



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/>

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

Meeting date, time, and place Date: **November 9, 2023**
 Time: **10:00 – 12:00 p.m.**
 Place: **Program Development Division (Conference Room B)
 825 E. Hospitality Lane, San Bernardino, CA 92415**

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=m76a5b22daa2c4cda07982095bceed860>

• Access #: 1-408-418-9388 • Access Code: 2487 895 4113

Password: 7Vc26JpMxtR (24878954113 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 10:00 am

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 a <i>Public Comment Request form</i> , prior to the time the Chair calls for public comment. The Chair will call on you in order that 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 October 12, 2023, CES Meeting – Sharon Green, Chair 10:05 – 10:10 am



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Item No.	Presentation	
2	Inland SoCal United Way & 211+ Data and Systems update – Christopher Darbee, Inland SoCal United Way & 211+	10:10 – 10:40 am
3	Social Work Action Group (SWAG) Outreach Organization -Aaron Petroff, Social Work Action Group	10:40 – 11:10 am
Item No.	Discussion/Action Item	
4	Discuss combining Street Outreach and Service Collaboration Efforts to include Housing Partners to creating a more effective CES. Generate recommendations to the Interagency Council on Homelessness (ICH) to ensure residents are housed. – Sharon Green, Chair	11:10– 11:25 am
5	Discuss the CES Chapter of the Governance Charter for changes, additions, or edits -Sharon Green, Chair	11:25– 11:40 am
6	Set the date, time, and location for the next CES meeting. – Sharon Green, Chair	11:40 – 11:50 am
Committee Roundtable		
7	Open to comments by the Committee Members	11:50 – 12:00 pm
Adjournment		
		12:00 am
Next CES Oversight Standing Committee Meeting	TBD, 2023 10:00 – 11:30 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**

October 12, 2023
10:00 a.m. – 11:00 a.m.
In Person

Minutes Recorded and Transcribed by Joy Woodard (Secretary II), 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, Vice Chair	<ul style="list-style-type: none"> Darryl Evey 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: Sharon Green, William Lamas, Darryl Evey, Kameron Grosvenor, Mike Jones</p> <ul style="list-style-type: none"> Absent: Susan Buckley, Edward Amaya, Jere Thrasher Late: Astrid Johnson arrived at 11:00
PUBLIC COMMENTS	PRESENTER	ACTION/OUTCOME
		<ul style="list-style-type: none"> Public Comment: Jessica Alexander
CONSENT	PRESENTER	ACTION/OUTCOME
Approve Minutes of the August 10, 2023, CES Special Meeting	Sharon Green, Chair	<ul style="list-style-type: none"> A motion was made by Mike Jones seconded by Darryl Evey 5 members were in favor Sharon Green, William Lamas, Darryl Evey, Kameron Grosvenor, Mike Jones 0 members were opposed. Absent: Susan Buckley, Edward Amaya, Jere Thrasher, Astrid Johnson <p>The motion made towards the consent calendar was approved.</p>
PRESENTATION	PRESENTER	ACTION/OUTCOME
Inland SoCal United Way & 211+ Data and Systems Update	Christopher Darbee, Inland SoCal United Way & 211+	<p>The Chair recognized Christopher Darbee on behalf of Inland SoCal United Way & 211+ to provide a presentation on the Inland SoCal United Way & 211+ Data and Systems Update</p> <p>Mr. Darbee provided a presentation that explained the total resources records, inbound calls handled, the needs category of the callers, demographics of the callers, referrals, the follow up call information, and total activities of calls that are routed through 211+ coordinated entry points.</p> <p>The Chair opened the floor to the Committee members for comments/questions.</p> <ul style="list-style-type: none"> Darryl Evey-Asked what the timeframe was for the total activity slide.

