Office of Homeless Services
303 E. Vanderbilt Way • San Bernardino, CA 92415
Phone: (909)386-8297 • Fax: (909)890-0868
Email: homelessrfp@hss.sbcounty.gov • Website: http://www.sbcounty.gov/dbh/sbchp/

Agenda: Interagency Council on Homelessness (ICH)

Meeting date, time, and place

Date: **January 23, 2019**
Time: **9:00 am – 11:00 am**
Place: **County of San Bernardino Health Services (CSBHS) Building**
850 E. Foothill Blvd., CSBHS Auditorium
Rialto, CA 92376

Note: Please remember to silence your cell phones.

			Time
Call to Order	Chair or Designee will call the meeting to order		
Invocation	Chair or Designee will lead the Invocation		9:00 – 9:05 am
Pledge of Allegiance	Chair or Designee will lead the Pledge of Allegiance		
Introductions	Chair or Designee will lead the Introductions of the ICH Members and Staff		9:05 – 9:10 am
Reports	1. Homeless Provider Network – Sharon Green (3min)	*Pg 4*	
	2. Office of Homeless Services – Tom Hernandez (3 min)	*Pg 5-9*	
	3. Homeless Advisory Board – Dean Fuentes (3 min)	*Pg 10-12*	
	4. Subcommittee Reports – Chairs (9 min)		
	Emergency Preparedness – Mike Jones	*Pg 13*	
	Rapid Rehousing Ad Hoc Committee – Don Smith	*Pg 14-16*	
	Health Committee – Jeanna Kendricks	*Pg 17*	
	5. Legislative Report – Chekesha Gilliam	*Pg 18-25*	
	6. Board Agenda Review – Kent Paxton (3 min)	*Pg 26-29*	9:10 – 9:40 am
	7. Housing Authority of the County of San Bernardino – Maria Razo – (3 min)	*Pg 30-35*	
	8. Coordinated Entry System Report – Marisela Manzo (3 min)	*Pg 36-40*	

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) 386-8297 AND THE OFFICE IS LOCATED AT 303 E. VANDERBILT WAY, SAN BERNARDINO, CA 92415. http://www.sbcounty.gov/dbh/sbchp/

AGENDA AND SUPPORTING DOCUMENTATION CAN BE OBTAINED AT 303 E. VANDERBILT WAY, SAN BERNARDINO, CA 92415

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

Item No.	Consent Items	
1	Approve minutes of the December 12, 2018, Special ICH meeting *Pg 41-51*	9:40 – 9:45 am
	Homeless Emergency Aid Program Update	
2	Receive update on the State of California Business, Consumer Services and Housing Agency Homeless Emergency Aid Program (HEAP) application submission – Tom Hernandez, Office of Homeless Services *Pg 52-57*	9:45 – 9:55 am
	Discussion	
3	Approve letters of support to Lighthouse Social Service Centers, Knowledge & Education for Your Success and U.S. Veterans Initiative for the Supportive Services for Veteran Families Program Application – Tom Hernandez, Office of Homeless Services *Pg 58-64*	9:55 – 10:00 am
4	Approve letter of support for the San Bernardino County Department of Behavioral Health's proposed Mental Health Services Act Innovation Project - InnROADs – Tom Hernandez, Office of Homeless Services *Pg 65-71*	10:00 – 10:10 am
5	Adopt recommendation from the Ad Hoc Committee on Rapid Re-Housing to approve the "San Bernardino County Homeless Partnership Rapid Re-Housing Program Standards, Practices and Model Guidelines" document as presented – Don Smith, ICH Ad Hoc Committee on Rapid Re-Housing *Pg 72-113*	10:10 – 10:20 am
	Presentations	
6	Point-In-Time Count (PITC) Esri smart phone application – Lindsay King, Information Services Department and Natalie Campos, Information Services Department	10:20 – 10:40 am
	Recognition of Service	
7	Recognize Chris Rymer, Manager of the Early Care and Education Division, City of Colton and Richard DeLaRosa, Mayor of City of Colton, for their many years of contribution and dedicated service to the Interagency Council on Homelessness	10:40 – 10:50 am
	Closing	10:50 – 11:00 am

Public Comment	Open to the public for comments limited to three minutes
Council Roundtable	Open to comments by the Council

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Next ICH Meeting

The next Interagency Council on Homelessness meeting is scheduled for:

February 27, 2019
9:00 am – 11:00 am
County of San Bernardino Health Services (CSBHS) Building
850 E. Foothill Blvd., CSBHS Auditorium
Rialto, CA 92376

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 luated and is accessible to all who are homeless and those at-risk of becoming homeless.

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Homeless Provider Network

Date: January 23, 2019

Presenter: Sharon Green

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

Announcements
• **Presentations:** • HPN was honored to have presentations from Jose Marquez from the Community Foundation and The Chance Project. Mr. Marquez provided information regarding proposal writing. • Ron Griffin spoke on the Chance Organization and Pathways to Housing. He encouraged the agencies to get involved as we collaborate more effectively to serve our communities.
• **Adverse Zoning Laws** • The Regional Chairs were asked to research adverse zoning laws that prevent or obstruct housing those that are experiencing homelessness. Not doing so put communities at risk and violates the law. The Countywide chair is working with agencies experiencing roadblocks in providing housing in certain areas. There is a major concern especially in the areas that declared a homeless crisis.
• **Recommendations** • Expansion of Recusal policy in our Governance Manual. According to Housing and Urban Development, members that have conflicts should not be permitted to participate in conversations that may influence awards. Therefore, HPN is requested that HUD information be included to corrective action such as censoring members that violate this policy. We are also recommending that the Conflict of Interest Policy be reviewed annually in the month of January to ensure that all members understand what constitutes a Conflict of Interest. Monthly reminders should be given each meeting with the Housekeeping reminders. • The General Conduct policy for all members must be emphasized and consequences of violations need to be established. Members should not be allowed to verbally or physically abuse anyone. Should adverse behavior occur, a verbal warning should be issued by the Chair. Should it continue, the member should be censored or removed from the Board.

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Office of Homeless Services Report
Prepared for the Interagency Council on Homelessness

Report purpose	The purpose of this document is to present the Office of Homeless Services (OHS) report and to record action items from prior Interagency Council on Homelessness (ICH) meetings.
Date	January 23, 2019
Presenter	Tom Hernandez, Chief of Homeless Services

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

Announcements
Continuum of Care (CoC) Submission Update • On December 22, 2018, at Midnight, Congress failed to pass a continuing resolution to fund federal services resulting in a partial government shutdown. One of the federal departments affected by the shutdown was the United States Department of Housing and Urban Development (HUD). • As a result of the shutdown, there has been no update on the status of Continuum of Care (CoC) awards throughout the country. In addition, this has affected agencies ability to drawdown reimbursements through HUD's Line of Credit Control System (LOCCS). As of the writing of this report, it is hoped that the legislative and executive branches can reach a resolution swiftly to avoid continual interruptions of services. • In a webinar last year, HUD noted that it would be opening the CoC registration on the second Tuesday of January beginning this year, with the deadline for submission of the registration set for the first Thursday in March. OHS anticipates a delay in the CoC registration timeline and potential future timelines as a result of the partial shutdown.

San Bernardino County HOMELESS PARTNERSHIP

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Point-In-Time Count (PITC) Update

- The San Bernardino County PITC is scheduled for Thursday, January 24, 2019 in all cities and unincorporated areas of the County. All jurisdictions are actively participating in the upcoming 2019 PITC Homeless Survey.
- Over 600 volunteers have registered for the 2019 PITC. This year volunteers will be using a "smart" device application in lieu of paper surveys, developed by ESRI, which incorporates the HUD required survey questions.
- Trainings have included how to download the survey application, how to download the survey into the application, and how to conduct the survey using the application.
- Trainings have been conducted in multiple cities and with various agencies throughout San Bernardino County and the training is available online at http://wp.sbcounty.gov/dbh/sbchp/community-projects/point-in-time-count/

Homeless Management Information System (HMIS) Update

- The OHS, HMIS section routinely monitors agencies data quality to ensure accuracy and meet HUD standards for data quality maintenance. Attached you will find a copy of the latest HMIS Data Quality Report for the month of December, 2018 (see attached, Report 2A).
- Agency report cards are posted for review on individual agencies participating in HMIS at the following website: http://www.sbcounty.gov/dbh/sbchp/HMIS.aspx

Inland Empire Waterkeeper Homelessness and Water Regional Work Conference

- On January, 17, 2019, the Inland Empire Waterkeeper hosted a Regional Work Plan Conference at the Santos Manuel Student Union at California State University, San Bernardino to help address the issue of homelessness that affects the local watersheds. The conference reviewed current efforts by the Counties of Riverside and San Bernardino to address homelessness and encampments in our local waterways.
- The OHS along with Mike Jones, Sheriff's Department, John Beck, ESRI, and Kent Paxton, Homeless Policy Advisor for Fifth District Supervisor Josie Gonzales, presented on the Esri smart device application being utilized by the Sheriff's Department to identify encampments using geographic information systems software.
- The use of the application, its expansion in usage within the County, the incorporation of the PITC survey information and potential policy development moving forward, were part of the panel presentation topics presented by the Partnership to attendees at the Conference.

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11th Annual Homeless Summit

- The 11th Annual Homeless Summit was held on Wednesday, November 14, 2018 at the Ontario Airport Hotel located at 700 N Haven Ave, Ontario, CA 91764 from 10:00 am to 3:30 pm, with check-in beginning at 9:30 am.
- This year's theme was "Aspire to Inspire", and consisted of panels of local homeless service providers who shared their success and challenges in providing housing assistance to homeless individuals and families who come to them for services.
- Fifth District Supervisor Josie Gonzales opened the Summit with inspirational remarks, as did Phillip Mangano, Founder and President of American Round Table to Abolish Homelessness, with a special presentation by Gary Madden, Director of United Way 211. The keynote speaker this year was Kim Carter, Founder/Ambassador of Time for Change Foundation.
- Presentations included an overview of the collaboration between the Housing Authority of the County of San Bernardino, LightHouse Social Service Centers, and United Way, 211; the San Bernardino County Sheriff's Department's START (Sheriff's Transition Assistance Reentry Team) program and the HOPE (Homeless Outreach Proactive Enforcement) team; the Family Assistance Program provided a presentation on , "Youth Falling Through the Cracks;" and a youth presentation panel hosted by the San Bernardino County Department of Behavioral Health and the Superintendent of Schools.

Attachments

HMIS Data Quality Monthly Report December 2018 – Report 2A-Attached

Data Quality Totals for the Month of January 2019

Org ID	Organization / Program	Total Active Enrlmts	Total Clients Served	Name		SSN		DOB		Race		Ethnicity		Gender		Vet Status		Entry Date		Relationship		Client Location	
				# of Errors	% of Error Rate	# of Errors	% of Error Rate	# of Errors	% of Error Rate	# of Errors	% of Error Rate	# of Errors	% of Error Rate	# of Errors	% of Error Rate	# of Errors	% of Error Rate	# of Errors	% of Error Rate	# of Errors	% of Error Rate	# of Errors	% of Error Rate
CC1	Catholic Charities	10	16	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	20.00%	0	0.00%
CAP	Community Action Partnership	32	32	0	0.00%	3	9.38%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DMM	Desert Manna Ministries	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
FA2	Family Assistance Program	5	7	0	0.00%	5	71.43%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
FSA	Family Services Association of Redlands	21	60	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
FFS	Foothill Family Shelter	15	15	0	0.00%	8	53.33%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
FCC	Frazee Community Center	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
GDC	Global One Development Center	3	3	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
HDH	High Desert Homeless Services	36	53	0	0.00%	1	1.89%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
LTH	Inland Temporary Homes	104	107	0	0.00%	8	7.48%	5	4.67%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	4	3.74%	1	2.27%
IHP	Inland Valley Hope Partners	154	231	0	0.00%	13	8.55%	6	3.95%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	1.47%
KEY	Knowledge & Education For Your Success	774	934	0	0.00%	49	6.33%	0	0.00%	6	0.78%	6	0.78%	0	0.00%	2	0.26%	0	0.00%	3	0.39%	1	0.45%
LCD	Life Community Development	16	17	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
LSS	Lighthouse Social Services	249	311	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
CCL	Lutheran Social Services of Southern California	73	95	0	0.00%	8	10.96%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	1.37%	0	0.00%	0	0.00%	0	0.00%
MH1	Mercy House	174	204	0	0.00%	33	18.97%	0	0.00%	5	2.87%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
NHV	New Hope Village, Inc.	27	27	0	0.00%	2	7.41%	0	0.00%	1	3.70%	0	0.00%	0	0.00%	0	0.00%	1	3.70%	13	48.15%	0	0.00%
OG1	Operation Grace	16	16	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
HOA	Restoration House of Angels	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
SA1	Salvation Army	114	128	0	0.00%	4	3.13%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	1.64%
DBA	SB DBH Adult & Older System of Care	41	45	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DBH	SB DBH/HA	482	453	0	0.00%	2	0.41%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	0.41%	0	0.00%	1	0.21%	0	0.00%
HA1	SB Housing Authority	649	678	0	0.00%	9	1.39%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	15	2.31%	0	0.00%	2	0.31%	0	0.00%
SUS	Step Up on Second Street, Inc	205	163	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
TFC	Time For Change Foundation	45	49	0	0.00%	1	2.04%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
USV	US Veterans Inc	154	173	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
VVF	Victor Valley Family Resource Center	35	36	0	0.00%	12	33.33%	0	0.00%	4	11.11%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	6.25%
WOL	Water Of Life Community Church	22	22	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		3,456	3875	0	0.00%	158	8.43%	11	0.31%	16	0.66%	6	0.03%	0	0.00%	20	0.16%	1	0.13%	25	2.60%	5	0.43%

Data Quality Totals for the Month of January 2019

Org ID	Organization / Program	Total Active Enrlmts	Total Clients Served	Disabling Cond.		Destination		Incm @ Start		Incm @ Annual		Incm @ Exit	
				# of Errors	% of Error Rate	# of Errors	% of Error Rate	# of Errors	% of Error Rate	# of Errors	% of Error Rate	# of Errors	% of Error Rate
CC1	Catholic Charities	10	16	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
CAP	Community Action Partnership	32	32	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DMM	Desert Manna Ministries	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
FA2	Family Assistance Program	5	7	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
FSA	Family Services Association of Redlands	21	60	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
FFS	Foothill Family Shelter	15	15	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
FCC	Frazee Community Center	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
GDC	Global One Development Center	3	3	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
HDH	High Desert Homeless Services	36	53	10	18.87%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
LTH	Inland Temporary Homes	104	107	37	34.50%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
IHP	Inland Valley Hope Partners	154	231	43	28.29%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
KEY	Knowledge & Education For Your Success	774	934	1	0.13%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
LCD	Life Community Development	16	17	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
LSS	Lighthouse Social Services	249	311	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
CCL	Lutheran Social Services of Southern California	73	95	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
MH1	Mercy House	174	204	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
NHV	New Hope Village, Inc.	27	27	9	33.33%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
OG1	Operation Grace	16	16	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
HOA	Restoration House of Angels	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
SA1	Salvation Army	114	128	1	0.78%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DBA	SB DBH Adult & Older System of Care	41	45	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
DBH	SB DBH/HA	482	453	1	0.21%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
HA1	SB Housing Authority	649	678	71	10.94%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
SUS	Step Up on Second Street, Inc	205	163	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
TFC	Time For Change Foundation	45	49	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
USV	US Veterans Inc	154	173	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
VVF	Victor Valley Family Resource Center	35	36	1	2.87%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
WOL	Water Of Life Community Church	22	22	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
		3,456	3875	174	4.64%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

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Advisory Board on Ending Chronic Homelessness

Date January 23, 2019

Presenter Dena Fuentes, Deputy Executive Officer, Community Development and Housing Agency

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

Announcements
Report on Numbers: Chronic Tod Lipka reported since January 2017: • 169 housed in permanent supportive housing; 71 women, 43 unaccompanied women • 2 have returned to homelessness • 108 vouchers used; 36 vouchers not used • 8 in search process Veterans Karyn Young-Lowe, President and CEO, Lighthouse Social Services reported: • 1049 housed • 66 not housed • 12.18% recidivism • 12 sheltered • 54 unsheltered; 26 residing outdoors, 28 residing in vehicle o 8 missing o 30 with a VASH Voucher in process Update on Grant and Per Diem (GPD) beds – Life Community Development GPD housing program has 2 houses in Adelanto, 6 beds each; 3 beds currently utilized. Unable to relocate closer to VA Hospital. Karyn is checking how we can bring back the 13 GPD beds to San Bernardino we lost due to the closure of Frazee Community Center.

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Report on Numbers, Cont.:

Housing Search

Jeff Little, CEO of Inland Housing Solutions reported:

- 59 units developed in November; 53 average monthly
- 32 currently available
- 20 units utilized in October
- 74% unit utilization rate

Non-Veteran, Non-Chronic

Marisela reported:

- 654 households housed since January 2017
- 82 in pipeline
- 120 average assessments per month
- October #s: 176 assessments; 16 housed; 66 referrals

Pipeline Numbers

- Loma Linda Veterans Village - 50 units for chronically homeless vets, 36 for vets; expected availability Nov-Dec 2018 (phased occupancy)
- Golden Apartments in San Bernardino – 38 units for chronically homeless; DBH workers on site; expected availability Dec 2018–Jan 2019 (phased occupancy)
- Desert Haven in Victorville – 31 units for chronically homeless; expected availability Spring 2019
- VASH Tenant Based – scattered sites; 61 units for chronically homeless vets; expected availability Oct 2018
- Mainstream Tenant Based – scattered sites; 55 units for non-elderly disabled homeless & at risk of homeless; expected availability Jan 2019

Philip asked whether any of these projects accommodate vet families. Loma Linda Veterans Village does; however, we've discovered that homeless vet families is not an unmet need.

Ray Osbourne reported HomeAid Inland Empire has been approved to construct a veteran project in 2019 and one in 2020.

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Update on New Resource Opportunities:

HEAP – Tom Hernandez reported the Grant Review Committee reviewed $50 million in proposals in 2 days of public meetings in November. At this point two were recommended to go to ICH for final approval: Transitional Assistance; Community Development & Housing in partnership with IEHP.

CaSonya reported this may not be the final funding opportunity. We have a comprehensive group of proposals at our disposal.

CESH – Dena Fuentes reported we've heard nothing further from the state; perhaps in December.

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Emergency Preparedness Ad Hoc Committee

Date: January 23, 2019

Presenter: Mike Jones

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

Announcements
• We will be having an Emergency Preparedness Ad Hoc Meeting on: Monday, February 4, 2019 DBH Administration – Conf Room 109B 303 E. Vanderbilt Way San Bernardino, CA 92415 3:00 – 4:00 PM • If you would like the meeting invite sent to you please contact The Office of Homeless Services to be added to the distribution list at: homelessrfp@hss.sbcounty.gov

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Ad Hoc Committee on Rapid Rehousing Report
Prepared for the Interagency Council on Homelessness

Date	January 23, 2019
Presenter	Don Smith

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

Announcements
SBCHP Rapid Re-Housing Program Standards, Practices & Model Guidelines The ICH Meeting Agenda today includes a recommendation from the Ad Hoc Committee to adopt the draft "San Bernardino County Homeless Partnership Rapid Re-Housing Program Standards, Practices and Model Guidelines" document as presented. This "living document" is intended to serve as a guide for service providers, system leaders, local funders and other stakeholder partners involved in providing and supporting Rapid Re-Housing services and activities in San Bernardino County through the San Bernardino County Homeless Partnership (SBCHP). The purpose of these guidelines are to define a systemic approach to implementing rapid re-housing interventions and to promote a unified understanding among our local service providers of the core elements and standardized practices for delivering rapid re-housing services, ultimately helping RRH programs and the SBC CoC system as a whole serve a greater number of households successfully. The standards and practices outlined in these guidelines are based on what is currently considered best and promising practice by the National Alliance to End Homelessness, the U.S. Department of Veteran Affairs (VA), the U.S. Department of Housing and Urban Development (HUD), U.S. Interagency Council on Homelessness (USICH), and a variety of federal technical assistance experts, and nationally recognized, high-performing rapid re-housing providers. As our local homeless response system continues to evolve and strengthen its ability to make homelessness rare, brief, and one-time, there is an increased need for system-wide alignment around common goals and outcomes, program models and activities, and performance standards and expectations.

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Key provisions within the draft guidelines include:

- System-wide adoption of the *Progressive Engagement Model* in the provision of rapid re-housing interventions.
- Establishing integrated collaboration agreements with essential mainstream service partners including the Workforce Development Department, Transitional Assistance Department, and the Housing Authority.
- Adoption of a system-wide goal for households participating in RRH programs to achieve housing stability within a 12 month timeframe.
- Building a range of RRH interventions levels into coordinated system to include one-time assistance, along with short, medium and longer term rental subsidies.
- Adoption of a Universal Housing Needs and Tenancy Barriers Assessment instrument to be used by all participating providers.
- Formal designation of a "lead housing search agency" responsible for maintaining a centralized countywide inventory of landlord partners that agree to rent to households receiving assistance from CES participating programs.
- Guidance on housing stability planning and assessing housing options based on income potential and likely level of rent a household will be able to sustain when the program ends.
- Standard practices for measuring housing stability, referrals to longer term subsidies, closing the case and follow-up after financial assistance ends.
- A commitment to on-going training and learning opportunities for RRH providers as well as access to RRH tools, resources and guidance on the SBCHP website.

The draft SBCHP Rapid Re-Housing Program Standards, Practices & Model Guidelines were posted on the SBCHP website for public review and comment on May 23, 2018. No written comments on the document have been provided to date.

Next Steps

The next steps for the ICH Ad Hoc Committee on Rapid Re-housing is to secure adoption of the SBCHP Rapid Re-Housing Program Standards, Practices & Model Guidelines as presented.

The Committee will continue to work with our RRH Provider partners and the CES to operationalize the RRH Program Standards, Practices and Guidelines and implement strategies to achieve system-wide alignment around common goals and outcomes, program models and activities, and performance standards and expectations.

Recommendations from the Ad Hoc Committee participants for moving forward with coordinated efforts to implement system-wide RRH Program Standards and

Practices included:

- Establishing regularly scheduled Case Conferencing Meetings for all Rapid Re-Housing program providers participating in the CES.
- Establishing regularly scheduled (monthly?) "rapid re-housing" Orientation Sessions available to all households receiving permanent housing assistance through the CES that may include how it works, housing search tips, budgeting and finance info, tenant rights and responsibilities, employment and other stabilization support services, etc.
- Develop system practices to more effectively utilize the limited RRH resources available through ESG-funded providers by incorporated a "leveled structure" for assigning RRH interventions through the CES.
- Incorporating a process for transitioning RRH participants from one provider to another as needed and appropriate.
- Incorporating "diversion" strategies into the RRH Guidelines and CoC service system.

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Health Committee Report

Date: January 23, 2019

Presenter: Jeanna Kendrick

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

Announcements
• Committee updated on the grant review process. Numerous proposals scored and awaiting approval. • ICH – Health Committee to review the awarded proposals at a future meeting and invite the programs to provide an in-service to the committee members on their program and identify opportunities for collaboration. • Detailed update given on SB1152, which requires hospitals to screen and identify homeless patients, provide clothes, shelter, food and medications upon discharge and transport patients up discharge to a place within 30 minutes or 30 miles. • Hospitals must also screen for common diseases (such as hepatitis) and provide necessary vaccines. • The Committee suggested a training and resource fair for all hospitals within the two counties, to assist them in understanding the regulation as well as assist them in building their network of organizations that will assist them in their homeless discharge plan. • The Committee recommended to see demo of the new community resource platform, Connect IE, that was funded by IEHP and is available to health and social services programs/partners.
• Next ICH Committee Meeting scheduled for January 10, 2019

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Legislative Report

Date: January 23, 2019

Presenter: Chekesha Gilliam, Governmental and Legislative Affairs Analyst

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

Announcements
• ***January 7th*** - the Legislature reconvened for the 2019-20 legislative session. This is also the date Gavin Newsom was sworn in as California's 40th Governor. • ***January 10th*** - Governor Newsom submitted his Proposed 2019-20 State Budget. Details of the $209 billion spending plan can be found at www.ebudget.ca.gov. • ***January 25th*** – the last day to submit bill requests to the State Office of Legislative Counsel.
Proposed Budget: In total, the Budget includes $7.7 billion across multiple departments and programs to address housing and homelessness throughout the State. Highlights from the Governor's Proposed Budget related to housing and homelessness are as follows: Housing • Includes $750 million one-time for local government incentives to increase housing production through technical assistance and general purpose funding. • Provides $500 million to expand the Mixed-Income Loan program. • Increases funding or the existing state housing tax credit program by $300 million intending to pair with the existing 4 percent federal tax credit. • Provides $200 million for the "missing middle" funding for a new housing program serving households with income between 60 to 80 percent of Area Median income. • Proposes using excess state property for housing development, including soliciting developers to build demonstration projects. • Proposes reforming the Enhanced Infrastructure Financing Districts structure to remove the 55 percent voter approval requirement to issue debt. Homelessness Prevention • Provides $500 million for regional efforts to address homelessness to expand and develop shelters or navigation centers. Of this amount $300 million would be allocated to cities and Continuum of Care areas initially, and $200 would be awarded to regions that show progress in meeting milestones. • Proposes streamlining California Environmental Quality Act for homeless shelters, navigation centers, and new supportive housing units. • Proposes a plan to allow Caltrans airspace to be used for emergency shelters, expanding the eligible locations for the use of this state land. • Provides $25 for Supplemental Security Income advocacy. • Provides $100 million one-time for a "Whole Person Care Pilot" which would coordinates health, behavioral health and social services for individuals.

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The list below includes newly introduced legislation related to housing, homelessness and land use tracked through January 14, 2019.

AB 10 — **Chiu D (Dist. 17)**

Location: ASSEMBLY PRINT

Income taxes: credits low-income housing: farmworker housing. Would, under the law governing the taxation of insurers, the Personal Income Tax Law, and the Corporation Tax Law, for calendar years beginning in 2020, increase the aggregate housing credit dollar amount that may be allocated among low-income housing projects by an additional $500,000,000, as specified, and would allocate to farmworker housing projects $25,000,000 per year of that amount. The bill, under those laws, would modify the definition of applicable percentage relating to qualified low-income buildings to depend on whether the building is a new or existing building and federally subsidized, or a building that is, among other things, at least 15 years old, serving households of very low income or extremely low income, and will complete substantial rehabilitation, as specified.

