



Office of Homeless Services
 560 E. Hospitality Lane, Suite 200 • San Bernardino, CA 92408-0044
 Phone: (909)501-0610 • Fax: (909)501-0622
 Email: homelessrfp@hss.sbcounty.gov • Website: <https://sbchp.sbcounty.gov/>

Agenda: Regular Meeting of the Outreach and Coordinated Entry System Committee (CES)

Meeting date, time, and place Date: **July 13, 2023**
 Time: **10:00 – 11:00 a.m.**
 Place: **St. Richard’s Episcopal Church - 28708 CA-Hwy 18
 Sky Forest, CA 92385**

CES members must attend the meeting in person.

The public may observe the meeting online at:

<https://hs-sbcounty.webex.com/hs-sbcounty/j.php?MTID=mb38712c760456cf9cac5e9a3bb266913>

- Access #: 1-408-418-9388 • Access Code: 2494 378 5545

Password: CESmeeting (24943785545 from phones and video systems)

Note: Please remember to MUTE your phones. DO NOT place this call on hold should you get another call. Hang up and then rejoin the meeting

		Time
Call to Order	Chair or Designee will call the meeting to order	
Invocation/ Pledge	Chair or Designee will lead the Invocation and Pledge of Allegiance	10:00 – 10:05 am
Introductions	Chair or Designee will lead the Introductions of the Coordinated Entry System Oversight Standing Committee Members and Staff	

Agenda Items: The following items are presented for informational, consent, and discussion purposes.

Public Comment	Open to the public for comments. Members of the public wishing to address the CES Committee will need to submit <i>Public Comment Request form</i> , prior to the time the Chair calls for public comment. The Chair will call on you in the order the requests are received. Once your name has been called, please proceed to the microphone, you will then have up to 3 minutes to speak.	
Item No.	Consent	
1	Approve Minutes of the May 11, 2023, CES Special Meeting – Sharon Green, Chair	10:05 – 10:10 am <i>Pages: 3-8</i>

THE INTERAGENCY COUNCIL ON HOMELESSNESS MEETING FACILITY IS ACCESSIBLE TO PERSONS WITH DISABILITIES. IF ASSISTIVE LISTENING DEVICES OR OTHER AUXILIARY AIDS OR SERVICES ARE NEEDED IN ORDER TO PARTICIPATE IN THE PUBLIC MEETING, REQUESTS SHOULD BE MADE THROUGH THE OFFICE OF HOMELESS SERVICES AT LEAST THREE (3) BUSINESS DAYS PRIOR TO THE PARTNERSHIP MEETING. THE OFFICE OF HOMELESS SERVICES TELEPHONE NUMBER IS (909) 501-0610 AND THE OFFICE IS LOCATED AT 560 E. HOSPITALITY LANE, SUITE 200, SAN BERNARDINO, CA 92408. <https://sbchp.sbcounty.gov/>

AGENDA AND SUPPORTING DOCUMENTATION CAN BE OBTAINED AT 560 E. HOSPITALITY LANE, SUITE 200, SAN BERNARDINO, CA 92408.



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Item No.	Info Sharing	
2	California Emergency Solutions and Housing (CESH) Round 1 and 2 Funding allocation for the Continuum of Care (CoC) Coordinated Entry System (CES) Enhancement, Expansion, and Software Integration Update – Kristin Stevens, Office of Homeless Services	10:10 – 10:15 am <i>Pages:9-10</i>
Item No.	Presentation	
3	Inland SoCal United Way & 211+ Presentation – Kimberly Starrs, Inland SoCal United Way & 211+	10:15 – 10:30 am <i>Pages:11-17</i>
Item No.	Discussion/Action Item	
4	Discussion on identifying Street Outreach Collaborators/Efforts and make a recommendation to the Interagency Council on Homelessness (ICH) for the creation of a Street Outreach Collaborators/Efforts Ad Hoc Committee – Sharon Green, Chair	10:30– 10:45 am
5	Set date, time, location for the next CES meeting – Sharon Green, Chair	10:45 – 10:50 am
Committee Roundtable		
	Open to comments by the Committee Members	10:50 – 11:00 am
Adjournment		11:00 am
Next CES Oversight Standing Committee Meeting	TBD, 2023 10:00 – 11:00 a.m.	

Mission Statement
 The mission of the San Bernardino County Homeless Partnership is to provide a system of care that is inclusive, well planned, coordinated and evaluated and is accessible to all who are homeless and those at-risk of becoming homeless.

