

YEAR IN REVIEW
2024

HOUSING AND HOMELESSNESS



COUNTY OF
SAN MATEO

COUNTY EXECUTIVE'S MESSAGE

As I write this message, I am deeply inspired and encouraged by the collaborative spirit within our County and the Board's unwavering commitment to addressing homelessness and increasing affordable housing. This year, we hosted numerous briefings for elected officials, local jurisdictions, and community-based organizations, all focused on our shared goal of serving our most vulnerable residents.

The Board's decision to allocate nearly \$20 million in Measure K half-cent sales tax funds has played a pivotal role in preserving and enhancing the County's homeless response system. This funding has supported the expansion of medical mobile health services, a new partnership with the County's Event Center for the Inclement Weather Shelter Program, and a significant increase in Emergency Financial Assistance, including \$500,000 specifically set aside for seniors.

In its second year of operation, the Navigation Center has made great strides by offering on-site weekday dental services, thanks to our partnership with the University of the Pacific's Arthur A. Dugoni School of Dentistry, LifeMoves and Healthcare in Action. This initiative is made possible by the leadership of our Health Department and the generous contributions from our funding partners: the Chan Zuckerberg Initiative, Dignity Health Sequoia Hospital, Health Plan of San Mateo, Kaiser Permanente and Sequoia Health Care District. Additionally, the Board expanded employment services and opened a satellite location to operate the center's kitchen and provide workforce development opportunities.

We understand that addressing homelessness also requires additional support and services for individuals living in encampments. This year, the County received \$14.1 million in funding to expand intensive homeless services in the cities of Half Moon Bay, South San Francisco, San Bruno, Burlingame, San Mateo and Menlo Park. These efforts will help chronically homeless individuals retain shelter and transition to permanent housing.

Another significant milestone was the County's receipt of a \$13.89 million Homekey grant award from the State. This grant will support the conversion of a hotel at 721 Airport Blvd., South San Francisco, into 45 studio

apartments. Episcopal Community Services of San Francisco will operate the property and provide on-site services, including behavioral health support and case management. This site marks the third permanent supportive housing development funded through Homekey.

Furthermore, the County launched CARE Court, a new strategy designed to provide critical mental health, housing and other services to support individuals suffering from untreated schizophrenia and other psychotic disorders. CARE Court connects individuals with a court-ordered Care Plan for up to 24 months, which includes clinically prescribed, individualized interventions with several supportive services, medication, and a housing plan.

As I reflect on the achievements of 2024, the words collaboration, commitment and dedication best describe our collective efforts to address homelessness in San Mateo County. I want to express my deepest gratitude to our Board, our partners - community based organizations, the Center on Homelessness, the Health Department, the Department of Housing, and each City jurisdiction for their invaluable partnership on this critical issue. A special thank you goes to the Board's Homeless Subcommittee members: Supervisor Slocum and Supervisor Pine, who provided years of leadership and vision in this work.

Together, we are making significant strides, and I look forward to continuing this important work in the year ahead.



Michael P. Callagy
County Executive

KEY ACCOMPLISHMENTS

MEASURE K

The County's FY 2024-2025 Budget includes



**\$59 million in
Measure K funding**

for Housing and Homelessness, a Board priority area. Measure K funds support our robust, countywide homeless response system and strategies which are focused on prevention through emergency financial assistance, multi-disciplinary outreach and case management, interim shelter with a total capacity of 699 units serving adults, families, and youth, and innovative housing solutions such as rapid rehousing and housing vouchers serving vulnerable populations.

CARE COURT

CARE Court launched on July 1, 2024, and during the first six months, the Behavioral Health and Recovery Services team received 48 referrals,



**17 referrals for individuals
experiencing homelessness**

The primary source of referrals are family members and the court system, with additional referrals coming from local hospitals, the HEAL (Homeless Engagement, Assessment and Linkage) team, Homeless Outreach teams, PERT (Psychiatric Emergency Response Team) and substance use disorders treatment providers. Of the 48 referrals, 19 petitions were filed, resulting in 5 CARE agreements being signed. CARE Court provided an important access point for linking individuals to BHRS services, regardless of their eligibility or status within the CARE Court process.

DENTAL CLINICS AT THE NAVIGATION CENTER

The dental clinic is open five days a week and is operated by the University of the Pacific's Arthur A. Dugoni School of Dentistry. This two-chair dental clinic offers no-cost preventive, restorative and specialty dental care, including exams, cleanings, fillings and emergency treatment, along with oral surgery, endodontics, and periodontics. With a



**capacity of
2,500 visits annually**

the program is expected to treat up to 800 individuals each year.

MEALS & TRAINING

In July, the Navigation Center launched a new partnership with the County's Vocational Rehabilitation Services through the Measure K-funded Housing and Opportunities to Maximize Employment (HOME) program.



**Participants get hands-on
training experience**

by preparing quality meals for Navigation Center residents while receiving workforce development through case management. In 2024, the HOME program served 123 individuals and provided a total of 49,720 meals.

