



HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC) Meeting Agenda

September 21, 2022, 1pm

Members and the public may participate by Zoom video call:

<https://us06web.zoom.us/j/82550677869?pwd=T1BYeUV0bIZMNUZqWG5EcXRvQzQvdz09>

Or dial in:

+1 346 248 7799

Meeting ID: 825 5067 7869

Passcode: 009240

1. Call to Order
2. Administrative Action: Vote to Approve a Resolution Acknowledging Governor Newsom's Proclamation of a State of Emergency and Authorizing Meetings by Teleconference Until the HSOC's Next Regularly Scheduled Meeting Pursuant to the Ralph M. Brown Act, as Authorized by Assembly Bill (AB) 361
3. Introductions
4. Public Comment
5. Consent: Approval of Minutes
6. Action/Information/Discussion
 - 6.1. Implementing Five-Year Plan Line of Effort 1 - Create Affordable and Appropriately Designed Housing Opportunities and Shelter Options for Underserved Populations
 - 6.1.1. Continuum of Care Grant – Annual Grant to Support Housing and Coordinated Entry
 - 6.1.1.1. Action Item: Vote to a) Make Funding Recommendations for Up to \$1,328,143 in Fiscal Year 2022 Funding from the Annual Continuum of Care (CoC) Grant from the U.S.

Department of Housing and Urban Development (HUD)
and b) to Approve Rankings of Proposed Projects

- 6.1.2. Housing Stabilization Vouchers
 - 6.1.2.1. Action Item: Vote to Approve a Letter of Commitment and Support for HASLO's Application for Housing Stabilization Vouchers
- 6.2. Implementing Five-Year Plan Line of Effort 2: Reduce or Eliminate Barriers to Housing Stability
 - 6.2.1. Action Item: Vote to Recommend a Street Outreach Coordination Project for \$1,699,098 in Funding Under the Special Unsheltered Grant Continuum of Care Program Competition Administered by the U.S. Department of Housing and Urban Development
 - 6.2.2. Coordinated Training of Homeless Services Agency Staff
 - 6.2.2.1. Action Item: Vote to Allocate an Initial Amount of Up to \$5,000 from Homeless Housing, Assistance and Prevention Program (HHAP) Round 3 Funds for Training for Homeless Services Agency Staff
 - 6.2.2.2. Developing Culturally Sensitive Programs
 - 6.2.2.2.1. Discussion Item: Racial Equity Analysis – Homebase
- 6.3. Implementing Five-Year Plan Line of Effort 3 – Improve and Expand Data Management Efforts Through HMIS and Coordinated Entry System to Strengthen Data-Driven Operational Guidance and Strategic Oversight
 - 6.3.1. Discussion Item: Updates to Coordinated Entry Processes to Improve Data Reporting and Coordination of Services to Participants
 - 6.3.2. Discussion Item: Tracking and Reporting on Progress for HHAP Round 3 Grant Outcomes
- 6.4. Implementing Five-Year Plan Line of Effort 4 – Create, Identify, and Streamline Funding and Resources

- 6.4.1. Discussion Item: Update on CenCal Services and Housing and Homelessness Incentive Program (HHIP) – Nicole Bennett, CenCal Health
- 6.5. HSOC Membership
 - 6.5.1. Action Item: Vote to Amend HSOC By-Laws to Allow Members to Appoint Alternates at Any Time During Their Term Instead of Only During the First 30 Days of Their Term
 - 6.5.2. Discussion Item: Expiring and Vacant HSOC Seats and Annual Invitation to the Public to Apply for Vacant or Expiring Seats
- 6.6. Discussion Item: Homeless Families
 - 6.6.1. Discussion Item: Back to School
 - 6.6.2. Discussion Item: Outcome Measures for Homeless Families
- 6.7. Discussion Item: Committee Updates
- 6.8. Discussion Item: Update on Oklahoma Avenue Parking Village
- 6.9. Discussion Item: Federal & State Grants Update
- 7. Future Discussion/Report Items
- 8. Updates and Requests for Information
- 9. Upcoming Meetings
 - Next Regular Meeting: November 16 at 1pm
- 10. Adjournment

The full agenda packet for this meeting is available on the SLO County HSOC web page:

[https://www.slocounty.ca.gov/Departments/Social-Services/Homeless-Services/Homeless-Services-Oversight-Council-\(HSOC\).aspx](https://www.slocounty.ca.gov/Departments/Social-Services/Homeless-Services/Homeless-Services-Oversight-Council-(HSOC).aspx)

Full HSOC Meeting
September 22, 2022
Recusal Notice

For attention of HSOC Members:

Please note that the following items on this meeting's agenda will involve a vote:

6.1.1.1 Action Item: Vote to a) Make Funding Recommendations for Up to \$1,328,143 in Fiscal Year 2022 Funding from the Annual Continuum of Care (CoC) Grant from the U.S. Department of Housing and Urban Development (HUD) and b) to Approve Rankings of Proposed Projects

6.2.1 Action Item: Vote to Recommend a Street Outreach Coordination Project for \$1,699,098 in Funding Under the Special Unsheltered Grant Continuum of Care Program Competition Administered by the U.S. Department of Housing and Urban Development

The vote will be to recommend funding awards to the Board of Supervisors. The following organizations are under consideration for funding by the HSOC:

Transitions Mental Health Association (TMHA)
Community Action Partnership of San Luis Obispo (CAPSLO)
Lumina Alliance
El Camino Homeless Organization (ECHO)
5Cities Homeless Coalition (5CHC)
Salvation Army

To avoid a conflict of interest, or the appearance of a conflict of interest, we request that HSOC members recuse themselves during discussion and the vote for this item, if they or a family member are:

1. an employee or director of any of the organizations listed above, or
2. if they or a family member are an employee or director of any organization that would stand to benefit financially from an arrangement with any of the organizations listed above, which would become possible if the organization was awarded the funding under consideration.

Although the terms are sometimes used interchangeably, recusal is different from abstention. Abstention which means to vote with the majority, which could still represent a conflict of interest. Recusal means to not take part in the discussion or vote at all.

Recusal should be declared prior to discussion of the item, so that the County staff administering the meeting know not to call your name when the vote is taken on this item. HSOC members may recuse themselves by email prior to the meeting, by emailing SS_HomelessServices@slo.co.ca.us, or verbally at the beginning of the meeting.

Representatives from the organizations listed above who are HSOC members *may* speak on the subject of their organization's funding application, and may advocate for their organization to be recommended for funding, during the Public Comment period at the beginning of the meeting.

**HOMELESS SERVICES OVERSIGHT COUNCIL
ADMINISTRATIVE ACTION ITEM 2
SEPTEMBER 21, 2022**

AGENDA ITEM NUMBER: 2

ITEM: VOTE TO APPROVE A RESOLUTION ACKNOWLEDGING GOVERNOR NEWSOM'S PROCLAMATION OF A STATE OF EMERGENCY AND AUTHORIZING MEETINGS BY TELECONFERENCE UNTIL THE HSOC'S NEXT REGULARLY SCHEDULED MEETING PURSUANT TO THE RALPH M. BROWN ACT, AS AUTHORIZED BY ASSEMBLY BILL (AB) 361.

ACTION REQUIRED:

Vote to approve a resolution acknowledging Governor Newsom's proclamation of a State of Emergency and authorizing meetings by teleconference until the HSOC's next regularly scheduled meeting pursuant to the Ralph M. Brown Act, as authorized by Assembly Bill (AB) 361.

SUMMARY NARRATIVE:

Recently enacted AB361 amended Government Code Subsection 54953 to allow local legislative bodies to continue to hold virtual public meetings after the expiration of the Governor's Executive Order on September 30, 2021 that had waived provisions of the Brown Act requiring local legislative bodies to hold in person meetings.

The authority to hold virtual public meetings under the provisions of AB361 remains effective through January 1, 2024. In order to exercise the right to hold a virtual public meeting, one of the following three conditions must be met:

1. The local agency is holding a meeting during a proclaimed state of emergency, and state or local officials have imposed or recommended measures to promote social distancing¹; or
2. The meeting is held during a proclaimed state of emergency for the purpose of determining, by majority vote, whether as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees; or
3. The meeting is held during a proclaimed state of emergency and the legislative body has determined, by majority vote, that, as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.

¹ There currently is no state or local order in place requiring social distancing, nor is there a formal recommendation from State or local officials on social distancing, with the exception of a CalOSHA regulation

**HOMELESS SERVICES OVERSIGHT COUNCIL
ADMINISTRATIVE ACTION ITEM 2
SEPTEMBER 21, 2022**

To continue to hold virtual meetings, the Board of Supervisors, and other local legislative bodies, must make the following findings by a majority vote² no more than 30 days after holding its first virtual meeting under one of the circumstances above, and every 30 days thereafter; unless the body is not scheduled to meet within 30 days, in which case it must make the following findings at its next regularly scheduled meeting:

(A) The legislative body has reconsidered the circumstances of the state of emergency.

(B) Any of the following circumstances exist:

- (i) The state of emergency continues to directly impact the ability of the members to meet safely in person.
- (ii) State or local officials continue to impose or recommend measures to promote social distancing.

COVID transmission in San Luis Obispo County is rated as moderate by the Centers for Disease Control as of September 15, 2022. Due to the increased risk of transmission of COVID-19 in indoor settings, the HSOC is being asked to consider approving the resolution allowing for the use of virtual meetings for 30 days from September 21, 2022.

BUDGET/FINANCIAL IMPACT:

There is no financial impact if the HSOC votes to approve the attached resolution.

STAFF COMMENTS:

Staff recommend approval of this resolution.

ATTACHMENT:

- A. A RESOLUTION OF THE HOMELESS SERVICES OVERSIGHT COUNCIL ACKNOWLEDGING GOVERNOR NEWSOM'S PROCLAMATION OF A STATE OF EMERGENCY AND AUTHORIZING MEETINGS BY TELECONFERENCE MEETINGS FOR AN ADDITIONAL PERIOD OF THIRTY DAYS PURSUANT TO THE RALPH M. BROWN ACT

² A majority vote is not needed if the conditions of criterion 1 have been met.

Homeless Services Oversight Council
COUNTY OF SAN LUIS OBISPO, STATE OF CALIFORNIA

Wednesday September 21st 2022

PRESENT:

ABSENT:

RESOLUTION NO. _____

**A RESOLUTION OF THE HOMELESS SERVICES OVERSIGHT COUNCIL ACKNOWLEDGING
GOVERNOR NEWSOM'S PROCLAMATION OF A STATE OF EMERGENCY AND
AUTHORIZING MEETINGS BY TELECONFERENCE MEETINGS FOR AN ADDITIONAL
PERIOD OF THIRTY DAYS PURSUANT TO THE RALPH M. BROWN ACT**

The following resolution is now offered and read:

WHEREAS, on March 4, 2020, Governor Newsom issued a Proclamation of State of Emergency in response to the COVID-19 pandemic; and

WHEREAS, the proclaimed state of emergency remains in effect; and

WHEREAS, on March 17, 2020, Governor Newsom issued Executive Order N-29-20 that suspended the teleconferencing rules set forth in the California Open Meeting law, Government Code section 54950 et seq. (the "Brown Act"), provided certain requirements were met and followed; and

WHEREAS, on June 11, 2021, Governor Newsom issued Executive Order N-08-21 that clarified the suspension of the teleconferencing rules set forth in the Brown Act, and further provided that those provisions would remain suspended through September 30, 2021; and

WHEREAS, on September 16, 2021, Governor Newsom signed AB 361, allowing legislative bodies subject to the Brown Act to continue meeting by teleconference if the legislative body determines that meeting in person would present imminent risks to the health or safety of attendees, and further requires that certain findings be made by the

legislative body every thirty (30) days; and

WHEREAS, California Department of Public Health and the federal Centers for Disease Control and Prevention (“CDC”) caution that the Omicron variant of COVID-19, currently the dominant strain of COVID-19 in the country, is more transmissible than the original SARS-CoV-2 variant of the virus, and that even fully vaccinated individuals can be infected and may spread the virus to others resulting in rapid and alarming rates of COVID-19 cases and hospitalizations (<https://www.cdc.gov/coronavirus/2019-ncov/variants/omicron-variant.html>); and

WHEREAS, the CDC has established a “Community Transmission” metric with 4 tiers designed to reflect a community’s COVID-19 case rate and percent positivity; and

WHEREAS, the County of San Luis Obispo currently has a Community Transmission metric of “moderate” which is the third most serious of the tiers; and

WHEREAS, in the interest of public health and safety, as affected by the emergency caused by the spread of COVID-19, the Homeless Services Oversight Council deems it necessary to find holding in person meetings would present imminent risks to the health or safety of attendees, and thus intends to invoke the provisions of AB 361 related to teleconferencing.

NOW, THEREFORE, BE IT RESOLVED AND ORDERED by the Homeless Services Oversight Council that:

1. The recitals set forth above are true and correct.
2. The Proclamation of State of Emergency in response to the COVID-19 pandemic issued by Governor Newsom on March 4, 2020, remains in effect.
3. The Homeless Services Oversight Council finds that the proclaimed state of emergency continues to impact the ability of members to meet safely in person and meeting in person would present imminent risks to the health or safety of attendees.

Administration Action Item 2, Attachment A

4. Staff is directed to return at its next regularly scheduled meeting with an item for the Homeless Services Oversight Council to consider making the findings required by AB 361 to continue meeting under its provisions.

Upon motion of Homeless Services Oversight Council Member _____, seconded by Homeless Services Oversight Council Member _____, and on the following roll call vote, to wit:

AYES:

NOES:

ABSENT:

ABSTAINING:

the foregoing resolution is hereby adopted.

Chairperson of the Homeless Services Oversight
Council

ATTEST:

[Insert appropriate attestation signature block]

APPROVED AS TO FORM AND LEGAL EFFECT:

RITA L. NEAL
County Counsel

By: _____
Deputy County Counsel

Dated: _____

HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC) MEETING MINUTES

Date

July 20, 2022

Time

1pm-3pm

Location

Zoom

Members Present

Allison Brandum

Amelia Grover

Anna Miller

Anne Robin

Bettina Swigger

Brenda Mack

Caroline Hall

Dawn Ortiz-Legg

Devin Drake

Garret Olson

Jack Lahey

Janna Nichols

Jeff Smith

Jessica Thomas

Jim Dantona

Kathy McClenathen

Kristen Barneich

Laurel Barton (alternate for Dawn Addis)

Marcia Guthrie

Nicole Bennett

Rick Gulino

Scott Smith

Shay Stewart

Steve Martin
Susan Funk
Susan Lamont
Wendy Lewis
William Crewe

Members Absent

Andy Pease
Dawn Addis
Mark Lamore

Staff and Guests

Aurora William
Barbara Lorenzen
Becky Mc
Bonnie Ernst
Bridget Kurtt DeJong
Carlos Mendoza
Carrie Collins
Danielle McClellan
Elaine Archer
George Solis
Gregory Fearon
Jeff Al-Mashat
Jessica Lorange
Joe Dzvonik
Julien Powell
Kate Swarthout
Kelsey Nocket
Laurel Weir
Lauryn Searles
Lawren Ramos
Leon Shordon
Mia Trevelyan
Molly Kern
Rebecca Jorgeson

Russ Francis
Sara Erickson
Sarah Montes Reinhart
Scott Collins
Sue Warren
Yael Korin
Yesenia Alonso

1. Call to Order

Susan Funk called the meeting to order at 1pm.

2. Administrative Action: Vote to Approve a Resolution Acknowledging Governor Newsom's Proclamation of a State of Emergency and Authorizing Meetings by Teleconference Until the HSOC's Next Regularly Scheduled Meeting Pursuant to the Ralph M. Brown Act, as Authorized by Assembly Bill (AB) 361

Anna made a motion to approve the resolution acknowledging Governor Newsom's proclamation of a state of emergency and authorizing meetings by teleconference until the HSOC's next regularly scheduled meeting pursuant to the Ralph M. Brown Act, as authorized by Assembly Bill (AB) 361, seconded by Devin. The motion passed with all in favor, none opposed and no abstentions.

3. Introductions

None.

4. Public Comment

Amelia shared that Dignity Health and partner agencies have received a Partnerships for Action grant, and will be participating in the California Health Care & Homelessness Learning Collaborative over the next two years. This will enable them to improve and enhance healthcare delivery to people experiencing homelessness. Dignity Health will be reaching out to stakeholders over the next few months.

5. Consent: Approval of Minutes

Devin made a motion to approve the minutes, seconded by Nicole. The motion passed with all in favor, none opposed and no abstentions.

6. Action/Information/Discussion

6.1 Discussion Item: Point in Time (PIT) Count Update

Laurel reported that the 2022 Point in Time (PIT) Count Report was released on July 19. The PIT Count is a biannual count of sheltered and unsheltered people experiencing homelessness, which is carried out as a condition of HUD (US Department of Housing and Urban Development) grant funding. Unlike data drawn from the County's HMIS (Homeless Management Information System), the PIT Count includes people who are not currently receiving services. The count is conducted within a 6-8 hour period around dawn, supplemented by surveys carried out by people with lived experience of homelessness in the days following the count.

The PIT Count was not carried out in 2021 due to COVID. In 2022, specialized protocols were put in place to protect the volunteers conducting the count. The Omicron surge did impact the County's ability to recruit volunteers, guides and surveyors, particularly in North County.

The overall number of people counted in the 2022 PIT Count was 1,448, representing a slight decrease from 1,483 in 2019. This is almost certainly due in part to COVID protocols and other impacts of COVID. North County in particular showed a lower count in 2022 than 2019, and was the region particularly impacted by challenges in recruiting volunteers and guides.

There was a small increase in the percentage of people experiencing unsheltered homelessness compared to those experiencing sheltered homelessness. The length of time that people are homeless has increased, which is consistent with data from HMIS.

92% of people experiencing homelessness in SLO County lived in SLO County when they became homeless. More than half had lived in SLO County for more than ten years when they became homeless.

Around one third of people experiencing homelessness reported that their current episode of homelessness was their first. 22% reported that they became homeless due to a COVID-related issue. 14% of people surveyed were employed; 27% were unemployed and unable to work, and a further 32% were unemployed and looking for work. The 2022 PIT Count shows a large uptick in people experiencing homelessness reporting they had experienced Domestic Violence – 37% compared to 22% in 2019.

Laurel and George took questions on the report and confirmed the following:

- The survey was sampled more heavily in South County and among unsheltered people.
- People staying at the Oklahoma Avenue Parking Village were included in the unsheltered count.
- Data for subpopulations is included in the report, including people aged 65+. This subpopulation has seen an increase since 2019.
- The transitional housing data in the report was based on data reported to the County by Lumina Alliance and TMHA (Transitions Mental Health Association).
- The report has been posted to the County website, and the County has sent press releases to local media.
- Results will have been impacted by active outbreaks occurring at shelters at the time of the count, as shelters were directed not to accept new people.
- 323 surveys were completed.

