

BOARD OF SUPERVISORS REPORT

HOMELESS SERVICES DIVISION

MAY 21, 2024



Introduction

The San Luis Obispo County Five Year Plan to Reduce Homelessness (*Five Year Plan*) was developed during September 2021- July 2022, led by a cross-community steering committee.

The Five-Year Plan was approved by the Homeless Services Oversight Committee on July 18, 2022, and adopted by the County Board of Supervisors on August 9, 2022. The purpose of this report is to provide information and updates on progress made in calendar year 2023 toward achieving the Five-Year Plan's goals.

To address the needs of community members experiencing homelessness, partnership is needed across sectors that involves the collective effort and commitment of public, private and non-profit organizations so that we can develop a seamless, adequately resourced system that is easy to navigate and does not pose unnecessary barriers to those we are trying to serve. Per the Plan's design, achieving the goals will take the coordinated efforts of the County, the cities, and stakeholder groups. In this spirit of cooperation, the County and its partners have engaged in system wide changes during the early implementation of the Five-Year Plan in order to address identified system gaps and achieve the collective vision.

In development of this report, the Homeless Services Division reached out to community

partners and invited input so that this report includes not only work done specifically by the Homeless Services Division within the County Department of Social Services, but also work done by community partners and other County departments. The Homeless Services Division acknowledges this report is not all inclusive and there may be additional work in progress community wide not represented in this report. Any omissions are unintentional, and the Homeless Services Division invites feedback and ongoing engagement.

At the time the Five-Year Plan was created, the following baseline data was utilized:

- 1,483 people were observed as experiencing homelessness throughout SLO County in the 2019 Point-In-Time (PIT) Count
- 1,448 people were observed as experiencing homelessness throughout SLO County in the 2022 PIT Count; of those, 1,158 (80%) were observed as unsheltered, making **San Luis Obispo the 3rd highest largely suburban county in the nation with unsheltered homelessness**

The Five-Year Plan also included the following specific targets:

1. Reduce the number of people experiencing homelessness to 50% of the 2022 levels within five years
2. Reduce the number of people experiencing unsheltered homelessness to 50% of the 2022 levels within five years
3. Build at least 300 interim housing units, 500 permanent supportive housing units and 1,667 low-income housing units



The Five-Year Plan laid out the following six lines of effort as a roadmap to guide data-based decision making and focused efforts that would result in achieving these specific targets and ultimately reducing homelessness.

1. Create affordable and appropriately designed housing opportunities and shelter options for underserved populations
2. 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
3. Improve and expand data management efforts through HMIS and Coordinated Entry system to strengthen data driven operational guidance and strategic oversight
4. Create, identify and streamline funding and resources
5. Strengthen regional collaboration
6. Build public engagement through information sharing and partnership

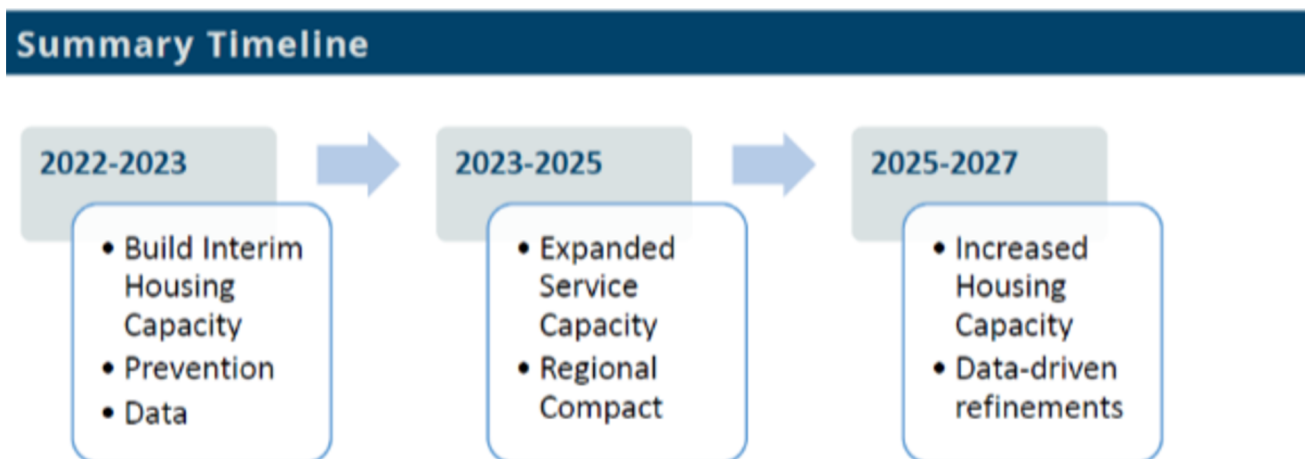


5CHC warming center in Arroyo Grande

The Five-Year Plan acknowledges that:

- In order to achieve the community goal of reducing homelessness, a collective effort must be made to not only build additional housing, but to also increase the services needed to support people experiencing homelessness (or are at risk of it);
- In order to reduce homelessness, services must address barriers such as trauma, mental health, substance use and addiction, and physical health challenges; and
- The plan needs to be flexible and adaptable to changing needs so that service delivery is data driven and informed by current needs and best practices.

Finally, the Five-Year Plan identified the following target timeline for activities:



Since the Five-Year Plan was adopted in August 2022, much progress has been made which will be outlined in this report.

Acknowledgements

Thank you to the original steering committee who developed the San Luis Obispo Countywide Plan to Address Homelessness. While many of these individuals have transitioned to new roles, the progress that has been made over the past year would not have been possible without the solid foundation these individuals built into the plan.

Thank you to Susan Funk, Janna Nichols, Brenda Mack, Elaine Archer, Kelsey Nocket, John Peters, Scott Collins and Anne Robin for your leadership in developing the countywide plan and your commitment to addressing the needs of individuals experiencing homelessness in San Luis Obispo County.

Thank you to the hundreds of individuals who make up the workforce providing direct services to individuals experiencing homelessness, who build housing units and who work behind the scenes in operational and administrative roles. Without each of you, the progress toward our goals to reduce homelessness would not be possible.

Thank you to our community members who have welcomed new and innovative services being added to the community such as additional shelter locations. Without a community willing to engage and embrace services, progress toward reducing the

number of unsheltered individuals cannot be made.

Thank you to the County of San Luis Obispo Board of Supervisors who have provided guidance and support in our efforts to help individuals experiencing homelessness and to the various departments who provide support to the homeless.

We would also most like to thank our unhoused neighbors and acknowledge that those closest to the problem are closest to the solution. We are dedicated to working with folks with current and lived experience of homelessness so that we can continue to explore how to provide the most appropriate services and housing for the community.

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Homeless Services System of Care Overview

A region's homeless system of care consists of all the various community partners that provide or support housing, shelter, services and resources for people who are experiencing homelessness or who have recently experienced homelessness in the community.

A Continuum of Care is a regional or local planning body that coordinates housing and services funding for families and individuals experiencing homelessness.

In San Luis Obispo County, the Homeless Services Oversight Council (HSOC) is the oversight body of the County's Continuum of Care (CoC) that is responsible for:

- Recommending funding allocations to homeless services providers
- Convening public and private service providers to examine local homeless data to identify gaps and service needs
- Facilitating planning and policy development conversations in a collaborative forum
- Advancing the needs identified at all levels through advocacy, training and collaborative decision making

The CoC (and HSOC) membership includes a broad range of stakeholders including elected city officials, County Board of Supervisors, Social Services, Behavioral Health, nonprofit service providers, affordable housing

developers, Office of Education, local businesses, hospitals, law enforcement, healthcare providers, faith-based members, victim services representatives, veteran service representatives, and interested community members. HSOC meetings are open to the public and subject to Brown Act.

For more information about HSOC or to view meeting information please visit:

[County of SLO, Homeless Services Division Homeless Services Oversight Council](#)

The County's Board of Supervisors serves as part of the homeless services continuum including approving funding recommendations and providing direction on priorities.

In addition to the HSOC meetings described above, HSOC has delegated subcommittees to work on specific tasks. Subcommittees may be standing committees or may be special committees with limited duration.

As of April 2024, the operating HSOC subcommittees are:

- **Coordinated Entry Committee**

The Coordinated Entry Committee oversees the development of the policies, guidance, and procedures of the four components of the Coordinated Entry System (CES): access, assessment, prioritization, and referral. The Committee also ensures that the guidance and procedures developed by CES workgroups are in alignment with the principles of the CES policies.

- **Finance and Data Committee**

The Finance and Data Committee focuses on analyzing homeless services data and seeks to identify trends, gaps, and needs and develop recommendations to HSOC to address these items. This committee will be renamed “Data and Performance” to better illustrate the role of this committee in the system of care.

- **Services Coordinating Committee**

The Services Coordinating Committee identifies and discusses service needs in the community. The Committee provides opportunities for provider agencies to collaborate and share information on specific issues, including coordination of services.

