



Office of Homeless Services
 560 E. Hospitality Lane, Suite 200 • San Bernardino, CA 92408-0044
 Phone: (909)501-0610 • Fax: (909)501-0622
 Email: ohs@hss.sbcounty.gov • Website: <https://sbchp.sbcounty.gov/>

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

Meeting date, time, and place Date: **October 9, 2025**
 Time: **10:00 a.m. – 11:30 a.m.**
 Location: **First 5 San Bernardino**
 735 Carnegie Dr.
 San Bernardino CA 92408

CES Committee members must attend the meeting in person.

The public may observe the meeting online at:

[Join the meeting now](#)

Meeting ID: 299 802 582 169 3 Passcode: BD2aP9m5

Dial in by phone **+1 661-568-6806,,889655807#** Conference ID: 889 655 807#

Note: Public participation at the meeting via Teams is being offered as a courtesy and may be unavailable if technology fails. In the event of a disruption that prevents the meeting from being broadcasted or receiving public comment, the in-person meeting of the CES Committee will continue. Should you wish to participate remotely, please remember to MUTE your phones. DO NOT place this call on hold should you get another call. Hang up and then rejoin the meeting.

To address the Committee regarding an item on the agenda, or an item within its jurisdiction but not on the agenda, please complete and submit a Public Comment Request form or if you are joining us virtually, indicate by typing “Public Comment” in the chat box. Requests must be submitted before the item is called for consideration. Speakers may address the Committee for up to three (3) minutes total on the consent agenda, up to three (3) minutes on each item on the Discussion agenda, and up to three (3) minutes total on Public Comment.

Time 10:00 am

Call to Order	Chair or Designee will call the meeting to order	10:00 – 10:05 am
Invocation/ Pledge	Chair or Designee will lead the Invocation and Pledge of Allegiance	
Introductions	Chair or Designee will lead the Introductions of the CES Committee Members	

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

Public Comment	Any member of the public may address the CES Committee on any matter not on the agenda that is within the subject matter jurisdiction of the CES Committee.	
Item No.	Action Items	
1	Election of new CES Committee Members. – William Lamas, Chair	10:05 – 10:15 am
2	Appointment of CES Committee Secretary.	10:15 – 10:20 am

	– William Lamas, Chair	
Item No.	Consent	
3	Approve Minutes of August 28, 2025, CES Committee Meeting – William Lamas, Chair	10:20 – 10:25 am Pgs. 3-8
Item No.	Discussion and Presentations	
4	Receive Update on Contact Center Data, Demographic breakdown by region, and Needs and Referral count. – Christopher Darbee, Inland Southern California United Way (ISCUW) 211+	10:25 – 10:45 am Pgs. 9-19
5	Receive Update on Homeless Management Information Systems (HMIS) Data by regions for program enrollments and exits. – Jevita Webster, Office of Homeless Services	10:45 – 11:05 am Pgs. 19-38
6	Receive Presentation on Office of Homeless Services Outreach Efforts. - Karyn Garner, Office of Homeless Services	11:05 – 11:25 am Pgs. 39-43
	Committee Member Comments	
	Individual committee member comments. Each member is given 3 minutes to make comments.	11:25 – 11:30 am
	Adjournment	
Next CES Meeting	December 11, 2025 10:00 a.m. – 11:30 a.m. Location: TBD	

Mission Statement

The mission of the San Bernardino County Homeless Partnership is to provide a system of care that is inclusive, well planned, coordinated and evaluated and is accessible to all who are homeless and those at-risk of becoming homeless.

THE OUTREACH AND COORDINATED ENTRY SYSTEM COMMITTEE MEETINGS ARE ACCESSIBLE TO PERSONS WITH DISABILITIES. IF ASSISTIVE LISTENING DEVICES OR OTHER AUXILIARY AIDS OR SERVICES ARE NEEDED IN ORDER TO PARTICIPATE IN THE PUBLIC MEETING, REQUESTS SHOULD BE MADE THROUGH THE OFFICE OF HOMELESS SERVICES AT LEAST THREE (3) BUSINESS DAYS PRIOR TO THE PARTNERSHIP MEETING. THE OFFICE OF HOMELESS SERVICES TELEPHONE NUMBER IS (909) 501-0610 AND THE OFFICE IS LOCATED AT 560 E. HOSPITALITY LANE, SUITE 200, SAN BERNARDINO, CA 92408-0044. <https://sbchp.sbcounty.gov/> AGENDA AND SUPPORTING DOCUMENTATION CAN BE OBTAINED AT 560 E. HOSPITALITY LANE, SUITE 200, SAN BERNARDINO, CA 92408-0044.