6.2 Action Item: Review and Vote to Approve the Draft Strategic Plan

Susan Funk, Joe Dzvonik and Bridget DeJong presented the Draft Strategic Plan to Address Homelessness. The vision of the Strategic Plan is to reduce homelessness by ensuring that people at risk of losing housing can retain it, and those experiencing homelessness can equitably secure safe housing with appropriate supports, minimizing trauma to the individual, the community and the environment. The goals of the plan are to reduce the number of people experiencing homelessness to 50% of the current level within five years, and to reduce unsheltered homelessness to 50% of the current level within five years. The Plan is organized into six lines of effort: housing opportunities and shelter options; housing stability; data management efforts; funding and resources; regional collaboration; and public engagement. The first line of effort – creating affordable and appropriately designed housing opportunities and shelter options for underserved populations – is the primary effort, with the other lines of effort supporting this.

The Plan emphasizes a rapid cycle implementation strategy to add capacity. Planning and implementation will be occurring simultaneously. The Plan recognizes the need to work across jurisdictional boundaries and across sectors in order to move forward in a coordinated manner. This will include a Regional Compact, to codify relationships between different stakeholders and agencies.

The Steering Committee gathered feedback on the Plan by presenting it to City Councils and community venues, via a public online survey, and via a survey of people currently experiencing homelessness. Primary concerns raised have included the need for more behavioral health services, the need for more data and transparency, and concerns about the ability of the community to meet these goals due to opposition from residents and businesses ('NIMBYism') and funding issues. The options for HSOC are to approve the Plan as it is and send it on to the Board of Supervisors for review; to approve the Plan with specific amendments and send it on to the Board of Supervisors for review; or to send it back to the Steering Committee to revise.

Rick made a motion to approve the Draft Strategic Plan without amendment, seconded by Jim. The motion passed with none opposed. Dawn Ortiz-Legg, Jack Lahey and Laurel Barton (alternate for Dawn Addis) abstained.

6.3 Discussion Item: Committee Updates

Committee updates were included in the agenda packet.

6.4 Discussion Item: Administrative/Homeless Action Committee Update – Joe Dzvonik

6.4.1 Discussion Item: Oklahoma Avenue Tiny House Village Request for Proposals

Joe reported that a Request for Proposals (RFP) has been released for the building of a proposed Oklahoma Avenue Tiny House Village. The RFP was released more than two weeks ago, and the closing date is the end of July (for the design and build portion).

6.4.2 Discussion Item: HMIS (Homeless Management Information System) Update

This item was covered in the above discussion of the Strategic Plan (item 6.2).

6.5 Discussion Item: Update on Oklahoma Avenue Parking Village – Jeff Al-Mashat

Jeff Al-Mashat reported that the expansion of the Oklahoma Avenue Parking Village has been completed, providing some more space, though not as much as had been hoped due to larger vehicles arriving including very large RVs. Clients at the site

present with different issues that can make finding housing a challenge. Recent successes have included family reunifications.

6.6 Discussion Item: Federal & State Grants Update

Laurel reported that the County intends to release a Request for Proposals in early August, for HUD's special NOFO (Notice of Funding Opportunity) to address rural unsheltered homelessness. This timeline may change however, as HUD has not yet published its guidelines for this grant program.

For the Homeless Housing, Assistance and Prevention Program Round 3 (HHAP 3), the County has not yet received feedback from the State. The HSOC will need to vote on the HHAP 3 goals once the State has provided feedback, so there may need to be a special meeting of the HSOC in August for this purpose.

7. Future Discussion/Report Items

- Particular concerns were raised by several HSOC members about families as subpopulation
- Update on Coordinated Entry updated processes
- Update on CenCal Health housing services – Nicole
- Update on CenCal Health meals program – Nicole
- Update on Housing and Homelessness Incentive Program – Nicole

8. Updates and Requests for Information

None.

9. Upcoming Meetings

Next Regular Meeting: September 21 at 1pm

10. Adjournment

Susan Funk adjourned the meeting at 3:28pm.

HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC) MEETING MINUTES

Date

August 12, 2022

Time

3pm-4pm

Location

Zoom

Members Present

Allison Brandum

Andy Pease

Anne Robin

Bettina Swigger

Brenda Mack

Devin Drake

Garret Olson

Jack Lahey

Janna Nichols

Jessica Thomas

Laurel Barton (alternate for Dawn Addis)

Marcia Guthrie

Mark Lamore

Molly Kern (alternate for Jim Dantona)

Nicole Bennett

Scott Smith

Shay Stewart

Steve Martin

Susan Funk

Susan Lamont

Wendy Lewis

William Crewe

Members Absent

Amelia Grover
Anna Miller
Caroline Hall
Dawn Addis
Dawn Ortiz-Legg
Jeff Smith
Jim Dantona
Kathy McClenathen
Kristen Barneich
Rick Gulino

Staff and Guests

Brandy Graham
Carmen Sampson
Carrie Collins
Elaine Archer
George Solis
Harlee Hopkins
Julien Powell
Kelly Boicourt
Kelsey Nocket
Lauryn Searles
Leon Shordon
Mayra
Russ Francis
Suzie Freeman
Yael Korin
Yvonne Morales

1. Call to Order

Susan Funk called the meeting to order at 3pm.

2. Administrative Action: Vote to Approve a Resolution Acknowledging Governor Newsom's Proclamation of a State of Emergency and Authorizing Meetings by Teleconference Until the HSOC's Next Regularly Scheduled Meeting Pursuant to the Ralph M. Brown Act, as Authorized by Assembly Bill

(AB) 361

Shay made a motion to approve the resolution acknowledging Governor Newsom's proclamation of a state of emergency and authorizing meetings by teleconference until the HSOC's next regularly scheduled meeting pursuant to the Ralph M. Brown Act, as authorized by Assembly Bill (AB) 361, seconded by Scott. The motion passed with all in favor, none opposed and no abstentions.

3. Introductions

Carmen and Mayra from LAGS Recovery introduced themselves.

4. Public Comment

Janna thanked Susan Funk for her hard work and leadership on the Strategic Plan and for the presentation to the Board of Supervisors earlier in the week, at which the Plan was approved.

George reported that the local RFP (Request for Proposals) for the CoC (Continuum of Care) special unsheltered grant program was released on August 10. The local RFP for the annual CoC grant will be released shortly, and there will be a very tight window for applications.

Jack reported that 40 Prado is not currently accepting referrals due to a COVID outbreak.

Brandy reported that the SSVF (Supportive Services for Veteran Families) program has received additional funding, which will raise the AMI (Area Median Income) ceiling for veterans eligible for the program from 50% AMI to 80% AMI.

5. Action/Information/Discussion

5.1 Action Item: Vote to Recommend the Final Goals to be Submitted as Part of the Application for the Homeless Housing, Assistance and Prevention Program Round 3 (HHAP-3) Funding

Laurel reported that Cal ICH (California Interagency Council on Homelessness) set seven goals for CoCs to track in order to receive Homeless Housing, Assistance and Prevention Program Round 3 (HHAP-3) funding. If a CoC meets its goals, it will receive additional funding of around \$750,000 in 2023.

The CoC submitted its preliminary application to Cal ICH in June. Cal ICH subsequently gave feedback, and staff revised the goals on the basis of this feedback. The revised goals must be approved by HSOC before being submitted again to Cal ICH.

The Committee discussed the revised goals and Laurel clarified the following points:

- The revised goals propose to ‘bend the curve’ for some goals rather than reduce numbers. This is because, since 2020, the CoC has already been seeing rises from the baseline data in number of people experiencing homelessness and the number of days people are remaining homeless. Bending the curve represents achievable goals rather than stretch goals.
- Cal ICH specifically pushed back on measure 4 – the number of days that people remain homeless. The County has had access to new data since the initial application which has now been incorporated. There was also a typo on measure 1 which has been corrected.
- Cal ICH initially correlated more people getting housing with a *reduction* in people accessing HMIS (Homeless Management Information System). Following feedback from CoCs, Cal ICH reversed on this and are now correlating more people getting housing with an increase in people accessing HMIS.
- For outcome goal 6, successful Street Outreach placements refers to placement in Emergency Shelter as well as into Permanent Housing.
- The data for veterans as the subpopulation for goal 1b was drawn from the 2019 PIT (Point in Time) Count.

Anne proposed an amendment to replace the language “Persons with Serious Mental Illness” to “Persons with Behavioral Health Issues” in Target Subpopulations for Goals 3 and 5.

Janna made a motion to recommend the final goals to be submitted as part of the application for the Homeless Housing, Assistance and Prevention Program Round 3 (HHAP-3) funding, with the above amendment, seconded by Anne. The motion passed with all in favor, none opposed and no abstentions.

6. Upcoming Meetings

Next Regular Meeting: September 21 at 1pm

7. Adjournment

Susan Funk adjourned the meeting at 3:45pm.

HOMELESS SERVICES OVERSIGHT COUNCIL

AGENDA ITEM 6.1.1.1

September 21, 2022

AGENDA ITEM NUMBER: 6.1.1.1

ACTION ITEM: VOTE TO A) MAKE FUNDING RECOMMENDATIONS FOR UP TO \$1,328,143 IN FISCAL YEAR 2022 FUNDING FROM THE ANNUAL CONTINUUM OF CARE (COC) GRANT FROM THE U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD) AND B) TO APPROVE RANKINGS OF PROPOSED PROJECTS

ACTION REQUIRED:

Vote to a) Make Funding Recommendations for Up to \$1,328,143 in Fiscal Year 2022 Funding from the Annual Continuum of Care (CoC) Grant from the U.S. Department of Housing and Urban Development (HUD) and b) to Approve Rankings of Proposed Projects

SUMMARY NARRATIVE:

The U.S. Department of Housing and Urban Development (HUD) released the FY2022 CoC Program Funding Notice of Funding Opportunities (NOFO) on August 1, 2022. Per HUD's NOFO, the San Luis Obispo County CoC is eligible to apply for \$1,013,495 to renew existing CoC projects or reallocate to new projects, \$72,585 for new bonus projects or expansion of existing renewal projects, and \$145,170 for new Domestic Violence (DV) Bonus projects. Per 24 CFR 578.15, eligible applicants include nonprofit organizations; state governments; local governments; instrumentalities of state and local governments.

The CoC Program is designed to: promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit organizations, state governments, local governments, instrumentalities of state and local governments to quickly re-house homeless individuals, families, persons fleeing domestic violence, and youth while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless; and to optimize self-sufficiency among those experiencing homelessness.

Eligible Activities

Four project categories (Renewal Projects, New Projects, Youth Demonstration Grant Renewal and Replacement Projects, and Domestic Violence Bonus Projects) and their associated activities are eligible to receive funding.

The following activities are eligible for renewal funding or may have funding reallocated from one project to another:

- Permanent Supportive Housing (PSH)
- Rapid Rehousing (RRH)
- Transitional Housing (TH)
- Joint RRH+TH
- Homeless Management of Information System (HMIS)

HOMELESS SERVICES OVERSIGHT COUNCIL

AGENDA ITEM 6.1.1.1

September 21, 2022

- Youth Homelessness Demonstration-funded Projects (YHDP) (not applicable to SLO County CoC)
- YHDP Replacement Grants (not applicable to SLO County CoC)
- Coordinated Entry System (CES)

Bonus funding is available for expansion of existing Permanent Supportive Housing programs, Coordinated Entry System projects, Transitional Housing, and Rapid Rehousing, as well as for new Permanent Supportive Housing projects. This year, HUD is giving bonus points to communities that propose new projects that connect housing and health services. The County is also eligible to apply for up to \$145,170 in new funding for RRH or Joint (TH+RRH) projects dedicated to serving only participants who are fleeing from domestic violence.

HUD Continuum of Care funds are awarded partially on a formula basis and partially on a competitive basis. The majority of the funding, called the Annual Renewal Demand, is provided on a formula basis. In addition, a smaller amount of funding, referred to as bonus funding, is available for expansion projects or new projects in eligible categories. This bonus funding is awarded on a competitive basis. The CoC will also receive non-competitive funds for a Planning grant.

Project Review Criteria

HUD reviews all projects on a pass/fail standard and will not award funds to a new project unless the project was created through reallocation, or the CoC has demonstrated to HUD's satisfaction that projects are evaluated and ranked based on the degree to which they improve the CoC's system performance. Any project requesting renewal funding will be considered as having met these requirements through its previously approved grant application unless information to the contrary is received, i.e. the renewal project has compliance issues which results in the project not operating in accordance with the CoC Program Interim Rule. If awarded, a recipient is required to meet all the criteria listed in the CoC Program Interim Rule for its component.

HUD CoC funding availability is highly competitive. HUD expects each CoC to implement a thorough review and oversight process at the local level for both new and renewal project applications submitted to HUD in the FY 2022 CoC Program Competition. HUD requires that CoCs rank applications based on funding priority using a two-tier ranking system.

Tier 1 is equal to 95 percent of the CoC's Annual Renewal Demand (ARD) as described in Section III.B.2.a of the NOFO. HUD will select projects from the highest scoring CoC to the lowest scoring CoC, provided the project applications pass both project eligibility and project quality threshold review, and if applicable, project renewal threshold. In the event insufficient funding is available to award all Tier 1 projects, Tier 1 will be reduced proportionately, which could result in some Tier 1 projects falling into Tier 2. Therefore, CoCs should carefully determine the priority and ranking for all project applications for Tier 1 as well as Tier 2.

HOMELESS SERVICES OVERSIGHT COUNCIL

AGENDA ITEM 6.1.1.1

September 21, 2022

Tier 2 is the difference between Tier 1 and the maximum amount of renewal, reallocation, and CoC Bonus funds that a CoC can apply for but does not include CoC planning projects or projects selected with DV Bonus funds.

Any project that is partially funded by Tier 1 is considered a “Straddling Project.” If a project application straddles the Tier 1 and Tier 2 funding line, HUD will conditionally select the project up to the amount of funding that falls within Tier 1. Using the CoC score, and other factors described in Section II.B.11 of the NOFO, HUD may fund the Tier 2 portion of the project. If HUD does not fund the Tier 2 portion of the project, HUD may award the project at the reduced amount, provided the project is still feasible with the reduced funding (e.g., is able to continue serving homeless program participants effectively).

FY2022 CoC funding amounts available to the San Luis Obispo County CoC are listed below:

Annual Renewal Demand – amount required to renew existing projects from FY2021	\$ 1,066,837
Bonus	\$ 72,585
DV Bonus	\$ 145,170
Tier 1 (95% ARD)	\$ 1,013,495

Local Requests for Proposals

The County Department of Social Services released a local Request for Proposals for project applications on August 12, 2022 and held an informational session on August 19, 2022 via Zoom, with County staff meeting with potential project applicants to explain the grant application process and project rating criteria. The local rating criteria is based on HUD’s application evaluation criteria and point system as presented in the FY2022 HUD NOFO.

A total of six applications were received: three renewal projects, one HMIS project, one expansion project, and one Domestic Violence bonus project. Staff reviewed all applications to ensure they met the minimum threshold. A non-conflicted Ad Hoc Grant Review Committee met on September 6, 2022 to discuss and rank the applications. Staff from the Department of Social Services guided the discussion. Submitted applications were ranked in accordance with a scoring rubric based upon guidelines presented in the FY2022 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants NOFO and local priorities.

HOMELESS SERVICES OVERSIGHT COUNCIL
AGENDA ITEM 6.1.1.1
September 21, 2022

Applications Received

Agency	Project Name	Type	New or Renewal	# of Clients/ Households	Request
TMHA	CCPH+BE	PSH	Renewal	44 Clients	\$ 485,333
TMHA	SLO City PSH	PSH	Renewal	31 Clients	\$ 299,790
CAPSLO	Coordinated Entry Program	SSO	Renewal	1717 Households	\$ 220,554
CAPSLO	Coordinated Entry Program	SSO	Expansion	1717 Households	\$ 72,585
Lumina Alliance	DV Bonus Rapid Rehousing	Joint TH & PH-RRH	DV Bonus Project	176 Clients	\$ 145,170
County of San Luis Obispo	HMIS	HMIS	Renewal	N/A	\$ 61,160
TOTAL Amount of Requests					\$ 1,284,592

Project Selection and Review Process

The Ad Hoc Grant Review Committee examined entity applications and considered factors such as an applicant's past performance, project cost efficiency, severity of needs served, financial capacity, returns to homelessness, housing first policies, client income stability, client housing retention, HMIS data quality, and consistency with local HSOC priorities and plans. Analysis of cost efficiency was conducted by the Grant Review Committee regarding each project's cost per client for Permanent Supportive Housing (PSH) and Coordinated Entry projects. In addition, the Grant Review Committee evaluated performance measures derived from HMIS data and Annual Performance Reports for each of the renewal projects.

The Grant Review Committee ranked all submitted applications based on their local application review criteria scores. The Coordinated Entry Project and Permanent Supportive Housing renewal projects with existing clients were placed into Tier 1, along with the Homeless Management Information Systems project. The CES expansion project and the DV Bonus project were placed into Tier 2, per HUD guidelines. No funding was proposed for reallocation.

HOMELESS SERVICES OVERSIGHT COUNCIL
AGENDA ITEM 6.1.1.1
September 21, 2022

GRANT REVIEW COMMITTEE RECOMMENDATIONS					
TIER 1					
Rank	Agency	Project Name	New or Renewal	# of Clients/ Households	Request
1	TMHA	SLO City PSH	Renewal	31 Clients	\$ 299,790
2	TMHA	CCPH + BE	Renewal	44 Clients	\$ 485,333
3	CAPSLO	Coordinated Entry	Renewal	1717 Households	\$ 220,554
TIER 1/TIER 2 STRADDLE					
4	County	HMIS	Renewal	N/A	\$ 61,160
Tiered Projects Subtotal					\$ 1,066,837

BONUS & DV BONUS					
Rank	Agency	Project Name	New or Renewal	# of Clients/ Households	Request
5	CAPSLO	Coordinated Entry Expansion	New	1717 Households	\$ 72,585
6	Lumina	DV Bonus Rapid Rehousing	New	176 Clients	\$ 145,170
Bonus Projects Subtotal					\$ 217,755

NON-COMPETITIVE					
Rank	Agency	Project Name	New or Renewal	# of Clients/ Households	Request
	County	Planning	Renewal	N/A	\$ 43,551
Non-Competitive Subtotal					\$ 43,551

TOTAL REQUEST	\$ 1,328,143
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HSOC recommendations will be brought to the San Luis Obispo County Board of Supervisors on September 27 for final action. Recommendations approved by the Board will be submitted to HUD through the CoC Program Competition.

