



# Fremont Housing Navigation Center

**ANNUAL REPORT – YEAR 1**

**OCTOBER 2020 – OCTOBER 2021**

This report continues the City of Fremont’s commitment to provide transparent oversight of the Fremont Housing Navigation Center (FHNC) and details the first year of its operation including: FHNC resident data, program outcomes, as well as program funding and cost savings information. The FHNC is operated by Bay Area Community Services (BACS) in partnership with the City of Fremont.

“

Over the last year, the Fremont Housing Navigation Center has stood as a physical symbol of our City’s commitment to positively and impactfully address our growing homeless population. The incredible work that the FHNC has been able to accomplish while operating under unprecedented challenges serves as a testament to our City’s and BACS’ commitment to support members of our community in obtaining valuable resources, finding safe, permanent housing, and rebuilding their lives. I am proud to be celebrating the first year of the FHNC, and I am excited to see all that it and its residents accomplish in the years to come.

”

- Lily Mei, Fremont Mayor

## PROGRAM OVERVIEW:

On September 28, 2020, the FHNC welcomed its first 25 residents. Due to public health restrictions and dormitory-style sleeping arrangements, the facility, which has capacity for 45 residents, reduced capacity to 25 beds. This restriction is expected to be in place for the foreseeable future. To best protect program residents, BACS and the City of Fremont partnered with Bay Area Community Health (BACH), Washington Hospital, and Alameda County’s Healthcare for the Homeless to increase access to COVID-19 testing and vaccines.

To date, FHNC has served 66 individuals, all of which were living in Fremont, Newark, or Union City prior to their stay at the FHNC. Most program residents (68%) had experienced homelessness for a year or more before transitioning to the FHNC. Referrals for the program came from the City’s Winter Shelter, Human Services Department, Police Department’s Mobile Evaluation Team (MET), the BACS Wellness Center, located off Grimmer Boulevard, and Abode Services street outreach teams.

Of the 47 residents who have exited the program during the first year, 31 have been rehoused – a 66% housing rate – while another five residents transferred to programs with more appropriate levels of care. Residents stayed an average of six months or less.

Twelve (12) of the 31 stably housed individuals were reconnected with friends or family, and many entered permanent housing in shared housing arrangements or, for those that qualified, affordable housing opportunities. Often, a short-term rental subsidy, known as Rapid Rehousing (RRH), was used to support individuals with this transition. Program residents who exited to 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.



BACS assisted all residents with increasing their income through accessing benefits or gaining employment, with 41% of residents to date exiting with employment. However, not all residents were able to return to the workforce due to their age or disability. Additionally, some jobs may not have been able to provide a livable wage for the region, which directly affects housing options.

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. In the second half of the year, six of the original shelter residents returned to homelessness; however, they were provided referrals to other programs and local resource information and continue to be considered for available programs through South County regional coordination.

A detailed breakdown of program outcomes can be found on [Page 8 – Appendix 1](#).

BACS, in alignment with the City, recognizes and practices racial equity in program implementation and uses the [Alameda County 2019 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 2019. Below is a comparison of the 2019 data and the FHNC 2020/21 data:

	2019 – Point in Time Count	2020/21 FHNC Data
<b>Race</b>		
Asian	2%	16.6%
American Indian/Alaska Native	2%	1.5%
Black/African American	20%	24.2%
Native Hawaiian/Pacific Islander	3%	3.0%
White	49%	46.9%
Multiple Races/Other	24%	7.5%
<b>Ethnicity</b>		
Latinx	21%	33.33%

## YEAR 1 OPERATING AND FLEX FUND BUDGET: \$1.12 M

The City originally estimated Year 1 FHNC operating and flex fund costs to be \$2.31 million. Through the first 12 months, the FHNC only cost \$1.12 million to operate, primarily due to cost savings associated with serving a lower number of participants as mandated by Alameda County Public Health’s (ACPH) COVID-19 restrictions.

Operating costs include Housing Navigators and other 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 a bedroom set-up. Funds may also be used for fees to clear records as well as employment costs such as clothing, tools, trade schooling, or automobile registration.

