures

CONTRA COSTA COUNTY'S CONTINUUM OF CARE (COC)

Contra Costa County's Continuum of Care is designed to assist individuals and families who are either at risk of homelessness or are currently experiencing homelessness by providing services that are needed to help these individuals and families move into permanent housing, with the goal of long-term stability. The CoC is set up in a way that promotes community wide planning and strategic use of resources to address homelessness and improve coordination with mainstream resources and other programs targeted to people experiencing homelessness.

The CoC believes everyone should have a home and is committed to ending homelessness for all persons experiencing homelessness today in our community by proactively working to ensure that any future housing crisis is uncommon, brief, and nonrecurring. The Contra Costa County's CoC is comprised of multiple partners, including service providers, members of the faith community, businesses, private and public funders, community members, and education system and law enforcement, who are working collaboratively to end homelessness. Between 2019 and 2020, the Contra Costa CoC received approximately $15.1 million dollars to fund the operation and administration of housing and services for people experiencing and at risk of homelessness in Contra Costa County. This was a 3% increase in funding since FY18-19 ($14.6M).

The CoC offers a variety of project types related to housing and homeless related services for people at risk of homelessness and those who are literally homeless (unsheltered and temporarily sheltered). This includes but is not limited to Prevention and Rapid Resolution (diversion), Emergency Shelter, Transitional Housing, Supportive Services Only (including Housing Navigation), Street Outreach, and Permanent Housing services (including Rapid Rehousing and Permanent Supportive Housing). These resources are provided in large part through a CoC-wide coordinated entry system (CES) that streamlines, prioritizes, and coordinates access to community resources. Information on service utilization and consumer demographics is collected using standardize assessments and stored in a system wide Homeless Management Information System (HMIS) database.

HEALTH, HOUSING, AND HOMELESS SERVICES (H3)

Health, Housing and Homeless Services (H3) is a division of Contra Costa County Health Services. The Health, Housing, and Homeless Services Division integrates housing and homeless services across our health system and functions as the collaborative applicant, CoC Lead, HMIS Lead, and operates the Coordinated Entry System. H3 also acts as staff to the Council on Homelessness. H3 provides strategic direction, coordination of funding, and programmatic oversight of CoC programs.

HOW TO USE REPORT AND HOW TO SHARE THE DATA

This report is a summary of the consumers who used the various homeless prevention, crisis response, and housing programs in the CoC during 2019. These analyses include people who were enrolled in a program in the CoC and authorized their data to be entered into the HMIS. It does not capture information for people who seek homeless or housing services outside of the CoC programs and/or request their data be excluded from the HMIS. Although this report is not intended to describe every person experiencing homelessness in the county, the CoC provided services to over 7,000 households in 2019 and data for these households helps describe who is at risk or experiencing homeless and which programs are utilized by these households.
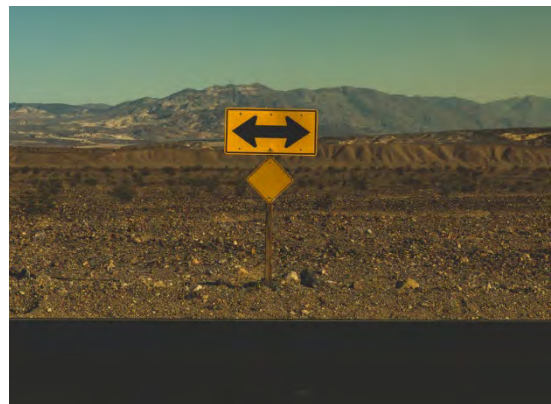
The data in this report presents the number of people and households served in the CoC, their demographics (such as household type, age, gender, race/ethnicity, and health conditions), program utilization, and outcomes.

This information is meant to be shared with local stakeholders, county and city leaders, funders, and our CoC partners to inform programs and policies that may reduce the prevalence of homelessness in our community.

A list of homeless service provider data that was included in this report is available in Appendix A. A summary of the methodology and data sources used to generate this report is further provided in Appendix B to ensure transparency in how the data was run and analyzed.

THE COC: TOTAL SERVED ACROSS ALL PROGRAMS

NUMBERS SERVED AND HOUSEHOLD TYPE

There were 9,640 individuals, making up 7,482 households, who accessed services within Contra Costa County's Homeless Continuum of Care in 2019. The number of households served over three years has increased by 20%, from 6,222 in 2017 to 7,482 households in 2019. The number of individuals increased by 19% over three years, from 8,068 to 9640 individuals (Figure One).

19% increase in the number of people served from 2017 to 2019

FIGURE ONE: NUMBER OF HOUSEHOLDS ACCESSING COC SERVICES, 2017-2019

	2017	2018	2019
Total Served (Individuals)	8,068	8,731	9,640
Total Served (Households)	6,222	6,550	7,482

—— Total Served (Households)   —— Total Served (Individuals)
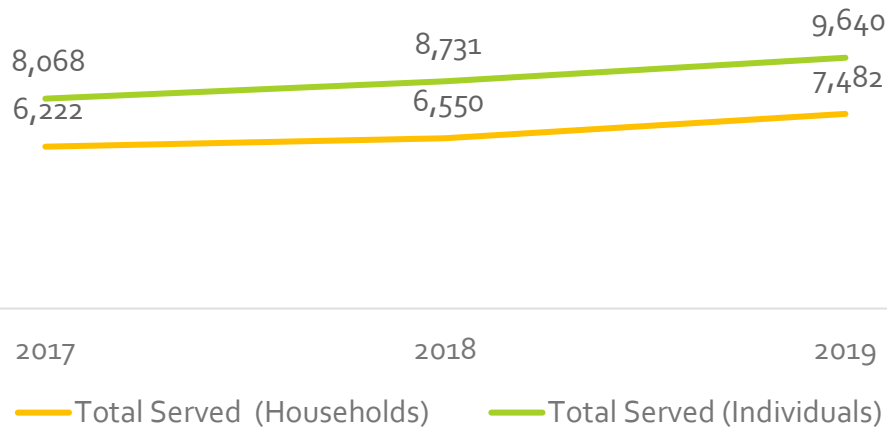
The majority of households (87%) accessing any CoC service were adult-only, meaning there were no minor children under the age of 18 in those households. Only 13% of households were families with children. Since 2017, there was a larger increase in the number of adult-only households accessing services (a 23% three-year increase) compared to households with children (18% increase, Table One).

TABLE ONE: HOUSEHOLD BREAKDOWN ACROSS ALL COC CONSUMERS BY YEAR, 2017-2019

Household Type	2017	2018	2019
Households with Children	14%	16%	13%
Adult-only Households	86%	84%	87%

AGE AT PROJECT START

Working age adults, ages 25 to 54 years, made up 52% of all individuals accessing services in the CoC during 2019. Minors (< 18) represented 18%, followed by older adults ages 55 to 61 (12%), and Transition Age Youth (18-24) and seniors (62+), both representing 9% of all individuals accessing services (Figure Two).

FIGURE TWO: AGE AT PROJECT START ACROSS ALL COC PROGRAMS, 2019

Legend:
- Minors (<18)
- Transition Age Youth (18-24)
- Working Age Adults 25-54
- Older Adults 55-61
- Seniors 62+
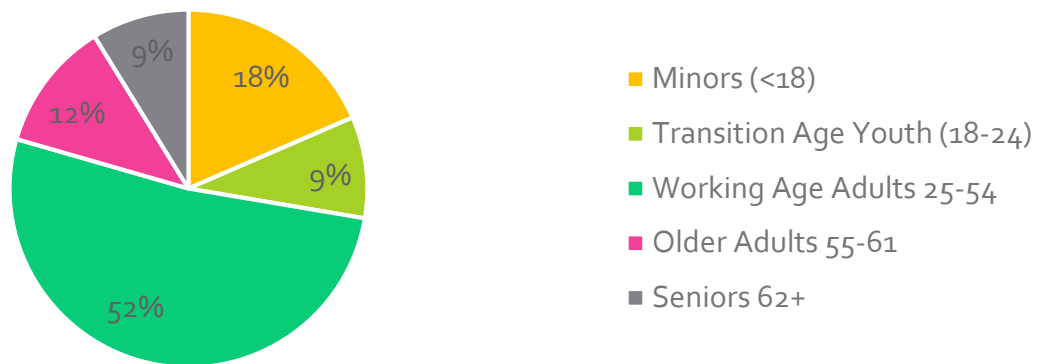
Seniors, ages 62 and older, had the greatest three-year increase (35% increase) in the number served since 2017, followed by older adults 55 to 61 and Transition Age Youth (18-24), each with a 19% increase. Working Age Adults (25-54) and minors each experienced an 18% increase since 2017 (Table Two).

TABLE TWO: CHANGE IN COC AGE DISTRIBUTION BY SELECT AGES, 2017-2019

Age Group	Three-Year Percent Change
Minors (<18)	18%
Transition Age Youth (TAY) (18-24)	19%
Working Age Adults (25-54)	18%
Seniors (55-61)	19%
Seniors (62+)	35%

35% increase among seniors (62+) since 2017

RACE AND ETHNICITY

White consumers made up 42% all of people served in 2019, followed by Black consumers making up 38%. All other races made up 6% or less (6% American Indian, 6% Multiple Races, 2% Asian, and 2% Native Islander; Figure Three).

Every racial group experienced a three-year increase in the number served; individuals who identified with Multiple Races had the largest increase (25%), followed by Whites with a 24% increase, and Asians with a 22% increase (Table Three).

TABLE THREE: RACE DISTRIBUTION COUNTS ACROSS THE COC, 2017-2019

Race	2017	2018	2019	Three-Year Percent Change
White	3,264	3,554	4,040	24%
Black	3,169	3,380	3,630	15%
American Indian	585	616	624	7%
Multiple Races	449	532	563	25%
Asian	139	144	169	22%
Native Islander	178	186	181	2%
Missing Race Data	267	436	433	

Hispanic/Latinos made up 19% of people served in the CoC in 2019 (Figure Four).

FIGURE FOUR: ETHNICITY DISTRIBUTION ACROSS THE COC, 2019

- Hispanic/Latino
- Not Hispanic/Latino
- Missing
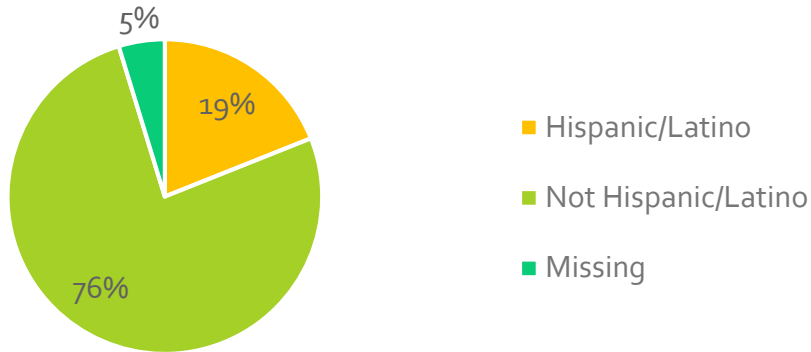
There has been a 30% three-year increase from 2017 to 2019 in the number of Hispanic/Latino consumers served in the CoC (Table Four).

TABLE FOUR: NUMBER OF INDIVIDUALS SERVED IN THE COC BY ETHNICITY, 2017-2019

Ethnicity	2017	2018	2019	Three-Year Percent Change
Hispanic/Latino	1,418	1,652	1,847	30%
Not Hispanic/Latino	6,387	6,827	7,432	16%
Missing Ethnicity Data	263	258	461	

OTHER DEMOGRAPHICS

Trend data was available for people with disabling conditions, people experiencing chronic homelessness, and for veterans.

Disabling Conditions

Almost 3 out of 4 (71%) consumers over age 17 had at least one disability in 2019. There was a 9% three-year increase in the number of people with disabilities (Table Five).

Chronically Homeless

Chronic homelessness is used to describe people who have experienced homelessness for at least a year — or repeatedly over three years — while also experiencing a disabling condition such as a serious mental illness, substance use disorder, or physical disability. In 2019, 33% of consumers served were chronically homeless. There has been a 40% increase in the number of chronically homeless consumers served in the CoC since 2017.

Veterans

Veterans made up 5% of adults (minors were excluded from this calculation because they cannot be a veteran). There was a 6% three-year increase among veterans.

TABLE FIVE: TREND DATA FOR OTHER DEMOGRAPHICS, 2017-2019

Other Demographics	2017	2018	2019	Three-Year Percent Change
Disabling Condition	4,120	4,261	4,503	9%
Chronic	2,243	2,513	3,136	40%
Veterans	579	579	613	6%

HOUSING EXITS

Among all consumers served by the CoC during 2019, regardless of their homeless status or the type of program utilized, 29% exited to permanent housing (n=3,042, Table Six).

29% of all consumers exited to permanent housing

TABLE SIX: NUMBER OF INDIVIDUALS IN COC PROGRAMS WHO EXITED TO PERMANENT HOUSING, 2017-2019

Housing Status	2017	2018	2019	Three-Year Percent Change
Housed on Exit	2,842	3,158	3,042	7%

Families had higher rates of being housed, with 57% of households with children exiting to a permanent housing type compared to 20% of households with no children (Figure Five).