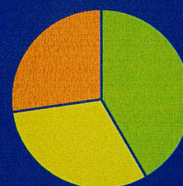
HOMELESS RESPONSE SYSTEM STRATEGIES AND OUTCOMES

3,416 households served
in homeless programs

190 households were diverted
from shelter

662 households exited
to housing

with 728 households entering
the homeless system in 2024



277 with voucher

205 with short term subsidy/rapid
re-housing

180 no subsidy/self resolved



PREVENTION ASSISTANCE

1,062 households were provided
emergency financial assistance

representing 2,477 individuals
\$2.7 M program investment



OUTREACH AND ENGAGEMENT

2,263 clients served by
homeless outreach teams

698 clients entered shelter
474 clients received intensive
case management
403 clients were linked to Healthcare



SHELTER/INTERIM HOUSING TOTAL CAPACITY

699 total units across
the system



HOUSING SOLUTIONS

**\$2.1 M Rapid Rehousing
Rental Assistance**

Serving 205 households. The average subsidy
for a household of four was \$2,364

**40 new federal
tenant-based vouchers**

195 project-based vouchers
allocated for 3 affordable housing developments

**242 new affordable
housing units**
for homeless households completed

**217 individuals received
employment services**

37 job placements
Average hourly wage at time of placement: \$21.48
Highest wage placement \$35/hr

**365 new affordable housing
units completed**

for extremely low-income households

PARTNERSHIPS AND COLLABORATION

MEDICAL HEALTH SERVICES

1,513 homeless individuals
received care from
mobile clinics

3,520 visits

310 individuals received care
from the Street Medicine team,
total of 841 visits

214 unduplicated client served
by Health Care for the Homeless

216 individuals received care at
the Navigation Center

total 951 visits from Healthcare
in Action at the Navigation Center

2,976 homeless individuals
received care at the
Medical Center

representing 16,034 visits

BEHAVIORAL HEALTH AND RECOVERY SERVICES

113 clients served by
field-based mental health
services (HEAL)

1,060 homeless clients linked
to Alcohol and other Drug
treatments (AOD)

42.11% of all County Health System
AOD clients

\$20M AWARD



The County received a \$20 million award from the State's Housing for Healthy California program to support four new affordable housing developments, including 93 units designated for formerly homeless individuals with significant health care needs. The Department of Housing, Health and Human Services Agency are collaborating to plan on-site supportive services that will help promote housing stability and improve residents' well-being.



CLIENT SPOTLIGHT

PERMANENT SUPPORTIVE HOUSING

Before the COVID-19 pandemic, Jeffrey, a senior male was a successful entrepreneur with a stable lifestyle. However, the pandemic led to health struggles and the eventual loss of his business. Facing these challenges, he turned to substances and became homeless, lacking support from family or friends.

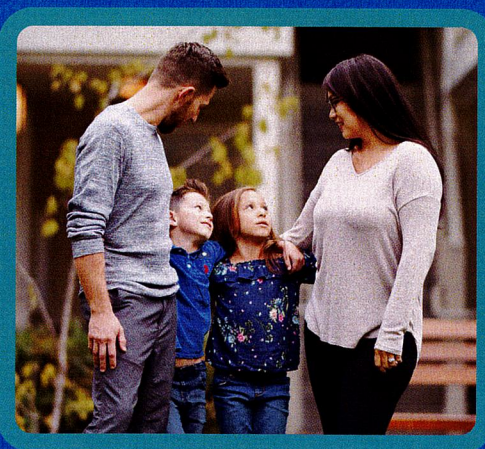
At Casa Esperanza, a Homekey Permanent Supportive Housing development, he found a supportive environment to rebuild his life. He engaged in social activities, built strong relationships with Mental Health Association's (MHA) case managers, and received tailored support. The MHA team helped him create a resume, apply for jobs, access food resources, and learn budgeting skills, empowering him to regain stability and plan for a sustainable future.

*All data counts are unduplicated and represent unique clients

AFFORDABLE HOUSING FUND INVESTMENT IMPACT SINCE 2012

Includes new construction, rehab, preservation, and homeownership affordable housing units.

	Completed Construction	Under Construction	Pre-Development	Total Units
ALL AFFORDABLE UNITS	2,875 1,034 IN 2024	688	1,376	4,939
HOMELESS UNITS	543 242 IN 2024	68	395	1,006
EXTREMELY LOW-INCOME UNITS	767 365 IN 2024	221	447	1,435