BUDGET/FINANCIAL IMPACT:

Should HUD Award all Tier 1, CoC Bonus, DV Bonus, and CoC Planning amounts, up to \$1,328,143 will be made available to the CoC to assist homeless persons in the county.

STAFF COMMENTS:

No additional comments.

Full applications are available here:

<https://www.slocounty.ca.gov/Departments/Social-Services/Homeless-Services/Funding-Availability.aspx>

HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)
ACTION ITEM
September 21, 2022

AGENDA ITEM NUMBER: 6.1.2.1

ITEM: Vote to authorize the HSOC Chair to sign a commitment letter in support of HASLO's Registration of Interest for the Stability Vouchers.

ACTION REQUIRED:

Vote to authorize the HSOC Chair to sign a commitment letter with the Housing Authority of San Luis Obispo for the administration of the Stability Voucher (SV) program.

SUMMARY NARRATIVE:

The Consolidated Appropriations Act, 2021 (Public Law 116-260) (2021 Act), made available \$43,343,000 for new, incremental voucher assistance under Section 8(o) of the United States Housing Act of 1937 for use by individuals and families experiencing or at-risk of homelessness; those fleeing or attempting to flee domestic violence, dating violence, sexual assault, and stalking; and veterans and families that include a veteran family member that meets one of the proceeding criteria. On August 16, 2022, the U.S. Department of Housing and Urban Development (HUD) Office of Public and Indian Housing (PIH) released a [Notice](#) soliciting a Registration of Interest from local Housing Authorities for the new vouchers, referred to as Stability Vouchers. The deadline for submission of this notice is October 20, 2022.

Housing Authorities that submit a timely Registration of Interest that meet the guidelines set forth in the Notice will then be invited to apply for a specific number of vouchers. The number of vouchers will be determined based on a relative needs formula that considers estimates of the number of households experiencing or at-risk of homelessness in the Housing Authority's geographic area.

Per the HUD Notice:

Stability Vouchers (SVs) may assist households who are homeless, as defined in section 103(a) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302(a)), at-risk of homelessness, those fleeing or attempting to flee domestic violence dating violence, sexual assault, stalking, or human trafficking, and veterans and families that include a veteran family member that meet one of the proceeding criteria.

The HUD Notice also stated "HUD expects applicant communities to partner with health and housing agencies to leverage mainstream housing and healthcare." To support this coordination, the HUD notice was published in coordination with the Special Continuum of Care (CoC)

Unsheltered Homelessness Notice of Funding Opportunity (NOFO) and Housing Authorities in communities that are selected for the special CoC Unsheltered Homelessness grants will receive first priority for the vouchers, provided they include a letter of commitment from the CoC. The second priority will be for Housing Authorities that have a letter of commitment from a partnering CoC, Veterans Services Program, or Victim Services Program.

Per the Notice, if a Housing Authority is granted stability vouchers, the following will be required:

the PHA must enter into a Memorandum of Understanding (MOU) with the CoC within 90 days to establish a partnership with the CoC to pair SVs with CoC-funded supportive services; and to collaborate with the CoC and other stakeholders to develop a prioritization plan for these vouchers. The primary responsibility of the CoC or the under the MOU is to make direct referrals of qualifying individuals and families to the PHA and to identify any CoC-funded available supportive services that may be paired with SVs.

In the MOU, CoCs are encouraged to outline any existing partnerships with health and behavioral health care providers and agencies, state Medicaid agencies and agencies and organizations that may be leveraged to provide ongoing tenancy and wrap-around supportive services for those that may benefit from such services to maintain housing stability. All services provided by the CoC must be outlined in the MOU and should demonstrate the community's strategy to coordinate assistance through available resources. HUD recommends that PHAs and partnering CoCs seek a diverse range of supportive services by partnering with organizations trusted by people experiencing homelessness.

The Housing Authority of San Luis Obispo (HASLO) is preparing a Registration of Interest and has requested that the HSOC provide a letter of commitment in support of its application. Should HASLO be selected for Stability Vouchers, the HSOC will also be asked work with HASLO to develop a prioritization plan and enter into a Memorandum of Understanding with HASLO regarding the roles of each agency with regard to the voucher.

Participating agencies to the MOU will meet to discuss a schedule and process for providing feedback to HASLO on program implementation and for identifying any needed changes to the MOU to make the process work more smoothly. The MOU will include information about available services that could be provided to voucher holders.

BUDGET/FINANCIAL IMPACT:

There is no cost associated with signing the letter. In the future, should HASLO be awarded vouchers, the HSOC and the Board of Supervisors could decide to prioritize a portion of one or more grants for stabilization services for voucher holders.

STAFF COMMENTS:

HASLO's application for Stability Vouchers supports the goals of the recently adopted countywide Five-Year Plan to Address Homelessness and is consistent with Line of Effort 1 in the plan. Providing vouchers would add to housing resources and reduce the length of time that voucher recipients experience homelessness by making housing affordable.

While the actual number of vouchers to be made available at this time is not known, there are only 4,000 vouchers available nationwide, which is substantially lower than the number of Emergency Housing Vouchers made available nationwide last summer. Based on the national number available, it is estimated that the number of vouchers that might be made available locally would be only a fraction of the total number of vouchers provided locally through the EHV program.



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF SOCIAL SERVICES
HOMELESS SERVICES DIVISION
Devin Drake *Director*

September 16, 2022

Scott Smith
Housing Authority of San Luis Obispo
PO Box 1289
San Luis Obispo, CA 93406

Dear Scott,

I write to confirm the San Luis Obispo County Continuum of Care 's (CA-614) commitment to partner with the Housing Authority of San Luis Obispo (HASLO) on the implementation of the Stability Vouchers program. The San Luis Obispo County Continuum of Care voted today to authorize me to sign this letter on behalf of the CoC.

The San Luis Obispo County Continuum of Care (SLO County CoC) specifically commits to being the referral source of eligible clients for the Stability Vouchers program. The CoC will collaborate with HASLO and stakeholders to develop a prioritization plan for the Stability Vouchers and the CoC will use its Coordinated Entry System to implement the plan and make referrals. The CoC will work with HASLO, the local Medi-Cal Managed Care agency, and Coordinated Entry organizations to coordinate Stability Voucher efforts with available services provided by or funded by the CoC or those organizations, such as security deposits, transportation to Medi-Cal covered medical appointments, and Enhanced Case Management services. Furthermore, the SLO County CoC will be submitting an application for funding under HUD's Unsheltered Homelessness Notice of Funding Opportunity for street outreach activities that will be used to help identify and connect eligible unsheltered persons into the Coordinated Entry process for consideration for the Stability Vouchers.

The SLO County CoC also confirms that it has an existing referral partnership with the two Supportive Services for Veteran Families programs that operate in our jurisdiction, as well as with Lumina Alliance, a local nonprofit assisting persons who are fleeing from intimate partner violence.

County of San Luis Obispo Department of Social Services

3433 South Higuera Street, San Luis Obispo, CA 93401-7301 | P.O. BOX 8119, San Luis Obispo, CA 93403-8119

| (P) 1-800-834-3002 | (F) 805-781-1361 | slocounty.ca.gov/dss

Thank you for this opportunity and your continued partnership with our CoC and we look forward to working with you to implement the Stability Vouchers.

Sincerely,

Susan Funk
Chair, San Luis Obispo County Continuum of Care (CA-614)

HOMELESS SERVICES OVERSIGHT COUNCIL

AGENDA ITEM 6.2.1

September 21, 2022

AGENDA ITEM NUMBER: 6.2.1

ITEM: VOTE TO RECOMMEND A STREET OUTREACH COORDINATION PROJECT FOR \$1,699,098 IN FUNDING UNDER THE SPECIAL UNSHELTERED GRANT CONTINUUM OF CARE PROGRAM COMPETITION ADMINISTERED BY THE U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

ACTION REQUIRED:

Vote to Recommend a Street Outreach Coordination Project for \$1,699,098 in Funding Under the Special Unsheltered Grant Continuum of Care Program Competition Administered by the U.S. Department of Housing and Urban Development

SUMMARY NARRATIVE:

The U.S. Department of Housing and Urban Development (HUD) released the 2022 Continuum of Care (CoC) Supplemental Notice of Funding Opportunity (NOFO) to Address Unsheltered and Rural Homelessness on June 22, 2022. Per HUD's NOFO, the San Luis Obispo County CoC is eligible to apply for \$1,699,098 for new projects targeting efforts to reduce unsheltered homelessness. Per 24 CFR 578.15, eligible applicants include nonprofit organizations; state governments; local governments; instrumentalities of state and local governments.

The purpose of the Special Unsheltered Program is to target efforts to reduce unsheltered homelessness, particularly in communities with very high levels of unsheltered homelessness and homelessness in rural areas. Through the Special NOFO, HUD will award funding to communities to implement coordinated approaches - grounded in Housing First and public health principles - to reduce the prevalence of unsheltered homelessness, and improve services engagement, health outcomes, and housing stability among highly vulnerable unsheltered individuals and families.

Eligible Activities

The following project types are eligible for funding:

- Permanent Housing (PH), including Permanent Supportive Housing (PSH) and Rapid Rehousing (RRH)
- Joint Transitional Housing (TH) and Rapid Rehousing (RRH)
- Supportive Services Only (SSO) – Coordinated Entry
- SSO – Street Outreach
- SSO – Stand Alone Supportive Services

HUD expects applicant communities to partner with health and housing agencies to leverage mainstream housing and healthcare resources.

HOMELESS SERVICES OVERSIGHT COUNCIL

AGENDA ITEM 6.2.1

September 21, 2022

HUD CoC Special Unsheltered Program funds are awarded on a competitive basis. The initial grant term for all successful projects will be 3 years, including for the CoC Planning grant.

Project Review Criteria

HUD reviews all projects on a pass/fail standard and will not award funds if the CoC has demonstrated to HUD's satisfaction that projects are evaluated and ranked based on the degree to which they improve the CoC's system performance. If awarded funding, a recipient is required to meet all the criteria listed in the CoC Program Interim Rule for its component.

HUD CoC Special Unsheltered Program funding availability is highly competitive. HUD expects each CoC to implement a thorough review and oversight process at the local level for project applications submitted to HUD in the CoC Program Special Unsheltered Program Competition. HUD requires that CoCs rank applications based on funding priority.

Special Unsheltered Program CoC funding amounts available to the San Luis Obispo County CoC are listed below:

Maximum Unsheltered Homeless Set Aside	\$ 1,699,098
Available for Project Applications	\$ 1,648,125

A CoC may apply for planning costs from the Unsheltered Homelessness Set Aside. The maximum amount available for CoC planning project is three (3) percent of the total amount awarded to recipients from the Unsheltered Homelessness Set Aside.

Local Requests for Proposals

The County Department of Social Services released a local Request for Proposals for project applications on August 10, 2022 and held an informational session on August 19, 2022 via Zoom, with County staff meeting with potential project applicants to explain the grant application process and project rating criteria. The local rating criteria is based on HUD's application evaluation criteria and point system as presented in the HUD CoC Special Unsheltered Program NOFO.

One application was received: an Supportive Services Only – Street Outreach project from CAPSLO. The proposed project would be a county-wide collaborative street outreach project with CAPSLO, 5CHC, ECHO, TMHA and The Salvation Army as participating agencies. Staff reviewed the application to ensure it met the minimum threshold. A non-conflicted Ad Hoc Grant Review Committee met on September 14, 2022 to discuss the application and make a recommendation. Staff from the Department of Social Services guided the discussion. The application was rated in accordance with a scoring rubric based upon guidelines presented in the 2022 Continuum of Care (CoC) Supplemental Notice of Funding Opportunity (NOFO) to Address Unsheltered and Rural Homelessness and local priorities.

HOMELESS SERVICES OVERSIGHT COUNCIL

AGENDA ITEM 6.2.1

September 21, 2022

Applications Received

Agency	Project Name	Type	# of Clients/ Households	Request
CAPSLO	Street Outreach Coordination	SSO	600 Clients	\$ 1,648,125
TOTAL Amount of Requests				\$ 1,648,125

Project Selection and Review Process

The Ad Hoc Grant Review Committee examined the application and considered factors such as the applicant's past performance, project cost efficiency, severity of needs served, financial capacity, returns to homelessness, housing first policies, client income stability, client housing retention, HMIS data quality, and consistency with local HSOC priorities and plans. Analysis of cost efficiency was conducted by the Grant Review Committee regarding the project's cost per client. In addition, the Grant Review Committee evaluated proposed performance measures.

The Grant Review Committee rated the application based on their local application review criteria scores. The Street Outreach project was recommended for funding.

Funding Recommendation

GRANT REVIEW COMMITTEE RECOMMENDATIONS				
COMPETITIVE				
Rank	Agency	Project Name	# of Clients/ Households	Request
1	CAPSLO	Street Outreach Coordination	44 Clients	\$ 1,648,125
			Tiered Projects Subtotal	\$ 1,648,125
NON-COMPETITIVE				
Rank	Agency	Project Name	# of Clients/ Households	Request
	County	Planning	N/A	\$ 50,973
			Non-Competitive Subtotal	\$ 50,973
				TOTAL REQUEST \$ 1,699,098

HSOC recommendations will be brought to the San Luis Obispo County Board of Supervisors in October for final action. Recommendations approved by the Board will be submitted to HUD through the CoC Special Unsheltered Program Competition.

HOMELESS SERVICES OVERSIGHT COUNCIL

AGENDA ITEM 6.2.1

September 21, 2022

BUDGET/FINANCIAL IMPACT:

Should HUD Award all requested funding, including CoC Planning amounts, up to \$1,699,098 will be made available to the CoC to assist homeless persons in the county.

STAFF COMMENTS:

No additional comments.

Full applications are available here:

<https://www.slocounty.ca.gov/Departments/Social-Services/Homeless-Services/Funding-Availability.aspx>

HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)
ACTION ITEM
September 21, 2022

AGENDA ITEM NUMBER: 6.2.2.1

ACTION ITEM: Vote to Allocate an Initial Amount of Up to \$5,000 from Homeless Housing, Assistance and Prevention Program (HHAP) Round 3 Funds for Training for Homeless Services Agency Staff

ACTION REQUIRED:

Vote to Allocate an Initial Amount of Up to \$5,000 from Homeless Housing, Assistance and Prevention Program (HHAP) Round 3 Funds for Training for Homeless Services Agency Staff

SUMMARY NARRATIVE:

Only July 20th, 2022, the Homeless Services Oversight Council adopted a Five-Year Plan to Address Homelessness. The plan set an ambitious goal to reduce homelessness by 50% over a five-year period. The plan proposed six lines of effort to reach that goal.

Line of Effort #2 proposed to “Focus efforts to reduce or eliminate the barriers to housing stability for those experiencing homelessness or at risk of homelessness, including prevention, diversion, supportive services, and housing navigation efforts.” Part B of that section focuses on supporting program staff to deliver effective services and recommends development and implementation of best practices and developing uniform trainings for supportive services, including providing training on trauma-informed care.

The CoC was recently approached by a representative from First 5 of San Luis Obispo’s Health Access Project. That project is setting up trauma-informed care trainings specifically for case managers and family advocates who work closely with clients. It’s an interactive online training that focuses on how to communicate with and work with clients in a trauma-informed way, to build resilience and prevent re-traumatization. The Health Access Project reports that they decided to offer the trainings in response to feedback from service providers that case managers needed more advanced, interactive trauma-informed care trainings.

The Health Access Project currently has funding available to train Family Resource Center staff, however, they also have received interest from several of the homeless services agencies in the County. The Health Access Project indicated they do not currently have the financial resources to offer the training to homeless services agency staff. Given that the Five-Year Plan identified a need for more trauma-informed care training for homeless services agency staff, the Health

Project reached out to the CoC to see if the CoC would be able to sponsor trainings for homeless services agency staff.

Below is the description of the training provided by the First 5 Health Access Project.

This training will move beyond foundational information about trauma-informed care to focus on specific skills, attitudes, and knowledge needed to provide trauma-informed case management or other ongoing staff relationships.

- Participants will learn how to interact in ways that support clients' regulation, including how to de-escalate dysregulated clients
- Participants will practice using a trauma lens to better understand clients' challenging behaviors and to create realistic, compassionate expectations
- Participants will increase their knowledge of post-traumatic growth/resiliency

Intended Outcomes:

- Reduce client re-traumatization
- Increase positive client outcomes
- Improve staff resilience

A total of 25%, or approximately \$1.072 million, of the HHAP Round 3 funds have already been awarded to the County and are available for commitment. Per guidelines from the California Interagency Council on Homelessness, which manages HHAP-3 funding, the initial tranche of funding, with the exception of set-aside funding for youth activities and administration, was prioritized for Systems Improvement efforts. Systems Improvement efforts include training for case management staff on best practices.

This item has also been placed on the agenda for discussion at the September 19 meeting of the HSOC Homeless Services Coordinating Committee (HSCC). A summary of the Committee's input regarding timing, need, and opportunity costs will be provided to the full HSOC during the discussion of this item.

BUDGET/FINANCIAL IMPACT:

The estimated cost of the training would be \$1,000 per training. Each training would serve 20 persons, for a total cost of approximately \$50/person per training. The HSOC is being asked to commit up to a total of \$5,000, which would train a total of 100 staff under the current proposal. Staff will consult with the HSCC and homeless services agencies to obtain an estimate of the number of persons needing to be trained and will bring that information to the full HSOC meeting on September 21, 2022. The final cost proposed may be lower than the \$5,000 as a result.

STAFF COMMENTS:

The First 5 Health Access Project is not conducting the trainings directly but will be utilizing a vendor. There is no financial benefit to the Health Access Project if they partner with the Continuum of Care to train homeless services agencies and the Health Access Project would be taking on some of the coordination of the training, reducing the administrative burden on the CoC.

County of San Luis Obispo

Racial and Ethnic Equity

Analysis

2022

Table of Contents

Summary	2
Introduction	3
Analysis and Findings	7
Actionable Recommendations to Overcome Barriers to Access & Service Utilization	23
Data Appendices	26
Provider Survey	37
Stakeholder Interviews and Provider Focus Groups	44

Summary

This Racial and Ethnic Equity Analysis (REEA) analyzes disparities in access to and performance in homeless housing services in San Luis Obispo County. It includes both quantitative and qualitative analyses.

A. Key Findings

While some stakeholders denied that racial and ethnic inequities are an issue for the community's efforts to solve homelessness, most survey respondents, focus group participants, and stakeholder interviewees assert that inequities, stereotypes, and discrimination are challenges in this community. The primary barriers they identified for Hispanic / Latino/ Latinx and Mixteco populations were the undocumented status of some individuals and families and language and cultural barriers.

