



## Santa Clara County Continuum of Care

# Santa Clara County: Community Plan to End Homelessness

## Focus Area 1

Prevent people from becoming homeless.

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**Strategy A** – Expand programs and investments to prevent people from becoming homeless.

### Sub-Strategies

**A1:** Increase public and private funding for homelessness prevention programs.

**A2:** Strengthen and sustain a high-impact homelessness prevention system.

**A3:** Align policy and affordable housing investment to improve housing stability for households at-risk of homelessness.

**Strategy B** – Ensure services are effective to prevent people from becoming homeless.

### Sub-Strategies

**B1.** Prevent evictions through early identification, tenant protections, and system coordination.

**B2:** Enforce fair housing protections and increase access to legal services to combat housing discrimination.

**B3:** Leverage health care resources to prevent homelessness.

**Strategy C** – Enhance coordination across systems to prevent people from becoming homeless.

### Sub-Strategies

**C1:** Prevent homelessness at discharge or system exit through coordination with health care or behavioral health institutions, foster care, or criminal legal systems.

**C2:** Establish partnerships to increase income and employment for those at-risk of homelessness.

**C3:** Strengthen partnerships with safety net services for a community-driven approach to preventing homelessness.

## **Focus Area 2**

**Continue to house people and support them in retaining their housing.**

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**Strategy A** – Increase and maintain a range of housing options that meets the need.

### **Sub-Strategies**

**A1:** Increase public and private funding to build more permanent housing and implement system improvements.

**A2:** Increase public and private funding to expand temporary housing capacity and implement system improvements.

**A3:** Prioritize development of housing for extremely low-income individuals and families making 30% of Area Median Income or less and set joint targets.

**A4:** Build up programs and services to reach geographically underserved areas of the county.

**A5:** Strengthen and diversify permanent housing capacity and options to meet varied needs and acuity levels.

**A6:** Strengthen and diversify temporary housing capacity and options, including Emergency Interim Housing (EIH), to meet varied needs and acuity levels.

**A7:** Co-design innovative and inclusive housing and service models with people with lived experience that expand access to diverse, permanent housing solutions.

**Strategy B** – Increase consistency, diversity, and quality of housing and services for people accessing the housing system.

### **Sub-Strategies**

**B1:** Standardize high-quality service delivery and individualized care across the housing system.

**B2:** All housing programs are safe, healthy, and accessible to everyone.

**B3:** Improve tenancy support for participants in permanent housing programs.

**B4:** Invest in equitable workforce development programs for people with lived experience within the homeless system.

**B5:** Promote skill-building and career advancement opportunities for people with lived experience within the homeless system.

**B6:** Support the development and implementation of programs led by people with lived experience that provide peer support, housing navigation, and mentorship.

**Strategy C** – Improve system coordination throughout the housing system.

### **Sub-Strategies**

**C1:** Reduce returns to homelessness and program exits.

**C2:** Increase coordination between property management and service providers to ensure housing stability.

**C3:** Reduce housing search time and expand landlord capacity for scattered site housing programs.

## **Focus Area 3**

**Strengthen access to care and services for people experiencing unsheltered homelessness.**

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**Strategy A** – Build capacity and expand access to trusted, culturally responsive, and coordinated services and resources throughout Santa Clara County.

### **Sub-Strategies**

**A1:** Identify sustainable funding for increased access to care and services for people experiencing unsheltered homelessness.

**A2:** Prioritize peer-led and community-driven outreach and communications models to effectively serve underserved regions and populations who are historically underserved or overrepresented in the homeless system.

**A3:** Improve system-wide access to real-time, understandable, and comprehensive resource information and availability.

**Strategy B** – Increase consistency, variety, and quality of outreach, basic, and essential needs services.

## Sub-Strategies

**B1:** Expand service delivery offerings for basic and essential needs and to support stability.

**B2:** Ensure that service providers are equipped with the skills, capacity, and ability to effectively serve those in unsheltered situations.

**B3:** Create a consistent, person-centered approach to address vehicular homelessness.

**B4:** Connect impacted populations to culturally responsive services.

**Strategy C** – Invest in approaches that improve outcomes and reduce harm for people living unsheltered and the community at-large.

## Sub-Strategies

**C1:** Strengthen coordination between behavioral health, homeless service providers, and public safety partners to divert non-violent homeless-related calls away from law enforcement.

**C2:** Expand re-entry and behavioral health services as alternatives to arrest or emergency room admission.

**C3:** Decrease the number of people residing in encampments and reduce criminalization of homelessness for those who are unsheltered

## Focus Area 4

Center and invest in people with lived experience to lead and transform the homeless system.

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**Strategy A** – Expand the representation of people with lived experience in leadership roles and decision-making bodies.

## Sub-Strategies

**A1:** Build capacity of local jurisdictions and organizations to increase lived experience in leadership roles and decision-making bodies

**A2:** Create accessible and flexible leadership opportunities that consider varying interests, availability, and backgrounds

**A3:** Reduce structural barriers to participation.

**Strategy B** – Build leadership capacity and advancement pathways for people with lived experience.

### **Sub-Strategies**

**B1:** Provide opportunities such as mentorship and education for people with lived experience to establish pathways for leadership advancement.

**B2:** Support transitions from advisory roles to formal decision making and leadership positions.

**B3:** Advance equity in hiring, advancement, and retention of people with lived experience.

**Strategy C** – Equip homeless system partners to effectively partner with people with lived experience.

### **Sub-Strategies**

**C1:** Establish standards and best practices to support authentic lived experience engagement

**C2:** Formalize processes to regularly evaluate the quality and depth of lived experience engagement and use findings to drive improvement.

**C3:** Develop clear accountability measures to transparently demonstrate how lived experience input informs decisions and system change.