**YEAR 1 FHNC OPERATING AND FLEX FUND COSTS: \$1.12M**

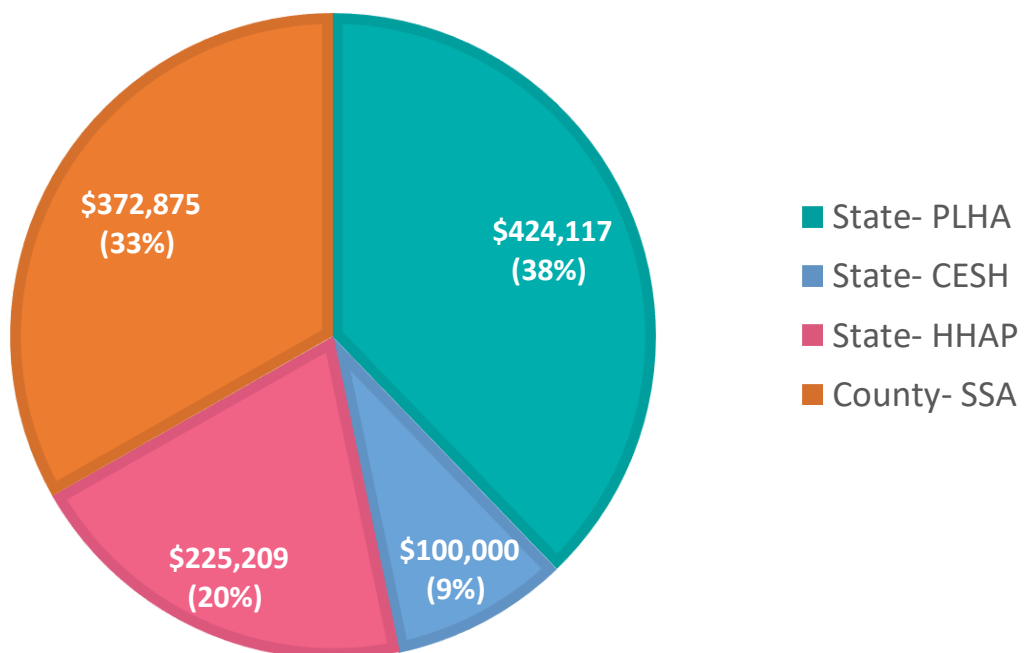
Use	Amount
Operating Costs	960,574
Flex Funds	161,627
Total	1,122,201

The FHNC’s reduction in capacity created a cost savings of \$1.2 million. At this time, ACPH COVID-19 restrictions remain in place, and thus, the FHNC will continue to operate at lower costs for the foreseeable future.

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

- State Permanent Local Housing Allocation (PLHA)
- State California Emergency Solutions and Housing (CESH)
- State Homeless Housing, Assistance and Prevention (HHAP)
- Alameda County Social Service Agency Funding

**YEAR 1 FHNC FUNDING SOURCES: \$1.12M**



The cost savings and external funding sources described above allow the City the flexibility to fund future years of the City's five-year operating agreement with BACS. Staff will also continue to explore county, state, and federal funding opportunities. Through the advocacy work of Representative Ro Khanna, the FHNC is currently being considered for a \$500,000 Federal Community Funding Project award, through a Federal Transportation and Housing and Urban Development (THUD) grant.



From the left: Jonathan Russell and Jovan Yglesias (BACS), Councilmembers Teresa Keng and Yang Shao, Representative Ro Khanna, Mayor Lily Mei, Councilmembers Rick Jones and Raj Salwan, members of City of Fremont staff.

