



City of  
**Mountain View**

**2023**  
**HOMELESS**  
**INITIATIVES**  
**UPDATE**



**UPDATE ON INITIATIVES TO ASSIST  
HOMELESS AND UNSTABLY HOUSED  
RESIDENTS**



# INTRODUCTION

Homelessness is a significant issue, driven in large part by shortfalls in housing supply and affordable housing throughout the region and the State.

Since 2016, the City has developed programs and policies and dedicated nearly **\$11.9 million** in funding to serve homeless and unstably housed residents. Throughout this time, the City has actively collaborated with the County and community-based organizations (CBO) that have staff expertise and dedicated funding streams for working with homeless and vulnerable populations. In addition, the City is recognized as a regional leader in developing and funding affordable housing, with an investment of nearly \$130 million.

In Fiscal Year 2021-22, the City created the Human Services Division to lead the City's programs, services, and partnerships to meet the needs of Mountain View's most vulnerable residents and improve the quality of life for all residents. The Division works in collaboration with a network of service providers to assist homeless, unstably housed, and other vulnerable residents through housing services, mental health services, and other basic-need human services.

This report provides a comprehensive update and overview on the City's extensive homeless programs and initiatives, including:

- Homeless trends in Mountain View,
- Overview of strategies and actions to address homelessness,
- Key partnerships,
- CBO and interagency partner service highlights,
- The City's investment in homeless solutions, and
- A Glossary for program definitions.

All data in this report is from Fiscal Year 2022-23 unless otherwise stated.

# HOMELESSNESS TRENDS IN MV

The County of Santa Clara completes a comprehensive, biannual, “point-in-time” (PIT) homeless count, which serves as a baseline for understanding homelessness in the region. This count includes those who are unsheltered and unstably housed, enumerating individuals and families sleeping in emergency shelters and transitional housing as well as people sleeping on the streets, in vehicles, abandoned properties, or other places not meant for human habitation

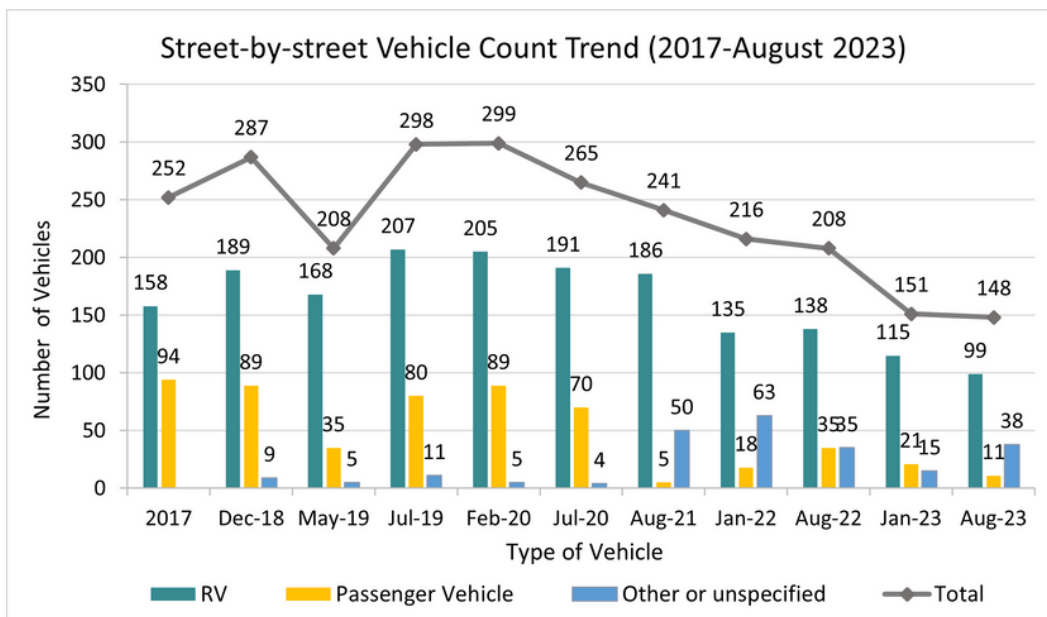
## PIT Count Comparison – City of Mountain View and County of Santa Clara (2015-2023)

The one-year shift for Mountain View in 2022 is mainly attributed by a data collection change. The PIT count contractor has determined that participants in Mountain View’s safe parking program were likely not counted in 2022.

