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Note: this outreach summary includes issues or programs that occur or are the responsibility of an incorporated jurisdiction. This input is retained to inform potential issues in unincorporated spheres of influence and issues that are countywide in nature.



Executive Summary of Community Input Results

Public comments and overall results obtained from the outreach process (20 public meetings, 20 stakeholder interviews, and 300 community surveys) were analyzed to identify the most common types of housing needs, homeless needs, and fair housing needs. The top housing needs were affordable housing (20%), senior housing (16%), and grants to improve current housing conditions (16%). The top homeless needs were resources to support self-sufficiency, such as mental health, behavioral health, and drug and alcohol abuse (25%), permanent supportive housing (18%), and accessibility to homeless shelters (18%). The top fair housing needs were housing accessible to people with disabilities, including ongoing support services (25%), affordable housing for individuals, families, and seniors (17%), and addressing negativity towards affordable housing (11%). The following chart breaks down the types of housing needs, homeless needs, and fair housing needs identified by community members in San Bernardino County.

Housing Needs	Percent of Responses
Affordable Rental Housing	20%
Senior Housing	16%
Grants to improve current housing conditions	16%
Incentives for affordable housing developers	12%
Family housing	10%
Section 8 housing	10%
Homeownership	6%
Housing for people w/disabilities	4%
Integrating special populations	4%
Energy efficiency improvements	2%
Homeless Needs	
Resources to support self sufficiency	25%
Permanent supportive housing	18%
Accessibility to homeless shelters	18%
Homeless prevention	14%
Rapid rehousing	11%
Street outreach	11%
Needs assessment	4%
Fair Housing Needs	
Housing accessible to people w/disabilities	25%
Affordable housing for individuals, families, and seniors	17%
Addressing negativity toward affordable housing	11%
Addressing residential displacement	8%
Permitting of alternative housing (i.e., ADUs, granny flats)	8%
Addressing restrictions on living in and selling mobile homes	8%
Access to jobs, transit, public resources	6%
Control short term rentals	6%
Family housing	6%
Financial literacy	6%

From the lengthy listing of needs presented in the community engagement overview, a summary of significant needs has been distilled for presentation in this section. The comments summarized here are not listed in priority order, as they were not provided in a manner in which accurate tabulations could be performed.

Housing Needs

- Affordable rental housing, including multifamily
- Affordable homeownership opportunities
- Affordable senior housing
- Affordable housing for a variety of family sizes
- Housing affordable to people with very low incomes (30% AMI and below)
- Housing accessible to people with disabilities, with supportive services
- Section 8
- Housing rehab for elderly residents
- Incentives for the development of affordable housing
- Housing with supportive services, including case management services, medical, mental health, childcare
- Housing with supportive services for people transitioning from homelessness
- Energy efficiency improvements to current housing
- Family housing
- Grants to improve affordable rental housing/ apartments
- Integrating special populations, including aging, homeless, special needs, and mental health into housing plans for the region

Homeless Needs

- Homelessness prevention
- Rapid rehousing
- Facilities for people experiencing homelessness to access services and receive shelter
- Affordable housing with supportive services for people transitioning from homelessness
- Street outreach to homeless persons
- Permanent housing
- Accessibility to homeless shelters
- Mental health and substance abuse services
- Shelters and housing for homeless and people with substance abuse and mental health issues
- Crisis walk-in centers for mental health
- Resources to support self sufficiency
- Needs assessment focused on homelessness in the county

Fair Housing Needs

- Affordable housing for individuals, families, and seniors
- Addressing displacement of residents due to rising housing costs
- Access to jobs
- Housing accessible to people with disabilities, with supportive services
- Permitting of alternative housing options, including ADUs and granny flats
- Controlling short-term rentals to increase affordable long-term rentals

- Access to transportation
- Access to grocery stores
- Access to parks and trails
- Access to quality roads and sidewalks
- Access to property maintenance
- Housing for families with children
- Addressing restrictions on living in and selling mobile homes in some areas
- Financial literacy
- Addressing negativity toward affordable housing and transit in areas of opportunity

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Consolidated Plan and Analysis of Impediments to Fair Housing

In 2019, the County conducted a survey, hosted public meetings, and interviewed stakeholders to inform unincorporated and incorporated communities and gather input regarding fair and affordable housing conditions, perceptions, and needs. The following sections summarize the results and input obtained during community outreach efforts.

Public Meetings

The County hosted 20 public meetings to inform the community about and gather information for the Consolidated Plan and Analysis of Impediments to Fair Housing Choice (AI). Each meeting began with a short presentation providing an overview of the Consolidated Plan and related grant programs followed by an interactive discussion of housing, community development, and homelessness needs. A second presentation was then delivered on the AI followed by a facilitated discussion regarding fair housing, neighborhood conditions, and community resources in the county. A total of 177 members of the public attended one of the 20 meetings, hosted in July 2019 throughout different areas of the County.

Below is a summary of greatest housing needs and fair housing issues identified by participants in both incorporated and unincorporated communities. The feedback from incorporated communities is retained to provide insight into the issues that surround the unincorporated communities.

Adelanto

Greatest Needs

- Housing affordable to In-Home Supportive Services (IHSS) workers. Housing costs account for about 68% of IHSS workers' income before taxes.
- Housing for veterans and IHSS workers should be prioritized.
- Health insurance for IHSS workers; they are not paid enough to afford insurance; healthcare/clinics.
- Senior population is expected to double by 2030; need for home care workers will grow as well.
- Care workers also need to care for their own families.
- Community center open to everyone, offering nutrition, physical activities, groceries.
- Homeless housing and services, rapid rehousing, permanent supportive housing, housing vouchers - there is no affordable housing so there are many needs.
- Eviction prevention.
- Adelanto is 51% Hispanic, 31% Black and has no grocery store or sidewalks. The grocery store takes 3 hours to get to by bus, and people can only take 2 bags.



Fair Housing Issues

- People are afraid to access housing and homeless services for fear of U.S. Immigration and Customs Enforcement. People do not know what housing and homeless services may be available to them without documentation.
- There is housing discrimination based on race and ethnicity, including in HUD housing.
- Inland Fair Housing and Mediation Board (IFHMB) is a resource but they work with landlords and do not provide help against evictions.

Barstow

Greatest Needs

- Violent crime in the Barstow area is highest outside of Colton and the City of San Bernardino according to the Community Vital Signs report.
- Homelessness is a huge issue in the area. Homeless outreach counted 62 people in Barstow in the Point in Time count. There are tent cities in the area.
- The city doesn't have an emergency shelter anymore but has nonprofits working together.
- An emergency shelter was funded by HUD before 2010 but no longer exists. Emergency shelter funds have not been coming to the High Desert.
- A facility for people experiencing homelessness is needed in the city's human service zone.
- Affordable housing is needed. Hotels filled with long-term residents because of high housing costs.
- Area has a high potential for tourism, but Main Street is full of crime.
- A facility for mentally ill / homeless with warming/cooling center that is not on Main Street.
- The area has not prioritized addressing homelessness with existing funds.
- Homeless individuals are being sent to Barstow from other cities.
- People are attracted to Barstow because of the low housing prices. Vouchers buy more in Barstow.
- The need for affordable housing is driven by people moving into the area.
- There is gentrification of the area from Los Angeles. Victorville and Adelanto also have a lack of housing stock to meet needs of people pushed out of the valley.
- There is a need to support cities to provide incentives to affordable housing developers.
- People experiencing homelessness don't have access to financial services.
- Need to simplify grant funding process. Need workshops for nonprofits.
- Need higher levels of collaboration with county.
- Need housing for middle class, working people.
- Need incentives for housing development, but the city doesn't have the revenues to have incentives. The city already has very low permit fees.
- There is a need for a crisis walk-in center for mental health. Currently there is one open 2 days per week. There is a need for prescription services.
- Need to expand clubhouse to include homeless services.
- Need landlords to rent houses with supportive services in homes.
- Drugs and alcohol, meth, need supportive services treatment.