Quantitative data analysis found that:

- People who are Black and/or Hispanic / Latino/ Latinx are more likely to experience homelessness than the general population and the impoverished population. However, when compared to the Point in Time (PIT) count, people identifying as white race or Hispanic / Latino/ Latinx ethnicity are accessing the homeless response system (HMIS) at higher rates than others.
- Families with children and Transition Age Youth (youth ages 18-24 who are unaccompanied, "TAY") in the system of care are Black, Indigenous and People of Color (BIPOC) at higher rates than adult-only households served by the system of care.
- Both Hispanic / Latino/ Latinx families with children and Hispanic / Latino/ Latinx adult-only households are

In this report, the term **BIPOC** includes people who identify as **Black, Native American/Alaskan Native, Latino/Latinx, Asian/Pacific Islander and multi-racial.**

accessing permanent supportive housing at lower-than-expected considering their proportion of representation in HMIS and Coordinated Entry (CE).

- It is 35% less likely that a Hispanic / Latino/ Latinx family will successfully complete a rapid rehousing project than a non-Hispanic / Latino/ Latinx family.
- After being enrolled in a homeless program, families identifying as BIPOC move into housing at lower rates than people in white/non-Hispanic /Latino / Latinx families.
- BIPOC households are more likely to exit to a self-housed permanent destination than white/non-Hispanic /Latino / Latinx households.
- Homelessness prevention appears to an equitably responsive project that is supporting populations that experience homelessness at higher rates (e.g., Hispanic / Latino/ Latinx and BIPOC households) while continuing to support white populations.

This study was limited by (i) quantitative data quality (large percentages of unknown race and missing data regarding destination at program exit), (ii) the fact that the data systems for homeless programs (HMIS) and coordinated entry systems do not share data, (iii) quantitative data cannot be analyzed by San Luis Obispo distinct geographical regions (North, Coast, Central, South, etc.), and (iv) by qualitative data access, as it was difficult to schedule and hold focus groups with people with lived experience of homelessness and BIPOC people with lived experience of homelessness.

B. Recommendations

Recommendations based on the analysis and findings are grouped into five categories related to:

1. Staffing, including hiring staff that are bilingual and familiar with Hispanic / Latino/ Latinx and Mixteco cultures
2. Improving accessibility through language interpretation, improving services for Hispanic / Latino / Latinx and Mixteco populations, and reducing technology barriers
3. Program design improvements, including suggested strategies to address transportation gaps and improve navigation support and landlord engagement needs
4. System design improvements, including improving data sharing and quality, increasing data analysis, and involving people with lived experience and people who are BIPOC in system design and priority development
5. Improving community perspectives through an education campaign

Introduction

Parallel to developing San Luis Obispo County's Strategic Plan to Address Homelessness, this Racial and Ethnic Equity Analysis (REEA) was conducted, focused on the homelessness system of care.

The REEA focused analysis of disparities in access to homelessness services, including:

1. Rates of participation in homelessness serving programs such as emergency shelter and supportive housing.
2. Barriers to service access and utilization that exacerbate inequities.
3. Analysis of disparities in system performance outcomes, including length of time homeless, exits to permanent housing, and returns to homelessness.

The goal of these analyses is to provide San Luis Obispo County with actionable recommendations to promote racial and ethnic equity in access and outcomes for the San Luis Obispo homeless system of care.

A. Methodology

This report reviewed data analyses from the following sources:

- Homelessness Management Information System (HMIS) data for the period from January 2018 to November 15, 2021.
 - Overall, 6,900 people were served in total with 5,131 people had new project enrollments starting after January 1, 2018.
- Provider and Stakeholder surveys
- Stakeholder interviews
- Provider focus groups
- Lived experience focus groups

In addition to quantitative analyses completed with dataset such as HMIS, the PIT and Housing Inventory Count (HIC) counts, qualitative and mixed-methods data collection and analysis included:

- A stakeholder survey with ~170 participants
- A provider survey with ~55 participants
- Eight stakeholder interviews
- One provider focus group
- One lived experience focus group

While researchers had planned additional input through lived experience focus groups, difficulties in scheduling due to provider time limitations and COVID impact, and lack of willingness to engage by people with lived experience resulted in limited input from this population. Additionally, focus group members at the one lived experience focus group held did not want to share their names or demographic information and stated that they feared retribution from service and housing providers.

Surveys, interviews, and focus groups aimed to collect information for both the Strategic Plan and the REEA. For the REEA portions, the data collection and analysis focused on whether certain racial and ethnic groups in the community experience disproportional rates of homelessness, greater

barriers in accessing the homeless system of care, inequities in program access, and other potential race- or ethnicity-based inequities related to homelessness.

Survey data was mixed methods and included both quantitative and qualitative results. Quantitative results were analyzed with a primarily descriptive approach (e.g., x% of respondents indicated that this racial/ethnic group is at greater risk of homelessness). Qualitative responses from the surveys, interviews, and focus groups were analyzed with a thematic approach: common ideas and themes across the data were pulled together and emphasized, while outliers and potential dissenting ideas were also noted.

B. Context

San Luis Obispo County, located in California's Central Coast region, includes a total population of 282,424.

- While only 2% of the total population identifies as Black, 6% of the homeless population and 7% of homeless families with children are Black.
- While only 1% of the total population identifies as Native American or Alaskan Native, 3% of people experiencing homelessness and 4% of families experiencing homelessness are Native American.
- While 23% of the general population are Hispanic / Latino / Latinx, 29% of people experiencing homelessness and 41% of families with children experiencing homelessness are Hispanic /Latino / Latinx.

These differences in overrepresentation in the homeless system of care compared to the general population are echoed in many communities across the United States and represent the results of systemic racism. Systemic racism, defined by the Cambridge Dictionary, is "policies and practices that exist throughout a whole society or organization, and that result in and support a continued unfair advantage to some people and unfair or harmful treatment of others based on race." National data reflects that there are strong disparities in the race of people who experience homelessness and how people are served within homeless systems of care. This may be because people who are Black, Indigenous or other People of Color (BIPOC) are more likely to experience poverty, incarceration, housing discrimination, and lack of access to health care—all of which contribute to homelessness. In addition, data demonstrates that in some cases, people who are BIPOC may be less successful in accessing homeless programs and maintaining housing than their white counterparts. This may be driven by housing prioritization priorities¹ or program policies or practices.

Locally, the County of San Luis Obispo Sheriff's Office published a report entitled, *Systemic Racism and Microaggressions in San Luis Obispo*, prepared by the UNITY Committee of the Sheriff's Department in September 2021 that describes the local experience of systemic racism and

¹ See, e.g., C4 Innovations, *Coordinated Entry Systems Racial Equity Analysis of Assessment Data*, October 2019, found at: https://c4innovates.com/wp-content/uploads/2019/10/CES_Racial_Equity_Analysis_2019-.pdf

provides data about racial and ethnic diversity in the county. Contributors to this analysis recommended a county-wide study by the County Administration to better understand systemic racism.

The San Luis Obispo County homeless system of care is coordinated by the Homeless Services Oversight Council (HSOC). The purpose of the HSOC is to:

- Provide a planning and policy development forum, with local jurisdiction and public and private service providers actively participating.
- Compile and monitor data and information regarding the number of homeless persons and service utilization, working with service providers and local jurisdictions
- Advise service providers of opportunities and best practices to improve access to and strengthen homeless services
- Advocate for and provide local jurisdictions with recommendations on public funding allocations, based upon local needs and prioritized objectives within the “10-Year Plan to End Homelessness”
- Work with public and private partners, donors and grant makers to establish financial resources for service implementation, coordination and sustainability.

HSOC consists of 30 members, including eight elected officials (each representing a local jurisdiction), services and housing providers from a variety of systems of care including healthcare (approximately ten members), community members (including representatives of businesses, schools, faith-based organizations, and public safety), at least two currently or formerly homeless persons and at least two advocates. This membership aligns with Federal guidance about homeless system of care representation.

HSOC membership aligns with the composition of the general population in San Luis Obispo County for some racial and ethnic categories, but does not align with the composition of the local homeless population. Specifically, when compared to the general population, 92% of HSOC members are white compared to 85%, 4% of HSOC members are Asian American compared to 4%, and 4% of HSOC members are Black or African American compared to 2%. However, homeless leadership bodies should strive to reflect the composition of the local homeless population. Only 12% of HSOC member identify as Hispanic / Latino/ Latinx compared to 28% of the homeless population and 4% as Black or African American compared to 6% of the homeless population. People who are Native American and mixed race are not represented in the HSOC membership.² Comparing HSOC members to the homeless population highlights an overrepresentation of white members and an underrepresentation of members who are BIPOC.

The understandings of how systemic racism impacts the community – and how inequities impact access to homelessness services and housing – were somewhat varied among community

² Homebase surveyed current HSOC members regarding their racial and ethnic identity. 25 of 30 HSOC member participated in the survey.

members. Some denied systemic racism in the community, while others very clearly outlined how inequities are creating barriers to services for certain populations. For example, when asked about racial and ethnic equity, one stakeholder said, “We’re a pretty white community here, so I don’t think we have the deeply systemic issues that maybe some of the other urban areas would have.” On the other hand, the majority of the survey respondents, focus group participants, and interviewees asserted that systemic inequities are an issue in the community and provided in-depth insights on how that impacts homelessness.

Overall, the Racial and Ethnic Equity Analysis findings, including both quantitative and qualitative analysis, suggest that certain groups are experiencing inequities in access to and success in homelessness services and housing. Hispanic / Latino / Latinx and Mixteco groups in the community are on the extreme end of these inequities.

“When you add other barriers on top of the income equity issue (e.g., monolingual Spanish, single parent households with multiple children, disability, dependent on public benefits that aren’t sufficient or sustainable), finding affordable housing is really difficult.”
(Provider focus group participant)

Analysis and Findings

This section of the report includes analysis about disparities in access to resources and outcomes.

A. Access to Resources

The following section is an analysis of disparities in access to resources, including rates of participation in homelessness serving programs such as emergency shelter and supportive housing. First, overall access to the homeless system of care is examined, followed by access to project types (homelessness serving programs) separated by family type. Then, we will review qualitative input about what drives barriers to access and utilization that exacerbate inequities.

1. Overall Access to the Homeless System of Care

Across the various community measures that might indicate access to the homeless system of care, proportions of access across racial and ethnic groups initially look similar – with a few exceptions.

- When compared to the Point in Time (PIT) count, people identifying as white race or Hispanic / Latino / Latinx ethnicity access the homeless response system (HMIS) at higher rates than others.
- The PIT count estimate has a larger proportion of multi-racial households than the American Community Survey through the Census Bureau (ACS) or the Homeless Management Information System (HMIS). This could mean that multi-racial households are underrepresented in the homeless system of care (demonstrated through HMIS access) as

compared to the overall homeless population (demonstrated by the PIT count). Or this could indicate a difference in methodology.

- **Families with children and Transition Age Youth (youth ages 18-24 who are unaccompanied, "TAY") in the system of care are BIPOC at higher rates than adult-only households served by the system of care** (e.g., families in HMIS are 75% white whereas adult-only households are 81% white). For families, this is confounded by a high percentage (13%) of unreported racial data.

Note to Reader:

Tables contain * and ^ to indicate statistically significant findings

* means a statistically significant finding compared to the white population

^ means a statistically significant finding compared to ingroup / outgroup (e.g., white vs. non-white; Hispanic / Latinx vs. non-Hispanic / Latinx)

Table 1. Data Sources by Race and Ethnicity

	ACS 2019	ACS poverty 2019	PIT 2019	HDIS 2019	HMIS 2018-2019	HMIS 2018 – 2019 with Unknown
White*	85%	83%	72%	84%	85%	78% (5395)
Black	2%	3%	6%	5%	5%	5% (338)
Asian/Pacific Islander	4%	4%	2%	4%	2%	2% (110)
American Indian or Alaskan Native	1%	0%	4%	1%	3%	3% (195)
Multi-racial	8%	10%	16%	6%	5%	4% (307)
Unknown Race					-	8% (555)
Hispanic / Latino / Latinx	23%	25%	28%	31%	33%	32% (2194)
Unknown Ethnicity					-	2% (163)

* In this table "White" indicates race only, and the percentages may include people who are Latinx.

Note: Percentages of race and ethnicity will not total 100% since both race and ethnicity is collected for each person / household

Table 2. Family-Type Enrolled in the System of Care by Race and Ethnicity (HMIS)

	Family with Children 39% (2,668)	Individual 61% (4,232)	TAY Individual 4% (290)	Currently Enrolled (2613)
White	75% (1979)	81% (3416)	76% (221)	75%
Black	4% (132)	5% (206)	6% (18)	5%
Asian	1% (16)	1% (36)	1% (4)	1%
American Indian or Alaskan Native	2% (50)	3% (145)	2% (6)	3%
Native Hawaiian or Pacific Islander	<1% (16)	1% (47)	<1% (1)	1%
Multi-racial	5% (125)	4% (182)	7% (21)	5%
Unknown Race	13% (350)	5% (205)	7% (19)	11%
Hispanic / Latino / Latinx	48% (1320)	21% (874)	28% (82)	36%
Unknown Ethnicity	2% (63)	2% (100)	3% (10)	3%

Note: Percentages of race and ethnicity will not total 100% since both race and ethnicity is collected for each person / household

2. Access to Project Type by Family Type

The following section looks at access to different homelessness project types (i.e., housing programs) by family type (including families with children, adult-only, and transition age youth) and specifically examines if there are racial and ethnic inequities in project type access.

a. Project Type Access by Demographics: Families with Children

Data limitations:

Interpreting racial and ethnic disparities in access for families is complicated by two factors:

Family Type Definitions

- **Families with children or Families:** adults (or older youth) that are living with dependent children under 18
- **Adult-only:** households over the age of 25 without children under 18
- **Transition Age Youth or Youth:** unaccompanied single adults aged 18-24

- (1) There is a great deal of missing racial data for families (13%), especially for Rapid Rehousing (RRH) projects.
- (2) There are very small sample sizes for families accessing projects other than Emergency Shelter (ES) and RRH.

This means that we cannot rely on or interpret any statistically significant differences between races or ethnicities for Coordinated Entry, Street Outreach, Permanent Supportive Housing, and Homelessness Prevention, because there is not enough data to confidently say there is a racial or ethnic inequity present.

Findings:

- There are **too few PSH units for families with children**.
- Further, **Hispanic / Latino / Latinx households are accessing PSH at lower-than-expected proportions** (35% rather than 49%) when compared to their representation in HMIS and Coordinated Entry (CE). While this is a statistically significant finding, it does not tell us much because the sample size is too small. More time and data are needed.
 - Given the small sample size and poor data quality for PSH, it is unclear whether the disparities exist in family type, ethnicity, or both. With more PSH units for families, the Hispanic / Latino / Latinx disparity could disappear – but we cannot currently determine that from the data.
- The CE data system is separated from HMIS, and CE data and analysis is inconsistently shared with HMIS. This may explain why access to CE appears to be poor. As a result, Coordinated Entry access is not included in this analysis.

Table 3. Proportions of Families with Children to Ever Access Homeless Service Types Compared to their PIT and HMIS Proportions

All Families with Children	PIT 2019 15% (222)	HMIS 39% (2,668)	CE 17% (103)	SO 12% (63)	ES 30% (736)	RRH 78% (1,998)	PSH 8% (51)	HP 59% (210)
White	83% (185)	74% (1,979)	78% (80)	78% (49)	77% (570)	73% (1,458)	78% (40)	83% (210)
Asian	0% (0)	1% (16)	0% (0)	0% (0)	1% (5)	<1% (8)	0% (0)	2% (6)
Black	<1% (1)	5% (132)	1%^ (1)	14%* (9)	4% (30)	4% (89)	2% (1)	9% (24)
Multi-Racial	14% (32)	5% (125)	11%* (11)	3% (3)	4% (33)	5% (99)	12%^ (6)	4% (10)
Native Hawaiian or Other Pacific Islander	0% (0)	1% (16)	0% (0)	0% (0)	1%^ (9)	1%^ (8)	0% (0)	1% (3)

America Indian or Alaskan Native	2% (4)	2% (50)	5% (5)	3% (2)	9% (21)	2% (34)	8% (4)	<1% (1)
Unknown Race	-	13% (350)	6% (6)	0% (0)	9% (68)	15% (302)	0% (0)	0% (0)
Hispanic/ Latino / Latinx	39% (86)	49% (1,320)	55% (57)	35%^ (22)	51% (379)	48% (954)	35%^ (18)	64% (162)
Unknown Ethnicity	-	1% (1)	1% (1)	0% (0)	<1% (1)	3% (63)	0% (0)	0% (0)

b. Project Type Access by Demographics: Adult-Only Households

Data limitations:

Across all project types, the data for adult-only households is much higher quality than data for families with children. As a result, more conclusions can be drawn from statistically significant findings. TAY are included in this assessment of adult-only households because the TAY sample size was too small to be analyzed separately.

Findings:

- With one exception, the apparent poor access to coordinated entry across the board is likely due, at least in part, to the separation between the data system that includes coordinated entry data from HMIS and thus that is not a primary focus in this analysis. However, to ensure the equitability of CE and system access, it is **important to open a pathway from emergency shelter and street outreach projects to CE.**
- BIPOC adults access emergency shelter at slightly higher rates than white adults.
- Hispanic / Latino / Latinx adults access street outreach at slightly higher rates than non-Hispanic / Latino / Latinx adults.
- **Hispanic / Latino / Latinx adults access permanent supportive housing at statistically significant lower rates** than non-Hispanic / Latino / Latinx adults, 10% versus 17%.

Table 4. Proportions of Adult-Only Households to Ever Access Homeless Service Types Compared to their PIT and HMIS Proportions

Adult-Only Households	PIT 2019 85% (1,261)	HMIS 61% (4,232)	CE 83% (515)	SO 88% (465)	ES 70% (2,524)	RRH 22% (562)	PSH 92% (600)	HP 41% (102)
White	70% (885)	81% (3,416)	81% (417)	76% (353)	79%^ (2,002)	84% (473)	85% (510)	91% (93)
Asian	1% (12)	1% (36)	<1% (2)	1% (4)	1% (19)	1% (3)	1% (4)	1% (1)
Black	8% (95)	5% (206)	4% (22)	4% (19)	6%*^ (145)	6% (33)	5% (28)	3% (3)
Multi-Racial	16% (202)	4% (182)	8%*^ (42)	4% (20)	5% (114)	3% (19)	4% (24)	4% (4)
Native Hawaiian or Other Pacific Islander	1% (18)	1% (42)	1% (5)	<1% (2)	1% (28)	1% (5)	1% (6)	0% (0)
American Indian or Alaskan Native	4% (49)	4% (145)	4% (19)	3% (16)	4%*^ (101)	3% (19)	3% (19)	0% (0)
Unknown Race	-	5% (205)	2% (8)	11% (51)	5% (115)	2% (10)	2% (9)	1% (1)
Hispanic / Latino / Latinx	26% (334)	21% (874)	19% (96)	25%^ (114)	21% (538)	22% (122)	15%^ (86)	25% (26)
Unknown Ethnicity	-	2% (100)	1% (7)	3% (13)	3% (64)	1% (5)	1% (5)	0% (0)

3. VI-SPDAT Assessment Analysis by Family Type

Sample sizes for VI-SPDAT scores for Transition Age Youth (1 score) and family households (31 scores) in the data analyzed were too small to analyze.