**Minutes for San Bernardino County Homeless Partnership
Outreach and Coordinated Entry System (CES) Committee Meeting**
August 28, 2025, from 10:00 a.m. – 11:30 p.m.

Minutes Recorded and Transcribed by Jalen Cleveland, Office of Homeless Services

TOPIC	PRESENTER	ACTION/OUTCOME
Call to Order	William Lamas, Chair	The meeting was called to order at 10:03 a.m.
Outreach and CES Committee Members Present by Roll Call	William Lamas, Chair	<p>The Chair conducted the Outreach and CES Committee member roll call. Members of the public are not introduced. There were over 20 members of the public who joined the meeting in person, via Zoom and/or telephoned in.</p> <p>The following Outreach and CES Committee members or their alternates were present at the meeting:</p> <ul style="list-style-type: none"> William Lamas, David Rabindranath, Kameron Grosvenor, Sharon Green <p>Members arriving late:</p> <ul style="list-style-type: none"> No members arrived late <p>Members absent:</p> <ul style="list-style-type: none"> Sue Walker, Manuel Tristan
PUBLIC COMMENTS	PRESENTER	ACTION/OUTCOME
	William Lamas, Chair	<p>The Chair opened the floor to Public Comments</p> <p>No public comments were made.</p> <p>The Chair closed Public Comment.</p>
CONSENT ITEMS	PRESENTER	ACTION/OUTCOME
Approve Minutes of April 21, 2025, CES Meeting	William Lamas, Chair	<p>The Chair opened the consent calendar portion of the agenda.</p> <p>The Chair opened the items for public comments.</p> <p>No public comments were made.</p> <p>Sharon Green made a motion to approve the consent calendar and was seconded by William Lamas.</p> <p>The Chair opened the items for comment by the Outreach and CES Committee members.</p> <p>No Discussion ensued.</p> <p>Vote was taken:</p>

		<ul style="list-style-type: none"> • 4 members were in favor: William Lamas, David Rabindranath, Kameron Grosvenor, Sharon Green • 0 members were opposed. • 0 members recused. • 2 members absent during this vote: Sue Walker, Manuel Tristan <p>The motion was approved.</p>
PRESENTATION / INFORMATION SHARING	PRESENTER	ACTION/OUTCOME
Receive Update on Contact Center Data, Demographic breakdown by region, and Needs and Referral count.	– Christopher Darbee, Inland Southern California United Way (ISCUW) 211+	<p>The Chair opened item # 2 and recognized Aziza Manuel.</p> <p>The Chair opened the items for public comments. No public comments were made.</p> <p>Aziza Manuel provided the following updates:</p> <ul style="list-style-type: none"> • Online Dashboard: Provides real-time data on calls, reasons for contact, referrals, and city/regional breakdowns. • Homeless Call Data: 861 callers (Jan–July); CS verifies true homelessness before prioritizing for housing. • At-Risk Tracking: New survey captures data on clients in danger of losing housing. • HMIS Outcomes: Will show where clients are matched, but matches don't guarantee placement—providers still complete eligibility checks. • Referrals: HMIS “referrals out” report shows where clients are sent (e.g., 58 to Wellness Center in one month). Data will be merged into the dashboard. <p>Discussion and Questions from the Board:</p> <ul style="list-style-type: none"> • Sharon Green – What happens when a client is not housed? • Aziza Manuel – Housing Authority will make attempts to find the client and due diligence is made to find them. They are not completely terminated and may have to reapply for the voucher. • Sharon Green – Stated she appreciates the work being done and knowing there is someone to call to get clarification. • Aziza Manuel – Stated she hold her team to a high standard with regards to case notes and call are recorded to help with investigation. • David Rabindranath – Asked for an update on the status of the Reginal Hubs. • Aziza Manuel – Listed Symba Center, Mountain Homeless Coalition, Morongo Basin ARCH, and Inland SoCal Outreach. Stated that hubs are doing well, with effective case conferencing and strong field support. The main challenge remains the housing shortage, with roughly 2,000 active clients but only six available Housing Authority slots. Providers have been instrumental in preparing clients for housing and prioritizing cases, while administrative systems like HMIS and CES provide additional

