

City Plan to End Homelessness – Frequently Asked Questions (FAQs)

1. Where can I go to learn more/find more about the City Plan to End Homelessness?

City Plan to End Homelessness Website: www.cupertino.org/cphomelessness

2. Where can I learn more about housing services that the City, County, and community partners are providing to support residents experiencing homelessness and the progress that has been made on ending homelessness?

In May 2018, the County released the first of ten annual reports to provide the community with information and updates related to the Supportive Housing System, 2016 Measure A Affordable Housing Bond activities, progress towards the goals of the Santa Clara County Community Plan to End Homelessness, and efforts to improve client outcomes in the County. You can access the comprehensive reports, executive summaries, system maps, and fact sheets related to progress made in 2017, 2018, and 2019-2020 [here](#).

3. What is the City doing to support the creation of housing? How can residents get involved?

The Housing Element is a plan specifically for the housing needed in a community. The City of Cupertino is in the midst of the 2023-2031 Housing Element Update and would love to hear from you! Please visit our new [Housing Element Update website](#) and subscribe to learn more.

4. How can residents get involved in ending homelessness in Cupertino?

To connect an unhoused neighbor to referrals to emergency shelter and community resources, contact the Santa Clara County Here4You Hotline via (408) 385-2400. To stay up to date on updates regarding the Cupertino City Plan to End homelessness, sign up for our mailing list [here](#) -- the draft City Plan will be available for public comment on the linked page and notice will be distributed through the City's newsletter and social media. For volunteer opportunities, please view the City's [Housing and Human Services grant program](#) grantees, including the CDBG grantees listed [here](#). Residents can reach out to any of these organizations to inquire about volunteer opportunities. For a list of further agencies in Santa Clara County, the City of San Jose also publishes a Homeless Services guide [here](#).

5. Where can I find out more about the programs the City and County has to offer?

- City Housing Programs and Resources:

<https://www.cupertino.org/our-city/departments/community-development/housing/housing-programs-resources>

- County Office of Supportive Housing

- Housing and shelter programs:

<https://osh.sccgov.org/solutions-homelessness>

- Where to go to find services:

<https://osh.sccgov.org/need-assistance>

6. Where can I learn more about the City BMR program?

<https://www.cupertino.org/our-city/departments/community-development/housing/below-market-rate-housing-program>

7. What can you do if you are experiencing homelessness, or you would like to help a homeless resident in Cupertino?

- For referrals to emergency shelter and community resources, contact the Santa Clara County Here4You Hotline via (408) 385-2400
- For security and safety concerns, contact the Sheriff's Office via (408) 868-6600
- Notify the City to ensure that the proper agencies are aware of the situation and can take the appropriate response via 311

8. What are we doing for low-income seniors?

The City funds the following services for seniors:

- Live Oak Adult Day Services - Senior Adult Day Care/Caregiver Respite
- Catholic Charities of Santa Clara County - Long-Term Care Ombudsman
- Senior Adults Legal Assistance (SALA) - Legal Assistance to Elders

9. How can I find more data on local homelessness trends and causes? Every two years, communities across the country conduct comprehensive counts of their homeless populations to measure the prevalence of homelessness. The County of Santa Clara, the City of Cupertino, the other cities in Santa Clara County, and the Continuum of Care worked in conjunction with Applied Survey Research (ASR) to conduct the Santa Clara County Homeless Census and Survey. The 2019 comprehensive report of this effort, previous reports, and other related documents, is available [here](#). While the COVID-19 pandemic precluded many communities, including ours, from conducting a 2021 count, you can expect a report on the 2022 census and survey this summer.

10. What is the role of the Santa Clara County Community Plan to End Homelessness and where can I learn more about it? The [2020–2025 Santa Clara County Community Plan to End Homelessness](#) guides the County, cities, nonprofits, and other community members in making decisions about funding, programs, priorities, and needs. This County-level plan was adopted by the Cupertino City Council in December 2020.

11. Who is Homebase?

The City selected Homebase as the lead consultant for the City Plan to End Homelessness. Homebase is a non-profit dedicated to building community capacity to prevent and end homelessness. As a facilitator, community partner, and nationally-recognized technical assistance provider, we combine deep knowledge of the realities of homelessness, including its causes and solutions, with practical experience designing and implementing programs and systems that help people regain housing, improve health and wellness, and reclaim their dignity. Learn more at <https://www.homebaseccc.org/>

12. What is the City doing for those with mental health/substance abuse issues?

Santa Clara County's Behavioral Health Services provide many substance abuse and mental health services to the public. For more info, please see:

<https://bhsd.sccgov.org/information-resources/substance-use-resources-information>

13. Why is it taking so long to build housing?

Please view the City's 2015-2023 Housing Element for more information about the City's previous plans for Housing and barriers associated.

<https://www.cupertino.org/home/showpublisheddocument/12736/636317559509530000>

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<https://engagecupertino.org/housingelement>