



**San Bernardino County Homeless Partnership  
 Provider Network – West Valley Regional Meeting**  
**Wednesday, March 8, 2017 • 9:00 a.m. to 11:00 a.m.**  
**(Please note new location)**  
**County of San Bernardino**  
**Children and Family Services - Emerald Room**  
**9518 E. 9<sup>th</sup> St., Rancho Cucamonga, CA 91730**

**AGENDA**

OPENING REMARKS	PRESENTER
A. Call to Order B. Welcome and Introductions	Don Smith
UPDATES & INFORMATION ITEMS	PRESENTER
C. Interagency Council on Homelessness D. Homeless Provider Network E. Office of Homeless Services F. HPN Member News, Updates and Announcements	HPN Members
PRESENTATION	PRESENTER
G. Step Up Housing First: <i>“Leading the Charge Toward Ending Chronic Homelessness in San Bernardino County”</i>	Kimberlee Albers, Director of Housing First Programs
NETWORKING	PRESENTER
H. Case Management Wrap-Around: <i>Share your client service challenges</i>	HPN Members
CONSENT ITEMS	PRESENTER
I. Approval of Meeting Minutes from October 12, 2016, January 11, 2017	Don Smith
CLOSING	PRESENTER
J. Public Comment K. Final Thoughts L. Adjournment	
Next Meeting: West Valley Region will next meet on: Wednesday, May 10, 2017 9:00 am – 11:00 am Children and Family Services - Emerald Room 9518 E. 9 <sup>th</sup> St., Rancho Cucamonga, CA 91730	

In September 2007, the San Bernardino County Homeless Partnership (SBCHP) was formed to provide a more focused approach to our goal of ending homelessness within the County. The Partnership consists of city governments, community based organizations, faith-based organizations, educational institutes, non-profit organizations, private industry, and federal, state, and local government.

SBCHP was developed to promote a strong collaboration between agencies to direct the planning, development, and implementation of the County's 10-year-plan to end chronic homelessness. The Partnership meets on the third Wednesday of each month at the Behavioral Health Resource Center in Rialto. The Partnership facilitates better communication, planning, coordination, and cooperation among all entities that provide services and/or resources for the relief of homelessness in San Bernardino County.

***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 SAN BERNARDINO COUNTY HOMELESS PARTNERSHIP 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) 386-8297 AND THE OFFICE IS LOCATED AT 303 E. VANDERBILT WAY, 1<sup>ST</sup> FLOOR SAN BERNARDINO, CA 92415. <http://www.sbcounty.gov/sbchp/>

AGENDA AND SUPPORTING DOCUMENTATION CAN BE OBTAINED AT 303 E. VANDERBILT WAY, 1<sup>ST</sup> FLOOR SAN BERNARDINO, SAN BERNARDINO, CA 92415 OR BY EMAIL: [HOMELESSRFP@HSS.SBCOUNTY.GOV](mailto:HOMELESSRFP@HSS.SBCOUNTY.GOV).

## Minutes for San Bernardino County Office of Homeless Services West Valley Regional Meeting

January 11, 2017  
9:00 A.M. – 11:00 P.M.

9624 Hermosa Ave, Rancho Cucamonga, CA 91730

Minutes Recorded and Transcribed by Amy Edwards, Secretary I, Department of Behavioral Health - Office of Homeless Services

