



Dedicated to Donald Mike Miller

Fremont Housing Navigation Center

FOUR YEAR- FISCAL YEAR END REPORT
OCTOBER 2020 – JUNE 2024

This report reflects the City of Fremont’s continued commitment to transparency in its oversight of the Fremont Housing Navigation Center (FHNC). The comprehensive data in this report reflects all four years of program operations through the end of the last fiscal year on June 30, 2024. It includes program outcomes, information about residents of the FHNC, as well as funding and cost savings information. The FHNC is operated by Bay Area Community Services (BACS) in partnership with the City of Fremont.

PROGRAM OVERVIEW:

The FHNC is located adjacent to Fremont City Hall, and facilitates the partnership between the City of Fremont and BACS to address the city’s homelessness crisis by providing unhoused community members with a path to securing permanent housing and rapid re-housing services.

The FHNC opened in September of 2020. Because that was during the height of the COVID-19 pandemic, it operated at reduced capacity for its first two years. This ensured protocols to minimize the risk of transmission of COVID-19 to the FHNC residents. In FY 2022-2023, BACS expanded to full capacity of 45 residents and has continue to do so into 2024.

BACS maintains its “low-barrier” nurturing environment that allows clients the ability to come and go, while engaging in opportunities to obtain employment, housing and other wellness services. The FHNC center provides comforting amenities with a courtyard for clients to sit surrounded by plants, trees, and murals. The center also includes washers and dryers, bathrooms with showers, and a common room with a mini-kitchen. This supportive, “low barrier” model supports individual in developing and maintaining their independence.

FOUR YEAR CUMULATIVE REVIEW

To date, FHNC has served 233 individuals, all of which were living in Fremont, Newark, or Union City prior to their stay at the FHNC. Referrals for the program come from any sources, including the Fremont Winter Relief Program, Human Services Department staff, Police Department’s Mobile Evaluation Team (MET), the BACS Wellness Center, located off Grimmer Boulevard, BACS Outreach Team, and Abode Services street outreach teams.

Of the 183 residents who have exited the program, 108 residents (59%) transitioned to stable housing or an appropriate program or facility. Below is a breakdown of the transition locations, including stable housing:

- 91 residents started renting on their own or co-living with family and friend– a stable rehousing rate of (84.25%), another;
- 17 residents (15.74%) entered in a temporary supportive program such as transitional housing, or a substance use facility;

Residents stayed an average of 178 days, approximately five and a half months. Over time, residents have stayed longer in the program.

Residents who are eligible for Permanent Supporting Housing (PSH) units, because they have been unhoused for many years and have a qualifying disability, spend more time in the program as they are waiting for a match to these rare, affordable opportunities. PSH-eligible residents are assessed with a

Crisis and Housing needs assessment through coordinated entry. PSH-eligible residents we serve receive a high score on the Crisis and Housing needs assessment and are categorized as high vulnerability risk. Residents enter the program with an income 50% or less of the area median income and require more time and support to find affordable housing and increase their income through benefits or obtaining a livable wage.

Often, a short-term rental subsidy, known as Rapid Rehousing (RRH), was used to support individuals with this transition. To help residents of the FHNC find permanent housing following their stay at the FHNC, FNC staff reach out to roughly 50 landlords monthly, with 20 established relationships in FY 23/24. These relationships help to place residents into permanent housing within the community they are rooted.

Program residents who exited to a stable housing solution are provided another six months of aftercare services. Aftercare is critical to prevent an individual from returning to homelessness. Services are tailored to the residents’ unique needs so that they may stabilize in their new housing and develop routines and practices to maintain their housing beyond the period of support. Eighty-two percent (82%) of residents who have exited, maintained their housing or shelter placements.



Although BACS Care Coordinators make every effort possible to transition all residents into an alternative housing solution, the need for housing greatly outweighs its availability. During this reporting period, 36 residents returned to homelessness; however, they were provided referrals to other programs and continue to be eligible for available programs in the region.

BACS, in alignment with the City, recognizes and practices racial equity in program implementation and uses the [Alameda County 2022 Point in Time Count](#) race and ethnicity data to measure adherence to racial equity and equal access. In many categories, the race/ethnicity breakdown of the FHNC program enrollees reflects the race/ethnicity breakdown of those who experienced homelessness in Fremont in the most recent Point in Time (PIT) count in 2022. FHNC residents are a small sample size of the Fremont unhoused population and early in the program, there was an overrepresentation of Asian – identified residents. Since then, residents have become more reflective of the population.