		<ul style="list-style-type: none"> • Chris Darby-Informed that the timeframe for the total activity slides were for the months of July, August, and September. • Kevin Mahany- Asked what the difference is between a family assessment and an individual assessment. • Chris Darby- Stated that it is a joint unit as someone that identifies as homeless and somebody else also lives with them. • With no further comments, the Vice Chair closed the item for discussion. • Kameron Grosvenor- Asked out of the 5,434 handled calls, how many of those are duplicated clients. • Chris Darby- Informed that there may duplicated clients in the data because it only counts phone numbers coming through the phone lines. Mr. Darby stated to get a more accurate number it is better to look at the assessment data. Mr. Darby state it is important for the agencies to update the information on what resources and services they provide.
<p>Introduction of the San Bernardino CES Regional Access Point Agencies</p>	<p>Christopher Darbee, Inland SoCal United Way & 211+</p>	<p>The Chair recognized Christopher Darbee on behalf of Inland SoCal United Way & 211+ to present on the Introduction of the San Bernardino CES Regional Access Point Agencies</p> <p>Chris Darby provided a presentation that explained the San Bernardino CES Regional Access Point Agencies were:</p> <ul style="list-style-type: none"> • East Valley Region – Morongo Basin Arch • Central Valley Region – Family Assistance Program / Ben Jones Resource Center • West Valley Region – Christian Development Center <p>The Chair opened the floor to the Committee members for comments/questions:</p> <ul style="list-style-type: none"> • Sharon Green- Stated she was happy he brought up the limited housing availability. Mrs. Green stated she is concerned about the wrong referrals being sent out by 211. Mrs. Green asked how the providers can help with the referrals getting the correct agencies. • Chris Darby- Stated that the data curators are calling the providers every month to ensure that the information is accurately reflected into the system. Mr. Darby stated that human error does exist when sending out the referrals at times. Mr. Darby stated that if you contact him, he can connect you with a curator who will work with the agency. • Kameron Grosvenor- Stated that a couple months ago she dealt with online members of the 211+ team and updated the information. Mrs. Grosvenor asked if this does the same as what the operators do and see. • Chris Darby- Stated it does the same thing by updating the resources. Mr. Darby informed that Connect IE system is run primarily for agencies updating on their own and its public resource database. Mr. Darby informed to update with 211 first then it will roll into the Connect IE. • Sharon Green- Asked a question for Kyra online which asked can you expand a little more on case conferencing, how are the agencies involved, and how are they notified? • Chris Darby- Informed that case conferencing is currently not in existence yet and it's something that their building out. Mr. Darby informed that the timeline to be completed for it is in January or February.

		<ul style="list-style-type: none"> • Sharon Green- Stated the online question of when will staff training begin for the regional access points. • Chis Darby- Informed that some of the regional access points are already working through some of the training with Aziza. Mr. Darby stated the initial training has started but the regional access points and community queues has not totally started because BitFocus is still putting it together. Mr. Darby informed that once it is created BitFocus will conduct trainings which will be recorded and shared. • Donald Rucker- Asked if the community queue in HMIS is going to be similar to the one BitFocus is creating. • Chris Darby- Stated that Aziza may be able to provide more information on what is currently there and family does include minors. <p>Chair closed item for discussion.</p>
DISCUSSION	PRESENTER	ACTION/OUTCOME
Follow-up on discussion of 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	<p>The Chair opened discussion on Follow-up on discussion of 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"> • Sharon Green- Stated that Mike Jones is going out to do outreach and finds people that need services, but there is a gap in the performance of what he can do versus what is being able to accomplish. • Mike Jones- Stated the last meeting he shared the CORE approach. Mr. Jones stated that there is a need for coordinated outreach with a weekly meeting. Mr. Jones stated that case conferencing can be done during this meeting for individuals that might need higher level of help. Mike Jones stated what he has noticed is that the individuals that are calling 211 are those that are at risk of entering homelessness, where people that are on the streets don't have services built around to help with their immediate needs. Mr. Jones stated that the point in time count shows where chronic homeless has had a huge growth because people are staying out on the streets longer because there aren't immediate resources available. Mr. Jones stated that we need to look at different opportunities to build out, so the outreach teams work together and work with providers, ICH, and OHS to provide the cities and county. Mr. Jones informed that in the city of San Bernardino there are HOPE, InnRoads, Hope of the Mission, SWAG, and Step Up that are doing outreach. Mr. Jones informed that in Redlands they have the city team, Step Up, and Salvation Army doing outreach. Mr. Jones stated that a lot of groups are going out to the same community seeing the same people, but the challenge is there is no capacity to move them in. • Sharon Green- Stated that sometimes certain housing is not appropriate for each individual. Mrs. Green stated that providers are responsible for entering correct information into CES. • Mike Jones- Stated that it is about accountability and that we have to hold each other accountable. Mr. Jones stated that providers need to make sure that the data is accurate to give an accurate sheltered count to know what beds are available. • Kameron Grosvenor- Asked if there was feedback from those individuals that don't want to go into shelters for a more effective option since we are building capacity. • Mike Jones- Stated that Victorville and San Bernardino are doing the container homes and tiny homes were