Fair Housing Issues

- Riverside Drive, a primarily African American community, has high levels of blight.
- Crestline school is in a project, not a mixed community.
- At least 80% of people in domestic violence program put in an application for housing assistance.
- Families with vouchers pay much lower rents.

Big Bear Lake

Greatest Needs

- Facility improvements to improve handicapped accessibility, particularly for businesses.
- Affordable, long-term housing. Short-term rentals (i.e., Airbnb properties) are fixed-up and well kept but long-term rentals are often poor quality and may not be code compliant.
- Housing for seasonal resort workers. A single-room occupancy property may be an option for seasonal workers.
- Activities and services for children and families who are homeless; subsidized childcare.
- Economic development, particularly education programs and jobs that would enable youth/young adults to stay within the community (ex: hospitality management program).
- Internet service is generally available but can be spotty/not high quality; there is one provider available.
- Transit improvements such as new bus stops, improving handicapped accessibility, building shelters.
- Opportunities to improve healthcare access; if you need a specialist, you have to go down the hill.

Fair Housing Issues

- Altitude and weather can be physical barriers to living here. It can be more difficult to get around and tends to be auto-centric.
- The availability of housing that is modern and wheelchair-accessible is limited. People move down the hill to find bigger homes.
- Apartments that tend to be smaller/have fewer bedrooms could be a barrier for families.
- Additionally, if support networks are down the hill, transportation and travel time could be a barrier.
- No resources here for people who are homeless. Other public service agencies may include Big Bear Lake in their service area, but you have to go down to the valley to access resources.
- Old subdivision covenants restricted home sales based on race; these are not in use anymore and the homeowners' associations that put them in place are defunct.
- Inland Fair Housing and Mediation Board handles fair housing complaints.
- Resource levels are based on year-round population numbers, which do not reflect seasonal residents, employees, and visitors.

Bloomington

Greatest Needs

- Housing affordability; there is a long wait time locally (up to 5 years) and people may leave the area before being able to (or because they are unable to) access resources.
- People are often making choices between rent and food.
- Housing conditions are an issue in south Bloomington, particularly areas with mobile homes.
- More housing stock; there is a shortage of units of all types.
- Resources for people who are homeless. Point-in-Time count shows a dramatic increase in homelessness in Bloomington, but there is no shelter here. Closest shelters are in the City of San Bernardino or Riverside, but transportation to get there can be difficult. There are no resources to help people in emergency situations.
- Sewers are the biggest infrastructure need. To increase housing stock, sewer needs to be expanded so homes could be built on lots smaller than one-half acre.
- Sidewalks, particularly wider sidewalks to healthcare resources, so people can walk in groups, with strollers, etc. South Bloomington does not have sidewalks at all.

- Public safety and air quality concerns.
- Bloomington is the largest unincorporated community and has needs that a city would have without the same resources.
- Compact housing to keep costs down and respond to lifestyle/market changes.
- Partnerships between healthcare providers and affordable housing developers.
- Recreation opportunities especially for young families.

Fair Housing Issues

- Housing affordability is the biggest fair housing issue. There's a stigma around "affordable" housing and "NIMBY" (Not In My Backyard) attitudes toward it.
- Rancho Cucamonga and other cities in the valley generally have best access to opportunity.
- People in Bloomington have very little, but are looking for similar things (healthcare, schools, transportation). Multiple families may live together to be near a good school.
- The concept of the American dream and the opportunities associated with it have changed. For some people, the focus is just on finding somewhere you can afford to live.
- Housing discrimination related to national origin and immigration status happens. Families who are undocumented are fearful in general.
- Discrimination happens and people don't know what to do or that there is something they can do.
- Fair housing information needs to reach the community.
- There is a need for better information for people who are undocumented and a need for different approaches to reach that audience. People from within the community should be recruited and trained about fair housing.

Colton

Greatest Needs

- Colton funds a homeless coordinator, which is an important service to continue.
- Senior programming is needed.
- The city has great community services programs.
- Sidewalks are needed to increase connectivity and pedestrian safety. Handicapped accessibility, curb/gutter, and drainage projects also needed.
- Connections to the Santa Ana Trail will be important for future growth and wellbeing in the city.
- Upgrades for bus stops and shelters.
- Opportunities to piggyback on Safe Routes to School programming to further enhance local connections.
- Mental health services is the biggest issue for resolving homelessness.
- City has interest in additional Section 8 opportunities. Redevelopment of existing apartment complexes to offer Section 8 rental opportunities or transitional housing with onsite services would be a good idea.
- Developer interest in local projects is limited.
- Need housing options for veterans, people with mental health/substance abuse issues, or Alzheimer's disease.
- Housing rehab programs for elderly residents are needed.
- There are people living in mobile home parks that are in poor condition, and non-profit organizations have determined they need too much work to be feasibly rehabbed.
- Exterior enhancements - painting, landscaping, facade improvements would be helpful.
- Several possible demolition projects would be viable if there were a source of funding for them.

Fair Housing Issues

- If households have similar financial resources, they will have similar housing options, without regard for their protected class status.
- ADUs, granny flats make it easier to live affordable, but not always permitted.
- Households with people with disabilities may have more limited options.
- The City's allocation of public resources depends on the volume of calls. The condition of facilities throughout community is relatively even, and locations evenly distributed throughout city.
- Colton has a shortage of park space based on its population.

El Mirage

Greatest Needs

- Cleanup of illegal dumping is needed, including tires and pollutants.
- A cooling center for seniors/ youth is needed, including an air conditioner for the cooling center (may be located in existing community center).
- A freezer for the community center is needed.
- Lights for volleyball court are needed.
- El Mirage doesn't have temporary homeless encampments, but there are places where people live permanently. People get campers, build shelters, and no one bothers them.
- Health check-ins for seniors and children are needed.

Fair Housing Issues

- There are rules about mobile homes that they must be more than 700 square feet and can't be more than 10 years old.

Grand Terrace

Greatest Needs

- Sidewalks, particularly on Michigan Street and near schools, and streetlighting.
- Handicapped accessibility improvements, including accessible play equipment in parks.
- Bus route expansion from Grand Terrace to the Veterans Administration hospital in Loma Linda.
- Senior needs, including nutrition program, accessibility improvements to doors of senior building, awning for senior center bus stop, and home repair/systems maintenance for seniors.
- Homeless services.
- Affordable multifamily housing; needed, but does not attract developer interest.
- Area is generally built-out in terms of residential development limiting opportunities for new housing development to infill consisting primarily of detached single-family home types.

Fair Housing Issues

- Factors that people consider when looking for somewhere to live include opportunities listed by HUD plus parks and recreation, shopping and food access, libraries, public arts and entertainment, and community activities.
- Demographics may influence your housing choices. For example, households with children may prioritize schools and safety over being near commercial areas. Seniors would have different priorities as well.
- Landlord-tenant issues are referred to Inland Fair Housing and Mediation Board; requests for rental assistance are referred to 2-1-1 or the housing authority.



- There may be some fear of retaliation that inhibits people from reporting housing discrimination.
- Gentrification may be an issue in some cities. There have been instances where previously subsidized housing's affordability period expires and units are upgraded and become market rate.