AB 11 — **Chiu D (Dist. 17)**

Location: ASSEMBLY PRINT

Community Redevelopment Law of 2019. Current law dissolved redevelopment agencies as of February 1, 2012, and designates successor agencies to act as successor entities to the dissolved redevelopment agencies. This bill, the Community Redevelopment Law of 2019, would authorize a city or county, or two or more cities acting jointly, to propose the formation of an affordable housing and infrastructure agency by adoption of a resolution of intention that meets specified requirements, including that the resolution of intention include a pass-through provision and an override pass-through provision, as defined.

AB 14 — **Rivas, Luz D (Dist. 39)**

Location: ASSEMBLY PRINT

Multifamily Housing Program: homeless youths: homeless families. Would appropriate an unspecified sum from the General Fund into the Housing Rehabilitation Loan Fund to be expended under the Multifamily Housing Program to fund housing for homeless youths and homeless families in accordance with certain requirements, including that the department prioritize loans to housing projects in disadvantaged communities, as defined, and that unspecified amounts be set aside for both certain homeless youths and certain homeless families.

AB 22 — **Burke D (Dist. 62)**

Location: ASSEMBLY PRINT

Housing: safe and clean shelter for children. Current law establishes the Department of Housing and Community Development in the Business, Consumer Services, and Housing Agency, and requires the department to administer various housing programs throughout the state, including programs that address the needs of homeless individuals and families, and reviewing local ordinances for the design, development, and operation of homeless shelters in cities and counties that have declared a shelter crisis. This bill would declare that it is the policy of the state that every child has the right to safe and clean shelter and that no child should be without safe and clean shelter by 2025.

AB 36 — **Bloom D (Dist. 50)**

Location: ASSEMBLY PRINT

Affordable housing: rental prices. Would state the findings and declarations of the Legislature that, among other things, affordable housing has reached a crisis stage that threatens the quality of life of millions of Californians as well as the state economic outlook. This bill also would express the Legislature's intent to enact legislation in order to stabilize rental prices and increase the availability of affordable rental housing.

AB 53 **Jones-Sawyer D (Dist. 59)**

Location: ASSEMBLY PRINT

Rental housing discrimination: applications: criminal records. Would make it unlawful for the owner of any rental housing accommodation to deny the rental or lease of a housing accommodation without first satisfying specified requirements relating to the application process. The bill would prohibit the owner of a rental housing accommodation from inquiring about, or requiring an applicant for rental housing accommodation to disclose, a criminal record during the initial application assessment phase, as defined, unless otherwise required by state or federal law.

AB 58 **Rivas, Luz D (Dist. 39)**

Location: ASSEMBLY PRINT

Homeless Coordinating and Financing Council. Would require the Governor to appoint a representative from the State Department of Education to be a member of the Homeless Coordinating and Financing Council.

AB 67 **Rivas, Luz D (Dist. 39)**

Location: ASSEMBLY PRINT

Individuals or families who are homeless or at risk of homelessness: definition. The McKinney-Vento Homeless Assistance Act establishes various programs and grants to provide a range of services to homeless individuals and families, and defines the terms “homeless,” “homeless individual,” and “homeless person” to mean, among other things, an individual or family who lacks a fixed, regular, and adequate nighttime residence or an individual who resided in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resided. This bill would require the coordinating council, in consultation with specified state entities, to develop, and recommend in a report to the Legislature, a standard definition of “homeless” and “at risk of homelessness” for purposes of providing programs and services to individuals and families who are homeless or at risk of homelessness.

AB 68 **Ting D (Dist. 19)**

Location: ASSEMBLY PRINT

Land use: accessory dwelling units. The Planning and Zoning Law authorizes a local agency to provide, by ordinance, for the creation of accessory dwelling units in single-family and multifamily residential zones and sets forth required ordinance standards, including, among others, maximum unit size, parking, and height standards. This bill would prohibit an ordinance from imposing requirements on minimum lot size, lot coverage, or floor area ratio, and would prohibit an ordinance from establishing size requirements for accessory dwelling units that do not permit at least an 800 square feet unit of at least 16 feet in height to be constructed.

AB 69 **Ting D (Dist. 19)**

Location: ASSEMBLY PRINT

Land use: accessory dwelling units. Would authorize the Department of Housing and Community Development to submit written findings to a local agency as to whether the local ordinance complies with state law, and to notify the Attorney General if the ordinance violates state law. The bill would require a local agency to consider the department’s findings and would authorize the local agency to amend its ordinance to comply with state law or adopt a resolution with findings explaining why the ordinance complies with state law, and addressing the department’s findings.

AB 139 **Quirk-Silva D (Dist. 65)**

Location: ASSEMBLY PRINT

Emergency and Transitional Housing Act of 2019. The Planning and Zoning Law requires, after the legislative body of the city or county has adopted all or part of a general plan, the planning agency to investigate and make recommendations to the legislative body of the city or county regarding

reasonable and practical means to implement the general plan or element and to provide by April 1 of each year an annual report to the legislative body, the Office of Planning and Research, and the Department of Housing and Community Development that includes specified information pertaining to the implementation of the general plan, including, among other things, a listing of sites rezoned to accommodate that portion of the city's or county's share of the regional housing need for each income level that could not be accommodated on specified sites. This bill would additionally require the report to include the number of emergency shelter beds currently available within the jurisdiction and the number of shelter beds that the jurisdiction has contracted for that are located within another jurisdiction, as specified.

AB 143 **Quirk-Silva D (Dist. 65)**

Location: ASSEMBLY PRINT

Shelter crisis: homeless shelters: County of Orange. Current law, upon a declaration of a shelter crisis by the City of Berkeley, Emeryville, Los Angeles, Oakland, or San Diego, the County of Santa Clara, or the City and County of San Francisco, specifies additional provisions applicable to a shelter crisis declared by one of those jurisdictions. Among other things, current law exempts from the California Environmental Quality Act specified actions by a state agency or a city, county, or city and county relating to land owned by a local government to be used for, or to provide financial assistance to, a homeless shelter constructed pursuant to these provisions. Current law requires a city, county, or city and county that declares a shelter crisis pursuant to these provisions to develop a plan to address the shelter crisis on or before July 1, 2019, and to annually report to specified committees of the Legislature on or before January 1, 2019, and annually thereafter until January 1, 2021. Existing law repeals these additional provisions as of January 1, 2021. This bill would apply these additional provisions to a shelter crisis declared by the County of Orange or any city located within the County of Orange and extend the repeal date of these provisions to January 1, 2022.

AB 146 **Quirk-Silva D (Dist. 65)**

Location: ASSEMBLY PRINT

State highways: property leases: County of Orange. Would authorize the Department of Transportation to lease airspace under a freeway, or real property acquired for highway purposes, in the County of Orange, that is not excess property, to a city located in the County of Orange, the County of Orange, a political subdivision of the state whose jurisdiction is located in the County of Orange, or another state agency for purposes of an emergency shelter or feeding program, subject to certain conditions. The bill would specifically authorize the Orange County Housing Finance Trust to enter into these leases.

AB 148 **Quirk-Silva D (Dist. 65)**

Location: ASSEMBLY PRINT

Regional transportation plans: sustainable communities strategies. Current law requires certain transportation planning agencies to prepare and adopt a regional transportation plan directed at achieving a coordinated and balanced regional transportation system. Current law requires the regional transportation plan to include, if the transportation planning agency is also a metropolitan planning organization, a sustainable communities strategy. This bill would require each sustainable communities strategy to identify areas within the region sufficient to house an 8-year projection of the emergency shelter needs for the region, as specified.

AB 168 **Aguiar-Curry D (Dist. 4)**

Location: ASSEMBLY PRINT

Housing: streamlined approvals. Current law, until January 1, 2026, authorizes a development proponent to submit an application for a multifamily housing development that is subject to a streamlined, ministerial approval process, as provided, and not subject to a conditional use permit, if the development satisfies specified objective planning standards. Under current law the objective planning standards include, among others, a requirement that the development not be located on

specified sites. This bill would require the objective planning standards include a requirement that the development not be located on a site that is a tribal cultural resource.

AB 178 **Dahle R (Dist. 1)**

Location: ASSEMBLY PRINT

Energy: building standards: photovoltaic requirements. Would specify that residential construction intended to repair, restore, or replace a residential building damaged or destroyed as a result of a disaster in an area in which a state of emergency has been proclaimed by the Governor is required to comply with the photovoltaic requirements, if any, that were in effect at the time the damaged or destroyed residential building was originally constructed and is not required to comply with any additional or conflicting photovoltaic requirements in effect at the time of repair, restoration, or replacement.

AB 180 **Gipson D (Dist. 64)**

Location: ASSEMBLY PRINT

Land use: local planning: housing element. The Planning and Zoning Law requires the housing element to contain, among other items, an identification and analysis of existing and projected housing needs and a statement of goals, policies, quantified objectives, financial resources, and scheduled programs for the preservation, improvement, and development of housing. This bill would revise references to redevelopment agencies within those housing element provisions to instead refer to housing successor agencies. The bill would also make nonsubstantive changes.

AB 191 **Patterson R (Dist. 23)**

Location: ASSEMBLY PRINT

Building standards: exemptions: rebuilding after disasters. Current law, the State Housing Law, establishes statewide construction and occupancy standards for buildings used for human habitation, including energy conservation and fire prevention requirements relating to energy efficiency and the installation of interior sprinklers. This bill would, until January 1, 2030, exempt homes being rebuilt after wildfires or specified emergency events that occurred on or after January 1, 2017, from meeting certain current building standards.

AB 192 **Mathis R (Dist. 26)**

Location: ASSEMBLY PRINT

California Integrated Community Living Program. Would establish the California Integrated Community Living Program in the State Department of Developmental Services. The program would provide deferred payment loans to finance capital and other specified costs for permanent supportive housing for individuals who are regional center clients in order to maximize affordable integrated community living opportunities within communities for people with intellectual and developmental disabilities.

AB 195 **Patterson R (Dist. 23)**

Location: ASSEMBLY PRINT

Department of Housing and Community Development: grant-based programs: reporting. Current law requires the Department of Housing and Community Development, on or before December 31 of each year, to submit an annual report containing specified information to the Governor and both houses of the Legislature on the operations and accomplishments during the previous fiscal year of the housing programs administered by the department. This bill would require the department to include in those annual reports specified information relating to grant-based programs administered by the department, including the amount of the original awards to recipients, the portions not yet disbursed to recipients, and an estimate of how many individuals could benefit from the remaining balance.

ACA 1 — **Aguiar-Curry D (Dist. 4)**

Location: ASSEMBLY PRINT

Local government financing: affordable housing and public infrastructure: voter approval. The California Constitution prohibits the ad valorem tax rate on real property from exceeding 1% of the full cash value of the property, subject to certain exceptions. This measure would create an additional exception to the 1% limit that would authorize a city, county, or city and county to levy an ad valorem tax to service bonded indebtedness incurred to fund the construction, reconstruction, rehabilitation, or replacement of public infrastructure or affordable housing, if the proposition proposing that tax is approved by 55% of the voters of the city, county, or city and county, as applicable, and the proposition includes specified accountability requirements.

SB 4 — **McGuire D (Dist. 2)**

Location: SENATE RLS.

Housing. Under current law, various agencies administer programs to preserve and expand safe and affordable housing opportunities and promote sound community growth. This bill would state the intent of the Legislature to enact legislation that would limit restrictive local land use policies and legislation that would encourage increased housing development near transit and job centers, in a manner that ensures that every jurisdiction contributes its fair share to a housing solution, while acknowledging relevant differences among communities.

SB 5 — **Beall D (Dist. 15)**

Location: SENATE RLS.

Local-State Sustainable Investment Incentive Program. Would establish in state government the Local-State Sustainable Investment Incentive Program, which would be administered by the Sustainable Investment Incentive Committee. The bill would authorize a city, county, city and county, joint powers agency, enhanced infrastructure financing district, affordable housing authority, community revitalization and investment authority or transit village development district to apply to the Sustainable Investment Incentive Committee to participate in the program and would authorize the committee to approve or deny applications for projects meeting specific criteria.

SB 6 — **Beall D (Dist. 15)**

Location: SENATE RLS.

Housing production. Under current law, various agencies administer programs to preserve and expand safe and affordable housing opportunities and promote sound community growth throughout the state. This bill would state the intent of the Legislature to enact legislation that would help encourage housing production throughout the state, including streamlining approval processes, identifying sufficient and adequate sites for housing construction, and penalizing local planning that restricts housing production.

SB 13 — **Wieckowski D (Dist. 10)**

Location: SENATE RLS.

Accessory dwelling units. Would express the intent of the Legislature to enact legislation that would reduce impact fees and other existing barriers for homeowners seeking to create accessory dwelling units for the purpose of creating additional residential housing within their neighborhoods.

SB 15 — **Portantino D (Dist. 25)**

Location: SENATE RLS.

Redevelopment. The Community Redevelopment Law authorized the establishment of redevelopment agencies in communities to address the effects of blight, as defined. Current law dissolved redevelopment agencies as of February 1, 2012, and provides for the designation of successor agencies, as defined, to wind down the affairs of the dissolved redevelopment agencies. This bill would state the intent of the Legislature to enact legislation relating to redevelopment.

SB 18 **Skinner D (Dist. 9)**

Location: SENATE RLS.

Keep Californians Housed Act. Would, no later than January 1, 2021, would require the Department of Housing and Community Development to develop and publish on its Internet Web site, and to annually update, a guide to all state laws pertaining to landlords and the landlord-tenant relationship. The bill would also require the department to survey each city in this state to determine which cities, if any, provide resources or programs to inform landlords of their legal rights and obligations and to post on its Internet Web site a list of those cities which, in the judgment of the department, have the most robust resources and programs.

SB 25 **Caballero D (Dist. 12)**

Location: SENATE RLS.

California Environmental Quality Act: qualified opportunity zones. Would establish specified procedures for the administrative and judicial review of the environmental review and approvals granted for projects located in qualified opportunity zones that are funded, in whole or in part, by qualified opportunity funds, or by moneys from the Greenhouse Gas Reduction Fund and allocated by the Strategic Growth Council. Because a public agency would be required to comply with those new procedures, this bill would impose a state-mandated local program.

SB 40 **Wiener D (Dist. 11)**

Location: SENATE RLS.

Conservatorship: serious mental illness and substance use disorders. Current law establishes a procedure for the appointment of a conservator for a person who is incapable of caring for the person's own health and well-being due to a serious mental illness and substance use disorder, as specified, for the purpose of providing the least restrictive and most clinically appropriate alternative needed for the protection of the person. Current law authorizes that conservatorship procedure only for the County of Los Angeles, the County of San Diego, and the City and County of San Francisco, if the board of supervisors of the respective county or city and county authorizes the application of these provisions subject to specified findings and requirements, including that certain county departments develop a plan to implement these provisions, as specified, and present the plan and available resources for the implementation before the county board of supervisors. This bill would make a technical, nonsubstantive change to those provisions.

SB 48 **Wiener D (Dist. 11)**

Location: SENATE RLS.

Homelessness: right to shelter. Would state the intent of the Legislature to enact legislation that creates a right to shelter for unhoused residents throughout the state, which would be required to include the navigation center model. The bill would state the purposes of this legislation, including ensuring that every person living on California's streets has the ability to promptly secure shelter that is safe and supportive. The bill would specify certain elements that this right to shelter would include. The bill would specify that the right to shelter is not intended to be in lieu of prioritizing permanent housing for people who lack housing.

SB 50 **Wiener D (Dist. 11)**

Location: SENATE RLS.

Planning and zoning: housing development: equitable communities incentive. Would require a city, county, or city and county to grant upon request an equitable communities incentive when a development proponent seeks and agrees to construct a residential development, as defined, that satisfies specified criteria, including, among other things, that the residential development is either a job-rich housing project or a transit-rich housing project, as those terms are defined; the site does not contain, or has not contained, housing occupied by tenants or accommodations withdrawn from rent or lease in accordance with specified law within specified time periods; and the residential development

complies with specified additional requirements under existing law.

SB 99 **Nielsen R (Dist. 4)**

Location: SENATE RLS.

Agricultural land. The California Land Conservation Act of 1965, also known as the Williamson Act, authorizes a city or county to contract with a landowner to limit the use of agricultural land located in an agricultural preserve designated by the city or county. Current law requires the Department of Conservation to submit a report to the Legislature on or before May 1 of every other year regarding the implementation of the Williamson Act. This bill would make nonsubstantive changes to that provision.

SCA 1 **Allen D (Dist. 26)**

Location: SENATE RLS.

Public housing projects. The California Constitution prohibits the development, construction, or acquisition of a low-rent housing project, as defined, in any manner by any state public body until a majority of the qualified electors of the city, town, or county in which the development, construction, or acquisition of the low-rent housing project is proposed approve the project by voting in favor at an election, as specified. This measure would repeal these provisions.

Total Measures: 33

Information regarding the County's Legislative Platforms, legislative positions, bill tracking and other items of interest can be found on the Governmental and Legislative Affairs' website at http://www.sbcounty.gov/CAO/legislativeaffairs/

ICH REPORT

DATE: January 2019 PHONE: (909) 387-4565

PRESENTED BY: KENT PAXTON

Homeless Policy Advisor, Fifth District

SUBJECT: ICH Related Board Items

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http://cob-sire.sbcounty.gov/sirepub/

Board Agenda Items

12/04/2018

30. Community Development and Housing: This item is an **AMENDMENT NO. 4 TO CONTRACT NO. 16-550 WITH THE INSTITUTE FOR URBAN INITIATIVES FOR HOMELESS CONSULTING SERVICES** to provide additional training to staff for the Point-in-Time Count, Homeless Management Information Assistance, and consulting services to update the Continuum of Care Homeless Strategic Plan, increasing the total contract amount by $78,800 from $482,350 to $561,150 with no change to the contract period of July 12, 2016 through June 30, 2019.

Background: Urban Initiatives provides comprehensive consulting services to the CDHA Office of Homeless Services and the County Administrative Office to support the County's effort to end homelessness. The CDHA acts in the role of agent on behalf of the COC in the submission of the HUD COC annual grant application.

The OHS is responsible for analyzing and determining the effectiveness of the system's current homeless services, identifying additional housing services to fill critical service gaps, and establishing the current capacity of the COC to end homelessness. This amendment will allow the OHS to continue to provide the necessary services to the County Administrative Office including guidance drafting the COC Homeless Strategic Plan to ensure alignment with HUD's federal regulations.

Presenter: Dena Fuentes, Deputy Executive Officer

5. Board of Supervisors: This item is **NON-FINANCIAL MEMORANDUM OF UNDERSTANDING FOR THE TEMPORARY USE OF MILITARY TENTS AT THE SAN BERNARDINO COUNTY FAIRGROUNDS FOR A WARMING SHELTER** approving a non-financial MOA between the Marine Corps Base Barstow (MCLB Barstow) and the County of San Bernardino pursuant to which the County will be facilitating the use of tents to temporarily shelter homeless individuals during the winter season by High Desert Homeless Services, Inc.

21. Department of Behavioral Health: This item is an **AMENDMENT TO CONTRACT WITH LIGHTHOUSE SOCIAL SERVICES FOR FAMILY STABILIZATION RAPID RE-HOUSING SERVICES** approving Amendment No. 5, effective December 18, 2018, to Contract No. 15-93, increasing total contract amount by $261,823, for a total amount of $5,281,899 with no change to the total contract period of March 1, 2015 through June 30, 2019.

Background: LSS provides countywide Family Stabilization Rapid Re-Housing services to assist Transitional Assistance Department Cal-WORKS clients in locating and securing housing as quickly as possible. Services include “Bridge Housing”; Housing Search and Placement; Financial and Rental Assistance; Housing Stability and Case Management; Mediation Services; and referrals to legal and credit report services.

Assembly Bill 74, passed by the State in 2013, includes a provision for funding Family Support services for TAD clients deemed eligible because they have encountered a situation or crisis that impeded their ability to participate in Welfare to Work activities such as: a need for behavioral health or substance abuse treatment services, lack of safety due to domestic violence, and/or homelessness, or imminent risk of homelessness. TAD entered into an MOU with DBH to provide Family Support Services which includes assessment of client barriers, the provision of intensive case management services, and referrals to necessary services, such as LSS rapid re-housing services, to remove their barriers.

The increase in funding will help fund an additional seven staff and retain current staff to meet the needs of the program. The recommended amendment will provide approximately 4,506 additional service hours for a total of 32,606 service hours in 2018-19, at a rate of $48.58 per hour.

Presenter: Veronica Kelley, Director

25. Community Development and Housing: This item is a **GRANT APPLICATION TO THE CALIFORNIA HOMELESS COORDINATING AND FINANCING COUNCIL FOR THE HOMELESS EMERGENCY AID PROGRAM** approving and authorizing the submission of the grant application in the total amount of $9,389,655 for the Homeless Emergency Aid Program.

Background: On September 5, 2018, The California Homeless Coordinating and Financing Council (HCFC) announced the launch of the Homeless Emergency Aid Program (HEAP). HEAP is a $500 million block grant program designed to provide direct assistance to cities and counties to address the homelessness crisis throughout California. HEAP has been authorized by SB 850. HEAP funds are intended to provide funding to Continuums of Care (CoC) and large cities so they may provide immediate emergency assistance to people experiencing homelessness.

The San Bernardino CoC is the eligible applicant for HEAP funding and the Office of Homeless Services is designated as the Administrative Entity to submit the grant application. Of the HEAP funds allocated to the region, it is proposed that $8,920,171 be allocated to programs and projects and the remaining balance, $469,482, be retained by the County of San Bernardino, as Administrative Entity having fiduciary responsibility and liability for grant compliance to the State of California.

A total of 50 agencies attended the application workshop held on October 9, 2018. OHS received a total of 43 applications that proposed 73 projects in response to the RFA. Of the 73 projects, 62 projects were reviewed and evaluated in further detail by the Grant Review Committee. The evaluation was based on criteria in the RFA, including but not limited to: how the proposed homeless activity is directly related to providing immediate emergency homeless assistance, project focus, experience and capacity, budget detail, collaboration, project readiness to immediately administer homeless efforts, and measureable outcomes.

The projects recommended by the ICH will expand rental assistance programs, rental subsidies, street outreach and housing navigation, family reunification programs, homeless prevention programs, emergency shelter, housing vouchers, and housing support services throughout the County of San Bernardino.

Presenter: Dena Fuentes, Deputy Executive Officer

82. Housing Authority: This item is an **AMENDMENT TO CONTRACT WITH KNOWLEDGE AND EDUCATION FOR YOUR SUCCESS FOR HOUSING NAVIGATION SERVICES** approving Amendment No. 9, effective December 19, 2018, increasing the total contract amount by $1,140,000 for a total contract amount of $12,525,012 for the provision of Housing Navigation Services for the Cal-WORKS Housing Support Program for the total contract period of January 1, 2015 through June 30, 2019.

Background: Under the terms of the agreement, KEYS will continue to provide housing navigation and rental assistance for Cal-WORKS families who identify themselves as homeless. From January 1, 2015 to date, this partnership has resulted in the placement of 1,386 households, including 5,385 children, in supportive housing. The California Department of Social services recently added a program requirement to incorporate the core components of Housing First, which includes integrating the Housing Support Program into the Coordinated Entry System. With this update, program funds are now more flexible to allow families to receive family support services up to 24 months. Based on an average cost of $12,660 per family, a total of 327 families of which 225 new households will be served with the new HSP allocation.

See RELATED Item #XX from TAD: **AMENDMENT TO CONTRACT WITH HOUSING AUTHORITY COUNTY OF SAN BERNARDINO FOR CAL-WORKS HOUSING SUPPORT SERVICES**

Presenter: Maria Razo, Executive Director

01/08/2019

37. Sheriff's Office: This item is for a **NEW DEPUTY SHERIFF POSITION FOR THE HOMELESS MENTALLY ILL OUTREACH AND PROACTIVE ENFORCEMENT PROGRAM – HIGH DESERT AREA** authorizing the addition of one new regular position classified as Deputy Sheriff, Safety Unit, R16 ($64,605 - $96,346 annually), to provide and expand collaboration with the DBH Homeless Outreach Support Team in the High Desert region, for the period of January 9, 2019 to December 31, 2020, to be reimbursed by DBH through their Homeless Mentally Ill Outreach and Treatment grant from DHCS.

Background: DBH has allocated funding from DHCS to provide Homeless Mentally Ill Outreach and Treatment (HMIOT) services. The HMIOT grants are allocated to counties to provide multi-disciplinary teams to support intensive outreach, treatment, and other services for homeless persons living with mental illness. The staff of the HOST and HOPE teams will work together in the High Desert region to provide mentally ill individuals and their families with services that include outreach, intensive case management, advocacy, linkage and referrals to other resources with the goal to lead these individuals to self-sufficiency and permanent supportive housing.

If funding is not renewed at the end of the grant's period, the incumbent will be assigned to an existing vacant position within the Sheriff's Department.

Presenter: John McMahon, Sheriff/Coroner/Public Administrator

County of San Bernardino
Office of Homeless Services
303 E. Vanderbilt Way, First Floor • San Bernardino, CA 92415-0026
Phone: (909) 386-8297 • Fax: (909) 890-0868
Email: homelessrfp@hss.sbcounty.gov • Website: http://www.sbcounty.gov/sbchp

Housing Authority of the County of San Bernardino Report Prepared for the Interagency Council on Homelessness

Date: January 23, 2019

Presenter: Maria Razo, Executive Director

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

Announcements
Federal Government Shutdown Update As you may know, a government shutdown occurred on Saturday, December 22nd due to Congress' inability to approve a federal budget or to extend the Continuing Resolution. This is a partial government shutdown since 5 of the 12 appropriations bills have already been signed into law. Unfortunately, Transportation-HUD was not one of them, so the U.S. Department of Housing and Urban Development is closed (in total, 9 of 15 federal departments will be closed). Since the majority of our funding comes from the federal government, it impacts the majority of our rental assistance programs. Per our HUD representatives, the housing assistance payments for landlords were prescheduled for the months of January and February. As we get a better sense of how long this shutdown will last, we will be able to assess future situations and will communicate the information to our families and landlords.
Near term and Long term Development Activities ****Announcement: Leasing has begun for Loma Linda Veterans Village (see below for details)**** • Loma Linda Veterans Village- in partnership with META Housing and Housing Partners I, Inc. o Referrals for the 50 VASH units are still being accepted from the VA, applications for the 36 veteran affordable housing units (2 and 3 bedroom units) are available on the HACSB website here - http://ww2.hacsb.com/residents/future-residents-participants o Applications can be mailed to P.O. Box 1787, San Bernardino, CA 92402, dropped off at one of our offices or e-mailed to aarce@hacsb.com.