FIGURE FIVE: PERCENT OF HOUSEHOLDS WITH EXITS TO PERMANENT HOUSING BY HOUSEHOLD TYPE, 2019
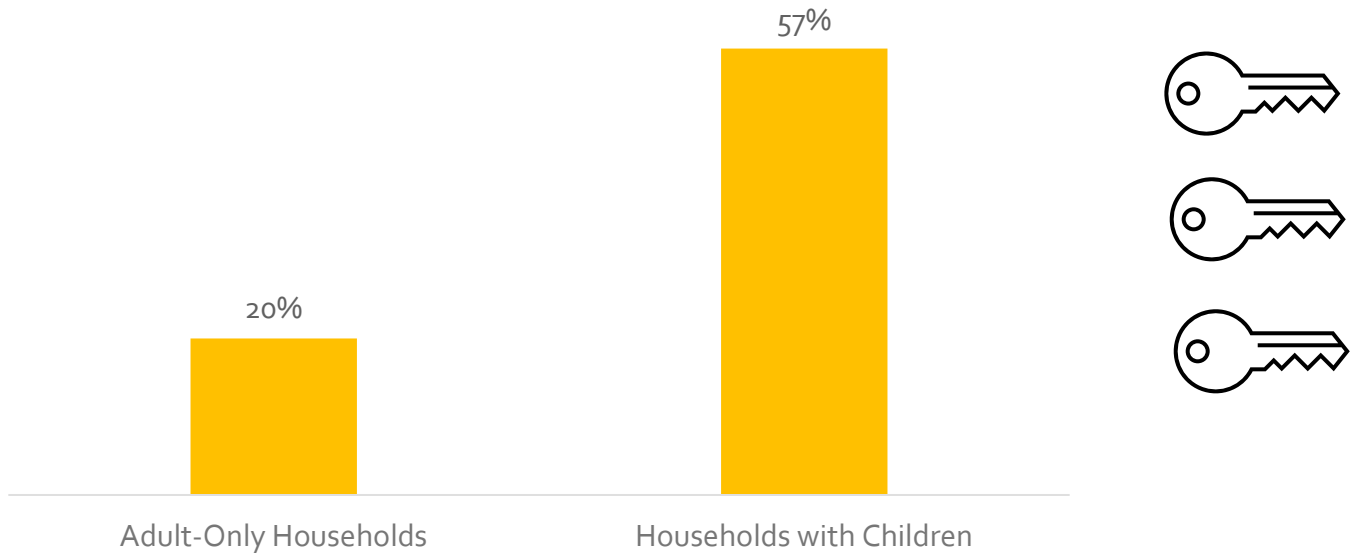
PROJECT TYPES BASED ON HOMELESSNESS STATUS

The CoC offers programs for people at risk of homelessness, currently homeless, and people previously homeless and now in supportive housing programs. These three project types are described below:

1) *Prevention Programs* are for people/households who are at-risk of homelessness. Programming focuses on:
   a. case management
   b. financial assistance
   c. diversion

2) *Crisis Response Programs* are for people/households currently experiencing literal homelessness. Programming focuses on:
   a. outreach with linkages to health and housing services
   b. emergency shelter and warming centers
   c. support services such as the provision of basic living needs (showers, mail, food), benefits, case management, housing navigation, and linkages to health and housing services
   d. rapid rehousing assistance
   e. rapid resolution

3) *Permanent Supportive Housing (PSH)* for people/households who were formerly homeless, who have disabilities and need long-term wrap-around services. PSH programming includes:
   a. long-term housing supports
   b. case management

DEMOGRAPHICS ACROSS THE PROJECT TYPES

Each project type is described in detail further in the report. This section provides a high-level comparison of demographics for people using these three project types.

Prevention programs and permanent supportive housing programs served a higher proportion of families compared to crisis response programs in 2019 (33% in prevention, 34% in PSH, and 9% in crisis response, Figure Six).

FIGURE SIX: PROJECT TYPE UTILIZATION BY HOUSEHOLD TYPE, 2019

Project Type	Households with Children	Adult-Only Households
Permanent Supportive Housing (N=572 HH)	33%	67%
Crisis Response (N=6,509 HH)	9%	91%
Prevention (N=583 HH)	34%	66%

■ Households with Children   ■ Adult-Only Households
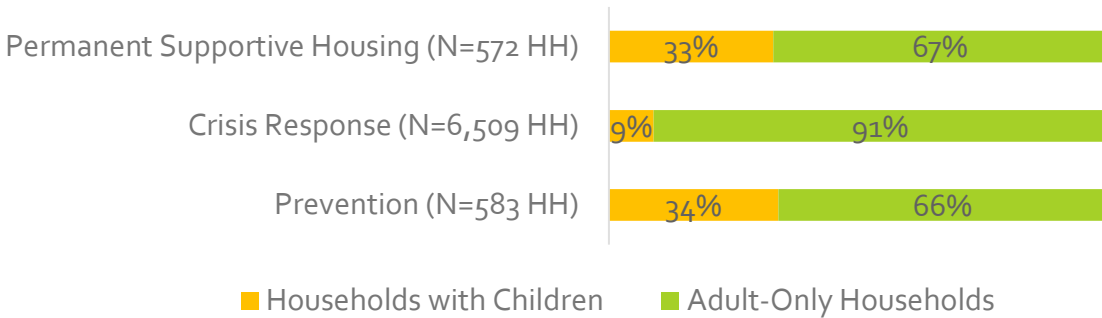
Prevention, crisis response, and PSH program consumers varied across a range of demographic characteristics. Analyses by race, for example, showed a higher proportion of White consumers in crisis response programs (43%) and higher proportion of Black consumers in prevention (56%) and PSH (42%). Demographic data, including race distribution, and other characteristics are provided in Table Seven.

TABLE SEVEN: DEMOGRAPHICS AND CHARACTERISTICS BY PROJECT TYPE, 2019

	Prevention: 583 Households	Crisis Response: 6,509 Households	PSH: 572 Households
Household Type			
Families with children	34%	9%	33%
Adult-only	66%	91%	67%
Age			
Minors (<18)	34%	15%	35%
TAY (18-24)	8%	8%	5%
Working Age Adult (25-54)	47%	54%	44%
Older Adults (55-61)	6%	13%	12%
Seniors (62+)	5%	10%	4%
Race/ethnicity (Head of Household)			
Black	57%	41%	40%
White	34%	43%	42%
Hispanic/Latino	19%	17%	14%
Disability (Household)	21%	65%	99%

"Positive exits" from these three program types are defined differently depending on the population being served. Positive exits from prevention occur when the consumer exits a program to permanent housing with the hopes that they were able to remain stably housed. Positive exits for crisis response programs other than Rapid Rehousing Assistance (RRH) include temporary exits, such as a stay at a shelter, a friend/family house, and an institution or setting where they may receive medical care or other types of treatment services, as well as exits to a permanent housing situation. Positive exits from RRH are to permanent housing. There is very little turn-over for PSH, thus a positive outcome is remaining in PSH or exiting the program to any other permanent housing destination. Exit data for the three program types is described below in Table Eight.

Positive Exits Overview

From Prevention —
   remained housed upon program exit

From Crisis Response (other than RRH) —
   temporary stay at a shelter, transitional housing, friend or family member's home, or permanent housing

From RRH —
   exited to permanent housing

From PSH —
   remained housed in PSH or exited to other permanent housing

TABLE EIGHT: EXIT DATA BY PROJECT TYPE, 2019

Prevention (N= 583 Households)	Crisis Response (N=6,509 Households)	Permanent Supportive Housing (N=572 Households)
Exits to Permanent Housing: • 76% to permanent housing	**Exits to Housing:** • 16% to permanent housing • 7% to temporary	**Remained Housed:** • 93% remained housed in 2020

PREVENTION PROGRAMS

Prevention programs provide financial assistance and case management to help people who are at-risk of losing their housing within the next two weeks to retain their housing. Most people stay in their current living situation or move to another housed setting upon exit from a prevention program. During calendar year 2019, there were 1,083 people served in prevention programs in the CoC. These 1,083 people made-up 583 households. For a list of prevention programs and the number served by each program, please see Appendix A.

HOUSEHOLD TYPE

Two-thirds (66%) of households served in prevention programs in 2019 were adult-only households (single adults or multiple adults with no children) and 34% were families with children (Figure Seven). There were three (<1%) unaccompanied youth enrolled in prevention services in 2019 (sometimes youth enter with their families and exit to a different destination, therefore creating a separate household).

2/3 of households were adult-only

FIGURE SEVEN: PREVENTION PROGRAM UTILIZATION BY HOUSEHOLD TYPE, 2019

- Households with Children
- Adult-Only Households
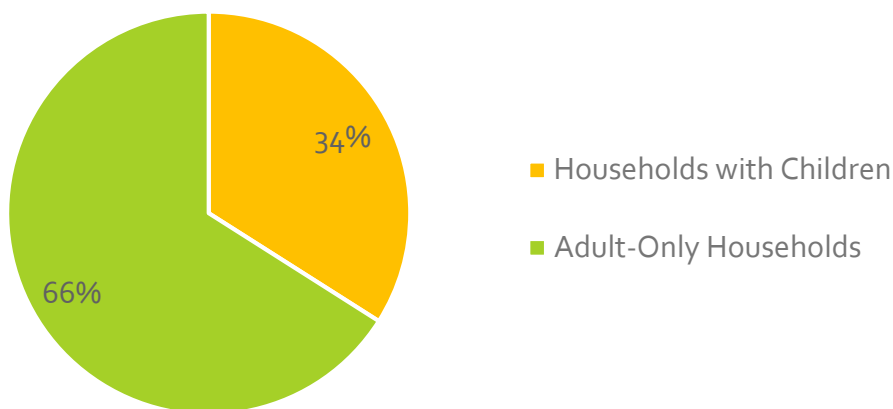
AGE AT PROJECT START

More than half (55%) of the people in prevention were working-age adults and a third (34%) were minors under the age of 18. Older adults ages 55 to 61 and seniors ages 62 and older

made up 11% of the population and Transition Age Youth (TAY, ages 18 to 24) were 8% of those served in prevention (Figure Eight).

FIGURE EIGHT: AGE DISTRIBUTION OF CONSUMERS ENROLLED IN PREVENTION PROGRAMS, 2019

- Minors (<18)
- Transition Age Youth (18-24)
- Working Age Adults (25-54)
- Older Adults (55-61)
- Seniors (62+)
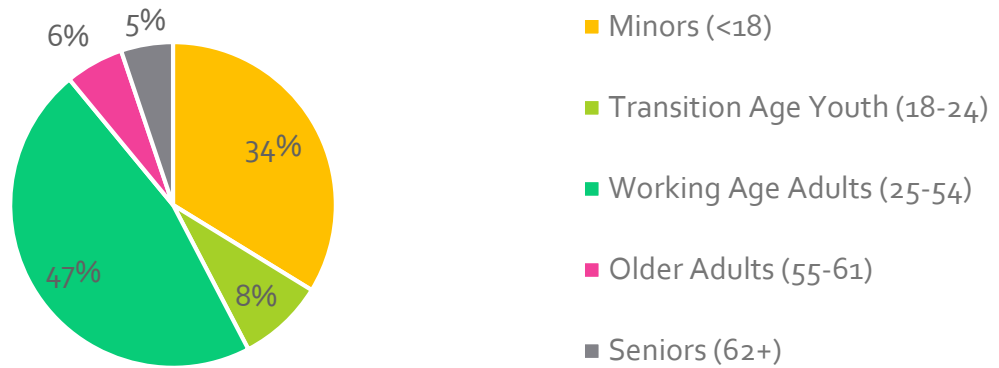
RACE AND ETHNICITY

More than half (57%) of prevention households had a head of household who identified as Black, followed by 34% White. All other races made up 3% or less of the total population accessing prevention services (Figure Nine). There were no differences in the racial distribution for households with children compared to households with only adults in prevention programs (figure not shown).

FIGURE NINE: RACE DISTRIBUTION FOR HOUSEHOLDS IN PREVENTION, 2019

- Black
- White
- Multiple Races
- American Indian
- Native Hawaiian
- Asian

57% of households utilizing prevention services were Black.
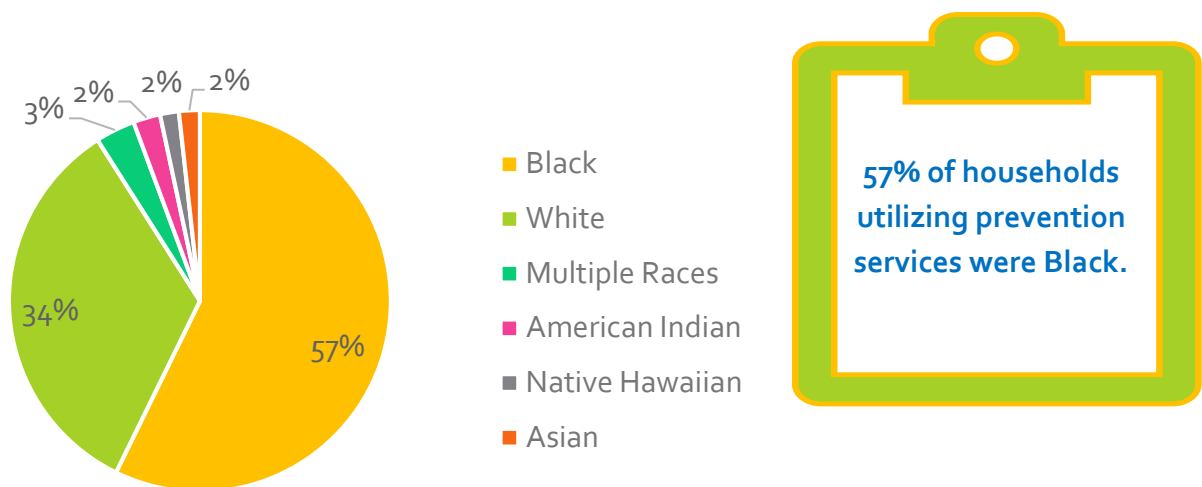
Most households in prevention programs were not of Hispanic/Latino origin (81%); only 19% were of Hispanic/Latino origin (Figure Ten). A greater proportion of family households were of Hispanic/Latino origin (24%) compared to adult-only households (14%, figure not shown).