## RESIDENT STORIES:

- *S.J., a 23-year-old woman, arrived at the Winter Shelter in December 2020 after living on the streets for a few months. During her stay at the Winter Shelter, she started working at a grocery store in the neighborhood. As soon as there was an open bed at the FHNC, she was referred by staff and enrolled in the same week. By March 2021, she transitioned into stable housing, using her earnings and some financial assistance from BACS.*
- *A male participant on fixed income was experiencing homelessness and was coping with the recent loss of his mother. BACS assisted him with counseling and encouragement, and he used the opportunity at FHNC to overcome the long-term obstacles he had been facing. This participant worked well with staff and found a studio in Oakland for \$1,371.00 a month. He is now focusing on financial literacy and saving for his future.*
- *F.O. is a 39-year-old African American male who had been homeless for the last six years in Fremont. FHNC staff first met him at the Fremont Wellness Center, where he was without income, health insurance, and had none of the basic identification documents needed for employment. F.O. reported that he felt hopeless, had no social support whatsoever, and was*



*experiencing suicidal thoughts. FHNC staff encouraged and convinced him to try the transitional housing program at FHNC. F.O. initially struggled, but soon began gaining confidence and making progress at FHNC. Staff assisted him in getting his birth certificate and social security card as well as Medi-Cal and access needed medical and mental health treatment. Additionally, staff helped him apply for and obtain General Assistance and Supplemental Nutritional Assistance Program (SNAP) benefits. He worked with staff to develop a resume and applied for several jobs, soon landing a position at Tesla. FHNC was able to assist him in buying needed clothing for his job, and he was so successful that he was recognized as employee of the month and even featured in a “Tesla Headlines” article. After working on budgeting skills and applying for many housing units, F.O. got his own apartment in Fremont, where he was previously rooted. He participated in FHNC’s Aftercare Program and received assistance with furniture, household goods, and six months of rental assistance. F.O. continues to work at Tesla and live in the same apartment six months after completing the program. He continues to stay in contact with staff that he worked with during his stay at FHNC.*

- *G.W. is a 59-year-old Hispanic female from Fremont. Before being referred to the Fremont Navigation Center, she was homeless for 10 years. G.W. was disabled due to a chronic mental health disorder, did not have access to mental health services, and was also the victim of chronic domestic violence. She struggled to trust staff and discuss what she had been through; however, over time, G.W. felt less overwhelmed and began making rapid progress in the program. Staff assisted by getting her basic documents necessary for employment and housing as well as getting Medi-Cal and access to needed mental health treatment and domestic violence services. G.W. worked with staff to build a professional resume and soon obtained a temporary job. FHNC was able to assist her with a work wardrobe and transportation to her job and appointments, and eventually, G.W. obtained a permanent full-time job. After working with staff on budgeting and submitting many housing applications, she obtained an apartment in Fremont. G.W. participated in FHNC’s Aftercare Program and received assistance with furniture, household goods, and six months of rental assistance. Four months after being housed, G.W. contacted FHNC reporting that she encountered unforeseen circumstances and needed further help to maintain her housing. FHNC was able to provide additional rental assistance and some needed household goods and furniture. G.W. has been stably housed for five months and remains in FHNC’s Aftercare Program.*

## HISTORY AND COMMUNITY SUPPORT:

Construction of the FHNC began in Fall 2019 and continued during the onset of the COVID-19 pandemic. The facility was completed in August 2020, and the City invited Fremont community members to attend a [virtual open house](#) to get a behind-the-scenes tour and celebrate its opening.

Around the same time, in partnership with the City of Fremont, BACS staff approached surrounding businesses in Central Downtown to introduce themselves and establish lines for ongoing communication. BACS also held multiple meetings with Police Department leadership and members of the Mobile Evaluation Team (MET) to best learn how to support the homeless community. During the FHNC’s first year, the City’s Homeless Services Manager has served as the main liaison with the FHNC and has spent significant time building community relationships in the immediate area,

brokering collaborative partnerships with non-profits, and providing resident referrals into the program.

To help residents of the FHNC find permanent housing following their stay at the FHNC, BACS developed new relationships with 34 local landlords, 12 of which are located in Fremont. These relationships help to place residents into permanent housing within the community they are rooted.

Prior to the program's opening, some community members expressed significant concern around safety and negative impacts of the FHNC on the surrounding neighborhood. However, throughout the first year of operation, there were no significant complaints, serious calls for police service, or visible blight because of the FHNC.