CLIENT SPOTLIGHT

HAVEN FAMILY HOUSE

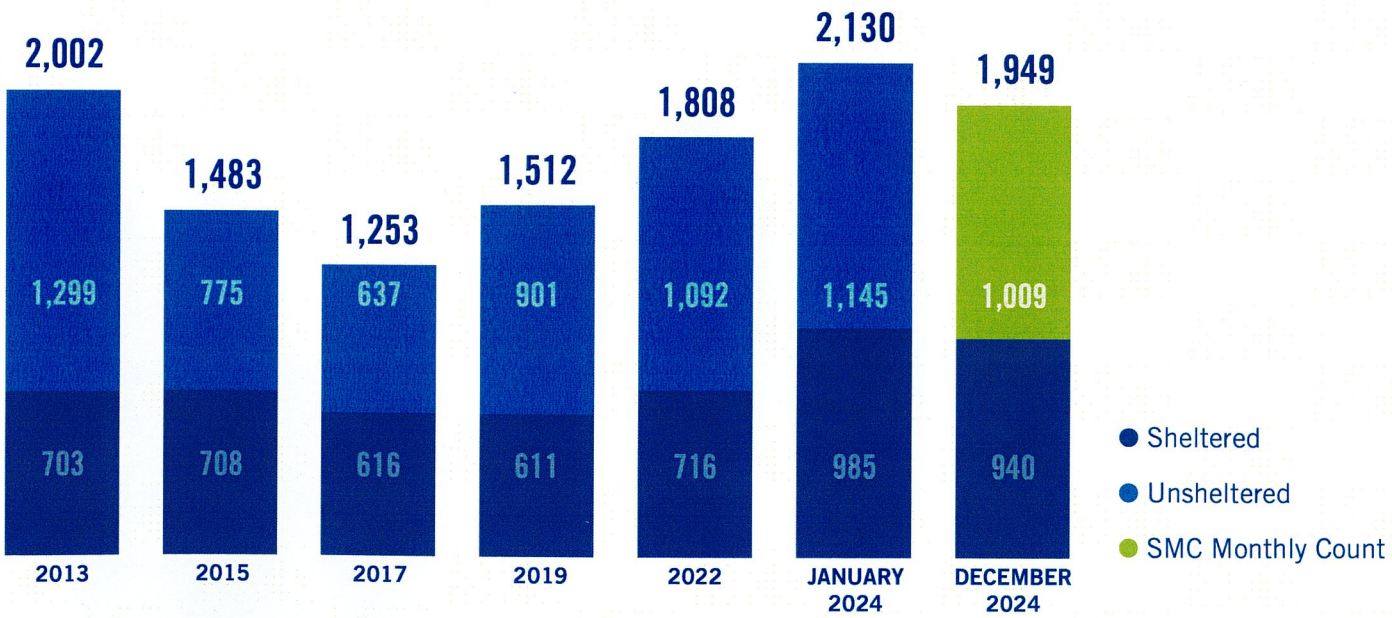
The family moved to California from Hawaii, where they had secure jobs and stable income. However, they discovered their identities were fraudulently used, dropping their credit scores from over 700 to under 400. Combined with a loss of income due to the COVID-19 pandemic, they could no longer afford their home. The father also suffered a work-place injury leaving him out of work, while the mother worked hard to explore new job opportunities. The family joined Haven Family House, an interim shelter and were connected to the Abode Rapid Rehousing program but struggled to meet its deadline due to several setbacks, including deaths and the Maui fire. Eventually, the family was linked to the LifeMoves Credit Repair Program, which improved their credit. They were matched with LifeMoves' SAFE Rapid Rehousing Program, and the mother secured a better job. The family moved into a three-bedroom unit near relatives and their children's school, regaining stability and making progress toward normalcy.



POINT-IN-TIME HOMELESS COUNT



Number of sheltered and unsheltered individuals in San Mateo County.



LOOKING AHEAD TO 2025

TRANSFORMATIVE OPPORTUNITIES

State initiatives such as Prop 1, Care Court and SB43 are intended to serve residents living with serious mental illness, serious emotional disturbance, substance use disorders, and those at-risk for or experiencing chronically homelessness. These initiatives provide critical financial and supportive resources, pathways for care coordination and services linkage, increase the affordable supportive housing supply, and support the rehabilitation and development of treatment facilities. The County is committed to partnering with the State on the implementation and development of each of these initiatives, recognizing their transformative nature and their potential to serve our most vulnerable and address homelessness.

HOUSING SOLUTIONS

With the Board's annual contribution of \$20 million from Measure K funds, along with a one-time commitment of \$40 million in ARPA funds to the Affordable Housing Fund, the County is well-positioned to maintain a strong development pipeline, which includes the initiation of five new projects in 2025. Additionally, the County will open its third Homekey Permanent Supportive Housing site at 721 Airport Blvd., South San Francisco, providing housing for 45 homeless households.

HOMELESS OUTREACH REDESIGN

Starting in January, we will implement a redesigned homeless outreach model focused on: 1) aligning regional coverage areas based on need and increasing after-hours outreach staffing; 2) establishing a centralized dispatcher and expanding the use of the Homeless Outreach and Mobile Engagement (HOME) App; and 3) implementing standardized performance measures across all programs and service providers. This year, we will also continue evaluating our various homeless response systems, including shelter operations and the Coordinated Entry System (CES), as part of our ongoing effort to identify gaps and enhance our countywide homeless response system.

