

Glossary of Terms from Data Tables

Term	Definition
Adult-Only Households	A household where all members are 18 years of age or older.
Chronic Homelessness	An individual who: (1) has a disabling condition <i>and</i> (2) has been homeless for at least 12 consecutive months, <i>or</i> (3) has been homeless on at least four separate occasions in the last three years, totalling at least 12 months.
Coordinated Entry (CE)	A system to efficiently assess, prioritize, and refer individuals and families experiencing homelessness to appropriate housing and services. HUD requires all communities that receive HUD funding to develop and use a CE system.
Doubled Up	An individual or family who is sharing housing with others due to economic hardship or housing loss. For example, a family that lost their apartment due to nonpayment of rent and is now staying with a friend in their apartment.
Family Household	Any group of people who reside together with at least one adult and one child under the age of 18.
HMIS Program	Any program that uses the local Homeless Management Information System (HMIS) to enter program participant data. HUD requires all communities that receive HUD funding to develop and use an HMIS to collect client-level data on the characteristics and service needs of individuals and families experiencing homelessness.
Mental Health Condition(s)	A long-term or indefinite mental/emotional impairment that substantially limits an individual's ability to live independently, such as severe depression, schizophrenia, post-traumatic stress disorder (PTSD), and cognitive impairments.
Other Permanent Housing (OPH)	Community-based, non-time-limited housing where participants live independently as tenants with a lease, typically renewable for a minimum of one year. Generally, other permanent housing is not geared for people with disabilities and is focused more on supporting participants to regain independence.
Outreach	A program providing essential services to unsheltered homeless individuals and families who are unwilling or unable to access emergency shelter or housing. Outreach teams meet people where they are to connect them with other services.
Permanent Supportive Housing (PSH)	Community-based, non-time-limited housing that combines rental assistance with voluntary, flexible supportive services that promote self-sufficiency and independence for individuals and families with chronic, disabling conditions and experiencing chronic homelessness.
Rapid Rehousing (RRH)	A program providing short-term (up to 3 months) or medium-term (4-24 months) rental assistance, case management, and move-in services to stabilize households without requiring a disability or income to qualify.
Shelter (ES/TH)	The term shelter includes both Emergency Shelter (ES) and Transitional Housing (TH). Both programs are designed to provide temporary accommodations to people experiencing homelessness while providing and connecting people to supportive services with the aim of supporting people to exit to permanent housing. TH programs provide no more than 24 months of assistance, whereas ES programs have varied lengths of stay.
Substance Use Disorder (SUD)	A treatable, chronic disease, involving the problematic pattern of alcohol or drug use causing significant impairment, such as health problems, disability, and failure to meet major responsibilities.
Supportive Services Only (SSO)	A program providing essential services to homeless individuals or families, to assist program participants in obtaining and maintaining housing.
Unsheltered Homelessness	Individuals or families whose primary nighttime residence is a public or private place not designated for or ordinarily used as a regular sleeping accommodation, such as cars, parks, abandoned buildings, bus/train stations, airports, and campgrounds.

Table 1. Counts of People by Group, Data Source and Program

Group	Services Request Form - Housed but at risk	Services Request Form - Unhoused	Point in Time Count	One-Year Estimate of Need Based on PIT Multiplier	Additional Estimate of Need	Served by Any HMIS Program	Estimated Gap (people not reached)	Served in Shelter (ES/TH)	Served in Outreach, CE and/or SSO	Served in Outreach	Served in Coordinated Entry	Served in Supportive Services Only
People Experiencing Unsheltered Homelessness	0	474	1122	2805	-	-	-	-	-	-	-	-
People in Adult-Only Households	150	347	1261	3153	6751	1944	1209	538	1361	234	734	906
People in Family Households	177	157	180	450	2866	1414	1902	406	712	7	523	258
<i>Families Doubled Up</i>	-	-	-	-	2322	-	-	-	-	-	-	-
Transition Age Youth (18-24)	37	34	32	80	-	251	0	59	167	11	109	104
Seniors (Age 65+)	25	42	132	330	1215	406	1139	129	224	26	113	162
People Experiencing Chronic Homelessness	-	-	878	2195	-	1044	1151	329	744	151	439	397
People Living with Substance Use Disorder	-	-	736	1840	-	551	1289	265	390	80	255	240
People Living with Mental Health Condition(s)	-	-	795	1988	-	735	1253	340	512	89	313	328
Veterans	4	11	71	178	-	293	0	91	34	2	10	31
Total	349	546	1473	3683	9617	3309	9991	940	2055	241	1255	1163
<i>Data Source:</i>	211 Connection Services Request Form Data	212 Connection Services Request Form Data	Santa Cruz County 2025, Point in Time Count, Executive Summary	RAND Study of PIT Count, Undercounts	For Adult and Older Adult Estimates: Number of adults/older adults living in deep poverty (below 50% under the poverty line), American Community Survey; U.S. Census For Families: 2024-2025 School Year Office of Education Report	Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data		Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data	Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data	Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data	Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data	Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data

