



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/>

Item No.	Presentation
2	Inland SoCal United Way & 211+ Request for Applications (RFA) 10:10 – 10:25 am for Local CES Regional Entry Points – Christopher Darbee, Inland SoCal United Way & 211+ <i>Pages:8-13</i>
3	Coordinated Outreach Referral, Engagement (C.O.R.E.) Program 10:25 – 10:40 am – Deputy Mike Jones, Sheriff’s H.O.P.E Team <i>Pages:14-16</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 10:40– 10:50 am – Sharon Green, Chair
5	Set date, time, location for the next CES meeting. 10:45 – 10:50 am – Sharon Green, Chair
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.

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.



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

July 13, 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 meeting was called to order at 10:10 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		<p>The following CES members or their alternates were present for the meeting: Astrid Johnson, William Lamas, Sharon Green, Darryl Evey, Kameron Grosvenor, Mike Jones</p> <ul style="list-style-type: none"> Absent: Susan Buckley, Edward Amaya, Jere Thrasher
PUBLIC COMMENTS	PRESENTER	ACTION/OUTCOME
		<p>The Chair turned the meeting over to Vice Chair- Darryl Evey</p> <ul style="list-style-type: none"> No Public Comments were made.
CONSENT	PRESENTER	ACTION/OUTCOME
Approve Minutes of the May 11, 2023, CES Special Meeting	Darryl Evey, Vice-Chair	<ul style="list-style-type: none"> A motion was made by William Lamas and a second by Mike Jones 6 members were in favor Astrid Johnson, William Lamas, Sharon Green, Darryl Evey, Kameron Grosvenor, Mike Jones Absent: Susan Buckley, Edward Amaya, Jere Thrasher <p>Motion passed.</p>
INFO SHARING	PRESENTER	ACTION/OUTCOME
California Emergency Solutions and Housing (CESH) Round 1 and 2 Funding and the Homeless Housing, Assistance and Prevention (HHAP) Round 1 and 2 allocations for the Continuum of Care (CoC) Coordinated Entry System (CES) and Enhancement, Expansion, and Software Integration Update	Kristin Stevens, Office of Homeless Services	<p>The Vice-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 and the Homeless Housing, Assistance and Prevention (HHAP) Round 2 allocation for the Continuum of Care (CoC) Coordinated Entry System (CES) and Enhancement, Expansion, and Software Integration.</p> <ul style="list-style-type: none"> 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.

		<ul style="list-style-type: none"> • OHS has been meeting with ISCUW and the HMIS provider to execute the regional entry points for the CES. • OHS-HMIS Team will be working with Chris Darbee- ISCUW on coordinating the regional entry points for the CES. <p>With no further comments, the Chair closed the item for discussion.</p>
PRESENTATION	PRESENTER	ACTION/OUTCOME
Inland SoCal United Way & 211+ Presentation	Kimberly Starrs, Inland SoCal United Way & 211+	<p>The Vice-Chair recognized Kimberly Starrs from Inland SoCal United Way & 211+ to present on the CES Regional Hubs.</p> <p>Kim Starrs discussed the following:</p> <ul style="list-style-type: none"> • First steps in utilizing additional CESH/HHAP funds <ul style="list-style-type: none"> ○ Software enhancements for CES add-on module for BitFocus <ul style="list-style-type: none"> ▪ 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 (CES module integrated with HMIS) <ul style="list-style-type: none"> ○ 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, no later than January ○ 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 <ul style="list-style-type: none"> ▪ Of note, there are additional capacities with software, including bed management, which would take considerable coordination of ALL users/providers • Regional Hubs structure <ul style="list-style-type: none"> ○ 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

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 the CES Oversight Committee be helpful?
 - Encourage participation in the Focus Groups by Providers and Community
 - Offer feedback on RFP and other items developed.
 - Will be discussed with OHS for distribution via the HomelessRFP mailbox.
 - Develop and anonymous feedback line for providers to give input on process, etc.