- Hispanic/Latino
- Not Hispanic/Latino

24% of households with children were Hispanic/Latino compared to 14% of adult-only households

VETERAN STATUS

Veteran households made up 9% of households served in prevention programs (figure not shown).

DISABLING CONDITIONS

21% of households had at least one person with a disabling condition (figure not shown).

PREVENTION UTILIZATION

The number of households enrolled in prevention programs in 2019 varied slightly from month to month, with an average of 133 households engaged per month in 2019 (Figure Eleven).

FIGURE ELEVEN: HOUSEHOLDS ACCESSING PREVENTION SERVICES BY MONTH, 2019

January	February	March	April	May	June	July	August	September	October	November	December
134	141	137	140	133	134	120	117	115	150	141	135
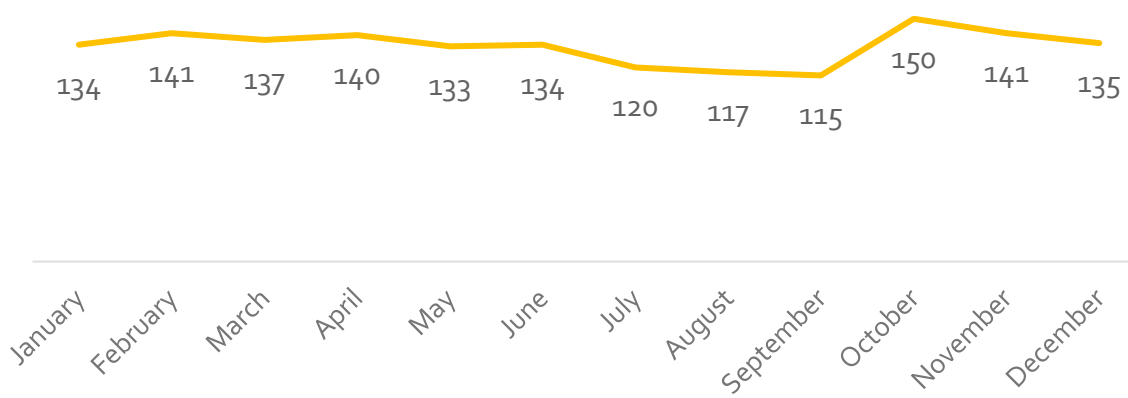
44% increase in number of households served in prevention since 2017

More households were served in 2019 than in the previous two years, with a 44% increase between the number of households served in 2017 and those served in 2019 (Figure Twelve).

FIGURE TWELVE: NUMBER OF HOUSEHOLDS SERVED IN PREVENTION, 2017-2019

404   499   580

| 2017 | 2018 | 2019 |

PREVENTION OUTCOMES

More than three-quarters (76%) of household exits from prevention programming were to permanent housing, meaning they were able to sustain their housing after using prevention services or moved to another permanent housing type in 2019. Another 16% exited to a temporary living situation, either with family and friends or transitional housing. Less than one percent exited to an institution (such as jail or a treatment program) or to sheltered or unsheltered homelessness (Figure Thirteen).

¾ of households enrolled in prevention programming in 2019 exited to housing

FIGURE THIRTEEN: EXIT DESTINATIONS FOR PREVENTION HOUSEHOLDS, 2019

1%   6%   1%

16%

76%

- Permanent Housing
- Temporary Setting
- Institution Setting
- Missing
- Homeless
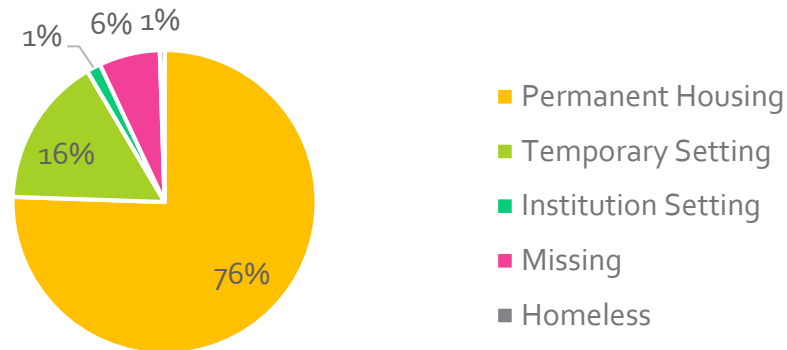
Families enrolled in prevention services had a higher proportion of people exiting to permanent housing compared to adult-only households (86% of families compared to 73% of adult-only households; Figure Fourteen).

Adult-Only: Temporary Setting 22%, Permanent Housing 73%

Families: Temporary Setting 8%, Permanent Housing 86%

■ Temporary Setting   ■ Permanent Housing
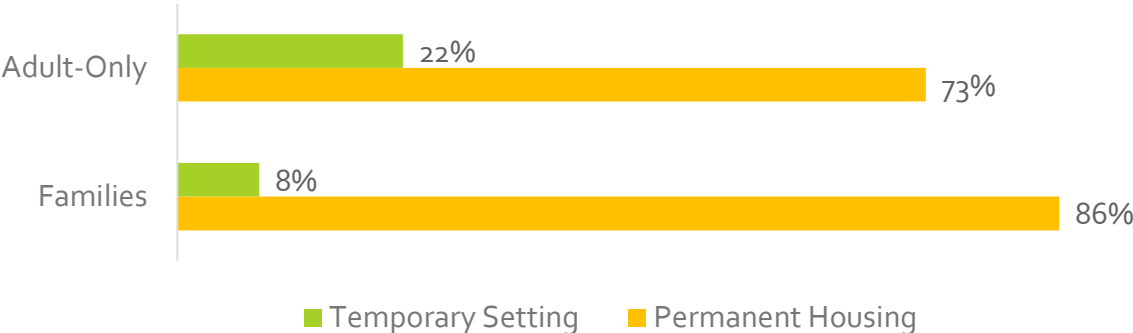
LITERALLY HOMELESS PROGRAMS

Literally homeless is a term defined by HUD to describe people who are currently experiencing homelessness, residing in sheltered or unsheltered locations. The CoC had 56 crisis response programs to serve literally homeless in 2019 that are listed in Appendix A. Crisis response programs fall into eight primary program types are listed Table Nine.

TABLE NINE: DESCRIPTION OF CRISIS RESPONSE PROGRAM TYPES IN THE COC

Program Type	Description
Support Services	Support Services programs provide basic health, hygiene services, and financial/benefits programs.
Outreach	Outreach is provided in the field to link people experiencing unsheltered homelessness with basic needs, including but not limited to food, water, and hygiene kits, as well as referrals and connections to service providers within the CoC.
Emergency Shelters	Emergency Shelters provide temporary shelter for people that have no safe and healthy sleeping arrangements. Consumers generally come from uninhabitable locations (encampments, streets, or vehicles), are fleeing domestic violence, or lost their temporary housing.
Warming Centers	Warming Centers are a night-by-night shelter for the most vulnerable individuals identified by CORE Outreach.
Housing Navigation	Housing Navigation is designed to help consumers who have a minimum income move through the housing process with housing search and location, completion of applications, and preparing documents related to the housing process.
Rapid Rehousing Assistance	Rapid Rehousing Assistance integrates short-term financial assistance with services and case management to help those who are experiencing homelessness to get quickly re-housed and stabilized.
Rapid Resolution	Rapid Resolution is a housing intervention designed to prevent immediate entry into homelessness or to immediately resolve a household's homelessness once they enter shelter, transitional housing situation, or an unsheltered situation.
Transitional Housing	Transitional Housing is short-term housing to get people off the streets and into more stable living environments until permanent housing can be established.

PROGRAM ENROLLMENTS

During calendar year 2019, there were 7,987 people enrolled in crisis response programs, who made up a total of 6,509 households. Consumers may enter multiple programs, or enroll in the same program multiple times during the reporting period. In 2019, there were 12,312 enrollments in crisis response programs.

More than half of all households (55%) utilized Support Services (n=3,583) and Outreach services (53%, n=3,452) while all other programs were used by less than half of all households; Emergency Shelters used by 21% of households (n=1,366), Warming Centers by 12% (n=789), Rapid Rehousing assistance by 8% (n=553), Housing Navigation by 6% (n=407), Rapid Resolution 5% (n=298), and Transitional Housing by 2% (n=113, Figure Fifteen).

FIGURE FIFTEEN: PERCENT OF HOUSEHOLDS ACCESSING CRISIS RESPONSE PROGRAMS BY PROJECT TYPE, 2019
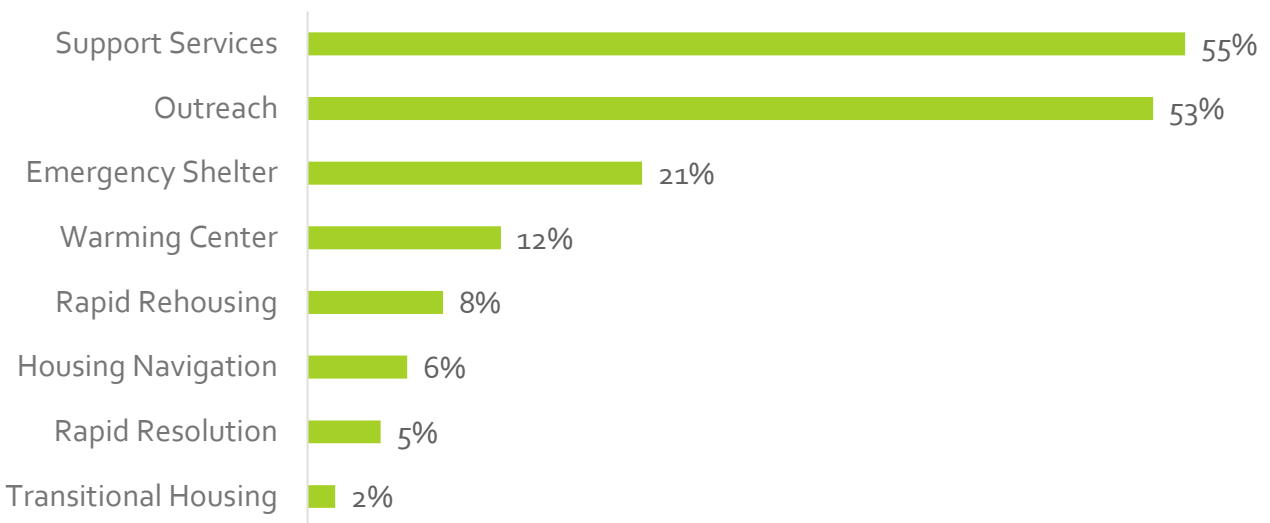
IN-FLOW AND OUT-FLOW INTO CRISIS RESPONSE PROGRAMS

Each year, individuals accessing crisis response programs may be served for the first time (considered "newly homeless") or may be returning to access services after previously exiting those programs. These people are part of the "in-flow" into crisis response programs. "Out-flow" consists of individuals who exited to housing or simply disappeared. Ideally, the number of people in out-flow would be higher than those in in-flow to reduce the number of people

experiencing homelessness. During the last three years the CoC has experienced more people enrolling into crisis response programs than exiting, resulting in an increase in the number of people served each year (Figure Sixteen). In 2019, there were 634 more people who entered the system of care compared to those who exited, for an average of 53 consumers added to the system of care each month.

FIGURE SIXTEEN: NUMBER OF PEOPLE ENTERING AND EXITING COC CRISIS RESPONSE PROGRAMS, 2017-2019
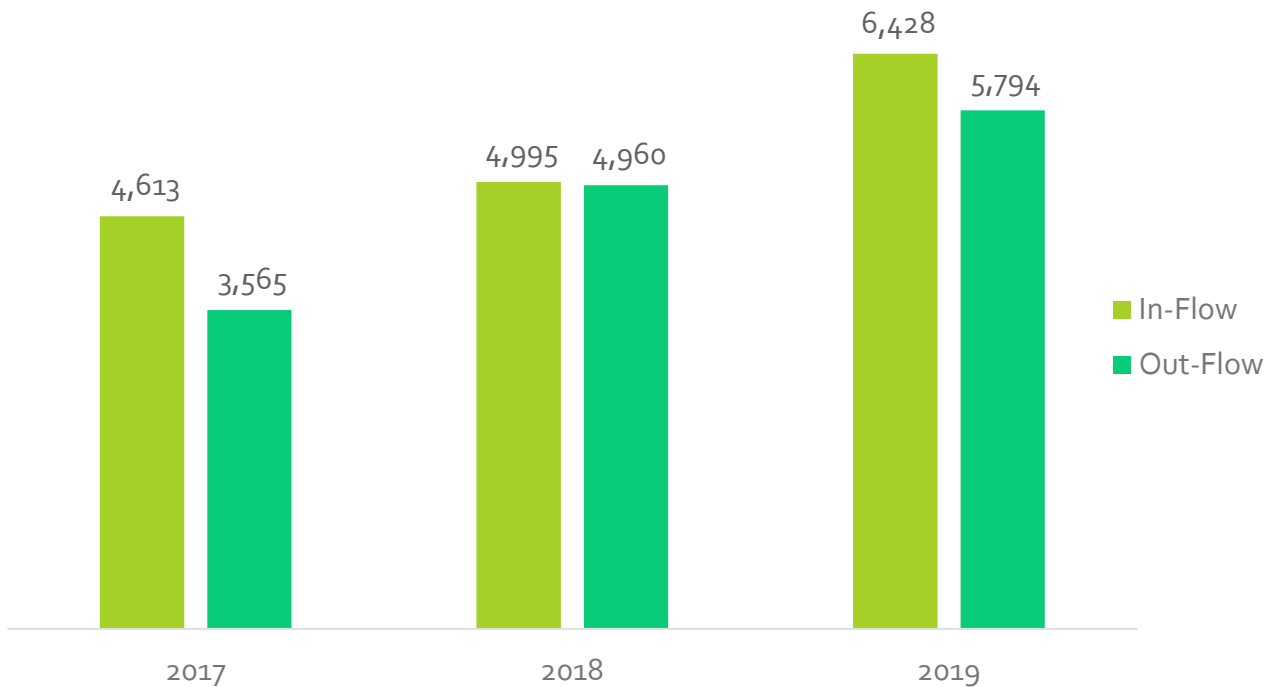
HOUSEHOLD TYPE

The majority (91%) of households utilizing crisis response programs in 2019 were adult-only households and 9% were families with children. There were 24 (<1%) unaccompanied youth who enrolled with their families and then exited as unaccompanied youth.