- Loma Linda Veterans Village, located on Van Leuven Street in the City of Loma Linda, is a new community comprised of eight-seven (87) apartments for low-income veteran families. Fifty (50) units are designated for permanent supportive housing for chronically homeless, disabled Veterans that will be subsidized by HACSB through the Veteran Affairs Supportive Housing (VASH) program. Thirty-six (36) units will be subsidized through the Project-Based Voucher (PBV) Program for low-income Veteran families that are being pulled from a PBV waiting list. Total household income for all veteran families must be between 30% and up to 50% of Area Median Income (AMI).
- Leasing has begun and the City has now issued Certificates of Occupancy for all 5 buildings and tenants have begun moving in. As of December 20, 2018, 20 residents have moved in, 18 have been approved to move in, and 27 are in the application process, for a total of 65 (42 of which are VASH and 23 regular PBV).

- Golden Apartments (38 units, San Bernardino) - joint ownership by HACSB and HPI I, Inc.
    - Permanent supportive housing development for chronically homeless. Project will convert 21 existing 2-bedroom townhouse apartments to 38 1-bedroom apartments to provide permanent supportive housing for chronically homeless. Community spaces will be incorporated to support the on-site delivery of wrap-around services sponsored by the Department of Behavioral Health. Staff is working on an MOU with County DBH. Final draft of MOU was received by HACSB from DBH on December 21, 2018.
    - Expected availability of units to come online mid-March.

- Desert Haven (formerly Queens Motel)
    - Permanent supportive housing development for chronically homeless. Project will convert a 61-unit Motel into 24 one bedroom units, plus 7 single room occupancy units for a total of 31 units (not including 1 manager's unit) to provide permanent supportive housing for chronically homeless. Community spaces will be incorporated to support the on-site delivery of wrap-around services sponsored by the Department of Behavioral Health.
    - Expected availability of units to come on line Spring 2019.

Continuum of Care
HACSB receives HUD Continuum of Care HUD funding to serve approximately 286 chronically homeless persons in the county through permanent supportive housing assistance and case management.

- Who Qualifies: Low-income homeless, disabled persons with mental health concerns and their families.
- How to Apply: You must have an open case with the local DBH office or DBH project HOST team and be referred through the Coordinated Entry System (CES) by dialing 211.

Veterans Affairs Supportive Housing Program (VASH)
The Housing Authority receives HUD VASH funding to permanently house a total of 479 homeless veterans who also qualify for clinical support services from the Veterans Administration Medical Clinics (VAMC) across the county.

- Who Qualifies: Low-income homeless veterans with need for medical/mental health (psychiatric or substance abuse) service needs.

How to Apply: The veteran would need to call (909)-825-7084 extension 5034 for a VASH screening. VAMC will provide supportive services and refer the veteran to HACSB if appropriate.

Housing Opportunities for People with AIDS (HOPWA)
HACSB partners with Foothill AIDS Project to offer rental assistance and supportive services for up to 50 homeless individuals with HIV/AIDS.

- Who Qualifies: Low-income persons medically diagnosed with HIV/AIDS and their families.

- How to Apply: Applications from low-income residents of San Bernardino County are processed through the Foothill AIDS Project to the Housing Authority. The individual must have been receiving HIV case management services for a minimum of 6 months. The contact phone number is: (909)-884-2722.

No Child Left Unsheltered (NCLU)
50 units for unsheltered homeless families with children. Scattered sites throughout the county.

- The No Child Left Unsheltered program is aimed at housing unsheltered children and their families in San Bernardino County. This program focuses on the education and well-being of the children and the economic advancement of the parent(s), while providing housing subsidies to stabilize the family. HACSB partners with the Department of Behavioral Health to provide intensive case management and behavioral health services to support the long term personal and economic stability of these families.

- Who Qualifies: Families with children must be unsheltered at the time of application and have documented evidence of long term housing instability.
  How to Apply: You must be referred through the Coordinated Entry System (CES) by dialing 211. You may contact Amanda Tower at atower@hacsb.com for additional program information.

Homeless Programs ~ KEYS Non-Profit

CalWORKs Housing Support Program
HACSB and KEYS partner with the San Bernardino County Transitional Assistance Department (TAD) to administer the new CalWORKs Housing Support Program which promotes housing stability for homeless families.

- Who Qualifies: Homeless families with children who are receiving CalWORKs.
- How to Apply: If a family is receiving CalWORKs or thinks they may be eligible for CalWORKs they should visit their local TAD office and meet with an eligibility worker. If they qualify they will be referred to KEYS for intake and housing search and stabilization assistance.

Supportive Services for Veterans Families (SSVF)
Since 2013 KEYS has been a recipient of the Department of Veterans Affairs' SSVF grant. This funding pays for case managers and housing outreach specialists that assist veterans and their families with case management, financial assistance for rent and utility payments, security deposits and moving expenses.

- Who Qualifies: Veterans with a verified Veteran status (with exception of dishonorable discharge) that meet income guidelines and homelessness status. There is more than one category of assistance and eligibility will be determined based on the intake assessment criteria.
- How to Apply: Any veteran can apply via telephone, walk-in, email, or referral from other providers. Please utilize KEYS' intake line for an eligibility screening: (909) 332-6388.

Continuum of Care
KEYS also receives HUD Continuum of Care HUD funding to serve approximately 25 homeless persons in the county through rapid rehousing assistance and short-term case management.

- Who Qualifies: Low-income homeless individuals and families.

How to Apply: Referrals are accepted by the Coordinated Entry System by calling 211.

County of San Bernardino
Office of Homeless Services
303 E. Vanderbilt Way, First Floor • San Bernardino, CA 92415-0026
Phone: (909) 386-8297 • Fax: (909) 890-0868
Email: homelessrfp@hss.sbcounty.gov • Website: http://www.sbcounty.gov/sbchp

HACSB Affordable Housing – Site Based Assistance
Open Waiting Lists

Barstow – 2, 3, 4, and 5 bedroom
Loma Linda – 2 and 3 bedroom (for veterans)
Redlands – 5 bedroom
San Bernardino – 3 and 5 bedroom

Senior Housing (62+)
Bloomington – 2 bedroom
Colton- Studio
San Bernardino – 1 bedroom
Twin Peaks – 2 bedroom
Victorville – 2 bedroom
Yucaipa – 1 bedroom

The Housing Choice Voucher Program- tenant based waiting list is currently closed.
*Please note: All waiting lists have an ultimate preference for veterans.

Interested households can apply in person at any HACSB office or can print a pre-application from our website by going to www.hacsb.com, and going to the eligibility/application information section.

Contacts to Assist a Homeless Family

Reminder: Calling the 2-1-1 Coordinated Entry program should always be the first contact made to assist a homeless individual/ family.

Housing Authority of the County of San Bernardino

Continuum of Care Grants - Monthly Utilization Reports

As of: December 2018

Original Grant Effective Date	Grant Name	Type	Grant Effective Date	Grant Expiration Date	Months Remaining	Units Authorized	Units Leased	Vouchers Searching/ Pending Lease	Pending Referrals	Projected Total Units Leased	Grant Amount	Expenses to-date	Proj. Exp. for remaining grant term	Total Proj. Expenses	Proj. Grant Balance
Prior to 2012	Stepping Stones	TRA	1/1/2018	12/31/2018	0	28	29	8	10	47	331,739	285,875	2,400	288,275	43,464
9/1/2008	New Horizons	TRA	11/1/2018	10/31/2019	10	154	154	18	5	177	1,882,272	269,039	1,611,930	1,880,969	1,303
10/1/2012	Cornerstone	TRA	10/1/2018	9/30/2019	9	33	39	4	2	45	405,167	106,732	296,618	403,350	1,817
10/1/2012	Whispering Pines	TRA	10/1/2018	9/30/2019	9	16	15	1	4	20	196,445	42,809	153,076	195,885	560
2/1/2011	Laurelbrook	PRA	5/1/2018	4/30/2019	4	27	23	2	2	27	361,188	189,382	99,022	288,404	72,784
2/1/2011	Project Gateway	PRA	3/1/2018	2/28/2019	2	12	12	-	-	12	183,990	112,348	28,178	140,526	43,464
12/1/2011	Lanternwoods	PRA	12/1/2018	11/30/2019	11	16	15	-	1	16	227,278	11,401	133,772	145,173	82,105
						286	287	33	25	345					
						lease rate	100.3%			120.6%					

Definitions:

TRA- Tenant-Based Rental Assistance: Rental assistance is tied to the household. Funds under these grants can be used to assist more families over the units authorized count, if renewal grant funds are available to support the households on an ongoing annual cycle.

PRA - Project-Based Rental Assistance: Rental assistance is tied to the unit. Funds cannot be used to 'over-lease' to utilize excess grant funds.

Notes:

1. The current total lease rate for all grants is 100.3%, 103% for the tenant based grants where overleasing is allowed in order to fully utilize the grant funds.

2. Due to an extremely tight rental market, it is taking families longer to find a home, the average searching period for households is 90 days (3 months).

3. Overleasing is happening in the tenant based grants (type: TRA) in order to fully expend the grants funds, but due to continually increasing market rents, we are continously analyzing the effect that increasing rental payment costs will have on the new grant year budget. For example: New Horizons is currently 100% leased (projected to be 115% leased by the end of the grant term of 10/31/19), and through the current grant term funds are expected to be remaining from the total authorized grant amount. At a glance the initial thought would be to continue to assist more families in order to fully expend the grant funds; however, based on calculating current average monthly rental costs of $903 times the number of assisted families at the beginning of the grant term (177), we would be $40,524 over budget in the new grant term.

4. As explained on the note above, it is important to note that even if there may be amounts of unutilized funding projected at the end of a grant term, it is vital to consider that if we lease more households to utilize that funding, that there may not be sufficient funding in the next grant cycle to be able to support those additional households. As part of our monthly analysis, we not only look at the current grant year and funding availability, but the next grant year and funding cycle. As a result, we are currently working with the HUD Los Angeles field office to prepare budget revisions in order to utilize the current grant term funds for supportive services.

PATHWAYS HOME™
Housing Coordination Program

Coordinated System Report to ICH

January 2017- December 2018

Pathways Home is San Bernardino County's groundbreaking collaboration between more than 30 agencies within the Homeless Partnership with the express purpose of creating sustainable, cost-effective, client centered pathways out of homelessness and for prevention of homelessness. We define Ending Homelessness as the time when more people are exiting a state of homelessness than entering it.

CES Functions

211 CES staff perform Street Outreach, Assessments, Case Conferencing, Follow-up, Care Coordination, referral of clients to appropriate agencies in a formal HMIS process, data entry, training, and often, leveraging rapport built from initial and ongoing engagement, act as arbiters when other efforts stall.

Currently we have received 213 new referrals to CES team in the last 10 business days; we are averaging 22 new households in homelessness a business day. We are at 4-5 days on callbacks for assign households to CES; due to the high volume of calls. We have recently expanded the new team is in training until February to relieve the callback time. Please remember the CES team is only assessing those who meet the literally homeless definition under HUD's guidelines.

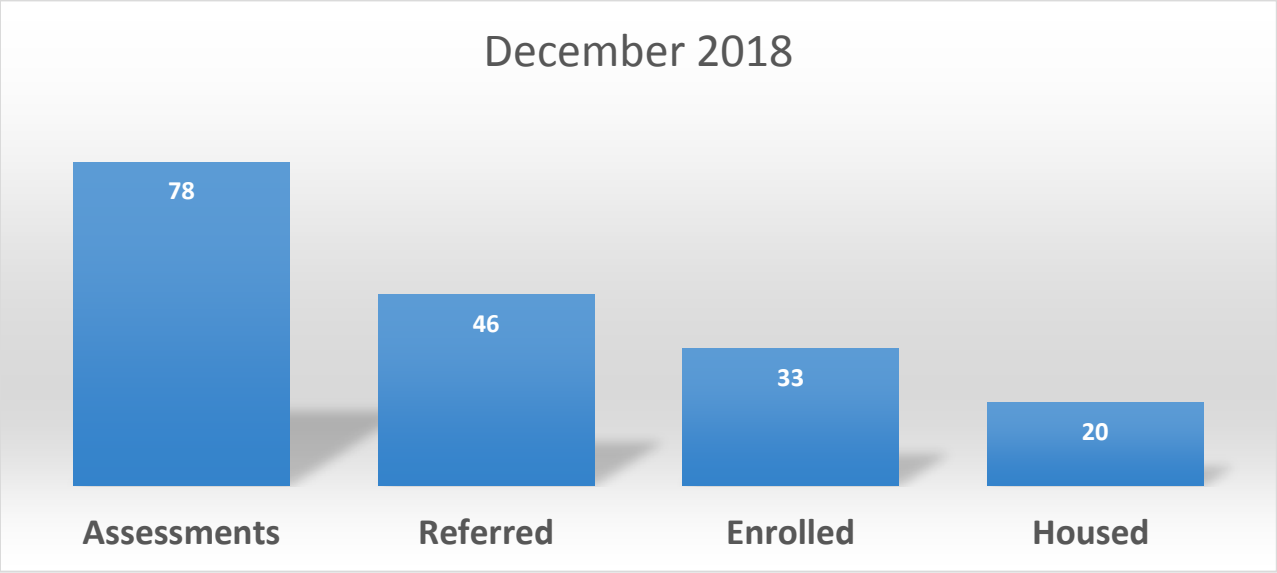
Data for December 2018

Assessments performed **Inflow**: 78

Referred December: 46

Enrolled December: 33

Housed December: 20



San Bernardino County 2-1-1 Get Connected. Get Answers.

PATHWAYS HOME™ Housing Coordination Program

United Way United Ways serving San Bernardino County

Totals since CES launch, November 1, 2016

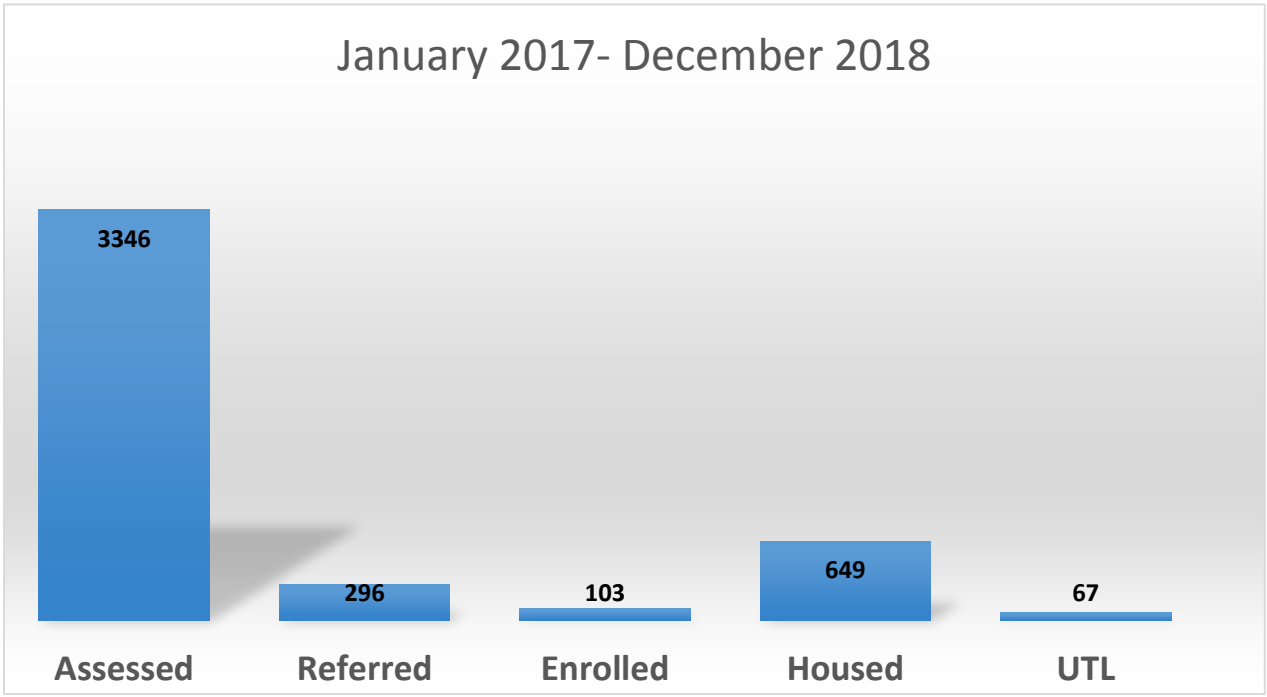
Assessments performed 3346

(About 27% of assessment we never hear back from or unable to locate again to offer housing programs)

Total households currently enrolled in a housing provider program: 103

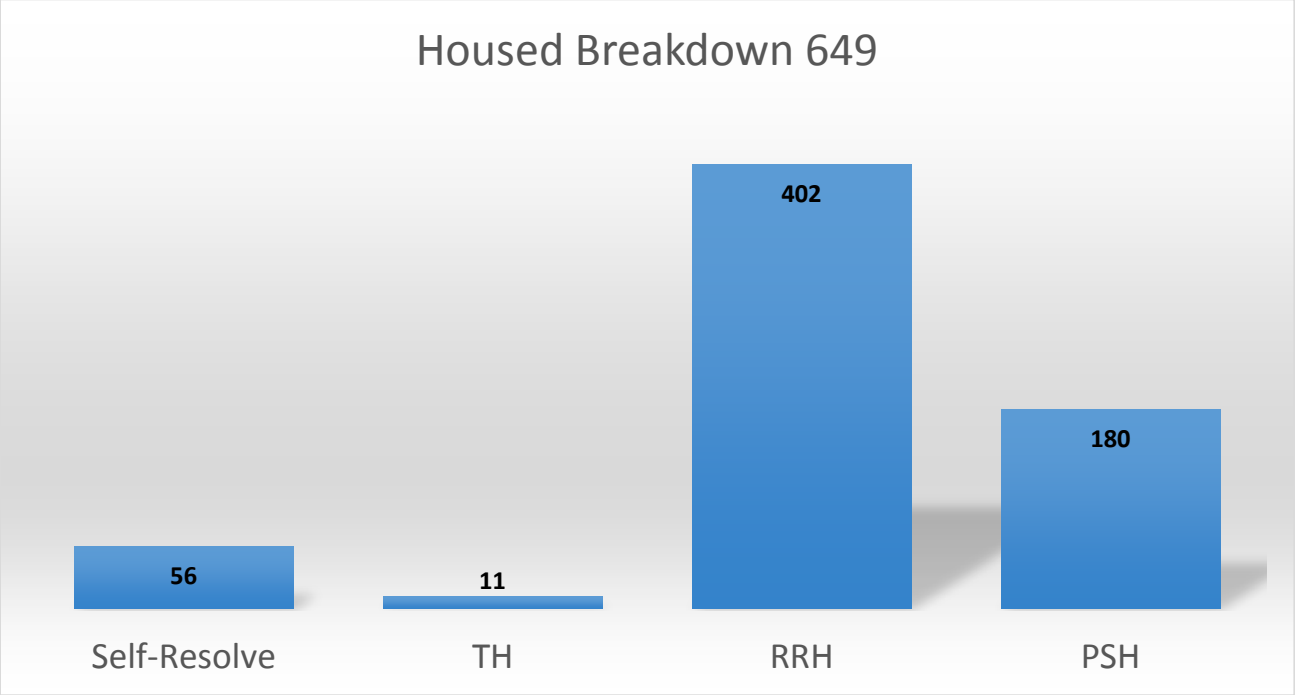
Total referred to a housing provider but not yet enrolled: 296

Households housed: 649



We have data reflecting 25%~377 clients never call back or we can't contact again. We believe self- resolved

Housed Breakdown



San Bernardino County 2-1-1 Get Connected. Get Answers.

PATHWAYS HOME™
Housing Coordination Program

United Way — United Ways serving San Bernardino County

Inland Housing Solutions (Formerly Inland Temporary Homes)

	Units Available	# of bedrooms	Min. Rent	Max. Rent	
Adelanto	4	1	$595	$700	
	2	2	$695	$950	
	3	3	$1,100	$1,200	
	1	5	$1,780	$1,780	10
Apple Valley	1	1	$650	$650	
	6	2	$800	$1,100	
	4	3	$1,200	$1,400	11
Barstow	1	2	$700	$700	
	2	3	$950	$1,150	3
Big Bear City	1	2	$850	$850	1
Colton	1	1	$695	$695	
	1	2	$1,100	$1,100	2
Crestline	1	1	$550	$550	1
Fontana	2	1	$950	$1,200	
	3	2	$1,200	$1,300	
	3	3	$1,300	$1,650	8
Hesperia	1	3	$1,350	$1,350	1
Highland	2	2	$1,195	$1,200	2
Loma Linda	1	studio	$895	$895	
	1	1	$950	$950	
	1	2	$918	$918	3
Ontario	2	2	$1,400	$1,600	2
Phelan	1	3	$1,350	$1,350	1
Redlands	1	1	$995	$995	1
Rialto	3	2	$1,095	$1,290	
	1	3	$1,750	$1,750	4
Riverside	1	1	$1,150	$1,150	
	2	2	$1,300	$1,350	
	1	3	$1,695	$1,695	4
San Bernardino	3	studio	$450	$750	
	8	1	$795	$1,050	
	12	2	$900	$1,228	
	3	3	$1,350	$1,400	
	1	4	$1,720	$1,720	27
29 Palms	1	2	$800	$800	1
Upland	2	studio	$950	$980	
	1	1	$1,150	$1,150	
	2	2	$1,395	$1,500	5
Victorville	1	1	$750	$750	
	3	4	$1,500	$1,550	4
Yucaipa	1	2	$1,470	$1,470	1
			Total Units Available in May:		92

Includes (22) units from previous month

Total Units Developed in April:	61
Total Units Developed in May:	70
Total Developed Units YTD:	773
Average Monthly Units:	43
Eviction Friendly Units:	35
New Landlords Developed in May:	34

Unit by size totals developed in May:

Studios: (4)
1-Bedrooms: (17)
2-Bedrooms: (30)
3-Bedrooms: (16)
4-Bedrooms: (3)

Note: All referral to access the Housing Search and Stabilization component (aka HIP Squad) are required to go through the CES. To access the services and units available on the list you must be a Rapid Re-Housing Program (RRH) or Permanent Supportive Housing (PSH) Program providing financial assistance with case management to clients referred. Required documents such as Homeless Certificate, HSS referral (exhibit A), and income verification forms must be uploaded to the client's file. For further details reach out to the following:

Housing Identification and Placement (HIP) Squad

- HIPSquad@inlandhousingsolutions.org
- 866-HIPSQAD (447-7723)

Respectfully submitted,

Marisela Manzo
Housing Coordination Supervisor

Jeff Little
Chief Executive Officer
Inland Temporary Homes, dba Inland Housing Solutions

Minutes for San Bernardino County Homeless Partnership
SPECIAL Interagency Council on Homelessness (ICH)

December 12, 2018
9:00 a.m. – 3:30 p.m.
Health Services Building - Auditorium
850 E. Foothill Blvd.
Rialto, CA 92376

Minutes Recorded and Transcribed by Amy Edwards, Secretary I, Office of Homeless Services

TOPIC	PRESENTER	ACTION/OUTCOME
Call to Order	Supervisor Josie Gonzales, Chair	• The meeting was called to order at 9:03 a.m.
Introductions	Supervisor Josie Gonzales, Chair	• The chair waived Introductions due to time constraints.
CONSENT ITEMS	**PRESENTER**	**ACTION/OUTCOME**
Approve the minutes from the Special ICH Meeting on November 28, 2018	Supervisor Josie Gonzales, Chair	• There was a motion to approve the minutes. 1 member abstained, the remainder was in favor, none opposed. The minutes were approved as written.
DISCUSSION	**PRESENTER**	**ACTION/OUTCOME**
Approve the recommendation from the Office of Homeless Services to remind all potential Homeless Emergency Aid Program (HEAP) grantees the importance of adhering to State regulations for HEAP funding.	Tom Hernandez	• Tom Hernandez asked ICH to approve the recommendation from the Office of Homeless Services (OHS) to remind all potential HEAP grantees the importance of adhering to State regulations for HEAP funding. • The Homeless Emergency Aid Program was established by statute to provide localities with flexible block grant funds to address their immediate homelessness challenges. • In order to adhere to program regulations, the OHS would like to remind the Continuum of Care (CoC) of the following threshold requirements: 1. Participation in and acceptance of referrals from Coordinated Entry for Permanent Housing services. 2. Participation in Homeless Management Information System (HMIS). a. At minimum, the application shall evaluate the following project or system performance measures based on HMIS data from the CoC service area, as set forth in the HEAP notice of funding availability: i. The number of homeless persons served. ii. The number of unsheltered homeless persons served, and the average length of time spent as homeless before entry into the program or project. iii. The number of homeless persons exiting the program or project to permanent housing. 3. Funds cannot be used for site-specific rental subsidies or capital projects in jurisdictions that have not declared a shelter crisis (funds however can be used to provide rental assistance for persons in a city that did not declare a shelter crisis; funds including site-specific rental subsidies cannot be used for a place/facility). 4. Adhere to California's Housing First Policy that includes: a. Core components of "Housing First" means all of the following: i. Tenant screening and selection practices that promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services. ii. Applicants are not rejected on the basis of poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of "housing readiness."

		iii. Acceptance of referrals directly from shelters, street outreach, drop-in centers, and other parts of crisis response systems frequented by vulnerable people experiencing homelessness. iv. Supportive services that emphasize engagement and problem solving over therapeutic goals and service plans that are highly tenant-driven without predetermined goals. v. Participation in services or program compliance is not a condition of permanent housing tenancy. vi. Tenants have a lease and all the rights and responsibilities of tenancy, as outlined in California's Civil, Health and Safety, and Government codes. vii. The use of alcohol or drugs in and of itself, without other lease violations, is not a reason for eviction. viii. In communities with coordinated assessment and entry systems, incentives for funding promote tenant selection plans for supportive housing that prioritize eligible tenants based on criteria other than "first-come-first-serve," including, but not limited to, the duration or chronicity of homelessness, vulnerability to early mortality, or high utilization of crisis services. Prioritization may include triage tools, developed through local data, to identify high-cost, high-need homeless residents. ix. Case managers and service coordinators who are trained in and actively employ evidence-based practices for client engagement, including, but not limited to, motivational interviewing and client-centered counseling. 5. Comply with the terms and conditions of the State of California's HEAP program grant agreement that has yet to be finalized. • A motion was made to approve the recommendations from OHS. All were in favor, none opposed or abstained. The motion was carried.
Receive and consider the Grant Review Committee's (GRC) recommendation of the HEAP funding awards, consider any appeals by applicants whose applications were reduced in funding and those applicants that were not recommended for funding by the GRC, and receive the Office of Homeless Services Summary.	Tom Hernandez	• At this time we will continue where we left off from our last Special ICH meeting on November 28, 2018 and will receive and consider the GRC's recommendation of the HEAP funding awards, consider any appeals by applicants whose applications were reduced in funding and those applicants that were not recommended for funding by the GRC, and receive the OHS Summary. o Morongo Unified School District submitted an application for $260,000. They ranked a 96.0. The GRC recommended funding in the amount of $195,000. ▪ DBH Contracts found attachments C-E missing. Attachment C, any License or Permits required to perform the functions of their project. Attachment D, any exceptions they have to the RFA and attachment E, public record act exemptions. ▪ A revised scope of work was submitted based off the $195,000 recommendation. ▪ The GRC reviewed the application despite the missing items. They felt it may have been an oversight if they were not supposed to review the application. However they did use the same logic they used for those applications that only had one project and did not submit the priority sheet. ▪ The Morongo Unified School District did respond, stating that they did not include these items as they did not pertain to them. ▪ The GRC awarded $195,000 excluding the amount budgeted for motel vouchers. • Victor Valley Family Resource Center (VVFRC) submitted an application for $757,600. They ranked 95.8. The GRC recommends funding in the amount of $150,000. o There were no findings from DBH Contracts. o A revised scope of work was submitted based off the $150,000 recommendation. o The GRC committee reviewed the budget and felt it was minimal compared to the other budgets submitted. A significant amount of the budget was going towards, transportation, document readiness, and criminal justice diversion. They felt there was a lot of overhead and minimal help to help the homeless.