The Vice-Chair opened the floor to the Committee members for comments/questions:

- Astrid Johnson: How will overflow of calls from other regions be streamlined.
 - Kim Starrs: Advised that the intention of the work that will be happening with the Hubs will be to collect data that will be rolled up to CES Admin. A system can then be implemented to make sure the Hubs are in communication.
- Sharon Green: Stated that once the system is put in place there will be room for discussion to navigate what the system needs to look like and what improvements need to be made.
- Darryl Evey: Stated that one of the benefits of the Hub Concept is that there will be established access points to contact. Darryl Evey mentioned sharing the RFP at the All CoC Meeting.
- William Lamas: Asked if there will be funding for longevity of the implementation.
 - Kim Starrs: Advised that a test of the system will have to be done and discussions of additional funding will need to be made in the future if decided to keep the system going.

Chair closed item for discussion.

DISCUSSION	PRESENTER	ACTION/OUTCOME
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	Darryl Evey, Vice-Chair	<p>The Vice-Chair opened 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</p> <ul style="list-style-type: none"> • Darryl Evey: Stated that this discussion derives from when asked for a list of programs that do street outreach, the list only had three names on it. Mr. Every noted that after discussing the issue with other providers, he found that there are a lot of people doing street outreach in San Bernardino County. Mr Evey stated that it would be beneficial to collect that information so they see who is doing it where, and how they can do it effectively, and how they can collaborate. Another benefit would assist with locating individuals who are trying to get placed. • Astrid Johnson: Stated that street outreach is critical, so people know what is going on in the community.

		<ul style="list-style-type: none"> • Mike Jones: Stated the CORE program covers the street outreach and requested to conduct a presentation at next months meeting about it. Mr. Jones stated that the CORE model is in the strategic plan for the county and if ICH adopts it then the providers would be a part of it to have a more collaborative approach. • Darryl Evey: Stated that the presentation from Mike Jones will be on the agenda for the next meeting. • Kameron Grosvenor: Asked if the committee needs to recommend an Ad Hoc Committee for street outreach. • Darryl Evey: Stated that the committee should wait until they get more information which will be provide by Mike Jones before making that decision. <p>Chair closed item for discussion.</p>
Set date, time, location for the next CES meeting	Darryl Evey, Vice-Chair	<p>The Vice-Chair asked the committee if the meetings will be quarterly or every other month.</p> <ul style="list-style-type: none"> • Mike Jones: Stated because of the timeline of things going to the county the committee need to schedule meetings more frequently and once they get to the point that the committee doesn't need to meet as often, they can adjust the frequency. • Darryl Evey: Asked if the next meeting should be scheduled in September. • Sharon Greene: Stated that the RFP and the outreach are topics that need to be addressed and there should be a meeting in August and after that the meetings can be quarterly. • Darryl Evey: Asked the committee if it should meet in August. Mr. Evey stated the date of August 10, 2023, and suggested in San Bernardino. <p>Chair closed item for discussion.</p>
COMMITTEE ROUNDTABLE	PRESENTER	
Adjournment		<ul style="list-style-type: none"> • Being no further business, the Special meeting was adjourned at 11:05 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, August 10th, 2023</u> <u>10:00 am – 11:00 am</u> <u>Address: Program Development Division (Conference Room B)</u> <u>825 E. Hospitality Lane, San Bernardino, CA 92415</u></p>

Office of Homeless Services

560 E. Hospitality Lane, Suite 200 • San Bernardino, CA 92408

Phone: (909) 501-0610 • Fax: (909) 501-0622

Email: homelessrfrp@hss.sbcounty.gov • Website: <https://sbchp.sbcounty.gov/>

Attendees on May 11, 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
Lamas	William	City of Victorville		wlamas@victorvilleca.gov
Grosvenor	Kameron	Inland Valley Hope Partners		kamig@inlandvalleyhopepartners.org
Jones	Mike	H.O.P.E Team		miones@sbcasd.org
Johnson	Astrid	Morongo Basin ARCH		skyviewfarm29@gmail.com
Starrs	Kimberly	Inland SoCal United Way & 211+		kstarrs@iscuw.org
Stevens	Kristin	Office of Homeless Services		Kristin.stevens@hss.sbcounty.gov
Woodard	Joy	Office of Homeless Services		Joy.woodard@hss.sbcounty.gov