		<p>support. Having both boots on the ground and system-level backing has been a significant benefit.</p> <ul style="list-style-type: none"> • Kameron Grosvenor – Asked for clarification on the difference between 211 and CES. • Aziza Manuel – Stated 211 calls are first handled by community resource advisors, who provide immediate resources and then refer cases to CES for follow-up within 48 hours. Some clients are not referred if they do not identify as homeless, which can cause confusion for providers. CES also has a direct line for providers and clients to bypass 211. • Kameron Grosvenor – Raised concerns about clients claiming they were referred to rapid rehousing through 211/CES, even though CES does not tell clients who they are referred to. Shared examples of confusion, including a case involving CalFresh and assumptions that CRA staff made the referral. • Aziza Manuel - Clarified that referrals for rapid rehousing must go through CES, not directly from outside sources. If miscommunication occurs, providers should notify CES so profiles can be corrected. Mentioned that some client confusion may be due to word of mouth or clients misrepresenting information out of survival needs. CES reviews calls to verify accuracy. • Rebecca Spiegel - Added that providers also have responsibility to update their program information on the shared website. Updates ensure CRA staff have correct data, since the public-facing site is directly linked to the internal system used for referrals. • William Lamas - Asked if the data breakdown on page 13 (housing, food, shelter, etc.) was from 211 and whether it showed provider-level detail. Also asked if hubs could use the system to assign outreach, whether available services match the volume of calls, and how accurate provider information currently is. • Aziza Manuel - Explained that clicking the data shows referral details, but outreach is tracked separately in HMIS queues, not the live report. Confirmed that resources do not meet demand (e.g., 2,100 active CES clients vs. six available housing slots). Noted that a new live shelter availability feature in HMIS is being developed but will depend on providers updating data regularly. • Rebecca Spiegel - Added that current provider data is about 75–80% accurate. Some providers listed are no longer active, but protocol requires CEO or director approval before removing them. Updates are attempted through curators calling providers, though they don't always reach the right contact. • William Lamas - Asked about case conferencing attendance and whether any regions need outreach to improve participation. • Reported strong countywide attendance, averaging 40–52 providers. Two set locations (central and west) are planned by October to improve consistency. Case conferencing has been valuable for updates from Housing Authority and providers, problem-solving for clients, and collaboration across regions. Overall, it is thriving. <p>Being no other discussion, The Chair closed item #2</p>
Receive Update on Homeless Management Information Systems (HMIS) Data by regions for program enrollments and exits.	Jevita Webster, Office of Homeless Services	<p>The Chair opened item # 3 and recognized Jevita Webster.</p> <p>The Chair opened the items for public comments.</p> <p>No public comments were made.</p>

		<p>Jevita Webster provided the following information:</p> <ul style="list-style-type: none"> • Data on clients going through the Coordinated Entry (CE) process, specifically April–June. • Overall Data: Enrollments, encounters, and exits, monthly trends with entries and exits by month. • Provider Data Gaps: Highlighted where providers fail to input information into HMIS. Future presentations will show these gaps clearly. • Regional Breakdowns: Data by region (Central, East Valley, West Valley, Desert and Mountains), including automatic CE exits after 90 days and referral activity. Highlighted that accurate provider data entry is critical; missing information limits the usefulness of reports. • Next Steps: Plan to present referral reports to show which programs clients are being referred to. <p>Discussion and Questions from the Board:</p> <ul style="list-style-type: none"> • William Lamas – Said provider data should be broken down by program category and region to identify gaps and ensure CE exits are updated correctly rather than defaulting to homelessness. • Jevita Webster – Explained that clients auto-exit after 90 days of no activity unless services or referrals are recorded, and she stressed the need for proper documentation and ongoing provider training. • Aziza Manuel – Clarified that auto-exits don't mean clients are ineligible since they can re-enroll, but missing data (like leases) often causes exits to show incorrectly as homeless. • David Rabindranath – Raised concerns about dual enrollments between outreach and housing, which create errors if not updated properly. • Rebecca Spiegel – Noted that referrals don't always mean clients actually connect with providers • Kameron Grosvenor – Emphasized that many providers don't know they can exit clients in CE, leading to errors, and called for more frequent refresher trainings. • Jevita Webster – Noted the increased HMIS Town Hall frequency to keep agencies informed. <p>Being no other discussion, The Chair closed item # 3.</p>
Discussion on adding/voting on new CES Committee Members.	William Lamas, Chair	<p>The Chair opened item # 4.</p> <p>The Chair opened the items for public comments. No public comments were made.</p> <p>The Chair presented the following:</p> <ul style="list-style-type: none"> • William reported that board member Astrid Johnson resigned, leaving an open seat. The board contacted all members to assess whether to reduce membership to five, but current feedback supports keeping the seat and possibly adding one new member to fill Astrid's position. Kameron noted that regional representation was a consideration. William opened the discussion for nominations, either at the meeting or via outreach to interested individuals, while noting that timing could affect voting at the next meeting if the seat is filled later.