	2015	2017	2019	2022	2023
City of Mountain View	276	416	606	346	562
County of Santa Clara	6,556	7,394	9,706	10,028	9,903

## City Living in Vehicles Count

In addition to the County count, the City also conducts an annual street-by-street count of vehicles that appear to be in use for living purposes. Over the past six years, the count of vehicles in the public right-of-way used for living has ranged from 200 to 300 vehicles, with the recent counts trending downward.



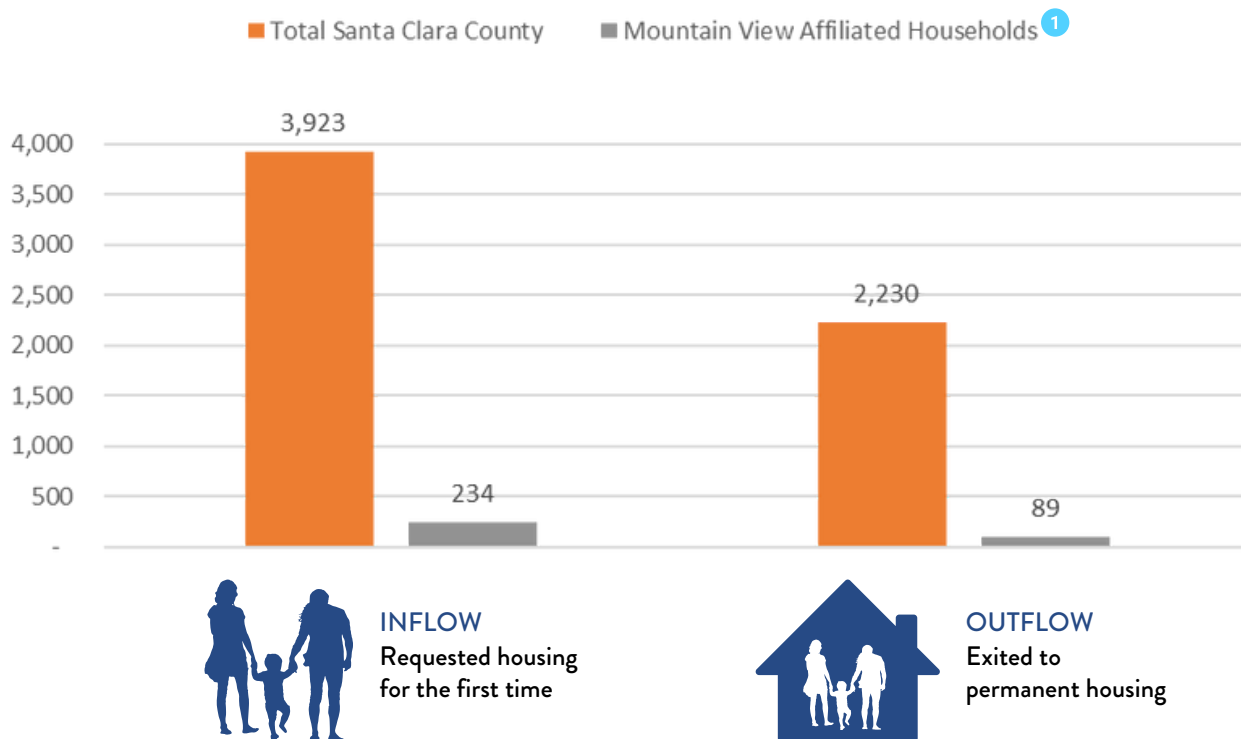
Note: Since February 2020, the data does not include Safe Parking lot vehicles.

# ANNUAL FLOW OF INDIVIDUALS ENTERING AND EXITING HOMELESSNESS

As part of the County’s 2020-2025 Community Plan to End Homelessness, the County has a goal to achieve a 30% reduction in annual inflow of people becoming homeless. Inflow is defined as the number of households completing a Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) for the first time, an indication of a request for housing for the first time. Despite the various programs and strategies to address homelessness, the City had a surplus of 145 individuals who requested housing for the first time but did not exit to a housing program or permanent housing in Fiscal Year 2022-23.

