



# Fremont Housing Navigation Center

**THREE-YEAR FISCAL YEAR END REPORT**

**OCTOBER 2020 – JUNE 2023**

The City of Fremont is committed to sharing transparent data and information for the Fremont Housing Navigation Center (FHNC). The FHNC opened in 2020 and is operated by Bay Area Community Services (BACS) in partnership with the City of Fremont. The information in this report covers the first three years of FHNC operations. The comprehensive data in the report was tracked by BACS and highlights resident data, program outcomes, as well as program funding and cost savings.

Located behind Fremont’s City Hall, the FHNC is a pivotal partnership between the City of Fremont and BACS, built and funded to help 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 during the COVID-19 pandemic. During the first two years of operation, the FHNC was required to operate at partial capacity to adhere to shelter health standards and protocols to prevent the transmission of COVID-19. In FY 2022/23, BACS expanded the program to serve the full capacity of 45 residents.

BACS continues to support individuals in building and maintaining their independence in a “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. Unlike the standard “shelter” model, the 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.



## THREE-YEAR CUMULATIVE REVIEW

To date, FHNC has served 138 individuals, all of whom had previously been 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), and Abode Services street outreach teams.

Of the 103 residents who exited the program during the first 30 months, 88 residents (85%) transitioned to stable housing or into an appropriate program or facility. Below is a breakdown of the transition locations, including stable housing:

- 68 (78%) residents transitioned into stable housing by renting on their own or co-living with a family member and/or a friend.
- 19 residents (18.4%) entered a temporary supportive program such as transitional housing or a substance use facility.

On average, residents stayed at the FHNC 174 days, approximately six months.

Residents eligible for Permanent Supporting Housing (PSH) units because they have been unhoused for many years and have a qualifying disability average more time in the program as the affordable opportunities are rare and wait times are long. PSH-eligible residents account for approximately two-thirds (65%) of the program population. All residents entered the program with an income of 50% or less of the area median income and required more time and support to find affordable housing as a result of the need to increase their income through benefits or by obtaining a livable wage.

Often, a short-term rental subsidy, known as Rapid Rehousing (RRH), was used to support individuals with their transition. To help residents of the FHNC find permanent housing following their stay at the FHNC, BACS has developed relationships with 127 landlords since the FHNC opened, with 13 established in FY 2022/23. Landlord relationships are a critical necessity to help place residents into permanent housing within their local community.

Program residents who successfully exit to a stable housing solution are provided an additional 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. 95% of residents who exited the program 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, 17 residents returned to homelessness; however, they were provided referrals to other services 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 \(PIT\) 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 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. Over the course of the last 18 months, residents have become more reflective of the population.

Below is a comparison of the 2022 PIT data and the FHNC 2020-2023 data:

	2022 Point-in-Time Count	2020-2023 FHNC
<b>Race</b>		
Asian	2%	10%
American Indian/Alaska Native	6%	1%
Black/African American	31%	26%
Native Hawaiian/Pacific Islander	4%	2%
White	47%	38%
Multiple Races/Other	10%	23%
<b>Ethnicity</b>		
Latinx	21%	25%

## CUMULATIVE YEARS 1-3 OPERATING AND FLEX FUND BUDGET

### \$5.3 MILLION

The City originally estimated the first three years of FHNC operating and flex fund costs to be \$5.3 million, with Year 3 adjusted for a decreased capacity. To date, the FHNC cost to operate has been \$3.63 million. The lower-than-expected cost savings is primarily associated with serving a lower number of participants as mandated by Alameda County Public Health's (ACPH) COVID-19 restrictions during the first two years. **The FHNC's reduction in capacity resulted in a created cost savings of \$1.7 million.** These savings will go back into the program budget to fund future years of operation.