		<p>Discussion and Questions from the Board:</p> <ul style="list-style-type: none"> Sharon Green – Suggested adding a member-at-large with lived experience of homelessness so the board could benefit from practical insights and perspectives. David Rabindranath – with Sharon and recommended putting the application out with a 30-day timeline leading up to the next meeting for review and selection. William Lamas – Confirmed that OHS could help distribute the application notice to all members, proposed a two-week window for submissions, and outlined that nominations and voting would occur at the next meeting. He also noted that applicants should provide a brief background summary, ideally highlighting lived experience. <p>Being no other discussion, The Chair closed item # 4.</p>
Voting of CES Committee Secretary.	William Lamas, Chair	<p>The Chair opened item # 5.</p> <p>The Chair presented the following:</p> <ul style="list-style-type: none"> William noted that the CES Committee secretary position does not need to be a board member and suggested sending out applications to gauge interest, unless someone is already interested. He asked if there could be an internal method, such as an interest form, to identify potential candidates. <p>Discussion and Questions from the Board:</p> <ul style="list-style-type: none"> Joy Woodard – Clarified that OHS will not be sending out applications because it is not a formal board seat. David Rabindranath – Responded that he would handle it through a staff member. William Lamas – Concluded that the item will be tabled to the next meeting, with a brief report from David. <p>The Chair opened the items for public comments. No public comments were made.</p> <p>Being no other discussion, The Chair closed item # 5.</p>
Discussion for regularly scheduled monthly meetings	William Lamas, Chair	<p>The Chair opened item # 6.</p> <p>The Chair opened the items for public comments. No public comments were made.</p> <p>The Chair presented the following:</p> <ul style="list-style-type: none"> Discussed establishing a regular schedule for monthly meetings. Historically, meetings were held on the second Thursday of each month, but maintaining this schedule has been challenging <p>Discussion and Questions from the Board:</p> <ul style="list-style-type: none"> Claudia Doyle – Noted that the board previously met the second Thursday of each month, but maintaining that schedule has been challenging. Members were asked to decide whether to continue

		<p>monthly meetings or switch to quarterly meetings, with the option for special meetings as needed.</p> <ul style="list-style-type: none"> • Aziza Manuel – It was clarified that the first and third Thursday meetings conflicted with case conferencing, so the second Thursday would work best for consistency. • William Lamas – Due to timing and the need to complete other items, the board agreed to start the new schedule in October, with meetings every other month starting October 9th, 2025 10:00 am - 11:30 am. Locations are TBD. <p>The Chair opened the items for public comments. No public comments were made.</p> <p>Being no other discussion, The Chair closed item # 6.</p>
BOARD MEMBER COMMENTS	PRESENTER	
		<p>The Chair opened the floor for comment from the Outreach and CES Committee members.</p> <p>Discussion ensued:</p> <ul style="list-style-type: none"> • David Rabindranath – Suggested starting future meetings feature brief updates from county outreach teams, including DBH, Hope Team, Inn roads, and the newly hired OHS homeless outreach coordinator. The goal is to provide quick stats on areas covered, team activities, and coordination among agencies. • William Lamas – emphasized the importance of consistent data entry into HMIS and strong communication across providers to support outreach efforts and maximize potential funding opportunities, including legislative bonuses. He noted that recent funding, such as a \$1 million award to Healthcare in Action for street medicine, underscores the need for coordinated outreach.
ADJOURNMENT		
		Meeting adjourned at 11:01 a.m.
Next Meeting		<p>The next CoC Board Meeting will be held as follows:</p> <p style="text-align: right;">October 9, 2025 10:00 a.m. – 11:30 a.m. TBD</p>