OPENING REMARKS	PRESENTER	ACTION/OUTCOME
<p>Call to Order Welcome and Introductions</p> <p>Approval of Minutes September 14, 2016 &amp; October 12, 2016</p>	Don Smith	<ul style="list-style-type: none"> <li>• Attendees were welcomed to the meeting and asked to introduce themselves. .</li> <li>• The September Minutes were approved with additions. The October minutes were tabled until next meeting. All were in favor and there were no objections or abstentions.</li> </ul>
DISCUSSION ITEMS		
Election of HPN Regional Representative	Tom Hernandez Amy Edwards	<ul style="list-style-type: none"> <li>• The position for HPN Regional Representative to the Interagency Council on Homelessness (ICH) is up for election. There are currently four HPN – Homeless Provider Network – regional representatives from each region, West Valley, Central Valley, Desert Mountain, and the Morongo Basin. We also have the Countywide HPN Chair who oversees the entire Homeless Provider Network. The responsibilities of the representatives are to chair the regional meetings, and relay the ideas, issues, needs and activities of the region and all HPN partners to the ICH.</li> <li>• The person elected to this position will serve from February 2017 to January 2019. Nominations are taken from the floor and regional members cast their vote. Nominees must be a regional HPN member in good standing.</li> <li>• Amy Edwards read the list of Voting Members for the HPN West Valley Region.</li> <li>• The floor was opened for nominations:               <ul style="list-style-type: none"> <li>○ Carmen Hall nominates Don Smith</li> <li>○ Alice Varela nominates Debra Watkins</li> </ul> </li> <li>• Nominations were requested three times, no other nominations were given therefore nominations were closed.</li> <li>• Each nominee gave a brief description of their qualifications and reasons why they want to serve as the West Valley Representative.</li> <li>• The voting process was conducted by written ballot. All members were given a sheet of paper to write their vote on. Amy Edwards collected all of the votes and each one was read by Tom Hernandez.</li> <li>• Voting results were as follows:               <ul style="list-style-type: none"> <li>○ Don Smith - 6</li> <li>○ Debra Watkins – 4</li> </ul> </li> <li>• The majority vote is for Don Smith. Congratulations Don Smith.</li> </ul>
UPDATES & INFORMATION ITEMS		
	Tom Hernandez	<ul style="list-style-type: none"> <li>• The Interagency Council on Homelessness will hold their next meeting on January 25, 2016, 9:00 -11:00 am, at the new location of, County Health Administration Bldg., 850 E. Foothill Blvd., Rialto. There will be updates on the No Child Left Behind, Probation Housing, and there will be elections for the chair and vice chair of ICH.</li> </ul>

		<ul style="list-style-type: none"> <li>• One item that has been proposed to be added to the agenda for ICH is to increase the city representatives from 7 to 9 should the By-Laws and Membership Committee approve the amendment. If adopted by ICH, then the application process will be opened for new cities to apply for membership.</li> </ul>
	Mike Tinker	<ul style="list-style-type: none"> <li>• Mike asked for clarification on the West Valley HPN meeting calendar as it has been changed to a bi-monthly meeting rather than a monthly. He expressed his concern for not meeting monthly as he relies on the information and networking he gains from these meetings.</li> </ul>
	Debra Watkins	<ul style="list-style-type: none"> <li>• Debra asked that the meeting schedule be put to a vote as she too feels the West Valley HPN should continue to meet monthly</li> </ul>
	Don Smith	<ul style="list-style-type: none"> <li>• Don asked for a show of hands from all in attendance in favor of meeting every month and those in favor of meeting every other month. The majority voted to meet every other month so the schedule will remain.</li> </ul>
	Andre Bossieux	<ul style="list-style-type: none"> <li>• Andre commented "I want to have a specific reason to attend this meeting. I don't want to sit here listening to procedure discrepancies. I think we need to have a specific goal in mind when we come here and use our resources to get this done."</li> <li>• Tom noted that comments on non-agenda items need to be held until public comment unless it is specifically related to the item on the agenda.</li> </ul>
	Tom Hernandez	<ul style="list-style-type: none"> <li>• Office of Homeless Services is getting ready for the Point-in-Time Count on January 26, 2017. We are working with the cities as they conduct their own count. The current methodologies we use are HUD approved and based off the pilot program done in Upland. The unincorporated areas will be covered by County employees that have volunteered for those areas.</li> </ul>
	Don Smith	<ul style="list-style-type: none"> <li>• Don encouraged everyone to participate; you can sign up to volunteer. There are also trainings you need to attend. The schedule and link to sign up is located on the partnership website. <a href="http://www.sbcounty.gov/dbh/sbchp">www.sbcounty.gov/dbh/sbchp</a></li> </ul>
	Debra Watkins	<ul style="list-style-type: none"> <li>• Debra commented that we forgot to count the homeless in the unincorporated areas in the last count and wanted more information on the plan to count those areas this year.</li> </ul>
	Tom Hernandez	<ul style="list-style-type: none"> <li>• Tom clarified that all areas were counted in 2016. Nothing was overlooked. Cities control the count in their communities and help with some surrounding unincorporated areas. County teams will be dispatched to unincorporated areas this year to help ensure complete coverage. If you would like to take a look at the maps you can call Michele Bletcher with OHS and she can provide that information.</li> </ul>
	Don Smith	<ul style="list-style-type: none"> <li>• Don passed out the HUD Continuum of Care (CoC) 2016 award sheet. Our CoC did receive an increase in dollars but fell short \$400,000 less than our maximum amount. All of the CoC's received less than their maximum amount as HUD cut 5-7% across the country from everyone's Annual Renewal Demand plus the bonus dollars. We still got more than the prior year and continue to be one of the top scoring CoC's in the competition over the last few years.</li> </ul>
	Eric Gavin	<ul style="list-style-type: none"> <li>• Upland is doing something new as a city. The City along with community partners have established the Upland Community Restoration Team. We are saying these are our homeless residents and we as a city are going to take responsibility for them. We as a city are going to reach out to the providers on their behalf and try to connect people to housing solutions.</li> <li>• One problem we are facing when we call service providers on behalf of a homeless resident is the providers telling us "Sorry we can't talk to you but if you have them call us we will help them". That is challenging as most of the time we are dealing with individuals that procrastinate, have mental health issues, or just won't follow through on their own. Seeking support from this body to help advocates access services on behalf of clients. We need our advocates to be able to walk aside these individuals and help them seek services.</li> </ul>