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 THREE-YEAR FHNC OPERATING AND FLEX FUND COSTS: \$3.63M

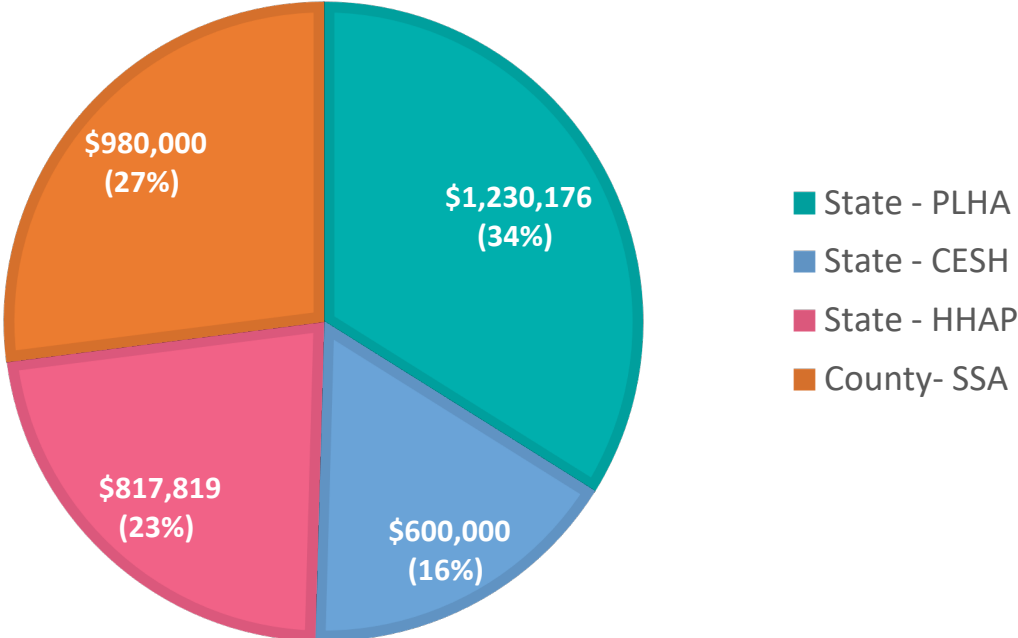
Use	Amount
Operating Costs	\$3,175,790
Flex Funds	\$452,205
<b>Total</b>	<b>\$3,627,995</b>

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

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

**CUMULATIVE THREE-YEAR FHNC FUNDING SOURCES: \$3.63M**



## RESIDENT STORIES

- *“Paul” had been experiencing homelessness since the summer of 2021 and had the opportunity to enroll in the FHNC in March 2022. Through the program, staff connected Paul to non-cash benefits and helped him apply for senior affordable housing opportunities. After only eight months, Paul was selected for an apartment and moved into his new home.*
- *“Gus” spent nearly two decades incarcerated before being released without a home to go to. For most of his adult life, he battled substance abuse, and his criminal history became a barrier to employment and housing. While at the FHNC, Gus faithfully attended substance abuse meetings to maintain his sobriety. Working alongside staff, he connected with Bay Area Legal Aid and had his misdemeanor charge expunged from his record. He eventually secured a full-time job as a security officer for a major retailer, and in March 2023, Gus signed a lease for an apartment in Newark.*
- *“Ruby” became homeless in 2013 due to an abusive relationship mixed with alcoholism which, according to Ruby, created a wedge between her and her family. When she arrived at the FHNC in August 2021, she didn’t think family reunification was possible. After nearly a year in the program, staff worked with Ruby to contact her mother and unfortunately learned her mother was ill. Staff supported Ruby while she traveled to Oregon several times to visit her mother and further supported her family reunification by helping her find a home in Oregon. In March 2023, Ruby signed a lease agreement and now happily lives in Oregon.*



## STAY CONNECTED

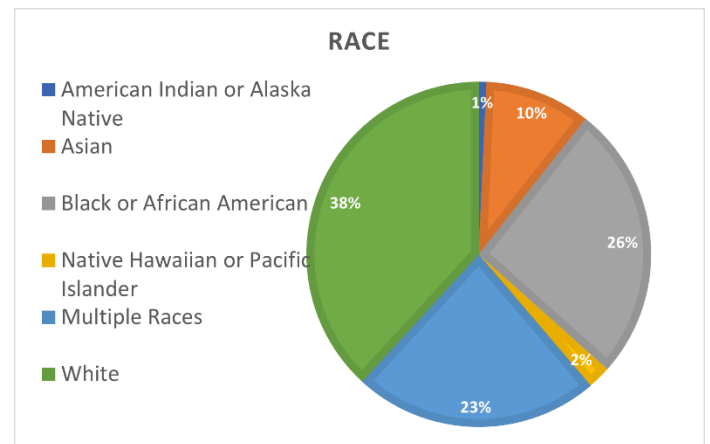
To stay up to date and/or learn more about Fremont’s Housing Navigation Center, visit [city.fremont.gov/hnc](https://city.fremont.gov/hnc).