		<p>mentioned.</p> <ul style="list-style-type: none"> • Kevin Mahany- Asked what type of housing the HOPE team would offer homeless individuals that may be suffering from psychosis episodes or would law enforcement look at potentially having to involve the legal system to get them treatment. • Mike Jones-Informed that everything discussed is voluntary, so permeant supportive housing is the best option for these individuals, but the turnover is very slow. Mr. Jones informed the governor just signed an expanded 5150 mental health and substance abuse law and the county adopted Laura's law on July 28th, so these are some of the ways some these people have to be addressed. • Jorge Esparza- stated he works Redlands outreach along with the city and when they do have touches with individuals it is rare there are offing duplicate services. Mr. Esparza stated the barrier he sees is women who are homeless who cannot be place unless they're pregnant or have young children. • Sharon Green- Asked if the board minded extending the meeting since the meeting started late. • Marcus Dillard- Stated that a system needs to be developed where we're looking at housing individuals and working together to get those individuals house where it can create potentially more openings in the shelter bed system. Mr. Dillard stated that the efforts need to coordinated and centralized. Mr. Dillard stated that we have to take the information and the data along with the feedback and start looking at ways of enhancing the service delivery, but that requires everyone working together. • Sharon Green- Stated there was an article about Patton Hospital being open and requested information about it. • Marcus Dillard- Stated there are details about Patton Hospital has not been solidified, but there are pros and cons to this topic. Mr. Dillard start the stigma of the facility may make it difficult for people to jump at the opportunity so we will have to figure out how to make it more inviting or make it a better opportunity and that will require some work. • Jessica Alexander- Stated that sometimes the outreach is not providing enough details to be able to effectively place individuals. • Marcus Dillard- Stated that the knowledge base of the group doing the work needs to be enhanced so critically thinking can start. Mr. Dillard stated that the commitment from OHS is to help increase the knowledge base and brin resources here to help. • Sharon Green- Stated that people that have a heart to help the homeless need to come together to serve those that have the biggest need. • Darryl Evey- Stated the Governor signed the bill to allow people to be at Patton on Tuesday which will allow housing and it will solve a lot of problems. Mr. Evey stated he is concerned that the count spends a lot of money on outreach which is a waste of money. Mr. Evey asked if there is any coordination between the county entities that are doing outreach. • Marcus Dillard- Stated that was discussed earlier that OHS has to serve as the centralized point of coordination. Mr. Dillard stated that one of his primary goals is to get it moving. • Darryl Evey- Stated that multiple county departments that conduct outreach has not talked to each other, but today talked about thinking about maybe someday talking to each other. • Marcus Dillard- Stated that in a lot of the meetings he hears people try to get him to make up for what has
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		<p>been past transgression. Mr. Dillard stated he is here to serve the people and that is what has to be our main focus.</p> <ul style="list-style-type: none"> • Mike Jones- Stated that his department has been working ten years with Behavioral Health and there are other county outreaches that are not necessarily doing it for homeless. Mr. Jones stated the two teams were the only ones doing outreach daily. • Darryl Evey- Stated there is a lot of nonprofits that do outreach daily. • Mike Jones- Stated that the coordination and having OHS oversee the outreaching and host meetings can knock down the barrier. • Darryl Evey- Asked who is going out to locate individuals who they have found housing for and does the HOPE team know where they're going to be a week from Thursday. • Mike Jones- Informed they schedule out two weeks in advance. • Darryl Evey- Asked if the HOPE team shares their schedule with anyone. • Mike Jones- Stated nobody is asking for it, so the CORE approach needs to be implemented. • Darryl Evey- Stated a year ago he could not find any county funded programs that old him where the outreach team would be. Mr. Evey stated his outreach team schedules six months out. • Marcus Dillard- Stated he is respectful of the pain points, but he is here to coordinate outreach. • Astrid Johnson- Stated in the East Valley they are doing outreach and building connections. • Ujima Moore- Stated that many agencies were out in the field yesterday doing outreach and everybody is working together. Mrs. Moore stated that five years ago when she attended the CES meetings with the HOPE team they were productive, and it worked. Mrs. Moore stated the unhoused individuals are fatigued because they are being brought services, but no housing is available. • Sharon Green- Stated we need individuals to show up that will help move the needle. Mrs. Green asked to see who would like to be on the committee to resolve the matters that they're battling. Mrs. Green asked for OHS to collect the names. <p>Chair closed item for discussion.</p>
Set date, time, location for the next CES meeting	Sharon Green, Chair	<p>The Chair opened discussion on setting the date, time, and location for the next CES meeting.</p> <ul style="list-style-type: none"> • Darryl Evey- Stated they were thinking about conducting the meetings quarterly, and suggested January. • Sharon Green- Stated she would like it sooner and would like to meet the second Thursday of November and extend the meeting for two hours. OHS will confirm and send clarification. <p>Chair closed item for discussion.</p>
COMMITTEE ROUNDTABLE	PRESENTER	
Adjournment		<ul style="list-style-type: none"> • Kameron Grosvenor- Stated they have groups that come in and think they have the solution and don't communicate with other people. Mrs. Grosvenor stated that more publicity around what each group is doing. • Astrid Johnson- Stated she agreed with what Kameron Grosvenor stated. Mrs. Johnson stated she learned a lot