## CITY OF MOUNTAIN VIEW AND COUNTY OF SANTA CLARA (FY 2022-23)

Inflow vs. Outflow:  
Total and Mountain View Affiliated Households



<sup>1</sup> City affiliation for outflow is based on self-reported data from a client’s most recent VI-SPDAT assessment and data collected at any program enrollment. This includes location of workplace, school, city spent most time in, city lived in prior to becoming homeless, and ZIP code of last known address. City affiliation for inflow is based on responses to city affiliation questions of the client’s first VI-SPDAT assessment.

# OVERVIEW OF STRATEGIES AND ACTIONS TO ADDRESS HOMELESSNESS

## Emergency Shelter

65



Emergency Shelter Beds in Conjunction with the County (includes cold-weather shelter)

## Safe Parking

114



Parking Space Capacity Across All Safe Parking Lots

## Interim Housing

LifeMoves Mountain View (Project HomeKey)

100



Interim Housing Units



## Outreach Service

Includes joint City-County funding for CSA outreach, City multilingual outreach strategies and multi-channel communications, MVPD Outreach Team resource flyer distribution to unhoused individuals living in vehicles, and the MVPD Community Services Officer position.



## Community Resources, Access, or Case Management

Includes County funding for CSA Homeless Case Manager for housing referrals and current City full funding for the ongoing program, in addition to funding for case management/ permanent supportive housing units for 20 chronically homeless households in partnership with the County (New Directions—A Program of Peninsula Healthcare Connections).



## Basic Services, Sanitation and Hygiene

Includes City funding for 24/7 use of portable restroom and hand wash stations at CSA & Hope's Corner, Capital funding support for Meals at Hope's Corner, and services provided during COVID-19.

## Core Housing Programs

Includes Homeless Prevention ①, Permanent Supportive Housing ②, Affordable Housing, and Market Rate Housing.



\$5.3 Million

City Rent Relief Program



200 Units

Rapid rehousing /permanent supportive housing funded



20 Households

Assisted through supportive housing contract with County



1,723

Approximately 1,700 deed-restricted affordable units (approximately 1,500 units in 100% affordable projects; approximately 200 below-market-rate units)



1,650

Affordable housing units in the pipeline, which includes nearly 350 below-market-rate units.



14,393

12,717 fully covered rental units and 1,676 partially covered rental units

① The Homeless Prevention Program aims to provide funds to keep individuals in stable housing to prevent homelessness.

② Permanent Supportive Housing provides longer-term rental assistance, case management, and supportive services to the most vulnerable chronically homeless individuals and families in the community.

# ONGOING COLLABORATION

The City has continuously collaborated with the local emergency assistance network, community-based organizations, and government agencies to combine and leverage resources to help as many people in need as possible. The City has convened a standing meeting since March 2020, initially weekly and ultimately moving to monthly in July 2021.

## COMMUNITY-BASED ORGANIZATION HIGHLIGHTS

### Cafecito



- 4 mental health workshops
- 10 Spanish-speaking refugees received necessities

### Community Health Awareness Council



- 24 homeless clients received 10 free counseling sessions
- 43 housing insecure families with children utilized Family Resource Center services

### Community Services Agency



- 984 residents assisted with housing, information referral and case management
- Nearly 200 clients were provided financial assistance in the sum of \$279,000
- A total of 3,117 individuals received nutritious groceries
- 594 loads of laundry provided

### Day Worker Center of Mountain View



- 9,923 job placements
- 18,138 meals distributed
- 129 participants in workshops and trainings
- 288 participants in ESL classes

### Hope's Corner



- 19,757 meals and snack bags served
- 1,244 individuals received food
- 1,077 showers provided
- 391 loads of laundry washed

### Reach Silicon Valley



- 43 households in oversized vehicles received solar generators, solar panels and power chargers
- 700+ LifeMoves MV and unhoused individuals received blankets, socks, hygiene kits, beanies and snack bags
- 75 unhoused children received new shoes and school supplies
- 120+ outreach, including resources, food, clothing and meals

### Second Harvest of Silicon Valley



- 5,500 individuals served
- 1.3 million meals served

### STAND4 Inc.



- 1,000 boxes of free groceries served
- 50 unstably housed families received free furniture

### The Hope Hangar



- 457 visits
- 673 individuals served
- 22,850 pounds of food provided
- \$43,872 worth of food