Below is a comparison of the 2022 PIT Data and the FHNC 2020-2024 data:

| | 2022 – Point in Time Count | 2020-2024 FHNC Data |
|----------------------------------|----------------------------|---------------------|
| Asian | 2% | 7.3% |
| American Indian/Alaska Native | 6% | 0.4% |
| Black/African American | 31% | 28.3% |
| Native Hawaiian/Pacific Islander | 4% | 3% |
| White | 47% | 27.5% |
| Multiple Races/Other | 10% | 28.3% |
| Latinx | 21% | 5.2% |

CUMULATIVE YEARS 1-4 OPERATING AND FLEX FUND BUDGET: \$5.9 M

The City originally estimated the first four years of FHNC operating and flex fund costs to be approximately \$9 million. After four years, FHNC expenses totaled \$5.9 million. This cost savings of \$3.1 million was primarily due to Public Health’s (ACPH) COVID-19 mandated capacity reductions. Current day, the FHNC costs an average of \$2.3 million a year to operate. Almost every year FHNC increased their spending in flexible client support (flex) funds, from \$186,388 in FY 2020/21 to \$286,773 in FY 2023/24.

Operating costs include staff specializing in housing case management, supportive service staff, meals for participants, facility costs, and overhead expenses. Flex funds are used to provide first and last month rental deposits, security deposits, titrated rental assistance, or move-in assistance.

Cumulative Four Year FHNC OPERATING AND FLEX FUND COSTS: \$5.9M

| Use | Amount |
|--------------------|------------------|
| Operating Expenses | 5,187,069 |
| Flex Fund Expenses | 740,433 |
| Total: | 5,927,502 |

Cumulative Four Year FHNC REVENUE: \$5.9M

| | <u>FY21</u> | <u>FY22</u> | <u>FY23</u> | <u>FY24</u> | <u>Total</u> |
|--------|-------------|-------------|-------------|-------------|-------------------------|
| HHAP | | 397,903 | 419,915 | 1,314,713 | |
| PLHA | | 435,569 | 370,491 | 234,794 | |
| HUD | | | | 250,000 | |
| CA HCD | | | 500,000 | 500,000 | |
| ACSSA | | 330,000 | 330,000 | | |
| | 844,117 | 1,163,472 | 1,620,406 | 2,299,507 | <u>5,927,502</u> |

The City successfully leveraged several state and county funding sources to cover 100% of the operating and flex fund costs. These funding sources include:

- State Homeless Housing, Assistance and Prevention (HHAP)
- State Permanent Local Housing Allocation (PLHA)
- Federal Department of Housing and Urban Development (HUD)
- State Housing and Community Development General Fund (CA HCD)
- Alameda County Social Service Agency Funding (ACSSA)

Staff will continue to explore county, state, and federal funding opportunities.

RESIDENT STORIES:

- *Ms. T's journey is a testament to resilience, determination, and the power of support. Despite battling cancer and working part-time, Ms. T joined our program in November 2023 with a clear vision of improving her health, financial stability, and employment prospects. Throughout her time at the Fremont Navigation Center, Ms. T's unwavering commitment to her goals shone brightly. With a strong desire to secure full-time employment and give back to her community as an advocate, Ms. T actively engaged in the program. We worked closely with her to update her resume, provide interview tips, and enhance her job search skills. Her dedication paid off when she landed a role as an outreach coordinator for Spectrum, not only fulfilling her career aspirations but also boosting her income significantly. Beyond employment support, we also assisted Ms. T in managing her finances effectively. By helping her with budgeting and encouraging her to downsize her storage and let go of unnecessary items, Ms. T saved \$200 monthly, which she wisely directed towards savings. This financial stability was a crucial step towards achieving her goal of stable housing. Ms. T's story is a testament to her perseverance and positive attitude. Despite facing health challenges, she remained resilient and focused on her well-being. Her hard work and determination paid off when she received the incredible news of being cancer-free just a few months into the program. On May 13, 2024, Ms. T achieved another milestone by successfully securing housing. Her transformation from battling cancer and working part-time to becoming a full-time outreach coordinator with stable housing showcases her strength and determination. Ms. T's success story is a true inspiration, demonstrating that with perseverance, support, and a positive mindset, any obstacle can be overcome.*
- *Mr. W faced a daunting journey marked by significant barriers. He had spent much of his life living in encampments, a challenging environment that contributed to his struggles with anger management. When we first met Mr. W, he was understandably guarded and hesitant to trust. His past experiences had made him wary of new relationships and support systems.*

Building trust with Mr. W was a gradual process. It took time, patience, and consistent support to help him feel secure enough to open up. Recognizing his desire for change, we focused on his personal goals, which included addressing his anger management issues and developing financial literacy. Mr. W expressed a clear understanding that his temper had often led him into trouble, and he was determined to work through these challenges.

Mr. W began attending anger management classes, where he learned valuable coping strategies and techniques to manage his emotions more effectively. Simultaneously, he enrolled in financial literacy workshops. These sessions equipped him with essential skills, such as how to save money, open a bank account, and request money orders. With each class, Mr. W grew more confident and proactive about his future.

Through this transformative process, Mr. W demonstrated remarkable resilience and commitment. He started applying what he learned, focusing on saving money and taking control of his finances. His hard work paid off, leading him to achieve a major milestone in his journey.

On October 9, 2024, Mr. W was officially permanently housed at the Fremont Family Apartments. This achievement marked not just a new address, but a new chapter in his life. Mr. W's story is a testament to the power of perseverance, trust-building, and the impact of community support.