		○ Leslie Earl from VVFRC explained the revised scope of work and budget. The $150,000 would be used to expand the emergency shelter bed inventory to rapidly alleviate homelessness in San Bernardino County. With these funds VVFRC would be able to provide an additional 32 shelter beds under their revised program. • Water of Life Community Church Project 1 submitted an application in the amount of $371,096. This project ranked 95.3. The GRC recommends funding in the amount of $268,000. ○ There were no findings from DBH Contracts. ○ A revised scope of work was submitted. • Desert Haven Victorville submitted an application in the amount of $2,222,250. They ranked 95.0. The GRC recommended funding in the amount of $100,000. ○ There were no findings from DBH Contracts. ○ A revised scope of work was NOT submitted. ○ This project is a placed based service in a city that did NOT declare a shelter crisis. ○ A representative from Desert Haven stated the developer for this project. Housing Partners One is withdrawing their application. • Catholic Charities submitted an application in the amount of $668,084. They ranked 95.0. The GRC recommended funding in the amount of $362,000. ○ There were no findings from DBH Contracts. ○ A revised scope of work was received. ○ The revised scope of work shows that there is no impact to their project other than a reduction of families they are able to serve. ○ Concerns from members of ICH on this project were in regards to it being primarily prevention based; while important it does not take people off the streets immediately. There was also concern about the budget for two case managers. ○ Beverly Earl from Catholic Charities explained the reason they budgeted for two case managers is because they are county wide with offices in several locations throughout the county. Each case worker would be located in separate regions. ○ When reviewing the application and determining funding amounts, the GRC decided to reduce the funds allocated to rental assistance, security deposits, and 1st month rent bringing them to the total of $362,000. • Salvation Army submitted an application for Project 1 in the amount of $938,622. They ranked 94.7. The GRC recommended funding in the amount of $487,000. ○ There were no findings from DBH Contracts. ○ An email was submitted on December 3, 2018 from Major Jessyca Carr to the Office of Homeless Services and the Chair of ICH, requesting that the council consider fully funding project 1 at the original requested amount of $938,622 and not fund project 4 which was ranked lowest on their priority ranking sheet. This would free up $75,578 that can be reallocated to another project. ○ Concerns from the ICH members included the amount of funds allocated to towards staff. Over $800,000 will be used to pay staffing costs. ○ Major Jessyca Carr addressed the concerns of the council. The staffing cost is for 11 staff members for a 24hour facility at a relatively low pay rate. The Salvation Army is proposing to convert 24 long term units of transitional housing into low barrier emergency shelter with 14 family units and 10 single female units. This would assist approximately 236 people a year. If we get partial funding we would only be able to assist half the number of people. ○ The GRC withdrawals their recommendation to fund project 1 for $487,000 due to an oversight and leave it up to this council to decide whether or not to fund this project. • Desert Manna submitted an application for Project 1 in the amount of $338,288. This project ranked 94.3. The GRC

		recommended to fully fund this project for $338,288. o There were no findings by DBH contracts. o A revised scope of work was not submitted as they were recommended for their full amount. • Step Up on Second submitted an application for Project 5 in the amount of $865,000. They ranked 93.7. The GRC recommended funding in the amount of $720,000. o There were no findings from DBH contracts. o A revised scope of work was submitted. o With the revised budget Step Up is proposing to assist 37.5 individuals rather than the 40 originally proposed with Rapid Re-housing. • Mental Health Systems submitted an application for Project 1 in the amount of $520,160. They ranked 93.7. The GRC recommended full funding in the amount of $520,160. o There were no findings from DBH contracts. o A revised scope of work was not submitted since they were recommended for their full requested amount. o The GRC supported the full funding amount because this project met all of the qualifications of the RFA. o Melanie Carrion from Mental Health services stated that they are prepared to serve Individuals County wide. They serve the Transitional Aged Youth (TAY) population. Currently they do not provide a housing element in their program, so with these funds they are looking to expand and offer rapid re-housing to their clients. o ICH Members had a concern on the per household cost. • KEYS submitted an application in the amount of $1,200,000. They ranked 93.3. The GRC recommended funding in the amount of $320,000. o There were no findings from DBH Contracts. o A revised scope of work was submitted. o Julie Burnette from KEYS explained that their project is rapid rehousing focused and is person based. It will enhance a program they are currently facilitating. The web based technology noted in the scope of work is called Charity Tracker. It allows us to communicate in real time with the whole Homeless Provider Network. o The GRC explained when determining funding amounts they reviewed the budget and wanted to support the housing placed initiative and not all of the other items listed. • County of San Bernardino submitted an application for Project 2 in the amount of $1,077,700. This project ranked 93.0. The GRC recommended funding in the amount of $584,500. o This item was withdrawn by the County. • Water of Life Community Church submitted an application for Project 2 in the amount of $202,808. This project ranked 93.0. The GRC recommended funding in the amount of $125,000. o There were no findings by DBH Contracts. o A revised scope of work was submitted. o Recommendations from the ICH were to roll project 2 into Project 1 and create a flexible spending pool to further assist those individuals enrolled in their program. To increase the funding amount in order to hire an additional case manager that specializes in diversion. • Cathedral of Praise International Ministries submitted and application in the amount of $951,160. They ranked 92.8. The GRC recommended $285,030 in funding. o DBH Contracts noted they were missing the priority ranking sheet. o Only one project was submitted therefore the GRC overlooked the missing priority sheet. o A revised scope of work was submitted. o Concerns from ICH included the fact that they switched their project from assisting youth to assisting adults. The

		\$80,265 dedicated to Rapid Rehousing at the rate of \$985 a month. We all know rent is much higher than that so where will the additional funds come from? o Latoya Yarbrough, administrator for Cathedral of Praise addressed the concerns of ICH. She stated that with their initial proposal being cut by over 70% they had to drill down on the budget. She did state they will include both youth and adult although it is not specifically stated in the revised scope. o The GRC defers the final decision of funding to the ICH. • Mercy House submitted an application for Project 2 in the amount of \$200,214. This project ranked 92.7. The GRC recommended funding in the amount of \$128,000. o There were no findings from DBH Contracts. o A revised scope of work was submitted. o The line item on the revised budget for motel vouchers was the only major concern for this project by members of ICH. The question of the three projects listed on the scope of work was also brought up as to whether or not they are complimentary of each other or are they three separate projects. o Linda Wilson from Mercy House addressed the concerns. She stated that the projects are meant to be complimentary; they are programs currently in place which they are expanding. The motel vouchers are meant as bridge housing and will be used for those that are not quite ready to be housed in the rapid rehousing program. • Inland Valley Hope Partners submitted an application for Project 1 in the amount of \$192,934. This project ranked 92.0. The GRC recommended fully funding this project at \$192,934. o There were no findings from DBH Contracts. o A revised scope of work was not submitted since they were recommended for their full requested amount. o Wytske Visser from Inland Valley Hope Partners addressed the council stating that the hotel vouchers listed are used to house individuals and families that are awaiting housing through their rapid rehousing program. They assist individuals and families all over the county and collaborate with other providers. • Mercy House submitted an application for Project 3 in the amount of \$137,340. This project ranked 91.7. The GRC recommended funding in the amount of \$130,000. o There were no findings from DBH Contracts. o A revised scope of work was submitted. o Some concerns from ICH members were allocating this amount of funds towards prevention and not immediate need. Also on the revised budget the allocation for food increased from the original budget. o Linda Wilson addressed these issues and stated the line item for food was switched with counseling. They felt there was a greater need for food. • Mental Health Systems submitted an application for Project 2 in the amount of \$718,771. They ranked 91.7. The GRC recommended full funding in the amount of \$718,771. o There were no findings from DBH contracts. o A revised scope of work was not submitted since they were recommended for their full requested amount. o Concerns from members of ICH are the cost per household and where the 20 households they are proposing to house will be housed as they state they are partnering with Section 8 which has a forever waiting list. It appears that this project would be supplanting a current project and not expand as they would be housing clients they are already serving. o Melanie Carrion from Mental Health Systems addressed the concerns. She stated the 20 households is there minimum number of families they are contracted to assist 200 people so they are trying to house as many people as they can. There process for their housing first model is to look at all available housing but they do add all of their clients to the section 8 list if they qualify for that. They realize the waiting list is long and that is why they rapidly rehouse their clients

		from day 1. • The High Desert Homeless Services submitted an application for $105,480. They ranked 91.5. The GRC recommended funding in the full amount of $105,480. o There were not finding from DBH contracts. o A revised scope of work was not submitted since they were recommended for their full requested amount. o The GRC fully supports their recommendation for the full amount requested. • The Chance Project/SBC Pathways to Housing Network submitted an application for $1,400,000. They ranked 91.3. The GRC recommended funding for the full amount of $1,400,000. o There were no findings from DBH contracts. o A revised scope of work was not submitted since they were recommended for their full requested amount. o Concerns from ICH members included the following: Spending $1.4 million on diversion and leveraged funds. o Don Smith from Pathways to Housing addressed the concerns. He stated the $1.4 million would be spread out over seven agencies, each receiving $200,000. Our objective is to get the whole county involved in developing the initiative. It can be region driven, so the services need in one region may be different than another. The hope is to get cities engaged to help pay for the needs in their city. As for leveraging we will be out there on day one looking for additional funds to leverage this project. o The GRC stated that this project was one of the last projects they added for recommendation which brought their recommendation in over $11 million. It was added in case any of the projects dropped out due to not having the declaration of a shelter crisis. However they felt this project had a lot of merit. It was innovated and it showed a lot of collaboration therefore they agreed to fully fund the project. • The Family Assistance Program submitted an application for Project 3 in the amount of $525,600. They ranked 90.8. The GRC recommended funding in the full amount of $525,600. o There were no findings from DBH contracts for this project. o A revised scope of work was not submitted since they were recommended for their full requested amount. o This is a Youth program. Project #3 is the only project that meets $470k requirement for Homeless Youth related services. • The Salvation Army submitted an application for Project 4 in the amount of $981,100. It ranked 90.3. The GRC recommended funding in the amount of $527,000. o There were no findings from DBH Contracts. o An email was submitted on December 3, 2018 from Major Jessyca Carr to the Office of Homeless Services and the Chair of ICH, requesting that the council consider fully funding project 1 at the original requested amount of $938,622 and not fund project 4 which was ranked lowest on their priority ranking sheet. This would free up $75,578 that can be reallocated to another project. o Major Jessyca Carr addressed the council regarding project 4. She stated this is a two year project. They have offices in five locations however if they get funded at a reduced rate they would have to operate out of only two offices. She did state they would still accept Clients County wide. It would be Salvation Army's preference to be fully funded for project 1 rather than be half way funded for two projects. However they will accept whatever funding is recommended. • Inland Valley Hope Partners submitted an application for Project 2 in the amount of $114,236. This project ranked 90.0. The GRC recommended fully funding this project at $114,236. o There were no findings from DBH Contracts. o A revised scope of work was not submitted since they were recommended for their full requested amount. o A question from an ICH member: How can you rapid rehouse a family for $2000 a year? o Wytske Visser from Inland Valley Hope Partners addressed the council stating that they have matching funds plus not

each family will need the full amount to be housed.

- The Morongo Basin ARCH submitted an application for project 2 in the amount of $213,000. They ranked 90.0. The grant review committee recommended fully funding this project at $213,000.
  - There were no findings from DBH Contracts.
  - A revised scope of works was not submitted, as they were recommended to be fully funded.
  - Astrid Johnson clarified that the property has not been identified as of yet but they are looking at a duplex. The intent is to rent the spaces out for 30 days at a time to families that are waiting for their permanent housing to be available.

- The amount that the Grant Review Committee recommended for award is over the maximum award provided to the Continuum of Care. The total amount recommended was $11,497,897.00. The total amount available is $8,450,171.30 with 5% set aside for youth proposals in the amount of $470,000. The amount recommended for funding exceeds the amount available by $2,577,725.70.
- The chair asked if there were any agencies that submitted an application and were not recommended for funding and would like to file an appeal. The appeal will allow these agencies to be considered for funding. The following agencies asked for an appeal:
  - House of Hope
    - Harold Patton from House of Hope made his appeal to fund their project for $319,698.
    - The appeal was originally denied but after further clarification the chair brought it back for a second vote.
    - There was a motion to approve the appeal, one opposed, the remainder was all in favor and none objected. The appeal was approved
  - City of Upland
    - Eric Gavin from the City of Upland made his appeal to fund project 2 for $550,000.
    - There was a motion to approve the appeal. All were in favor, none opposed or objected. The appeal was approved.
  - Sheriff's HOPE Team
    - Deputy Mike Jones made his appeal to fund the County of San Bernardino Sheriff's Dept application for a reduced rate of $974,368.
    - There was a motion to approve the appeal. All were in favor, none opposed or objected. The appeal was approved.
- After considering the appeals this brings the total recommended funding to $13,341,963. This means in order to meet our threshold, the council will need to reduce these funds by $3,361,713.70.
- After many hours of deliberation and discussion the council recommends the following:

County of San Bernardino Project 3	$	200,000.00
City of Rialto	$	600,759.00
City of Colton	$	400,000.00
City of Montclair Project 1	$	234,000.00
City of Redlands	$	600,000.00
City of Barstow Project 1	$	376,580.00
City of Upland Project 1	$	127,825.00
Mercy House Project 1	$	327,184.00
St Mary Medical Center	$	140,350.00

		Morongo Unified School District $ 195,000.00 Victor Valley Family Resource Center $ 150,000.00 Water of Life Community Church Project 1 $ 268,000.00 Catholic Charities $ 362,000.00 Step Up on Second, Inc. Project 5 $ 720,000.00 Mental Health Systems Project 1 $ 520,160.00 Keys $ 320,000.00 Water of Life Community Church Project 2 $ 125,000.00 Inland Valley Hope Partners Project 1 $ 192,934.00 Mercy House Project 3 $ 130,000.00 High Desert Homeless Services $ 150,343.30 The Chance Project / SBC Pathways to Housing Network $ 1,400,000.00 Family Assistance Program Project 3 $ 525,600.00 The Salvation Army Project 4 $ 527,200.00 Inland Valley Hope Partners Project 2 $ 114,236.00 Morongo Basin ARCH Project 2 $ 213,000.00 • The council also provided two contingency offers should any of the projects above fall through: City of Upland Project 2 (contingency 2) $ 550,000.00 Sheriff's Department (contingency 1) $ 974,368.00 • The total for all projects being submitted for funding came to $8,920,171.30. With the proposed contingencies the total comes to $10,444,539.30.
PUBLIC COMMENTS	PRESENTER	ACTION/OUTCOME
		• Major Jessyca Carr • Leslie Earl • Billie Brown • Wytske Visser • Rosa Ramirez • Marisela Manzo • Sharon Green
COUNCIL ROUNDTABLE	PRESENTER	ACTION/OUTCOME
		• No roundtable discussion

Adjournment	Supervisor Josie Gonzales, Chair	• Being no further business to discuss, the meeting was adjourned at 7:08 p.m.
Next Meeting		Wednesday, January 23, 2019 at 9:00 a.m. – 3:00 p.m. County of San Bernardino Health Services - Auditorium 850 E. Foothill Blvd Rialto, CA 92376

Office of Homeless Services
303 E. Vanderbilt Way ▪ San Bernardino, CA 92415
Phone: (909) 386-8297 ▪ Fax: (909) 890-0868
Email: homelessrfp@hss.sbcounty.gov ▪ Website: http://www.sbcounty.gov/dbh/sbchp/

Attendees at December 12, 2018 • Interagency Council on Homelessness				
Last Name	First Name	Title/Department	Phone Number	Email
ADKINS	LETONIA	Program Asst.		Adkins-le@sbcity.org
AGUIRRE	BETTY	OHS		
ALEXANDER	JESSICA	Operation Grace	909-382-8540	pastorjessicaalexander@gmail.com
BENNETT	ESTEVAN	ED	909-685-3885	rialtofamilyhealthsvcs@gmail.com
BLOOM	BARBARA	CEO Step Up on Second		Barbara@stepuponsecond.org
BREIDENBACH-STERLING	DEBRA	Town of Yucca Valley		dbreidenbach@yucca-Valley.org
BRENTS	PERRY	City of Rialto	909-820-8039	pbrents@rialtoca.gov
BROADNAX	EDWIN	VA Medical Center HCHV Outreach Program	909-825-7084	Edwin.broadnax@va.gov
BROWN	BILLIE	CEO	760-987-1513	billiejobrown@gmail.com
BURNETTE	JULIE	KEYS	909-332-6386	jburnette@keysnonprofit.org
CARR	JESSYCA	Corps Officer	562-480-2654	jessyca.carr@usw.salvationarmy.org
CARRION	MELANIE	VP MHS		mcarrion@mhsinc,org
CATALANO	MIKE	SBSD	909-387-3682	mcatalano@sbcsd.org
COGDON	STEPHANIE	L4L	951-757-7363	Stephanie1948@gmail.com
COKER	GREG	CEO	909-518-4951	Rnhinc3@ah.net
COLUNGA	ALYSSA	Admin Analyst City of Montclair	909-625-9459	acolunga@cityofmontclair.org
CORONA	LORENA	Chaffey College	909-652-7459	Lorena.corona@chaffey.edu
DRAKE	RAMONA	PM	969-222-3267	rdrake@mhsinc.org
DURANTE	AIMEE	Family Resource Coordinator	909-486-4719	adurante@timeforchange.org
EARL	BEVERLY	Catholic Charities	909-388-1239 xt. 308	
EARL	LESLIE	Program Manager	760-669-0300	learl@vvfrc.com
EDWARDS	AMY	OHS	909-386-8297	AEdwards@dbh.sbcounty.gov
FARRAR	DEB	City of Colton	909-370-6157	dfarrar@colton.ca.gov
FAZEKAS	DOUGLAS	CDHA	909-387-4438	Doug.fazekas@cdh.sbcounty.gov
FEE	CONNIE	SAII/DBH	909-388-5600	Constance.fee@dbh.sbcounty.gov
FIKE	NANCY	ESA Step Up	909-601-0054	nfike@stepuponsecond.org

FONDARIO	GABRIEL	City of Montclair	909-447-3551	gfondario@cityofmontclair.org
FOSSETT	VINCENT	Clay Counseling	909-646-2589	Vincent@claycounselingsolutions.com
FRY	DARRELL			
GAVIN	ERIC	City of Upland	909-257-5208	egavin@opendoortech.com
GILLIAM	CHEKESHA	Government Relations Analyst	909-387-4383	Chekesha.Gilliam@cao.sbcounty.gov
GOMEZ	SOCORRO	DBH Homeless Program		sgomez@dbh.sbcounty.gov
GONZALES	JOSIE	Supervisor - Fifth District	909-387-4565	jgonzales@bos.sbcounty.gov
GONZALEZ	KATRYNA	Sr. Project Manager	909-395-2322	kgonzalez@ontarioca.gov
GREEN	SHARON	Victor Valley Family Resource Center	760-887-1909	sgreen@vvfrc.com
GREEN	JEFF	Policy Research	951-999-7184	Jeffgreen.cad@gmail.com
GRIFFIN	RON	CFO	909-841-6001	askrongriffin@msn.com
GUEVARA	FRANK	Director – Veterans Affairs	909-387-5527	frank.guevara@va.sbcounty.gov
HAMILTON	WAYNE	Outreach Coordinator	760-401-0375	Wayne.hamilton@morongok12.us.ca
HARGETT	ROBERT	Montclair Code Enforcement	909-447-3554	rhargett@cityofmontclair.org
HENLEY	NICOLE	Assistant Professor – CSUSB	909-537-7228	Nicole.henley@csusb.edu
HERNANDEZ	TOM	OHS	909-386-8208	thernandez@dbh.sbcounty.gov
JAFARI	NIMA	PM	909-983-4406	njafhri@mhsinc.org
JIMENEZ	ALFONSO	Department of Rehabilitation	951-782-4355	Alfonso.jimenez@dor.ca.gov
JOHNSON	TANIA	Program Manager	909-953-5970	taniaj@lighthouse-ssc.org
JOHNSON	ASTRID	MB ARCH	760-861-6433	Skyviewfarm29@gmail.com
JONES	MIKE	SBCSD		mjones@sbcsd.org
JOSLIN	GUS	Housing Authority	909-332-6306	gjoslin@hacsb.com
KELLEY	VERONICA	Director	909-388-0820	vkelley@dbh.sbcounty.gov
KESSEE	NATALIE	Contract Manager	909-388-0869	nkessee@dbh.sbcounty.gov
KEVES	RENE	DBH		Rene.keves@dbh.sbcounty.gov
LEWIS	SHEREE	City of Rialto	909-820-8035	slewis@rialtoca.gov
LOBO	VICKIE	Founder	909-496-2082	vickielobo@yahoo.com
MANZO	MARISELA	211	909-980-2857	MManzo@ieuw.org
MARQUEZ	VIRGINIA	Council Member	909-384-5268	marquez_vi@sbcity.org
MILLER	JANET	Project Manager	909-335-4755 xt 9	jamiller@cityofredlands.org
MINWALLA	STACY			
MOMBERGER	TONI	City of Redlands		toni@redlandscitycouncil.com
MURPHY	BARBARA	Kaiser Permanente		Barbara.A.Murphy@kp.org
MUSKO	ELAINE	MB ARCH	909-755-9193	Genme29@gmail.com
PASCO	ANGELA	Exec. Director - New Hope Village, Inc.	760-256-1900	Angela@newhopevillageinc.org
PATTON	HAROLD	President	909-963-9262	hgpgodsforlife@aol.com
PAXTON	KENT	BOS 5th District		Kent.paxton@bos.sbcounty.gov
RAMIREZ	ROSA	St. Mary	760-946-8145	Rosa_ramirez@stjoe.org
REAY	JULIE	HomeAid Inland Empire		julie@homeaidie.org
RUBIO	ANDREA	SPO/Probation	909-915-8002	Andrea.rubio@prob.sbcounty.gov
SALAZAR	FRANK	County Counsel	909-387-5442	fsalazar@cc.sbcounty.gov

SMITH	RAYCHEL	Admin Aide	909-421-4949	rsmith@rialtoca.gov
SMITH	DON	Creating Community Solutions		donsmithsolutions@outlook.com
THOMAS	CASONYA	Assistant Executive Officer	909-387-4717	cthomas@hss.sbcounty.gov
ULIBURRI	ANNA	Director	909-803-1059	annau@wateroflifecc.org
VARELA	ALICE	President SKIP	909-561-5305	avarela@skipwithus.org
VISSER	WYTSKE	Hope Partners	909-622-3806	wytskev@inlandvalleyhopepartner.org
WALDRON	JIMMY	High Desert Homeless	760-420-6980	jimmy.waldron@yahoo.com
WESTERLIN	MERRY	Building Off.	909-625-9437	mwesterlin@cityofmontclair.org
WILSON	LINDA	Housing Director	714-836-7188 xt. 103	lindaw@mercyhouse.net
WILSON	WENDELL	Mountain Homeless Coalition	360-350-8692	
YARBROUGH	LATOYA	Administrator	909-440-4339	lyarbrough@copim.org
YOUNG	ROXANNE	Deputy Director	909-948-6208	ryoung@hss.sbcounty.gov

San Bernardino County Homeless Partnership

Interagency Council on Homelessness
Administrative Office
303 E. Vanderbilt Way, San Bernardino, CA 92415-0026
Office: (909) 386-8297

FROM: Tom Hernandez, Chief of Homeless Services

SUBJECT: State of California Business, Consumer Services and Housing Agency Homeless Emergency Aid Program (HEAP) application submission update.

DATE: January 23, 2019

RECOMMENDATION

Receive update on the State of California Business, Consumer Services and Housing Agency HEAP application submission by the Office of Homeless Services (OHS).

BACKGROUND INFORMATION

On December 12, 2018, the Interagency Council on Homelessness (ICH) approved twenty-five (25) project applications for funding through the State HEAP program. On December 19, 2018, the OHS, as the Administrative Entity (AE) designated by the ICH, submitted the San Bernardino County Continuum of Care (CoC) HEAP application to the State Business, Consumer Services and Housing Agency (BCSHA).

The following are a list of projects approved (in order) by the ICH:

Project	Amount Recommended
County of San Bernardino Project 3	$200,000.00
City of Rialto	$600,759.00
City of Colton	$400,000.00
City of Montclair Project 1	$234,000.00
City of Redlands	$600,000.00
City of Barstow Project 1	$376,580.00
City of Upland Project 1	$127,825.00
Mercy House Project 1	$327,184.00
St. Mary Medical Center	$140,350.00
Morongo Unified School District	$195,000.00
Victor Valley Family Resource Center	$150,000.00
Water of Life Community Church Project 1	$268,000.00
Catholic Charities	$362,000.00
Step Up on Second, Inc. Project 5	$720,000.00
Mental Health Systems Project 1	$520,160.00

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Knowledge and Education for Your Success	$320,000.00
Water of Life Community Church Project 2	$125,000.00
Inland Valley Hope Partners Project 1	$192,934.00
Mercy House Project 3	$130,000.00
High Desert Homeless Services	$150,343.30
The Chance Project / SBC Pathways to Housing Network	$1,400,000.00
Family Assistance Program Project 3	$525,600.00
The Salvation Army Project 4	$527,200.00
Inland Valley Hope Partners Project 2	$114,236.00
Morongo Basin ARCH Project 2	$213,000.00
TOTAL:	$8,920,171.30

On December 27, 2018, the OHS received notification from the State BCSHA that its application had been deemed complete and BCSHA would begin to prepare the award letter and standard agreements. The following allocations were approved:

Services: $6,364,831.30
Rental Assistance Subsidies: $1,296,580.00
Capital Improvements: $213,000.29 (213,000.00)
Homeless Youth Set-Aside: $1,045,760.00
Administrative: $469,482.71 (469,483.00)

TOTAL: 9,389,654.30

OHS provided declarations for the following jurisdictions:

City of Barstow
City of Colton
City of Montclair
City of Redlands
City of Rialto
City of San Bernardino
City of Upland
County of San Bernardino

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On January 9, 2019, the OHS received a copy of the award letter from the BCSHA (see attached Award Letter), a copy of the standard agreement, and instructions to complete the standard agreement.