Among the individual VI-SPDAT assessments (211 scores), no statistical differences were found with regards to race or ethnicity. Distributions of VI-SPDAT scores were compared across variables such as race, ethnicity, family type and others.

Therefore, **VI-SPDAT score disparities cannot explain disparities in access to permanent supportive housing**. These disparities may be better explained by barriers to access for certain groups identified through qualitative and mixed-methods data.

4. Barriers to Access and Utilization that Exacerbate Inequities

Barriers to access and utilization that exacerbate racial and ethnic inequities were identified through surveys, focus groups, and interviews.

a. Community Perspectives

While some stakeholders denied that racial and ethnic inequities are an issue for the community's efforts to solve homelessness, most survey respondents, focus group participants, and stakeholder interviewees assert that inequities, stereotypes, and discrimination are challenges in this community. They discussed how and why these issues arise and offered numerous strategies and solutions to help overcome these inequities.

First, participants discussed that there is a **lack of community awareness around:**

1. **The causes of and evidence-based solutions for homelessness.**
2. **Systemic inequities that contribute to homelessness.**

Further, they felt that community members often dehumanize and have stereotypes toward people who are experiencing homelessness, which hinders efforts to help underserved groups access homelessness and housing services.

“There is a lot of stigma. People don’t know how to react when they find out [you’re homeless].”

(Lived experience focus group participant)

b. Risk of Homelessness for Hispanic / Latino / Latinx and Mixteco Groups

Focus group participants and stakeholders explained that the risk of homelessness is greater for Hispanic / Latino / Latinx population and Mixteco communities.

They described how the **percentage of income that goes toward rent** is much higher for these groups than rest of county. With rents increasing and “pricing out” people, the number of **doubled- and tripled-up families** is much higher for the Hispanic / Latino / Latinx community than other racial or ethnic groups.

Further, there are many **language barriers** for mono-lingual Spanish speakers and Mixteco speakers, and not enough services offer information and staff who speak Spanish or Mixteco dialects. With these language barriers, it can be hard for these groups to reach out for assistance to prevent or address their homelessness.

Finally, **seasonal workers** are typically from the Hispanic / Latino / Latinx and Mixteco communities. This seasonal employment creates financial – and thus housing – instability for these families. While these families may have applied for rent relief proportional to other at-risk ethnicities, “proportional access isn’t enough because they are higher risk, and thus they should have higher rates of applying for assistance” (stakeholder interviewee).

c. Underserved Hispanic / Latino / Latinx and Mixteco Groups

The majority of survey respondents, focus group participants, and stakeholder interviewees provided abundant information on how and why the Hispanic / Latino / Latinx and Mixteco populations are underserved in homelessness services and housing.

Table 5. Survey Responses: Which Racial and/or Ethnic Groups in the Community have Greater Barriers to Accessing Homeless Services and Supports

Please indicate which racial and/or ethnic groups in your community have greater barriers (than other racial/ethnic groups) to accessing homeless services and supports:	
Hispanic / Latino / Latinx	48.89%
Black or African American	44.44%
Native American or Alaska Native	22.22%
Other (Please Specify)	22.22%
Multi-Racial	20.00%
None	17.78%
White, Non-Hispanic	13.33%
Asian	8.89%
Native Hawaiian or Other Pacific Islander	6.67%

“We may not consider it homelessness, but sometimes when Latinx families or individuals can’t find adequate housing, they live with each other in overcrowded circumstances. This should factor into how we define homelessness in order to serve groups equitably. This might be a way we aren’t understanding the barriers they are facing.”

(Provider focus group participant)

The **primary barriers** to serving these populations were:

- **The undocumented status of some individuals and families (or relatedly, for immigrants with legal status, concerns about interacting with government agencies and/or understanding of public charge interpretation)**
- **Language and cultural barriers.**

“If we can’t get past the whole documentation issue and ID requirements from the majority of the services available for individuals experiencing homelessness, anything else we put in place won’t do any good.”

(Provider focus group participant)

Table 6. Survey Responses: Why do you perceive this group (or these groups) as having greater barriers to accessing services and supports?

Why do you perceive this group (or these groups) as having greater barriers to accessing services and supports?

- Hispanic / Latino / Latinx population; undocumented:
 - Language
 - Cultural barriers
 - Stigma
 - Lack of bilingual staff at agencies
 - Undocumented status
 - Lack of trust of the system (due to undocumented status).
- Lack of knowledge about services.
- Racism in the community.

“Many services take a long time to actually get, such as Section 8. Families that have language, cultural, transportation, and technology barriers need an advocate to help them apply for these services. However, because they take so long and require consistent checking, calling, etc., many families get overwhelmed and give up, or the advocate stops working with them when they’re initially denied instead of helping them to reapply and stay engaged in the process.”
(Stakeholder interviewee)

B. Outcomes

In this section, the data analysis and findings focus on the impact of race and ethnicity on program outcomes for different household types, including:

- Exits (from the homeless system) to permanent destinations and move-in rates
- Returns to homelessness (after a person has secured housing), and
- Length of time homeless.

These System Performance Measures (SPMs) are used by HUD to measure the efficacy of the homeless system.

1. Data Quality

In this analysis, outcomes of project types are evaluated by (1) the ability to exit clients to permanent destinations, (2) the ability of housing projects to move clients into housing units, and (3) the rate of which clients return to the system after a permanent exit.

Unfortunately, exit date data quality is poor, and exit outcomes for people leaving street outreach, coordinated entry, emergency shelter, permanent supportive housing, supportive service only projects, and day shelter (DS) projects all exceeded the 10% missing data threshold for analysis.

Table 7. Unknown destination across all program types.

	2018	2019	2020	2021	Total
Unknown Destination	64.97%	58.2%	38.16%	35.51%	51.90%

Only rapid rehousing and homelessness prevention project exit destinations had data with sufficient quality to analyze with confidence. However, when we include those who stay in permanent supportive housing as an outcome, we can also use the permanent supportive housing sample to evaluate outcomes.

2. Exits to Permanent Destinations and Move-in Rates

This analysis reviews if people exited from homelessness to permanent housing and if they found permanent housing after being enrolled in a homeless program.

Data Explanation

These key concepts will help explain the analysis below:

1. For purposes of this analysis, households that “exit to permanent destinations” move to rented or owned permanent housing (either subsidized or unsubsidized) or move in with family or friends permanently.
2. After someone is enrolled into a housing project, that project is tasked with providing services and subsidies that end in a person moving into a house or apartment. The date a person moves into housing is recorded as their **“move in date”**. If a person does not move into housing, no “move in date” is recorded. Whether or not someone moves into a permanent housing unit is recorded by the date that the move-in occurred.

“Move in rates” are calculated as follows:

- Numerator: all clients with move-in date recorded.
- Denominator: all enrolled clients, including currently enrolled clients who have yet to move-in.

Findings

Rapid Rehousing

Rapid rehousing is a housing and services intervention that rapidly connects households experiencing homelessness to permanent housing through a tailored package of assistance that

may include the use of time-limited rental and/or financial assistance and targeted supportive services, with the hope that each household will transition in place after exiting the rapid rehousing program. For rapid rehousing, the analysis focuses on families with children and adult-only households. For transition age youth, the sample size is too small to analyze (n = 14).

Families with Children

For families with children that are enrolling in rapid rehousing projects:

- Families identifying as Hispanic / Latino / Latinx are moving in at lower rates (19%) than non-Hispanic / Latino / Latinx families (27%) (p<.05).
 - **The odds of a Hispanic / Latino / Latinx family moving in through a rapid rehousing project is 35% less likely than non-Hispanic / Latino / Latinx family**
- Families identifying as BIPOC are also **moving in at lower rates** (20%; 123) when compared to people in white-only-non-Hispanic / Latino / Latinx families (28%; 150).

Adult-Only

For adult-only households, while there are no statistically significant differences between rates of exit to permanent housing or move-in with regards to race and ethnicity, differences emerge when looking at whether a client is self-housed or connected to a different housing project (e.g., another permanent supportive housing project, subsidized housing) at permanent exit.

- **25% (46) of those households identifying as white/non-Hispanic / Latino / Latinx are exiting to a self-housed destination while 45% (39) of the BIPOC households are exiting to a self-housed permanent destination.**
- 54% (100) of those households identifying as white/non-Hispanic / Latino / Latinx are exiting with connections to housing projects at permanent exit while 37% (32) of the BIPOC households are exiting to connections to housing projects.

Permanent Supportive Housing / Permanent Housing

Permanent housing is units that are dedicated for formerly homeless persons, with no time limit. Permanent supportive housing is specifically for persons with disabilities and includes supportive services to support housing stability. For the permanent housing portion of the analysis, families with children and transition age youth both had populations that were too small to analyze (e.g., families n = 51).

Adult-Only

To improve data quality for adult-only households, the Housing Disability and Advocacy Program (HDAP) was cut from the sample as it was pushing the exit destination data quality over the 10%

data quality threshold. While HUD-VASH also had significant data challenges, it was kept for the first step of the analysis.

- With the caveat that 7% of data is missing, people identifying as BIPOC are retaining and or exiting to positive outcomes at higher rates (92%; 106) than people identifying as white-non-Hispanic / Latino / Latinx (83%; 280). Please note that most of the missing data is HUD-VASH and HUD-VASH makes up the bulk of the enrollments (55.83%).
- Conversely, people identifying as BIPOC move into permanent supportive housing at lower rates (90%; 114) than white-non-Hispanic / Latino / Latinx Identifying people (95%)
 - HUD-VASH accounts for 56% of enrollments and 54% of move-ins and is responsible for the disparity overall. When looking at HUD-VASH only, people identifying as BIPOC are moving in at lower rates (84%; 69) than those identifying as white-non-Hispanic / Latino / Latinx (93%; 173).

3. Returns to Homelessness: Returns to the Homeless System of Care

This analysis of returns to homelessness shows the number of people that fall out of housing and return to the homeless system of care in the years following placement in permanent housing.

Data Explanation

The sample for analysis of returns to the homeless system of care included an exit date range of January 1, 2018 – June 15, 2021, and a return date of January 1, 2018 – November 15, 2021 (giving at least 6 months for RRH and HP exits to return).

The data for returns to homelessness for people who exited from permanent supportive housing had 25% missing data, and thus reliable analyses could not be conducted. The following sections assess rates of returns after exits from Homeless Prevention (HP) and Rapid Rehousing (RRH) programs.

Findings

a. Returns to Homelessness after Accessing Homelessness Prevention

While sample sizes are small, there are statistically significant differences based on race and ethnicity regarding rate of return after an exit to a permanent destination through homelessness prevention.

- People identifying as white-non-Hispanic / Latino / Latinx return to the system at higher rates than BIPOC households.

- Homelessness prevention appears to be an equitably responsive project that is supporting populations that experience homelessness at higher rates (e.g., Hispanic / Latino / Latinx and BIPOC households) while continuing to support white populations.
 - 18.29% white / non-Hispanic / Latino / Latinx (15 of 82) returned to homelessness
 - 5.88% BIPOC (6 of 102) returned to homelessness
- The positive correlation between BIPOC status and “returns to system” held when controlling for household type, exit date, disability status, and project type.
 - BIPOC 78% less likely to return than non-BIPOC ($p < .05$, $r^2 = .3893$)

Table 8. Overall Returns to Homelessness after a Permanent Exit through Homelessness Prevention

Year	Deduplicated Returns	Time Period
2018 (58)	5.17% (3)	2 years, 11 Months – 3 years, 10 months
2019 (54)	14.81% (8)	1 year, 11 months – 2 years, 10 months
2020 (68)	14.71% (10)	11 months – 1 year, 10 months
2021 (4)	0% (0)	6 – 10 months
Total (184)	11.41% (21)	6 months – 3 years, 10 months

b. Returns to Homelessness after Accessing Rapid Rehousing

Table 9. Overall Returns to Homelessness after a Permanent Exit through Rapid Rehousing

Year	Deduplicated Returns	Time Period
2018 (274)	17.52% (48)	2 years, 11 Months – 3 years, 10 months
2019 (380)	8.42% (32)	1 year, 11 months – 2 years, 10 months
2020 (357)	6.44% (23)	11 months – 1 year, 10 months
2021 (115)	2.61% (3)	6 – 10 months
Total (1,126)	9.41% (106)	6 months – 3 years, 10 months

Overall rates of returns after exiting from RRH have decreased since 2021. No statistical differences were found between races or ethnicities with regards to the rate of returns to homelessness.

4. Length of Time Homeless

This length of time homeless analysis measures how long elapsed from when people accessed the homeless system of care until they exited to permanent housing, how long they waited for housing project enrollment, and how long people who are still homeless had been in the system of care.

There were no significant differences by race or ethnicity with regards to length of time homeless or length of time one waits for a housing project enrollment.

Significant differences were found in the length of time people stay in the system without accessing housing project.

Hispanic / Latino / Latinx populations spend fewer days in the system before leaving without housing enrollments. However, the size of the effect (a measure of the meaningfulness of the significant difference) is small. While this may be a possible sign of inequity, it is difficult to draw conclusions from such a small effect, especially as there is limited information about where these people went, they left the system of care.

a. For Those Connecting to Housing projects

Table 10. Average Number of Days to Housing Project Enrollment (by Family Type)

No significant differences were found with regards to race or ethnicity.

Number of Days for Each Family Type (>0 Days)	First came to the system for the first time on or after 1/1/2018.	Active in the system on or after 1/1/2018
Family (167/ 224)	247 (98)	345 (163.5)
Adult Only (200/307)	207(159)	545 (299)
TAY (8/8)	367 (219.5)	367 (219.5)
Total	229 (134)	461 (228)
(n for column 1 / n for column 2)	The first set of numbers is the mean, the second set (in parentheses) are the median.	

b. For Those NOT Connecting to Housing Projects

Table 11. Average Number of Days in the System without a Housing Project Enrollment (by Family Type)

Number of Days for Each Family Type (>0 Days)	First came to the system for the first time on or after 1/1/2018.	Active in the system on or after 1/1/2018
Family (393 / 452)	125 (68)	219 (77)
Adult only (2446 / 3179)	230 (95)	467 (188)
TAY (210 / 251)	213 (82.5)	353 (128)
Total (2839 / 3631)	215 (88)	436 (161)
(n for column 1 / n for column 2)	The first set of numbers is the mean, the second set (in parentheses) are the median.	

Family Households

For families with children that enrolled in the homeless system of care for the first time on or after 1/1/2018, Hispanic / Latino / Latinx families average 36 fewer days in the system (108) without housing than non-Hispanic / Latino / Latinx families (144) ($p < .05$).

For families active in the system on or after 1/1/2018, Hispanic / Latino / Latinx families average 110 fewer days in the system (165) without housing than non-Hispanic / Latino / Latinx families (275) ($p < .05$; Cohen's $d = .31^3$).

BIPOC families average 103 fewer days in the system (178) without housing than non-BIPOC families (281) ($p < .05$; Cohen's $d = .29$).

Adult-Only Households

For adult-only households that enrolled in the homeless system of care for the first time on or after 1/1/2018, there were no significant differences found for ethnicity or race regarding how long they were in the system without a housing enrollment.

For those active in the system on or after 1/1/2018, Hispanic / Latino / Latinx households average 121 fewer days in the system (380) without housing compared to non-Hispanic / Latino / Latinx households (501) ($p < .05$; Cohen's $d = .19$).

Transition Age Youth

For TAY who enrolled in the homeless system of care for the first time on or after 1/1/2018, no significant differences were found for ethnicity and race.

³ Cohen's d measures the size of the effect of the difference. A d of .25 indicates that the means differ by .25 standard deviations, a higher number indicates a greater degree of difference."

For TAY active in the system on or after 1/1/2018, Hispanic / Latino / Latinx TAY average 154 fewer days in the system (248) in the system without housing compared to non-Hispanic / Latino / Latinx TAY (403) ($p < .05$; Cohen's $d = .30$).

BIPOC TAY average 138 fewer days in the system (283) without housing compared to non-BIPOC TAY (421) ($p < .05$; Cohen's $d = .27$)

c. Total Time in Emergency Shelter

HUD's System Performance Measures (SPMs) look at the average number of nights a person spends in emergency shelter in a given year to identify the approximate length of time one is homeless. Unfortunately, people are often homeless for multiple years. Therefore, while a year-on-year assessment might be important metric for charting system improvement, it is less useful for describing the experience of people across the total time in the system. To improve on HUD's SPMs, we observed the total nights a household spends in emergency shelter across their entire enrollment history.

Table 12. Total Nights Spent in Shelter Across Entire Enrollment History

First system start year	First came to the system for the first time on or after 1/1/2018 Total time in shelter across all years	HUD system performance measures (year on year)
2018 (678)	128 (47)	46 (19)
2019 (648)	143 (41)	49 (25)
2020 (428)	156 (81)	67 (21)
2021 (591)	111 (81)	-
Total (2345)	133 (65)	-

The first set of numbers is the mean, the second set (in parentheses) are the median.

No significant differences were found with regards to race or ethnicity.

Table 13. Total Nights Spent in Shelter Across Enrollment History by Family Type

First system start year	Family	Adult only	TAY	All household types	HUD system performance measures (year on year)
2018 (678)	97 (56)	142 (47)	126 (51)	128 (47)	46 (19)
2019 (648)	84 (37)	158 (45)	112 (33.5)	143 (41)	49 (25)
2020 (428)	124 (81)	165 (114)	152 (121)	156 (81)	67 (21)
2021 (591)	102 (83)	113 (80)	108 (61)	111 (81)	Not yet available

Total (2345)	100 (67)	143 (64)	121 (55)	133 (65)	-
The first set of numbers is the mean, the second set (in parentheses) are the median.					

No significant differences were found with regards to race or ethnicity within each household type.

Actionable Recommendations to Overcome Barriers to Access & Service Utilization

Following are recommendations to promote racial and ethnic equity in access and outcomes for the San Luis Obispo homeless system of care. While these recommendations are focused on the barriers for Hispanic / Latino / Latinx and Mixteco communities, improvements across the system of care such as those proposed in the strategic plan, including increase housing opportunities, landlord engagement, and improved access to behavioral health resources, will also improve the experience of BIPOC populations.

