

# Santa Clara County Housing Authority Delivers On 2020-2025 Strategic Plan Goals



The Santa Clara County Housing Authority (SCCHA) is dedicated to creating and inspiring affordable housing solutions that enable low-income residents of Santa Clara County to achieve financial stability and self-reliance. Our residents are at the heart of everything we do to advance this mission. Over the past five years, SCCHA has made significant strides toward increasing housing availability and affordability, building strong community partnerships, and embracing innovation. We are excited to share the key accomplishments from our 2020-2025 Strategic Plan, and we look forward to many more years of service to our community.

## INCREASING HOUSING AVAILABILITY AND AFFORDABILITY

SCCHA is supporting an additional 4,400 families with affordable housing through rental assistance, the development of new affordable properties, and the issuance of new vouchers. SCCHA increased equitable access to housing opportunities for low-income Santa Clara County residents through:

 **813**

**new or acquired affordable units added** to SCCHA's portfolio, surpassing our original goal by over 157%.

 **662**

**total entitled units added** to SCCHA's portfolio, surpassing our original goal by 66%.

 **800**

**future affordable housing units** made possible through land acquisition, surpassing our original goal by over 167%.

 **3,500**

**additional families** served through the voucher program.

 **1,600**

**stabilized and preserved units** of affordable housing in the First Community Housing portfolio.

 **\$415M**

**leveraged** in federal, state, county, local city, and private funding.

 **150**

**senior affordable units preserved** at Los Golondrinas, Jardinas Paloma Blanca, and Girasol Apts.

 **250**

**family housing units preserved** at Rincon Los Esteros, and three HUD-foreclosed acquired senior properties.

 **OTHER PRESERVATION EFFORTS**

including North First Street, Orchard Gardens, and Buena Vista Mobile Home Park.

## BUILDING STRONG COMMUNITY PARTNERSHIPS

Partnerships are critical to better address the needs of low- and extremely low-income individuals who need to maintain, afford, or secure housing. SCCHA forged powerful partnerships with local governments, non-profit organizations, and local institutions through:



### PROVIDING LEADERSHIP

in national, state, and local housing organizations and engaging federal legislators in DC.



## 667

formerly unhoused people served at Willow Glen Studios over the past five years.



## \$11.6M

commitment to supporting two new interim housing sites in partnership with the City of San Jose over three years.



## 2,400

PBVs for Santa Clara County Measure A developments totaling \$3B over 20 years, supporting Measure E and the County and City of San Jose's permanent supportive housing developments and interim housing sites.



### CREATING AN INTERNAL RESIDENT IMPACT TEAM

to work with resident services providers to support resident success, including partnering with Santa Clara County for career and job opportunities for residents.



### GROWING THE FAMILY SELF-SUFFICIENCY (FSS) PROGRAM,

where over 430 participant families saw more than a \$15,000 increase in income. In total, 70% of households completed the program, exceeding the 25% goal.

## EMBRACING INNOVATION AT THE AGENCY LEVEL

To achieve our organization's goals, SCCHA is committed to maximizing agency fiscal health, efficiency, and effectiveness. SCCHA made strides for streamlining processes, adopting technology, and embracing innovation through:



## ~40%

(+\$220 million) increase in our net position, indicating our growing financial strength.



## 90%

staff retention rate and 92% SEIU staff retention rate in 2025 due to shifting recruitment strategies.



### CONTINUOUS IMPROVEMENT ON CUSTOMER SERVICE FOR RESIDENTS AND OWNERS

with emphasis on compassion, trauma-informed care, and de-escalation.



### EARNING A STANDARD & POOR'S (S&P) AA- CREDIT RATING,

reflecting our strong financial position, prudent fiscal management, low risk of default, and creditworthiness.

We are proud of the progress over the last five years towards producing, preserving, and protecting housing availability and affordability throughout Santa Clara County. As we look to the future and develop our 2026-2030 Strategic Plan, we remain committed to creating safe and healthy communities.