As discussed in more detail under Line of Effort Four, in 2023 the County formed the Homeless Services Division within the Department of Social Services. The County's Homeless Services Division serves as a critical piece of the region's system of care. It was formed to consolidate the County's homeless-related staffing, create more stability and predictability in funding and program structure, reduce duplication, allow for more meaningful mid-term and long-term planning and provide centralized coordination to help streamline homeless services.

The Homeless Services Division is composed of three units:

- **Grants and Land Use Unit**

The Grants and Land Use unit focuses on administration of multiple Federal and State grant programs intended to encourage development of affordable housing and homeless services. They also oversee required quarterly and annual reporting and development of action plans required by the departments of Housing and Urban Development (HUD) and Housing and Community Development (HCD).

- **Continuum of Care (CoC) Unit**

The CoC unit focuses on operational support of HSOC and supporting the work efforts and recommendations made by HSOC and its subcommittees. The CoC unit is also responsible for ensuring compliance with HUD CoC requirements including monitoring of System Performance Measures (SPMs).

- **Data and Communications Unit**

The Data and Communications unit focuses on administration of the countywide HMIS which is discussed in more detail under Line of Effort Three. In addition, the Data and Communication unit is responsible for monitoring and reporting on HMIS data, the required Point-in-Time Count and developing communication strategies to keep the public informed about homeless services and information.

In addition to HSOC and the County's Homeless Services Division, San Luis Obispo Countywide region has numerous service providers who work tirelessly to deliver direct services to those experiencing homelessness.

Line of Effort One

Create affordable and appropriately designed housing opportunities and shelter options for underserved populations.

Line of Effort One focuses on the need to increase both the number of interim and permanent housing opportunities for prioritized beneficiary groups experiencing homelessness and to create opportunities for unsheltered individuals who may have specific housing barriers.

As outlined in the Five Year Plan, the prioritized beneficiary groups include:



Older adults and those who are medically vulnerable



People with behavioral health conditions



Chronically homeless individuals



Families experiencing homelessness

SPOTLIGHT ON SUCCESS



Overseen by 5Cities Homeless Coalition, **Cabins for Change** is a 20 Cabin non-congregate housing model that provides 24/7 support case management and connection to needed services.

For more information and to explore other 5Cities Homeless Coalition programs visit them online at 5CHC.org

The Five Year Plan included the specific goal of adding 300 Interim Housing¹ units, 500 Permanent Supportive Housing² units and 1,667 Low-income (and below) Housing³ units over five years.

¹ Per State Housing and Community Development, Interim Housing means any facility that is primarily intended to provide temporary shelter or lodging for a target population, and that does not require occupants to sign leases or occupancy agreements.

² Per the Five Year Plan definitions, Permanent Supportive Housing provides long-term housing with intensive supportive services to persons with disabilities. These programs typically target people with extensive experiences of homelessness and multiple vulnerabilities and needs who would not be able to retain housing without significant support.

³ Per the County's 2022-2028 Housing Element, Low Income (and below) Housing means housing that is affordable to extremely low, very low and low income households. In the context of meeting the regional housing needs share, dwelling units typically must be deed restricted to limit rental or purchase of units to households that qualify at extremely low (0-30% Area Median Income), very low (30-50% Area Median Income), and low income (50-80% Area Median Income) levels.

In 2023, the following Affordable Unit progress was made:

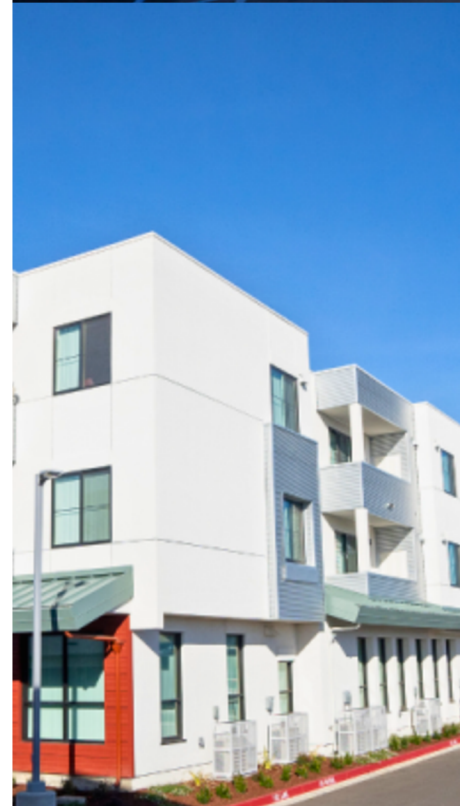
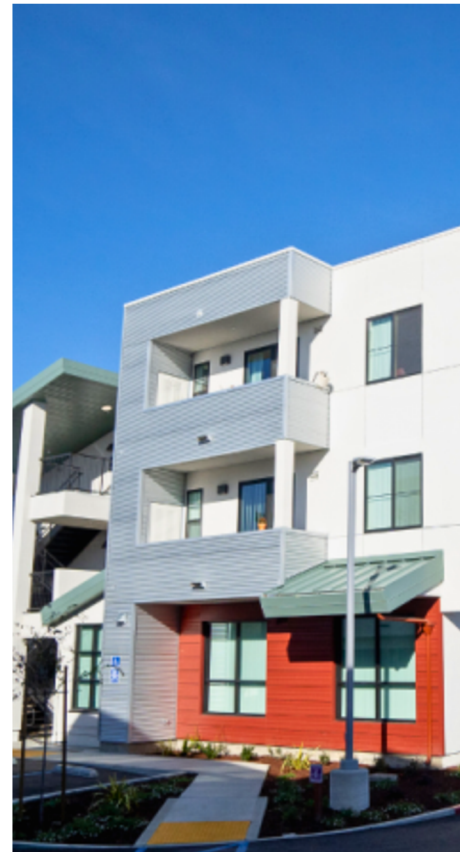
- 76 Affordable Housing units were completed.
People's Self-Help Housing Templeton Place II in Templeton provided 36 new units. 10 units were utilized for veterans experiencing homelessness. A total of 17 persons previously experiencing homelessness were housed in this project.
People's Self-Help Housing Broad Street Place in San Luis Obispo provided new 40 units. 10 units were utilized for veterans experiencing homelessness. A total of 34 persons previously experiencing homelessness were housed in this project.
- 527 Affordable Housing units are estimated to be completed in 2024
- An additional 545 Affordable Housing units are in the pipeline to be completed 2025-2027

In 2023, the following Interim and Permanent Supportive Housing progress was made:

- Interim shelter bed capacity was increased by 50 beds
- Permanent Supportive Housing bed capacity was expanded by 77 units
- Expansion of winter sheltering was achieved with the opening of the South County warming center

Additional efforts that supported this line of effort include:

- Home Safe program housed 70 older adult or adults with disabilities
- The Medically Fragile program which provides non-congregate emergency shelter and supportive services to families with qualifying medical conditions served 10 families and 4 older adults



Broad Street Place in San Luis Obispo

It should be noted that this line of effort was identified as the top priority and is greatly impacted by available funding.

Projects that aligned with achieving this specific line of effort have been prioritized when making funding recommendations during the 2023 calendar year, but there is not currently enough funding for the development of the necessary interim, permanent supportive and affordable housing projects.

For example, the County recently released a Request for Proposals for the second tranche of Round 3 and the first tranche of Round 4 funding under the Homeless Housing Assistance and Prevention (HHAP) program.

In response, the County, received \$20.5 million in requests which would have further contributed to progress in this line of effort but only \$4.3 million in funding was available. Additionally, staff note that the County's number of Rapid Rehousing beds, was reduced by 288 beds from 2022 to 2023 as a result of the elimination of one time CARES act funding that was previously invested in this service.

In addition to the completed projects reported on above, much progress has been made to establish a pipeline of projects that are slated for completion in the coming years that will help meet the original goal of 300 new Interim, 500 new Permanent Supportive and 1,667 new Affordable Housing units. A table outlining this pipeline is included for reference as Attachment A. This table is accurate as of April 2024,

however, progress and bringing these projects to completion is dependent upon a number of factors including funding, workforce and supply chain factors.



Cleaver & Clark Commons breaking ground in Grover Beach

The County's Department of Planning and Building also focuses on the development of affordable housing opportunities as part of its Housing Element.

Information about the current Housing Element plan can be found online at [Active Planning Projects - County of San Luis Obispo \(ca.gov\)](https://www.sanluisobispo.gov/active-planning-projects).

Line of Effort Two

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.

Line of Effort Two focuses on strengthening supportive services across subpopulations to assist people who are experiencing homelessness in obtaining and maintaining housing.

In 2023, the following progress was made:

- Both HHAP 2 funding and County General Fund prioritized for region wide prevention, outreach and diversion efforts
- Planning for implementation of Bridge Housing in 2024

Collaborative conversations were held with CenCal Health to begin planning of implementation of housing supports being made available in CalAim. As part of this line of effort, the Five-Year Plan recognized that workforce recruitment, retention and develop is important to having a high functioning homeless continuum of care.