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**Minutes for San Bernardino County Homeless Partnership
Outreach and Coordinated Entry System Committee (CES) Special Meeting**

May 11, 2023
10:00 a.m. – 11:00 a.m.
In Person

Minutes Recorded and Transcribed by Elizabeth Pinedo (Office Assistant III), Office of Homeless Services

TOPIC	PRESENTER	ACTION/OUTCOME
Call to Order	Sharon Green, Chair	<ul style="list-style-type: none"> The Special meeting was called to order at 10:02 a.m.
Introductions	Sharon Green, Chair	<ul style="list-style-type: none"> Sharon Green took CES Board Member roll call. Members of the public are not introduced.
CES Members Present		<ul style="list-style-type: none"> The following CES members or their alternates were present for the meeting: Astrid Johnson, William Lamas, Sharon Green, Darryl Evey, Kameron Grosvenor, Mike Jones, Susan Buckley Absent: Edward Amaya, Jere Thrasher
PUBLIC COMMENTS	PRESENTER	ACTION/OUTCOME
		<ul style="list-style-type: none"> No Public Comments were made.
CONSENT	PRESENTER	ACTION/OUTCOME
Approve Minutes of the April 13, 2023, CES Meeting	Sharon Green, Chair	<ul style="list-style-type: none"> A motion was made by Darryl Evey and a second by Mike Jones 7 members were in favor: Astrid Johnson, William Lamas, Sharon Green, Darryl Evey, Kameron Grosvenor, Mike Jones, Susan Buckley Absent: Edward Amaya, Jere Thrasher <p>Motion passed.</p>
INFO SHARING	PRESENTER	ACTION/OUTCOME
California Emergency Solutions and Housing (CESH) Round 1 and 2 Funding allocation for the Continuum of Care (CoC) Coordinated Entry System (CES) Enhancement, Expansion, and Software Integration Update	Kristin Stevens, Office of Homeless Services	<p>The Chair recognized Kristin Stevens from the Office of Homeless Services (OHS) to provide an update on the California Emergency Solutions and Housing (CESH) Round 1 and 2 Funding allocation for the CoC CES, Expansion, and Software Integration.</p> <p>Ms. Stevens mentioned that OHS is currently under contract negotiations with Inland SoCal United Way & 211+ and the contract is expected to go to the County Board of Supervisors in June for approval.</p> <ul style="list-style-type: none"> Darryl Evey: Asked if there is an exact date in June for the item to go to the Board. <ul style="list-style-type: none"> Kristin Stevens: Stated that, originally OHS had planned for June 13th but with today's additional funding recommendation the item might need to be pushed out to June 27th to condense the two fundings together in one contract. Kristin mentioned that she spoke with Inland SoCal United Way & 211+ to discuss streamlining the two fundings and changing terms of the contract to provide

		<p>additional time to take the item to the board for approval.</p> <ul style="list-style-type: none"> • Darryl Evey: With CESH & Homeless Housing Assistance and Prevention (HHAP) grants having different timelines, Mr. Evey asked if condensing the two fundings will create a problem with the budget. <ul style="list-style-type: none"> ○ Kristin Stevens: Stated that condensing the two fundings will not be a problem because the terms in the contract can indicate different expenditure timelines for each funding source. <p>With no further comments, the Chair closed the item for discussion.</p>
PRESENTATION	PRESENTER	ACTION/OUTCOME
Inland SoCal United Way & 211+ Presentation	Aziza Manuel & Kimberly Starrs, Inland SoCal United Way & 211+	<p>The Chair recognized Kimberly Starrs from Inland SoCal United Way & 211+ to present a spending proposal to the committee for the HHAP round 2 set-aside funds.</p> <p>Ms. Starrs discussed the difference between 211+ and CES. 211+ is a 24/7 service provider to the community as a program of Inland SoCal United Way & 211+. They do information referral, and enrollment services to 40+ programs provided to the community. If 211 is unable to provide services, callers are referred out. Referrals are made to agencies that are vetted throughout the year. 211+ is credited as a contact center, therefore 211 must vet 95% of their contacts each year, ensuring data is up to date as possible. 211 has more than 7,000 programs/agencies in their contact center system.</p> <p>CES is one of the programs administered through 211. They have 6 staff members assigned to CES. These staff members are in partnership with the contact center and programs team.</p> <p>Goals for this year:</p> <ul style="list-style-type: none"> • Implement Interagency Council on Homelessness (ICH) stated goal for CES of Regional Access Points • Technology improvements <ul style="list-style-type: none"> ○ Accessible BitFocus models/live master list to streamline services for the public • Service Level Agreement (SLA) improvement for 211 <ul style="list-style-type: none"> ○ Goal to improve service levels to 80% of calls answered within 5 minutes ○ Have made an improvement from 17% to 75%. Staffing & lack funding has been an impact on these numbers ○ Acquired private funding to supplement staffing shortfall <p>Spending Proposal for HHAP</p> <ul style="list-style-type: none"> • Additional funding would be used for the same purpose as the CESH allocation. <ul style="list-style-type: none"> ○ Facilitate regional access points- sub-grant to lead agencies to facilitate additional work ○ 211 contact center allocation to help with access to triage ○ Creating training and public facing materials as requested by Continuum of Care (CoC) <p>Next Steps/Actions</p> <ul style="list-style-type: none"> • Identify interested Homeless Partnership Network (HPN) members to serve as lead in each region • Identify actual need and supports to offer in each region