Highland

Greatest Needs

- Seniors and homeless needs are high priorities. The city needs daily services for seniors, including home visitation, transportation, medical visits, and social activities.
- For youth, after school programs, nutrition, recreation are needs.
- Road improvements are a need in the area.
- Active transportation is a priority, including encouraging walking and biking. There is a need for trails and road infrastructure that makes active transportation feasible.
- Half of kids travel to Redlands for high school, but there is almost no safe way there on foot or bike. Everyone drives. Safe routes to school and sidewalks to access schools are a priority.
- Infrastructure improvements are needed. Highland is a commuter community where residents travel out to work in the City of San Bernardino, Riverside, etc. Infrastructure is needed for people to easily travel to work.
- Affordable senior units have been difficult to pencil out.
- The area is open to multifamily development, but projects that don't fit with the fire contract can't be approved.
- Homelessness is a huge issue based on the Point in Time Count.
- People experiencing homelessness sleep under bridges, in brush on north end, in homeless encampments, and inside vacant houses.
- Homeless may not be willing to go to the shelter on G street because don't feel safe. Only 2 of 20 surveyed would be willing to go to shelter.
- Drugs and mental illness are important issues to be addressed. The Council is trying to hire additional staff to address on daily basis. Mental health and drug addiction services, and safes places to go are needed.

Fair Housing Issues

- More desirable areas in Highland do not have multifamily.
- Not sure if single family landlord would discriminate.
- Majority of funding is spent improving what was done before the city was incorporated.

Hinkley

Greatest Needs

- Squatting in vacant housing is an issue.
- Residents feed community members in the senior center.
- There is a need for outreach to the homeless population.
- There is a need for senior services and programming at senior center.
- People in the area need transportation to needed services, such as doctor, grocery.
- The community center is in good condition. The location of the air conditioning filters is an issue
- There is a need for greater access to computers and Wi-Fi.
- The community center used to have senior lunches. Residents would like to start back up the lunches and cooling center.
- There is a need for pickup and delivery of frozen meals and holiday meals to residents in the area.

- With Pacific Gas & Electric (PG&E) contamination, the area has been decimated except for the people who couldn't afford to leave.
- The houses PG&E purchased inside the contamination area have been torn down. There are abandoned houses outside the 1-mile boundary of the contamination.

Fair Housing Issues

- The city has a unique dynamic due to the environmental problems.
- The area has aging housing stock and lack of access to housing.
- 60% of housing has been purchased by PG&E, and much has been destroyed.
- People outside of the plume area have suffered economic impacts.
- It is difficult to sell houses and almost impossible to get a mortgage.
- People still live inside the plume area.
- Mitigation measures for clean water that PG&E committed to by way of the adjudication is expiring (or will be soon), so many of the residents are buying bottled water to have clean water.
- Once PG&E has fulfilled its obligation to operate the filtration systems, the residents will not have access to clean water unless it is bottled which can be costly. The filtration systems cost about \$2,000 and last for approximately 5-7 years.

Joshua Tree

Greatest Needs

- Improvements to community centers and parks in unincorporated areas. Grant funds should be available to unincorporated communities rather than having to apply for funding through a city.
- Vacation rental ordinance, particularly in areas with higher levels of tourism. Airbnb and other vacation rentals raise housing costs.
- Housing that will be affordable for lower-income households. There is no developer interest to build this type of housing. Zoning and a general lack of desire by the community for higher densities are also barriers.
- Smaller homes with reduced footprints and accessory dwelling units (ADUs) could be options to help with affordability.
- More low- or no-cost youth programs.
- Employment opportunities for youth and young adults. Economic development and revitalization of the job base is needed. There are assets and opportunities in the community that should be capitalized on.
- Solar energy.
- Economic development assistance for brick and mortar stores.
- Mental health services and drug abuse prevention/treatment efforts are needed.
- Resources for people experiencing homelessness. Even with a day center, there need to be options of places for people to go at night.

Fair Housing Issues

- Joshua Tree is car-dependent; living there is difficult without a car.
- Limited availability of jobs in Joshua Tree is a barrier for people who would want to live there.

Loma Linda

Greatest Needs

- Apartments and single-family homes here are expensive, but there are large employers. Lots of people commute in to work each day.
- Senior housing; money to support new senior housing developments.
- Money to continue making neighborhood improvements and supporting affordable housing.
- ADUs and incentives for creating ADUs may be an affordable housing opportunity.
- Mixed-use development is an opportunity.

Fair Housing Issues

- Transportation, community centers and activities, and medical services are important in housing decisions, in addition to factors identified by HUD. Redlands, Loma Linda, Rancho Cucamonga, and Ontario have good access to opportunity. Housing is expensive in these areas, and transportation may be an issue.
- Loma Linda is diverse; 28% Asian and high share of Seventh-day Adventists.
- There may still be housing discrimination that happens. Also, NIMBY-ism is a challenge to developing affordable housing.
- Aging community is generally well-accommodated; housing accessibility is not something they hear much about.
- People in Loma Linda know their rights and would know where to go if they faced housing discrimination.

Montclair

Greatest Needs

- Water is expensive, some families will have it shut off so they can afford to buy food.
- An exterior improvement program to assist households with converting to low-maintenance landscaping could help conserve water and lower payments.
- Illegal dumping is a problem.
- Code enforcement and graffiti abatement programs have been successful and should be continued. Senior transportation program too.
- Alleys could use better security lighting.
- Montclair could always use more multifamily rental, but there has been diminished interest from Low Income Housing Tax Credit (LIHTC) developers in building in the area.
- Homelessness numbers are increasing; about 20-30 chronically homeless persons counted in Montclair.
- The other side of the homelessness issue is the families at risk. Their utility bills are sharply increasing and rent is "out of control". Homeless prevention and rapid rehousing programs are important.
- The local school district has reported 450 families at risk of homelessness.
- Set Free Ministries has been successful in getting homeless people off the street. They are initially housed at ranches and progress to work homes and then transitional housing. The participants offer services in the community such as yard cleanups in elderly neighborhoods.

Fair Housing Issues

- Discrimination based on familial status surely happens.
- People with disabilities have more problems finding housing because they often need accommodations; may even be excluded from older housing units.

- IFHMB is who to go to with a fair housing problem. They also put on a quarterly workshop. IFHMB does a great job; feedback on their offerings has always been positive.
- The Montclair City Manager does a good job, better than others, at ensuring equal access to resources in the community.
- More should be done to recruit private-sector landlords into the Section 8 program.

Muscoy

Greatest Needs

- Street and sidewalk improvements, especially safe routes to school and handicapped accessibility improvements. CDBG money was used to improve sidewalks around the elementary school, which is a good use of funding.
- Handicapped accessibility on bus routes; routes were moved to streets with sidewalks so stops would be more accessible.
- Homeless resources, including outreach programs. Continued efforts through the San Bernardino County Sheriff's Homeless Outreach and Proactive Enforcement (HOPE) program.
- Mental health services, including for young adults.
- Affordable housing is needed. Even for people with middle/moderate incomes, housing is very difficult to afford.
- Code enforcement is needed. Rental housing is in poor condition, but rents keep going up.
- There is a NIMBY attitude toward apartments. Something like the recent affordable housing development in multi-use property in Bloomington would be welcome here.

Fair Housing Issues

- Accessibility for people with disabilities is a continuing need.
- Overcrowding is an issue.
- People can call the County or Legal Aid if they have a fair housing or landlord/tenant issue. It's hard to get information out to people about fair housing rights.

