



## Golden Apartments, San Bernardino Queens Motel, Victorville

### *Solutions to Chronic Homelessness | Informational Sheet*

#### Background

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 and currently owns and manages, either directly or through an affiliate nonprofit, over 3,200 rental housing units throughout the county.

#### Property Acquisitions

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

#### *Golden Apartments, San Bernardino*

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.

Property Acquired: October 2016

Anticipated Rehab Completion: Fall 2018

Funding Commitments:

- \$3.1 million in County HOME funding (Approved on July 25, 2017)
- \$880,000 in City HOME funding (Approved on August 21, 2017)
- Rental assistance (Pending HACSB Board approvals)

#### *Queens Motel, Victorville*

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.

Property Acquired: March 2017

Anticipated Rehab Completion: Winter 2018

Funding Commitment:

- Rental assistance (Pending HACSB Board approvals)

Funding Gaps:

- \$1.5 million for rehabilitation work

## Partnership with the County of San Bernardino's Department of Behavioral Health

Both developments will include community spaces to support the 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. Combined these are all positive steps towards ending chronic homelessness in our communities.

## On-Site Supportive Services

Supportive housing services are intended to help insure stability and to maximize each tenant's ability to live independently. Accordingly, the services must be easily accessible and available to tenants, and evaluation of services for effectiveness and usefulness must occur on a regular basis.

Following is a sample list of services that HACSB will seek to provide residents of the permanent supportive housing in partnership with the County and outside service providers:

- Case Management Services (DBH in cooperation with other partners)
- Mental Health Services (DBH)
- Behavioral Health Education and Outreach (DBH)
- Substance use services (DBH)
- Physical Health services
- Employment services: vocational counseling, job training and placement
- Life skills: GED preparation, money management, nutrition and cooking
- Linkage to legal services

While HACSB brings many years of successful affordable housing development, operations and maintenance to the project, funding for, and the delivery of support services to residents will be essential components requiring outside assistance. A single service provider may provide the majority of the services, but in most cases there will be more than one service provider to address the varied needs of the residents.

A lead service provider will therefore be utilized to ensure the ongoing and effective functioning of the services program, to serve as the lynchpin for coordinating the delivery of services provided by other organizations, evaluating the outcomes of those services and ensuring that tenants are receiving the services necessary to achieve and maintain housing stability. Experience in providing coordinated service programs in collaboration with other organizations, and experience in case management or service coordination within housing environments will be critical to success in this role.

## County's Coordinated Entry System for Homeless or Homeless Prevention Resources

Prospective residents will be identified through the 2-1-1 Coordinated Entry System (CES), which is available 24-hours a day, 7-days a week. There will be no drop-in services at either of the properties.

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.