



# Memorandum

**TO:** HONORABLE MAYOR AND  
CITY COUNCIL

**FROM:** Mayor Matt Mahan  
Vice Mayor Rosemary Kamei  
Councilmember Omar Torres  
Councilmember David Cohen

**SUBJECT:** SEE BELOW

**DATE:** March 22, 2024

---

Approved

---

**SUBJECT: Actions Related to Grant Agreements for a Targeted Outreach and Engagement Program Serving Unsheltered Individuals in San José**

## RECOMMENDATIONS

1. Accept the staff recommendation
2. Direct staff to report back to Council on the following metrics and outcomes for all homeless outreach programs before approving options to extend:
  - a. The number of unduplicated individuals contacted
  - b. The number of times when outreach workers can offer a direct referral to a shelter bed, interim housing, safe parking, permanent housing, foster care, or long-term care placement
    - i. The number of direct referrals that result in successful placements
  - c. The number of unduplicated individuals that reject available housing, shelter options or supportive services when offered, including tracking any:
    - i. Declines for behavioral health services or referrals
    - ii. Unwillingness to engage with outreach workers when persons living in an RV or vehicle don't consider themselves homeless or are worried about losing their RV
  - d. The number of individuals successfully connected to other services (Homeward Bound, medical care, behavioral health care, etc.) and public benefits (social security, veteran's benefits, etc.)
3. Explore integrating outreach program metrics and outcomes into the forthcoming Encampment Management & Homeless Data Integration System

## **DISCUSSION**

The Housing Department's proposed changes to our street outreach program will enable the city to dedicate available resources – from basic needs services to interim and permanent housing – at high-priority encampments. After unhoused residents living in selected encampments are prioritized for safe, dignified housing options and supportive services, the encampments will be compassionately resolved.

While important steps to improve the effectiveness of our street outreach program, we anticipate spending approximately \$9,000,000 in the coming 15 months in local and state funding on proactive outreach alone. In addition, an outreach team within the Housing Department and a separate contract with HomeFirst will provide reactive outreach. Our recommendations seek to understand the impact of these investments before proceeding with contract extensions, particularly when we face a shortage of shelter, behavioral health treatment, and housing options that impacts the effectiveness of street outreach. Further, our fiscal deficits require us to be more intentional with the investments we make.

Additional data will help the Council and public better understand the impact and effectiveness of our investments in street outreach. This data also presents an opportunity to inform the Encampment Management & Homelessness Data Integration System, the City's future encampment management and analytics tool.

*The signers of this memorandum have not had, and will not have, any private conversation with any other member of the City Council, or that member's staff, concerning any action discussed in the memorandum, and that each signer's staff members have not had, and have been instructed not to have, any such conversation with any other member of the City Council or that member's staff.*