CES Case Conferencing Data:**Total enrollment in CE Agency since March 2025: 2,758****RRH Referrals Since March 2025****Total: 107**

Region	Referrals
Central Region	59
High Desert	19
West Valley	29

PSH Referrals Since March 2025**Total: 81**

Region	Referrals
Central	33
High Desert	31
West Valley	17
Mountain	1
Veteran PSH	8

All referrals came either from the HMIS By-Name List or through community partner referrals. Each referral includes a completed file with all required documents specific to that case. However, many of the clients we serve initially lack the necessary documentation, which often delays progress toward their housing goals. Our team works with them over several months, providing ongoing support to ensure they obtain the required documents and successfully complete their housing packet. Housing in San Bernardino County remains limited, so we work closely with our PSH and RRH providers each week to stay informed on availability and better support our clients.

Housing Social Determinants of Health San Bernardino County

Select a Page

[West Valley](#)[Central Valley](#)[Desert](#)[East Desert](#)[Mountains](#)[211 Needs](#)[211 Referrals](#)[Pathways Home](#)

The Inland SoCal 211+ Contact Center empowers residents in Riverside and San Bernardino Counties with resources to thrive. Established in 2005 and authorized by the California Public Utilities Commission, the 211 Contact Center is the easy 3-digit call line 2-1-1 for multi-lingual, culturally relevant information, referrals, and services available 24 hours a day, 7 days a week, including holidays and weekends. Operated by local expert, compassionate Community Resource Advisors, the 211 Contact Center is Accredited by Inform USA and the American Association of Suicidology.

Pathways Home is Inland SoCal 211+'s program for Coordinated Entry. Coordinated Entry is a system-wide process designed to efficiently and equitably connect people experiencing or at risk of homelessness to housing and other services. It involves assessing needs, prioritizing individuals, and making referrals to appropriate resources within a community. Essentially, it acts as the "front door" to the homelessness response system, streamlining the process of accessing help.

CallDateAndTimeStart

1/1/2025



7/31/2025



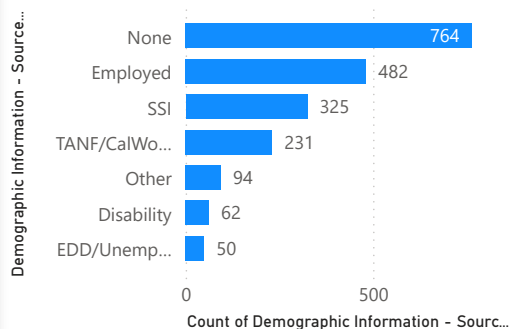
West Valley

**West Valley Contact
Forms****6923****Homeless****891****At Risk of Homelessness****409**

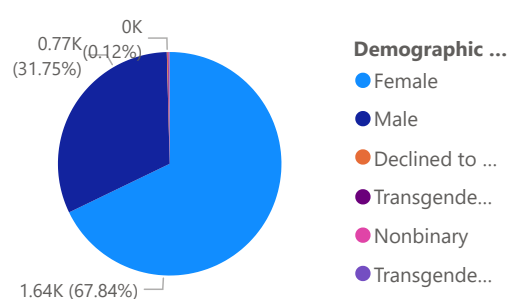
CityName

- ☐ Alta Loma
- ☐ Chino
- ☐ Chino Hills
- ☐ Etiwanda
- ☐ Guasti
- ☐ Montclair
- ☐ Ontario
- ☐ Rancho Cucamonga