### The United Effort Organization



- 143 individuals served
- 318 benefit applications submitted
- 7 individuals helped to find housing

# INTERAGENCY PARTNER OUTCOMES

## Police Community Outreach



- 32 homeless individuals referred to CBOs <sup>1</sup>
- 104 homeless individuals referred to other housing and shelter services <sup>2</sup>
- 9 encampments removed
- 39 arrests related to vehicle dwellers

## County-Funded Homeless Prevention



- 625 individuals in program and kept in stable housing
- 256 households in program and kept in stable housing

## County-Funded Rapid Rehousing <sup>4</sup> <sup>5</sup>



- 92 individuals housed
- 49 households housed

## Permanent Supportive Housing <sup>6</sup>



- County Funded
- 109 Mountain View individuals housed
  - 85 Mountain View households housed <sup>5</sup>

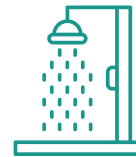
- City Funded
- 34 individuals housed
  - 19 households housed

## Santa Clara County Housing Authority



- 404 Mountain View households assisted
- \$800,203 of approximate current assistance amounts per month

## Dignity on Wheels



- 2,685 showers
- 1,349 loads of laundry

## McKinney-Vento Students



- 265 Mountain View Whisman School District students
- 70 Mountain View Los Altos High School District students

## Valley Homeless Healthcare Program



- 588 visits
- 228 patients served

- <sup>1</sup> Includes Community Services Agency (CSA), Reach SV, The United Effort Organization, and Mountain View Solidarity Foundation.
- <sup>2</sup> Includes LifeMoves Mountain View, Abode Services, HomeFirst, and MOVE Mountain View.
- <sup>3</sup> County of Santa Clara program providers define a Homeless Prevention Program client's affiliation with a city based on the most recent Homeless Prevention assessment. City affiliation includes work location, school location, city spent most time in, and ZIP code of address at time of program enrollment. Clients are still housed when they take the Homeless Prevention assessment/enroll in Homelessness Prevention programs.

- <sup>4</sup> Participants may be currently processed in multiple programs and data may be overlapping.
- <sup>5</sup> County of Santa Clara program providers define a homeless client's city affiliation based on workplace, school, city lived in prior to becoming homeless, and ZIP code of last permanent address at time of program enrollment. This data is taken from the most recent VI-SPDAT assessment.
- <sup>6</sup> County of Santa Clara and Community Services Agency (CSA) programs comply with the broad categories of homelessness defined by United States Department of Housing and Urban Development (HUD).

# INTERAGENCY PARTNERS, CONT.

## LifeMoves Mountain View

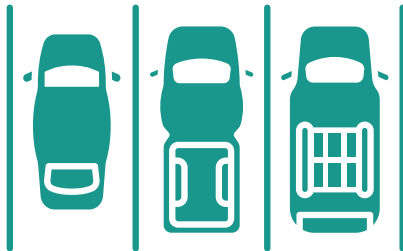


- 299 clients served
- 10 veteran clients
- 160 clients with a disability
- 25 clients on average per month
- 232 households served
- 129.5 days - median length of stay
- 191.3 days - average length of stay
- 86 placements in stable housing <sup>7</sup>
- \$15,000 average cost per door <sup>8</sup>

<sup>7</sup> Stable housing indicates that these households may have reunited with family, signed leases (market rate, below market rate, or with time-limited rent subsidies), or otherwise exited to a place meant for human habitation.

<sup>8</sup> Based on the LifeMoves MV FY 2022-23 funding amount of \$1.5M.

## Safe Parking



- 183 individuals enrolled
- 112 households enrolled
- 3 veteran clients enrolled
- 114 parking space capacity (includes both faith-based lots)
- 106% utilization <sup>9</sup>
- 154 days for average length of stay for 37 clients who exited in FY 2022-23 <sup>10</sup>
- 48% of clients who exited the program went to permanent housing destinations <sup>11</sup>
- \$1,290 average cost per night of service <sup>12</sup>

<sup>9</sup> Utilization is calculated as total days enrolled divided by cumulative capacity.

<sup>10</sup> Average length of stay is calculated by the number of days enrolled in the program. This is based on a client's start and end date with the program.