To overcome the language, cultural, and documentation barriers to access and service utilization for Hispanic / Latino / Latinx and Mixteco communities, as well as their increased risk of homelessness and lack of access to permanent housing programs, the following responses are recommended:

Staffing

1. Hire more staff that are bilingual, in Spanish and Mixteco, and familiar with Hispanic / Latino / Latinx and Mixteco cultures. Peer staff and family advocates at organizations providing homeless services *and* city and county government staff should reflect the diverse, multicultural composition of the San Luis Obispo region.
2. Provide training and support to leaders throughout the homeless system of care, including city and county government, to increase their understanding of the ramifications of historical racism, trauma, and inequities in policies and procedures and support their staff and implement changes in service delivery.

"Even with the familiar face of a staff member that allows the client to say, 'Oh, this person looks like me and that makes me feel safer,' walking into an office is overwhelming for some families. Building positive relationships and trust are the best ways to get families to be open to services."
(Provider focus group participant)

Improve Accessibility

1. Provide additional language interpretation across the County.
2. Provide trainings to agency and county staff to support better housing access and maintenance for these populations and increase understanding of cultural differences.

3. Provide services to support access for people with technology barriers (e.g., in person services at community sites like schools, grocery stores, and faith-based organizations and advertising in culturally- and language-appropriate ways on Spanish language TV or radio or via social media or print advertisements).
4. Ensure that all eligible clients have access to Coordinated Entry, including by targeting outreach to Hispanic / Latino / Latinx and Mixteco populations and supporting street outreach staff in accessing Coordinated Entry.
5. Develop practices and strategies to communicate clearly whether there is an immigration status requirement for accessing a specific service or resource.

Program Design

1. Develop additional strategies to ensure equity in the availability and access to transportation throughout the San Luis Obispo region (e.g., social service bus routes, mobile service, services provided at community sites like school and churches, improve public transportation). Provide funding to increase services to areas without public transportation (e.g., Nipomo and Mesa areas)
2. Design programs to be available beyond business hours.
3. Design culturally, linguistically, and identity-based outreach and service programs based on a diversity, equity, and inclusion lens to allow for consistent trust and rapport building, including providing follow-up and support across housing situations.
4. Provide additional housing navigation support for Hispanic / Latino / Latinx and Mixteco populations, which may include tenant education, landlord mediation, and/or legal support.
5. Implement landlord engagement strategies that focus on dispelling stereotypes and noting legal requirements.
6. Design and implement training for the homeless system of care on the definition and understanding of “family” that is inclusive of cultural, linguistic and identity-based differences.

System Design

1. Integrate HMIS data with coordinated entry data to improve information-sharing, provide more effective services and allow for deeper analysis.
2. Improve comprehensive demographic HMIS data collection and quality to increase understanding of the entire San Luis Obispo region and support future data analysis efforts. Specific targets include reducing the number of people marked as having “unknown” race or ethnicity and increasing the number of people with known destinations.

3. Continue to monitor racial and ethnic equity, including areas with demonstrated inequities, such as access to and success in permanent housing programs and length of time in the system of care.
4. Ensure undocumented persons have access to housing and services by increasing community knowledge, creating resources, and implementing trainings to ensure equitable access of undocumented neighbors to community resources.
5. Create a standing HSOC committee on racial and ethnic equity to review data, program activities, and guide training and technical assistance related to equity. Committee members should reflect local BIPOC community, especially the Hispanic / Latino / Latinx and Mixteco communities. Ensure interpretation is provided.
6. Create an HSOC committee of people with lived experience to review and inform system priorities to support equity goals. Committee members should include members of the local BIPOC community, especially the Hispanic / Latino / Latinx and Mixteco communities. Ensure interpretation is provided.
7. Expand HSOC membership to ensure agencies primarily serving BIPOC, immigrant and undocumented populations have consistent representation.

“Consider ourselves a group of individuals. We want equal share in voices in decision making or delivery of a plan.”

(Lived experience focus group participant)

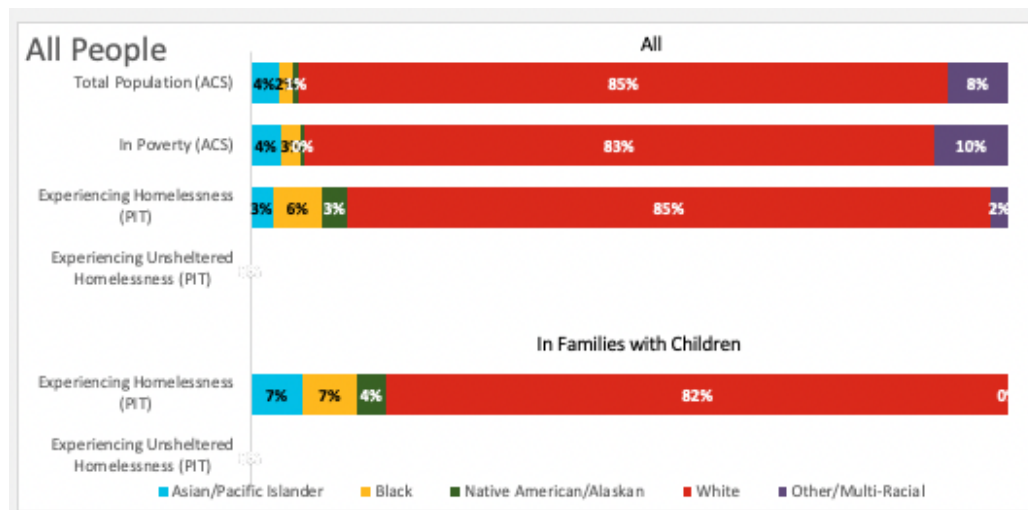
Community Perspectives

1. Develop and implement a community-wide education campaign to provide the community with accurate information on homelessness (including causes and solutions) and systemic racism / discrimination, and to help community members humanize their houseless neighbors. Ensure campaign materials are available in Spanish and in Mixteco dialects.
2. Engage employers of BIPOC, immigrant and undocumented populations, such as restaurants and agriculture, to provide information on services and housing to their workers.

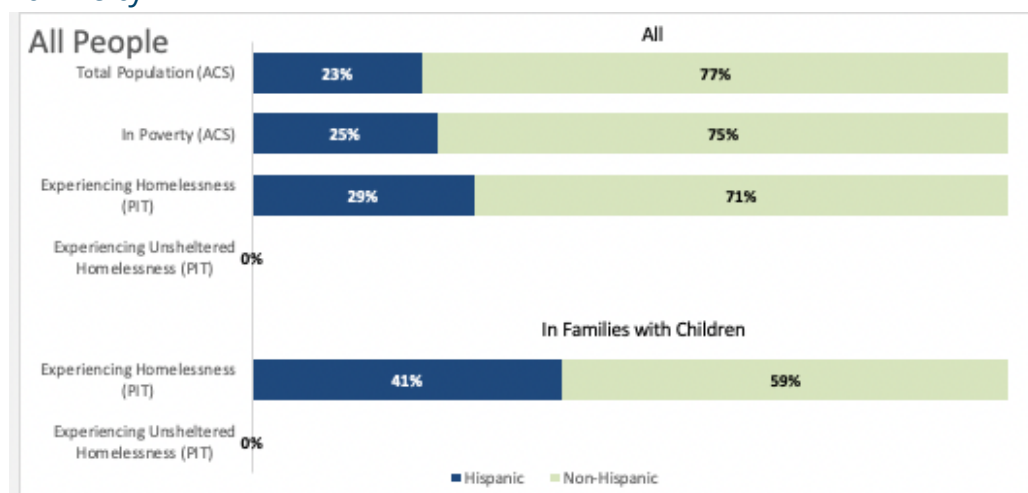
Data Appendices

CoC Racial Equity Tool Charts⁴

Race



Ethnicity



⁴ Found at: <https://www.hudexchange.info/resource/5787/coc-analysis-tool-race-and-ethnicity/>

Stakeholder Survey

Survey Participants

Total participants: ~170

Table: Age (Stakeholder Survey Respondents)

Age	% of Respondents
Under 24	4.62%
24-34	7.51%
35-44	10.40%
45-54	20.81%
55-64	26.01%
65+	28.48%
Prefer not to say	1.16%

Table: Gender (Stakeholder Survey Respondents)

Gender	% of Respondents
Female (inc. transgender women)	61.27%
Male (including transgender men)	32.95%
Non-binary / gender fluid / agender	1.73%
Prefer not to say	2.31%
Other	1.73%

Table: Racial Background (Stakeholder Survey Respondents)

Racial Background	% of Respondents
White	89.02%
Black / AA	1.16%
Asian	2.31%
Native American / Alaskan Native	0.00%
N HI/ P. Islander	0.58%
Prefer not to say	5.78%
Not listed	1.16%

Table: Ethnic Background (Stakeholder Survey Respondents)

Ethnicity	% of Respondents
Latinx	7.60%
Non-Hispanic	80.70%
Prefer not to say	10.53%
Other	1.17%

Table: Monthly Household Income (Stakeholder Survey Respondents)

Monthly household income	% of Respondents
no income	2.31%
\$1-999	2.89%

\$1k-2,999	5.20%
\$3k-5,999	24.86%
\$6k-7,999	10.40%
\$8k-9,999	8.09%
\$10k+	32.37%
Prefer not to say	13.87%

Table: Current Living Situation (Stakeholder Survey Respondents)

Current Living Situation	% of Respondents
Renter (market rate)	24.29%
Renter (subsidized)	1.73%
Homeowner	66.47%
Shelter/TH	0.00%
Unhoused	1.73%
Staying with friends / family	3.47%
prefer not to say	1.16%
Other	1.16%

Table: City or Township Worked in (Stakeholder Survey Respondents)

In what city or township do you work?	% of Respondents
San Luis Obispo	40.36%
Atascadero	13.25%
Grover Beach	9.04%
Arroyo Grande	8.43%
Retired	6.62%
Los Osos	4.82%
Paso Robles	4.22%
Pismo Beach	2.41%
Santa Maria	1.81%

Table: Community-Based Identity (Stakeholder Survey Respondents)

Identification with:	% of Respondents
SLO resident / community member	89.53%
Employee / elected official within SLO Co.	34.30%
Service provider / CBO	34.30%
Community organizer / advocate	25.58%
Faith-based community group	19.77%
Business owner	12.79%
Education section	12.21%
Currently / formerly housing insecure / homeless	10.47%
Neighborhood group / coalition	9.30%

Table: Percentage Who Work or Volunteer in Homelessness (Stakeholder Survey Respondents)

Do you work / volunteer in homeless services?	% of Respondents
Yes	50.00%
No	42.44%
I'm not sure	7.56%

Table: Experiences of Homelessness (Stakeholder Survey Respondents)

I or someone I know has experienced homelessness in the community	% of Respondents
Yes	73.37%
No	23.08%
I'm not sure	3.55%

Table: Experiences of Housing Affordability (Stakeholder Survey Respondents)

I or someone I know has been concerned about finding an affordable place to live in the community	% of Respondents
Yes	87.79%
No	10.47%
I'm not sure	1.74%

Housing and Homelessness Beliefs

Table: Housing and Homelessness Beliefs (Stakeholder Survey Respondents)

Housing / homelessness beliefs	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Average	I'm not sure
	1	2	3	4	5		
We have enough housing for everyone in need in our community.	71.10%	16.80%	3.50%	3.50%	2.90%	1.47	2.30%
I think homelessness in the community is a serious and urgent concern.	5.20%	0.60%	1.20%	16.20%	75.70%	4.58	1.20%
I think that homelessness is a county-wide issue.	4.60%	1.20%	0.60%	19.10%	72.80%	4.57	1.70%
I think many people in my community could be just one or two	3.50%	4.00%	4.60%	31.20%	53.20%	4.31	3.50%

unforeseen circumstances away from becoming homeless.							
I think that many people who are homeless in the community come from somewhere else.	13.90%	34.70%	22.00%	12.70%	7.50%	2.62	9.20%
I think offering additional homeless services would attract more people experiencing homelessness to the community.	18.60%	27.90%	22.10%	18.00%	7.60%	2.66	5.80%
I think that many people who are living on the streets in the community are there by choice.	27.70%	31.80%	11.00%	17.30%	7.50%	2.42	4.60%
In our community's homeless system of care, everyone is treated fairly and has equal access to homeless services and housing in the community, regardless of who they are.	19.19%	22.67%	19.19%	12.79%	11.05%	2.69	15.12%
The homeless system of care takes into consideration culture and life experiences of clients when providing services.	13.61%	16.57%	24.26%	18.34%	8.28%	2.89	18.93%
The homeless system of care and homeless services available in the community are effectively serving people who are non-English speaking or who have limited-English proficiency.	11.70%	17.54%	25.15%	14.04%	3.51%	2.72	28.07%

I believe it is possible to significantly reduce homelessness in the community.	4.12%	6.47%	5.29%	40.00%	38.82%	4.09	5.29%
I believe all communities in San Luis Obispo County should assume responsibility for addressing homelessness.	4.09%	2.34%	2.34%	23.98%	60.82%	4.44	6.43%

Barriers to Housing

Table: Beliefs around Barriers to Housing (Stakeholder Survey Respondents)

What do you think are the greatest barriers to finding permanent and affordable housing for people experiencing homelessness in our community?	% of Respondents
Lack of affordable units	87.79%
Neighborhoods resistant to affordable housing in their communities	50.00%
Policies that don't support affordable housing development (e.g., zoning ordinances)	42.44%
Landlords unwilling to accept tenants with specific issues/histories (criminal history, poor credit, current or past substance use)	41.28%
Lack of supportive services necessary for clients to sustain housing	41.28%
Landlords unwilling to accept subsidies/rental assistance	40.12%
Discrimination toward people experiencing homelessness	27.91%
Landlords unwilling to accept tenants out of homelessness	25.58%
Lack of knowledge of where to find affordable units	15.70%
Other <ul style="list-style-type: none"> Income requirements Lack of living wage jobs Lack of governmental support Pets (and lack of housing that accepts pets) Discrimination Paperwork 	23.84%

Ending Homelessness and Priorities

Table: Perspectives of Barriers to Ending Homelessness (Stakeholder Survey Respondents)

What do you think are the biggest roadblocks to keeping our community from ending homelessness?	
Insufficient permanent and affordable housing	68.79%
The cost of housing	67.63%
Insufficient mental health support	64.16%
Insufficient substance use support	46.24%
Insufficient homeless assistance funding	34.10%
Lack of income/employment	28.90%
Insufficient support for criminal justice-involved individuals & re-entry services, post-incarceration	28.32%
Insufficient shelter capacity	27.17%
Insufficient homeless prevention and diversion programs (e.g., eviction defense and tenant rights programs, one-time rental assistance)	23.70%
Insufficient coordination among homeless providers	22.54%
Insufficient access to affordable medical care	20.23%
Insufficient job training and development	17.92%
Insufficient law enforcement/criminal justice system interventions	12.72%
Lack of access to mainstream benefits (food stamps, SSI/SSDI, TANF, etc.)	10.40%
Other	17.92%
• Lack of community support (e.g., compassion, willingness to have services near neighborhoods)	
• Capacity / funding	
• Need for additional case workers	
• Identification / documentation	

Table: Perspectives of Priorities for Funding (Stakeholder Survey Respondents)

What do you think are the highest priorities for community funding or resources to address homelessness?	% of Respondents
Behavioral health services (e.g., mental health and/or substance use)	64.74%
Housing for low- and moderate- income people	45.66%
Housing designated for people experiencing homelessness	43.93%
Permanent supportive housing (e.g., long-term housing with intensive case management)	42.20%
Case management services	34.10%
Safe sanctioned places for people experiencing homelessness to camp temporarily (e.g., safe parking or pop-up shelters).	32.95%
Housing counseling/planning for people experiencing homelessness (e.g., housing navigator)	32.95%
Financial assistance with security deposits, first and/or last month's rent)	32.37%
Coordinated Entry System/Centralized connections to housing and services	29.48%
Substance use treatment centers	26.59%
Low-barrier, housing-focused shelter	24.86%

Affordable childcare	21.39%
Street outreach	20.81%
Hygiene services (e.g., access to bathrooms, showers, and laundry)	20.23%
Job/vocational training and development	19.08%
Day shelter or resource center	18.50%
Eviction prevention	18.50%
Landlord incentives and/or risk mitigation funds	16.76%
Re-entry programs	15.03%
Medical care	14.45%
Prevention assistance (e.g., back rent, mortgage, etc.)	13.87%
Senior services	12.14%
Transportation assistance	11.56%
Short-term subsidies/rental assistance	11.56%
Landlord engagement staff (e.g., to identify new units in the community)	11.56%
Food pantry/food bank	9.83%
Motel or hotel vouchers	9.25%
Dental care	5.78%
Education support	8.67%
Identification & documentation assistance	8.67%
Utility assistance	6.36%
Navigation center	5.20%
Technology assistance (e.g., access to computers and/or the internet)	5.20%
Legal services	3.47%
COVID-19 testing and/or vaccinations	2.89%
Other (please specify)	8.67%

Table: Support of Housing Solutions (Stakeholder Survey Respondents)

What are the most important housing solutions that you would support to address homelessness in our community?		
Funding for new housing developments for people experiencing or at-risk of homelessness.	1	4.77
Housing with integrated supportive services.	2	4.61
Converting motels to housing for people experiencing homelessness.	3	4.59
Permanent emergency shelters (all hours, all year)	4	4.1
Funding for new rental assistance (e.g., vouchers, housing subsidies, other assistance).	5	3.93
Construction of infill housing (additional housing units in an existing zoning area or neighborhood if it will assist those experiencing homelessness) in our community.	6	3.44
Tiny homes / community cabins.	7	3.25

Table: Perspectives of Populations Needing Support (Stakeholder Survey Respondents)

Aside from unsheltered people and chronically homeless, what populations need immediate attention in the response to homelessness?

People with addiction/mental health challenges	75.44%
Children and families	67.25%
Seniors	59.65%
Veterans	56.14%
Domestic violence survivors	54.97%
People with Disabilities	51.46%
Youth/Youth Parents (under age 25)	43.27%
Undocumented households	38.01%
LGBTQIA+	36.26%
Ex-offenders	34.50%
People of Color	33.33%
Non-English speakers	29.24%
None of the above	0.58%
Other (please specify)	7.02%

Table: Perspectives of Stakeholder Roles (Stakeholder Survey Respondents)

What stakeholders would you like to see play a bigger role in addressing homelessness?	
San Luis Obispo County	70.52%
Mental health organizations	65.90%
Landlords/Housing Developers	60.69%
State agencies	48.55%
Social service providers (not homeless focused)	47.98%
Hospitals/Healthcare	43.35%
Businesses	42.20%
Residents	42.20%
Foundations	36.42%
Police Department and Sheriff	36.42%
Faith-based organizations	32.37%
Neighborhood associations	27.75%
Schools and Universities	27.17%
Other (please specify)	8.67%

Table: Perspectives of Cultural Competency Needs (Stakeholder Survey Respondents)

What is most critical for improving cultural competency in our community and among service providers?	
Community/resident education	55.21%
More bilingual service providers	47.24%
Accessible services in non-English languages	46.63%
Cultural competency trainings	41.72%
Private - public partnerships	36.20%
None of the above	5.52%
Other (please specify)	11.04%

Open-Ended Responses

What is going well with the current responses to homelessness?