In 2023, with the rollout of the new Homeless Information Management System (HMIS) which will be more fully discussed below, the Homeless Services Division also focused on developing on demand training that can be accessed through the new Help Scout online training management system.

SPOTLIGHT ON SUCCESS



TMHA's **Housing Now** program has been in operation for 10 years. Using a Housing First model, the program was designed to assist our County's most vulnerable unhoused disabled community members. Since program inception, over 230 individuals and family members have received permanent supportive housing.

Key outcomes include a 75-80% reduction in emergency room visits, jail days, hospitalizations and law enforcement contact. These outcome milestones not only highlight the program's success in improving the lives of the clients but also demonstrate cost savings to the community in reducing the utilization of expensive emergency services and criminal justice system resources.

For more information about Transition's Mental Health programs please visit them online at www.t-mha.org

HelpScout is a customer service ticketing system that launched alongside a training management system, TalentLMS and a new HMIS, Clarity.

HelpScout serves as a knowledge base providing an encyclopedia of resources for HMIS users as well as a ticketing system, which improves the cycle of response for HMIS users when reaching out to the HMIS Lead, which is the County of San Luis Obispo. HMIS users reach out to the HMIS Support inbox and have a response within 24 hours thanks to the advance system of HelpScout. Expanding customer services response was crucial when launching a new HMIS with more than 150 HMIS users, and growing.

Another major focus of addressing homelessness in San Luis Obispo County is by strengthening access to prevention programs.

Rapid Rehousing is a tool widely used to both prevent households from becoming homeless and to support households in obtaining housing quickly by providing support with items such as rental down payment assistance and move in costs. By addressing a household's need for housing early, the impact to the homeless services system is improved across the continuum by lowering the number of households experiencing homelessness and preventing individuals

from becoming chronically homeless. As briefly noted in Line of Effort 1 above, in 2023 the region saw a reduction of 288 Rapid Rehousing units of service available to the community. This reduction was in large part due to one time CARES Act funding ending. Without stable funding sources, the region reduces its ability to house individuals and families in need.

Additionally, Line of Effort Two calls for incorporating lived experience perspective alongside a trauma-informed and culturally responsive lens when addressing homelessness response.

The Youth Advisory Board is SLO County's current Lived Experience Board. The PIT Count Committee solicited input and participation from individuals with lived experience, as well as partnered with the Farmworkers Outreach Taskforce to ensure Mixteco and Latine participation during the PIT Count.

Line of Effort Three

Improve and expand data management efforts through HMIS and Coordinated Entry system to strengthen data driven operational guidance and strategic oversight.

Line of Effort Three focuses on improving and expanding data management efforts through the Homeless Management Information System (HMIS) and the Coordinated Entry system to strengthen data-driven operational guidance and strategic oversight.

As outlined in the Five Year Plan, having a single HMIS database which can be utilized to:



Collect system data



Deliver a streamlined and automated experience



Assess system performance



Balay Ko grand opening in Grover Beach

At the time the Five-Year Plan was written, service providers used a variety of systems to manage and monitor data and then had to complete additional data entry into the existing HMIS system.

This was identified as a critical issue as the then current system lacked the ability to provide ease of reporting, analytics, and many service providers were completing duplicate data entry resulting in a lack of accuracy and efficiency.

As such, much of 2023 was focused on development and implementation of a new HMIS system.

In 2023, the following progress was made:

- Development, design and training to create the region's new HMIS system "Clarity" (launched in March 2024) and improve ongoing quality of data collected.
- Successful implementation of a training management tool for onboarding HMIS users, leading to improved data quality and reporting measures.
- Creation of new Business Systems Analyst position housed within the County's Homeless Services Division to analyze performance and ensure accurate reporting.
- Upgraded housing prioritization tool through unifying Coordinated Entry within HMIS and increasing the amount of access points.
- Improved Point-in-time Count data collection over prior years through expanded community engagement and use of survey reestablishing a critical baseline for San Luis Obispo County.
- Adding functionality to allow case managers to more easily share documents and increasing technical support to HMIS users.

Now that the new HMIS system "Clarity" has launched, the Homeless Services Division is focusing on systems analysis and using available data to drive recommendations for policy improvements and analysis of overall system performance.



Homeless Services Division staff will continue working with HMIS participating agencies to encourage direct entry of data into HMIS in order to continue advancing the use of HMIS as a tool designed for service provision and care coordination.

Line of Effort Four

Create, identify and streamline funding and resources

Line of Effort Four focuses on increasing funding and resources through new federal, state and private grant opportunities, and aligning funding available to address homelessness and community needs and priorities.

In 2023, the following progress was made:

- Newly created Homeless Services Division began recruitment for added positions authorized.
 - Homeless Services Division spearheaded or provided support to agencies to successfully receive an increase in homeless services funding:
 - \$13.4M** - Encampment Resolution Funds
 - \$219K** - Increased HUD CoC funding
 - \$198K** - ESG Homeless Prevention award
 - \$19.4M** - Homekey funds with the City of San Luis Obispo
 - \$3.7M** - HHAP Round 4
 - \$726K** - HHIP funds
-
- **\$37,445,000** - Total increase of homeless funding flowing into the County in 2023
 - Of this \$37,445,000, the Homeless Services Division was awarded \$21.9 million in funding in FY2023. Of that amount, \$11.1 million was dedicated to the development of Affordable Housing and Permanent Supportive Housing projects.

SPOTLIGHT ON SUCCESS



ECHO, Paso Robles – **Project Homekey** collaboration with HASLO

In 2023, with support and funding from the County of San Luis Obispo, ECHO, Paso Robles was able to add 20 new shelter beds. ECHO now maintains two campuses with 130 overnight shelter beds.

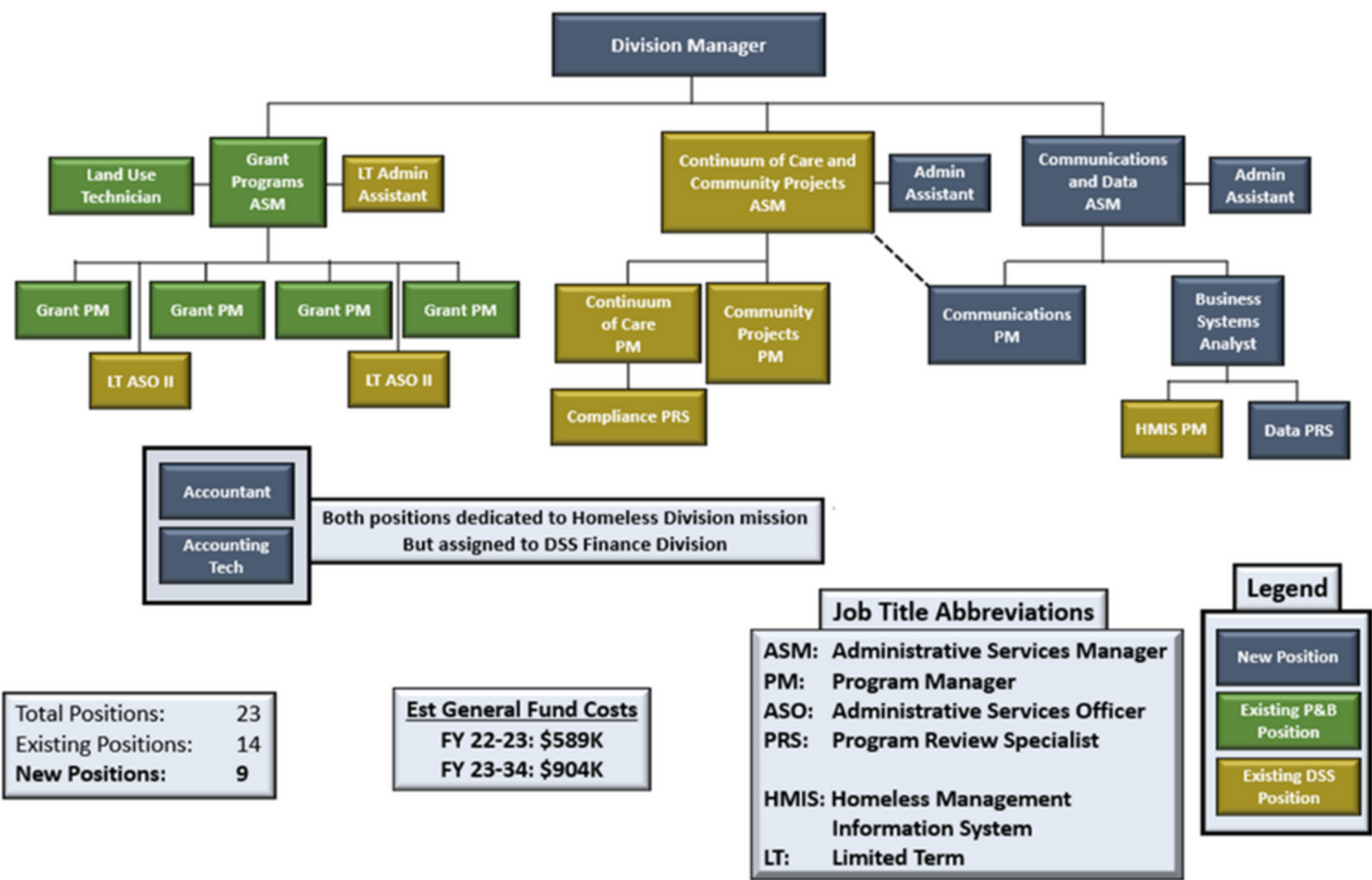
A significant aspect of ECHO, Paso Robles' shelter operation success is the joint campus arrangement with the Housing Authority of San Luis Obispo. This shared campus model shows our commitment to efficient resource utilization. We maintain lower expenses by sharing property costs and infrastructure. The collaboration between the two organizations is essential for sustaining operations and functioning optimally.