<sup>11</sup> Includes a rental unit with no ongoing housing subsidy, a tenant or project-based Housing Choice Voucher, Rapid Rehousing or equivalent subsidy, or other ongoing housing subsidy; permanent tenure by staying or living with family; and a unit owned by the client with no ongoing housing subsidy.

<sup>12</sup> Based on MOVE Mountain View's FY 2022-23 service cost.



# INVESTMENT IN HOMELESSNESS SOLUTIONS

Reducing the number of individuals and families without a home requires multi-agency and interdepartmental coordination, regional collaboration, and a long-term focus. The investment by the City and the City’s partners to address homelessness is summarized below.

## \$1 Million

The average amount the City of Mountain View has invested every year since 2016. <sup>1</sup>



**\$26.9 Million**

Generated in State grants and philanthropic private donations



**\$16 Million**

Secured through leveraging partnerships with County of Santa Clara



**\$5.1 Million**

Invested in programs related to COVID-19 response



**\$129.8 Million**

Invested in funding affordable housing

<sup>1</sup> The funding is from several sources, including the General Housing Fund, which also includes a portion of a grant from Destination: Home and Limited-Period Funds.

# THANK YOU!

The City of Mountain View would like to acknowledge and thank the following partnerships and agencies that are essential to our success across the homeless services continuum:

- Alta Housing
- Bill Wilson Center
- Cafecito
- Community Health Awareness Council
- Community Services Agency
- COVID-19 Community-Based Organization Team
- Day Worker Center MV
- Destination: Home
- Dignity on Wheels
- HomeFirst
- Hope’s Corner
- Human Relations Commission
- LifeMoves MV
- Live Nation
- Los Altos Mountain View School District – McKinney Vento representatives
- Los Atos United Methodist Church
- Momentum for Health TRUST Program
- Mountain View Whisman School District - McKinney Vento representatives
- MOVE MV
- New Directions - A program of Peninsula-Healthcare Connections
- Reach Silicon Valley
- Santa Clara County
  - Housing Authority
  - Office of Supportive Housing
  - Valley Homeless Healthcare Program
- Second Harvest of Silicon Valley
- St. Athanasius food distribution program
- STAND 4 INC.
- The Hope Hangar
- The United Effort Organization
- Trinity United Methodist Church
- YMCA of Silicon Valley El Camino & Sequoia Branch

# GLOSSARY

<b>Emergency Shelter</b>	Programs that respond to the crisis of homelessness, providing immediate shelter from the elements, access to meals, and connections to services and resources.
<b>Homeless Prevention</b>	Programs to stop homelessness before it starts by providing financial assistance and services to prevent families and individuals from losing their housing. Assistance may be one-time or for a short period. Supportive services may be provided in addition to financial assistance, or households might be connected to other resources in the community. (e.g., Rent Relief).
<b>Housing Choice Voucher</b>	A federally-funded rental assistance program that helps eligible individuals and families pay for housing.
<b>Interim Housing</b>	<p>A Short-term, dignified environment where community members can be housed and supported with services and case management. (e.g., LifeMoves MV).</p> <p>The County of Santa Clara also uses the term "Transitional Housing", which are programs that provide temporary housing (usually no more than two years) with attached services focused on helping people prepare to obtain housing upon program exit. Units can be anything from an enclosed cubicle with reserved bed at a shelter facility to an apartment in the community.</p>
<b>McKinney-Vento</b>	The McKinney-Vento Homeless Assistance Act of 1987 (McKinney-Vento) is a federal law created to support the enrollment and education of homeless students. It is intended to provide homeless students the same educational opportunities as housed students by removing as many barriers to learning for homeless students as possible. The Act requires schools to identify and count students experiencing homelessness as defined by the U.S. Department of Education.
<b>Permanent Supportive Housing</b>	<p>Community-based housing without a designated length of stay, and includes both permanent supportive housing and rapid re-housing.*</p> <p>Designed for chronically homeless and other highly vulnerable individuals and families who need long-term support to stay housed.</p>
<b>Rapid Rehousing</b>	Provides short-term financial assistance and support (four to six months, on average) to quickly rehouse homeless households in their own independent permanent housing.
<b>Safe Parking</b>	Provides a temporary, safe location to park for individuals and families living in a vehicle, while providing access to services that will transition them into more stable housing.