1 out of 10 households is a family with children
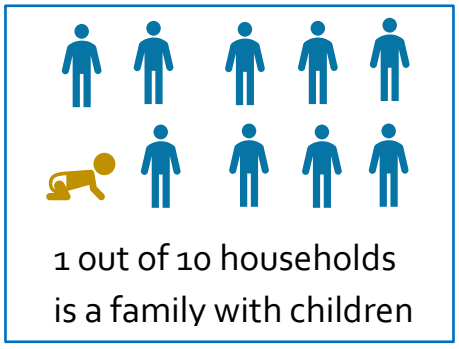
AGE AT PROJECT START

The majority (54%) of consumers utilizing crisis response programs in 2019 were working-age adults (between 25 and 54 years of age), and 15% were minor children under the age of 18. All other age groups made up 13% or less of the total population served; 13% were older adults ages 55 to 61, 10% were seniors 62+, and 8% were Transition Age Youth ages 18 to 24 (Figure Seventeen).

FIGURE SEVENTEEN: AGE DISTRIBUTION ACROSS CRISIS RESPONSE CONSUMERS, 2019

- Minors (<18)
- Transition Age Youth (18-24)
- Working Age Adults (25-54)
- Older Adults (55-61)
- Seniors (62+)
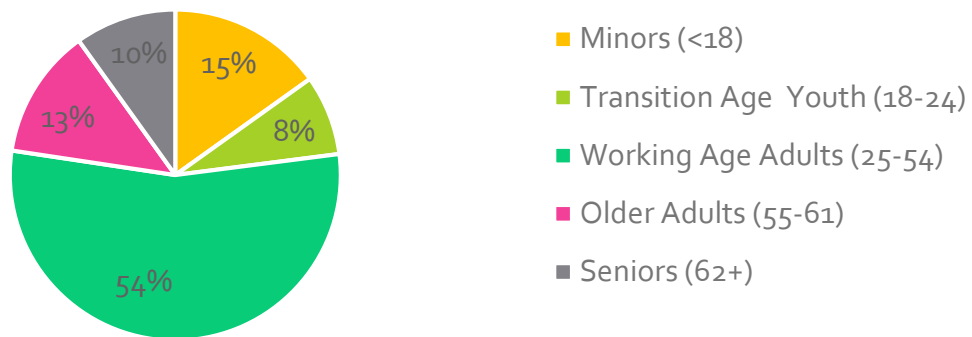
RACE/ETHNICITY

The largest racial group utilizing programs for crisis response consumers were White (43%), closely followed by Black (41%). American Indians made-up 7% and all other races made up 5% or less of the total population served in crisis response programs (Figure Eighteen).

FIGURE EIGHTEEN: RACE DISTRIBUTION AMONG CRISIS RESPONSE CONSUMERS, 2019

- White
- Black or African American
- American Indian or Alaska Native
- Multi-Racial
- Asian
- Native Hawaiian or Other Pacific Islander
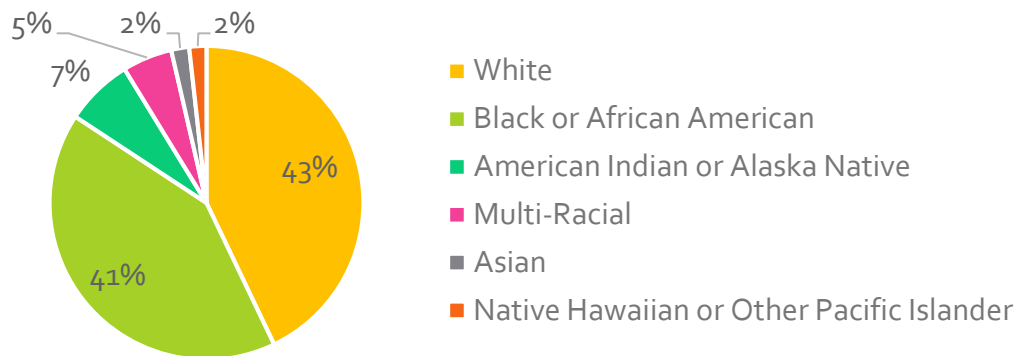
Most households utilizing crisis response programs for the literally homeless were non-Hispanic/Latino (83%); 17% were Hispanic/Latino (Figure Nineteen).

FIGURE NINETEEN: ETHNICITY AMONG LITERALLY HOMELESS CONSUMERS, 2019
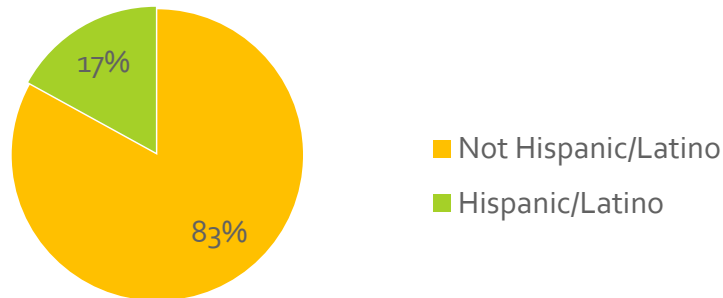
DISABILITIES AND CHRONIC HOMELESSNESS

Almost two-thirds (65%) of adults in crisis response programs reported having at least one disability. A disabling condition is a physical, mental, or cognitive condition that affects their ability to maintain housing. Mental health conditions were the most common disability (39% of consumers), followed by 36% with a physical disability, 35% with a substance use disorder, 34% with a chronic health condition, and 12% with a developmental disability (Figure Twenty).

2 out of 3 households had someone with a disability

FIGURE TWENTY: PROPORTION OF LITERALLY HOMELESS HOUSEHOLDS WITH DISABLING CONDITIONS*, 2019
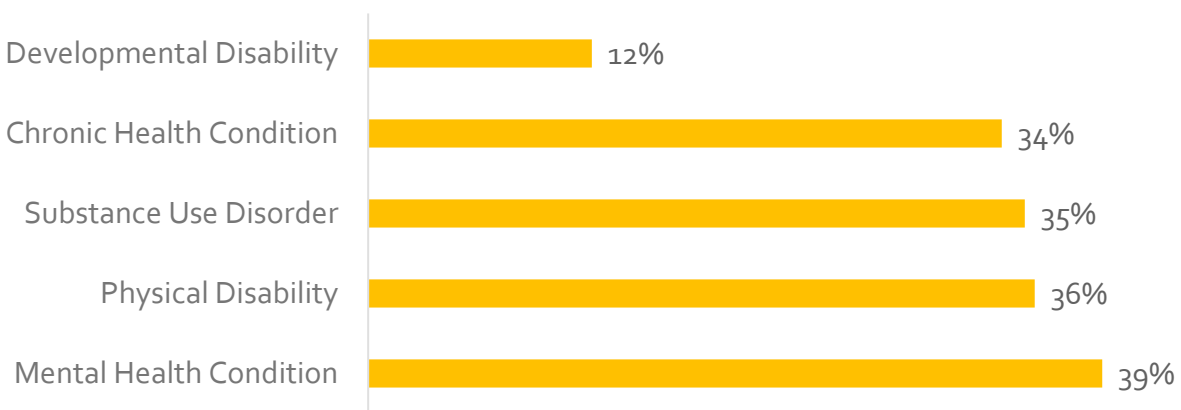
* Categories are not mutually exclusive; consumers may have multiple disabilities.

Thirty-one percent of literally homeless households were chronically homeless, meaning the head of household had: 1) a disability and 2) been homeless consistently for one year or at least four times in the last three years, totaling 12 months of homelessness or longer.

1/3

of households were chronically homeless

VETERANS

Veteran households (at least one veteran in the household) made up 8% of households served in crisis response programs (figure not shown).

DOMESTIC VIOLENCE

More than a quarter (26%) of households served in crisis response programs during 2019 had at least one household member with a history of domestic violence and 36% of those who had experienced domestic violence were currently fleeing at their time of enrollment (figure not shown).

1:4 households had a history of domestic violence
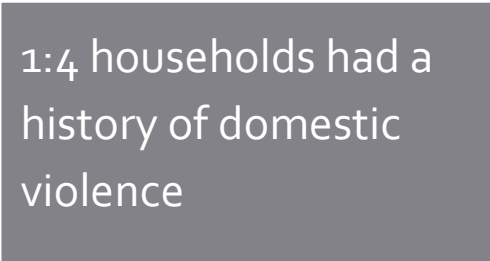
LENGTH OF TIME HOMELESS

Exactly half of the households had been homeless for less than one year, and 25% for one to two years. Less than 15% had been homeless for three to four years (11%) or five or more years (14%, Figure Twenty-One).

FIGURE TWENTY-ONE: LENGTH OF TIME HOMELESS FOR CRISIS RESPONSE HOUSEHOLDS, 2019

Pie chart:
- < 1 year: 50%
- 1 to 2 Years: 25%
- 3 to 4 Years: 11%
- 5+ Years: 14%
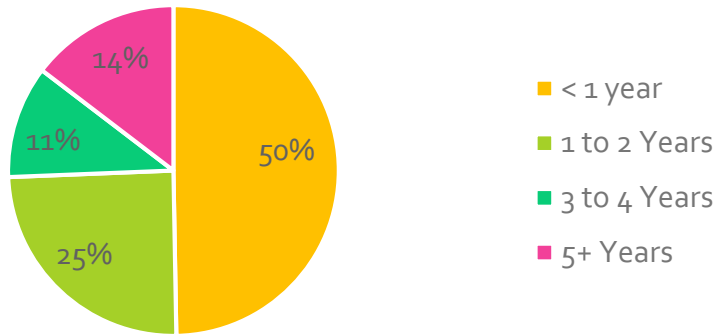
1/2 of households served were homeless less than a year

CORONER'S DATA

Data from the County Coroner's office helps the CoC understand causes and trends in death data among literally homeless individuals. The Coroner's Division is notified when someone passed away in a location without medical staff to report the cause of death. The Coroner reported 67 people from the homeless community who passed away during calendar year 2019. This reflects a 43% increase in the number of homeless deaths reported by the Coroner since 2017 (Figure Twenty-Two).

FIGURE TWENTY-TWO: CAUSE OF DEATH FOR PEOPLE EXPERIENCING HOMELESSNESS-CORONER'S DATA, 2017-2019

Cause	2017	2018	2019
Undetermined	2	2	3
Homicide	2	6	5
Suicide	4	2	5
Accident	18	12	14
Natural	11	17	16
Drugs/Alcohol	10	16	24
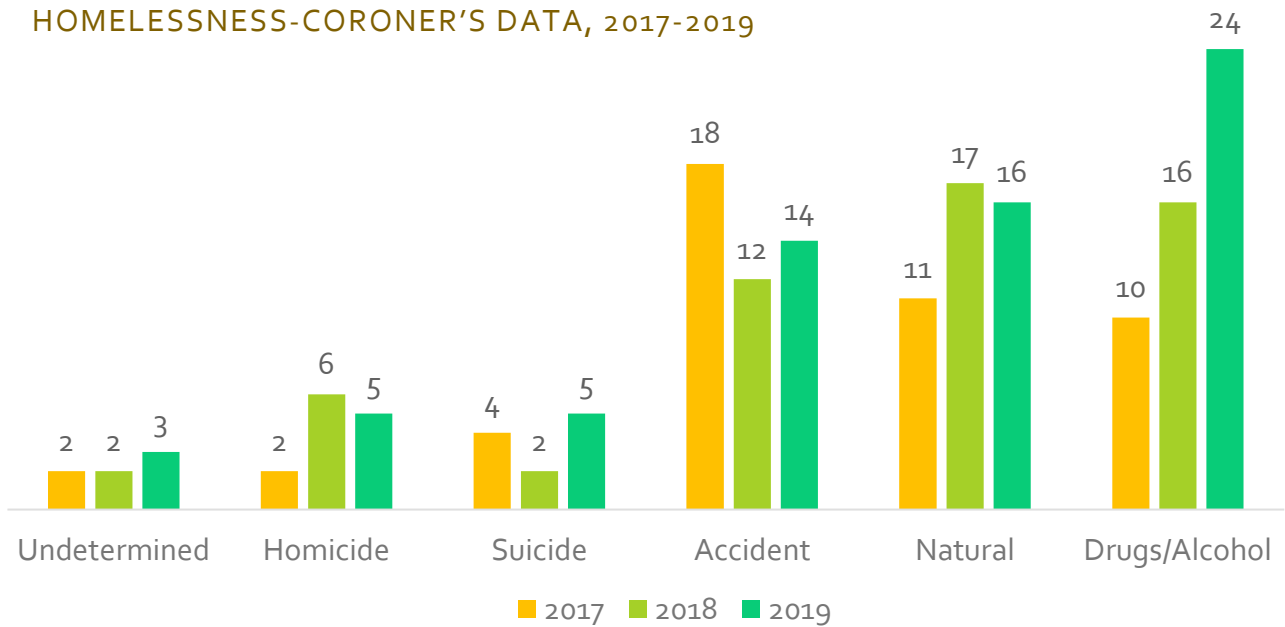
There was a 140% increase in the number of drug or alcohol related deaths over the last three years.