## APPENDIX 1: FHNC PARTICIPANT AND OUTCOME DATA: OCTOBER 1, 2020 – JUNE 30, 2023

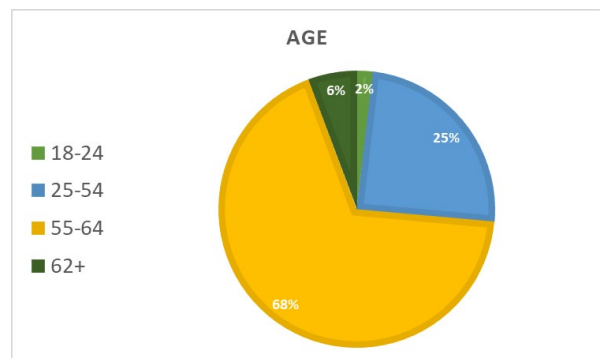
Number of Clients	Unduplicated Residents Served
138	September 28, 2020 – June 30, 2023

Number of Clients	Percent of Clients	Resident Demographics
8	10.8%	Senior Household Served
40	21.6%	Female Head of Household
83	72.2%	Residents with Mental or Physical Health Condition
7	4.8%	Veteran Status
27	28.9%	Latinx/Hispanic Residents Served
74	65%	Experienced Homelessness for 1 Year or More Prior to FHNC

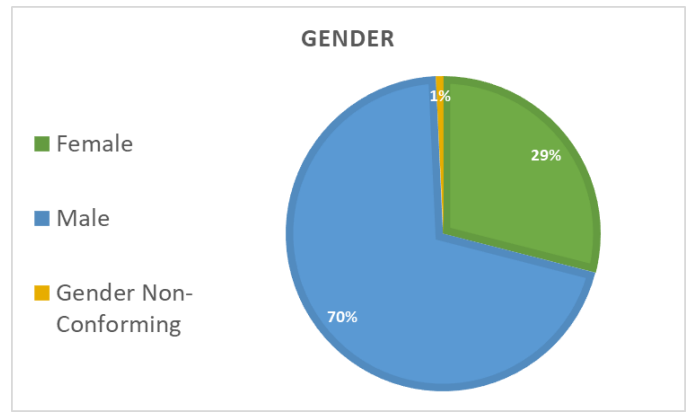
Race	Number of Clients
American Indian or Alaska Native	1
Asian	13
Black or African American	36
Native Hawaiian/Other Pacific Islander	3
Multiple Races	32
White	53
Client Does Not Know/Refused	0
<b>Total:</b>	<b>138</b>



Age Range	Number of Clients
18 - 24	7
25 - 54	78
55 - 64	45
62+	8
<b>Total:</b>	<b>138</b>



Gender	Number of Clients
Female	40
Male	97
Gender Non-Conforming (not exclusively male or female)	1
<b>Total:</b>	<b>138</b>



Number of Clients	Percent of Clients	Client Income Information
89	64.4%	Extremely Low Income: 0% to 30% AMI
49	35.5%	Low Income: 31% to 50% AMI
0	0.00%	Moderate Income: 51% to 80% AMI

Number of Clients	Percent of Clients	City of Residency upon Entrance
122	78.79%	Fremont
6	9.09%	Newark
4	12.12%	Union City
12	20.48%	Declined to State



Number of Clients	Percent of Clients	Exit Status
56	57.28%	Stable Housing – Rental by Client
12	11.65%	Stable Housing – Reconnected with Family
4	3.88%	Transitional Housing
<b>72</b>	<b>69.90%</b>	<b>Subtotal of Housing Outcomes</b>
8	7.76%	Emergency Shelter, including Hotel/Motel, Host Home
11	10.67%	Treatment Facility or Detox Center
1	0.97%	Psychiatric Hospital or Other Psychiatric Facility
3	2.91%	Jail/Prison Detention Facility
<b>23</b>	<b>22.33%</b>	<b>Subtotal of Exits to Community Programs</b>
2	1.94%	Resident Left without Providing Destination
2	1.94%	Deceased
4	3.88%	Place Not Meant for Habitation
<b>Total Exits: 103</b>		

Number of Clients	Percent of Clients	Employment Status
38	27.18%	Exit with Employment
65	63.10%	Exit without Employment

Average Stay per Client	Number of Clients	Percent of Clients
0-30 Days	19	13.7%
31-60 Days	19	13.7%
61-90 Days	18	13.0%
91-180 Days	33	23.9%
181–365 Days	40	28.9%