Table 2. Percentages by Group, Data Source and Program

Group	Percent of the total people in that category (percent of row 12)											
	Services Request Form - Housed but at risk	Services Request Form - Unhoused	Point in Time Count	One-Year Estimate of Need Based on PIT Multiplier	Additional Estimate of Need	Served by Any HMIS Program	Estimated Gap (people not reached) as percent of estimate need	Served in Shelter (ES/TH)	Served in Outreach, CE and/or SSO	Served in Outreach	Served in Coordinated Entry	Served in Supportive Services Only
People Experiencing Unsheltered Homelessness	0%	87%	76%	76%	-	-	-	-	-	-	-	-
People in Adult-Only Households	43%	64%	86%	86%	-	59%	12%	57%	66%	97%	58%	78%
People in Family Households	51%	29%	12%	12%	-	43%	57%	43%	35%	3%	42%	22%
<i>Families Doubled Up</i>	-	-	-	-	-	-	-	-	-	-	-	-
Transition Age Youth (18-24)	11%	6%	2%	2%	-	8%	0%	6%	8%	5%	9%	9%
Seniors (Age 65+)	7%	8%	9%	9%	-	12%	74%	14%	11%	11%	9%	14%
People Experiencing Chronic Homelessness	-	-	60%	60%	-	32%	52%	35%	36%	63%	35%	34%
People Living with Substance Use Disorder	-	-	50%	50%	-	17%	70%	28%	19%	33%	20%	21%
People Living with Mental Health Condition(s)	-	-	54%	54%	-	22%	63%	36%	25%	37%	25%	28%
Veterans	1%	2%	5%	5%	-	9%	0%	10%	2%	1%	1%	3%
Total	100%	100%	100%	100%	-	100%	75%	100%	100%	100%	100%	100%

Table 3. Counts of People by Program and Outcome

	Total Exited	Exited to Permanent Housing	Income and/or Benefits at Exit	Returned to Homelessness in 6 Months	Returned to Homelessness in 12 Months
Clients Exited from Any HMIS Program	2886	1560	1788	254	339
Clients Exited from Shelter (ES/TH)	703	316	455	63	92
Clients Exited from Outreach, CE and/or SSO	1753	647	1038	116	147
Clients Exited from Outreach	181	50	134	7	5
Clients Exited from Coordinated Entry	1023	359	457	35	49
Clients Exited from Supportive Services Only	888	340	638	74	93
Clients Exited from Any Permanent Housing (RRH/PSH/OPH)	591	443	369	55	73
Clients Exited from Rapid Rehousing	556	430	344	52	68
Clients Exited from Permanent Supportive Housing	36	13	25	3	5
<i>Data Source:</i>	Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data	Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data	Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data	2025 PH Returns Study	2025 PH Returns Study

Table 4. Outcome Rates by Program

	Percent of the total people in that category (percent of Table 3 Column B)		Percent of the total people exited to permanent housing in the prior reporting period	
	Permanent Housing Exit Rate	Income and/or Benefits at Exit	6 Month Rate of Returns to Homelessness	12 Month Rate of Returns to Homelessness
Any HMIS Program	54%	62%	13% (n = 1968)	19% (n = 1776)
Shelter (ES/TH)	45%	65%	16% (n = 406)	24% (n = 386)
Clients Exited from Outreach, CE and/or SSO	37%	59%	13% (n=885)	19% (n = 784)
Outreach	28%	74%	19% (n = 36)	17% (n = 29)
Coordinated Entry	35%	45%	13% (n = 274)	20% (n = 246)
Clients Exited from Supportive Services Only	38%	72%	13% (n = 575)	18% (n = 509)
Any Permanent Housing (RRH/PSH/OPH)	75%	62%	11% (n = 501)	16% (n = 445)
Rapid Rehousing	77%	62%	11% (n = 472)	16% (n = 416)
Permanent Supportive Housing*	36%	69%	10% (n = 29)	17% (n = 29)

* Permanent Supportive Housing is intended to house residents indefinitely, and retains 90% of participants. Only 36 people exited from Permanent Supportive Housing in 2025.