To learn more about Echo's programs visit them online at www.echoshelter.org.

In addition to identifying the need for a single system wide HMIS system, the Five-Year plan recommended aligning resources so that there was greater collaboration and streamlining of homeless services countywide.

In alignment with this recommendation, the Homeless Services Division was formed and added to the Department of Social Services.

The Homeless Services Division was formed by combining 14 existing County staff positions that previously existed in various County departments and adding 9 new County staff positions as shown in the graphic below:



The new positions support fiscal needs related to increasing homelessness funding, and positions to support data management including countywide HMIS management and communication needs.

As noted in this graphic, a Division Manager position was created to provide overall oversight and direction to the Homeless Services Division. While the graphic shows this as a new position it should be noted that this position was actually converted from an existing role and not an entirely new position to the County.

During calendar year 2023 staff were moved from their existing locations to a centralized location and recruitments were conducted to fill the new positions. Due to a variety of factors, for a majority of 2023 the Homeless Services Division was not fully staffed.

While this report covers the 2023 report year, staff note that the Division Manager position was converted to a Deputy Director position in February 2024.

Line of Effort Five

Strengthen regional collaboration.

Line of Effort Five focuses on creating a regional coordinated response to homelessness to minimize duplication of efforts and improve system effectiveness to reduce homelessness.

In 2023, the following progress was made:

- Formed the Affordable Housing Task Force.
- Increased level of coordination across agencies through development of various Coordinated Entry policies.
- Formed the Youth Advisory Board.
- Collaborated with the City of San Luis Obispo, City of Paso Robles and 5Cities Homeless Coalition to submit Encampment Resolution Funding applications in their jurisdictions.
- Increased level of coordination across agencies via Coordinated Entry by creating more uniform policies of how organizations prioritize housing placements and central process for coordinating referrals; Housing referral list in HMIS allows various participating agencies to see where clients are in the system of care.
- Supported community-specific strategic homeless plan development and adoption with both the Cities of San Luis Obispo and Paso Robles.
- Planned and coordinated a strong regional collaboration for the 2024 Point-in-Time Count, doubled number of surveys collected and brought on strong volunteer base to conduct surveys, strong coordination of law enforcement throughout the region and various public information officer staff.
- Increased efforts for participation by individuals with lived experience and community members in Community Needs Assessment and on grant review committees.
- Gathered and distributed information of Warming Centers operations to Cities, County Office of Emergency Services, United Way, Adult Protective services, and other parties.

Regional collaboration will be a key factor in continued system wide improvement and success.

Now that the new HMIS system has been implemented, the Homeless Services Division and its partners will have access to data which will help strengthen system analysis and development of policies to further enhance system performance.

This line of effort will be a major focus over the next year, including development of a Regional Homeless Compact.

SPOTLIGHT ON SUCCESS



CAPSLO's Outreach Team has grown in size and impact in the last year and a half. The key focus of every great outreach effort is engagement in services and CAPSLO's team of 5 has done just this by identifying and engaging with 423 individuals during the calendar year 2023.

In this time period, our team connected with individuals and provided 4,993 unique services. Our outreach efforts are targeted at the City of San Luis Obispo and the coastal region (Morro Bay and Los Osos) and the team focus is that of meeting our unhoused neighbors where they are at, identifying immediate needs, and connecting individuals to available community resources.

Many times this means helping individuals connect with the plethora of services available at the 40 Prado Homeless Services Center, whether that be support through the Access Center Program or enrollment in the Housing Focused Shelter Program or Safe Parking or even a simple meal from our Food Program.

Our Outreach Team has taken outreach to the next level walked along side 56 individuals on the pathway from "street to home."

Here is a video example of what it really looks like!

[Click Here to See the Outreach Team in Action](#)

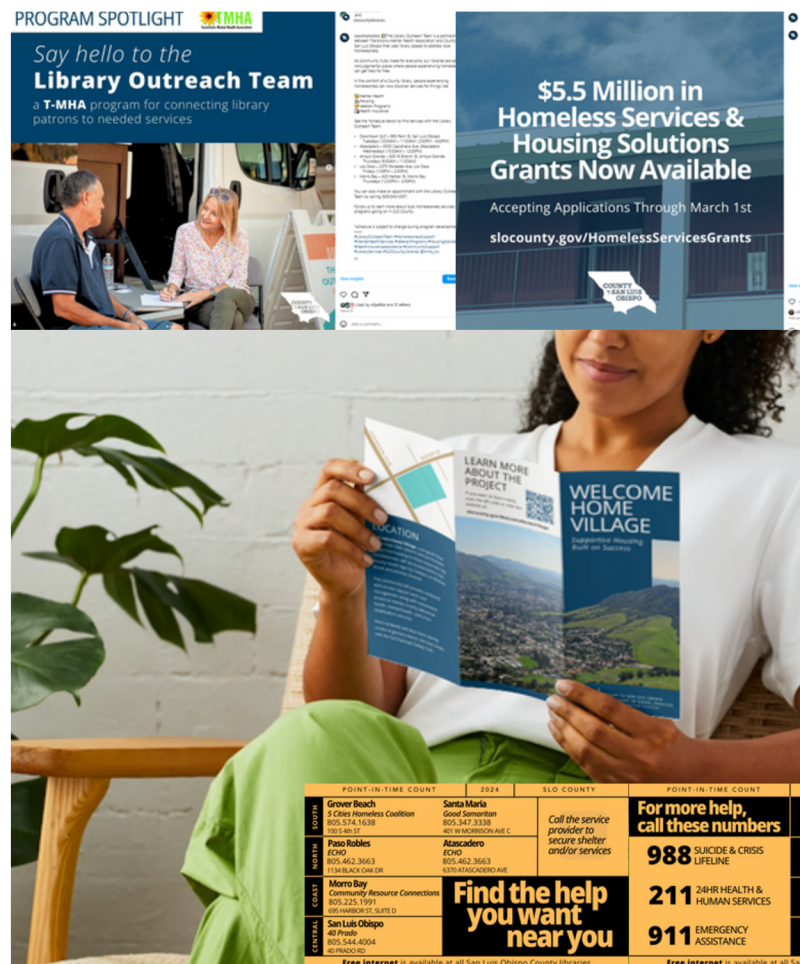
Line of Effort Six

Build public engagement through information sharing and partnership.

Line of Effort Six focuses on engaging and educating the public and other key stakeholders with outreach materials, data dashboards and improving community partnerships to increase support for addressing the needs of the homeless.

In 2023, the following progress was made:

- Increased community engagement in providing input to a variety of workgroups, forums, and outreach campaigns.
- HSD increased community member responses to the Community Development Needs Assessment by over 2100%. In 2022 we received 14 responses and in 2023 we received 316; primary outreach included use of social media platforms including Instagram, Facebook, and NextDoor, promotion through Cities' partners, press releases, and more.
- Coordinated and hosted multiple community information sessions.
- Increased social media presence to share system wide homeless services information.
- For key initiatives, developed and implemented communications plans, which included press releases, media



engagement, social media presence, and distribution of memos and talking points for to stakeholders.

- Improved access to countywide warming center services by developing and coordinating a consistent notification system for service providers, emergency services, and general public.

- There were more than 250+ volunteers for the 2024 PIT Count – the largest public-facing event for HSD to date. Volunteers were recruited county-wide from media outreach, social media, and word of mouth with people participating from the Carizzo Plains to Cambria to Nipomo. Of the 250 volunteers, more than 30% shared that they had no affiliation with a volunteer organization or a homeless services provider, with the PIT Count being their introduction to addressing local homelessness.

- Created centralized resource “Get Involved” webpage⁴ to direct interested community members to opportunities to volunteer opportunities.
- Implemented a media relations plan to improve Homeless Services Division accessibility and authoritative credibility.