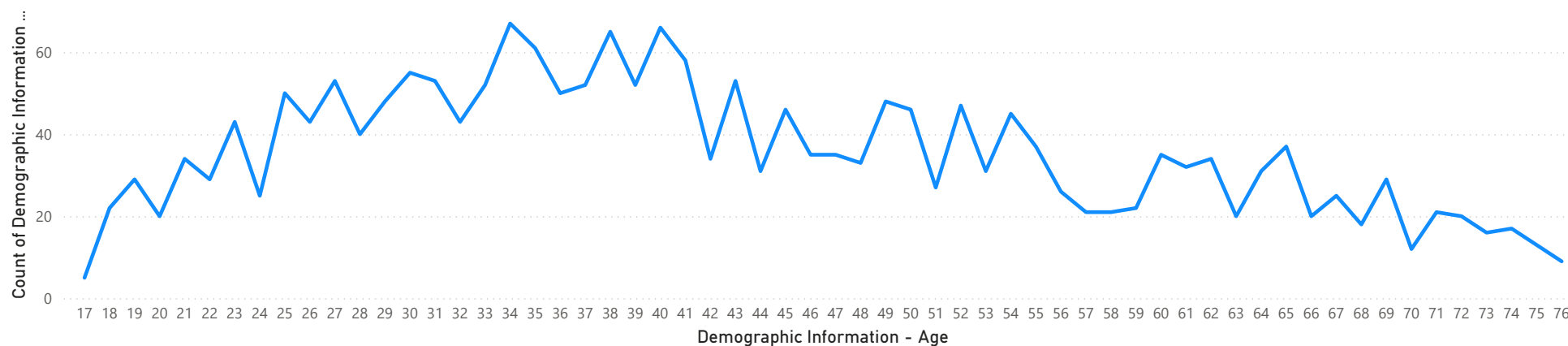
Source of Income



Gender



Age of Caller



CallDateAndTimeStart

1/1/2025



7/31/2025



Central Valley

Central Valley Contact Forms

17.14K

At Risk of Homelessness

994

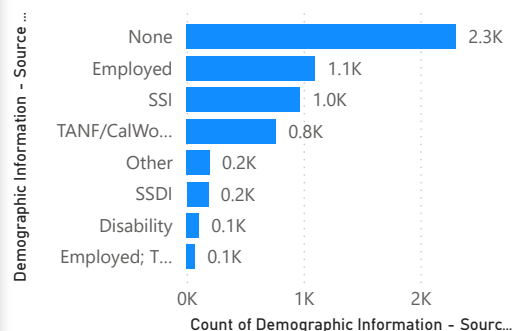
Homeless

2850

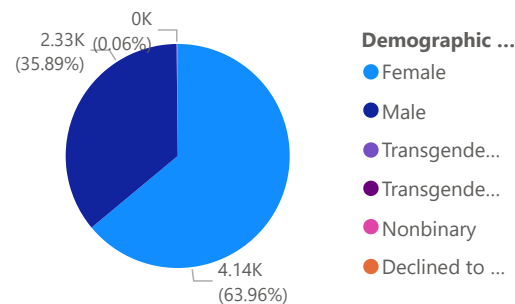
CityName

- ☐ Bryn Mawr
- ☐ Colton
- ☐ Devore Heights
- ☐ Fontana
- ☐ Grand Terrace
- ☐ Highland
- ☐ Loma Linda
- ☐ Mantone