Served in Any Permanent Housing (RRH/PSH/OPH)	Served in Rapid Rehousing	Served in Permanent Supportive Housing	Exited to PH from Any HMIS Program to Any Destination	Exited from Shelter (ES/TH) to Any Destination	Exited from Outreach, CE and/or SSO to Any Destination	Exited from Outreach to Any Destination	Exited from Coordinated Entry to Any Destination	Exited from Supportive Services Only to Any Destination	Exited from Any Permanent Housing (RRH/PSH/OPH) to Any Destination	Exited from Rapid Rehousing to Any Destination	Exited from Permanent Supportive Housing to Any Destination	Exited to PH from Any HMIS Program	Exited to PH from Shelter (ES/TH)	Exited to PH from Outreach, CE and/or SSO
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
472	290	221	1626	401	1117	178	552	666	265	240	26	688	116	374
496	470	38	1286	305	640	3	471	217	326	316	10	877	200	272
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
62	58	4	233	47	154	7	95	90	41	39	2	147	31	79
161	87	84	314	91	163	22	79	108	84	73	12	152	32	60
310	199	121	836	239	593	116	319	280	166	147	19	298	75	167
153	97	68	-	-	-	-	-	-	-	-	-	-	-	-
233	167	94	-	-	-	-	-	-	-	-	-	-	-	-
195	117	91	207	79	25	1	7	23	92	91	4	140	31	14
968	760	259	2886	703	1753	181	1023	888	591	556	36	1560	316	647
<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>

Percent of sub-population served in the period (this section shows the percentage of clients served who exited the program)														
Served in Any Permanent Housing (RRH/PSH/OPH)	Served in Rapid Rehousing	Served in Permanent Supportive Housing	Exited from Any HMIS Program to Any Destination	Exited from Shelter (ES/TH) to Any Destination	Exited from Outreach, CE and/or SSO to Any Destination	Exited from Outreach to Any Destination	Exited from Coordinated Entry to Any Destination	Exited from Supportive Services Only to Any Destination	Exited from Any Permanent Housing (RRH/PSH/OPH) to Any Destination	Exited from Rapid Rehousing to Any Destination	Exited from Permanent Supportive Housing to Any Destination	Exited to PH from Any HMIS Program to Any Destination	Exited to PH from Shelter (ES/TH)	Exited to PH from Outreach, CE and/or SSO
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
49%	38%	85%	84%	75%	82%	76%	75%	74%	56%	83%	12%	42%	29%	33%
51%	62%	15%	91%	75%	90%	43%	90%	84%	66%	67%	26%	68%	66%	43%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
6%	8%	2%	93%	80%	92%	64%	87%	87%	66%	67%	50%	63%	66%	51%
17%	11%	32%	77%	71%	73%	85%	70%	67%	52%	84%	14%	48%	35%	37%
32%	26%	47%	80%	73%	80%	77%	73%	71%	54%	74%	16%	36%	31%	28%
16%	13%	26%	-	-	-	-	-	-	-	-	-	-	-	-
24%	22%	36%	-	-	-	-	-	-	-	-	-	-	-	-
20%	15%	35%	71%	87%	74%	50%	70%	74%	47%	78%	4%	68%	39%	56%
100%	100%	100%	87%	75%	85%	75%	82%	76%	61%	73%	14%	54%	45%	37%

Exited to PH from Outreach	Exited to PH from Coordinated Entry	Exited to PH from Supportive Services Only	Exited to PH from Any Permanent Housing (RRH/PSH/OPH)	Exited to PH from Rapid Rehousing	Exited to PH from Permanent Supportive Housing
-	-	-	-	-	-
47	219	193	180	176	4
3	140	145	263	254	9
-	-	-	-	-	-
1	41	51	32	30	2
6	40	32	57	57	0
30	100	68	106	103	3
-	-	-	-	-	-
-	-	-	-	-	-
1	6	11	76	75	2
50	359	340	443	430	13
<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>	<i>Santa Cruz County Homeless Management Information System (HMIS) Entry/Exit Data</i>

ho exited from program (use this percent to report on the percent of exits to PH for each population/program)

Exited to PH from Outreach	Exited to PH from Coordinated Entry	Exited to PH from Supportive Services Only	Exited to PH from Any Permanent Housing (RRH/PSH/OPH)	Exited to PH from Rapid Rehousing	Exited to PH from Permanent Supportive Housing
-	-	-	-	-	-
26%	40%	29%	68%	73%	15%
100%	30%	67%	81%	80%	90%
-	-	-	-	-	-
14%	43%	57%	78%	77%	100%
27%	51%	30%	68%	78%	0%
26%	31%	24%	64%	70%	16%
-	-	-	-	-	-
-	-	-	-	-	-
100%	86%	48%	83%	82%	50%
28%	35%	38%	75%	77%	36%