Digital and print marketing by the Homeless Services Division

⁴ Get Involved webpage: <https://www.slccounty.ca.gov/Departments/Social-Services/Homeless-Services-Division/Get-Involved.aspx>

Point-in-Time Count

Every two years on a single night in January, communities across the country conduct comprehensive counts of individuals experiencing homelessness to measure the prevalence of homelessness.



Volunteer training for the 2024 Point-in-Time Count

Information learned during the Point-in-Time (PIT) Count is used to measure progress, identify services needs and gaps, identify populations who may be experiencing homelessness at a higher rate, and offer a closer look into homelessness. While the San Luis Obispo CoC conducts a sheltered count alongside a housing inventory every year with data captured from the

Homelessness Management Information System (HMIS) and a comparable data base, the unsheltered count is conducted biannually.

Information is collected and reported directly to the US Dept of Housing and Urban Development (HUD).

On Tuesday, January 23, 2024, more than 250+ community

members from across the County came together to participate in the 2024 PIT Count.

This PIT Count gathered data on where people were located on the night of January 22, 2024. There were seven Logistics Centers from San Miguel to Nipomo to ensure expansive canvassing.

In 2024, 797 individuals were identified as experiencing unsheltered homelessness of which 510 were surveyed.

One of the highlights of the 2024 PIT Count was the change in methodology which focused on improving the accuracy of collected data.

The previous 2022 Point-In-time Count was conducted using a sample survey methodology. In a sample survey, only a subset of the population is surveyed and that sample is used to represent the entire population under study.

In the 2024 Point-in-Time Count a full census was completed with a focus on completing surveys with as many individuals as possible. This preferred methodology increases the reliability of the data collected.

With this change, the number of individuals surveyed increased from 29% in 2022 to 64% in 2024. Surveys are only completed on unsheltered individuals.

The County-wide PIT Count contains two activities:

Sheltered Count

The Sheltered Count includes all individuals who reside in emergency shelters or transitional housing on the night of the PIT Count which was January 22, 2024.

Unsheltered Count

The unsheltered count counts individuals experiencing homelessness on the night of January 22, 2024, but who are not residing in a shelter. This includes people residing in locations not meant for habitation such as vehicles, outdoors, streets or sidewalks or homemade structures.

In 2024, 797 individuals were identified as experiencing unsheltered homelessness of which 510 were surveyed. Planning for the 2024 PIT Count began in July 2023 and was conducted beginning January 23

through January 31, 2024, the County completed a comprehensive census of people experiencing homelessness covering the geographic area of San Luis Obispo County.



From left: PIT Count volunteer training at SLO Vet's Hall, volunteers in Morro Bay, volunteers deployed in San Luis Obispo

Below is a summary of information learned during the 2024 PIT Count.

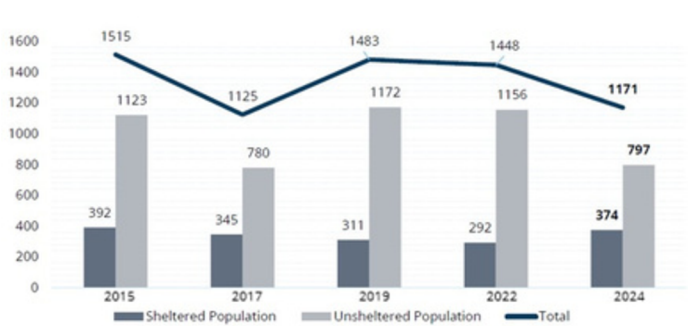
Staff note that this information is accurate as of the writing of this report, however, the data is still under review and has not yet been verified by the US Department of Housing and Urban Development

and is subject to change based on final data verification. Staff do not anticipate data will change significantly from this report but for verification of the final numbers, readers are encouraged

to view the finalized Community Report at www.slocounty.ca.gov/PIT-Count.

<i>On the night of the PIT Count</i>	<i>2015</i>	<i>2017</i>	<i>2019</i>	<i>2022</i>	<i>2024*</i>
<i>Unsheltered Population</i>	1123	780	1172	1156	797
<i>Sheltered Population</i>	392	345	311	292	374
<i>Total Population in SLO County experiencing Homelessness</i>	1515	1125	1483	1448	1171

*Data is still being verified by the US Dept of Housing and Urban Development and is subject to change.



There was a 19% reduction in the total population experiencing homelessness county-wide as compared to the 2022 PIT Count, conducted in February 2022.

- 24% of all people experiencing homelessness are between the ages of 35 and 44.
- 22% are between the ages of 45 and 54 years old.
- 20% are between the ages of 55 and 64 years old.
- 28% of total population is experiencing chronic homelessness.

During the 2024 PIT Count, 510 individuals were interviewed allowing for a closer look at the County's population experiencing unsheltered homelessness.

In 2022, 29% of the population was interviewed whereas in 2024, volunteers successfully interviewed 64% of the population giving direct insight to the population.

Of the 510 people interviewed, the County learned:

- 88% have lived in San Luis Obispo County for at least 1 year or longer
- 42% have been experiencing unsheltered homelessness for 5 years or longer
- 38% have been experiencing unsheltered homelessness for between 1 to 5 years
- 97% of the unsheltered population is an "Adult Only (no children)" household
- 72% of the unsheltered population identifies as male
- 68% of the unsheltered population identifies racially as white

The Point-in-Time Count shows an encouraging trend based on data captured on a single night.

While there are many intersecting identities documented, the average person experiencing unsheltered homelessness in San Luis Obispo County on the night of the PIT Count identified as a single, white man between the age of 35 and 64.

The overall picture of homelessness in any community is informed by both the information learned during a PIT count and a balanced review of data contained within the Homeless Management Information System (HMIS).

San Luis Obispo County migrated to a new HMIS database on March 4, 2024, and the Homeless Services Division continues to develop additional community reporting mechanisms that include a comprehensive overview of homelessness in the area.



Partner Achievements Highlights

San Luis Obispo County is fortunate to have a strong array of entities who serve individuals experiencing homelessness.

Community Action Partnership of San Luis Obispo (CAPSLO)



- The 40 Prado Homeless Services Center (HSC) Access Center Program experienced 40,080 visits.



- Reached 1,114 households at the Prado Access Center, with 739 newly assessed for services. The average daily attendance was 123 households, demonstrating the crucial role CAPSLO plays in our community.

CAPSLO staff and volunteers served 35,616 breakfast meals and 42,282 dinner meals. In partnership with CAPSLO, The People's Kitchen served 34,774 lunches.

- Provided access to health care services, including over 1,500 CHC Visits and other health-related services such as vision

and dental clinics.

- Provided \$793,024 in direct Rental Assistance to 141 households countywide.
- CAPLSO provided 478 individual mental health therapy sessions and, in partnership with CCC, established a mental health clinic serving staff and participants.
- Prado HSC operates multiple shelter programs within the same center. In SLO County, Prado HSC provided 46,787 nights of shelter for the unhoused.

In the Shelter program, CAPSLO provided 41,459 nights of shelter for individuals and families and 977 nights of hoteling for families when sheltering was at capacity at the Prado Shelter Program.

In addition to the Prado Shelter program, CAPSLO provided 58 nights of Warming Center, serving an average of 24 individuals per night with 1,606 Warming Center stays. CAPSLO also ran an overflow shelter program totaling 85 nights of operation, serving an average of 11 individuals per night, with 1,085 Overflow stays.

- CAPSLO provided 5,565 nights of safe parking in 2023, with two

programs operating for most of the year. Prado HSC Safe Parking expanded to 12 spots in 2023, while the SLO City-supported "Railroad Square" Safe Parking ended in August 2023. The safe parking programs had an average nightly attendance of 10 vehicles per night.

- CAPLSO is the Management Entity for SLO County's Coordinated Entry System (CES). CES facilitates housing and resource matching for not just CAPSLO but all service providers in SLO County that participate in CES (ECHO, 5CHC, TMHA, LUNIMA, & CFS).

CES partners enroll households into the CES program that all providers share to ensure that all households have equitable and efficient access to community housing resources. In 2023, providers assessed 1,696 households.

CAPSLO, as CES Management Entity, matched 117 households to permanent housing resources in 2023. These participants are from all CES participating agencies (5CHC, ECHO, CAPSLO, LUMNIA, TMHA, and others).

- The Recuperative Care Program (RCP) enrolled 36 individuals into care, an average of 4 per night, for 1,660 RCP stays. In 2023, this program expanded from a 6-bed program to a 10-bed program.
- CAPLSO provided 478 individual mental health therapy sessions and, in partnership with CCC, established a mental health clinic serving staff and participants.
- CAPLSO has assisted 195 households into housing in 2023 from all programs listed above. CAPLSO also prevented 30 households from falling into homelessness through its prevention programs in 2023.

El Camino Homeless Organization (ECHO)



- 511 people received outreach services.
- 5,206 warm showers were provided to unsheltered individuals between the two ECHO locations.
- 89,580 meals were served to people experiencing homelessness and low-income community members.
- 106 people obtained new employment through ECHO's workforce development programs.
- 201 individuals and families with children were assisted back into housing.
- 984 individuals and families with children were served throughout all ECHO programs.
- 622 people received emergency shelter services.