		<p>from the Emergency Voucher Program and how things were throughout the county.</p> <ul style="list-style-type: none"> • Darryl Evey- Stated next Friday at 10 o' clock at the county board chambers, assemblymember James Ramos is having the Assembly Homeless Youth Public Hearing. Mr. Evey stated that since it is an assembly meeting it will be broadcasted on the assembly website. Mr. Evey stated he will send the information to OHS for distribution. • William Lamas- Stated he is excited to coordinate and get everyone together. • Being no further business, the meeting was adjourned at 10:59 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, November 9th, 2023</u> <u>10:00 am – 12:00 pm</u> <u>Address: Program Development Division (Conference Room B)</u> <u>825 E. Hospitality Lane, San Bernardino, CA 92415</u></p>

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Attendees on August 10, 2023, • Outreach and Coordinated Entry System Committee (CES) Meeting				
LAST NAME	FIRST NAME	ORGANIZATION	PHONE NUMBER	EMAIL
Dillard	Marcus	Office of Homeless Services		Marcus.Dillard@hss.sbcounty.gov
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		mjones@sbcasd.org
Johnson	Astrid	Morongo Basin ARCH		skyviewfarm29@gmail.com
Woodard	Joy	Office of Homeless Services		Joy.woodard@hss.sbcounty.gov

Please note attendance of members of the public is not included