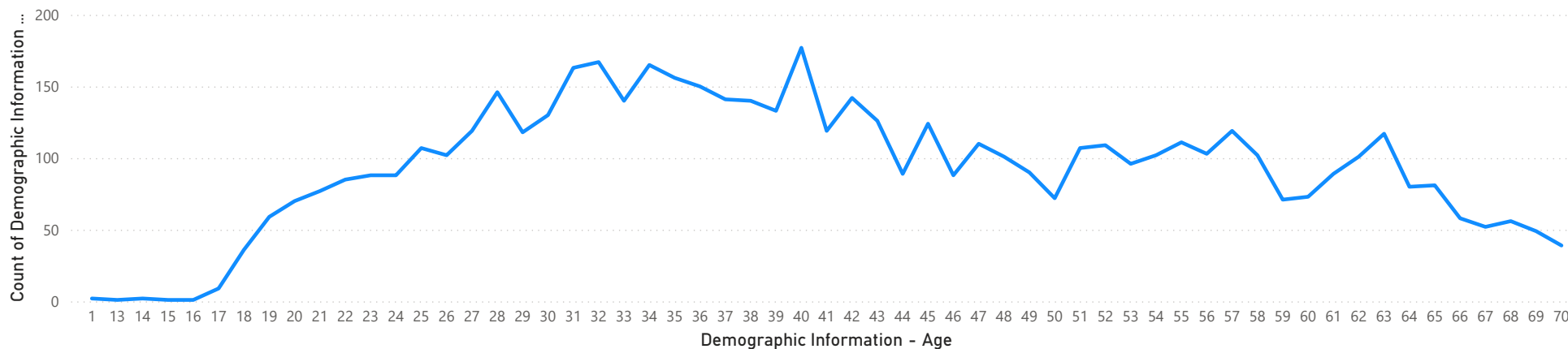
Source of Income



Gender



Age of Caller



Desert

CallDateAndTimeStart

1/1/2025



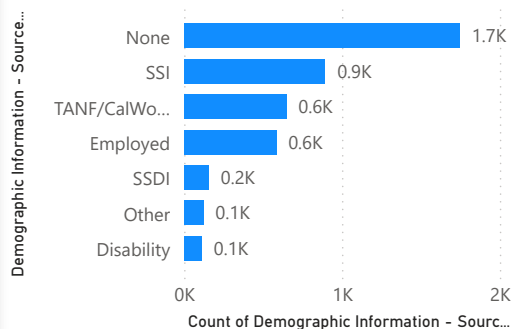
7/31/2025



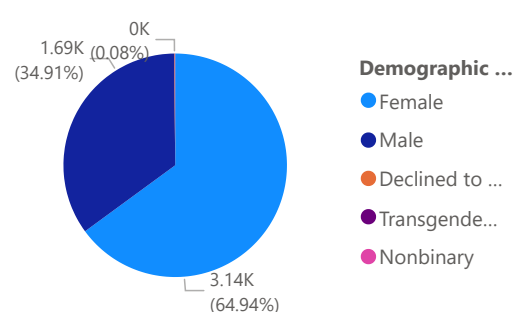
CityName

- ☐ Adelanto
- ☐ Amboy
- ☐ Apple Valley
- ☐ Baker
- ☐ Bakersfield
- ☐ Barstow
- ☐ Daggett
- ☐ Fort Irwin