CRISIS RESPONSE PROGRAM UTILIZATION

The number of households utilizing the various crisis response programs varied considerably, with Transitional Housing being used by the fewest households (n=113) and Outreach used by the most (n=3,455). Households with children were found to engage in different homeless programs compared to households without children (Figure Twenty-Three).

FIGURE TWENTY-THREE: CRISIS RESPONSE PROJECT TYPE UTILIZATION BY HOUSEHOLD TYPE, 2019

	Families	Adult-Only
Outreach	313	3,142
Support Services	465	2,848
Emergency Shelter	194	1,172
Warming Center	95	691
Rapid Rehousing	251	284
Housing Navigation	109	300
Rapid Resolution	48	251
Transitional Housing	17	96
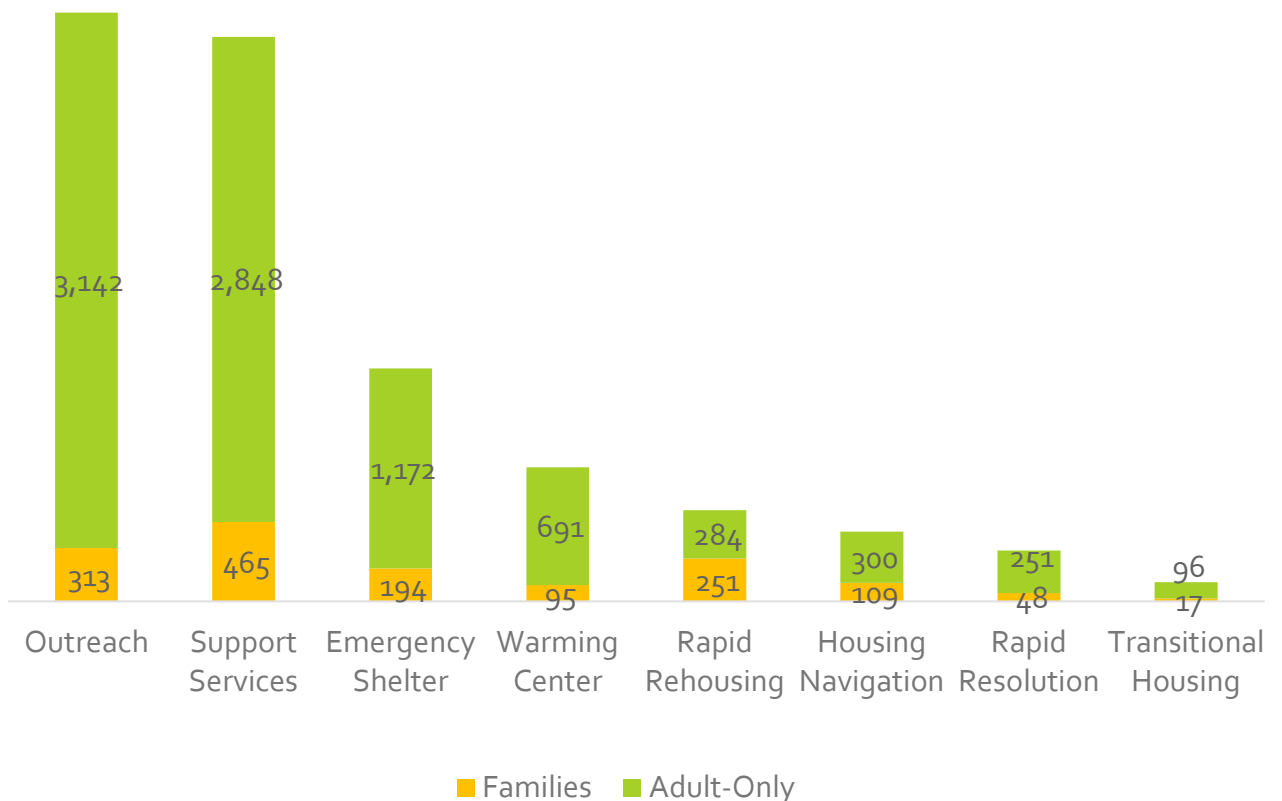
Households with children had higher rates of using project types that include case management specific to finding and maintaining housing; 15% of families used Rapid

Rehousing Assistance compared to 3% of adult-only, and 7% used Housing Navigation compared with 3% of adult-only (Figure Twenty-Four).

Family Program Utilization

Adult-Only Program Utilization

Legend:
- Outreach
- Support Services
- Emergency Shelter
- Warming Center
- Rapid Rehousing
- Housing Navigation
- Rapid Resolution
- Transitional Housing

Family Program Utilization:
- 21% Outreach
- 31% Support Services
- 13% Emergency Shelter
- 7% Warming Center
- 17% Rapid Rehousing
- 7% Housing Navigation
- 3% Rapid Resolution
- 1% Transitional Housing

Adult-Only Program Utilization:
- 36% Outreach
- 33% Support Services
- 13% Emergency Shelter
- 8% Warming Center
- 3% Rapid Rehousing
- 3% Housing Navigation
- 3% Rapid Resolution
- 1% Transitional Housing

There were small variations in the monthly enrollments for crisis response programs, with an average of 2,180 households engaged per month in 2019 (Figure Twenty-Five).

FIGURE TWENTY-FIVE: NUMBER OF HOUSEHOLDS ENROLLED IN CRISIS RESPONSE PROGRAMS BY MONTH, 2019

Month	Households
January	2,182
February	2,702
March	2,773
April	2,832
May	2,885
June	2,855
July	2,932
August	2,934
September	3,010
October	2,987
November	2,755
December	2,883
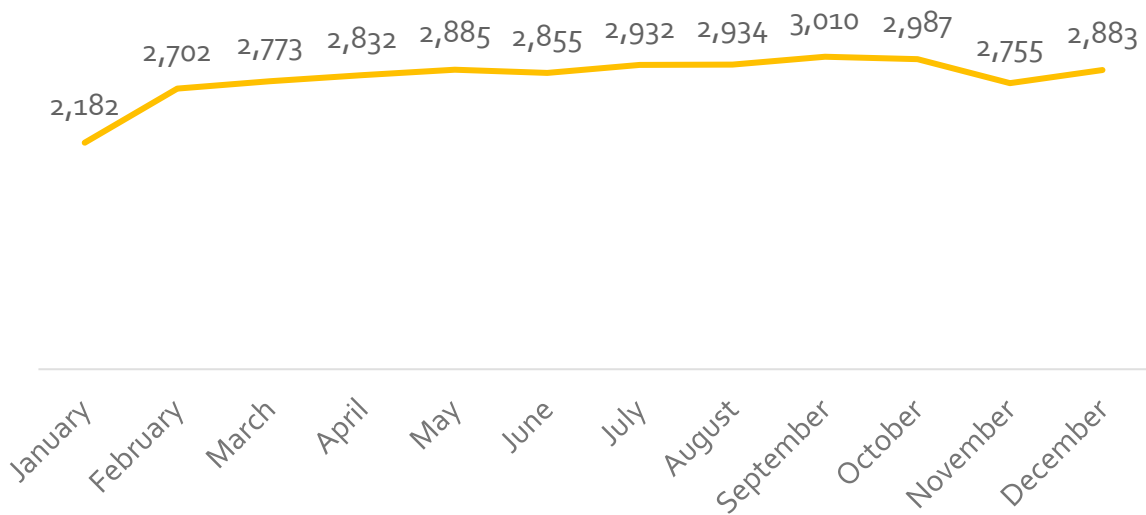
The number of households served in crisis response programs had a 21% increase over three years, from 5,378 households in 2017 to 6,509 in 2019. There was a 16% increase in just one year from 2018 to 2019 (Figure Twenty-Six).

16% one-year increase

21% three-year increase

5,378   5,613   6,509

2017   2018   2019
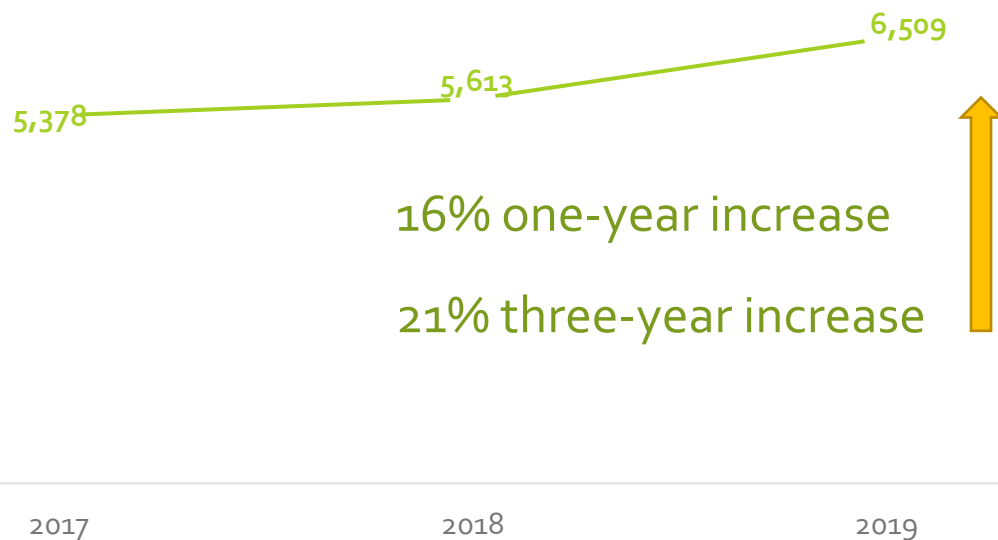
CRISIS RESPONSE PROGRAM OUTCOMES

Most consumers utilizing crisis response programs left the system of care without providing exit data in 2019 (56% of households had no exit destination). Most of these consumers simply stopped using CoC programing and "disappeared" or "self-resolved" from the CoC without receiving a formal exit screening. Another 14% have not yet exited and continued utilizing homeless programming in 2020. Among those with exit destination data (n=972), over half (51%) exited to a permanent housing setting and another 24% exited to an emergency shelter.

Positive exits are defined differently for various programs under crisis response project types. For example, a person who exits Outreach to an Emergency Shelter is experiencing a positive exit as they move out of unsheltered homelessness, while an exit to Emergency Shelter from a Rapid Rehousing Assistance program is a "step backward" from a stable environment back to shelter. Positive exits for each project type are listed in Table Ten.

TABLE TEN: POSITIVE EXITS FOR EACH PROGRAM TYPE

Program Type	Positive Exits
Support Services	Emergency shelter, temporary housing, permanent housing
Outreach	Emergency shelter, temporary housing, permanent housing
Emergency Shelters	Temporary housing, permanent housing
Warming Centers	Emergency shelter, temporary housing, permanent housing
Housing Navigation	Temporary housing, permanent housing
Rapid Rehousing Assistance	Permanent Housing
Rapid Resolution	Temporary housing, permanent housing
Transitional Housing	Permanent housing

Households enrolled in Rapid Rehousing Assistance had the greatest proportion of exits to permanent housing (70%), followed by Rapid Resolution (49%) and Transitional Housing (45%, Figure Twenty-Seven). However, many programs have missing data for their exit destination, and some have households still engaged in their program more than a year after the report period (calendar year 2019) and have not yet exited. Some programs had less exit data for their participants because many households simply "disappeared" or stop utilizing programming without officially exiting the program. Outreach, Housing Navigation, and Support Services had the highest proportions of households with missing exit data, making it difficult to truly compare exit destinations across programs.

The percent of households exiting to permanent housing or other positive destinations often reflect the design of that project type. Programs that offered case management were found to have less missing data and more positive outcomes.

+ Exits
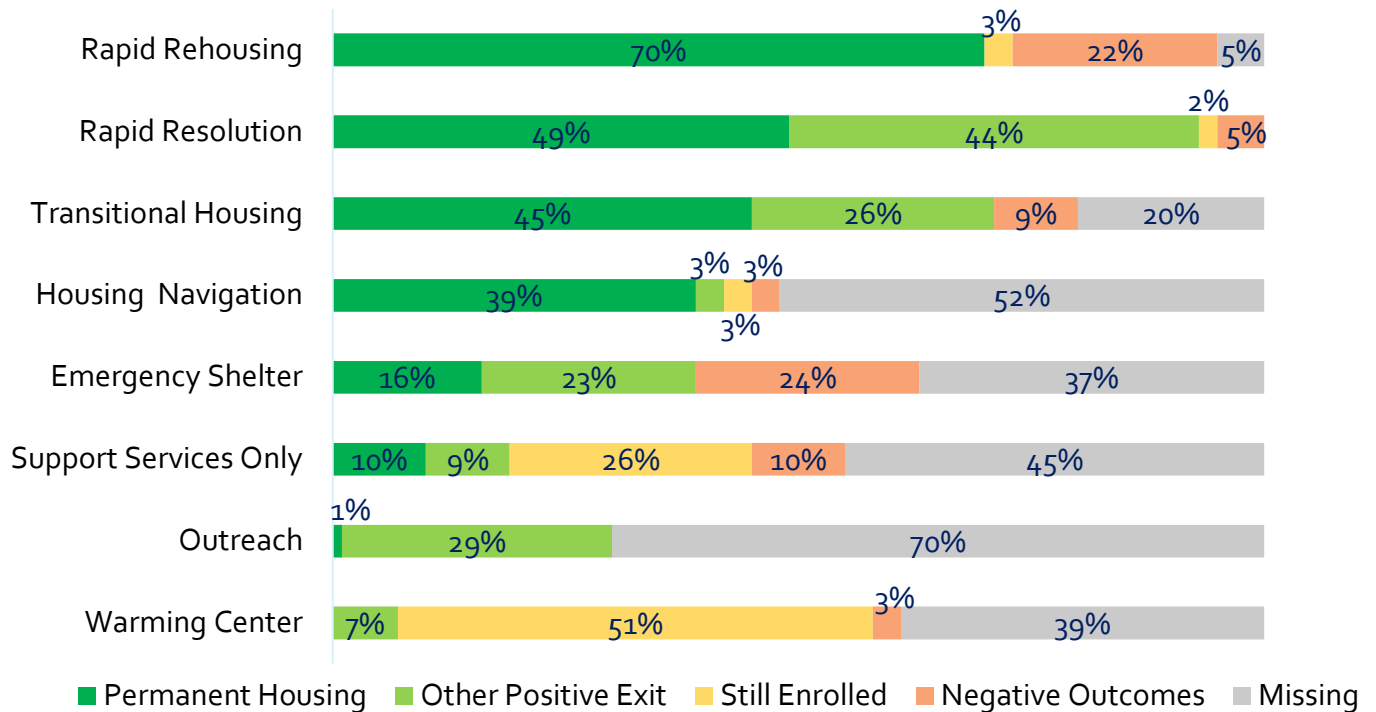
Adult-only households had more missing data for exit destination than households with children (59% compared to 42%). Families had a higher proportion of people exiting to housing (58% of families compared to 29% of adult-only households (Figure Twenty-Eight).