Family Care Network Inc.



FAMILY CARE NETWORK

- Served 139 CalWORKs families through either eviction prevention services or by helping them secure permanent housing.
- Assisted 11 families involved with Child Welfare Services in securing housing so that they could successfully reunify with their children.

5Cities Homeless Coalition



- Served 348 people countywide through homelessness prevention.
- Served 238 people countywide through rapid re-housing support.
- Served 293 individuals through street outreach, resulting in 87 successful exits from homelessness.
- Provided 20 beds at the Cabins for Change project, serving 69 individuals, resulting in 32 achieving permanent housing – a 68% success rate.



Housing Authority of San Luis Obispo (HASLO)



- Provided 2,938 vouchers to assist acutely low, very low and low income households in San Luis Obispo County in maintaining stable housing, at minimum 418 of these vouchers are for households experiencing homelessness or who are at risk of homelessness.
- Manages 994 housing units that are made available to low income households, at minimum 126 of these units are serving individuals experiencing homelessness or at risk of homelessness.

People's Self-Help Housing



- Opened Broad Street Place in October 2023 which provided 40 units for individuals, families & Formerly-Homeless Veterans.
- Opened Templeton Place II in July 2023 which provided 36 units for Seniors (62+) & Formerly-Homeless Veterans.
- Housed 78 previously homeless individuals, 28 of which were veterans in SLO County.
- Provided Supportive Housing Services (homeless prevention services) to 471 households to assist these families/individuals with remaining stable in affordable housing in SLO County.



San Luis Obispo Food Bank



- Distributed more than 35,000 No-Cook Bags which are designed with the unique nutritional and practice needs of people experiencing

homelessness in mind. Each bag contains enough healthy food to meet a person's daily caloric needs while also being light enough to easily carry, safe to store at room temperature and delicious.



Lumina Alliance



- Served 127 survivors and 51 children in emergency shelter.
- Served 39 survivors and 23 children in transitional housing.
- 47% of Lumina Alliance clients moved into safe housing away from their abuser.

Transitions-Mental Health Association (TMHA)



- TMHA's Housing Disability and Advocacy Program is a combination of disability advocates assisting homeless individuals in procuring entitlement benefits, homeless encampment outreach case manager, housing navigator and PATH outreach worker, all working together to identify and refer homeless individuals and family members to supportive services and housing. In the last year, over 129 homeless disabled

individuals have been contacted and referred for services and housing.

- TMHA's Housing Now program strategically addresses chronic homelessness head on, by identifying the most vulnerable homeless individuals in the County, placing them in permanent housing, and providing behavioral health treatment, case management, and other services that will help them stabilize and maintain their housing. Since the program inception, 227 individuals and family members have been housed.

Outcomes have been overwhelmingly positive, with

75-80% reduction in hospital, ER, PHF and jail days compared to 12 months prior to program enrollment and 12 months after enrollment.

In 2023, TMHA housed 94 individuals under the Housing Now program.

- TMHA's Permanent Support Housing program has been in operation for over 25 years.
Able to provide permanent supportive housing to 58 chronically homeless disabled individuals and family members at a time, this program is consistently at full capacity. Over 90% of program participants either remain in the program or graduate to independent permanent housing.

Behavioral Health Programs Highlights

Partnering with County Behavioral Health, we are better equipped at addressing homelessness in our community.

SPOTLIGHT ON SUCCESS



The Behavioral Health Community Action Team (BHCAT), a partnership between the Sheriff's Office, Probation, and County Behavioral Health, work as a team to assist individuals in crisis and collaborate to provide assistance to unhoused individuals. Their goals are to prevent emergency hospitalizations and reduce recidivism rates.

In 2022, the BHCAT and Jail's Behavioral Health Unit (BHU) assisted an individual who was once arrested 21 times in a single year. The BHCAT and BHU connected the individual to an emergency shelter and mental health and drug and alcohol services upon exit from jail. The individual eventually moved into his own apartment and obtained employment.

Source: San Luis Obispo County Sheriff's Office Annual Report 2022

County Behavioral Health was allocated new Behavioral Health Bridge Housing funds that are adding 18 beds and services for individuals experiencing homelessness with serious behavioral health conditions.

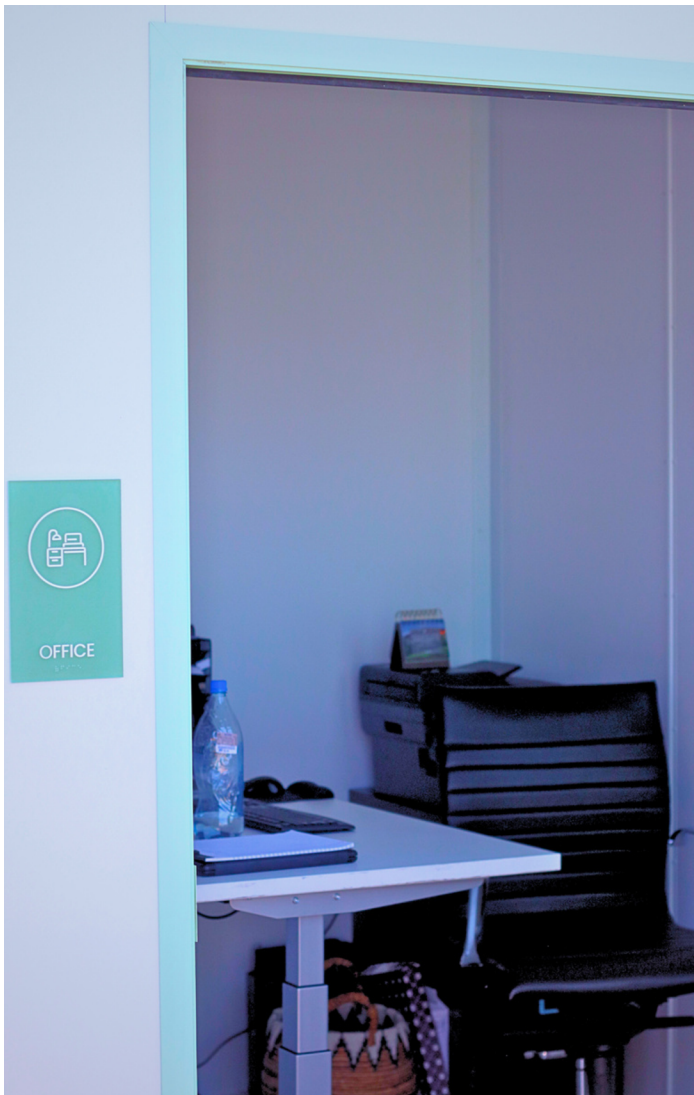
Over the last year, the Homeless Outreach Team, a partnership between Behavioral Health and Transitions Mental Health Association (TMHA), met and engaged 342 individuals experiencing homelessness and 30 were enrolled in more intensive services.

In FY 2022-23, the Community Action Team (CAT) with the San Luis Obispo Police Department engaged 179 individuals, and 15 individuals were treated for mental illness, substance use, or co-occurring disorders.

In 2023, the CATs with the Sheriff's Office and Paso Robles/Atascadero police departments:

- Provided 520 encounters.
- Screened, provided brief interventions, and made referrals for 146 individuals.
- 52 individuals were referred and treated.

County Behavioral Health added a new 24/7 community based mobile crisis team (MCT) in partnership with Sierra Mental Wellness Group. The MCT began operating on January 1, 2024, and provides de-escalation, brief crisis interventions, and connections to



Case management offices for *Hope Village* in Santa Maria

services for individuals experiencing a mental health and/or substance use disorder crisis.

33 sober living beds were added since January 1, 2023 in Oxford houses. These houses provide self-run, self-supported recovery homes with no limit in length of stay.

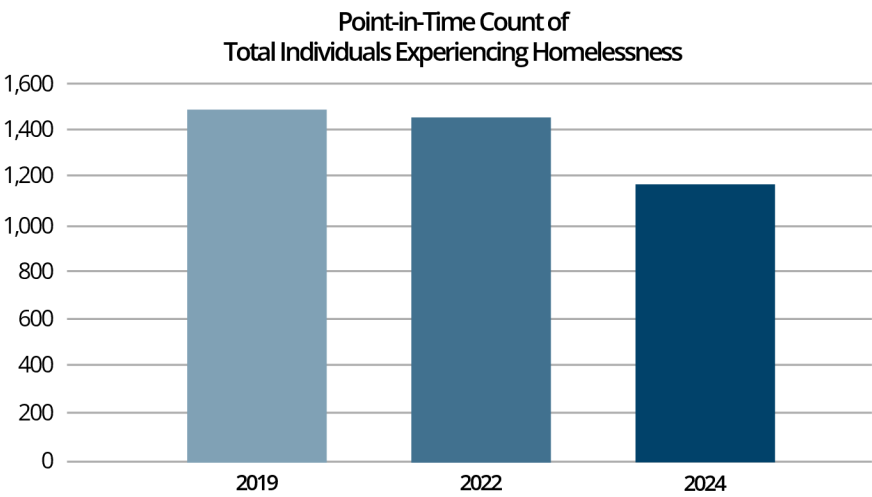
The County expanded the Homeless Outreach Team to include staff assigned to local County libraries for unhoused individuals.