Needles

Greatest Needs

- The senior center in Needles is 30 years old. It's a nice facility but could be improved. Especially the kitchen and heating, ventilation, and air conditioning system.
- There used to be a resource officer within the school district but lost the position due to budget cuts. Helped improve attendance, reduce truancy, and build positive relationships with students and their families.
- Need drug programs for teens and kids.
- Set Free Church serves the community, including people who are homeless. Would be interested in painting and bathroom renovations if eligible for grant funding.
- Needles' water/sewer system is old and needs improvement. A grant to help fund connections between the City's lines and houses would be helpful.
- Childcare for moderate-income families is a great need. All existing options are family or homebased, no other options in Needles.
- The playgrounds and outdoor facilities need shade coverings - otherwise, not usable in summer.
- There are abandoned buildings that need to be cleaned up.
- The state's Dept of Behavioral Health provides limited transportation to healthcare specialists that accept Medicaid, but short of this transportation program, access is severely limited. May have to travel to Loma Linda /Lake Arrowhead for closest gastroenterologist, neurologist, or psychologist.

- California requires all children to have a dental exam before 1st grade but there are no pediatric dental providers in Needles who do state-compliant exams.
- 10% of Needles' 1,000 students are homeless. Many live in cars but need shelter. Barstow is the closest shelter. There are existing providers that offer clothes and similar resources.
- Huge need for affordable rental housing. Current wait lists are about 6-9 months.
- Needles used to have a courthouse and could hear cases locally, but it has been closed. There is intermittent bus service to Barstow or Victorville for court appearances. Someone would have to travel to Joshua Tree for a restraining order. Reopening the courthouse would require county and state resources. Video conference technology should be explored as an alternative.

Fair Housing Issues

- Needles needs better access to groceries. Currently a 50-minute round-trip to a grocery store.
- Needles needs more affordable housing, but before trying to locate more Section 8 housing in the city, there needs to be some consideration of the existing gaps in mental health and human services that would only be exacerbated with an increase in lower-income residents.
- Landlords will rent to the first person who qualifies; no regard for anyone's background.
- If a fair housing concern was raised, the best referral would be to IFHMB. But it is seldom that an issue is alleged.
- Public investment in local resources is pretty equal. If Council hears of or knows about a need, they will address it.
- Council members all serve citywide, so no particular interest in any one neighborhood over another.
- Anyone can address Council directly at regular City Council meetings.
- The City and School System work well together. The community puts children first.

Twentynine Palms

Greatest Needs

- Housing is unaffordable- an average 2-bedroom rental is \$800/month
- Rental application standards are unreasonably high. A minimum 600 credit score is required to rent many units and you have to have income 3x the rent. Eviction history makes it impossible to qualify.
- Yet there are plenty of vacant rentals, often boarded up or abandoned. People without homes sneak in and squat in them.
- There is no homeless shelter in this part of the county. Apple Valley / Hesperia have closest shelters.
- We don't know the true extent of homelessness in this community because it is "controlled" through enforcement.
- There are funds available from the state for homelessness, but Twentynine Palms wouldn't make a declaration of need and so isn't able to access those resources.
- There are organizations that provide food to the hungry, but the issue really isn't about food. The issue is figuring out housing for people who are homeless or cannot afford it.
- Tax credit developers are not as interested in the area. Due to tax code changes, the credits are not as valuable as they used to be.
- Expiring affordability periods for existing affordable options cut into the supply.

Fair Housing Issues

- Families with children would not have the same housing choices as a household without children.
- A military family may be preferred over a family with the same income, but who is employed at Wal mart because they are perceived as more stable.
- Most houses are not wheelchair accessible. Can't get into a bathtub or shower or even down a hall. There's lots of dirt rather than pavement in yards.

- Fair housing complaints or issues would be directed to the Inland Legal Services, the Landlord Mediation Board, or the American Civil Liberties Union.
- Twentynine Palms has nice parks. The City does a good job offering places for kids to stay active.
- The Utah Trail area has seen a lot of investment.

Yucaipa

Greatest Needs

- Housing is a need but the community is generally not receptive to apartments other than senior housing.
- Huge need for affordable senior housing; mobile home parks are 30-40% seniors.
- Issues related to housing condition/quality, particularly for rental units and mobile home parks.
- There are opportunities to improve mobile home parks/ convert them to other types of housing but there is no incentive for mobile home park owners to do that. There are also concerns about where existing residents could live during conversion.
- Mixed-income retirement community recently built on Yucaipa Boulevard was a good example of affordable housing development.
- Apartment housing is needed for young adults/ adult children of Yucaipa residents; would be more affordable than single-family homeownership.
- Curb, gutter, and sidewalk improvements, including handicapped accessibility improvements.
- Strong community support for sidewalks and bus stops, particularly as demographics change and there are fewer people looking for rural living.
- Recreation opportunities for youth and seniors.
- Literacy programs at the library.
- OmniTrans provides transit service but people still have transportation challenges. Possible partnerships with Uber or Lyft to assist seniors get to medical services.

Fair Housing Issues

- Racial and ethnic composition in Yucaipa is pretty uniform throughout the city.
- Housing issues stem from the lack of quantity/supply at all price levels.
- Anyone with a housing complaint would be referred to the County or IFHMB.

Yucca Valley

Greatest Needs

- Housing for people experiencing homelessness is needed. There are many homeless individuals in the area, with many people living in vehicles and with pets.
- People are moving to the area because they think the housing is affordable.
- Need housing for people who can't afford it, people are in need of \$500 or \$400 or less rents.
- There is a 500-unit housing shortage. Landlords are asking for 3 times income to take applicants.
- There are not many long-term rentals anymore; they have mostly been converted to short-term.
- Existing long-term rentals are priced high.
- People take properties off market and convert to short-term rentals. A weekend stay in a short term rental costs as much as people in the area would pay for a month of housing.
- Families are doubling up, moving into homes together, or living in multigenerational homes.
- There are many elderly residents without caregivers who have housing or repair needs. The affordable senior housing project that was built is full.

- Houses on the market often lead to a bidding war up to 2 or 3 times the home value, and owners can double or triple what they paid.
- There is not a lot of private development of multi-unit properties. Land is cheaper here than anywhere else, but no one would work with the developers to get it done.
- Water problem is why they don't develop more, not enough water, new development would use too much.
- Yucca Valley and Twentynine Palms didn't declare a shelter crisis, so access to state funds is restricted.
- Drug abuse is a problem.

Fair Housing Issues

- Different family households of same income would have same housing options.
- Not sure about discrimination based on disability. It may be harder for people with disabilities to find accessible properties.
- Regarding discrimination, people could contact IFHMB, legal services, or the 2-1-1 number for homelessness and affordable housing.
- Many roads are not paved.
- Pleased with provision of resources in the town; town is trying to reach all with limited resources.
- Same areas that need help were denied because the area wasn't in the jurisdiction.
- Code enforcement gets addressed pretty quickly.
- Mobile home situation: most parks have a 55+ age restriction and people have to make \$1,500 per month per person living in the home. People aren't allowed to pass on their mobile homes, they have to sell them.

Stakeholder Interviews

Interview invitations were made to more than 60 representatives, of whom 20 participated in interviews. Several invitees participated in other manners, such as by attending a public meeting or completing a survey. Organizations from which one or more representatives participated in the stakeholder consultation process for the Consolidation Plan and AI include:

- Housing Authority of San Bernardino
- Inland Fair Housing and Mediation Board
- San Bernardino Department of Behavioral Health
- San Bernardino Council of Governments
- San Bernardino County Planning
- The Center for Individual Development (City of San Bernardino)
- San Bernardino County Third District
- City of Chino
- City of Ontario
- City of San Bernardino
- Town of Apple Valley
- Los Angeles County Development Authority
- Inland Regional Center
- First 5 San Bernardino
- Catholic Charities San Bernardino/ Riverside
- Knowledge and Education for Your Success (KEYS)

- Time for Change Foundation
- Jamboree Housing Corp

Below is a summary of responses provided by stakeholders during the interview process.