Please note attendance of members of the public is not included



**GET CONNECTED.
GET HELP.**

211

CES Regional Hubs Presentation

8/10/2023

Regional Access Points

- **WHAT ARE REGIONAL ACCESS POINTS?**
- Regional Access refers to how people experiencing a housing crisis learn that coordinated entry exists and access crisis response services. The first contact that most people experiencing a housing crisis will have with the crisis response system is through a coordinated entry access point. Access points play a critical role in engaging people to address their most immediate needs through referral to emergency services. Access points also play a critical role in beginning to determine which intervention might be most appropriate to rapidly connect those people to housing.
- For more information on Access Points visit <https://files.hudexchange.info/resources/documents/Coordinated-Entry-Core-Elements.pdf>

GET CONNECTED.
GET HELP.

211

Regional Access Points



Application Opens August 7th, 2023

Application Closes August 21st, 2023

CONTRACT DURATION

September 1, 2023 - June 30, 2024

Apply here: <https://inlandsocaluw.org/regional-access-point>



Goals and Objectives

- Provide services as a regional access point
- Provide Intake and Assessment of unhoused individuals and families.
- Conduct homeless verification of unhoused individuals and families.
- Conduct case conferencing to assist with prioritization.
- Provide referrals to CES partner agencies immediately when program openings become available.
- Evaluate and design scope for future development of Regional Access Points

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

All funding must be used to cover staff

GET CONNECTED.
GET HELP.

211

Application



Inland SoCal United Way

[Court Referral](#) [Workplace Campaigns](#) [Events](#) [211+](#) [Regional Access Point](#) [Theory of Change and Position Statement](#) [About Us](#) [Our Voice](#) [Contact Us](#)

[Instagram](#) [Facebook](#) [Twitter](#) [LinkedIn](#) [Shopping Cart](#) [DONATE](#)

Regional Access Point Interest Form

Regional Access refers to how people experiencing a housing crisis learn that coordinated entry exists and access crisis response services. The first contact that most people experiencing a housing crisis will have with the crisis response system is through a coordinated entry access point. Access points play a critical role in engaging people to address their most immediate needs through referral to emergency services. Access points also play a critical role in beginning to determine which intervention might be most appropriate to rapidly connect those people to housing.

Name of Organization *

Type of Organization *

Full Name *

First Last

Organizations Physical Address *

Street Address



Coordinated Outreach Throughout San Bernardino County

As we reach a continued increase in homelessness across San Bernardino County there is a need to improve the approach to serve individuals experiencing homelessness. Since 2017 the PITC has averaged a near 20% increase in unsheltered homeless, the 2020 PITC has the largest increase we have seen in unsheltered homelessness in SBC. Overall, the county experienced a 67% rise in unsheltered homeless since 2017. This often is looked at as a housing issue, but also is a human service crisis and there is a critical component to serve the unsheltered individuals through street outreach. Outreach is a process in which homeless service providers or other agencies contact people experiencing unsheltered homelessness in public spaces to connect them with services, shelters, and long term to permanent supportive housing.

C.O.R.E.- Coordinated Outreach Resource and Engagement

Coordinated Street Outreach identifies and engages people living in unsheltered locations, such as in cars, parks, abandoned buildings, encampments, and on the streets, which plays critical roles within systems for ending homelessness. The C.O.R.E. Coordinated Outreach Resource and Engagement approach would work to engage and stabilize homeless individuals through consistent outreach. This change would be part of a larger homeless crisis response system that could be designed to effectively address homelessness across the county.

Impactful outreach reaches people who are not otherwise seeking assistance or come to the attention of the homeless service system and ensures that people's basic needs are met while supporting them along pathways toward housing stability.

