

Department: Homeless Services Department

Program Contact: Daniel Field

Program Offer Type: Operating

Program Offer Stage: Proposed

Related Programs:
Program Characteristics:
Program Description

The Frequent Utilizer System Engagement (FUSE) program addresses the complex and costly problem of frequent utilization of homeless services, healthcare, and public safety systems by individuals experiencing chronic homelessness. A lack of stable housing and integrated support services leads to cyclical patterns of crisis and institutionalization. Symptoms of this unmet need include frequent contact with law enforcement, emergency medical services, and inpatient hospital care, often related to untreated or undertreated behavioral health conditions and other health issues exacerbated by homelessness. These individuals' complex needs are often not addressed by existing systems that are not designed to address the complex and interconnected nature of their challenges.

The FUSE program aims to break the cycle of chronic homelessness and reduce reliance on crisis-driven interventions by providing permanent supportive housing (PSH) and wrap-around services to the most frequent utilizers of public systems. Expected outcomes include:

- Reduced criminal justice involvement (e.g., arrests, jail time).
- Decreased utilization of crisis healthcare services (e.g., emergency room visits, hospitalizations).
- Improved housing stability for chronically homeless individuals.
- Improved health and well-being for program participants through access to integrated support services.
- More efficient and cost-effective use of public resources.

The FUSE program, a collaboration between the Department of County Human Services, the Health Department, the Department of Community Justice, the Homeless Services Department and a regional Coordinated Care Organization, provides:

- Identification of Frequent Utilizers: Uses data sharing agreements to identify individuals experiencing chronic homelessness who frequently engage with the criminal justice and healthcare systems.
- Permanent Supportive Housing: Provides PSH to up to 30 identified individuals.
- Long-Term Rental Subsidies: Offers locally funded long-term rental subsidies to ensure housing affordability.
- Wrap-Around Support Services: Delivers ongoing wrap-around services to promote housing stability and address individual needs.

Performance Measures

Measure Type	Performance Measure	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Output	Number of participants newly placed in housing	3	N/A*	20	7
Outcome	Number of participants receiving ongoing retention support (sustained)	4	N/A*	3	23
Output	Percentage of participants retained in housing at 12 months	No data	N/A**	No data	85%
Output	Participant BIPOC groups (out of 5) proportionately >= to those among homeless services population	2	N/A**	4	5

Performance Measures Descriptions

*These are new measures in FY 2026 to replace "Number of FUSE individuals placed or retained in permanent supportive housing" to clearly differentiate between participants receiving ongoing subsidy (sustained) and those newly placed.

**These are new measures in FY 2026.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2025	2025	2026	2026
Contractual Services	\$0	\$0	\$525,035	\$707,375
Total GF/non-GF	\$0	\$0	\$525,035	\$707,375
Program Total:	\$0		\$1,232,410	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Intergovernmental	\$0	\$0	\$0	\$0
Beginning Working Capital	\$0	\$0	\$0	\$707,375
Total Revenue	\$0	\$0	\$0	\$707,375

Explanation of Revenues

Significant Program Changes

Last Year this program was: FY 2025: 30406 Supportive Housing - Frequent Users Systems Engagement

Year-over-year reduction reflects a reduction in programming from serving up to 50 identified individuals to up to 30 identified individuals.