- Early prevention
- Good intentions, compassion, people who care
- Specific services / agencies (e.g., 5CHC, Prada, housing programs, ECHO, Shower the People, churches, Outreach)
- New funding streams
- Collaboration between agencies
- "We have many services available throughout the county to assist, however ideally there needs to be one building where folks can go for assistance to eliminate the need for multiple intakes with counselors at different agencies. In other words, a unified service provider where all needs are met under one roof. This of course does not include housing but includes counselors to assist with financial and health matters. Access to meals and food, clothing and job placement. I have seen this work very successfully at The OUR (outreach united resource) Center in Longmont, CO."
- "Our homeless services providers do great work, but lack funding commitments to operate sustainably long term, and are not well supported by jurisdictions' elected officials."
- "Our county's homeless services providers are collaborative, engaged, and compassionate."
- "Organizations dedicated to the integration of diversity training and intersectional education in their practices/staff."
- "Cities are being mindful of the approach to cleaning up encampments, making sure extensive outreach is attempted first and storing items for pick up later."

What is the most important thing that needs to change to be on the path to ending homelessness?

- Faster, more drastic action:
 - "Shorten it to a 5-Year Plan. Streamline the construction of housing and enact eminent domain to acquire vacant and abandoned properties for the explicit purpose of housing the unhoused."
 - "10 years is too long, and you can't keep passing the torch to the next elected official. This should be the number one priority. Build no income housing that's it. And do it soon because a lot more people are going to be facing homelessness in this next ten years and a lot more people are going to die in the next ten years because of it. They don't have 10 years."
 - "We need radical/transitional ideas. This is a nationwide issue, where the cost of housing is so far out of reach of what someone can earn. This is both an income issue and a cost of housing challenge. There is such a tremendous shortage of housing - and building 20 units at a time (for example) puts barely a dent in the issue."

- "Please be realistic and focused, don't try to do everything. Actual housing units probably the most effective, since housing is the number 1 issue for everyone, including workers and employers etc."
- Housing Options
 - There needs to be housing first, with no restrictions on substance use. Once housed, it will be easier to engage folks in programs.
 - Creating public housing with housing-first policies
 - Supportive housing with mental health and addiction treatment
 - Transitional options between congregate shelter and one's own home (e.g., SRO's, cabins, safe camping)
 - There needs to be a lot more housing dedicated to low and very low-income folks.
 - Building more affordable housing / increase affordable housing availability
 - We need more first-line options for non-congregate (but not necessarily isolated) shelter in EVERY city, town and section of the county -- clusters of tiny homes or cabins, places for RVs as living quarters, and places where people can park or camp safely with access to bathrooms, trash pickup, and meals or a communal kitchen.
 - "Stop waiting for the private sector and NIMBYs to do something about it. Zoning laws must also be changed to allow for extensive low-income housing and multiple residences on the same property. Dense housing is key. Continued construction of single-family units in a city as small as SLO must be abolished, instead construct duplexes, triplexes, cottage clusters, etc. using state funds specifically for the purpose of housing the unhoused."
- Public Attitudes
 - Educating and involving the public about the needs of those less fortunate.
 - Residents need to allow solutions to exist, and politicians need to support these solutions even if loud constituents are unhappy
 - "We must start recognizing the homeless in our community as our neighbors. Part of our community. Not "the other"."
 - "There needs to be more education for understanding, empathy, and compassion for the unhoused for those residents who have no first-hand knowledge of the situation."
- Mental health / substance abuse treatment
- Coordination
 - Improved coordination of homeless service organizations.
- Stop Sweeps
 - "SLO county needs to stop all sweeps. All of the moving people and throwing always their stuff is such a strain on mental well-being. No more police intervention, most things I have seen with law enforcement has escalated situations. And for the community, the newspapers, elected officials, and city staff to treat homeless people like humans because they are."

In what ways could our community better ensure everyone receives equal and equitable access to homeless services and housing?

- Better transportation for people who can't afford bus passes.
- Better centralized locations for agencies and offices in north and south county.
- Truly understanding what low barrier is and providing intensive support and services before and after individuals are housed.
- Put money into services, not sweeps.
- enforce fair housing laws, support rent control, keep eviction moratorium
- We need a street medicine team to be active in the areas of the county. So many people are not being reached by traditional healthcare.
- The most cost-effective way to end homelessness is to provide housing for people experiencing homelessness. Stop the continued intimidation tactics the police utilize towards people experiencing homelessness. Most of the people who are dealing with homelessness have grown up here. It's their home too.

Provider Survey

Survey Participants

Total participants: ~55

Table: Type of Organization Worked for (Provider Survey Respondents)

What type of organization do you work for?	
Homeless Services/Housing Provider	58.18%
Supportive services provider	12.73%
Public Benefits	12.73%
Law Enforcement / Probation / Criminal Justice	7.27%
Coordinated entry	5.45%
Behavioral Healthcare Provider	5.45%
Government/Public Official	5.45%
Faith-Based Organization	1.82%
Food bank or similar food access organization	1.82%
Healthcare Provider	0.00%
Police Department	0.00%
School district	0.00%
Direct staff of the Continuum of Care	0.00%
Other (please specify)	
<ul style="list-style-type: none"> • Shower the People • DVSA • Social Services • Community Volunteer • Sober Living 	12.73%

Table: City or Township Worked in (Provider Survey Respondents)

What city or township in San Luis Obispo County do you work in?	
San Luis Obispo	52.73%
County / County Wide	18.18%
Grover Beach	10.91%
Arroyo Grande	9.09%
Atascadero	7.27%

Table: Length of Time Working in Field of Homelessness (Provider Survey Respondents)

What is the length of time you have been working within the field of homelessness?	
less than 6 months	10.91%
6-12 months	3.64%
1-2 years	20.00%
3-5 years	32.73%
5-10 years	12.73%
10+ years	18.18%
Other (please specify)	1.82%

Table: Lived Experiences of Homelessness (Provider Survey Respondents)

Do you have lived experience of homelessness?	
Yes	22.22%
No	75.93%
Prefer not to state	1.85%

Table: Contact with Homelessness (Provider Survey Respondents)

As part of your work, do you regularly come in contact with people experiencing homelessness?	
Yes	98.18%
No	0%
I'm not sure	1.82%

Table: Type of Contact with Homelessness (Provider Survey Respondents)

If your answer to the above question is yes, please indicate in what capacity. If your answer above is no, please select "other" and enter n/a.	
Homeless services provider	69.09%
Public benefits	14.55%
Mental health / behavioral health	12.73%
Other nonprofit	10.91%
Law enforcement / Probation / Criminal Legal System	9.09%
Government / public official	9.09%
Food bank or similar food access organization	7.27%
Transportation	5.45%

Faith-based organization	3.64%
Healthcare provider	1.82%
Education	1.82%
Legal aid	1.82%
Business owner	0.00%
Other (please specify)	7.27%

Housing

Table: Housing and Homelessness Perspectives (Provider Survey Respondents)

Housing / homelessness perspectives	Strongly disagree 1	Disagree 2	Neither 3	Agree 4	Strongly agree 5	Average	I'm not sure
We have an adequate number of permanent supportive housing units available	74.55%	23.64%	1.82%	0.00%	0.00%	1.27	0.00%
We have an adequate number of rapid re-housing units available.	65.45%	45.45%	5.45%	0.00%	0.00%	1.38	3.64%
We have an adequate number of transitional housing units available.	67.27%	25.45%	7.27%	0.00%	0.00%	1.4	0.00%
We have an adequate number of emergency shelter beds available.	38.18%	40.00%	10.91%	7.27%	1.82%	1.93	1.82%
We have enough homeless housing units for single adults.	62.96%	14.81%	16.67%	1.85%	0.00%	1.56	3.70%
We have enough homeless housing units for families.	60.00%	30.91%	3.64%	1.82%	0.00%	1.45	3.64%
We have enough homeless housing units for youth.	51.85%	27.72%	9.26%	3.70%	0.00%	1.62	7.41%
The Coordinated Entry System is working as it should.	14.55%	29.09%	38.18%	9.09%	1.82%	2.51	7.27%
The homeless system of care consistently refers clients to permanent housing based on stated and federal guidelines.	7.27%	21.82%	32.73%	21.82%	0.00%	2.83	16.36%

We have an adequate amount of housing in the community.	60.00%	40.00%	0.00%	0.00%	0.00%	1.4	0.00%
Housing in the community is affordable for everyone.	90.91%	9.09%	0.00%	0.00%	0.00%	1.09	0.00%
We have an adequate amount of housing subsidies in the community.	43.64%	30.91%	20.00%	3.64%	0.00%	1.83	1.82%
We have enough landlord participation for housing vouchers / subsidies in the community.	56.36%	27.27%	10.91%	0.00%	0.00%	1.52	5.45%

Services

Table: Services Perspectives (Provider Survey Respondents)

Services Perspectives	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Average	I'm not sure
	1	2	3	4	5		
We have an adequate amount of supportive services in the community.	24.07%	35.19%	11.11%	24.07%	5.56%	2.52	0.00%
The supportive services in the community have enough capacity to serve everyone in need.	40.74%	40.74%	9.26%	3.70%	1.85%	1.81	3.70%
We have all of the types of supportive services we need in the community.	38.89%	37.04%	12.96%	7.41%	1.85%	1.94	1.85%
We have an adequate amount of outreach services in the community.	25.93%	22.22%	27.78%	11.11%	3.70%	2.39	9.26%
In this community's homeless system of care, everyone is treated fairly and has equal access to homeless services and housing in	24.07%	24.07%	16.67%	18.52%	9.26%	2.62	7.41%

the community, regardless of who they are.							
The homeless system of care takes into consideration cultural and life experiences of clients when providing services	13.21%	11.32%	37.74%	24.53%	7.55%	3.02	5.66%
The homeless system of care and homeless services available in the community are effectively serving people who are non-English speaking or who have limited-English proficiency	11.11%	29.63%	25.93%	20.37%	3.70%	2.73	9.26%
I believe it is possible to significantly reduce homelessness in the community.	3.70%	11.11%	16.67%	42.59%	20.37%	3.69	5.56%

Table: Perspectives of Supportive Services Most Needed (Provider Survey Respondents)

What kinds of supportive services are most needed for people experiencing homelessness in the community?	
Mental health support	78.18%
Case management	67.27%
Substance use treatment	61.82%
Life skills training	49.09%
Housing counseling	43.64%
Transportation assistance	43.64%
Job development	43.64%
Rent payment assistance	43.64%
Rental deposit assistance	34.55%
Childcare	34.55%
Legal services	32.73%
Reentry programs	30.91%
Medical care	27.27%
Vocational education	23.64%
Educational opportunities	21.82%
Motel vouchers	21.82%
Utility assistance	21.82%
Dental care	20.00%
Utility deposit assistance	20.00%

Food pantry	16.36%
ID assistance	14.55%
Public computers	14.55%
Clothing	12.73%
Work related fee assistance	12.73%
Gift card distribution program	10.91%
COVID-19 testing	7.27%
COVID-19 vaccination	7.27%
Other (please specify)	10.91%

Barriers

Table: Perspectives of Biggest Roadblocks to Solving Homelessness (Provider Survey Respondents)

What do you think are the biggest roadblocks to keeping the community from ending homelessness?	
Insufficient permanent and affordable housing	72.73%
High cost of housing	69.09%
Insufficient mental health support	54.55%
Negative perception or stereotypes about people experiencing homelessness	41.82%
Insufficient shelter capacity	30.91%
Insufficient safe housing	25.45%
Poverty	25.45%
An insufficient number of staff employed at service centers (e.g., under-staffed)	21.82%
Insufficient funding for programs	21.82%
Insufficient homeless assistance funding	20.00%
Unemployment	18.18%
Inequities in the systems and programs trying to solve homelessness	16.36%
Insufficient homeless prevention and diversion programs	14.55%
An insufficient amount of supportive services	14.55%
Insufficient support for criminal justice-involved individuals	12.73%
Insufficient coordination among homeless providers	10.91%
Insufficient access to affordable medical care	5.45%
Other (please specify)	16.36%

Table: Perspectives of Racial and Ethnic Groups with Greatest Barriers (Provider Survey Respondents)

Please indicate which racial and/or ethnic groups in your community have greater barriers (than other racial/ethnic groups) to accessing homeless services and supports:	
Hispanic / Latinx	48.89%
Black or African American	44.44%
Native American or Alaska Native	22.22%
Other (please specify)	22.22%

Multi-Racial	20.00%
None	17.78%
White, non-Hispanic	13.33%
Asian	8.89%
Native Hawaiian or Other Pacific Islander	6.67%

Why do you perceive this group (or these groups) as having greater barriers to accessing services and supports?

- Latinx population: language, cultural barriers; stigma; lack of bilingual staff at agencies; undocumented status; lack of trust of the system (due to undocumented status).
- Lack of knowledge about services.
- Racism in the community.

Table: Perspectives of At-Risk Groups (Provider Survey Respondents)

Please indicate the extent to which you believe each group below is at-risk of homelessness in the community.

Risk Level:	Low	Medium	High	Average	I am not sure
	1	2	3		
People with mental health challenges	1.85%	3.70%	94.44%	2.93	0.00%
People living in poverty	1.89%	5.66%	90.57%	2.9	1.89%
People with addiction challenges	1.85%	7.41%	88.89%	2.89	1.85%
People with a criminal record / ex-offenders	1.92%	21.15%	76.92%	2.75	0.00%
Single parents	0.00%	23.53%	68.63%	2.74	7.84%
Domestic violence survivors	1.85%	22.22%	74.07%	2.74	1.85%
People with disabilities	1.89%	32.08%	64.15%	2.63	1.89%
Veterans	3.77%	37.74%	52.83%	2.52	5.66%
Children and families	3.92%	43.14%	47.06%	2.46	5.88%
LGBTQIA+ persons	7.84%	27.45%	41.18%	2.44	23.53%
People of color	5.66%	32.08%	37.74%	2.42	24.53%
People who live in certain areas of the county	5.77%	36.54%	32.69%	2.36	25.00%
Single adults	11.54%	42.31%	36.54%	2.28	9.62%
Youth (under age 24)	13.21%	50.94%	24.53%	2.13	11.32%
People with no college education	16.98%	49.06%	28.30%	2.12	5.66%
Couples	18.87%	62.26%	9.43%	1.9	9.43%

Please provide an explanation of why you believe certain groups have a "High Risk of Homelessness."

- Cost of living (especially for those with dependents and other needs / barriers to sustaining income or housing).
- Discrimination (criminal records, sex offenders).

- Racism.
- Domestic violence survivors without needed resources.
- Undocumented.

What do you believe are the top 2 challenges that your organization faces in providing services and/or support to individuals experiencing homelessness?

- Staffing, funding.
- Mental health resources.
- Housing resources (specifically: PSH; affordable housing).
- Lack of communication / cooperation between agencies.
- Complication of system for smaller non-profits.
- Need life skills training services / ongoing case management once placed in housing.
- Support for undocumented clients.
- Fractured Service system.

In what ways could your community better ensure everyone receives equal and equitable access to homeless services and housing?

- Affordable housing (with supportive services).
- Better coordination / less overlap of services.
- Education of community (address NIMBY issues), of landlords (on working with homeless system, fair housing rules).
- More outreach / decreased wait times for services / better advertising.
- Better access in Spanish, bilingual staff.
- Access to free / affordable health care, behavioral health care, etc.
- More services that accept undocumented status.

Is there anything else you would like to share with us for the purpose of the 10-Year Plan to Address Homelessness?

- Lots of people want the "10 year" plan to be much shorter through more actionable strategies / goals, responsibility-taking, and "radical" ideas to solve homelessness. More adaptable system (e.g., homeless population will continue to change).

Stakeholder Interviews and Provider Focus Groups

"If we can't get past the whole documentation issue and ID requirements from the majority of the services available for individuals experiencing homelessness, anything else we put in place won't do any good."

Barriers to Serving Hispanic / Latinx and Mixteco Groups:

- Undocumented status

- Can't access services if they don't have documentation. Documentation determines which services you are eligible for.
- Once you remove the undocumented barrier out of the way, they can access the basic things they need to move forward.
- No mental health / SUD treatment available to those who are undocumented. And they can't afford to pay on their own.
- **Cultural lifestyle**
 - Lots of families living together. That's just what they're used to. They may not know there is another way to live for greater space and privacy.
 - When they're provided with food, they sometimes don't know what foods are or don't know how to cook them. Usually, providers give recipes or ideas on how to cook it. Something to be sensitive about > providing food that they are familiar with so that they can actually use it. (e.g., canned food is something they just don't use).
 - We need a better understanding of their culture, how things work in their culture, first/second generation.
 - A lot of immigrants come over to work, it doesn't work out, and then they become homeless. Then they turn to things like alcohol to cope but can't access healthcare.
- **Knowledge / Outreach methods:**
 - Families don't even realize that many resources are available in the community.
 - Word of mouth is how they find out.
- **Language**
 - If the organization does not have bilingual staff, communication, connection, and follow-through may be difficult (e.g., a family may be afraid they won't be able to communicate what they need, and thus may not even try).
 - All information needs to be translated into Spanish as a given, not an afterthought.
 - What about those who can't read?
 - Commercials, word of mouth, etc.

How do we overcome these barriers?

How do we overcome these barriers?

- **Risk of homelessness is greater for Hispanic / Latino/ Latinx population and Mixteco communities**
 - The percentage of income that goes toward rent is much higher for these groups than rest of county
 - Rents have gone up and are pricing people out
 - Doubled- and tripled-up families is much higher for Hispanic / Latino / Latinx community
 - Many more language barriers for mono-lingual Spanish speakers and Mixteco speakers.