	<p>Myra Ramirez</p> <p>Andre Bossieux</p> <p>Kimberlee Albers</p> <p>Debra Watkins Tom Hernandez</p> <p>Carmen Hall</p> <p>Danny Marquez</p>	<ul style="list-style-type: none"> <li>• Molina has information for those homeless individuals seeking medical care. We have employees at the ready to help them with Free information and enrollment at our Hospitality Lane location in San Bernardino. 550 E. Hospitality Lane. Suite 100 San Bernardino, CA 92408. One of Molina's mission statements is that we advocate for those individuals that can't afford healthcare. So our clinics are there to serve those individuals that can't afford to pay.</li> <li>• Two of our locations in Rialto and Fontana have what we call Kids Corner. We noticed that most parents neglect their own healthcare because they do not have daycare for their children to attend appointments. At these two clinics Kids Corner is a drop in child care where parents can leave their children with a Kids Corner Associate while they attend their appointment. We also have free conference rooms available at our Hospitality Lane location that can be used to host your events, meetings, or trainings.</li> <li>• Andre shared information on a situation with a TAY youth. His mother and three siblings are living out of their van. Two of the children are older, not TAY age but 2 of them are. The challenge with serving chronically homeless adults is that it can't take up to 4 weeks to get them through the system to get help. 4 weeks seems like a very long time to have to wait for services. I've brought it up to our management that we need to have motel vouchers at the ready to be able to help these people while they are waiting for the services to come through. (Andre worked with Step Up on this matter but it appears that this family does not meet requirements for chronically homeless designation.)</li> <li>• Kimberlee shared that when we have an open ended case like this it gets messy giving them the motel vouchers when there isn't an end to the case. We don't give vouchers if we don't see an end.</li> <li>• Debra asked about access to the vouchers for this family from the organizations listed on the Emergency Shelter list?</li> <li>• Tom stated that it is up to the organizations. Most of those organizations are recipients of Emergency Food and Shelter program (EFSP) money and that money is limited. They make as many as they can available. So it would be a matter of calling the agencies and asking if they have any available. Typically they try and spread it out so they only make so many available each month.</li> <li>• The issue we are all dealing with is in order to get HUD supportive housing they have to be literally homeless. Therefore that bridge has to be there so we can get them into another place and then permanent housing. That's the difficult part but if you add mental health issues, if you have physical issues like meds it is highly complicated. You can't put them in shelters.</li> <li>• Our organization, Veterans Partnership with Communities, puts things of value together to try and assist veterans and their families. We can provide emergency food for any veteran family that wants it on a daily basis not just on scheduled distribution days. They just need to contact us. We also have a grant to help get clothes and small appliances. So if you have any veterans or reservist or military affiliated, please send them our way. I am also involved in a program through my church to assist them with obtaining job skills. It's a work program that will help them build skills and put experience on their resume in order to help them get out of their situation.</li> </ul>
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**PRESENTATION**