1. [What do you believe are the area's greatest community development needs \(e.g. job training, homeless prevention, parks/playgrounds, youth activities, senior centers, sidewalks, etc.\)?](#)
 - Safe and decent affordable housing. There is a shortage of housing for the region. By safe, meaning families safely live and play there. First and last month's rent may be 2x or 3x what a person with good credit would pay. Families call service providers to help with rent. A lot of people double up. There is plenty of development of single-family housing for moderate income level and above.
 - Americans with Disabilities Act (ADA) compliant housing. When there is an affordable housing project, it needs to be ADA compliant.
 - In unincorporated areas, the greatest needs include sidewalks, lighting, streets, parks and addressing blighted vacant commercial.
 - Workforce development. Rapid rehousing is short term. There is a need to get people connected on the front end.
 - Infrastructure. They are working on Ontario Ranch to double size on Ontario. Ontario Ranch is converting land from farmland to housing; putting in roads, sidewalks, water lines. The city is aging so infrastructure needs to be updated. Need for streetlights and sidewalks.
 - Countywide, homelessness is a huge issue that impacts quality of life of residents and how people view the county. People are more hesitant to buy in the area because of homelessness, so it impacts economic development. There are large homeless encampments.
 - In High Desert, residents are averse to shelter facilities because they think homeless will come to the area. Mountain areas have some homeless population, but resources are not located in the mountains. People have to go to the city of San Bernardino to get services but don't want to leave the mountains.
 - Outreach to people experiencing homelessness is important. People have communities and social support in homeless encampments.
 - There is a need for resources for people to become self-sufficient.
 - It would be helpful for the county to coordinate more with cities with resources. The county should get city perspectives when doing projects in cities to avoid wasting resources. Economic and community development need to be coordinated. There are a lot of initiatives across the county but need to be more coordinated with the cities. Needs also include non-conflicting policies from the state.
 - There is a need to coordinate housing efforts with economic development efforts. Need to figure out an economic development strategy in areas where there aren't jobs.
 - Senior services are a need. Have seen from Point-In-Time counts, a growing portion of homeless population is the elderly. Seniors may be left behind by technology, not able to find housing in newspaper. There is a need for senior navigation services for housing and dealing with issues relating to dementia.
 - Job creation is a great need. The workforce is commuting out to LA and other areas, traveling many hours. The county needs jobs that pay equally to the jobs people are commuting out for.
 - There is a need for affordable childcare in order for low-income individuals to work or go to school. Childcare is a barrier. Half of families the housing authority serves are career a bled. They serve many single parent households in which childcare is a barrier to obtaining employment.

- In community development plans, childcare is a need. There are resources, but they are limited and there are wait lists.
 - Transportation is an issue. There are well-paying construction jobs, but many housing authority families are unable to attain them because of lack of transportation.
 - Clients use dial-a-ride. It is expensive. They also have a fixed route. They need stops near where the clients live.
 - Cultural opportunities, including arts, parks, community centers, and libraries, are needs.
 - Everything is spread out, so libraries and community services may be difficult to access.
 - There is a need more recreation, rebuilding parks, something to be prideful of in the city of San Bernardino. Most existing parks have safety concerns, homelessness, dead landscaping, outdated playground equipment. Libraries, neighborhoods need to be safe. People with disabilities getting to work need to feel safe.
 - Community centers that offer a variety of programming (e.g. lunch programs, daycare programs, arts programs, classes for children and adults, tax programs) are needed. What the infrastructure is around the community that people can access matters.
2. What types of housing needs are greatest in the community (e.g. workforce housing, affordable rental housing, housing for people who are homeless, assistance for first-time homebuyers, rehab/repair programs for homeowners, housing for seniors or people with disabilities, etc.)? How important a need is affordable multifamily rental housing?
- Affordable housing is a big need, particularly for people who are homeless and the working poor. People have to rent in substandard housing. There is a lack affordable housing in general, including apartment buildings, affordable homes, and bridge housing to get people off the street. People are trying to work in the city they live in, but prices don't match the pay. There is a need for both rental and homeownership opportunities. Renting a home can cost the same as a mortgage. There is an excess of 68,000 on waiting lists for the housing authority, and many waiting lists are closed. There is a need for housing to fit the incomes of people in the county, including those living on public benefit and disability/551 and workers living on \$1,000 or less per month. Access and location of housing is important.
 - There is a landlords will say that there are too many people, even if there are 2-3 bedrooms.
 - Within new housing developments there should be case management services, pediatricians, child mental health services to serve 0-5 years old and other items related to the social determinants of health.
 - Housing focused on people transitioning out of prison is a need. There is no opportunity for a parolee or probationer to become a good citizen if we do not provide housing and income.
Reentry
housing for people with substance abuse problems who have burned bridges with family.
 - Individual cities may not get a lot of funds focused on affordable housing, and those programs require a lot of funds. Development is slow because cities aren't sure how to tap into county funds to serve their interests. Disconnect between county and cities lowers production of housing. Housing administrators should articulate a process by which cities know what to expect with regard to getting funding.
 - In mountain area and High Desert area, there is an influx of vacation home rentals flooding the market. Long term rentals are gone. Need to limit the number of short-term rentals.
 - There is a need for the ability to transition some affordable rental housing to homeownership opportunities. Many people can't buy a home because their credit isn't there.
 - Workforce housing is very important in the county, in an affordable range for logistics workers.

Amazon has four facilities in the city. Reach out to corporations like Amazon to discuss creating a stable workforce, and what corporations can contribute to workforce housing. Workforce housing is also very limited for people working at resorts.

- Multifamily housing is needed more than single family.
- Housing for people with disabilities that is near supportive services is needed.
- A lot in the county aren't well off and can't afford to rehab their homes. This would help them stay at home. City of San Bernardino has old housing stock, so rehab is important.
- In a region as widely distributed as San Bernardino County, there is a large homeless population needing to be housed. It is rare to get a homeless person in their office that doesn't have income, people working at \$13-\$15 per hour can easily become homeless. Transitioning homeless people into housing is a need. Permanent supportive housing for homeless is needed.
- There is a need for more programs for men that provide long-term support. Most programs are 30-, 60-, 90-day programs, but people need long term support.
- Homelessness should be integrated in a housing plan for the region because there is a lack of funding to address homelessness. Special populations, aging, homeless, special needs, mental health, must be included in a plan with a development strategy
- Have found success where city staff and councils are open to having affordable housing in the area, need funding, permitting, community to be accepting.

3. [How big an issue is homelessness in your community? What does homelessness look like? What steps could be taken to address needs related to homelessness?](#)

- Homelessness is a huge issue in the county. Homelessness has increased from previous years. It is growing. On the ground it doesn't look like it has changed much at all. It is a multi-diagnosis issue. The homeless population is scattered across the region. People are living in parks, on the street, under tarps, in vehicles and parking lots. The schools are identifying people are living in motels and those who are doubling up. A few have animals. Many homeless individuals have health conditions. They don't bother anyone. Families who are just homeless are easiest to help. Language barriers, mental health, and addiction present additional challenges.
- You don't always see homelessness. There are a lot of working poor families that if they miss rent they are homeless. Many will have 2-3 families in one apartment.
- San Bernardino Office of Homeless Services conduct annual Point-In-Time (PIT) count. 2,600 homeless were counted in the most recent count. How accurate is the count?
- We see that resources are directed in a certain populations. In past recent years, the Federal government wanted to end veteran homelessness or women's homelessness. There isn't a wide range of focus.
- Often cities give people vouchers to stay in motels. Cities may have motel ordinances that there can only be four people per motel room, so a family of 9 has to pay for two rooms. City staff go to motels regularly to see how many people are in each motel room because they want a motel tax. If you have someone staying there without a valid California ID, there is an extra 10% fee. The bed tax is an issue. Catholic Charities does not have a shelter facility, so they have to use motels to house people. The City and County have budgeted for the motel tax, so they expect to receive a certain amount.
- There is increasing homelessness among the elderly from being dispossessed or losing contact with families. For homeless youth, the county has a Transitional Age Youth program.
- There is a need to build teams for street outreach. Outreach requires multiple contacts, 10 or more to convince people to move into an apartment. City of San Bernardino has a quality of life

force that helps the homeless transition out of homelessness, focusing on getting people off of the streets and build relationships with them. Building relationships and understanding of needs is often overlooked.