- Work in collaboration with partners to identify next steps for technology platform and how to move forward
- Report back findings

The Chair opened the item for discussion:

- Astrid Johnson: Asked for an explanation of the platform and how it is being envisioned by 211.
 - Kimberly Starrs: BitFocus has a CES module in addition to what already exists for HMIIS. With additional funding, 211 would like to purchase the CES module that will be similar to an Airbnb platform. Platform would show live bed count, who matches to the criteria required, and conduct case conferencing through the technology platform.
 - Aziza Manuel: LA and Orange County have already implemented a live platform, each agency that provides housing has a designated staff that reports numbers of available bed count nightly.
- Darryl Evey: Asked how the 6 full time employees assigned to CES are paid.
 - Kimberly Starrs: Department of Housing and Urban Development (HUD) allocation from the CoC and private funding from Kaiser Permanente. Hoping the Regional Access points and working with lead agencies in each of the regions will amplify the resources already existing.
- Darryl Evey: Asked if there is a possibility to have discussion on what the regional breakdown should be. The purpose of the current regional breakdown was created due to geography, but this breakdown did not take into consideration needs of clients. Might be worth reconsidering regional approach.
 - Kimberly Starrs: Stated that the existing regional breakdown was taken into consideration and have asked to have flexibility on planning to have more concentrated efforts in certain locations, with higher numbers of homeless individuals.
- Mike Jones: Stated that 211 has to be careful with putting everyone into CES, there needs to be a consideration for capacity with limited resources.
- Kameron Grosvenor: Asked how 211 envisions the prioritization of referrals to agencies.
 - Kimberly Starrs: Stated that they will be moving away from VI-SPDAT, as this will be out of their control, and will screen via triage first. If passed through screening triage and CES standards are met, will then move referrals through the VI-SPDAT or whatever instrument is deemed appropriate through the work.
- Kameron Grosvenor: Asked what the plan is to communicate to providers the expectations needed to be apart of the public facing system.
 - Kimberly Starrs: Stated that collaboration from providers will be needed.

The Chair recognized Public Comments:

- Don Smith: Stated that this item will be a work in progress for a long time, and will require patience, trial, and error. Setting up the platform will not fix everything; system will be just as good as its parts. Need to spend a lot of time making sure partners are engaged and end users are educated on how and when to use the system. Need a stronger understanding of the inventory. Need a triage process prior to a VI-SPDAT and be able to track trends and overall needs to be able to continue to look for resources to fill in gaps.