Based on weekly communications with the BCSHA, the OHS was notified that there will not be a Round 2 of funding as all 54 jurisdictions submitted applications for the full amount of available funding. According to BCSHA, any interest accumulated from the HEAP award by AEs must be reinvested in project related services, subsidies, capital improvement and youth set-aside.

On January 10, 2019, the Governor of California, Gavin Newsom, released the 2019-2020 Proposed Budget Summary. In the summary, the Office of the Governor is requesting $500 million in general fund for grants to support regional planning ($300 million) and meeting milestones ($200 million) to be administered by the BCSHA. This request is part of a continuation of the Administration's comprehensive proposal to address the state's housing and homelessness crises. The State's 43 CoCs and most populous cities will be eligible applicants for these funds, similar to HEAP.

According to the BCSHA submitted budget change proposal:

"Housing is a statewide issue and a lack of affordable housing directly contributes to the increased homelessness seen across the state. To address these crises, the Administration proposes to make significant investments and policy changes through a multi-pronged approach that includes incentives to increase housing production and additional resources to provide access to shelter and services to individuals and families with immediate need. Other components of the proposal include:

- Planning and Production Grants: A $750 million General Fund investment, including $250 million for technical assistance to jurisdictions to plan for increased housing and $500 million for a larger incentive award to those that meet certain milestones.
- Moderate-Income Housing Production: A $500 million General Fund investment to promote the development of housing for moderate-income households through an expansion of the California Housing Finance Agency (CalHFA) Mixed-Income Loan Program.
- Expanded State Housing Tax Credit Program: An increase in the state Low-Income Housing Tax Credit program, up to $500 million annually upon an appropriation, with $200 million allocated through a new program that targets households with incomes not typically served by the state's housing programs.
- Whole Person Care Pilot Program: A $100 million General Fund investment to address housing in Whole Person Care Pilot programs, which coordinate health, behavioral health, and social services in a patient-centered manner with the goal of improved health and well-being.

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- Supplemental Security Income (SSI) Advocacy: A $25 million General Fund investment to assist homeless, disabled individuals with applying for disability benefit programs, while also providing housing supports.
- Innovation Challenge—Underutilized and Excess State Property: A new process by which the state will solicit affordable housing developers to build demonstration projects that construct affordable and mixed-income housing at lower cost, with low-cost ground leases of underutilized or excess state property.
- Economic Development Tools Made More Attractive: A removal of the voter approval requirement to issue debt to encourage the formation of additional Enhanced Infrastructure Financing Districts.
- Streamlining California Environmental Quality Act: Statutory streamlining to accelerate the construction of homeless shelters, navigation centers, and new supportive housing.
- Airspace for Emergency Shelters: A statewide policy to use Department of Transportation airspace (land within the highway right-of-way used for non-transportation purposes) for emergency shelters.

The request includes 2 distinct components to address homelessness: Regional Planning and Meeting Milestones.

Regional Planning—$300 million

Jurisdictions that establish joint regional plans to address homelessness will be eligible for funding. HCFC will distribute funds through federally-designated Continuums of Care ($200 million) and the most populous cities in the state ($100 million). Plans must include regional coordination between counties and cities and report all funds currently being used to provide housing and services to the homeless population in their regions. These funds include but are not limited to Mental Health Services Act funds, Realignment funds, and dedicated city and county funds. Funds must be spent on expanding or developing shelters and navigation centers. Local governments will report their expenditures to the state.

Meeting Milestones—$200 million

Jurisdictions that show progress toward developing housing and shelters, including permitting new supportive housing units or constructing emergency shelters and navigation centers, will be eligible to receive additional funds for general purposes. While jurisdictions will have flexible use of these grants and may use funds for ongoing support of the shelters and navigation centers constructed, jurisdictions must report to the state on their uses of these funds.

For the $300 million for regional planning, HCFC will review applications from jurisdictions that establish joint regional plans (between cities and counties) to address homelessness. These plans must identify all existing

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funds dedicated to housing and services to address homelessness. Jurisdictions must expend these funds on expanding or developing shelters and navigation centers, and are required to report their expenditures to the state.

The $200 million available for meeting milestones will be available to jurisdictions that have shown progress and met certain milestones. HCFC will review jurisdictions' efforts to determine grant eligibility. While these funds are available for general purposes, jurisdictions are required to report to the state on their uses of these funds."

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CALIFORNIA
HOMELESS COORDINATING
AND FINANCING COUNCIL
Business, Consumer Services and Housing Agency
Gavin Newsom, Governor | Alexis Podesta, Chair

January 9, 2019

Tom Hernandez
Chief of Homeless Services
County of San Bernardino
303 E. Vanderbilt Way, First Floor
San Bernardino, CA 92415

RE: Award Announcement – San Bernardino City & County Continuum of Care Agreement #18-HEAP-00042: CA-609 (App#COC-CA-609-8UUZUS5TXO)

Dear Mr. Hernandez:

The Business, Consumer Services and Housing Agency (BCSH) Homeless Coordinating and Financing Council is pleased to announce that the San Bernardino City & County Continuum of Care (CoC) has been awarded a Homeless Emergency Aid Program (HEAP) grant in the amount of $9,389,654.30. This letter constitutes notice of the award of HEAP funds for use in the San Bernardino City & County CoC region.

The San Bernardino City & County CoC will receive its full disbursement of funds after the Standard Agreement is fully executed, and the enclosed Request for Funds form has been signed and returned. Please note that the Request for Funds form must be signed at a date at least one day after the County of San Bernardino has signed the Standard Agreement. In addition, grant expenditures may not be incurred prior to the execution of the Standard Agreement and receipt of HEAP funds by the County of San Bernardino.

Please be advised that this award is subject to the terms and conditions of the Standard Agreement, which must be fully executed within 30 calendar days of the date of this award letter. Failure by the County of San Bernardino to sign and return the Standard Agreement upon receipt from BCSH within this timeframe may result in a delay of disbursement of funds.

Congratulations on your successful application. For further information, please contact Daniel Castillo, HEAP Grant Manager, at 916-651-2788 or daniel.castillo@bcsh.ca.gov.

Sincerely,

Alexis Podesta, Secretary
Business, Consumer Services and Housing Agency
Council Chair

San Bernardino County Homeless Partnership

Interagency Council on Homelessness
Administrative Office
303 E. Vanderbilt Way, San Bernardino, CA 92415-0026
Office: (909) 386-8297

FROM: Tom Hernandez, Chief of Homeless Services

SUBJECT: Letters of support to Lighthouse Social Service Centers, Knowledge & Education for Your Success and U.S. Veterans Initiative for the Supportive Services for Veteran Families Program Application.

DATE: January 23, 2019

RECOMMENDATION

Approve letters of support to Lighthouse Social Service Centers, Knowledge & Education for Your Success and U.S. Veterans Initiative for the Supportive Services for Veteran Families Program Funding.

BACKGROUND INFORMATION

On December 19, 2018, the United States Department of Veterans Affairs (VA) released the Supportive Services for Veteran Families (SSVF) Program Notice of Funding Availability (NOFA). According the SSVF NOFA, Section II.C.11, applicants are strongly encouraged to include a letter of support from the local Continuum of Care (CoC) where they plan to deliver services.

The letters of support should reflect the applicant's engagement in the CoC's efforts to coordinate services and should be provided, at a minimum, from the CoC to be served under the proposed program. Failure of renewal agencies to provide a CoC support letter that clearly addresses the information described within the NOFA limits the grant to 90% of the possible award amount.

The purpose of SSVF is to provide supportive services grants to private non-profit organizations and consumer cooperatives, who will coordinate or provide supportive services to very low-income veteran families who:

(i) are residing in permanent housing and are at risk of becoming homeless;
(ii) are homeless and scheduled to become residents of permanent housing within a specified time period; or
(iii) after exiting permanent housing within a specified time period, are seeking other housing that is responsive to such very low-income veteran family's needs and preferences.

SSVF prioritizes the delivery of rapid re-housing services to homeless veteran households. Applications for SSVF are due to the VA by Office by 4:00 p.m. Eastern Time on February 22, 2019.

Attached you will find letters of support for Lighthouse Social Service Centers, Knowledge and Education for Your Success, and United States Veterans Initiative to support their application to the VA.

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January 23, 2018

Supportive Services for Veteran Families (SSVF) Program Office
151 Knollcroft Road
Lyons, NJ 07939

Re: Supportive Services for Veterans and Families (SSVF) Grant

Dear Supportive Services Veterans Program Office Administrator:

The San Bernardino County Continuum of Care (CoC) is pleased to support Knowledge & Education for Your Success (KEYS) in the renewal of the Supportive Service for Veterans and Families (SSVF) grant for San Bernardino County. KEYS is the largest rapid re-housing provider in San Bernardino County, serving over 500 homeless individuals and families annually through various rapid rehousing (SSVF, HUD CoC, and California State TANF) funding streams. Recognized as a High-Performer with California Department of Social Services (CDSS), in the areas of permanent housing placements, cost-effectiveness and housing retention rates, KEYS provides a critical role in building local capacity in the Coordinated Entry System (CES) process and community planning efforts addressing homelessness.

KEYS has been a significant partner in the CoC to coordinate, align, and provide rapid rehousing, homeless prevention and supportive services for our homeless Veterans. This agency works to provide outreach to homeless Veterans as well as seek multiple opportunities to find permanent housing and rapid rehousing solutions to help those who are chronically homeless, including serving as the primary referred agency to leverage resources and enhance housing stability for our very low or no income veteran families. KEYS resource management and system level approach continues to provide gap fill resources to veterans who do not qualify for SSVF or who may have exhausted SSVF maximum allowances, which supports critical time intervention and stability to those identified in the prioritization process.

KEYS actively participates in the weekly Homeless Veterans Community Planning Group as part of our county's goal to achieve national benchmarks to end Veterans homelessness in the region. KEYS staff members actively participate in the coordinated assessment process of the CoC by attending bi-weekly case conferencing meetings supported by the CoC Coordinated Entry System (CES) provider, 2-1-1 United Way, and assists in the development of capacity and implementation of our CES. This investment of staff time equates to approximately 15 additional hours of staff engagement per month.

KEYS participates regularly in the CoC Interagency Council on Homelessness, Homeless Provider Network Meetings, local Veteran events, quarterly Homeless Summits, and participates with 211 and multiple

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service organizations for expanding their network and services to enhance all services for homeless Veterans.

Ending Veterans homelessness in our County is a priority and KEYS is a significant partner in helping to achieve this goal. The CoC for San Bernardino County is pleased to support KEYS in their renewal grant for year 2019-20 of the SSVF program.

Respectfully,

JOSIE GONZALES, Chair, Interagency Council on Homelessness
San Bernardino County Continuum of Care

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January 23, 2018

Supportive Services for Veteran Families (SSVF) Program Office
151 Knollcroft Road
Lyons, NJ 07939

Re: Supportive Services for Veterans and Families (SSVF) Grant

The San Bernardino County Continuum of Care (CoC) is pleased to support LightHouse Treatment Center dba Lighthouse Social Service Centers (LightHouse) in their Supportive Services for Veteran Families (SSVF) FY 20 Priority 2 Renewal Grant Application for San Bernardino County (18-CA-171).

LightHouse is an SSVF grantee that serves the Inland Empire of Southern California as a significant partner in the CoC's efforts to coordinate, align, and provide rapid re-housing, homeless prevention and supportive services for San Bernardino County's homeless veterans. This agency works to provide outreach to homeless veteran as well as seeks multiple opportunities to find permanent housing solutions to help veterans who are chronically homeless. The veteran resources provided by LightHouse to the CoC include Grant and Per Diem Bridge Housing services, rapid re-housing and homeless prevention services through the SSVF program and permanent supportive housing for disabled veterans through the LightHouse Hope for Heroes program.

LightHouse Social Service Centers CEO Karyn Young-Lowe facilitates the weekly Homeless Veteran Community Planning Group (HVCPG) meetings for the County of San Bernardino. LightHouse outreach, housing navigation and case management staff also attends this meeting on a weekly basis. The HVCGP is the entity responsible for the by-name list, and the rate of housing placement and stabilization of veterans in San Bernardino County. The HVCPG Veteran service providers, which includes SSVF, GPD and Safe Haven staff, VA outreach and HUD-VASH staff, staff from the Housing Authority and the county housing navigation staff, meet weekly to review and update the by-name list, case conference and work toward achieving the benchmark criteria set forth by United States Interagency Council on Homelessness and Veterans Affairs on ending homelessness among veterans on a weekly basis.

The LightHouse staff actively takes part in the coordinated assessment process of the CoC by attending bi-weekly case conferencing meetings supported by the CoC Coordinated Entry System (CES) provider, 2-1-1 United Way, and assists in the development of capacity and implementation of our CES. LightHouse receives prioritized referrals generated from the CES system. Further, through its outreach efforts LightHouse utilizes the VI-SPDAT 2 which is the local assessment tool used to support coordinated screening and referrals within the CoC. LightHouse Intake and Case Management staff also trained and conducted the VI-SPDAT 2. Please also note that LightHouse staff actively participates in the annual

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Point in Time Count for San Bernardino County by assisting the planning and volunteering for the Point in Time Count event.

Regarding HMIS, the CES for San Bernardino County is embedded in the County HMIS program and LightHouse enters all appropriate veteran information into the system and also engages in data sharing with veteran providers and the CES. LightHouse also participates regularly in the CoC Interagency Council on Homelessness (ICH), which is the CoC's governing board, Homeless Provider Network Meetings, Stand Downs, local Veteran events, quarterly Homeless Summits, and Veteran Success Affairs. LightHouse also participates with 211 and multiple service organizations to expand its network and services to enhance all services for homeless veterans.

Ending Veterans homelessness in our County is a priority and LightHouse is a significant partner in helping to achieve this goal. We consider LightHouse to be a model program for other veteran and non-veteran programs dedicated to rapid re-housing, homeless prevention and permanent supportive housing services. The San Bernardino County Continuum of Care is pleased to support LightHouse Social Service Centers in its renewal grant for FY 20 of the SSVF program.

Respectfully,

JOSIE GONZALES, Chair, Interagency Council on Homelessness
San Bernardino County Continuum of Care

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January 23, 2018

Supportive Services for Veteran Families (SSVF) Program Office
151 Knollcroft Road
Lyons, NJ 07939

Re: Supportive Services for Veterans and Families (SSVF) Grant

The San Bernardino County Continuum of Care (CoC) is pleased to support United States Veterans Initiative (U.S.VETS) in the renewal of the Supportive Services for Veterans and Families (SSVF) grant for San Bernardino County. U.S.VETS is an SSVF grantee who serves the Inland Empire of Southern California.

U.S.VETS has been a significant partner in the CoC to coordinate, align, and provide rapid rehousing, homeless prevention and supportive services for our homeless Veterans. This agency works to provide outreach to homeless Veterans as well as seek multiple opportunities to find permanent housing and rapid rehousing solutions to help those who are chronically homeless.

U.S.VETS assists in facilitating the Homeless Veterans Community Planning Group, which is part of our county's push to end Veterans homelessness in the region. U.S.VETS staff allocates roughly 4-6 hours per week of staff's time to engage in CoC activities such as, but not limited to, updating the Master List for the veterans U.S.VETS encounters in regards to Veterans planning and coordination of services.

U.S.VETS staff also actively takes part in the coordinated assessment process of the CoC by attending bi-weekly case conferencing meetings supported by the CoC Coordinated Entry System (CES) provider, 2-1-1 United Way, and assists in the development of capacity and implementation of our CES. This investment of staff time equates to approximately 8 additional hours of staff engagement per month.

U.S.VETS participates regularly in the CoC Interagency Council on Homelessness, Homeless Provider Network Meetings, Stand Downs, local Veteran events, quarterly Homeless Summits, Veteran Success Affairs, and participates with 211 and multiple service organizations to expand its network and services to help enhance all services for homeless Veterans.

Ending Veterans homelessness in our County is a priority and U.S.VETS is a significant partner in helping to achieve this goal. The San Bernardino County Continuum of Care is pleased to support U.S.VETS in its renewal grant for year 2018/2019 of the SSVF program.

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Respectfully,

JOSIE GONZALES, Chair, Interagency Council on Homelessness
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San Bernardino County Homeless Partnership

Interagency Council on Homelessness
Administrative Office
303 E. Vanderbilt Way, San Bernardino, CA 92415-0026
Office: (909) 386-8297

FROM: Tom Hernandez, Chief of Homeless Services

SUBJECT: Letter of support for the San Bernardino County Department of Behavioral Health's proposed Mental Health Services Act Innovation Project - InnROADs

DATE: January 23, 2019

RECOMMENDATION

Approve letter of support for the San Bernardino County Department of Behavioral Health's proposed InnROADS project to the State of California Mental Health Services Oversight and Accountability Commission.

BACKGROUND INFORMATION

On January 3, 2019, the San Bernardino County Department of Behavioral Health (DBH) provided a presentation on the proposed Mental Health Services Act (MHSA) Innovation Plan, Innovative Remote Onsite Assistance Delivery (InnROADs) program to the San Bernardino County Behavioral Health Commission for support in presenting the Innovation Proposal to the State of California Mental Health Oversight and Accountability Commission (MHSOAC) on February 28, 2019.

The MHSA, Proposition 63, was passed by California voters in November 2004 and went into effect in January 2005. The MHSA provides increased funding for mental health programs across the state. The funding supports requirements of innovation that supports innovative approaches that encourage change to existing mental health practices or approach. Innovative pilot projects are time-limited (maximum of 5 years from the start date of the project).

The focus of the project will be the creation of an intensive, field-based engagement model that supports multi-disciplinary/multi-agency teams that meet, engage, and provide treatment to youth, adults, and families experiencing homelessness where they live and are comfortable within homeless communities. The anticipated timeline for implementation of the program will begin July 1, 2019 through June 30, 2024.

The InnROADs proposal is a multi-agency collaboration to provide outreach and engagement for real-time multi-agency problem solving and referrals for those experiencing homelessness in rural areas of San Bernardino County with the creation of a field-based engagement and treatment model that brings treatment and services to the individual in need, no matter where the individual is located within San Bernardino County. The total cost for the proposed innovated project is $17 million over the course of five (5) years.

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DBH conducted outreach to promote the DRAFT Innovation Plan. Information was disseminated through:

- Press releases to fifty (50) media outlets.
- Email and flyer distribution (English and Spanish) to reach populations representative of the descriptions provided, including:
- Community partners, community and contracted organizations, other county agencies, cultural subcommittees and coalitions, and regularly scheduled stakeholder meetings.
- Posting on DBH website and DBH social media sites such as Facebook, Twitter, and Instagram.
- Regular announcements in meetings.

Meaningful stakeholder involvement was obtained during the program planning phase of InnROADs beginning in January 2018. These meetings allowed for direct input from the involved participants concerning the project design, implementation, and evaluation of the project. A total of one hundred and seventy-six (176) community members and stakeholders attended these sessions. From this planning process, one hundred and thirty-seven (137) comment forms were received. The comments received revealed overwhelming support for the collaborative interagency approach of this project and providing outreach and engagement to individuals experiencing homelessness and mental illness.

A copy of the MHSA InnROADs Concept Abstract and requested letter of support is attached for review. A copy of the draft MHSA Innovation Plan is available upon request via the DBH Innovation Program Manager, Karen Cervantes, (909) 252-4068 or kcervantes@dbh.sbcounty.gov.

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Innovation Concept

InnROADs

Innovative Remote Onsite Assistance Delivery

Target Population

Individuals that are:

- Prevented from accepting the Housing First model due to serious and persistent mental illness
- Experiencing homelessness in San Bernardino County's rural and unincorporated communities
- Experiencing unsheltered homelessness within San Bernardino County

Basic Concept

The focus of the project will be the creation of an intensive, field-based engagement model that supports multidisciplinary/multiagency teams that meet, engage, and provide treatment to consumers and their families where they live within homeless communities. Simply put**, this project will seek to disrupt the existing model of engagement and treatment that requires individuals to "come to" services and supports in favor of the creation of a system where the needed services and supports "go to" the individual in need, no matter where they are located within San Bernardino County**.

The InnROADs innovative model will be comprised of four main components:

- Pre-Engagement
- Engagement and Treatment
- Stabilization
- Mobile Treatment and Services

InnROADs will also test a multi-agency case management model to provide innovative outreach and engagement to individuals experiencing homelessness in San Bernardino County. Teams will be stationed regionally throughout the county in conjunction with services provided by a Mobile Treatment Unit, possible treatment could include counseling, medication and basic physical health screenings. A mobile Hygiene Unit will also be a part of the team to provide basic hygiene, a critical component to wellness.

	Proposed Position/Job Classification	County Agency/Department
Ideal Multi-Agency Engagement Team	Social Service Practitioners or Social Worker II	Aging & Adult Services
	Peer and Family Advocate	Behavioral Health
	Licensed Clinician	Behavioral Health
	Public Health or Registered Nurse	Public Health
	Alcohol and Other Drug (AOD) Counselor	Behavioral Health
	Law Enforcement Representative	Sheriff's Department

	Proposed Position/Job Classification		County Agency/Department
Ideal Mobile Treatment Unit	Driver	Possibility one position could fill both roles (e.g. EMT)	TBD
	Medical Assistant		TBD
	Mental Health Nurse		Behavioral Health
	Nurse Practitioner		Public or Behavioral Health

Proposed Position/Job Classification should be considered descriptive and not directly referencing a specific classification within a department.

Pre-engagement Phase

This phase will be the initial introduction of the InnROADs project into a specific homeless community. Incentives will be used by the engagement teams as a means to encourage future participation with engagement and physical/behavioral treatments by engendering the trust of individuals experiencing homelessness and the larger homeless community that they might reside in. The incentives used for this project will be non-traditional and service-based. Many of the service-based incentives will be provided or coordinated by collaborating County agencies and community partners, to include faith-based organizations. Examples of service-based incentives include, but are not limit to: animal care services (such as grooming or vaccines), haircuts/barber services, health screenings (dental and eye care included), and access to mobile hygiene services. The ability to provide a service will be open to all County Departments and community partners and would only be limited by the identified needs of the homeless community and the individuals experiencing homelessness.

Possible Learning:

1. Determine if service-based incentives are effective in quickly building trust within a homeless community, allowing for a quicker transition to the Stabilization Phase of the project for an individual experiencing homelessness?
2. Does having an engagement team with permanent members (vs. a rotating roster) provide the consistency needed to quickly build trust that allows for an individual's quicker transition to the Stabilization Phase of the project?

Team Assigned and Possible Responsibilities:

- Mobile Engagement and Case Management Team
    - Initial relationship building within the community
    - Identification of community-level needs
    - Identification and referral for those individuals who are immediately ready and receptive of the Housing First model and/or other treatment
    - Facilitate the delivery of incentive services

Engagement & treatment Phase

Phase 2 of the InnROADs engagement model is the Engagement & Treatment Phase. Activities during this Phase will be handled by two different types of teams: 1) Mobile Multiagency Engagement & Case Management Team, and 2) Mobile Treatment Unit.

All teams will be trained in the use of the Listen-Empathize-Agree-Partner (LEAP) model of engagement. The LEAP model was specifically created to train behavioral healthcare professionals on how to quickly gain trust. This training focuses on not trying to convince the other person that they are wrong or misguided and to instead listen in ways that convey respect for the person's point of view. LEAP focuses on transforming the relationship first so that later recommendations concerning treatment are trusted. LEAP was originally created for mental health care professionals and family members, but with this project the training will be adapted to be used by everyone working in the field as part of the InnROADs project.

The activities in this phase will primarily be comprised of intensive case management. This will include education on the housing process, navigating medical benefits for both physical and mental needs, and navigating County services. This Phase will also include assistance with acquiring any paperwork or identification necessary to apply for available benefits. Much of the focus will be on treatment readiness and increasing system understanding so individuals can

understand and make informed decisions about their "care path" and the additional supports that may be available to them.

Another significant part of the mobile case management model will be the linking of the individual experiencing homelessness and the appropriate treatments offered by the Mobile Treatment Team. Individual participating in the InnROADs project need not wait or leave their community to receive certain treatments. Possible treatments offered by the Mobile Treatment Team are: Telepsychiatry, Counseling services, Substance Use Disorder (SUD) services, Medication Management Services, Mobile recovery meetings (e.g. Alcoholics Anonymous and Al-Anon), and NAMI meetings. Location and times of mobile treatment will be coordinated by members from the Mobile Engagement and Case Management Team. The goal of providing mobile treatment will be to have a dependable (as to times and locations) and consistent services. Stakeholder feedback and learning from previous Innovation projects has shown that reliability and dependability are key to increasing the trust factor within a community.

POSSIBLE LEARNING:

- How many contacts are needed to "activate" an individual experiencing homelessness into the Stabilization Phase of the project?
- What other social barriers are quickly removed by having multiagency teams with representatives or established (vs. informal) contacts from other County departments?
- Does the number of contacts decrease with the engagement strategies provided in LEAP training?
- Does the support of the larger homeless community improve efforts to get an individual into the Stabilization Phase of the project?
- Is a multi-agency case management model more effective in providing outreach to individuals experiencing homelessness?