<p>Update on SBC CoC Coordinated Entry System</p>	<p>Lily Palacios</p>	<ul style="list-style-type: none"> <li>• A brief update on the Coordinated Entry System (CES). As of November 1, 2016 we received 500+ phone calls from individuals or families stating they are homeless. A brief screening was taken at the time of call.</li> <li>• We then did a screening assessment and determined that 234 were actually homeless. We need certification that the individual or family is actually homeless. The certification can be done by the HOPE team, Faith Based organizations, Shelter providers and other partners.</li> <li>• Of those 234, we identified 8 that were not eligible. 12 households have been housed into permanent housing and 89 have been accepted into programs.</li> <li>• We still have 125 individuals that we are still working with. We are working hard to try and match them with a provider on a weekly basis.</li> </ul>
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	Eric Gavin  Lily Palacios Debra Watkins	<ul style="list-style-type: none"> <li>• US Vets has been very helpful with bridge housing because they have the March Air Force base they can house people there</li> <li>• Eric identified that we need to figure out some sort of data exchange because we purposefully don't refer people to CES because we then lose the contact. The City of Upland is making a conscience effort to maintain a 12 month follow up with the people we are helping.</li> <li>• Lily responded that HMIS is a great resource for tracking and case management.</li> <li>• NECON has a registry that is HIPPA compliant, that agencies can register to use. They can upload case management notes on a homeless individual and seek services. They can also share their information with another organization by giving them a token that will allow that individual access to case notes and information.</li> </ul>
Next Meeting		<p>The next West Valley Regional Meeting will be held on:  March 8, 2017  9:00 am – 11:00 am  San Bernardino County Children and Family Services  9518 E. 9<sup>th</sup> St., Rancho Cucamonga, CA 91730</p>

**January 11, 2017 ATTENDEES:**

AHMED	OMAR	Impact SoCal	909-285-4222	<a href="mailto:omar@impactsocal.com">omar@impactsocal.com</a>
ALBERS	KIM	Director Step Up On Second	909-677-7275	<a href="mailto:kalbers@stepuponsecond.org">kalbers@stepuponsecond.org</a>
BOSSIEUX	ANDRE	Transitional Age Youth (TAY)	909-387-7192	<a href="mailto:abossieuz@dbh.sbcounty.gov">abossieuz@dbh.sbcounty.gov</a>
BRAVO	ALEXANDRA	Community Engagement Mgr	909-503-8739	<a href="mailto:Alexandra.bravo@molinahealthcare.com">Alexandra.bravo@molinahealthcare.com</a>
CAROL	TIMM	Upland City Council	909-815-9351	<a href="mailto:caroltimmuplandcitycouncil@gmail.com">caroltimmuplandcitycouncil@gmail.com</a>
ELLIOTT	JANICE	City Council Candidate	909-292-3875	<a href="mailto:Jelliott@aol.com">Jelliott@aol.com</a>
GAVIN	ERIC	City of Upland		
GIVENS	RORY	Case Manager	951-842-0025	<a href="mailto:roryg@lighthouse-ssc.org">roryg@lighthouse-ssc.org</a>
HALL	CARMEN	Pacific Lifeline	909-931-2624	<a href="mailto:pacificlifeline@earthlink.net">pacificlifeline@earthlink.net</a>
HERNANDEZ	TOM	OHS	909-386-8297	<a href="mailto:thernandez@dbh.sbcounty.gov">thernandez@dbh.sbcounty.gov</a>
HILL	ANN	SB Probation	909-463-7576	<a href="mailto:ahill@prob.sbcounty.gov">ahill@prob.sbcounty.gov</a>
HILL	ANN	Probation officer	909-356-6443	<a href="mailto:ahill@prob.sbcounty.gov">ahill@prob.sbcounty.gov</a>
MARQUEZ	DANNY	President Veterans Partnership with Communities	951-505-1434	<a href="mailto:Dmarq11111@aol.com">Dmarq11111@aol.com</a>
PALACIOS	LILY	IEUW 211		<a href="mailto:lpalacios@ieuw.org">lpalacios@ieuw.org</a>
RAMIREZ	MAYRA	Community Outreach Coordinator	909-282-4940	<a href="mailto:Mayra.ramirez@molinahealthcare.com">Mayra.ramirez@molinahealthcare.com</a>
SANDEZ	JAIME	US Vets	213-334-8157	<a href="mailto:jsandez@usvetsinc.org">jsandez@usvetsinc.org</a>
SMITH	DON	Creating Community Solutions	909-210-0639	<a href="mailto:DonSmithSolutions@outlook.com">DonSmithSolutions@outlook.com</a>
TINKER	MIKE	Room & Board Coalition	909-873-1973	<a href="mailto:Mystinker4u@sbcglobal.com">Mystinker4u@sbcglobal.com</a>
ULLOA	RACQUEL	Case manager. Lighthouse SSC	909-953-5968	<a href="mailto:Racquelu@lighthouse-ssc.org">Racquelu@lighthouse-ssc.org</a>
VARELA	ALICE	Support Kids in Progress	909-881-6573	<a href="mailto:avarela@skipwithus.org">avarela@skipwithus.org</a>
WATKINS	DEBRA	NECON	714-654-8078	<a href="mailto:Greystn714@aol.com">Greystn714@aol.com</a>