During the construction phase and into the official opening, FHNC received monetary donations from the community totaling \$40,346 and many in-kind donations, including bikes, shoes, meals, groceries, towels, bedding, hand-made quilts, clothing, hygiene kits, and items to beautify the landscape.

## FUTURE OPERATIONS:

Market rate rent in Fremont poses a high-cost burden to those on lifetime benefits and even those who have started working full time. To combat this, the City of Fremont and BACS will continue to jointly outreach and find more opportunities to engage local landlords over the next year to provide expanded housing outcomes for FHNC residents. Landlords will be encouraged to consider the incentives available to them if they accept FHNC tenants with subsidized rent and BACS as a social service partner agency.

This local housing allows for residents to transition into the community in which they are rooted and is especially important once a resident has started working, so that they can maintain their employment.

Furthermore, BACS intends to strengthen the referral process and include care team members in an initial assessment for potential program residents prior to move-in. Many of the FHNC referrals have come from the City of Fremont's Human Services Department and the BACS Wellness Center, located on Grimmer Boulevard. Experience in the first year shows that having a care team established prior to entering the FHNC leads to better stabilization and housing outcomes for residents. Additionally, some referrals deemed inappropriate have highlighted the need for crisis stabilization and Substance Use Disorder (SUD) programs within the Tri-City area.

While the ongoing presence of COVID-19 requires congregate programs like the FHNC to appropriately distance residents in high-risk settings, the City of Fremont and BACS are both committed to serving as many community members as possible and are prepared to open to the full capacity of a 45-bed census as soon as public health restrictions are lifted.

## ADDITIONAL INFORMATION:

Six-month Fremont Housing Navigation Center [Report](#)

## STAY CONNECTED:

To stay up to date and/or learn more about Fremont's Housing Navigation Center, visit [Fremont.gov/HNC](https://Fremont.gov/HNC).

## THANK YOU!

The initial success of launching the Fremont Housing Navigation Center would not have been possible without the following groups and individuals:

Aparna Yerragudi, Girl Scout Troup	Kids Bike Lane
Arav Saachdeva -Eagle Scout Project	Lisa Danz
Art of Living Foundation	Madhu Aggarwal
Bay Area Community Health	Mayor Lily Mei
Bombas	Mission Peak Unitarian Universalist
Cargill	Congregation
City of Fremont Employees Associate	Mission San Jose Chamber of Commerce
Clint Johns	Namrata & Tia Mehta
Councilmember Jenny Kassan	Niles Discovery Church
Diane Morimune	Oliveira Elementary
Friends of Children with Special Needs	Phina Chen
Gargi Shah	Piecemakers Quilt Guild
Gonutz	Restore 22 Church
Huaren Rotary Club of Silicon Valley	Scott Hannay and Paula Manczuk-Hannay
Immigration Institute of the Bay Area	Sisters of the Holy Family
James R Griffin, Inc. General Construction	Suzanne Shenfil and Ross Smart
Joseph & Padmini Prabhakar	The City of Fremfont 2020 Human Relations
Kathy Baxter	Commission
Kenneth Mithra	The Kirtirkar-Jacobs
Kevin Surya	The Sud Family



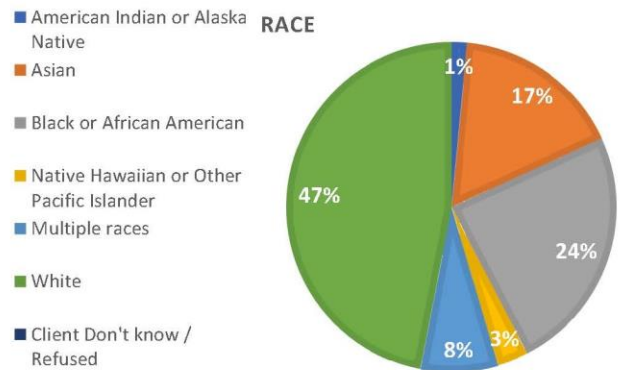
# APPENDIX 1: FNC PARTICIPANT AND OUTCOME DATA: OCTOBER 1, 2020 – OCTOBER 1, 2021