Most often outreach is reactive, and research has shown that outreach achieves its greatest impacts when organizations engage in proactive approach. San Bernardino County should be striving to strengthen the roles their street outreach programs play within effective systems for helping people who are living unsheltered return to stable living in safe and affordable housing. Core elements of effective street outreach as recommended by the USICH (USICH, 2016), that can be implemented and are broadly applicable to a variety of communities, geographic contexts, and sub-populations.

Recommended Core Elements of Street Outreach

Street Outreach Efforts are Systematic, Coordinated, and Comprehensive

-San Bernardino County covers a vast area and at this time there is no coordination to outreach efforts across the county, like within agencies outreach is siloed.

-Street outreach requires collaboration among stakeholders. Engagement with all agencies conducting street outreach efforts leads to a more strategic use of resources and a comprehensive approach to identify unsheltered homeless individuals.

A systematic approach across the county would ensure communication with all entities providing street outreach. This would include weekly case conferencing via Microsoft Teams software, with InnRoads, Host, Whole Person Care, Coordinated Entry-211, Sheriff's HOPE, and others to work collaboratively in outreach efforts.

Outreach efforts should also coordinate with a broader network of programs and services. This may include law enforcement agencies and other first responders, hospitals, Behavioral Health, Department of Ageing and Adult Services, School District liaisons, faith-based organizations, and other providers.

Street outreach should Utilize available technology.

All street outreach contacts should be documented in HMIS or another local data systems (ESRI- HUB), such as an active or by-name list. Outreach workers should have access to data systems to be able to input data, look up previous contacts with the person experiencing homelessness, and access information on available resources. It is imperative to have outreach entering the most vulnerable into the CES. Often in the rural areas, riverbeds, and other hard to access areas it is difficult to access documents. Utilizing technology and creating digital documents, would allow outreach to complete needed paperwork immediately.

The effort of street outreach for those experiencing homelessness is to make long term connections to services that may lead to housing. Outreach efforts should make an effort to make immediate referrals to emergency shelters or temporary housing to individuals and families that are unsheltered. Moving towards coordinated community outreach there are four principles that studies have shown successful (LAHSA, 2019).

Principles of Outreach

1. Housing First
2. Person-centered
3. Harm Reduction
4. Low Barrier

Systematic Coordination of Outreach

A systematic, documented approach utilizing collaboration with nontraditional partners will better outreach services to unsheltered individuals. Utilizing data, resources can be targeted to hotspots that are identified over time. Outreach teams often focus efforts on areas easily accessible and overlook rural areas, this includes Foothills or mountains, open deserts, and inaccessible riverbeds. Utilizing off-road and drone technology outreach can ensure all individuals are located and contacted to offer services and ensure safety of the individual.

The efforts would also move towards institutional "in-reach" to those in corrections, health care, and behavioral health systems. Working in collaboration with the Sheriff's Transitional Assistance Reentry Team (START) a better system can be instituted to ensure those exiting incarceration at the local level are connected or offered services prior to returning to the community. Additional improvement to the JimsNet system by adding a check box, identifying homeless persons upon booking would allow individuals to be identified for reentry services.

Creating a coordinated outreach effort would allow for outreach to forge ties with homeless individuals. Impactful outreach would ensure there is a gradual, warm handoff to housing and other service providers.

County-wide Outreach working in Tandem

As many organizations conduct outreach at some level many work in different ways. This is impactful to what homeless individuals are being told and often leads to broken promises. It would be important to use evidence-based practices to ensure all efforts are working in tandem with the same goals. Trauma Informed Care, Motivational Interviewing, and Critical Time Intervention are among the evidence-based practices that should be adopted by all outreach staff working with this population. When time allows formal trainings of these practices would be important for staff and would increase the effectiveness of the coordinated outreach, in-reach, and engagement efforts.

This systematic change of coordination between different agencies and organizations conducting outreach is key to success. Adding funding for homeless individuals to assist with documents, family reunification, and emergency motels would allow outreach to have a resource immediately available. With San Bernardino County being a vast region with different needs this approach reduces the likelihood of overlooking individuals who are hard to reach.