FIGURE TWENTY-EIGHT: EXIT DESTINATIONS FOR CRISIS RESPONSE PROGRAMS BY HOUSEHOLD TYPE, 2019
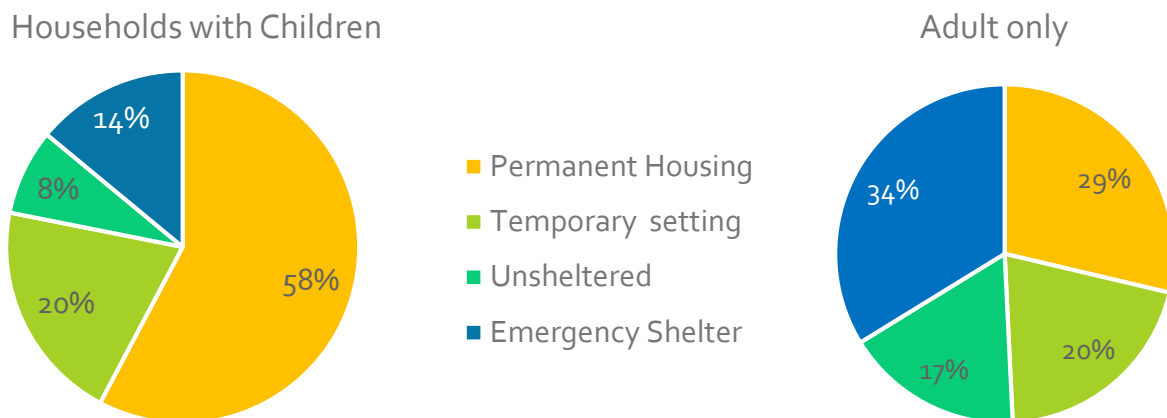
PERMANENT SUPPORTIVE HOUSING PROGRAMS

Permanent Supportive Housing programs offer long-term housing with wrap-around services for people with disabilities who have experienced chronic homelessness. The CoC had 1,162 beds in Permanent Supportive Housing units in 2019. A list of the Permanent Supportive Housing programs offered in the CoC is provided in Appendix A.

HOUSEHOLD TYPE

There were 832 consumers in 572 households utilizing Permanent Supportive Housing during calendar year 2019. One-third (33%) of those households included families with children (Figure Twenty-Nine).

FIGURE TWENTY-NINE: PERMANENT SUPPORTIVE HOUSING UTILIZATION BY HOUSEHOLD TYPE, 2019

1 out of 3 households were families
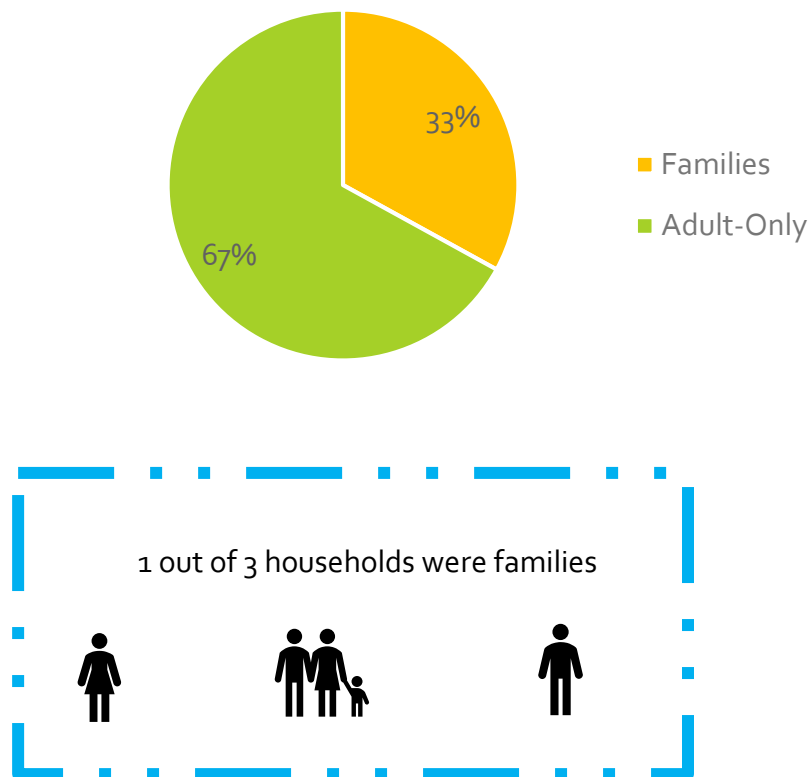
AGE AT PROJECT START

Working-age consumers ages 25-54 years made up the greatest portion of people using Permanent Supportive Housing (44%), followed by minors under the age of 18 (35%). Older

adults ages 55-61 made up 12% while Transition Age Youth (18 to 25 years of age) and seniors 62+ each made up 5% and 4%, respectively (Figure Thirty).

- Minors (<18)
- Transition Age Youth (18-24)
- Working Age Adults (25-54)
- Older Adults (55-61)
- Seniors (62+)

RACE AND ETHNICITY

White households were the largest group served in Permanent Supportive Housing (42% of those served), followed closely by Black households (40%). Multiple Race households made up 7% and American Indian/Alaska Native made up 6%. All other races made up less than 2% of those served in Permanent Supportive Housing programs (Figure Thirty-One). Hispanic/Latino households made up 14% of all households in permanent supportive housing in 2019 (figure not shown).

FIGURE THIRTY-ONE: RACE DISTRIBTUION FOR CONSUMERS OF PERMANENT SUPPORTIVE HOUSING, 2019

- Black or African American
- White
- Multiple Races
- American Indian or Alaska Native
- Native Hawaiian or Other Pacific Islander
- Asian

14% of households were Latino/Hispanic

38
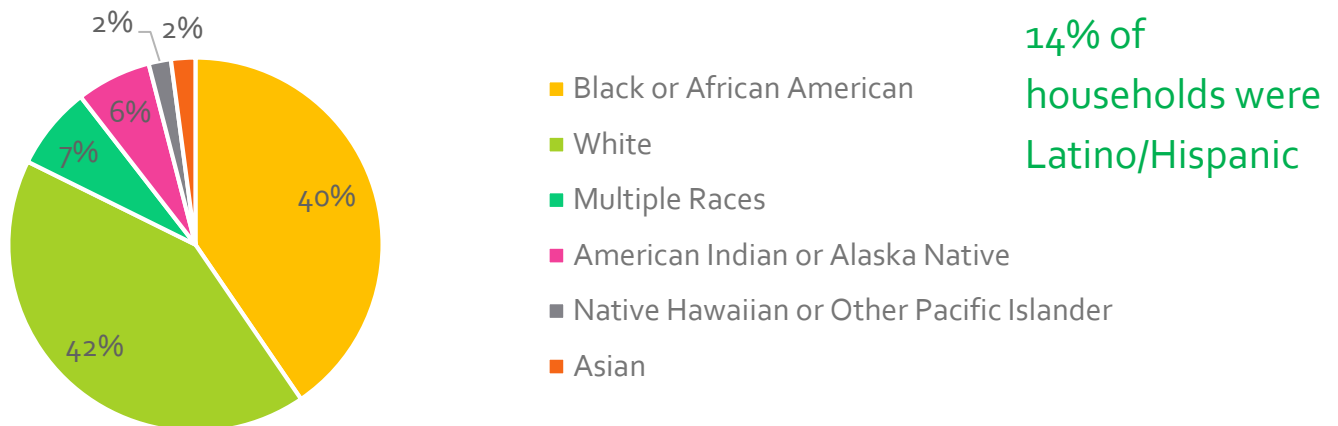
DISABLING CONDITIONS

Permanent Supportive Housing programs are dedicated for individuals with disabilities. During 2019, 99% of households had someone with at least one disability. Nearly 3 out of 4 households (72%) had someone with a mental health condition, followed by 46% of households with a substance use disorder, 27% with a physical health condition, and 26% with a chronic health condition (Figure Thirty-Two). The least common disability among households was developmental (9%).

FIGURE THIRTY-TWO: DISABILITY TYPE FOR PERMANENT SUPPORTIVE HOUSING HOUSEHOLDS, 2019

Disability Type	Percent
Developmental Disability	9%
Chronic Health Condition	26%
Physical Disability	27%
Substance Use Disorder	46%
Mental Health Condition	72%
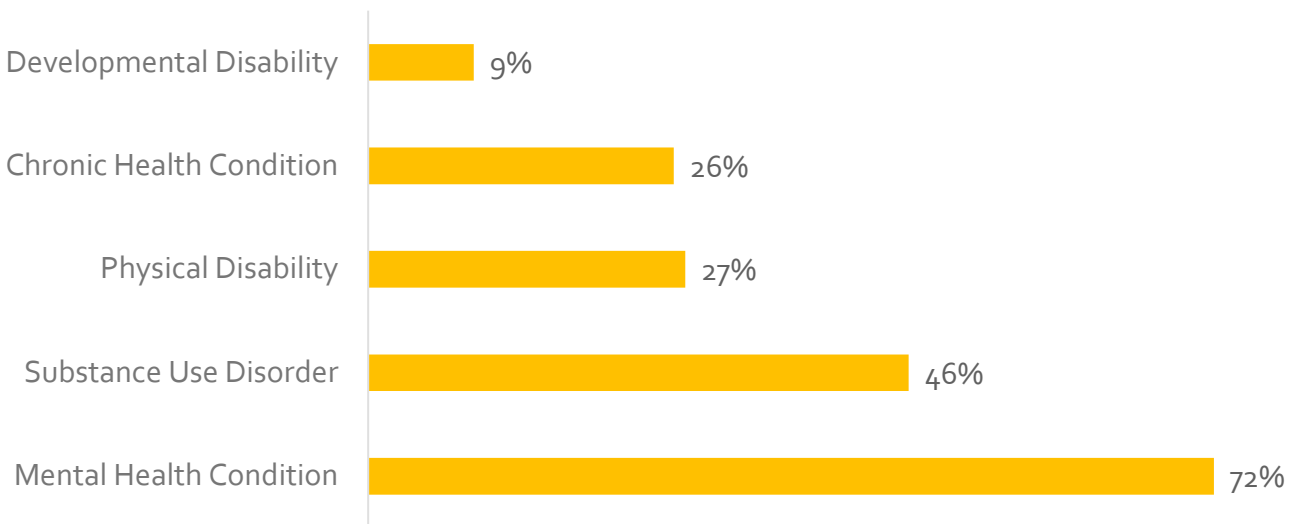
VETERAN STATUS

Among Permanent Supportive Housing consumers, 9% of households had at least one veteran in the household (figure not shown).

PERMANENT SUPPORTIVE HOUSING OUTCOMES

The majority of households in Permanent Supportive Housing had been enrolled for over 10 years (37%); 17% had been enrolled for six to ten years, 37% had been enrolled for 1 to 5 years, and 11% enrolled during 2019 (Figure Thirty-Three).

- 1 year
- 1-5 years
- 6-10 years
- over 10 years
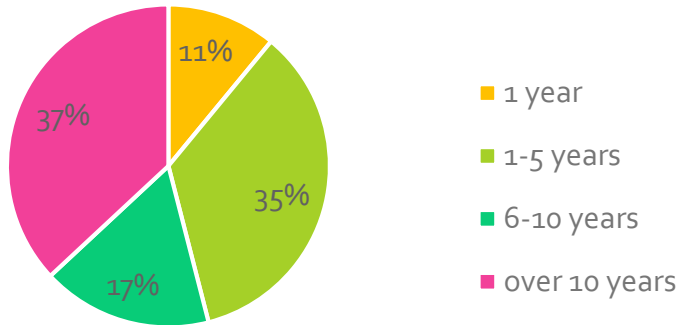
Almost 40% of PSH consumers have been housed for 10 years or more.

As indicated above, many people stay in Permanent Supportive Housing for many years. The majority of those served in 2019 are still housed in their programs (89%). Among those no longer active, 70% of households exited to permanent housing, 16% exited to a temporary living situation, and 9% returned to homelessness.

FISCAL YEAR 18/19 SYSTEM PERFORMANCE MEASURES

Annual System Performance Measures were analyzed to help understand who is utilizing the CoC and how they are moving through the system of care. The CoC generates and analyzes this report to track progress across all HUD-funded project types and is submitted to HUD annually. The Performance Measures are run for each fiscal year, October 1 to September 30. The performance measures reflected in this report follow the 18/19 Federal Fiscal Year: October 1, 2018 to September 30, 2019. HUD has developed the following seven system-level performance measures to help communities gauge their progress in preventing and ending homelessness:

1. Length of time persons remain homeless;
2. The extent to which persons who exit homelessness to permanent housing destinations return to homelessness;
3. Number of homeless persons;
4. Jobs and income growth for homeless persons in CoC;
5. Number of persons who become homeless for the first time;
6. Homelessness prevention and housing placement of persons defined by Category 3 of HUD's homeless definition for CoC Program-funded projects; and,
7. Successful housing placement and retention.