TEAM ASSIGNED AND POSSIBLE RESPONSIBILITIES:

- Mobile Engagement and Case Management Team
    - Provide field-based psychoeducation, system navigation training, health navigation training, and other types of individual and community education as needed
    - Evaluate an individual's readiness for treatment, to include assessments, intake, and care plans with consumer input
    - Identify individuals that would benefit from visits from the Mobile Treatment Team
    - Establish a consistent schedule for mobile treatment visits
    - Establish a link for the individual into the Coordinated Entry System

- Mobile Treatment Team
    - Coordination with Mobile Engagement and Case Management Team on providing treatments at designed locations for identified individuals
    - Responsible for the medication delivery, as needed
    - Link consumers to services within the SBC-DBH and other systems of care, as appropriate

STABILIZATION PHASE

The final phase of the InnROADs Engagement model is the Stabilization Phase. Individuals enter this phase once they are ready to be transitioned, via warm handoff, to the most appropriate case manager within the existing SBC-DBH system of case. The InnROADs teams will transition individuals to case managers who will be responsible for any long-term care coordination and permeant supportive housing placement. These hand-offs will be guided with the engagement teams in order to foster relationship building between the consumer, engagement team, and new case manager. To avoid returning consumers to the same system barriers that contributed to their initial isolation, these

case managers will be responsible for developing a plan, with the consumer, that will address access barriers to care for those requiring ongoing medical and/or psychiatric care.

POSSIBLE LEARNING:

- From a whole system perspective (all public services offered by county government), what does it take to get a chronically homeless individual into permanent supportive housing?
- Does providing treatment services in the field reduce the use of other emergency services, such as treatment in the emergency departments?
- Does getting a qualified behavioral health diagnosis while still in the field expiate needed service delivery? If so, by how much?
- Does having multiple County agencies problem-solving, as part of an established team for the benefit of a shared consumer, produce better outcomes?
- Does access to unconditional mobile services lead to increased participation in mental health services?
- Can working with communities of people without homes, in addition to working with the individual, help build resiliency related to individual and community mental health issues?
- Does addressing basic needs help access mental health services? And what is the relationship between basic needs, mental health needs, and housing readiness?

TEAM ASSIGNED AND POSSIBLE RESPONSIBILITIES:

- Mobile Engagement and Case Management Team
    - Facilitate the transition from an InnROADs case manager to a case manager within the existing SBC-DBH system of care. Focus will be given to establishing a trusting relationship between the consumer and his or her new case manager.
    - Collaborate with new case manager to develop a care plan for the consumer that will address access barriers to care for those requiring ongoing medical and/or psychiatric care.

San Bernardino County Homeless Partnership

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Administrative Office
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January 23, 2018

Dear Honorable Commissioners,

The Interagency Council on Homelessness (ICH) would like to express strong support for the San Bernardino County Department of Behavioral Health's proposed Innovative Remote Onsite Assistance Delivery Project (InnROADs). We believe this project has the potential to help end homelessness in San Bernardino County.

ICH is the policy making body for San Bernardino County's Homeless Provider Network (HPN). ICH, HPN and the Office of Homeless Services work together to develop a sustainable system of housing and homelessness prevention for persons residing within San Bernardino County.

ICH is aware that due to the county's vast geographical area and diverse terrain it faces unique challenges in its ability to provide services to all homeless residents living within the county. To truly serve all of our community members experiencing homelessness, it is vital to collaborate and test this innovative next step in program and service delivery.

The InnROADs project will bring together various county departments to provide the many aspects of care and treatment directly to members of an underserved population who currently are unable to participate in their care due to untreated behavioral health needs. All multiagency staff participating in InnROADs will be trained in the intensive, consumer driven, field-based engagement model. Utilizing this model across county departments, we envision a new framework for collaboration that includes enhanced standards in engagement, treatment, and recovery integrated across multiple systems. By collaborating with other agencies and community resources, we can take the positive steps toward a holistic approach to wellness, transitioning individuals and families into housing, and supporting them along their road to self-sufficiency.

The San Bernardino County Interagency Council on Homelessness urges your approval of the InnROADs project.

Respectfully,

JOSIE GONZALES, Chair, Interagency Council on Homelessness
San Bernardino County Continuum of Care

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FROM: Don Smith, ICH Ad Hoc Committee on Rapid Re-Housing

SUBJECT: Recommendation from the Ad Hoc Committee on Rapid Re-Housing to adopt the draft "San Bernardino County Homeless Partnership Rapid Re-Housing Program Standards, Practices and Model Guidelines" document as presented.

DATE: January 23, 2019

RECOMMENDATION

That the Interagency Council on Homelessness approve the recommendations of the Ad Hoc Committee on Rapid Re-Housing to adopt system wide program standards, practices and guidelines for implementing rapid re-housing service interventions as outlined in the draft "San Bernardino County Homeless Partnership Rapid Re-Housing Program Standards, Practices and Model Guidelines" document as presented.

BACKGROUND INFORMATION

Rapid Re-Housing (RRH) is a time-limited intervention designed to help individuals and families quickly exit homelessness, return to housing in the community, and not become homeless again in the near term. The three core components of rapid re-housing are housing identification, move-in and rent assistance, and RRH case management and services. Rapid Re-Housing is a Housing First intervention and a primary solution-based strategy for ending homelessness. It has been demonstrated to be effective in getting people experiencing homelessness into permanent housing and keeping them there. By connecting people with a home, they are in a better position to address other challenges that may have led to their homelessness, such as obtaining employment or addressing behavioral health issues.

Rapid re-housing has become an increasingly important tool in communities' responses to homelessness. The model has shown success on the individual level – helping households exit and not return to homelessness - and has helped communities across the country decrease the number of people experiencing homelessness and amount of time households spend homeless. As our local homeless response system continues to evolve and strengthen its ability to make homelessness rare, brief, and one-time, there is an increased need for system-wide alignment around common goals and outcomes, program models and activities, and performance standards and expectations.

The purpose of the *San Bernardino County Homeless Partnership Rapid Re-Housing Program Standards, Practices and Model Guidelines* is to define a systemic approach to implementing rapid re-housing interventions and to promote a unified understanding among our local service providers of the core elements and standardized practices for delivering rapid re-housing services, ultimately helping RRH programs and the SBC CoC system as a whole serve a greater number of households successfully. This "living document" is intended to serve as a guide for service providers, system leaders, local funders and other stakeholder partners involved in providing and supporting Rapid Re-Housing services and activities in San Bernardino County.

RRH programs participating in the SBCHP coordinated system of homeless services will be expected to adhere to the RRH model outlined in this document. Fidelity to this model will help ensure that all clients enrolled in RRH services have similar experiences and opportunities to attain housing regardless of which service provider they work with. Compliance with this model will also facilitate system-wide evaluation and comparisons across programs.

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San Bernardino County Homeless Partnership Rapid Re-Housing Program Standards, Practices & Model Guidelines

Interagency Council on Homelessness
Ad Hoc Committee on Rapid Re-Housing

Draft – January, 2019

GUIDING PRINCIPLES OF RAPID RE-HOUSING

Rapid Re-Housing: Creating Programs That Work; National Alliance to End Homelessness. July 2009

The San Bernardino County Homeless Partnership recognizes and seeks to embody the following nationally recognized basic principles in the implementation of Rapid Re-Housing initiatives within our community:

- People move directly from homelessness to housing. There are no required intermediate programs that delay their move to housing.
- The key to successful re-housing is understanding the individual's barriers to getting and keeping housing—then finding ways to eliminate or compensate for those barriers.
- Rapid Re-Housing provides the minimal amount of assistance—amount and length—needed to obtain and retain housing.
- Households are empowered to make their own choices and to respond to the consequences of those decisions. Rapid Re-Housing does not guarantee risk-free housing and some households will fail. But services are voluntary. Choices are "consumer" driven.
- The focus is housing; household problems that are not directly related to housing are addressed only if and when the client chooses.
- This focus on housing does not mean that programs offering time-limited rental assistance have no expectations of the household. Effort or progress towards increasing income enough to remain housed without the rental assistance or obtaining a long-term subsidy is a reasonable program requirement.
- Mainstream resources are a critical part of stability for everyone living in a community. Rapid Re-Housing helps households connect to the supportive, community-based resources they will use long after Rapid Re-Housing services are ended.
- Landlords are a Rapid Re-Housing program's most valued resource. If the Rapid Re-Housing program cannot meet the reasonable expectations of landlords, many clients will not be re-housed. Programs that adopt an adversarial attitude towards landlords are much less likely to succeed.
- The most appropriate housing situation may involve moving in with family members who can provide financial or other support or other alternative options.

In summary, Rapid Re-Housing is a successful community strategy for ending homelessness. The intent is to minimize the length of time an individual or family remains in the limbo of homelessness and to help the household quickly re-establish stability. In the safety and predictability of permanent housing, they are encouraged to choose how, when and where they will address other life problems or goals using mainstream resources. Rapid Re-Housing resolves the crisis of homelessness; the rest is up to the individual or family—and their community support system

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I. Rapid Re-Housing: A System wide Response to Solving Homelessness in San Bernardino County

Rapid Re-Housing (RRH) is a time-limited intervention designed to help individuals and families quickly exit homelessness, return to housing in the community, and not become homeless again in the near term. The three core components of rapid re-housing are housing identification, move-in and rent assistance, and RRH case management and services.

Rapid Re-Housing is a primary solution for ending homelessness. It has been demonstrated to be effective in getting people experiencing homelessness into permanent housing and keeping them there. By connecting people with a home, they are in a better position to address other challenges that may have led to their homelessness, such as obtaining employment or addressing behavioral health issues.

Rapid re-housing is a Housing First intervention meaning that the primary focus is moving households into housing quickly without preconditions. As such, the primary focus of assessments and assistance should be on resolving the current housing crisis by focusing on the circumstances of the crisis, the household's barriers to obtaining and maintaining housing, and the reasons they are unable to solve their housing crisis without the program's help.

Rapid re-housing places a priority on moving a family or individual experiencing homelessness into permanent housing as quickly as possible, ideally within 30 days of a client becoming homeless and entering a program. Although the duration of financial assistance may vary, many programs find that, on average, four to six months of financial assistance is sufficient to stably re-house a participating household.

Rapid Re-Housing is geared to resolve the crisis of homelessness by minimizing the length of time an individual or family remains in the limbo of homelessness and helping the household quickly re-establish housing stability. The household may continue to be extremely low-income and severely rent-burdened and yet be able to pay the rent and follow the terms of the lease. While they have not yet achieved all their life goals or solved all their problems, they have successfully exited from homelessness and the housing crisis is over.

Rapid re-housing can help to make the homelessness system work more efficiently. As such, communities should maximize the number of households they can serve by aligning RRH programs and resources with the local homeless assistance system's coordinated entry and outreach efforts and by not screening out households. The misperception that rapid re-housing is a resource that sets people up to fail can be challenged by the research and by community reports of low returns to homelessness.

The benefits of the model extend beyond the direct impact on the individual household itself. They improve the effectiveness of the entire community's homeless system by increasing the number of people served and reducing the demand for shelter and other temporary solutions.

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A. Purpose of this Document

This "living document" is intended to serve as a guide for service providers, system leaders, local funders and other stakeholder partners involved in providing and supporting Rapid Re-Housing services and activities in San Bernardino County through the San Bernardino County Homeless Partnership (SBCHP).

As our local homeless response system continues to evolve and strengthen its ability to make homelessness rare, brief, and one-time, there is an increased need for system-wide alignment around common goals and outcomes, program models and activities, and performance standards and expectations.

The purpose of these guidelines are to define a systemic approach to implementing rapid re-housing interventions and to promote a unified understanding among our local service providers of the core elements and standardized practices for delivering rapid re-housing services, ultimately helping RRH programs and the SBC CoC system as a whole serve a greater number of households successfully.

The standards and practices outlined in this document are based on what is currently considered best and promising practice by the National Alliance to End Homelessness (NAEH), the U.S. Department of Veteran Affairs (VA), the U.S. Department of Housing and Urban Development (HUD), U.S. Interagency Council on Homelessness (USICH), and a variety of federal technical assistance experts, and nationally recognized, high-performing rapid re-housing providers. Primary sources of the information used in developing these guidelines include the *NAEH Rapid Re-Housing Toolkit and RRH Performance Benchmarks and Program Standards, the Seattle-King County Rapid Re-Housing Model Guidelines, the SBC CES Housing Search and Stabilization Guidelines* as well as contributions from national Technical Assistance advisor Katharine Gale.

RRH programs participating in the SBCHP coordinated system of homeless services will be expected to adhere to the RRH model outlined in this document. Fidelity to this model will help ensure that all clients enrolled in RRH services have similar experiences and opportunities to attain housing regardless of which service provider they work with. Compliance with this model will also facilitate system-wide evaluation and comparisons across programs.

B. Role of Rapid Re-Housing within the Homeless Services System

Rapid re-housing has become an increasingly important tool in communities' responses to homelessness. The model has shown success on the individual level – helping households exit and not return to homelessness - and has helped communities across the country decrease the number of people experiencing homelessness and amount of time households spend homeless.

Rapid re-housing has an important role in the homeless services system including reducing the amount of time a household experiences homelessness by focusing on quickly resolving their homeless experience; increasing access to permanent housing for a greater number of households; and alleviating the pressure on more supportive services provided for those who would otherwise be unable to maintain permanent housing.

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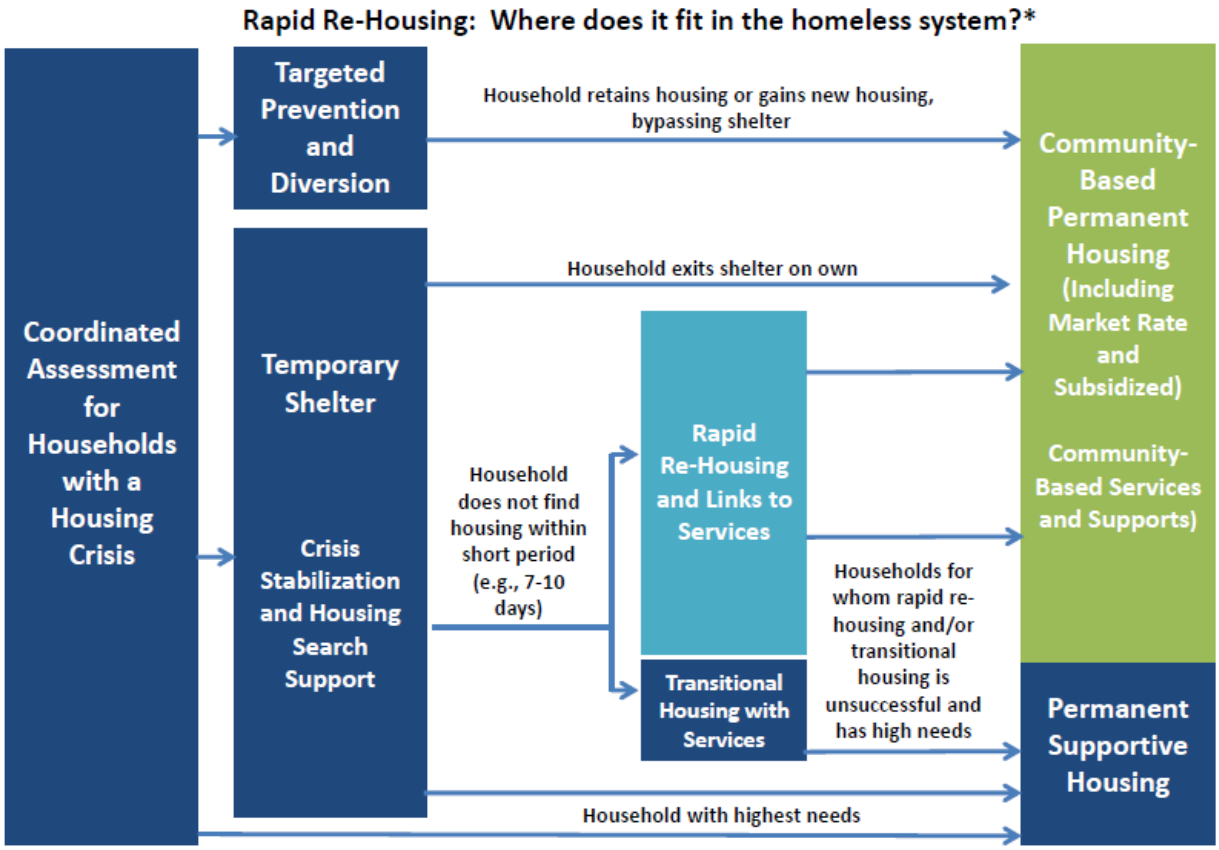

* Framework adapted Family Connection: Building Systems to End Family Homelessness. Available at: https://www.usich.gov/resources/uploads/asset_library/Final_Family_Connections.pdf

Beyond ending homelessness for individual households, rapid re-housing plays a key role in a system-wide response to ending homelessness overall. To do so effectively and efficiently, RRH programs must coordinate with the broader homeless system, not screen out large portions of the homeless population, and have a commitment to a Housing First approach.

Principles of System-wide Rapid Re-housing

- Rapid re-housing is not a "program"; it is a critical system-wide intervention to end homelessness. The purpose of the whole system is to RE-HOUSE people RAPIDLY.
- In order to identify, engage, and assist as many households experiencing homelessness as possible, RRH programs should coordinate and fully participate with the broader homeless assistance system.
- Rapid re-housing is an intervention designed for and flexible enough to serve anyone not able to exit homelessness on their own.
- Rapid re-housing programs should not attempt to screen out households based on a score on an assessment tool or criteria that are assumed, but not shown, to predict successful outcomes, such as a minimum income threshold, employment, absence of a criminal history, evidence of "motivation," etc.
- Rapid re-housing participants should have all the rights and responsibilities of typical tenants and should sign a standard lease agreement.

C. Who Are the Participants and Stakeholders?

1. Families and Individuals Experiencing or at Imminent Risk of Homelessness

Rapid Re-Housing can be effective for a wide range of people who experience homelessness. No research has yet been able to identify or predict characteristics that are associated with success or failure in an RRH program. Thus, RRH programs should cast a wide net and target most individuals and families experiencing homelessness in our community.

While originally aimed primarily at people experiencing homelessness due to short-term financial crises, programs across the country have begun to assist individuals and families who are traditionally perceived as more difficult to serve. This includes people with limited or no income, survivors of domestic violence, and those with substance abuse issues.

Thus, communities should seek to have sufficient resources to offer RRH to anyone who is homeless and cannot otherwise exit homelessness quickly, either on their own or through some other form of permanent housing assistance such as permanent supportive housing.

2. Rapid Re-Housing Service Providers

The SBCHP shall seek to engage a wide range of public and private entities in a systemic, coordinated approach to delivering the core component services and resources essential to facilitating rapid re-housing success for households experiencing or at risk of becoming homeless in San Bernardino County.

All public and private agencies administering and/or receiving federal, state or local government funding to provide rapid re-housing service interventions shall participate in the collaborative structure facilitated through the SBC CoC Coordinated Entry System (CES). This includes, but is not limited to all RRH programs funded through the Department of Housing and Urban Development (HUD), as well as other government funded RRH initiatives such as the VA SSVF, and the state funded CalWORKS Housing Support Program (HSP) and Family Stabilization Program (FSP), etc.

3. Integrated Mainstream Service Partners

Strong connection to internal and external system partners, services, and mainstream agency benefits and networks is a central component of programs, practices and policies aimed at preventing and ending homelessness through rapid re-housing interventions.

Establishing partnerships with a range of public systems and community-based providers is vital to enhancing systemic rapid re-housing policy and implementation to ensure that all participants have streamlined access to employment, training, and supportive services that can help them succeed with time-limited RRH interventions and promote longer term housing stability.

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Doing so requires that diverse stakeholders engage in cross-system collaboration, coordination and leveraging of existing resources and work together to share capacity, knowledge, and resources to help ensure that there are clear pathways for RRH participants to achieve quality employment and economic opportunity and longer term housing stability.

In order to establish clear pathways to economic opportunity, quality employment, and essential supportive services, the SBCHP shall seek to establish collaborative partnership agreements with a variety of public and private entities to facilitate systemic linkage and streamlined access to mainstream resources and community-based services critical to facilitating longer-term housing stability for RRH participating households. These shall include but are not limited to:

- **SB County Workforce Development Department** (WDD) – establish cross system collaboration and coordination between the SBC CoC and the Workforce Development Department to facilitate systemic, streamlined access for RRH participants to "Work First Strategies" and other employment development initiatives available through the Workforce Innovation and Opportunities Act (WIOA)

- **SB County Transitional Assistance Department** (TAD) – formalize cross system collaboration and coordination on housing stabilization case management planning to facilitate systemic linkage between RRH program providers and TAD self-sufficiency support programs and resources.

- **Housing Authority of the County of San Bernardino** (HACSB) – integrate rapid re-housing and progressive engagement principles and practices into HACSB Moving-to-Work initiatives including the Term-Limited and Streamlined Lease Assistance programs and No Child Left Unsheltered as well as seek opportunities to create set-aside "backstop vouchers" for RRH participating households who demonstrate a clear need for longer-term housing support.

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CORE COMPONENTS OF RAPID RE-HOUSING

The core components for rapid re-housing were developed by the National Alliance to End Homelessness in collaboration with, and endorsed by, the United States Interagency Council on Homelessness (USICH), the Department of Housing and Urban Development (HUD), and the Department of Veterans Affairs (VA).

While a household that is rapidly rehoused is not required to utilize all three core components, in order to meet the national program standards, rapid re-housing programs must offer program participants all three core components: housing identification, move-in and rent assistance, and rapid re-housing case management and services. The core components can be provided by a single agency or in partnership with other agencies and still meet these program standards.

1. Housing Identification

Housing Identification is the first core component of rapid re-housing, the goal of which is to find housing for program participants quickly. Activities under this core component include recruiting landlords with units in the communities and neighborhoods where program participants want to live and negotiating with landlords to help program participants to access housing.

Principles of Housing Identification

- *Within the limits of the participant's income, a rapid re-housing program should have the ability to help households access units that are desirable and sustainable—those that are in neighborhoods where they want to live in, that have access to transportation, are close to employment, and that are safe.*

- *Housing identification efforts should be designed and implemented to actively recruit and retain landlords and housing managers willing to rent to program participants who may otherwise fail to pass typical tenant screening criteria.*

- *Critical to the formation of landlord-program relationship is the recognition of the landlord as a vital partner. The RRH provider must be responsive to landlords to preserve and develop those partnerships for the purposes of future housing placements.*

2. Rent and Move-In Assistance

Rent and Move-In Assistance is the second core component of rapid re-housing, the goal of which is to provide short-term help to households so they can pay for housing. Activities under this core component include paying for security deposits, move-in expenses, rent, and utilities.

Principles of Rent and Move-in Assistance

- *Rent and move-in assistance should be flexible and tailored to the varying and changing needs of a household while providing the assistance necessary for households to move immediately out of homelessness and to stabilize in permanent housing.*
- *A rapid re-housing program should make efforts to maximize the number of households it is able to serve by providing households with the financial assistance in a progressive manner, providing only the assistance necessary to stabilize in permanent housing.*

3. Rapid Re-housing Case Management and Services

Rapid re-housing case management and services is the third core component of rapid re-housing. The goals of rapid re-housing case management is to help participants obtain and move into permanent housing, support participants to stabilize in housing, and connect them to community and mainstream services and supports if needed.

Principles of Case Management and Services

- *Rapid re-housing case management should be client-driven. Case managers should actively engage participants in voluntary case management and service participation by creating an environment in which the participant is driving the case planning and goal-setting based on what they want from the program and services, rather than on what the case manager decides they need to do to be successful.*
- *Rapid re-housing case management should be flexible in intensity—offering only essential assistance until or unless the participant demonstrates the need for or requests additional help. The intensity and duration of case management is based on the needs of individual households and may lessen or increase over time.*
- *Rapid re-housing case management uses a strengths-based approach to empower clients. Case managers identify the inherent strengths of a person or family instead of diagnoses or deficits, then build on those strengths to empower the household to succeed.*
- *Rapid re-housing program case management reflects the short-term nature of the rapid rehousing assistance. It focuses on housing retention and helping a household build a support network outside of the program. It connects the participant with community resources and service options, such as legal services, health care, vocational assistance, transportation, child care, and other forms of assistance, that continue beyond participation in the rapid re-housing program.*

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II. Rapid Re-housing Program Model in San Bernardino County

Rapid re-housing is an intervention designed to help households quickly exit homelessness, return to housing in the community, and not become homeless again in the near term.

The SBCHP encourages all RRH providers to deliver rapid re-housing service interventions following the *progressive engagement model (see page 10). Progressive engagement* is a system strategy to provide most or all people with just enough RRH assistance at system entry to help them exit from homelessness while reserving more intensive resources for people who are most in need of longer-term supports. The level of case management and financial assistance provided to all RRH participating households in the SBC CoC should be based on progressive engagement with the minimum amount of services provided before increasing support to meet the household's needs.

Rapid Re-Housing programs can vary in length of time, and may be limited to a single payment for deposit and first month's rent or as long as 18-24 months of subsidy and support. While some RRH programs may provide up to 24 months of rental assistance, the SBC CoC system-wide goal shall be for households participating in RRH programs to achieve housing stability within a 12-month timeframe.

The SBCHP shall seek to engage a broad range of public and private funding and service partners in order to have sufficient resources to offer rapid re-housing service interventions to anyone who is homeless and cannot otherwise exit homelessness quickly, either on their own or through some other form of longer-term rent subsidy or permanent housing assistance programs. RRH funding and service partners shall be plugged in to scaled levels of engagement coordinated through the SBC Coordinated Entry System.

Levels of RRH Assistance in the SBC CoC	
Level 1	Housing identification and/or one-time assistance with security deposit and/or move-in costs
Level 2	Housing identification, short-term rental subsidy for 1–3 months, service navigation and direct connections
Level 3	Housing identification, medium-term rental subsidy for up to 12 months, housing stabilization case management
Level 4	Housing identification, longer-term tenant-based or project-based rental subsidy with wrap around supportive services

In some cases, households with more severe barriers to housing may require Critical Time Interventions or other more service-intense resources instead of progressive engagement. RRH participating households determined to require more than 12 months of rental assistance, (at initial assessment or at any point during RRH program participation) shall be prioritized within the CES for longer term options, such as housing voucher programs and subsidized housing units, and connected to the appropriate options as they become available.

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A. Accessing Rapid Re-housing Services

All referrals for rapid re-housing services in San Bernardino County will flow through the SBCHP Coordinated Entry System (CES).

Families and individuals experiencing or at imminent risk of becoming homeless shall complete a CES screening and assessment process where they will be scored and prioritized for available housing services and resources. Households receiving an assessment score prioritizing them for Rapid Re-housing services will be matched to the available services and resources most appropriate to addressing their immediate housing need.