Today, Mr. W is not only a proud resident of his new home but also an advocate for others facing similar challenges. His journey reflects the importance of providing individuals with the tools and resources needed to overcome obstacles and achieve their goals. Mr. W's success is a beacon of hope for many, proving that with determination and the right support, change is possible.



STAY CONNECTED:

To stay up to date and/or learn more about Fremont's Housing Navigation Center, visit city.fremont.gov/hnc

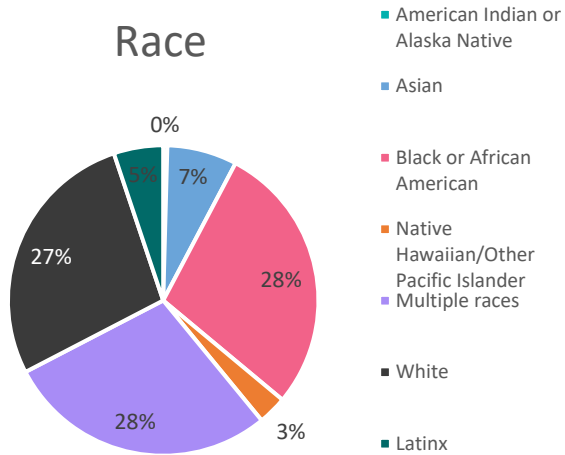
APPENDIX 1: FNC PARTICIPANT AND OUTCOME DATA: OCTOBER 1, 2020 – JUNE 30, 2024

Unduplicated Residents Served

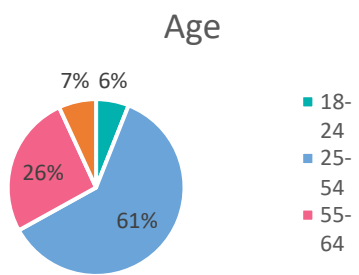
233 October 1st, 2020 – June 30, 2024

| Resident Demographics | | |
|-----------------------|--------|---|
| 24 | 10.30% | Senior Household served |
| 83 | 35.62% | Female Head of Household |
| 177 | 75.96% | Residents with Mental or Physical Health Condition |
| 10 | 4.29% | Veteran Status |
| 12 | 5.15% | Latinx/Hispanic Residents served |
| 193 | 82.83% | Experienced Homelessness for 1 year or more prior to FHNC |

| Race | |
|--|------------|
| American Indian or Alaska Native | 1 |
| Asian | 17 |
| Black or African American | 66 |
| Native Hawaiian/Other Pacific Islander | 7 |
| Multiple races | 66 |
| White | 64 |
| Latinx | 12 |
| Total: | 233 |

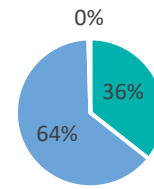


| Age Range | |
|---------------|------------|
| 18 - 24 | 14 |
| 25 - 54 | 142 |
| 55 - 64 | 61 |
| 65+ | 16 |
| Total: | 233 |



| Gender | |
|--|------------|
| Female | 83 |
| Male | 149 |
| Gender Non-Conforming (i.e. not exclusively male or female) | 1 |
| Total: | 233 |

Gender



■ Female ■ Male ■ Gender Non-Conforming

| Client Income Information | | |
|---------------------------|--------|--------------------|
| 208 | 89.27% | ELI: 0% - 30% AMI |
| 25 | 10.72% | Low: 31% - 50% AMI |
| 0 | 0.00% | Mod: 51% - 80% AMI |

| EXIT STATUS | | |
|---------------------------|---------------|---|
| 58 | 58% | Stable Housing – Rental by Client |
| 38 | 38% | Stable Housing - Reconnected with family |
| 4 | 4% | Transitional Housing |
| 100 | 54.64% | Subtotal of Housing Outcomes |
| 16 | 50% | Emergency Shelter, including hotel/motel, Host home |
| 12 | 37.5% | Treatment facility or detox center |
| 1 | 3.12% | Psychiatric hospital or other psychiatric facility |
| 3 | 9.37% | Jail/prison detention facility |
| 32 | 17.48% | Subtotal of Exits to Community Programs |
| 7 | 13.72% | Resident left without providing destination |
| 2 | 3.92% | Deceased |
| 40 | 78.43% | Place not meant for habitation |
| 1 | 1.96% | Hotel (paid for themselves) |
| 1 | 1.96% | Safe Haven |
| 51 | 27.86% | Subtotal of Other Exits |
| TOTAL # EXITS: 183 | | |

| EMPLOYMENT STATUS | | |
|--------------------------|--------|-------------------------|
| 55 | 30.05% | EXIT with Employment |
| 128 | 69.95% | EXIT without Employment |

| Average Stay per Client | | |
|--------------------------------|------------|-------|
| 0-30 days | 35 clients | 15% |
| 31-60 days | 36 clients | 15.4% |
| 61-90 days | 25 clients | 10.7% |
| 91-180 days | 44 clients | 18.8% |
| 181 – 365 days | 69 clients | 29.6% |
| 1-2 years | 24 clients | 10.3% |