The Fiscal Year 18/19 performance measures revealed significant shifts in many of the performance measures, which was likely a result of programmatic changes within the CoC. One factor that influenced the outcomes was a large increase in the number of people served in shelter due to the inclusion of a large bay area service provider that had not been included in the CoC in previous years.

MEASURE 1: LENGTH OF TIME HOMELESS

HUD tracks episodes of homelessness to determine how long people remain homeless before obtaining housing. This measure is analyzed for those utilizing Emergency Shelters, Transitional Housing, Rapid Rehousing, and Permanent Supportive Housing and subsequently move into permanent housing. For the 2019 Performance Measures report period, there were 3,370 people served in these programs; an 80% increase since 2017 (Figure Thirty-Four).

80% 3-year increase in number of people served
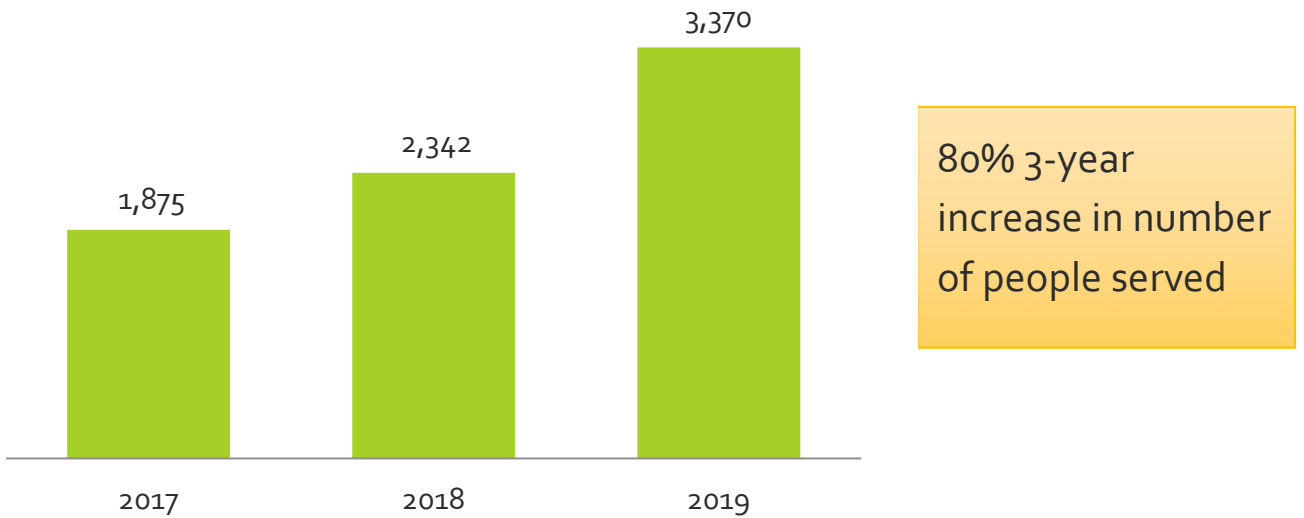
The average number of days that people experience homelessness is based on the number of days consumers were homeless prior to enrollment plus the number of days in a shelter, interim housing (such as Transitional Housing), or permanent housing (such as Rapid Rehousing Assistance and Permanent Supportive Housing) prior to their move-in date. Households' homelessness ends on their move-in date to permanent housing. The average number of days homeless increased each year over the last three report periods, from 420 in 2017 to 546 in 2019; a 30% increase (Figure Thirty-Five).

FIGURE THIRTY-FIVE: LENGTH OF TIME HOMELESS BY YEAR, 2017-2019

The number of bed-nights are counted for consumers once they enter an Emergency Shelter and Transitional Housing program. This measure does not include time homeless prior to enrollment in these programs. During 2019, the average number of bed-nights prior to exiting the program was 100 days. This was 14 days less than 2018 and 35 days fewer (a 26% decrease) than in 2017 (Figure Thirty-Six).

FIGURE THIRTY-SIX: AVERAGE NUMBER OF BED-NIGHTS FOR HUD MEASURE ONE, 2017-2019

Year	Bed-nights
2019	100
2018	114
2017	135

MEASURE 2: RETURNS TO HOMELESSNESS

Returns to homelessness is assessed by identifying all exits to permanent housing in the two years prior to the reporting period and tracking those who re-enter the HMIS database as homeless. HUD analyzes return data for those exiting Emergency Shelters, Transitional Housing, Outreach, Rapid Rehousing Assistance, and Permanent Supportive Housing programs.

17% Returns to Homelessness

Overall, 17% of those who exited to housing two years prior to 2019 returned to homelessness; 8% of those returned with in the first six months (Figure Thirty-Seven).

FIGURE THIRTY-SEVEN: RETURNS TO HOMELESSNESS BY YEAR, 2017-2019

Year	Returns 0-6 months	Returns 7-12 months	Returns 13-24 months
2017	7%	3%	6%
2018	7%	4%	6%
2019	8%	4%	5%
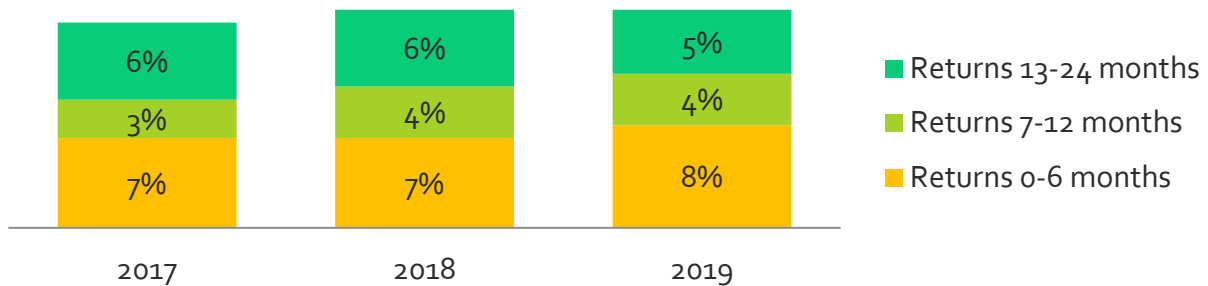
The highest returns to homelessness came from exits from Emergency Shelters (29%), followed by 26% of those who exited from Transitional Housing; 19% from Street Outreach, and 9% from Rapid Rehousing Assistance and Permanent Supportive Housing programs (Figure Thirty-Eight).

FIGURE THIRTY-EIGHT: RATE OF RETURNS TO HOMELESSNESS BY PROJECT TYPE, 2019
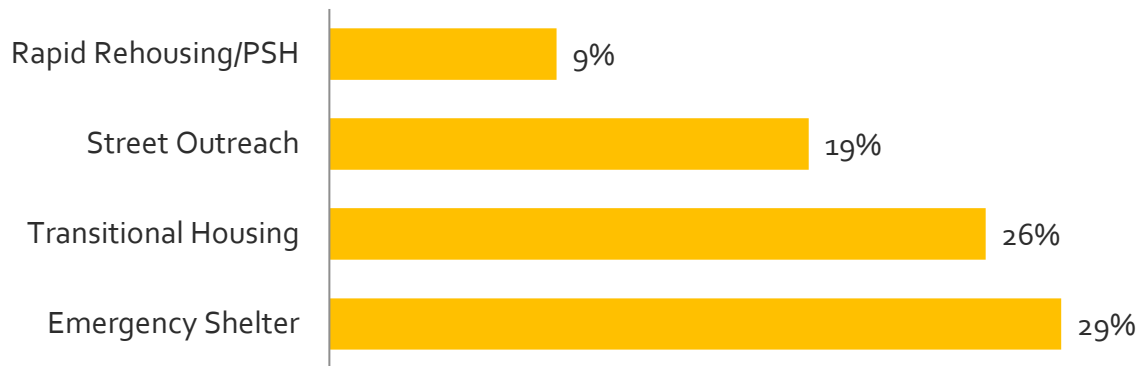
MEASURE 3: NUMBER OF HOMELESS PERSONS

The number of homeless individuals is pulled from the HUD Point in Time (PIT) count report. Contra Costa County conducts both sheltered and unsheltered counts every year at the end of January. The total number of people identified in the PIT count since 2018 has not shifted (just a two percent increase since 2018, and a one percent decrease since 2019, Table Eleven).

TABLE ELEVEN: NUMBER PEOPLE IDENTIFIED IN THE POINT IN TIME COUNT BY YEAR, 2018-2020

	2018 PIT Count	2019 PIT Count	2020 PIT Count
Total PIT Count	2,234	2,295	2,277
Total Sheltered Count	697	668	707
Unsheltered Count	1,537	1,627	1,570

MEASURE 4: EMPLOYMENT AND INCOME GROWTH

This measurement assesses income growth through employment or benefits for people in Transitional Housing, Rapid Rehousing Assistance, and Permanent Supportive Housing. The measure analyzes adult "system stayers" (consumers who were enrolled in these programs for at least a year and were still enrolled at the end of the report period). The second analyzes adult "system leavers" (those who exited, regardless of housing status, during the report period). Just over half (55%) of 555 adult system stayers increased their total income. However, almost two-thirds (61%) of the 91 people who exited the system of care had an increase in total income (Figure Thirty-Nine).

FIGURE THIRTY-NINE: PERCENT OF CONSUNERS WITH AN INCREASE IN TOTAL INCOME, 2017-2019

MEASURE 5: NUMBER OF PERSONS WHO BECOME HOMELESS FOR THE FIRST TIME

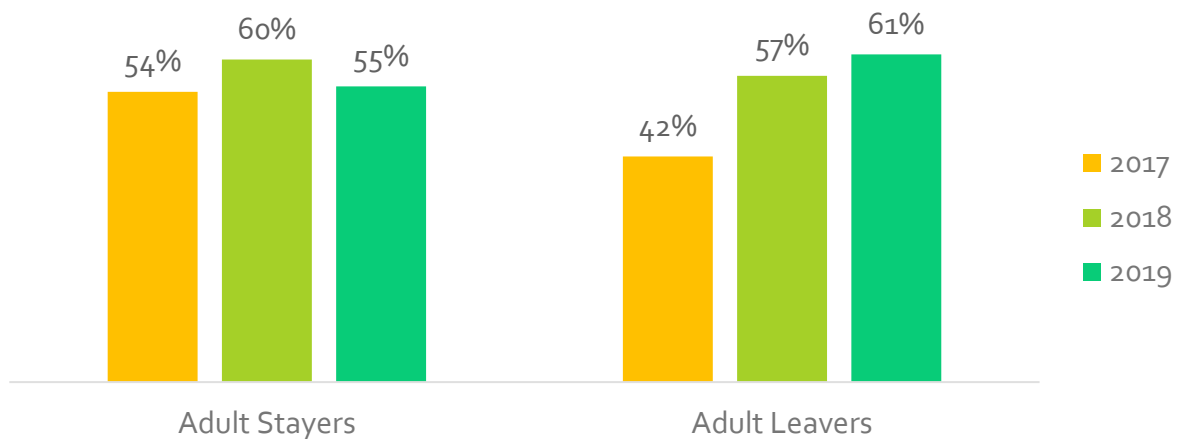People enrolled in Emergency Shelter, Transitional Housing, Rapid Rehousing Assistance, or Permanent Supportive Housing during the report period, and had no enrollments in the 24 months prior, are considered newly homeless. This measurement does not include new enrollments into Outreach or Support Services. During the 2019 report period, 2,932 of the

3,702 enrollments were new within the last 24 months, a 58% increase in two years (Figure Forty).

2017	2018	2019
59%	76%	79%
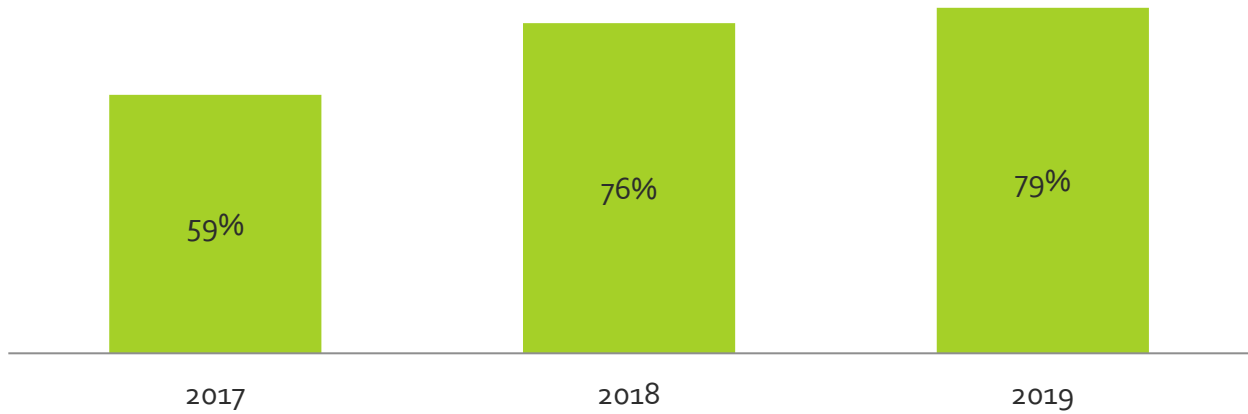
MEASURE 6: HOMELESS PREVENTION AND HOUSING PLACEMENT OF AT-RISK PERSONS

Performance Measure Six was not required or analyzed for the 2019 Fiscal Year by HUD. Measure Six assesses whether consumers who utilized prevention programs 12 months prior to the report period returned to the homeless system of care as literally homeless. The CoC does not currently track longer-term outcomes for those utilizing prevention services. However, service data reflects the number of people utilizing prevention programs and their exit destinations.