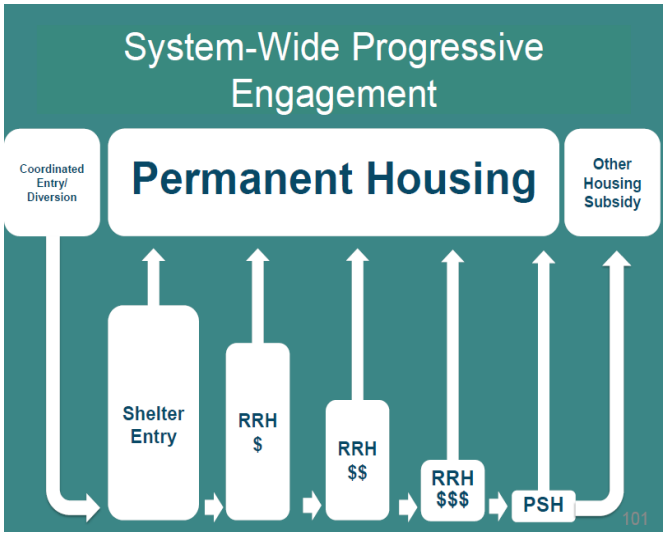
Once assigned by the CES to a RRH program, the receiving program shall conduct their standard eligibility and enrollment process, including documentation of homeless status, and immediately begin case management services. Verification of homelessness is needed prior to receiving financial assistance.

The RRH provider shall also complete the Universal Housing Needs and Tenancy Barriers Assessment in order to initiate the coordinated housing search process. Verification of homelessness and the Universal Housing Needs and Tenancy Barriers Assessment must be uploaded to the participant household's HMIS file to complete the RRH enrollment process.

- ✓ Attachment A. Documenting Homeless Status
- ✓ Attachment B. Universal Housing Needs and Tenancy Barrier Assessment

In some cases, households identified as eligible and prioritized for permanent supportive housing (PSH) shall be offered a PSH option, if available, but may be referred to a rapid re-housing intervention as an initial step toward addressing their immediate housing crisis and establishing housing stability if a PSH option is not available. Under these circumstances, the household eligibility and prioritization for PSH shall be fully documented prior to assignment to a RRH program and they shall retain their eligibility for PSH options should it become necessary and a slot becomes available.

Using a progressive engagement approach, RRH supports are increased only when there is evidence that the program participant is going to need greater assistance on any particular element of their life or housing stability. While intensity can increase, it should also decrease as the person begins to exercise greater independence and personal advocacy.



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THE PROGRESSIVE ENGAGEMENT APPROACH TO RAPID RE-HOUSING

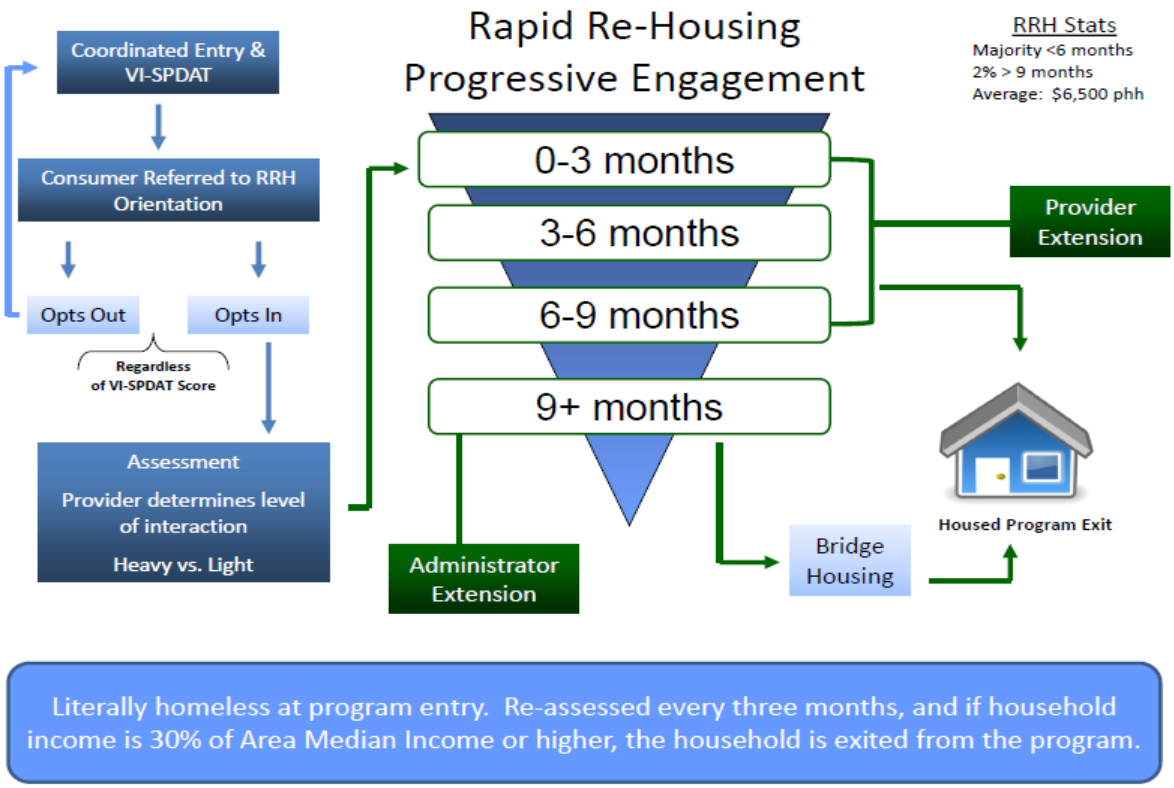
Progressive Engagement *is an approach to helping households end their homelessness as rapidly as possible, despite barriers, with minimal financial and support resources. More supports are offered to those households who struggle to stabilize and cannot maintain their housing without assistance*.

Progressive Engagement is a nationally recognized best practice in addressing homelessness, which provides customized levels of assistance to families and preserves the most expensive interventions for households with the most severe barriers to housing success. Progressive Engagement refers to a strategy of starting with a small amount of assistance for a large group of people and then adding more assistance as needed to enable service delivery systems to effectively target limited resources.

In this approach, participants are initially offered "light-touch" assistance, including help creating a reasonable housing placement/stabilization plan, housing information and search assistance, and limited financial assistance for arrears, first month's rent, and/or security deposit. Programs using Progressive Engagement regularly re-assess housing barriers and seek to close cases as soon as housing retention barriers are resolved.

Assistance is provided on an "as-needed basis" to keep a participant housed and, within funding constraints, programs offer more intensive support, additional rental assistance, or step-up referrals and help to access community-based assistance. This is a paradigm shift to providing services/case management to households experiencing homelessness and therefore, staff may need to be re-trained to be able to successfully make this change.

Example – Sacramento, CA



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B. Housing Identification and Placement

The goal of housing identification is to quickly locate affordable housing options for the household experiencing homelessness based on their unique needs, preferences and financial resources. Through the CES, the SBCHP has established a twofold coordinated housing identification and placement component which separates the landlord engagement and case management functions of the housing search process.

1. Housing Identification - Landlord Recruitment & Retention

The SBCHP shall designate a lead "housing search" agency responsible for identifying and recruiting landlords throughout the county and encourage them to rent to households dealing with homelessness and receiving assistance from CES participating programs. Responsibilities include:

- Recruit and maintain relationships with rental property owners and operators and establish a centralized countywide inventory of landlord partners and properties
- Coordinate with RRH providers to assist participant households to identify and select among a variety of housing options.
- Help facilitate the rental application process and negotiate applicant screening concessions and rental lease terms with prospective landlords.
- Administer landlord incentives and facilitate landlord-tenant dispute resolution and/or loss mitigation interventions as appropriate.

One of the primary activities under housing identification is the recruitment of landlords to make the process of housing participants as rapid as possible. Constant landlord recruitment and support is essential to program participants having rapid access to permanent housing from the moment they enter the program.

The more partnerships developed with landlords, the more opportunities RRH program participants have to rapidly obtain permanent housing. Over time, as landlords experience the benefits of a partnership with the SBCHP programs, they may give preference to program participants or even be willing to occasionally consider some reduction in rent or negotiate other terms of the lease that would help program participants obtain and sustain the unit.

The designated lead agency shall create and maintain a centralized, shared database of all property owners and operators that agree to rent to SBCHP program participants. This countywide inventory of landlord partners shall be contributed to and available for use by all RRH provider partners to help match households to appropriate housing.

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2. Housing Search and Placement

RRH provider partners shall coordinate with the designated housing search agency to assist participants to locate and secure suitable, appropriate housing that meets the household's unique needs, preferences, barriers and financial resources. Responsibilities include:

- Assess participants housing needs and address immediate barriers to obtaining stable housing (such as credit history, legal documents, transportation challenges, etc.)
- Work with participants to develop and pursue their housing search strategy including identifying rental options, arrange viewing of available units, help with transportation issues, assistance with submitting applications and signing lease agreements.
- Provide tenant counseling including education on talking with landlords, understanding rental applications and lease agreements, securing utilities and understanding tenant right and responsibilities and "good neighbor" practices.
- Support households with moving arrangements and securing household furnishings and goods as needed.

The choice of a place to call home is very subjective and personal – where to live, with whom, the size of the apartment, the rent – and should be driven by the participant. RRH program staff can help with these decisions by helping participants consider their available and appropriate housing options. When possible, it is recommended to provide at least two to three housing options to a participant.

RRH program staff can use the following Housing Search Checklist as a guide when helping match participants to housing options:

EXAMPLE

HOUSING SEARCH CHECKLIST

- ☐ **How much income is available for rent?**
  (This may require projecting income and developing a tentative monthly budget. Unless the housing is subsidized or shared, rent will almost certainly be more than 50 percent of income.)
- ☐ **Who will live in the housing?**
- ☐ **What is the minimum number of bedrooms needed?**
- ☐ **Should the housing allow pets?**
- ☐ **Are there any local options for subsidized housing?**
- ☐ **Are there safety concerns that limit housing options?**
  (For example, the search may need to avoid certain neighborhoods or be limited to buildings with secure entry. This is particularly important for domestic violence survivors and people who are trying to escape past associations with illegal activities.)
- ☐ **Should housing be close to specific supports including family, friends, faith community, child care, children's current school district, employment, or healthcare provider?**
- ☐ **What means of transportation will the participant be using and how does this affect the housing search?**
- ☐ **Does the housing need to be close to a certain school or job site?**
- ☐ **Is shared housing an option?**

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Most landlords will want critical background information on an applicant for housing. Accordingly, RRH programs must have information on a participant's Tenant Screening Barriers before beginning the housing search. Information about Tenant Screening Barriers enables the program to make the best housing match with the appropriate landlord or to know when the program may have to offer additional incentives (such as a double security deposit) to overcome landlord resistance, or to take other steps to address or remediate the barriers.

3. Housing Inspections

When a family or individual identifies a rental housing option, case managers must conduct a housing inspection prior to move-in and financial assistance is provided. Refer to the program funding requirements to determine whether a Housing Quality Standards or Housing Habitability Standards form should be used.

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C. Rent and Move-in Assistance

The goal of RRH financial assistance is to provide short-term support to households so they can quickly obtain housing. Allowable financial assistance may include paying for security deposits, move-in expenses, rental arrears, rent, and utilities.

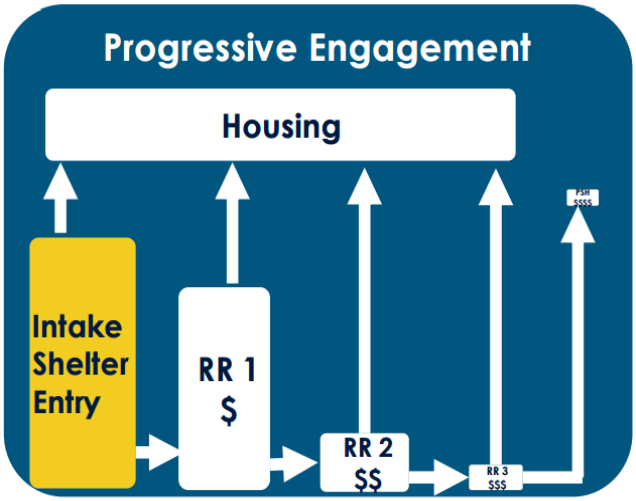
Financial assistance should be based on the progressive engagement principle of offering the minimum amount of assistance necessary for households to move out of homelessness and stabilize in permanent housing. The role of the case manager is *to prepare households for the end of the financial assistance* by leveraging resources or working with them to increase household income. Programs should begin by assuming that households, even those with zero income or other barriers, will succeed with a minimal subsidy and support rather than a long subsidy, and extend services and support if/when necessary. (See section D. 2)

1. Rental Financial Assistance Calculation

The SBCHP encourages all RRH program providers to apply a progressive engagement approach to determine the rent subsidy amount and household contribution for each participating household using the following example as a guideline.

Progressive Engagement Approach

- **1st month:** Program pays up to 100% of move in costs including security deposits, first month's rent any required utility payments.
- **2nd – 3rd month:** Household pays 30% of *their* gross household income* towards rent**. The program pays for the remaining portion.
- **3rd – 4th month and beyond:** Household pays 50%*** of *their* gross household income towards rent and the program pays the remaining rent.



Once the household is able to pay their rent with 60% or less of their gross household income or reaches 12 months of rental assistance, the rent subsidy should end****

**For households entering the program with $0 income, contributions toward rent should begin as soon as possible after income has been secured.*

*** "Rent" includes rent and the cost of utilities (if utilities are not included in the rent, a utility allowance schedule should be used for calculating the rental subsidy).*

**** Based on local housing affordability data showing that the majority of low-income households in the region currently pay more than 50% of household income toward rent.*

*****Refer to Section II. C. 4. Rental Assistance over 12 months*

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2. Communication with Landlords

To help landlord partners understand the program and to set appropriate expectations, RRH providers should provide a letter or document to the landlord outlining the details of their program. To help facilitate landlord-tenant-provider communications all parties should sign a Landlord-Tenant-Case Manager Communications Agreement.

Critical to the formation of the landlord-program relationship is the recognition of the landlord as a vital partner. The RRH provider must be responsive to landlords to preserve and develop those partnerships for the purposes of future housing placements. Promoting good landlord relations include:

- Ensuring the timely provision of all move-in costs and monthly rent payments.
- Ensuring that participants understand their tenant rights and responsibilities, pay their portion of the rent directly to the landlord on-time each month, and comply with all other provisions of their rental agreement and good tenant standards.
- Provide property owner/manager with a minimum of 30 days written notice of any changes in the amount and/or the on-going provision of tenant-based rental assistance.
- Provide timely response to any client stabilization issues and/or landlord-tenant concerns that may arise during the 12-months following initial housing placement.

✓ Attachment C. Landlord-Tenant-Case Management Communication Agreement

3. Assessment and Re-Assessment of Housing Needs

Each participating household's service needs must be re-assessed regularly to establish continued eligibility for and amount of continued financial assistance. Re-assessment must be completed at least every three months.

If a household is not housed within 60 days of program enrollment, the case manager and household shall review the household's housing stability plan and address any barriers to achieving the goals. If progress is not occurring, the case manager should initiate a conversation around expectations and limitations of the RRH program.

Once housed, the re-assessment must include at least the following components:

- length of rental financial assistance period to date;
- documentation of household income as a percentage of Area Median Income (AMI);
- percent of income being paid toward rent ratio;
- progress on housing stability and income goals;
- any recent changes in circumstance that will impact income or ability to work; and
- any gaps in resources or support networks inhibiting the household's ability to retain housing while paying 60% of income towards rent without financial assistance.

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4. Rental Assistance over 12 Months

While some RRH programs may provide up to 24 months of rental assistance, the system-wide goal shall be for households participating in RRH programs to achieve housing stability within a 12 month timeframe.

If a determination is made that a participating household may require rental financial assistance exceeding 12 months, the RRH provider shall submit a request to the CES to conduct a system-level re-evaluation of the participant housing status and vulnerability to determine whether a longer term subsidy and/or more intensive services will be necessary for the household to achieve housing stability and the best options available to continue serving the household. Options may include a subsidized housing unit or tenant-based voucher or a continuation of RRH rental assistance with the same or a different RRH provider if allowed by the funding source.

5. Ending Financial Assistance

Providers may cease providing financial assistance for the following reasons:

- the household is no longer in need of or interested in receiving services;
- the household is able to pay 60% or less of their gross income toward rent;
- the household has utilized the maximum level of financial assistance allowed by the funding source and/or written agency policy;
- there is no (zero) communication in at least 30 days from the household after multiple provider attempts to contact; or
- after re-assessment and attempts to reset expectations of the program by reviewing the housing stability plan, the household is not making progress toward housing goals.

Participating households and their landlords must receive at least 30 days written notice of any changes to and/or before ending rental financial assistance.

The case can remain open and case management may continue for up to 60 days after financial assistance ends, if appropriate or requested by the household. Providers may wish to keep a household enrolled in their program for up to 60 days after their last financial assistance payment, if appropriate or requested by the household, in case circumstances arise that require further case management or additional financial assistance. This is recommended for cases where it is not clear that the household will remain stable, especially for PSH eligible participants to ensure they don't lose their eligibility.

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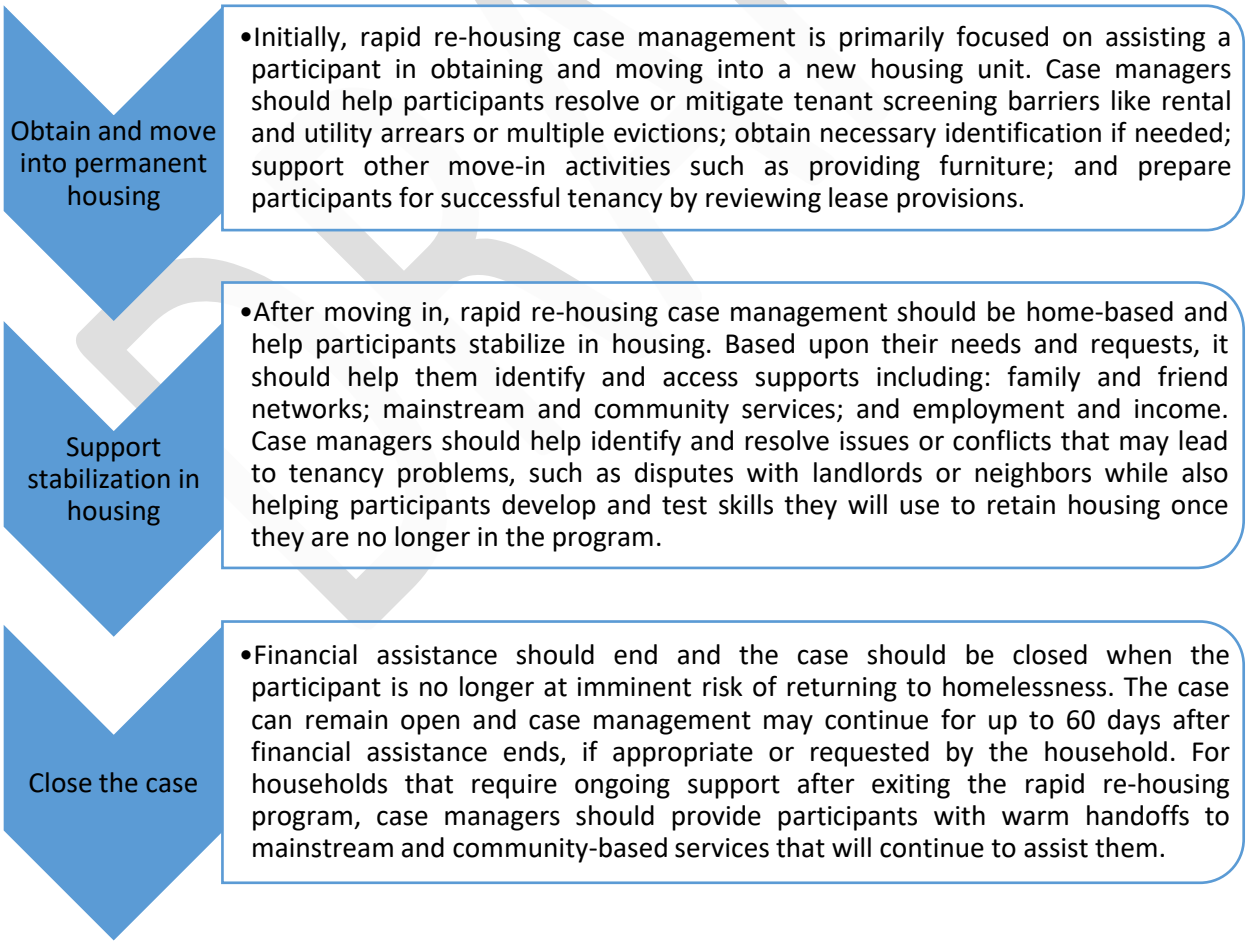
D. Case Management and Services

The goals of RRH case management are to help households obtain and move into permanent housing, to support households to stabilize in housing, and to connect them to community and mainstream services and supports that can enable them to build on their strengths and meet their needs.

Rapid re-housing is a short-term crisis intervention with the primary goal of helping families and individuals resolve their housing crisis in a short period of time. As such, the intent of rapid re-housing case management is not to build a long-term services relationship, but instead to assist a household in accessing and stabilizing in a housing unit a quickly as possible.

Therefore, case management is focused on navigating barriers to tenancy and helping participants to build a support system. It does the latter by identifying and connecting them with community supports, including services and mainstream resources as well as family and friend networks so they have support to work through issues that may have contributed to their original housing instability.

RRH Case Management can be described in three phases:



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1. Focus on Resolving the Housing Crisis

One of the primary goals of RRH is to resolve housing crises in a short period of time. The role of a case manager is different in an RRH program than in other types of programs because of the short-term and housing-focused goals of the program. RRH case management requires knowledge and skill sets that are highly specialized and focused on ending a participant's housing crisis in a short period of time.

Resolving the housing crisis requires that case managers place a primary focus on housing-focused activities. The case manager in an RRH program is a specialist in all things related to obtaining and retaining housing. This requires both knowledge and skills, including:

- Knowledge of the types of housing available in the local community, including eligibility requirements and processes, costs, amenities, and services.
- A working knowledge of landlord-tenant rights and responsibilities, and the ability to assess and provide information to participants on tenancy requirements.
- A working knowledge of a wide range of community resources and the ability to assist participants in accessing the resources they will need to secure and retain housing.
- Familiarity with strategies that participants can use to prevent or resolve future housing crises.

RRH case managers should be proactive and prepared to inform participants about services and resources that are available in the community, including those that will help the household stabilize within its new home and improve its economic and overall well-being. This may include connections to employment services, education and recreational programs, quality child care and child development programs, as well as health and behavioral health resources.

Staff should increase supports as needed to help program participants. In instances when households' situations are more complex and they need longer-term supports to retain their housing, a program must be able to connect households to appropriate community and mainstream services available to enable longer-term assistance.

Before services begin, case managers must explain the nature, scope and objectives of the RRH program, including the role of case management, the time-limited nature of the rental assistance, and the objective for achieving housing stability and self-sufficiency within a short period of time, in order to set clear expectations upfront.

2. Housing Stability Plan

A housing stability plan is an individualized service plan that is housing-focused and client-driven. Housing stability plans are based on housing needs and preferences as identified by the participating household, and are used to facilitate housing-focused case management with the

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goal of obtaining and maintaining housing stability. Engagement in services should be voluntary but must be encouraged and build on the strengths and resources of each household.

Case managers are encouraged to review the Housing Stability Plan with each household on a regular basis to assess progress. This tool may be used for progressive engagement to determine if additional supports are needed to attain the housing goals.

HOUSING STABILITY PLAN A Housing Plan is a road map for obtaining and maintaining permanent housing. The case manager and participant discuss and define the end goals, break each into specific action steps to be taken by the case manager and the participant, and set dates for reviewing progress and updating the Housing Plan. The Housing Stability Plan should be	
PARTICIPANT-DRIVEN	The RRH participant's goals and priorities drive the Housing Plan. The case manager provides critical information to help the participant make choices and supports the person's decisions to the extent possible.
HOUSING-FOCUSED	The overarching purpose of the Housing Plan is to obtain permanent housing and to sustain permanent housing. Goals that are not related to getting and keeping housing are deferred unless they are a very high priority for the participant.
REASONABLE	A participant experiencing a housing crisis may feel overwhelmed with too many goals. What is "reasonable" in terms of making progress will be different for each person and can change over time. Housing Plans should reflect this and be flexible and changeable.
S.M.A.R.T.	Housing Plan goals are SMART—Specific, Measurable, Attainable, Realistic, and Timely—and include action steps specific to each goal and specify who is responsible for each step—staff or participant. Action steps include a target date for achievement. Plans also identify when a progress review and update will occur and are revised as needed.
SHORT-TERM	Action steps are those that can be taken in a relatively short period of time. This allows the case manager and participant to continually reassess progress and address remaining barriers.
PROGRESSIVE	The Plan is reviewed and updated frequently. Exit planning should start early in the process of case management so people are not caught off guard when the subsidy is about to end.

✓ Attachment D. Sample Housing Stability Plan

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3. Assessing Sustainable Housing Options and Maximizing Income for Rent

Housing options are the types of housing a household wants and what rental amount can be reasonably sustained after the RRH program ends. This will inform the housing search process. Case managers must discuss with their participant's, in an open, realistic and nonjudgmental way –

- The participant household's current or probable income and how much is available for rent.
- The type, location, and size of housing the participant household would prefer and how their choices match their income, tenant screening barriers, and any relevant eligibility factors.

When considering current and potential income, staff should be aware of the person's income history, the local job market, and the eligibility and amount of any income supports for which the household qualifies. Most RRH participants will have to rely on increasing their income from employment or public benefits to cover rent, so an essential part of the initial assessment should examine what can be done to increase resources from those sources. For those entering the program with little to no income, the participant and case manager must create estimates of likely employment earnings and/or income supports. Include any income that may come from things outside of traditional employment.

When calculating rents a participant can pay, it is important to recognize that unless the participant is able to obtain a permanent rent subsidy (e.g., Housing Choice Voucher or "Section 8") or a subsidized housing unit, it is likely that housing costs will exceed the standard "affordability" limit of 30 percent of income. Participant will most likely be spending more than 50 percent of their income on housing. When assessing, staff should ask: What is the most the household can pay for housing, considering all other necessary costs and likely income?

Housing Affordability Metrics in San Bernardino County					
Unit type	2019 HUD FMR Rent	50% rent-income	Hourly wage	3x income to rent	Hourly wage
studio	$826	$1,652	$9.53	$2,478	$14.30
1 bedroom	$986	$1,972	$11.38	$2,958	$17.06
2 bedroom	$1,232	$2,464	$14.21	$3,696	$21.32
3 bedroom	$1,747	$3,494	$20.16	$5,241	$30.24
4 bedroom	$2,132	$4,264	$24.60	$6,396	$36.90

- ✓ Attachment E. Housing/Rent affordability chart

Constructing a simple, tentative income and spending plan (budget) will help suggest the target range for rent. It is unlikely that a participant household will be able to spend only 30 percent of their income on rent in unsubsidized housing. In San Bernardino County, the majority of low-income households spend more than 50 percent of their income on housing.

