



Serving Homeless Individuals and Families

FACT SHEET

County Vision to End Homelessness

The County of San Bernardino Board of Supervisors is committed to finding solutions to end chronic homelessness in partnership with various County departments, law enforcement, and community organizations.

The San Bernardino Advisory Board on Ending Homelessness has been discussing strategies to access more housing units, resources, and services for chronically homeless individuals and families. Funding has been secured for services and rental assistance; however, the lack of readily available housing sites to stabilize these individuals and families has been challenging.

One of the fastest ways to secure and make available housing locations specifically for the chronically homeless is to directly acquire sites currently being offered on the open market and the Housing Authority of the County of San Bernardino (HACSB) is the best entity to do this. The Housing Authority has years of experience in the acquisition of existing rental properties.

SOLUTIONS TO CHRONIC HOMELESSNESS

To help address chronic homelessness in the County, the Housing Authority, in partnership with its affiliate non-profit developer Housing Partners I, Inc., acquired their first permanent supportive housing developments to house and serve 69 chronically homeless individuals:

- Golden Apartments is a 21-unit apartment complex located in the City of San Bernardino that will be converted to 1-bedroom units, thus nearly doubling the apartments available to chronically homeless to 38-units, plus an on-site manager's unit, and a community center.
- Queens Motel is a 61-unit vacant motel located in the City of Victorville that will be converted to 1-bedroom apartments, creating 31-units to provide permanent supportive housing for chronically homeless, plus an on-site manager's unit, and a community center.

PARTNERSHIP WITH DEPARTMENT OF BEHAVIORAL HEALTH

Both developments will support on-site delivery of behavioral health services sponsored by the County's Department of Behavioral Health (DBH) using the Housing First Approach. The Housing First Model stabilizes individuals with safe and sanitary housing, which in turn also helps stabilize their personal lives and eventually be contributors to our community's economic vitality. DBH's efforts will include onsite education, outreach and engagement, case management and clinical therapy services for children and adults to assist with mental health and/or substance abuse treatment. DBH will help individuals who may experience a mental health crisis by accessing the appropriate crisis services to address their situation and provide transportation services to behavioral health appointments, such as Psychiatrist medication evaluation. The intent under this model is to provide a cost-effective combination of affordable housing with services that helps people live more stable, productive lives.

HOUSING FIRST MODEL

Housing First is an approach to quickly and successfully connect individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry, such as sobriety, treatment or service participation. Supportive services are offered to maximize housing stability and prevent returns to homelessness. Stabilizing individuals with safe and sanitary housing also helps stabilize their personal lives and eventually leads to increased contribution to our community's economic vitality - a positive step toward ending chronic homelessness in our communities.

Housing Homeless Families through Various Programs

HACSB has prioritized serving homeless veterans and families through programs such as: No Child Left Unsheltered; CalWORKs Housing Support Program; Continuum of Care; Veterans Affairs Supportive Housing (VASH); Supportive Services for Veterans Families (SSVF); and Housing Opportunities for People with AIDS. These programs are possible thanks to the partnerships with its affiliate nonprofit Knowledge and Education for Your Success (KEYS), various County Departments, and local law enforcement.

HOMELESS ELIGIBILITY

The first criteria for eligibility for all programs is to meet the HUD definition of homeless or chronically homeless, which includes one or both of the following:

- The individual or family must be literally homeless. HUD defines "homeless" as "a person sleeping in a place not meant for human habitation", for example living on the streets or in an emergency shelter.
- Has been continuously homeless for a year or more or had four episodes of homelessness in the last three years.

COUNTY'S COORDINATED ENTRY SYSTEM FOR HOMELESS OR HOMELESS PREVENTION RESOURCES

The U.S. Department of Housing and Urban Development (HUD) requires local communities receiving federal homeless assistance funds to establish Coordinated Entry Systems (CES) to identify, assess and prioritize homeless individuals and families for housing and services based on vulnerability and severity. CES is designed to:

- Ensure that people experiencing homelessness receive the right housing intervention, and
- Prioritize people who need supportive housing the most to be able to access it as quickly as possible.

Therefore, all prospective program participants will be identified through the 2-1-1 Coordinated Entry System, which is available 24-hours a day, 7-days a week. There will be no drop-in services.

By dialing the 3-digit calling code, 2-1-1, the caller is connected to a live, bilingual homeless assistance call specialist who will help assess the caller's situation and streamline access to homeless

assistance services, screen applicants for eligibility for these and other programs in a consistent and well-coordinated way, and assess needs to determine which interventions are the best fit for each individual and/or family.

NO CHILD LEFT UNSHELTERED PROGRAM

The No Child Left Unsheltered program is aimed at housing up to 40 unsheltered families with children 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 partnered 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. Housing subsidies are offered through the No Child Left Unsheltered Program to families with children who have documented evidence of long-term housing instability and can be expected to continue in such status for an extended period of time without the assistance of permanent housing intervention

How to Apply: By dialing the 3-digit calling code, 2-1-1. If the caller qualifies, they will be referred to the Housing Authority for assistance.

CAL WORKS 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. This rapid rehousing program couples short-term rental assistance with case management and family stabilization to quickly move families back into permanent housing and maintain that housing over time.

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.

CONTINUUM OF CARE

HACSB receives HUD Continuum of Care HUD funding to serve approximately 345 chronically homeless persons in the county through permanent supportive housing assistance and case management. Partnering since 1996, the Department of Behavioral Health (DBH) refers families to HACSB, which in turn provides rental subsidy and administers the housing assistance. DBH provides families with case management and other supportive service referrals. Together these partners provide the families with a wide range of services to try to avoid a return to homelessness.

Who Qualifies: Low-income, chronically homeless individuals and their families.

How to Apply: By dialing the 3-digit calling code, 2-1-1. If the caller qualifies, they will be referred to the Housing Authority for assistance.

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 with children.

How to Apply: By dialing the 3-digit calling code, 2-1-1. If the caller qualifies, they will be referred to KEYS for assistance.

VETERANS AFFAIRS SUPPORTIVE HOUSING PROGRAM (VASH)

The Housing Authority receives HUD VASH funding to permanently house a total of 529 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 6085 for a VASH screening. VAMC will provide supportive services and refer the veteran to HACSB if appropriate.

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, assistance in obtaining VA benefits and other public benefits, and temporary 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.

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.

CONTACT TO ASSIST A HOMELESS FAMILY

United Way 211: 2-1-1

HACSB Homeless Hotline: (909) 890-5314

KEYS Intake Line: (909) 332-6388

PARTNERSHIP IN HOMELESS EFFORTS

Coordinated Entry System Collaborative (United Way 211)

County's Department of Behavioral Health

County's Community Development and Housing Agency

County's Homeless Advisory Council

County's Sheriff's Department

Homeless Veteran Planning Group

Homeless Provider Network

Interagency Council on Homelessness

San Bernardino County Superintendent of Schools

Veterans Administration



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