## Fremont Housing Navigation Center October 1, 2020 - October 1, 2021

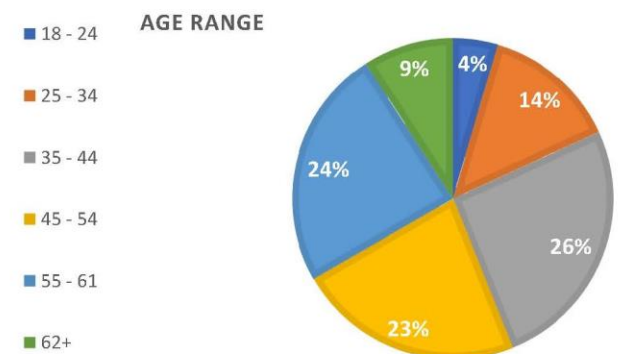
Unduplicated Residents Served	
66	September 28th, 2020 - September 30th, 2021

Resident Demographics		
6	9.09%	Senior Household served
13	19.70%	Female Head of Household
29	43.94%	Residents with Mental or Physical Health Condition
3	4.55%	Veteran Status
22	33.33%	Latinx/Hispanic Residents served
45	68.18%	Experienced Homelessness for 1 year or more prior to FHNC

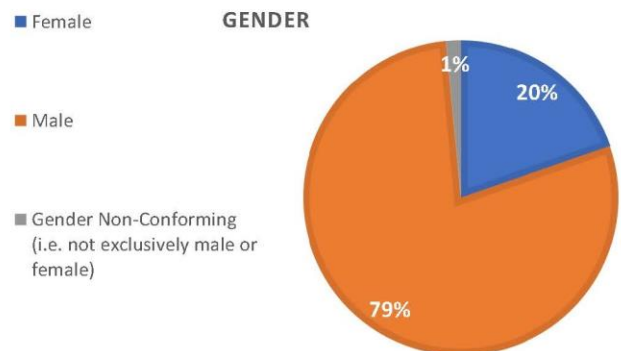
Race	
American Indian or Alaska Native	1
Asian	11
Black or African American	16
Native Hawaiian or Other Pacific Islander	2
Multiple races	5
White	31
Client Don't know / Refused	0
<b>Total:</b>	<b>66</b>



Age Range	
18 - 24	3
25 - 34	9
35 - 44	17
45 - 54	15
55 - 61	16
62+	6
<b>Total:</b>	<b>66</b>



Gender	
Female	13
Male	52
Gender Non-Conforming (i.e. not exclusively male or female)	1
<b>Total:</b>	<b>66</b>



**Client Income Information**

59	89.39%	Extremely Low: 0% - 30% AMI
7	10.61%	Low: 31% - 50% AMI
0	0.00%	Moderate: 51% - 80% AMI

**City of residency upon ENTRANCE**

52	78.79%	Fremont
6	9.09%	Newark
8	12.12%	Union City

**EXIT STATUS**

19	40.43%	Permanent Housing
4	8.51%	Reconnected with family
8	17.02%	Reconnected with friends
31	65.96%	<b>Subtotal of Housing Outcomes</b>
3	6.38%	Place not meant for habitation
3	6.38%	Emergency Shelter, including hotel/motel, Host home
3	6.38%	Treatment facility or detox center
1	2.13%	Psychiatric hospital or other psychiatric facility
5	10.64%	Resident left without providing destination
1	2.13%	Jail/prison detention facility
TOTAL # EXITS: 47		

**EMPLOYMENT STATUS**

22	46.81%	EXIT with Employment
25	53.19%	EXIT without Employment

**Average Stay per Client**

1 month	6 clients	12.8%
2 month	5 clients	10.6%
3 month	7 clients	14.9%
4 month	7 clients	14.9%
5 month	8 clients	17.0%
6 month	14 clients	29.8%

**Landlords Partnered with to House Program Residents**

LOCATION	1 Quarter	2 Quarter	3 Quarter	4 Quarter
Fremont	6	2	2	2
Other	4	6	5	7
<b>TOTAL</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>9</b>