- There is a need for homelessness prevention, including more affordable housing and behavioral health services, and substance abuse education. There is a need to provide all of the services that the person needs in order to be housed and be able to afford (rent, buy) a place to live.
 - More permanent supportive housing is important. Working with the Continuum of Care, housing first is the priority, including temporary or permanent housing and warming and cooling. There needs to be a clear vision about how supportive units for people transitioning from homelessness can be rolled into other developments so that you get an allocation of units regionally to help address the regionwide problem of homelessness. Permanent supportive housing has to come with supportive service dollars. \$3,500 to \$7,000 per unit per year has to come along with the units.
 - There is prioritization in homeless services. There are not many services available for singles. There is a need to look at the data of those to see who are getting rapid rehousing to see who may not be successful in order to make sure they get permanent supportive housing.
 - Once people have housing, case management services are needed, including job training, resume services, addressing mental illness, etc. There is a need to focus on job training and ability to assimilate into society-more than just one-offs, continuous services to let people know that it's not one step. Nutrition assistance, medical assistance, job training, and access to education are needed.
 - There is a huge correlation between mental illness and drugs. There are many people with both issues. In the past 5-10 years, many drug treatment programs have been shut down. There should be specific housing for people who are severely mentally ill. In the few drug treatment programs that are available, if you are experiencing substance abuse, you have to call a hotline to be assessed. There are inpatient and outpatient services based on need. There is a bigger priority on opioid abuse, but in San Bernardino people are usually on meth or crack. Because they aren't on opioids, they are not getting treatment.
 - Strategic plan should identify what goals are for addressing homelessness. The county is in need of a needs assessment regarding homelessness to determine types of housing needed and types of households (veterans, families). There should be goals for development of homeless housing, mentally ill housing, and senior housing in the county, including how many units are needed of each type and how much funding is required so that staff has a number to work toward. There is a need to align funding from behavioral health and workforce housing. There is so much more demand than availability of affordable housing. Communication between cities and county around the issue is important.
4. **What recent community development or housing initiatives have been especially successful in the area? What made them successful? How/where can they be replicated?**
- The county's project in Bloomington incorporates mental health units, senior housing, library, and park, and daycare. It is a service-rich project.
 - Victorville partnered with the housing authority to rehab an old hotel for housing.
 - Phoenix Square, developed in 2012, has had no police calls, and is crime free and drug free. It is a 7-unit bldg. across the street from elementary school, near grocery and bus stops. Tenants take pride in it. Senators and federal government have come to visit. The design is intended to be smaller and community-oriented. Families love living there. It can be replicated if they have support from local government, funding, and land. Elected officials and community have to be

supportive. With emergency shelters, communities put up NIMBY (Not In My Backyard) laws. However, they need to take families out of bad environments. Families do take care of the property because the foundation cares.

- Inland Regional Center project is the most successful. To purchase a home and turn it into board and care is not soluble anymore. Smaller businesses do this with 2-3 clients. It's harder for them.
- There is a project in the City of San Bernardino for people with disabilities in which they check their food and schedules.
- In partnership with workforce development department and Loma Linda University, the housing authority established 5-year term limits for non-elderly, non-disabled to take advantage of housing assistance.
- Project-based voucher program needs to be maintained and increased. It is a tool to help finance the projects and helps to increase the rents. Tenants pay no more than 30% of income. Without it, they would receive about \$300 per month of \$1,000-\$1,200 from tenants coming out of homelessness.
- Santa Clara and Los Angeles are two regions that have done a good job of developing a consolidated strategy and addressing obstacles to affordable housing development. They have a system of promoting projects that get funding.
- The County has adopted diversion practices through community plans. They will have an all county training next month. They will educate communities that are well aware of homelessness so that people will use the same language when talking to people.
- Master Leasing Agreement & Risk Mitigation - Insurance for the landlord. They are there in case there is a hiccup and pay things to keep the family stable. To keep the available housing stock available and keep people in stable housing. Investing in the unit if the person messes it up.
- Funding streams California Emergency Solutions and Housing (CESH), Homeless Housing and Assistance Program (HHAP), Homeless Emergency Aid Program (HEAP). There are some opportunities, but they need to get the county to apply. If they could strengthen those relationships and do gap analysis planning.
- Bloomington is a place for seniors and has a library. Arrowhead Grove, which used to be Waterman. In Irvine they had a distinct plan for building that city. All housing looks alike. It helps to break down those rankings. San Bernardino County is doing a great job with this.
- 7 years ago they constructed 376 units in downtown. \$12 million in infrastructure for downtown. They put a senior center in a shopping center. They had strategic growth council grant-\$33 million grant to leverage \$100 million Housing, OmniTrans (2 new buses), community gardens (organic, reducing food waste, composting), bike lanes, urban canopy, bus shelters, solar - this is in the core of downtown.
- Worked with Step Up on Second in Santa Monica to house chronically homeless, engage over 300 homeless, going out onto streets and meeting people where they area.
- Bond initiatives in California to resource the housing pipeline, targeting housing for different populations, Los Angeles and Santa Clara County now have funding but have nimbyism, interagency rivalries
- Projects are difficult to do in smaller towns such as Apple Valley, which are limited in funding. Sometimes projects require more funding than the town receives or would require all of the annual funds.
- None. The city and county would say this is successful, but I do not think so. They have the Waterman Gardens projects where they tore down 300 housing projects. They rebuilt a Phase 1 and moved everyone out. Many of the clients don't think they will get housing again. Part of the thinking is, "those people have been living there too long. They need to move on and let

someone else experience low-income housing." I lived in housing projects for 15 years and I sometimes wish I could go back because I can't afford the rent either.

5. What parts of the county (or your city) are generally seen as areas of opportunity (i.e. places people aspire to live, places that offer good access to schools, jobs, and other amenities)? What makes them attractive places to live? Are there barriers someone might face in moving to one of these areas?

- Areas of opportunity are concentrated in the west end of the county, including Rancho Cucamonga, Fontana, Highland, Rialto, Chino, Chino Hills, Redlands, Colton, Yucaipa, and Upland. These are generally safe, higher income areas with access to good schools, jobs, housing, retail, public transportation, new development, walking trails, and other amenities. They have access to grocery stores, doctors, and healthcare. In particular, the schools in these areas may be of much higher quality. Mixed use developments with high quality design are also desirable. San Bernardino is also a hub, and the city, particularly the northern side, may be a desirable place to live because of access to job opportunities. The High Desert is dense and has a lot of places to live but lacks jobs. Areas where community colleges are located are also desirable places. This includes Victorville, San Bernardino, Cal State San Bernardino, and Loma Linda University. Housing authorities in some of these areas have huge waiting lists.
- Income is a major barrier to living in these areas. People can't afford to move in and don't have a rental subsidy. The landlords want 2-3x income based on rent. Their families pay 80% of monthly income on rent. In the city of San Bernardino someone might pay \$1,000 per month for a one bedroom, but in Redlands a one bedroom might be about \$2,000. There is a premium on housing that is close to jobs.
- Financial literacy is another barrier. Providing that knowledge to people is important.
- People living in some of the areas of greater opportunity may be opposed to the development of affordable housing or transit in their cities or neighborhoods.
- Commuting and transportation are also barriers. In the High Desert there is less industry, so people have to commute to work in Los Angeles, Orange County and Fullerton. Lot of industrial jobs are opening up in Apple Valley, but Hesperia and Victorville have better freeway access. Access to employment is why the western cities are populous.
- Lot size and lifestyle preferences may be a barrier in some areas. People go to the High Desert if they want more acreage.