In partnership with CenCal Health and Good Samaritan, County Behavioral Health began planning for the opening of a 12-bed sobering center on the Health Agency campus in San Luis Obispo in 2024. This new center will provide an alternative destination for individuals who are intoxicated due to alcohol and/or drugs and would otherwise be transported to the emergency department or jail. Sobering Centers provide a safe, supportive environment to become sober and provide warm hand-offs for additional substance use and health care services.

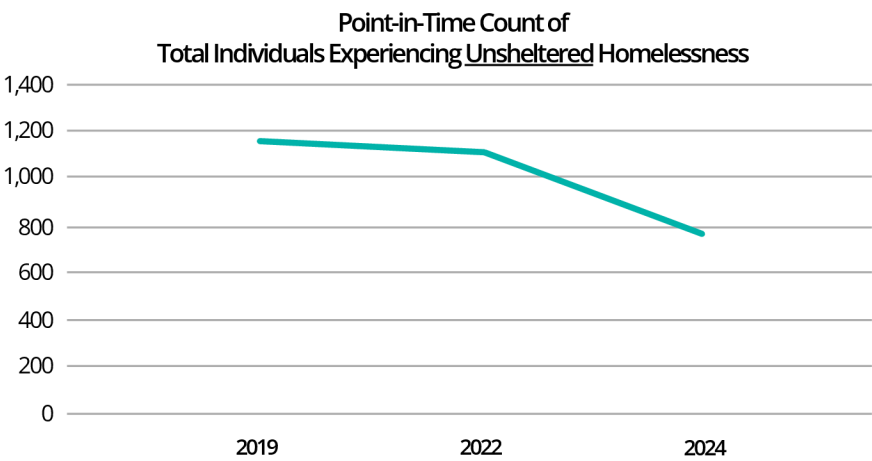
Data Review

This report covers progress made in calendar year 2023 with the exception of PIT Count report data⁵ which compares data collected during the 2019, 2022 and 2024 PIT Counts.

The Point-in-Time Count represents a snapshot of a community’s local homelessness on a single night in January.



As measured by the Point-in-Time Count, from 2022 to 2024 the County of San Luis Obispo saw a reduction of 19% (from 1,448 to 1,171) in the total number of individuals who were experiencing homelessness.



As measured by the Point-in-Time Count, from 2022 to 2024 the County of San Luis Obispo saw a 31% reduction (from 1,156 to 797) of individuals who were experiencing unsheltered homelessness.

In 2022, 80% of individuals experiencing homelessness were unsheltered, this was reduced to 68% of the total population in 2024.

The County notes there was a methodological change in the way the Point-in-Time Count was conducted from 2022 to 2024 which may account for some of the reduction.

More details can be found in the full community report available online at: slocounty.gov/PIT-Count

⁵ Data on homelessness provided is sourced from the County of San Luis Obispo PIT count. Full Point-in-Time Count reports can be found online at: www.slocounty.ca.gov/Departments/Social-Services/Homeless-Services-Division/Point-in-Time-Count/Previous-PIT-Count-Reports.aspx

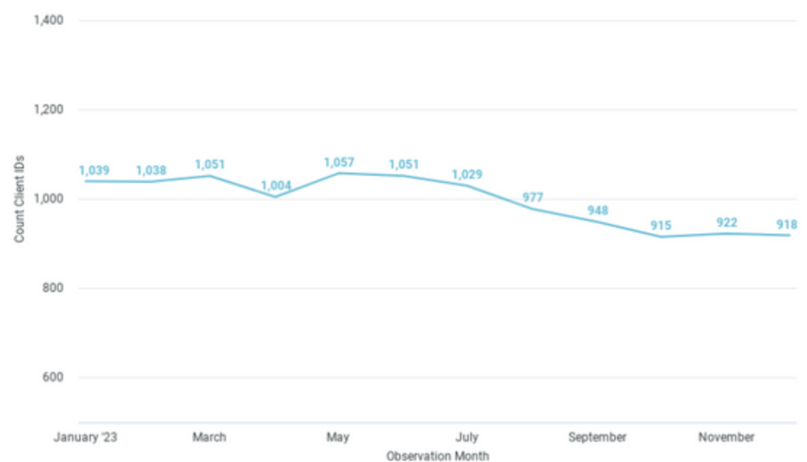
Homeless Management Information System (HMIS)

Data on homeless services in the San Luis Obispo Continuum of Care is collected in HMIS by providers throughout the county. Data entry into HMIS is a requirement for several funding sources, including the Department of Housing and Urban Development (HUD) as well as other Federal and State funders.

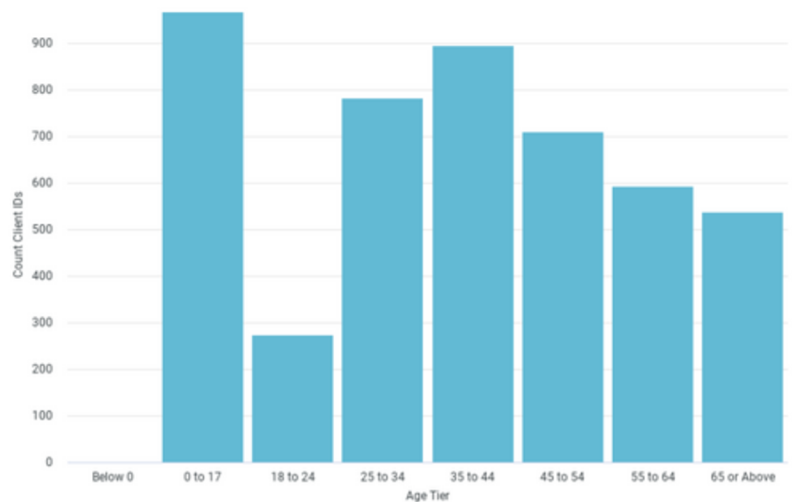
This data is reported to funders and is a key component of source data for the Annual Homeless Assessment Report (AHAR) to the U.S. Congress.

If implemented and utilized consistently, HMIS can give a detailed look into the service pathway an individual experiences in the Continuum of Care.

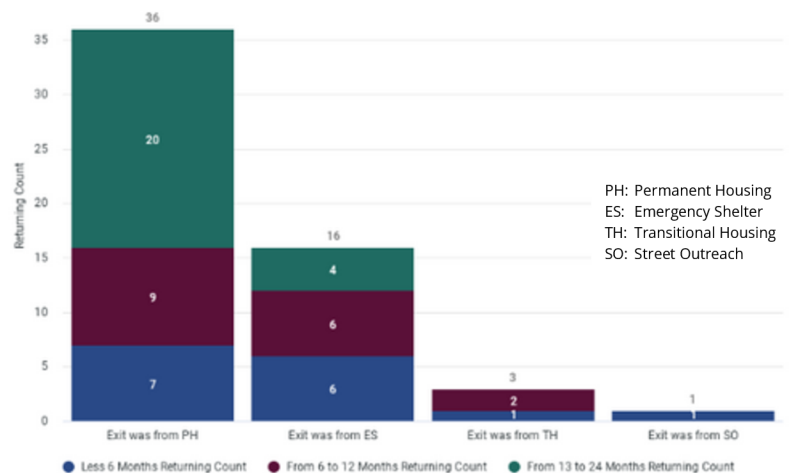
New Enrollment⁶ in HMIS in 2023



Age Tier of Clients Enrolled in a Project in HMIS in 2023



Clients Who Returned to Homelessness in 2023



⁶ Clients can be enrolled in multiple projects at once

Progress Towards Housing Goals

Data below has been collected by the Homeless Services Division in collaboration with system partners and covers calendar year 2023 achievements.

Goal	Target	Completed in 2023	Total progress toward completion
Interim Housing units	300	<ul style="list-style-type: none"> 20 ECHO 30 Cabins for Change 	50 out of 300
Permanent Supportive Housing units	500	<ul style="list-style-type: none"> 15 new Housing Now 62 Paso Homekey 	67 out of 500*
Affordable Housing units	1,667	<ul style="list-style-type: none"> 36 at Templeton Place 40 at Broad Street Place 	76 out of 1,667

*Ten of the new Housing Now beds are included in the 62 new Paso Homekey Beds.

Interim Housing types counted toward goal include, but are not limited to tiny homes, cabins, shelters, sober living, safe parking, and other creative approaches.

Permanent Supportive Housing units counted toward the goal include, but are not limited to, tiny homes, and other creative approaches.