MEASURE 7: SUCCESSFUL PLACEMENT FROM STREET OUTREACH AND SUCCESSFUL PLACEMENT IN OR RETENTION OF PERMANENT HOUSING

Successful or positive exits from Outreach include exits to programs such as Emergency Shelters, Transitional Housing, Rapid Rehousing Assistance, as well as exits to health settings or institutions, or temporary stays with family or friends. Many people simply "disappear" from services (become inactive in program), some of whom may exit to a positive setting and are not captured in this data. The percent of positive exits from Outreach has decreased since 2017. During 2019, 28% of people who exited Outreach programming exited to either a temporary or permanent setting (Figure Forty-one).

FIGURE FORTY-ONE: PERCENT OF POSITIVE EXITS FROM OUTREACH BY YEAR, 2017-2019

The total number of exits from Outreach and exit type is provided in Table Twelve, below.

TABLE TWELVE: NUMBER AND TYPE OF EXITS FROM OUTREACH, 2017-2019

	Exits from Outreach	Exits to Temporary Setting	Exits to Permanent Setting
2017	1,392	445	6
2018	3,001	1,101	15
2019	3,154	868	12

Permanent housing exits from Emergency Shelters, Transitional Housing, and Rapid Rehousing Assistance decreased during the 2019 report period from 52% to 28% (Figure Forty-Two).

FIGURE FORTY-TWO: PERCENT OF PERMANENT EXITS FROM SHELTER AND INTERIM HOUSING PROGRAMS, 2017-2019
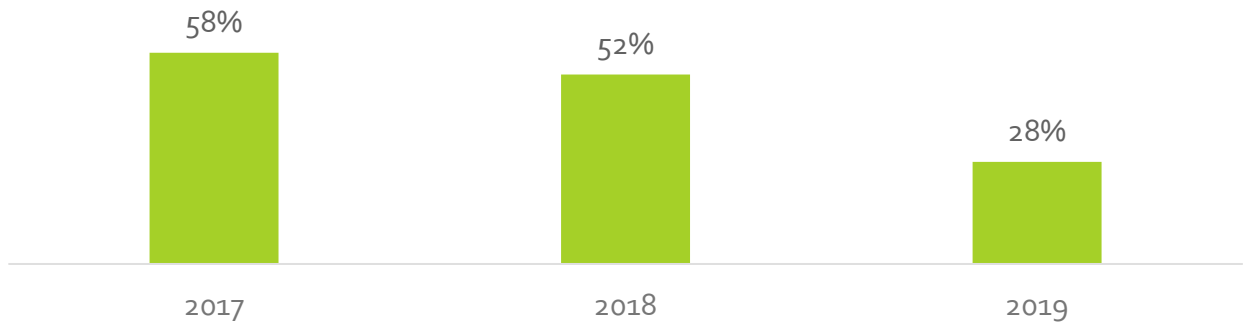
Housing retention rates are determined by the proportion of consumers in Permanent Supportive Housing who remain in their homes for at least a year or exit to other types of permanent housing. Retention rates remained high in 2019 at 98% (Forty-Three).

97%	97%	98%
2017 (N=921)	2018 (N=859)	2019 (N=898)

APPENDIX A: LIST OF PROGRAMS BY PROJECT TYPE

Homeless Services fall into three primary categories: 1) *Prevention programs* for people who are at-risk of homelessness, 2) *crisis response* for people currently experiencing homelessness, and 3) *permanent supportive housing* for people previously homeless and now in supportive housing programs. The po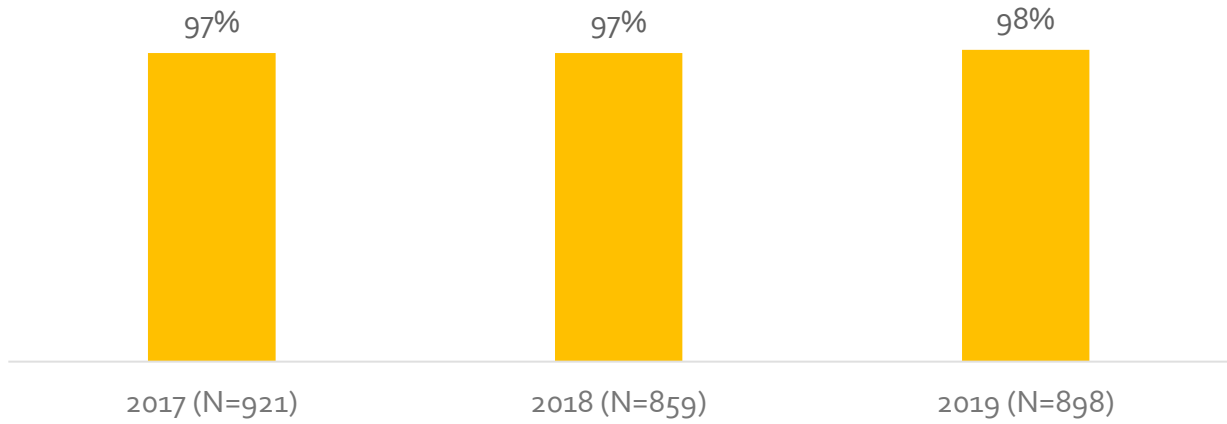pulations served by these programs vary in terms of household type (family with children or adult-only), age distribution, and race/ethnicity distribution.

The programs for each project type are listed in the three tables below, divided by prevention, crisis response, and permanent supportive housing.

TABLE THIRTEEN: PREVENTION PROGRAMS UTILIZED IN 2019

Program Names	# of Consumers
SHELTER, Inc. - Rental Assistance (Prevention)	735
SHELTER, Inc. - AB109 Prevention	131
Catholic Charities Prevention Program	100
SHELTER, Inc. - SSVF Prevention	52
Berkeley Food and Housing Homeless SSVF Prevention	29
SHELTER, Inc. - FJC Housing First - Prevention	20
Hope Solutions- Probation Housing Prevention Program	15
SHELTER, Inc. - ESG (State) Prevention	8
SHELTER, Inc. - ESG (County) Prevention	4
SHELTER, Inc. - Positive Futures Prevention	1

TABLE FOURTEEN: CRISIS RESPONSE PROGRAMS UTILIZED IN 2019

Program Names	Project Type	# of Clients
CORE Mobile Outreach	Outreach	3849
GRIP- West County CARE Center	Support Service Only	1158
H3 - Central County CARE Center	Support Service Only	943
H3 - Central County Warming Center	Emergency Shelter	830
Trinity Center of Walnut Creek	Support Service Only	683
Hope Solutions - Housing Navigation Program	Support Service Only	599
Berkeley Food and Housing Project- Central County Warming Center	Emergency Shelter	554
CCHP - Brookside Shelter	Emergency Shelter	496
Berkeley Food and Housing Project - Central County CARE Center	Support Service Only	450
CCHP - Concord Shelter	Emergency Shelter	447
SHELTER, Inc. - HousingWORKS!	Support Service Only	417
GRIP- West County Warming Center Night by Night	Emergency Shelter	417
Monument Crisis Center - Homeless	Support Service Only	356
Hume Center Rapid Resolution*	Support Service Only	300
GRIP Family Emergency Shelter	Emergency Shelter	231
GRIP Old Warming Center Enrollment	Emergency Shelter	211
SHELTER, Inc. - SSVF Rapid Rehousing	Rapid Rehousing	194
Hope Solutions - HousingWorks	Rapid Rehousing	159
Philip Dorn Respite Center	Emergency Shelter	147
STAND Emergency Shelter	Emergency Shelter	118
HDAP	Support Service Only	112
Berkeley Food and Housing SSVF Rapid Rehousing	Rapid Rehousing	108
SHELTER, Inc. - REACH Plus RRH for Families and Singles	Rapid Rehousing	101
CCYCS - Calli House	Support Service Only	99
SHELTER, Inc. - Mountain View House	Emergency Shelter	88

Winter Nights Shelter	Emergency Shelter	85
SHELTER, Inc. - ESG (State) RRH	Rapid Rehousing	82
FJC - Housing First	Support Service Only	73
Trinity Center Evening Program	Emergency Shelter	67
Anka - Don Brown Shelter	Emergency Shelter	56
BACS-Don Brown Shelter	Emergency Shelter	56
SHELTER, Inc. - AB109 Rapid Rehousing	Rapid Rehousing	52
SHELTER, Inc. - Project Independence Kaiser Pilot	Support Service Only	51
SHELTER, Inc. - Employment Services	Support Service Only	48
SHELTER, Inc. - ESG (County) RRH	Rapid Rehousing	45
GRIP Basic Needs	Support Service Only	45
Uilkema House	Transitional Housing	40
SHELTER, Inc. - Rental Assistance (Homeless)	Rapid Rehousing	38
Hope Solutions- Probation Housing RRH Program	Rapid Rehousing	36
Winter Nights Parking Lot Program	Emergency Shelter	36
STAND Transitional housing	Transitional Housing	34
HVRP Employment Services	Support Service Only	31
SHELTER, Inc. - FJC Housing First - Rapid Rehousing	Rapid Rehousing	29
Humanity Way	Rapid Rehousing & Services Only	24
SHELTER Inc. - GPD Casa Verde	Transitional Housing	20
CCYCS - Bissell/Pomona Apts	Transitional Housing	19
Anka - Casa Verde	Transitional Housing	17
Northern California Family Center	Emergency Shelter	14
CCYCS - Appian - Mary McGovern	Transitional Housing	13
Hope Solutions - Housing Navigation CoCo Lead Program	Support Service Only	13
Trinity Center Safe Parking Program	Support Services Only	10
CCYCS - Calli SSO	Support Service Only	2

* HUME Center Rapid Resolution has been split into Prevention and Diversion in future program years (2019 was a pilot year).

TABLE FIFTEEN: PERMANENT SUPPORTIVE PROGRAMS UTILIZED IN 2019

Programs Name	# of Clients
S+C Tenant-Based Rental Assistance Program	510
Hope Solutions - Families in Supportive Housing (FISH)	76
Hope Solutions - Garden Park Apartments	67
Hope Solutions - Access	59
SHELTER, Inc. - TurningPoint Housing Program (Permanent Housing)	42
SHELTER, Inc. - Project Thrive (Permanent Housing)	38
Hope Solutions - Lakeside Apartments	36
Idaho Apartments	30
SHELTER, Inc. - Permanent Step Program	21
Destination Home	18
Tabora Gardens	16
CCYCS - Permanent Connections	13
S+C Project-Based Rental Assistance Program - Ohio Street	7
S+C Villa Vasconcellos	5
S+C Lakeside	4

APPENDIX B: METHODOLOGY

This annual report includes four data sources: 1) enrollment and exit data from the Homeless Management Information System (HMIS), 2) Coroner's Data, 3) Point in Time (PIT) count data, and 4) HUD System Performance Measurements.

HMIS

All HUD-funded CoCs are required to maintain a Homeless Management Information System (HMIS) to produce an unduplicated count of persons accessing and utilizing CoC services (such as prevention services, programs for those with a housing crisis, and previously homeless consumers who are now in permanent supportive housing programs). This service data collected in HMIS allows the CoC to analyze patterns of service use and measure program impacts and outcomes. CoC partners in Contra Costa County enter data in HMIS for all consumers accessing homeless programming upon enrollment and continue to track program utilization, client demographics, and exit destinations.

Each enrollment identifies a head of household; if the person is a single adult, that person is the head of household and if the person is part of a family, one of the adults will be identified as the head of household. Analyses in this report most often report data for the head of household to demonstrate the housing needs based on the number of households needing housing by sub-populations. Demographics such as age and gender are based on individual data and not household data.

HMIS data allows us to analyze:

1. Demographic data (race, ethnicity, gender, household configuration, disabling conditions)
2. Socio-economic status (income and benefits, history of domestic violence, veteran status)
3. Program engagement (enrollment and exit data for any program in the CoC)
4. Outcome data (homeless status upon exiting from CoC programs and returns to homeless for those who exit to housing)

CORONER'S DATA

The Contra Costa County Coroner's office is an investigative unit responsible for determining the cause and manner of death on all deaths in the county that were sudden, violent, or unnatural as well as deaths that were not tended to by a medical professional. Each year the coroner's office provides H3 with a summary of the cause of death among people living outside at the time of their death.

2020 POINT IN TIME (PIT) COUNT

The PIT count is conducted annually in Contra Costa County to identify people experiencing sheltered and unsheltered homelessness on one given night during the last 10 days of January. The 2020 PIT count was conducted January 22, 2020. This data is used in conjunction with HMIS data to demonstrate the needs for crisis services for unsheltered and sheltered consumers as well as housing needs to reduce the number of people experiencing homelessness.

The PIT data included in this report is based on individuals, not households. A full 2020 PIT count report is available on the Health, Housing, and Homeless Services website: https://cchealth.org/h3/coc/pdf/PIT-report-2020.pdf.

HUD PERFORMANCE MEASURES

The purpose of HUD's System Performance Measures is to help communities gauge their progress in preventing and ending homelessness and provide a more complete picture of how well a community is achieving this goal. Performance Measures are generated from HMIS data. The measurements are assessed for the three project types described earlier in this report: 1) Prevention, 2) Crisis Response (Emergency Shelter, Transitional Housing, or Rapid Rehousing Assistance), and 3) Permanent Supportive Housing.

Performances Measures were analyzed for trends to demonstrates shifts in the number of people or households served and outcomes. Please note that findings from the performance measures may be different than findings from the annual report, as the reporting periods are not identical, and performance measures don't include all project types in the CoC.