6. Do residents of similar incomes generally have the same range of housing options? Are there any barriers other than income/savings that might impact housing choices? Are you aware of any housing discrimination?

- Transportation and traffic are issues. Many people do not have access to vehicles. Lack of access to public transportation may limit housing choices.
- A lack of housing inventory, due in part to the prevalence of short-term rentals in the county, impacts housing choices by restricting long-term rentals.
- The number of bedrooms needed may restrict housing choices for larger families.
- Access to needed services may impact housing choices. Affordable daycare, accessible services and healthcare impact where people can live. These are much less a barrier on the west end.
- Evictions, criminal history, and credit history may impact housing choices.
- Housing choices are based on race and family size. Whites will have a different experience than Hispanics and African Americans. Also, if you have one child vs. two or three children that plays a role. Or if you are Hispanic and African American with teenagers, the teenagers will be seen as

trouble. But if you're white they will not. One person sleeps in her car with her children because they are teenagers.

- Credit checks and fees may impact housing choices. Many families have credit issues because of the recession and foreclosure. People with these histories have fees of \$50-\$200 in addition to rent because they are considered "high risk" and are at a higher risk of eviction again. People looking for housing spend a lot on these credit check fees.
- Family and social networks may impact where people may be willing to move.
- Supportive services available in housing may impact housing choices. Children get bullied at school for having dirty clothes or wearing the same clothes over and over- so, teenagers don't go to school. Hope in the City takes teenagers to the laundromat every Thursday. They wash their clothes because they want them to go to school and graduate. Having a laundromat on site - this all has to do with community development and housing.
- Housing discrimination is common, especially with immigrant families. There are property management companies that rent very substandard housing to immigrants because 1-2 members of the family might not be legal. So, the landlord can report them. Infestations may be horrible.
- People may not be familiar with their rental agreements. In some rental agreements, it says that the landlord can check rental agreements every 6 months, or the renter can't move in until they present renter's insurance (this is another cost, \$13-\$14 per month). A teenager might have gotten into trouble and might be on probation and the mother gets evicted for not reporting it. This may be in the lease, but people don't read the lease when they are in need of housing.
- Ontario gets disability complaints. This is addressed through education regarding service animals.
- San Bernardino is known for slumlords. There are a lot of empty buildings and apartment buildings. That are not well kept. Owners do not live in the county and do not keep it up. They are not safe or decent, or affordable. Discrimination against people with criminal histories. Recidivism - people go back into crime. Evictions or poor credit. If they do quality, they are charged sky-rocket fees.
- Not aware of any discrimination.

7. [Are people in the area segregated in where they live? What causes this segregation to occur?](#)

- Segregation has to do with income levels. It comes down to affordability. Where people live it is based on what they can afford. In some newer areas, it costs \$800K+ to purchase. In older areas, it costs \$400K+ to purchase. There's no new development where you can purchase for \$400-500K. Homebuyers are more segregated because of this. Poorer areas are isolated communities of Black, Hispanic or Asian populations. Wealthier areas are more mixed. It looks like a racial segregation but income is the primary driver.
- In the Inland Empire and city of San Bernardino, communities seem to be integrated. The High Desert and mountains are mixed and not segregated.
- Families are limited to certain neighborhoods because landlords can pick and choose. They end up in poverty neighborhoods.
- Different groups of people live in different areas of the county. City of San Bernardino is very diverse, with high proportions of Latino and Black population. Crossing into Highland, there are lots of White people who live in the area.
- Most affordable housing going in is in low income neighborhoods. The enclaves are small so you have wealthier communities near low income communities.

- It's pretty mixed but there are some spots - like one area that they call "Little Africa." It's designed that way, especially with redlining. You can see what communities are improving, doing repairs and growing, versus the ones that aren't changing - no banks, no grocery stores, and no gas stations.
- Segregation may be due in part to certain racial and ethnic groups wanting to live close to each other.
- Segregation is caused by decades on top of decades of systematic racism, including individual and institutional/government discrimination in housing. Some of the subsidized housing programs perpetuated it when putting housing projects in majority minority areas instead of areas of opportunity.
- People may also be segregated by education levels. In the metro valley area, the city of San Bernardino has a larger Hispanic population than Redlands. Redlands is a mini Silicon Valley, employing people in tech, so people have to have education and experience to access the jobs there.
- Regional hate crime data is alarming. There is still hate toward religious groups, Jewish and Muslim, and toward African Americans. People are more outspoken in their views now in discriminating. People may not feel welcome in certain areas in the outskirts of Los Angeles.

8. [What types of fair housing services \(education, complaint investigation, testing, etc.\) are offered in the area? How well are they coordinated with the work of other organizations in the community?](#)

- Inland Fair Housing Mediation Board (IFHMB) is the main agency in the county; they are a HUD-approved counseling agency. They provide people with landlord tenant mediation and do mediation so people don't lose the place where they are living. They also help people file discrimination complaints.
- There is a fair housing commission, lawyer service (legal aid), and United Way 2-1-1.
- There isn't any law in San Bernardino County for a landlord to discriminate against a Section 8 voucher holder.
- There aren't as many shelters as there could be (e.g. domestic violence, homeless) so there are not enough resources to refer them to.
- The IFHMB will offer mediation, referrals to legal aid. They participate in their trainings and obtain resources. They make sure that the community is updated. They have to go to training annually so they can give families the right information.
- The IFHMB does landlord tenant mediation, senior services - energy rebates, referrals for handymen, Medicare questions. They coordinate well - fair housing workshops throughout the region. In the Transformative Climate Communities grant, the board is a partner. They are building 176 units for 30-60% AMI, acquisition/rehab of 86 units. They will be doing targeted outreach for those communities. Examples of projects are: Imporia Place - privately owned, 1-4 bedroom units & Vista Verde National Core, non-profit owned, 2-3 bedroom units.
- Legal Aid of San Bernardino has been moving more into Fair Housing and housing related issues, and helping people work through evictions with an eviction clinic.
- The American Civil Liberties Union is interested in housing.
- Apple Valley funds Inland Fair Housing and Mediation Board for fair housing. They have a location in Victorville, funded through Hesperia and Victorville. They are quite large and may connect callers with other agencies, including child services, food, and shelter.
- Inland Fair Housing partnered with the housing authorities, James Foundation, and National Association for Community Mediation to educate families participating in housing authority

programs about mediation services available.