		<ul style="list-style-type: none"> Pat Leslie: In agreement with everyone's comments. Need to learn from San Diego's mistakes and make sure accurate data is fed into the system. <p>Chair closed item for discussion.</p>
DISCUSSION	PRESENTER	ACTION/OUTCOME
Approve the reallocation of the five percent Homeless Housing, Assistance and Prevention (HHAP) round 2 set-aside in the amount of \$72,656 originally allocated for the Coordinated Entry System (CES) and make a recommendation to the Interagency Council on Homelessness (ICH) to award the funds to Inland SoCal United Way 211+ (ISCUW 211+) to strengthen existing Coordinated Entry System (CES) operations.	Kristin Stevens, Office of Homeless Services	<p>Chair recognized Kristin Stevens from OHS to make the recommendation for the CES to Approve the reallocation of the five percent HHAP round 2 set-aside in the amount of \$72,656 originally allocated for the CES and make a recommendation to the Interagency Council on Homelessness (ICH) to award the funds to Inland SoCal United Way 211+ (ISCUW 211+) to strengthen existing CES operations.</p> <p>The Chair requested a motion to be made:</p> <ul style="list-style-type: none"> A motion was made by Mike Jones and a second by William Llamas 7 members were in favor: Astrid Johnson, William Lamas, Sharon Green, Darryl Evey, Kameron Grosvenor, Mike Jones, Susan Buckley Absent: Edward Amaya, Jere Thrasher <p>Motion passed.</p>
Appoint a Secretary	Sharon Green, Chair	Tabled for the next meeting, in the interim the Office of Homeless Services will provide secretarial duties.
Set date, time, location for the next CES meeting	Sharon Green, Chair	<p>The Chair recognized Jessica Alexander, ICH Chair to provide public comment:</p> <ul style="list-style-type: none"> Jessica Alexander: Advised that the frequency of the committee meetings might not necessarily have to be monthly but on an as needed basis. Additionally, advised the committee that their role, potentially, might be expanded to offer oversight of CES and systems of the CoC. <p>The Chair opened the floor to the Committee members to make recommendations for the next CES Meeting.</p> <ul style="list-style-type: none"> Darryl Evey made a motion to meet the 2nd Thursday of July from 10-11 am, in the Mountain Region and was second by Mike Jones. A roll call vote was taken. 7 members were in favor: Astrid Johnson, William Lamas, Sharon Green, Darryl Evey, Kameron Grosvenor, Mike Jones, Susan Buckley Absent: Edward Amaya, Jere Thrasher <p>Motion was passed.</p> <p>The Committee agreed that the Mountain Homeless Coalition will host the July 13th meeting.</p>
COMMITTEE ROUNDTABLE	PRESENTER	
	Sharon Green, Chair	Chair opened the floor for comment to the committee members.

		<p>Discussion ensued:</p> <ul style="list-style-type: none"> • Mike Jones: As part of the committee being outreach, the County Strategic Plan mentions establishing a Coordinated Outreach Resources and Engagement (CORE) Program. Deputy Jones would like to provide a presentation on the concept of CORE and see how it can further be adopted across the county. • Darryl Evey: Liked the idea of expanding the committees' role to not just CES but the barriers to coordinated entry that will include HMIS and collaboration. <p>Chair closed the meeting for discussion.</p>
Adjournment		<ul style="list-style-type: none"> • Being no further business, the Special meeting was adjourned at 10:57 a.m.
Next Meeting		<p>The Next Outreach and Coordinated Entry System Committee (CES) Meeting will be held on:</p> <p style="text-align: center;"><u>Thursday, July 13th, 2023</u> <u>10:00 am – 11:00 am</u> <u>Address: St. Richard's Episcopal Church - 28708 CA-Hwy 18</u> <u>Sky Forest, CA 92385</u></p>

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Attendees on April 13, 2023, • Outreach and Coordinated Entry System Committee (CES) Meeting				
LAST NAME	FIRST NAME	ORGANIZATION	PHONE NUMBER	EMAIL
Buckley	Susan	Mountain Homeless Coalition		susanb@mtnhomeless.com
Green	Sharon	Victor Valley Family Resource Center		sgreen@vvfrc.com
Evey	Darryl	Family Assistance Program		darryl@familtassist.org
Leslie	Pat	CES Subject Matter Expert		pleslie@pointloma.edu
Lamas	William	City of Victorville		wlamas@victorvilleca.gov
Grosvenor	Kameron	Inland Valley Hope Partners		kamig@inlandvalleyhopepartners.org
Jones	Mike	H.O.P.E Team		mjones@sbcasd.org
Lopez	Monica	CDH-ESG Subject Matter Expert		monica.lopez@cdh.sbcounty.gov
Navarro	Stephanie	CDH- ESG Subject Matter Expert		stephanie.navarro@hss.sbcounty.gov
Neeri	Scott	CDH- ESG Subject Matter Expert		scott.neeri@cao.sbcounty.gov
Manuel	Aziza	Inland SoCal United Way & 211+		azizam@iscuw.org
Stevens	Kristin	Office of Homeless Services		Kristin.stevens@hss.sbcounty.gov
Johnson	Astrid	Morongo Basin ARCH		skyviewfarm29@gmail.com

Vasquez	Diana	CDH-ESG Subject Matter Expert		diana.vasquez@cdh.sbcounty.gov
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Please note attendance of members of the public is not included



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Office of Homeless Services Update- California Emergency Solutions and Housing (CESH) Round 1 and 2 Funding and the Homeless Housing, Assistance and Prevention

Date July 13, 2023

Presenter Kristin Stevens, Administrative Operations Manager

Announcements The table below lists the announcements for today’s meeting.

