



Our Year of

## WORKING TOGETHER TO END HOMELESSNESS

Questions and Answers, April 22, 2022  
*Why Homelessness is a Countywide Issue*

**Question:** Are statistics re: Unhoused residents in SMC available for North, Central and South County?

**Answer:** Please see the 2019 Homeless Count report for the geographic distribution of homelessness in the county by city: <https://www.smcgov.org/hsa/2019-one-day-homeless-count>

**Question:** Do we have similar economic impacts for San Mateo County?

**Answer:** There is no similar study/report for San Mateo County. That study was the most comprehensive study about homelessness in the Bay Area counties. The study mentioned was by [Economic Roundtable in 2015](#) on the cost of homelessness in Santa Clara County.

**Question:** Could we try to identify those at risk for homelessness to prevent housing destabilization? Adult children with chronic mental health conditions who rely on aging parents are not identified by behavioral health providers. Could we gather data?

**Answer:** Panel 2 will cover the topic of homelessness prevention and efforts to promote housing stability. The Core Service Agencies, who are the entry point to services also identify people at risk and will assist households in various situations. Watch Panel 2 on the meeting recording [here](#) (time stamp is 1:11).

**Question:** Does a transportation solution exist now?

**Answer:** Yes, eligible students experiencing homelessness are eligible for transportation. Please contact the school administrator and ask how to be connected to the liaison for student services. In addition, you can learn more at [www.smcoe.org/district-student-services](http://www.smcoe.org/district-student-services) or visit the California Department of Education at [www.cde.ca.gov/sp/hs/cy/](http://www.cde.ca.gov/sp/hs/cy/).

**Question:** What happens to the folks who cannot keep up with the subsidy increments in the rapid rehousing program?

**Answer:** With approval, we assist by either covering or adjusting the client's amount based on the specific issue presented.

**Question:** Has there been any efforts to give homeless individuals a voice in the development of housing solutions or prevention? As an example, has there ever been a meeting 'where they are' on site at encampments?

**Answer:** Individuals experiencing homelessness contributed suggestions and commented on the plans as they were developed for the County Navigation Center, which will have 240 individual units for homeless adults.

Yes, there are regular efforts to engage those in receipt of services and for specific projects, both at the county level and at community-based organizations. For example, when building affordable housing, creating new programs and evaluating programs. There is always room for improvement, and it would be great to hear folks' ideas of how to better engage those community members facing homelessness.

We engage with and incorporate feedback from people with lived experience of homelessness, including people with current and recent experience of sheltered and unsheltered homelessness. This includes regular surveys of sheltered and unsheltered individuals.

**Question:** Is Home & Hope one of the Core Agency?

**Answer:** Home and Hope is a shelter provider, not a CORE agency. CORE agencies refer to Coordinated Entry Services (CES), and they make the placement at Home and Hope shelter or one of the several Life Moves shelters.

**Question:** How can a person get a referral to a non-congregate hotel?

**Answer:** All referrals to non-congregate shelter are done through the Coordinated Entry System, which can be accessed via the Core Services Agencies and via the Homeless Outreach Teams.

**Question:** What percent of those entering “the housing pool” are housed immediately or quickly?

**Answer:** More people seek housing through Coordinated Entry System than the system has housing resources available for. Typically, between 12% and 25% of adults that access the Coordinated Entry System (CES) are subsequently matched to a permanent housing intervention by CES. For families with children the percentage is higher. However, fortunately, many more households do successfully move on to permanent housing without being matched to a permanent housing program by CES.

**Question:** Can someone speak to phone support through 211?

**Answer:** 211 is an easy to remember and accessible resource. For information and referral for health and human services or for non-medical questions about COVID-19, contact 211 at: 2-1-1 (or 800-273-6222) or text your zip code to: 898211. The operators at 211 also make referrals to the Core Service Agencies if the caller indicates the need for homeless and housing services.

**Question:** It is imperative to be able to engage in language and cultural humility. We need to know who has staff that work with these proficiencies. I recognize the talents and passion of these programs but do need to know individuals that can offer the potential for true engagement to help with the trusting relationships to identify the various needs that surface in the process. Options are necessary because advocacy is sometimes necessary.

**Answer:** Absolutely. All staff receive multiple training opportunities on this and related topics, come from the communities they serve, and are held accountable for their approach to care for the clients. Certainly, if you have specific concerns, you are encouraged to reach out to program directors and/or the county to share any grievances. CORE Service agencies hold themselves to very high standards and we want to know if there is a problem immediately, so we can resolve the issue.

**Question:** Is there a phone number to help someone in San Carlos?

**Answer:** Samaritan House is the Core Agency that serves San Carlos. Here is the phone number: (650) 347-3648. Another option is to call Life Moves administrative office and be connected to an outreach case manager: (650) 685-5880. Additional phone numbers for the Core Service Agencies can be found at this link: <https://www.smcgov.org/hsa/core-service-agencies-emergency-safety-net-assistance>

**Question:** Could one of the CORE agencies comment on their collaboration with the Downtown Streets Team and Street Life Ministries in Redwood City and North Fair Oaks?

**Answer:** Fair Oaks Community Center, the Core Agency for Redwood City and North Fair Oaks collaborates with Downtown Streets Team and Street Life Ministries - both critical community partners in our efforts towards addressing and ending homelessness. Currently, Downtown Streets Team only works in Redwood City within San Mateo County though the work in many other communities throughout the Bay Area. Street Life Ministries works in Redwood City and Menlo Park.

**Question:** Could you please send us the recording when it's ready?

**Answer:** The recording of this event is available online [here](#).

#### **Resources Shared:**

- Human Services Agency Center on Homelessness: <https://www.smcgov.org/hsa/center-homelessness>
- HUD Continuum of Care Data: [https://files.hudexchange.info/reports/published/CoC\\_Dash\\_CoC\\_CA-512-2019\\_CA\\_2019.pdf](https://files.hudexchange.info/reports/published/CoC_Dash_CoC_CA-512-2019_CA_2019.pdf)
- Department of Housing Policy and Data: <https://www.smcgov.org/housing/policy-data>
- Report by John W. Gardner Center: Housing Instability and Educational Outcomes of San Mateo County Youth. <https://gardnercenter.stanford.edu/publications/housing-instability-and-educational-outcomes-san-mateo-county-youth>.
  - Amy Gerstein is the Executive Director of John W. Gardner Center at Stanford. Please feel free to reach out if you have questions or would like more information about the county wide study on homelessness among the student population. Amy's email is [gerstein@stanford.edu](mailto:gerstein@stanford.edu).
  - Felix AuYeung would like to connect with anyone interested in exploring providing a priority preference for the families with children identified by the school districts as homeless. Felix's email is [fauyeung@midpen-housing.org](mailto:fauyeung@midpen-housing.org).
- Stanford News article related to the above Garner Center Report: At least 2,600 students in San Mateo County schools have experienced 'housing instability' Stanford study finds. <https://news.stanford.edu/2022/04/19/least-2600-students-san-mateo-county-schools-experienced-housing-instability-stanford-study-finds/>
- See the following link for a list of Core Service Agencies by geography: <https://www.smcgov.org/hsa/core-service-agencies-emergency-safety-net-assistance>