- IFHMB does put on trainings but I think they are useless. They don't do anything else. If someone goes to them, they try to discourage them or have the tenants mediate on their own because they won't win. Fair housing is severely under-funded, and that could be one of the reasons why. If they don't have the capacity to take 12,000 complaints each year, there's no action. Fair housing needs to be beefed up. They have to keep the funding source happy and do their reports, but there's no impact.
 - Five (5) stakeholders were not aware of fair housing services offered in the area.
9. Are public resources (e.g. parks, schools, roads, police & fire services, etc.) available evenly throughout all neighborhoods in your community?
- Yes, but it is geography based. The Low Desert does not have internet because it is so spread out.
 - Public resources are not evenly distributed but are proportionate to the population.
 - All communities have parks and police, but the population is more spread out in the desert area relative to the metro valley. People must wait for deputies to travel the miles.
 - Public resources are not evenly distributed. There are not as many service options for people in unincorporated areas. The High Desert, Victorville region is not well-served. Maintenance for streets and sidewalks takes longer.
 - The County has a hard time programming and maintaining the parks because it's done through special districts taxing system. County doesn't have a parks department and is lacking in neighborhood recreation.
 - Higher income neighborhoods tend to have more amenities and sidewalks, roads. Resources are distributed in areas near community colleges and universities, and pocketed areas. Downtown areas don't have that accessibility. Zip codes with less income tend to have less infrastructure.
 - The City of San Bernardino isn't great at managing parks compared to Highland and Rialto's parks.
 - The city's parks have fallen into disrepair, so they use CDBG dollars on them.
 - In mountains and desert there is less access to specialty medical services.
 - Yes, they are well distributed. In Ontario there is a good distribution of parks, schools, and community centers. They have some areas where they are working on parks, e.g. downtown. They just built Ontario downtown square park.
 - There is a fragmented approach between agencies, need to combine behavioral health, housing, etc.
10. Is there anything we haven't discussed that you feel is important to our research?
- There should be more support for a collaboration of providers. I recently received a list of homeless services and half are funded by First 5.
 - When you have assistance and receive a subsidy, as soon as the subsidy ends you are back where you started. Also, with the Affordable Care Act, employers are making sure that they don't give you more than 26 hours because then they have to pay benefits. I am against \$15/hour because that means you will just be given fewer hours. People go between 2-3 part time jobs.
 - We have people who don't really know what the community needs. They just follow the funding streams. They don't really want to hear from certain people, such as the mom with 4 kids. So we don't get that kind of community engagement.

- Housing authority should make voucher program more available.
- We want to know if there are gaps amongst partners
- There should be a section on the needs of individual cities. There is a need for cities to be at the table.
- Making available and identifying potential sites for affordable housing is important.
- Working with cities to develop affordable housing is important.

Community Survey

The third method of obtaining community input was a 24-question survey available to the general public, including residents and other stakeholders. The survey was available online and in hard copy in English and Spanish from June 16 to September 1, 2019. Paper copies were available at the public meetings, through local service providers, and at the County Department of Community Development and Housing. A total of 302 survey responses were received.

Participants Demographics

- Of the 302 people who participated in the survey, all took the survey in English; there were no responses to the Spanish language version.
- Survey participants live throughout San Bernardino County in a variety of zip codes. The largest numbers of respondents reported living in the Redlands, Joshua Tree, and Twentynine Palms areas, however, 23 total zip codes were represented among the responses including such varied communities as Barstow, Hesperia, Muscoy, Needles, Trana, Victorville, Yucaipa, and others.
- Respondents' ages are relatively evenly distributed. About 20% are between ages 25 and 34; 21 % are 35 to 44; 18% are 55 to 61; and 23% are 62 and over.
- About 46% of survey takers have household incomes under \$50,000 and the other 54% have incomes above \$50,000. 66 participants (22%) have very low household incomes under \$25,000 and 83 (28%) have incomes over \$700,000.
- 202 survey participants are white (68%) and 58 are Latino/ Hispanic (20%). 28 respondents are multiple races (9%).
- 71 survey respondents (24%) have or live with someone who has a disability.
- Most participants (62%) own their homes, 27% rent, and 5% (15 respondents) live with a relative. 3 respondents (1 %) live in public housing or use a Section 8 voucher.

Housing and Community Resources in San Bernardino County

- When asked to identify housing needs in San Bernardino County, 62% of respondents (171 people) said that there is a high need for elderly or senior housing; another 29% (79 people) identified it as a moderate need. Other popular responses include construction of new affordable rental units, energy efficiency improvements to current housing, family housing, grants to improve affordable rental housing/ apartments, and housing for people with disabilities, all of which were identified as a high need by at least 50% of survey takers and as a moderate need by at about 20-35%.
- When asked about needs related to homelessness, homeless prevention and transitional/supportive housing programs were top selections, identified as a high need by about 83 and 70 percent of respondents, respectively. Each of the other selections -outreach to homeless persons, permanent housing, and accessibility to homeless shelters- were also identified as a high need by at least two thirds of survey takers, indicating that resources to address homeless are a key need in San Bernardino County.

- Thinking about the availability of community resources in San Bernardino County, 61% of respondents (168 people) report that garbage collection is evenly provided throughout the county. Responses regarding fire protection, schools, banking and lending, and bus services were more evenly divided. Four resources were generally thought of as not being equally provided throughout San Bernardino County: roads and sidewalks (identified as unequally provided by 72%), property maintenance (identified by 67%), grocery stores and other shopping (identified by 58% of participants), and parks and trails (identified by 55%).

Fair Housing in San Bernardino County

- Relatively large shares of survey participants report knowing or somewhat knowing their fair housing rights (53% and 34%, respectively). However, about 14% of people do not know their fair housing rights and three times that number (42%) would not know where to file a fair housing discrimination complaint.
- 41 participants (14%) experienced housing discrimination while living in San Bernardino County, 35 by a landlord or property manager, 7 by a city or county staff person, 7 by a real estate agent, 1 by a mortgage lender, and 6 by others.
- Of the 39 respondents who experienced discrimination, 6 filed a report of it. Reasons for not reporting include not knowing what good it would do, not knowing where to file, fear of retaliation, and not realizing it was against the law.
- Survey participants were asked whether they think housing discrimination is an issue in San Bernardino County. About 35% answered yes and 18% said it was somewhat of an issue. About 22% said no, and the remaining 25% didn't know.
- Asked to select any factors that are barriers to fair housing in San Bernardino County, respondents most commonly identified the following impediments:
 - Not enough affordable housing for individuals (selected by 71 %);
 - Not enough affordable housing for families (selected by 71 % of respondents);
 - Displacement of residents due to rising housing costs (selected by 67%);
 - Not enough affordable housing for seniors (selected by 65%);
 - Limited access to jobs (selected by 64%)

Homeless Point-In-Time Count

In January 2020, the County led a multi-agency effort to conduct a count to better understand the characteristics and needs of people facing or experiencing homelessness. The San Bernardino County Point-in-Time Homeless Count is a one-day street-based unduplicated count of sheltered and unsheltered individuals to identify how many people in San Bernardino County are homeless on a given day. The Point-in-Time count took place across thousands of square miles in 20 community planning areas on Thursday, January 23, 2020.

There were 3,125 persons who were counted as homeless on January 23, 2020, which is a 19.9% increase since 2019. Nearly three-fourths (72.6%) or 2,270 of the 3,125 homeless adults and children were counted within eight cities that include Barstow, Colton, Fontana, Ontario, Redlands, Rialto, San Bernardino, and Victorville. These eight cities accounted for three-fourths (74.5%) of the total unsheltered population as well as nearly three-fourths (70.2%) of persons counted in shelters and transitional housing.

Of the 3,125 persons counted, 2,390 or more than three-fourths (76.5%) were unsheltered. Of the 3,125 persons counted, 735 persons or nearly a quarter (23.5%) were sheltered. Among the 735 sheltered



persons, 537 were counted in shelters or received a motel voucher and 198 were counted in transitional housing programs, including a safe haven program.

	Sheltered	Unsheltered	Total
2019 Homeless Count	687	1,920	2,607
2020 Homeless Count	735	2,390	3,125
<i>Difference</i>	<i>+48 (7.0%)</i>	<i>+470 (24.5%)</i>	<i>+518 (19.9%)</i>