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Whether or not enhancing income is a goal, managing spending can improve the household's ability to pay the rent. Case managers can help their participants' budget spending by:

- Developing an honest and realistic household budget.
- Assisting them to apply for mainstream benefit resources such as food supports (Cal Fresh), utility subsidies, free lifeline cellphones, etc.
- Identifying free or reduced-cost goods and services (food pantries, clothing shelves, subsidized child care, etc.)
- Connecting the participant to an accredited consumer credit counselor for debt consolidation or interest rate negotiation to reduce monthly debt payments.

4. Connection to Community Services and Supports

Once the individual or family has moved into housing, the case manager's primary focus shifts to housing stability. Housing stability is defined as the ability to pay the rent and comply with the terms/requirements of the lease. Goals and action steps in the Housing Plan reflect this emphasis.

Case managers employ multiple strategies and referrals to assist their participants with housing stability and offer various direct assistance and linkages to community-based supports. Many housing plan goals can best be achieved by linking the participant or household to a community resource, such as a job search program or public assistance benefits office.

RRH case managers should be prepared to inform participants about services and resources that are available in the community, including those that will help the household stabilize within its new home and improve its economic and overall well-being. This may include connections to quality child care and child development programs, employment services, education and recreational programs, as well as health and behavioral health resources.

Case managers must be very proactive and go far beyond simply offering contact information for referrals and should provide a warm hand-off to other supports whenever possible. RRH case managers should help participants prepare eligibility documentation, assure they can obtain an appointment, and follow up with the participant and service provider to mediate or offer support.

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5. Closing the Case

There is no bright line to indicate when a person's housing crisis is resolved. The household may continue to be extremely low-income and severely rent-burdened and yet be able to pay the rent and follow the terms of the lease.

While they have not yet achieved all their life goals or solved all their problems, they have successfully exited from homelessness and the housing crisis is over. As they continue to stabilize, their capacity to make and carry out plans for future goals will improve.

The decision to conclude assistance requires the evaluation of a number of factors. It should not be based upon arbitrary deadlines or spending limits. Instead, the case manager should look for indicators that the housing is not at imminent risk due to rental or lease compliance issues or an inability to receive essential community resources.

When is it Time to Complete Services?		
	Indicators for Case Closure	***Indicators for Continued Assistance***
INCOME	• Income from all sources is sufficient to pay rent • Can share housing within limits of current income	• Cannot pay rent for next month or two • No income source available
LEASE	• In compliance, landlord satisfied • Landlord willing to accept loss of programmatic support	• Currently in violation of lease or subject of serious complaints • Landlord accepted client only if longer-term support provided
LINKAGES	• Connected to resources providing needed assistance	• No other resources are willing/ able to provide assistance
CHOICE	• Participant wants to complete services/exit program	• Participant wants (and needs) additional assistance

6. No Contact Procedures

Case managers will check-in with the participating household **at least once a month** while enrolled in the program. No matter which stage the household is in the program, it is always the **responsibility of the case manager to make contact with the household**. All possible ways or methods to contacting the household must be explored. A final attempt to contact must be in writing, allowing at least five days to respond.

If there is **no contact after 30 days** of multiple attempts to reach the household, **the case manager should exit the household from the program.** If the household calls after that period

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and is still experiencing homelessness, the case manager may help them reconnect with Coordinated Entry.

If the case manager has not been able to have a robust check-in with the household for more than 30 days, but has had contact with the household and they are still in need of services, the case manager should continue to work with the household on their housing goals. If a household still needs and wants services, but missed appointments or communication is not regular, the case manager should initiate a discussion to reset the program expectations by reviewing housing stability plan and the expectations for re-assessment.

The goal is to minimize or eliminate any exits for "non-compliance" or "lack of participation" especially if the homeless situation has not yet been resolved. Instead, the goal is to be clear about the scope of RRH and to determine if it will meet the needs of the household, then continue to work with the household until they are permanently housed or otherwise resolve the housing crisis.

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III. HMIS and Data Collection Requirements

Rapid re-housing providers are required to enter data into the SBCHP Homeless Management Information System (HMIS). Prompt and accurate data collection assists the homeless system to determine which services and programs clients are utilizing, evaluating the impact of RRH services, and make system improvements.

Providers must enter all HUD required data elements for each household enrolled in RRH. Please refer to the SBCHP HMIS Policies and Procedures for more details.

In addition, RRH providers must upload verification of homeless status and the Universal Housing Needs and Tenancy Barriers Assessment to the participant household's HMIS file to complete the RRH enrollment process.

Data Element	Definition
Program Entry Date	This is the date the case manager and household first meet and complete the intake and enrollment process.
Date of Move-in	This is the date the household moves into rental housing leased in their name and begins receiving rent assistance. This date should fall after the Program Entry Date.*
Program Exit Date	This is the date the household stopped receiving financial and case management services. This date should fall after the Date of Move-In (or on the Date of Move-In if the household is only receiving move-in assistance and no ongoing rental assistance). **
Exit Destination	This should reflect where the household is staying immediately after they finish participating in the program. So if the client is staying in the unit with no other subsidy, exit destination should be "Rental by client, no ongoing subsidy."

* If the household self-resolves their homeless situation or moves into housing without receiving assistance through RRH, do NOT enter a Date of Move-In. The Date of Move-In should only be used for clients who find and move into a unit and receive assistance (financial and/or case management) through the RRH program.

** Providers may wish to keep a household enrolled for up to 60 days after their last financial assistance payment, in case circumstances arise that require further case management or financial assistance. Providers may keep the household enrolled and, if the household does not contact the provider for 60 days after the last payment, may back-date the Exit Date to the date of the last payment or case management meeting.

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IV. Rapid Re-housing Performance Benchmarks

Ultimately the effectiveness of a rapid re-housing program is determined based on a program's ability to accomplish the model's three primary goals:

- Reduce the length of time program participants spend homeless;
- Exit households to permanent housing; and
- Limit returns to homelessness within a year of program exit.

Performance Benchmark #1: Reduce the Length of Time Program Participants Spend Homeless:

The first goal of rapid re-housing is to reduce the amount of time individuals and families spend homeless. The primary opportunity for a rapid re-housing program to impact how much time a household spends homeless is the speed with which it is able to identify and help households to access appropriate housing options. Activities that contribute to good performance on this outcome are recruiting landlords to have access to units, finding units that are in the communities and neighborhoods that program participants want to live in, and negotiating with landlords to help program participants to access housing.

To meet this performance benchmark, households served by RRH programs should move into permanent housing in an average of 30 days or less.

Performance Benchmark #2: Permanent Housing Success Rates:

The second goal of a rapid re-housing program is to exit households to permanent housing in the community with or without a subsidy. A rapid re-housing program can impact permanent housing success through the combination of an appropriate housing placement, financial assistance, and effective case management and services.

To meet this performance benchmark, at least 80 percent of households that exit a rapid re-housing program should exit to permanent housing.

Performance Benchmark #3: Returns to Homelessness:

The third goal of a rapid re-housing program is to reduce the number of households returning to homelessness following soon after an exit from a rapid re-housing program. The primary opportunities for a rapid re-housing program to impact the success of a household in remaining housed is through the combination of securing appropriate housing and effective case management and services

To meet this performance benchmark, at least 85 percent of households that exit a rapid re-housing program to permanent housing should not become homeless again within a year.

All of these performance outcomes can be measured using data collected through the community's Homeless Management Information System (HMIS) and Coordinated Entry System (CES).

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V. Ongoing Training and Learning Opportunities

The San Bernardino County Homeless Partnership (SBCHP) is committed to providing on-going training and learning opportunities for service providers and stakeholders to support the improvement, expansion and standardization of rapid re-housing practices within the SBC CoC.

This shall include sponsoring in-service education and training activities, and providing on-going access to information on national best practice program models, tools and resources. The SBCHP shall also support collective staff development activities, such as the NAEH Rapid Re-housing Learning Collaborative model, for RRH program staff to come together to problem-solve, share best practices, learn from peers, and connect with funders and/or evaluators.

VI. References and Resources

The standards and practices outlined in this document are based on what is currently considered best and promising practice by the National Alliance to End Homelessness (NAEH), the U.S. Department of Veteran Affairs (VA), the U.S. Department of Housing and Urban Development (HUD), U.S. Interagency Council on Homelessness (USICH), and a variety of federal technical assistance experts, and nationally recognized, high-performing rapid re-housing providers.

Primary sources of the information used in developing these guidelines include the *NAEH Rapid Re-Housing Toolkit and RRH Performance Benchmarks and Program Standards, the Seattle-King County Rapid Re-Housing Model Guidelines, the SBC CES Housing Search and Stabilization Guidelines* as well as contributions from national Technical Assistance advisor Katharine Gale.

The National Alliance to End Homelessness (NAEH) is a leading national voice on the issue of homelessness that accomplishes its mission through research and education, policy analysis and advocacy, and capacity building.

The ***National Alliance's Rapid Re-Housing Toolkit*** is intended to help current and potential RRH providers design and operate effective RRH programs and offers a comprehensive array of information and resources, along with live web links to sample service tools and instruments, and community examples of best practice models from across the nation. As RRH practice continues to evolve, the toolkit will be updated. Below is a direct link to the RRH Toolkit.

National Alliance to End Homelessness Rapid Re-Housing Toolkit

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VII. Definition of Terms

Additional terms and definitions to be added.

Case Management: Housing-focused case management focuses on immediate efforts to attain housing, using the minimum assistance needed to address each household's immediate housing crisis. Staff works with each household to identify and refer households to other resources in the community (e.g., mainstream services, benefit services, food assistance programs, childcare resources, etc.) to support ongoing housing stability. Services are voluntary, housing-focused, person-centered and are provided at the level needed by each household. See also: Progressive Engagement.

Critical Time Intervention (CTI): "Critical Time Intervention is a time-limited evidence-based practice that mobilizes support for society's most vulnerable individuals during periods of transition. It facilitates community integration and continuity of care by ensuring that a person has enduring ties to their community and support systems during these critical periods. CTI has been applied in many communities with veterans, people with mental illness, people who have been homeless or in prison, and many other groups. The model has been widely used on four continents. CTI typically lasts for nine months. Services are divided in to three, three-month phases."

Entries from Homelessness: Measures the degree to which programs are serving people who are literally homeless, including a place not meant for human habitation, or in an emergency shelter. The measure is calculated in HMIS based on responses to 'immediate prior living situation.'

Exits to Permanent Housing: Measures the percentage of households who exit the program into a form of permanent housing (including supportive housing, stable/long term rental housing, subsidized housing, or market rate housing). The exit destination reflects whether a household is stably housed after leaving the RRH program; self-resolving will still be considered an exit to permanent housing.

Housing First: "A Housing First orientation means that the program is organized around helping people secure a place to live, without preconditions. While gaining income, self-sufficiency, and improved health are all desirable goals, they are not prerequisites to people being housed. In a system organized around Housing First principles, shelter and housing programs have minimal entry barriers and do not require clients to participate in services or gain skills/income as a condition of receiving housing assistance."

Housing Location: Activities related to engaging with and recruiting landlords, property management companies, and housing developers to increase access to permanent housing for homeless and other vulnerable individuals and families. This may include incentives and supports made available to participating landlords and property managers who agree to reduce screening criteria for households with barriers to permanent housing.

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Lengths of Stay: Measured as the number of days from program enrollment to program exit. For RRH programs, this is defined as the time from initial intake to the end of all RRH services (financial subsidy and case management).

Progressive Engagement: "Services start with the least intensive service and amount of subsidy i.e. a "light touch", and progress to greater service intensity only when necessary. The need for additional support is determined by an assessment of the individual or family's experience, self-reporting, and the impact of the initial intervention. Client choice, to the extent feasible, drives the housing options and services offered. Participation in services is voluntary." Progressive engagement fundamentals include:

- Voluntary and flexible participation by household
- Critical thinking and problem solving shared between the family and provider
- Starts with a little bit of support, based on what the household identifies they need
- Connections made to community resources
- Builds on family resiliency and strengths
- Focused goal: to quickly resolve the immediate crisis of homelessness

Return to Homelessness: Measures the percentage of households who have exited the program to a permanent housing situation and are subsequently served by another homeless intervention (i.e., emergency shelter, transitional housing, or rapid re-housing) in HMIS within six months.

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Attachment A

Documenting Homeless Status & Eligibility

HUD requires that each client file contain documentation of homeless status and other program eligibility. Listed below are the approved documentation requirements.

HOMELESS STATUS:

1. Third Party: Preferred method of documentation. This step must be attempted first.
    a. Oral or written verification from a third party verifying current homeless status of client.
    b. The documentation must include reference to type of homelessness to determine which HUD Category the person meets.
    c. Third party source can be: case manager, outreach worker, landlord evicting person, or family/friend kicking person out.
    d. Written verification can include: HMIS report, written letter or other already available documentation.

2. Intake observation: Allowable after unsuccessfully attempting Third Party documentation.
    a. Homeless program staff self-verifies status based on observation, program record or HMIS record.
    b. Documentation must be written, include information related to type of homelessness, and include how staff first attempted to obtain Third Party verification.

3. Self-certification: Allowable only after unsuccessfully attempting third party or intake observation.
    a. Letter written and signed by client briefly explaining homelessness and that they have no resources or safe place to stay.

Additional guidance for documenting homeless status for HUD:

1. Intake workers are responsible for obtaining the evidence of homeless status, not client.
2. An intake worker should NOT contact anyone for documentation that the person feels would jeopardize his or her safety.
3. Self-certification from the person that they meet homeless criteria of HUD Category can be accepted in most instances, but Third Party and Intake Observation must first be attempted and documented.
4. When documenting homeless status using Category 4, the intake worker needs to ask only enough questions to understand what is happening.

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ELIGIBILITY:

Once homeless status has been verified and documented, the intake worker is then required to document all other eligibility requirements including: CoC preference, program type, agency specific, or funder eligibility criteria. The following are example of additional eligibility criteria: DV, age, disability, length of homelessness, chronic homeless, disability, income or Veteran status. Documentation must be in writing and in most cases come from a third party source.

1. Domestic Violence Status: This is one of two criteria where self-report is acceptable. Take special effort not to re-traumatize client when obtaining either self-report or third party documentation.
    a. Verbal or written verification from DV provider, law enforcement, outreach staff, medical provider.
    b. Self-report: Only document basic information that household meets criteria.

2. Age: Youth and Elderly criteria ONLY
    a. Birth certificate
    b. YOUTH only: Parental, school, or social services written or verbal certification

3. Disability Status:
    a. Medical or Mental Health professional certifies disability status. Ideally this would include a written letter from provider, but could include intake worker case notes detailing date, time, care facility, and name of provider who verified disability.
    b. Social Security award letter or pay stub.

4. Long-term Homeless Status:
    a. Provide list of each distinct episode of homelessness including: length of time, dates, and location of homelessness.
        i. Length of time homeless – provide exact or estimated # of days or months homeless.
        ii. Dates – provide exact or estimated year and month of homeless episode
        iii. Location – provide exact or estimated place where episode occurred (Site/program, city, state).
    b. Ideally this should be certified by Third party or HMIS, but self-report is acceptable if documentation includes attempts to verify via HMIS or third party.

5. Chronic Homeless Status:
    a. Proof of Disability Status AND proof of long-term homeless status.

6. Income Status:
    a. Written or verbal certification from Social Services.
    b. Tax statement.
    c. Pay stub (employment or child support).
    d. Written or verbal certification from employer.

7. Veteran Status:
    a. VA provides proof of Veteran status, either honorable or dishonorable.
    b. Client shows written proof of enlistment, payment or discharge (DD214 Discharge Certificate, pay stub, etc.)

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San Bernardino County Homeless Partnership
CES Universal Housing Needs & Tenancy Barriers Assessment

Today's Date _____ Participant HMIS ID # _____

Partner Agency _____ Phone # _____

Case Worker/Contact Person _____ E-mail _____

Has participant enrolled in your program? Yes / No Date of enrollment _____

Permanent Housing Program Type:

___ a. CoC PSH ___ b. CoC RRH ___ c. ESG RRH ___ d. HUD VASH

___ e. VA SSVF ___ f. CalWorks HSP ___ g. CalWorks FSP ___ h. other_____

Participant Household Information: HoH Date of Birth _____

Head of Household Full Name _____ HoH Gender M F T

Contact Phone # _____ E-mail address _____

Household status: _____ single adult _____ 2 or more adults/no children _____ family w/children under 18

Household size: _____ # of adults _____ # of children under 18 Ages of children_____

Full name(s) of other adults in the household _____

Any pets? Yes / No If yes, what type? _____

Current Living Situation (may differ from homeless status at time of permanent housing program enrollment):

___ A. Unsheltered ___ B. Bridge Housing/Shelter ___ C. Bridge Housing/Motel Voucher

___ D. Hotel/Motel by household ___ E. temporarily w/family-friends ___ F. Fleeing domestic violence/abuse

___ G. Exiting institution ___ H. Other _____

City/Community of residence/currently sleeping in? _____

How long has participant been dealing with homelessness? _____

Does participant have a valid form of ID? Yes / No Does participant have a vehicle/transportation? Yes / No

Monthly Household Income $_____

Source of Income (check all that apply)

___ a. Employment ___ b. Cash Aid ___ c. Cal Fresh ___ d. Child/Spousal Support

___ e. Unemployment ___ f. Social Security ___ g. Disability ___ h. Veterans Benefits

___ i. Other _____

If employed, name of employer _____

City/community employment located? _____ How long employed? _____

How would participant rate their credit history? Good Fair Poor No credit history

Does participant have personal funds to contribute toward applications fees, deposits, etc.? Yes / No

What other sources have been identified / are available to assist participant with application fees, security deposit, etc.?

_____

San Bernardino County Homeless Partnership

CES Universal Housing Needs & Tenancy Barriers Assessment

Housing History and Preferences:

Has participant had a rental agreement in their name in the last 10 years? Yes / No

If yes, month and year participant last resided in their own rental unit? _____

Does participant have rental evictions on their record? Yes / No If yes, how many/what year(s)? _____

City/Community(s) where participant is seeking to live? _____

# of bedrooms needed? _____ Voucher maximum (if applicable)? _____ Maximum rent desired? _____

If children in household, where do they attend school (school name / city)? _____

Does participant have any physical challenges that require "accessible accommodations"? Yes / No

Does participant have any disabling conditions that require a "reasonable accommodation"? Yes / No

If yes to either, please describe accommodation _____

Does participant smoke? Yes / No Does participant have any felony convictions? Yes / No

If yes to felonies, please identify year and type? _____

Is participant open to sharing an apartment with another individual or a shared housing environment? Yes / No

Does participant have any other specific needs or preferences related to their choice of housing? _____

_____

What have you identified as this participant's biggest barriers or obstacles to obtaining permanent housing?

Subpopulations/Vulnerabilities:

___ a. Chronically Homeless ___ b. Veteran ___ c. Mental Health condition

___ d. Transitional Aged Youth ___ e. Senior (62+) ___ f. Chronic Health condition

___ g. Alcohol/Drug Abuse issues ___ h. Living w-HIV/AIDS ___ i. On Parole or Probation

___ j. Physically disability ___ k. Domestic Violence/Abuse ___ l. Currently Pregnant

___ m. Single parent w/children under 18 ___ n. Developmental/Intellectual disability

Other _____

Please provide any additional comments or information that might be relevant to identifying permanent housing options for this participant.

Homeless Certification and Verification of Income

By submitting this document, I confirm that certification of homeless status at time of enrollment and documentation of household income is on file for this participant.

Case Worker/Contact Person: _____

Participating Agency: _____

The space below is available for Participating Agencies to add questions/collect additional information as required/desired for their program

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Attachment C

LANDLORD-TENANT-CASE MANAGER COMMUNICATION AGREEMENT

About this tool: This communication agreement should be filled out and signed by the tenant, landlord and case manager with copies provided to the all parties to promote open communication. The form can easily be modified, but already includes those communication issues that frequently cause problems. Note that before this agreement is used, you may want to have your client sign an information release authorization form.

My goals are to:

- Fulfill my obligations as outlined in the lease
- Ensure rental payments are received on time
- Maintain the rental unit in good condition
- Help maintain a safe, pleasant and decent housing community

One way to achieve these goals is to help maintain a positive and communicative landlord-tenant-case manager relationship. Therefore, I will immediately inform the signors of this agreement (unless otherwise indicated), both verbally and in writing, if any of the following occurs (initial next to all that apply):

Landlord

_____ I have not received full rent by the 3rd day of the month.

_____ I have received a complaint that there is too much noise from the tenant's apartment.

_____ I have significant concerns about the condition of the tenant's unit. (Examples: Landlord has seen damage or received complaints about bad smells that could be related to garbage.)

_____ I think someone is living in the tenant's unit who is not named on the lease.

_____ I think someone in the tenant's unit may be doing something illegal.

_____ The behavior of someone living in or visiting the tenant's unit is causing other tenants to complain.

_____ Provide the tenant with 24 hours notice prior to entering the unit.

_____ Follow up / Respond quickly to inquiries and concerns.

_____ I see something that is a violation of the lease. Describe: _____

_____

_____ Other: _____

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Tenant

_____ A rare, but serious emergency occurs that will impact my ability to pay rent on time

_____ I will be away from the unit for an extended time period (Examples: 30, 60, 90 days)

_____ Inform the landlord of maintenance issues

_____ I observe or experience an issue or event that impacts the safety of the community

_____ Follow up / Respond quickly to inquiries and concerns.

Case Manager and/or Housing Coordinator

_____ Inform the landlord if I become aware of a situation that will impact the tenant's ability to pay rent on time

_____ Inform the landlord if I become aware of a circumstance that will impact the tenant's occupancy of the unit (Examples: tenant is hospitalized for 60, 90 days)

_____ I observe a maintenance issue

_____ I observe or experience an issue or event that impacts the safety of the community

_____ Participate in problem solving / trouble shooting only in the event that the tenant and landlord are unable to resolve an issue without my assistance

_____ Follow up / Respond quickly to inquiries and concerns

Please contact me using any of the following:

	Phone 1	Phone 2	Email	Address
Landlord Name:				
Tenant Name:				
Case Manager Name:				

_____

(Signature of Landlord) (Date)

_____

(Signature of Tenant) (Date)

_____

(Signature of Case Worker) (Date)

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Attachment D

Sample Housing Stabilization Plan for Elaine Jones

NAME: *Elaine Jones* ADDRESS: *Houston Family Shelter*	ID: *XXX5551234* DATE of BIRTH: *99-99-9999*	DATE of PLAN: *September 1, 2009* REVIEW DATE: *November 1, 2009*
	LEGAL STATUS:	PROGRAM: *ESG– Rapid Re-housing*

1. Service/Treatment Goal: *Obtain housing and address factors that threaten housing stability.*

2. ESG Eligibility: Short-term rental assistance X_____Medium-term rental assistance

HOUSING BARRIERS: *Sister's boyfriend asking her to leave; no immediate housing options or means to pay for housing or utilities.*
FACTORS THAT THREATEN HOUSING STABILITY: *Unemployment, history of domestic violence, no childcare, child with medical needs.*

STRENGTHS and RESOURCES: *"I am not afraid to work; I had a good job for five years. I can take care of myself and Betsy, if you will give me a chance. "*

OBJECTIVE 1. *Secure Housing*
- *Secure income to support housing unit*
- *Find and obtain an affordable 2-bedroom apartment*

WHAT	PURPOSE	WHO	BY WHEN
Sign up for ESG deposit and rental assistance.	*Financial assistance*	*Elaine* *Case Manager*	*This Friday*
Contact PHA to confirm she has a good housing record with them.	*If yes, could be useful in obtaining housing. If no, clearing this record could be helpful in obtaining housing.*	*Elaine* *Case Manager*	*End of next week.*
Develop a preliminary household budget.	*Determine the level of financial assistance that will be needed to move-in and sustain housing*	*Elaine* *Case Manager*	*End of month*
Look on-line at housing locator and identify 5 possible units that fit within budget	*Assess housing market within Elaine's budget.*	*Elaine* *Case Manager*	*Next month*
Visit possible housing units, meet with land-lords	*Select housing unit*	*Elaine* *Case Manager*	*End of next month*

OBJECTIVE 2. *Address benefits issues that threaten housing stability*

WHAT	PURPOSE	WHO	BY WHEN
Contact Medicaid agency to start benefits.	*Provides access to health care for Elaine and the baby.*	*Elaine*	*This Friday*
Sign up for Food Stamps.	*Secure resources that will be needed at move-in*	*Elaine*	*End of month*

OBJECTIVE 3. *Secure employment to promote long-term housing stability*			
WHAT	**PURPOSE**	**WHO**	**BY WHEN**
Establish account on-line with One-Stop Career Center, make initial appointment	*Secure employment to support this household*	*Elaine*	*This Friday*
Contact previous employer for reference	*Be prepared for job search*	*Elaine*	*This Friday*
Investigate subsidized child care options for job search and eventual employment	*Support ability to look for job and work*	*Case Manager Elaine*	*End of next month*

OBJECTIVE 4. *Connect Elaine with mainstream resources to promote long-term housing stability*			
WHAT	**PURPOSE**	**WHO**	**BY WHEN**
Provide referral to Women's Resource Center for counseling	*Support longer-term issues that may impact Elaine's long-term housing stability*	*Case Manager*	*End of month*

☒ I agree with this Housing Stabilization Plan
☐ I have been offered a copy of this Housing Stabilization Plan.
X accepted declined my own copy of the plan.

SIGNATURE: *Elaine Jones*
DATE: *9/01/09*
COMMENT:

☒ I agree with this Housing Stabilization Plan
SIGNATURE: *Liza Stewart*
TITLE: *Case Manager*
DATE: *9/01/09*

☐ I agree with this Housing Stabilization Plan.
SIGNATURE:
TITLE:
DATE:

Attachment E

Housing Affordability Chart

Housing Affordability Metrics in San Bernardino County					
Unit type	2019 HUD FMR Rent	50% rent-income	Hourly wage	3x income to rent	Hourly wage
Studio	$826	$1,652	$9.53	$2,478	$14.30
1 bedroom	$986	$1,972	$11.38	$2,958	$17.06
2 bedroom	$1,232	$2,464	$14.21	$3,696	$21.32
3 bedroom	$1,747	$3,494	$20.16	$5,241	$30.24
4 bedroom	$2,132	$4,264	$24.60	$6,396	$36.90

Expanded version of Housing Affordability Chart under development.

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