Announcements
<p>California Emergency Solutions and Housing (CESH) Round 1 and 2 Funding and the Homeless Housing, Assistance and Prevention (HHAP) Round 1 and 2 allocation for the Continuum of Care (CoC) Coordinated Entry System (CES) and Enhancement, Expansion, and Software Integration Update</p> <ul style="list-style-type: none"> • On February 22, 2023, the Interagency Council on Homelessness (ICH) adopted to allocate \$653,419 in CESH Round 1 and 2 grant funding to the CoC CES Lead Agency Inland SoCal United Way 211+ to support CES enhancement, expansion, and software integration activities with the following priorities: <ul style="list-style-type: none"> • Establishing a CES Virtual Platform and other technological enhancements to support an end-to-end coordinated entry system workflow, from outreach to housing placement, and facilitate expanded, streamlined access to the CoC homeless response system for all system-users, collaborators, and other stakeholders. • Establishing contractual relationships with service agencies designated to serve as regional and/or subpopulation CES entry points as outlined in the policy document by the CoC CES Oversight Committee. • The development of CES information, education, training and service tools, instruments, materials, and resources needed to support effective end-to-end system user engagement from outreach to housing placement. • The ICH board requested the Office of Homeless Services (OHS) initiate the development and execution of the Contract with Inland SoCal United Way 211+.



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Announcements

California Emergency Solutions and Housing (CESH) Round 1 and 2 Funding and the Homeless Housing, Assistance and Prevention (HHAP) Round 1 and 2 allocation for the Continuum of Care (CoC) Coordinated Entry System (CES) and Enhancement, Expansion, and Software Integration Update (Continued)

- On May 24, 2023, the ICH approved the allocation of the 5% (HHAP) round 2 set-aside in the amount of \$72,656 to be awarded to Inland SoCal United Way (ISCUW) 211+ to strengthen existing CES operations. These funds were added to the already in development CESH contract. The contract was executed and approved by the County Board of Supervisor on June 27, 2023.
- OHS has been meeting with ISCUW and the HMIS provider to develop regional entry points for the CES.



**GET CONNECTED.
GET HELP.**

211

CES Regional Hubs Presentation

7/13/2023



Presentation Highlights

- First steps in utilizing additional CESH/HHAP funds
- Platform timeline and integration
- Regional Hubs structure
- How can the CES Oversight Committee be helpful?

First steps in utilizing additional CESH/HHAP funds

- Software enhancements for CES add-on module for BitFocus
 - Phase one includes system evaluation for enhancement by BitFocus along with community conversations/focus groups to ensure ample functionality
- Software is HMIS compatible
- Workplan and technology plan for regional hubs to be developed in concert with HPN
- Spending plan for regional hubs to be finalized with input from HPN
- Focus group meetings and Community Meetings to ensure utility of instrument

Platform timeline and integration

- Community and Provider participation in focus groups is essential to quality development and roll out
- Timeline is estimated at 20-24 weeks to go live
- We anticipate additional modules and add ons as we work through the initial phases of development. We allocated funding for multiple licenses and users so as to maximize platform usage.
 - Of note, there are additional capacities with software, including bed management, which would take considerable coordination of ALL users/providers

Regional Hub Structure

- Inland SoCal 211+ will develop an RFP in partnership with HPN for Hubs
- HPN to select Hub for each region. ISC211 will honor the selection of the HPN
- Hubs to be in place by September
- Hub activities for this specific scope of work will be connected to and managed by ISC211, including reporting. Staff will be managed by Hub agency, but activities connected to CES Admin scope will be in concert with ISC211

Funding breakdown by region

Region	Funding Amount
Mountain Region	\$45,760
Morongo Basin Region	\$45,760
Central Region	\$183,040
West End Region	\$91,520
High Desert Region	\$91,520

How can CES Oversight Committee be Helpful?

- Encourage participation in the Focus Groups by Providers and Community
- Offer feedback on RFP and other items developed
- Develop and anonymous feedback line for providers to give input on process, etc.