- Jobs – seasonal workers (not necessarily migrant, are established, but work is less regular given the seasonal employment)
 - Have applied for rent relief proportionately. However, could argue that proportional access isn't enough because they are higher risk, so it isn't equitable.
- **Find ways to serve those who are undocumented** and provide services without requiring identification.
 - Clinics that are free.
 - Exceptions to the rules to allow folks into Shelters and receive case management.
 - Find other funding sources.
- **Culturally appropriate outreach and services**
 - Need to find ways to determine which kinds of housing programs are *culturally* appropriate, not just vulnerability appropriate.
 - Need to also consider how homelessness is defined and if those definitions are equitable. If not, systems need to change to include other definitions.
 - “We may not consider it homelessness, but sometimes when Hispanic / Latino / Latinx families or individuals can't find adequate housing, they live with each other in overcrowded circumstances. This should factor into how we define homelessness in order to serve groups equitably. This might be a way we aren't understanding the barriers they are facing.”
 - **Bilingual staff, translation / translation services**
 - Bilingual staff (who also do outreach and can help to build trust / rapport).
 - Translation services, programs on computers/phones
 - Translated flyers, advertisements, info packets, etc.
 - Translation into *many* languages, not just Spanish (e.g., Mixteco language).
 - **Transportation and hours of operation:**
 - Nipomo and the mesa area has minimal to no public transportation, and there are no services in the area.
 - For families who work, even if they have a car, they can't get to services during normal hours of operation.
 - Either transportation and hours of contact need to change, or agencies need to send representatives out to those areas (and advertise is well and in culturally- and language-appropriate ways).
 - **Technology**
 - Many Hispanic / Latino / Latinx and Mixteco families don't have access to the technology – nor the means to use it – to apply for services or learn about them
 - Need services to be available through other methods

- But then there are the language, transportation, trust, etc., issues.
- **Peer staff and family advocates:**
 - Are there Hispanic and Mixteco individuals who have overcome homelessness, and can they be partners or mentors and do outreach?
 - Cultural competency trainings only go so far. If you don't work regularly with the population, you're not going to understand the nuances.
 - But when you have those advocated or mentors with experience in that culture, that can help to overcome that barrier.
- **Build positive relationships and trust**
 - "Even having the familiar face of 'oh this person looks like me,' having them walk into an *office* was overwhelming for some families. **Building positive relationships and trust** are the best way to get families to open up to services."
 - Fear of services (and deportation):
 - Building positive relationships and trust are the best way to get families to open up to services.
 - Even having the familiar face of "oh this person looks like me," having them walk into an office was overwhelming for some families.
 - Some families check in with the person they trust before accessing a service to make sure they won't get in trouble and will actually get help.
 - Need staff who are: bilingual, understand the culture, know how to communicate
 - Need intensive case management that caters to the culture and values (e.g., constant and regular communication that helps to build rapport and trust)
 - High-touch, high-consistency communication
 - "Many services take a long time to actually get, such as Section 8. Families that have language, cultural, transportation, and technology barriers need an advocate to help them apply for these services. However, because they take so long and require consistent checking, calling, etc., many families get overwhelmed and give up, or the advocate stops working with them when they're initially denied or don't get it initially instead of helping them to reapply and stay engaged in the process."
- **Robust, consistent outreach:**
 - Go to people where they are comfortable to offer services.
 - Translate EVERYTHING into Spanish.
 - Work with Mixteco community to translate materials into their language.

- Flyers:
 - At schools, libraries, laundry mats, bus stops, encampments, food pantries
- Workforce:
 - Letting employers know about resources available just in case they see someone struggling (hotels, restaurants, agriculture).
- Information sessions offered to parents:
 - Someone comes and presents (e.g., an attorney, sheriff) to answer their questions. Not very many may show up, but they spread the info via word of mouth.
 - Needs to be somewhere centrally located, able to get there with no transportation barriers.
- Service reps working in different offices:
 - Having representatives from other offices / services come to places where the families are to get paperwork, etc., so that they can get benefits.
 - Home visits to get paperwork, etc.
 - Need more flexibility to remove barriers.
- Commercials in Spanish (on Spanish Language TV / radio channels, social media)
 - Start with “the help is here, and you won’t get in trouble for using it.”
- Encampment outreach:
 - Don’t go out with agency logos and fancy clothes.
 - Just offer help, and they will be more open (e.g., it’s not the government coming out, it’s actual help).
 - “We took out folks from community health centers to give them healthcare resources.”
- **Long-term follow-up and support:**
 - Need long-term follow-up/support: Families who get housed don’t get follow-up or check-ins after they get settled.
 - Need to have the follow-up so that we ensure they stay housed and don’t end up back at the services or at square one.
 - Need to ensure family gains self-sufficiency in all aspects, not just housing (e.g., employment, food).
 - Follow-up and continuity of care is missing across systems (e.g., healthcare, behavioral health, housing).
- **Funding and staffing:**
 - To achieve successful outreach and uptake of services, agencies need staff that are bilingual and well-qualified.

- We cannot currently hire those staff with the salaries that are offered given the cost of living in the county.
- **Agency training**
 - Monthly HSOC meeting:
 - Updates there are helpful > invite community agencies to that so that they can also spread the word with clients that they are serving.
 - Making sure all community agencies understand what resources are available, who qualifies for them, etc.
 - Cultural-sensitivity training for agencies, providers, county departments, etc.
- **Landlord engagement / incentives; cost of housing**
 - Getting landlords to take vouchers is tough.
 - Families have vouchers but can't get housing.
 - Landlords have misperceptions of what that means.
 - Have an office of attorneys to help with any unlawful situations with landlords.
 - Would be helpful to have long-term advocates, especially for families that don't speak English. (e.g., a family has a letter come in from a landlord and need it translated)
 - Do have family resource centers, but if the family isn't accessing the resource center that doesn't help.
 - Need to teach landlords the advantages of working with these populations:
 - Landlords and affordability go hand in hand: some landlords are willing to work with HA payment standards / market value. Landlords price units out of reach for section 8 clients.
 - More incentives might entice more landlords to participate.
 - Some landlords can't support supportive housing programs:
 - Biggest problem: Paying for the supportive housing program.
 - "We add all these units, work with more difficult populations that need more services. Finding the funding for prevention (prevention of recidivism?) is hard. Main focus of Supportive Housing program is to keep them from losing housing."
 - Have MA-level staff to do clinical-level case management, crisis intervention, counseling, etc.
 - Just trying to prevent homelessness among those who are low-income is hard.
 - "When someone loses their housing, it is very hard to find them housing again, especially if they have an eviction on their record."
 - "We manage some of the supportive housing programs. Have had good success identifying cooperative landlords for section 8 and affordable units. The community is very expensive; most units are in outlying areas. It is hard to find landlords within

the city willing to cooperate. Our most vulnerable clients have zero to very low income: even with section 8, can't afford housing and the support that they need."

- **Community education and buy-in**

- Some in the community (even those in homeless services) don't understand what systemic racism is, how it affects the community etc.
 - Also don't understand how to create equitable systems
- Need community educational campaigns to combat this and get the community all on the same page about it.
 - A group to champion it
 - Is there a group with a budget, media, etc. to increase awareness of importance of diversity, value of it, etc.?
 - Understanding what it all really means and how it applies to them and how they can impact it
 - Help them open to the idea that these are issues that affect even "good people"
 - Understanding relative privilege and benefits of that privilege
 - Understanding what creates inequities
 - Specific / concrete examples of systemic issues
 - e.g., lack of bilingual capable people in services, in rental market, etc.
 - What in the system is racist / an issue
 - How they are responsible / affect the system
 - People who have experienced discrimination to talk about their experiences
 - Maybe have outside folks like Homebase show a comparison of a white client vs. another client
 - Make sure it's not "just all theory" because people will shut that down

HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)

ACTION ITEM 6.5.1

September 21, 2022

AGENDA ITEM NUMBER: 6.5.1

ITEM: VOTE TO AMEND HSOC BY-LAWS TO ALLOW MEMBERS TO APPOINT ALTERNATES AT ANY TIME DURING THEIR TERM INSTEAD OF ONLY DURING THE FIRST 30 DAYS OF THEIR TERM

ACTION REQUIRED: Vote to Amend HSOC By-Laws to Allow Members to Appoint Alternates at Any Time During Their Term Instead of Only During the First 30 Days of Their Term

SUMMARY NARRATIVE:

Background

The Homeless Services Oversight Council (HSOC) was created by the San Luis Obispo County Board of Supervisors in June 2009 to serve as the San Luis Obispo County Continuum of Care oversight body for the federal McKinney-Vento Continuum of Care (COC) program funding in the county, in accordance with 24 C.F.R. Part 578.7.

Under 24 C.F.R. Part 578.3, the Continuum of Care is defined as the “group organized to carry out the responsibilities required under this part and that is composed of representatives of organizations, including nonprofit homeless providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons to the extent these groups are represented within the geographic area and are available to participate.” 24 C.F.R. Part 578.5 requires the Continuum of Care to “establish a board to act on behalf of the Continuum using the process established as a requirement by § 578.7(a)(3) and must comply with the conflict-of-interest requirements at § 578.95(b).”

There are 35 membership seats on the HSOC. Members are appointed to the HSOC by the County Board of Supervisors, with the exception of seven seats reserved for representatives from the seven incorporated cities in the County, which are appointed by the City Councils of each city.

HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)

ACTION ITEM 6.5.1

September 21, 2022

The current Alternates section of the Bylaws states:

Alternates

Members may be represented by their formally designated alternate, who shall have the full rights of the sitting member, including the right to vote on issues before the HSOC. Within thirty (30) days of appointment a member must notify the Chair, in writing, of his proposed alternate. Alternates are approved by the Executive Committee.

Executive Committee Review and Recommendation

The Executive Committee met on August 17, 2022, reviewed this section of the HSOC Bylaws and recommend changes. The Executive Committee proposed to amend the Alternates section of the Bylaws to allow for members to appoint alternates at any time, rather than only during the first 30 days of appointment to membership.

Per HSOC Bylaws, proposed changes to the Bylaws must be voted on twice by the full HSOC before the Bylaws may be amended.

Recommended Amendment

It is recommended that the Alternates sections of the HSOC Bylaws be repealed and replaced with the following language:

Alternates

Members may be represented by their formally designated alternate, who shall have the full rights of the sitting member, including the right to vote on issues before the HSOC. Members must notify the Chair and the CoC Program Manager, in writing, of their proposed alternate. Alternates are approved by the Executive Committee and may be appointed at any time.

Staff Comments

The amended language has been submitted to County Counsel. Staff will bring any necessary revisions to the language to the full HSOC in November if no comment has been received before the September 21 meeting. Staff support the recommendation to allow for the appointment of member alternates at any time.

Membership of the Homeless Services Oversight Council (HSOC) as of September 2022

Seat	Member	Alternate	Organization	Term
Elected Officials	Kristen Barneich	Lan George	City of Arroyo Grande	Unlimited while holding office
Elected Officials	Susan Funk		City of Atascadero	Unlimited while holding office
Elected Officials	Anna Miller	Jeff Lee	City of Grover Beach	Unlimited while holding office
Elected Officials	Dawn Addis	Laurel Barton	City of Morro Bay	Unlimited while holding office
Elected Officials	Steve Martin	Steve Gregory	City of Paso Robles	Unlimited while holding office
Elected Officials	Marcia Guthrie	Mary Ann Reiss	City of Pismo Beach	Unlimited while holding office
Elected Officials	Andy Pease		City of San Luis Obispo	Unlimited while holding office
Elected Officials	Dawn Ortiz-Legg		County of San Luis Obispo	Unlimited while holding office
County Government Service Providers	Anne Robin		County Department of Behavioral Health	1/10/2020-1/10/2023
County Government Service Providers	Devin Drake		County Department of Social Services	1/1/2021-1/1/2024
County Government Service Providers*	Allison Brandum	Michelle Shoresman	County Health Agency	4/19/2022-1/1/2025
Currently or Formerly Homeless Persons	Brenda Mack			1/1/2022-1/1/2025

Currently or Formerly Homeless Persons	<i>Vacant</i>			
Advocates	Janna Nichols		5Cities Homeless Coalition	1/1/2020-1/1/2023
Advocates	Kathy McClenathen		SLO County Housing Trust Fund	1/1/2021-1/1/2024
Public Safety Organizations	Jeff Smith		City of Pismo Beach Police Department	1/1/2021-1/10/2023
Public Safety Organizations	<i>Vacant</i>			
Nonprofit Homeless Assistance Providers	Caroline Hall		Los Osos Cares	1/10/2020-1/10/2023
Nonprofit Homeless Assistance Providers	Mark Lamore		Transitions Mental Health Association	1/10/2020-1/10/2023
Nonprofit Homeless Assistance Providers	Wendy Lewis		El Camino Homeless Organization	1/1/2022-1/1/2024
Nonprofit Homeless Assistance Providers*	Jack Lahey	Lawren Ramos	Community Action Partnership of San Luis Obispo	4/19/2022-1/1/2023
Affordable Housing Developers	Rick Gulino		People's Self Help Housing	1/1/2021-1/10/2023
Businesses	Bettina Swigger		Downtown SLO	1/1/2022-1/1/2025
Businesses*	Jim Dantona	Molly Kern	SLO Chamber of Commerce	4/19/2022-1/1/2024
Faith-Based Organizations	Shay Stewart		Granite Ridge Christian Camp	1/1/2021-1/1/2024
Hospitals	Amelia Grover	Liz Snyder	French Hospital	1/1/2021-1/1/2024
Organizations Serving Homeless Veterans	William Crewe	Paul Worsham	Veterans Helping Veterans	1/1/2022-1/1/2025
Housing Authority	Scott Smith		Housing Authority of San Luis Obispo	No limit

County Office of Education	Jessica Thomas		SLO County Office of Education	1/1/2021-1/1/2024
Victim Service Providers	Susan Lamont		Lumina Alliance	1/1/2022-1/1/2025
Other Community Organizations	Nicole Bennett		CenCal Health	1/1/2021-1/1/2024
Social Service Providers*	Garret Olson	Suzie Freeman	SLO Food Bank	4/19/2022-1/1/2025
Behavioral Health Agencies	<i>Vacant</i>			
Local School Districts	<i>Vacant</i>			
At Large Seats*	<i>Vacant</i>			

Per the HSOC bylaws (November 3, 2020), one seat is reserved for a County Supervisor, and seven seats are reserved for an elected City Councilperson from each of the incorporated cities.

*Five 'at large seats' may be held by representatives from any of the following categories: County Government Service Providers, Currently or Formerly Homeless Persons, Advocates, Affordable Housing Developers, Businesses, Faith-Based Organizations, Hospitals, Public Safety Organizations, Behavioral Health Agencies, Nonprofit Homeless Assistance Providers, Organizations Serving Homeless Veterans, Housing Authority, County Office of Education, Local School Districts, Social Service Providers, Victim Service Providers, and Other Community Organizations.

The HSOC may have no more than two representatives, staff or Board members from the same agency or organization.

Homeless Services Oversight Council

September 21 2022

Committee Updates

Finance & Data Committee – July 26

- Strategic Plan Update – County staff provided a brief update that the Plan was approved by the full HSOC and was due to be reviewed by the Board of Supervisors on August 9.
- Data Maturity Assessment Tool – County staff provided an update on meeting the data goals set by the Committee last year. County staff and agencies continue to make progress with the goals of entering all projects into HMIS (Homeless Management Information System) and setting performance expectations.
- System Administrators Monthly Call – County staff reported that the last monthly call included discussion about upcoming quarterly reports and the upcoming HMIS data standards update, though it is too early to give any information on this.
- Review of San Luis Obispo County CoC (Continuum of Care) Documents – County staff proposed updates to the CoC Privacy Posted Notice, CoC HMIS End User Agreement, and CoC HMIS Agency Participation Agreement. The Committee provided feedback on the current and proposed documents, and agreed that the documents will be sent to the agencies for discussion and then this feedback will be brought to the next meeting.
- California Housing Partnership: San Luis Obispo County Housing Need Report 2022 – The report was shared as an informational item.

Finance & Data Committee – August 23

- Data Sharing, Privacy and Release of Information – Alissa Parrish from ICF presented on current information and best practice regarding HMIS privacy and sharing.
- System Administrators Monthly Call – County staff reported that the last monthly call included discussion about Emergency Solutions Grant – Coronavirus (ESG-CV) reporting and a summary of NHSDC (National Human Services Data Consortium) conference information.
- Street Outreach and Housing Outcomes – the Committee discussed how documentation can be increased or improved to ensure outreach data is being captured. County staff to follow up with agencies.
- HUD (US Department of Housing and Urban Development) CoC (Continuum of Care) Grant Program Monitoring – County staff reported that HUD has indicated there will be no major findings with the CoC program they have monitored.
- Fiscal Year 2022 HUD CoC and HUD Special Unsheltered Set-Aside Competitions – County staff reported on the current local RFP (Request for Proposals) processes.
- HHAP 3 (Homeless Housing, Assistance and Prevention Program Round 3) Outcomes Reporting – County staff shared a sample of HHAP 3 outcomes from HMIS.

Services Coordinating Committee – August 1

- Wisdom Center (Community Based Adult Services) – Amanda Sillars presented on the Wisdom Center (Community Based Adult Services) in Santa Maria, an additional resource in the community for people experiencing homelessness, particularly senior people who are also medically fragile.
- Community Supports and Enhanced Care Management – Nicole Bennett presented on CenCal Health's new housing services and community support program, including a housing transition navigation service, housing deposits, and housing tenancy and sustaining services, as well as upcoming work including sobering centers and the HHIP (Housing and Homelessness Incentive Program) initiative.
- COVID-19 Contingency Planning – CAPSLO provided an update on their work with the County and City of SLO to establish short- and long-term shelter contingency plans for future outbreaks. More updates to follow.
- Increase in Fentanyl Availability and Overdoses – County staff and agencies provided updates on the high level of availability of fentanyl at camps and the Parking Village.
- Point in Time (PIT) Count Update – County staff provided an update on the PIT Count report, highlighting some relevant points of data.
- End of Life Protocol Task Force – County staff provided an update, that the task force has met and members are now liaising with their agencies to find a template policy that could be used to speed up creation of a general policy.

Housing Committee – August 2

- Housing Elements and RHNA (Regional Housing Needs Allocation) – County staff presented on key elements of the County's 2020-2028 Housing Element and how the County intends to meet its RHNA goals.
- Federal and State Grants – Update on Opportunities – County staff reported on the two upcoming Continuum of Care (CoC) grant program competitions (the annual grant and special unsheltered homelessness grant).
- Housing Developers Roundtable – People's Self Help Housing and the Housing Authority of the City of San Luis Obispo (HASLO) reported on their upcoming developments.

Housing Committee – September 6

- CoC (Continuum of Care) Program Competition - Increasing Affordable Housing Supply – County staff led discussion on the steps the CoC has taken in the last 12 months in engaging city or county governments on reforming zoning and land use policies to permit more housing development and reducing regulatory barriers to housing development. The Committee input numerous examples that will be used in the Annual CoC Program Collaborative Application.
- Oklahoma Avenue – Future Plans – County staff reported that an RFP has been released for the Design Build stage. An RFP for site operation will be released later.

- Federal and State Grants – Update on Opportunities – County staff reported on the release of the Planning and Building Department’s Action Plan NOFA (Notice of Funding Availability), including the Community Development Block Grant, Federal Emergency Solutions Grant, and HUD HOME programs.
- Housing Developers Roundtable - People’s Self Help Housing, Transitions Mental Health Association and Smart Share Housing Solutions reported on their current and upcoming developments.