Affordable Housing units counted toward goal include a wide array of options for low-income households including, but not limited to, deed restricted units and other creative options.

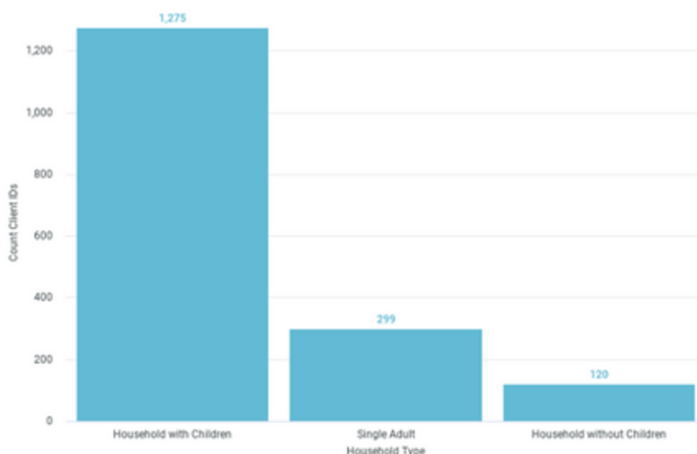
Interim Housing is generally defined as housing that provides a temporary location for individuals to reside on a time limited basis while working with case managers to seek longer term options.

Permanent Supportive Housing is generally defined as a location that formerly homeless individuals can reside that is not time limited. Typically, these units will provide additional supportive services tailored to each individual's need in order to support long term successful retention of housing.

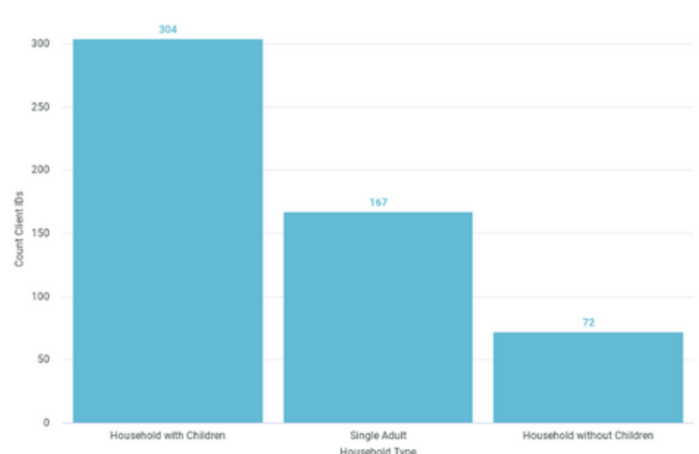
Affordable Housing units are generally defined as a location where households meeting the definition of low-income can reside that is not time limited. Typically these units do not include additional supportive services.

Rapid Rehousing and Prevention Data

Number of Clients Enrolled in Rapid Rehousing Projects in 2023



Number of Clients Enrolled in Homeless Prevention Projects in 2023



Funding Review

One of the biggest challenges for addressing homelessness is the lack of consistent and stable funding sources that can be used to address needs across the homeless services array.

As outlined under the line of effort four section, the newly formed Homeless Services Division is focused on increasing funding streams.

The Homeless Services Division receives funding from multiple sources and allocates it based on funding requirements and awards providers contract that may span multiple years.

Funding sources administered include:

- Community Development Block Grant(CDBG)
- Emergency Solutions Grant (ESG)
- Permanent Local Housing Allocation Program (PLHA)
- Permanent Local Housing Allocation Program (PLHA)
- HOME Investment Partnership Program (HOME)
- HOME ARP
- Homeless Housing Assistance and Prevention Program (HHAP)
- Housing and Homelessness Incentive Program (HHIP)
- Housing and Urban Development Continuum of Care (HUD CoC)
- Housing and Urban Development Continuum of Care (HUD CoC)
- California Emergency Solutions and Housing (CESH)
- Title 29
- Encampment Resolution Funds

Conclusions and Recommendations

The following Homeless Services Division recommendations are brought forward for discussion.

Staff will be presenting these recommendations to HSOC and will bring the Board of Supervisor's input and recommendations to HSOC for further discussion in the development of these recommendations:

Significant progress was made on Line of Effort One to build additional interim and permanent shelters and additional affordable housing opportunities. However, due to the changing funding landscape, **partners recommend that an additional priority be added to the County's Five Year Plan** that includes a consideration of sustaining operational funding for existing shelters and services. As such we recommend Line of Effort one be modified from

Create affordable and appropriately designed housing — **TO** → *Create **and sustain** affordable and appropriately designed housing. **shelters, and services***

Recommendation for HSOC Executive Committee to develop guidelines for future funding allocations that will include the following:

- **How future funding** will be allocated between new project start ups such as new shelters, new housing and/or new services and supporting existing shelters and services such as shelter operations, outreach services and day center services. This may include a percentage split between new projects and supporting existing projects or other allocation methodology.
- **How performance metrics** will be weighted when making funding recommendations
- **How cost of services** will be weighted when making funding recommendations

Establish a regular reporting frequency, as follows:

- Full homeless services update, and presentation completed every two years to align with the Point in Time Count
- On opposite years, the Homeless Services Division will provide a brief update with the data currently available

Continue work on all lines of effort with priority focus on the following two items:

- Development of regional memorandum of understanding to enhance clarity of roles and agreements between County and local jurisdictions to address homelessness countywide
- Focus on utilizing new HMIS system to analyze system data, develop performance metrics and drive development of policies and practices to enhance the Homeless Services Continuum of Care

The Homeless Services Division will continue to create avenues for incorporating people with lived experience as part of the community's plan to address homelessness

Attachment A

Affordable Housing Pipeline

This table is accurate as of the writing of this report, however, progress is dependent upon a number of factors which will impact completion of the projects including funding, workforce and supply chain factors.

In addition to the Affordable Housing Pipeline projects described, all local land use agencies continue to make progress on the regional Housing Needs Allocation (RHNA) as part of the Housing Element plan.

More information about the Housing Element plan can be found online at [County of San Luis Obispo's Planning and Building Department's Active Planning Projects webpage.](#)

AGENCY	PROJECT	CITY	# OF UNITS	ESTIMATED COMPLETION DATE	COMPLETED	COUNTY FUNDED
People's Self-Help Housing	Templeton Place II	Templeton	36	Jul-23	Yes	Yes
People's Self-Help Housing	Broad St Place	San Luis Obispo	40	Nov-23	Yes	Yes
HASLO	Rockview at Sunset	Morro Bay	35	Feb-24	No	Yes
HASLO	Apartments at Toscano	San Luis Obispo	38	Feb-24	No	Yes
People's Self-Help Housing	Pismo Terrace	Pismo Beach	50	Mar-24	No	Yes
HASLO	Shell Beach Senior Apartments	Shell Beach	26	Jun-24	No	Yes
People's Self-Help Housing	Summer Holly Lanes	Nipomo	10	Jun-24	No	Yes
HASLO	Bridge Street	San Luis Obispo	30	Summer '24	No	No
People's Self-Help Housing	Tiburon Place	San Luis Obispo	58	Fall '24	No	Yes
Housing Authority of the City of Paso Robles	River Walk Terrace	Paso Robles	79	Dec-24	No	Yes
Atascadero California Grand Manor, LP	California Grand Manor Apartments	Atascadero	75	Dec-24	No	No
People's Self-Help Housing	Calle Joaquin	San Luis Obispo	75	Feb-25	No	Yes
People's Self-Help Housing	Cleaver & Clark Commons	Grover Beach	53	Winter '25	No	No
Housing Authority of the City of Paso Robles	Sunrise Villas	Paso Robles	69	Winter '25	No	No
Habitat for Humanity	Vine St Homes	Paso Robles	9	Jun-25	No	Yes
TMHA	Palm Street Studios	San Luis Obispo	8	Summer '25	No	Yes
HASLO	Anderson Hotel	San Luis Obispo	68	Oct-25	No	Yes

AGENCY	PROJECT	CITY	# OF UNITS	ESTIMATED COMPLETION DATE	COMPLETED	COUNTY FUNDED
HASLO	Orcutt Rd	San Luis Obispo	39	Summer '26	No	Yes
HASLO	Monterey Crossing	San Luis Obispo	56	Oct-26	No	Yes
HASLO	Arroyo Terrace Apartments	Arroyo Grande	63	Oct-26	No	Yes
People's Self-Help Housing	Rolling Hills III	Templeton	28	Nov-26	No	Yes
People's Self-Help Housing	Paseo Paloma	Atascadero	72	Apr-27	No	No
People's Self-Help Housing	Del Rio Ridge	Atascadero	42	TBD	No	Yes
People's Self-Help Housing	Cambria Pines	Cambria	33	TBD	No	Yes
County of San Luis Obispo	Welcome Home Village	San Luis Obispo	46	TBD	No	Yes
Total Units			1138			