Source of Income



Gender



Desert Contact Forms

12.52K

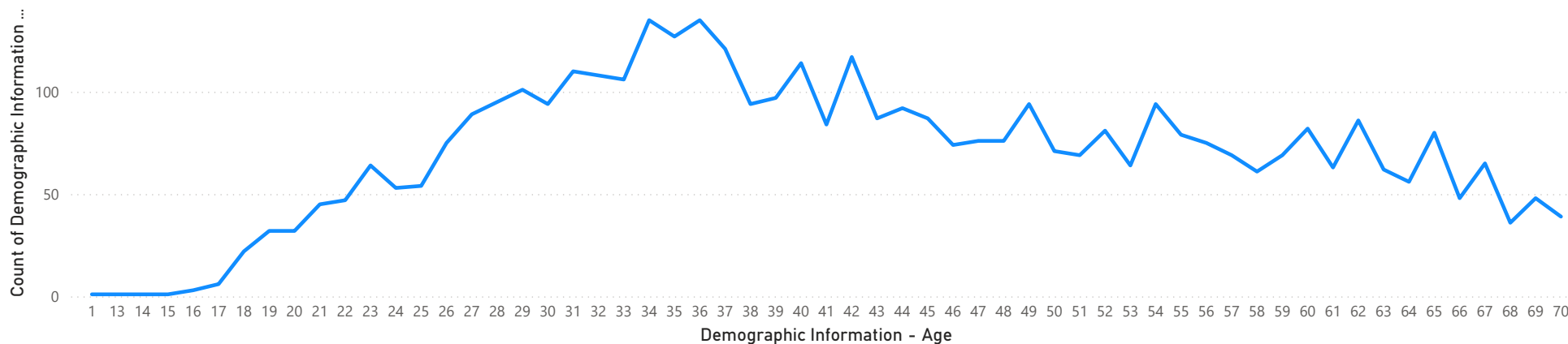
At Risk of Homelessness

612

Homeless

2006

Age of Caller



CallDateAndTimeStart

1/2/2025



7/31/2025



East Desert

East Desert Contact Forms

866

At Risk of Homelessness

54

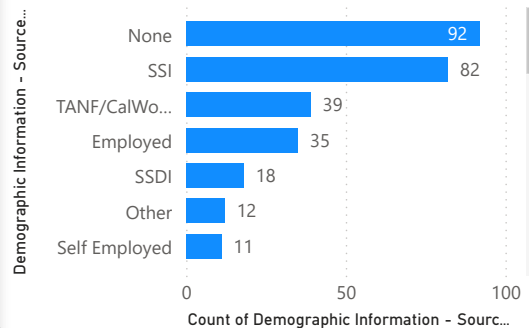
Homeless

79

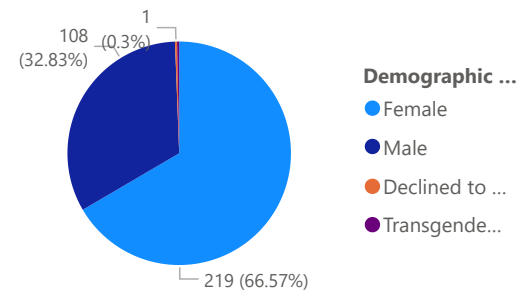
CityName

- ☐ 29 Palms
- ☐ Joshua Tree
- ☐ Landers
- ☐ Morongo Valley
- ☐ Twentynine Palms
- ☐ Twntynine Plm
- ☐ Yucca Valley

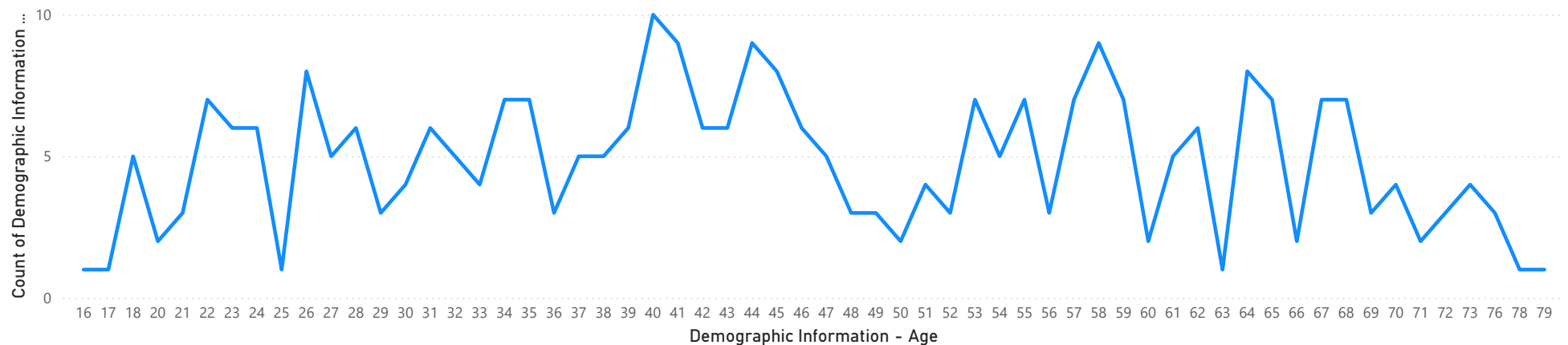
Source of Income



Gender



Age of Caller



Mountains

CallDateAndTimeStart

1/1/2025



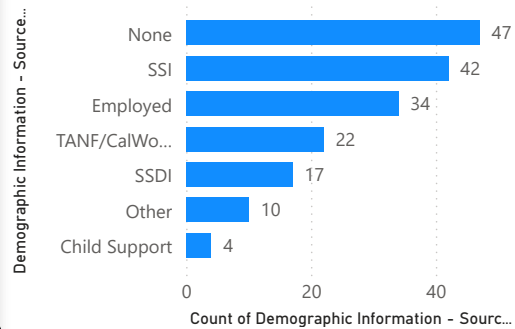
7/31/2025



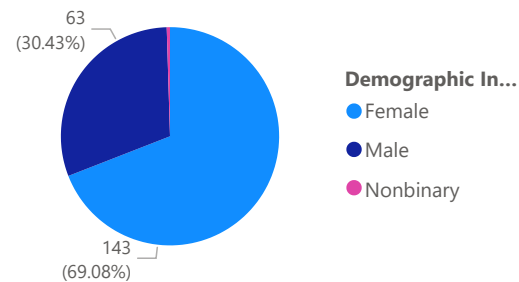
CityName

- ☐ Angelus Oaks
- ☐ Arrowbear Lake
- ☐ Arrowhead Farms
- ☐ Big Bear
- ☐ Big Bear City
- ☐ Big Bear Lake
- ☐ Blue Jay
- ☐ Cedar Glen

Source of Income



Gender



Mountains Contact Forms

698

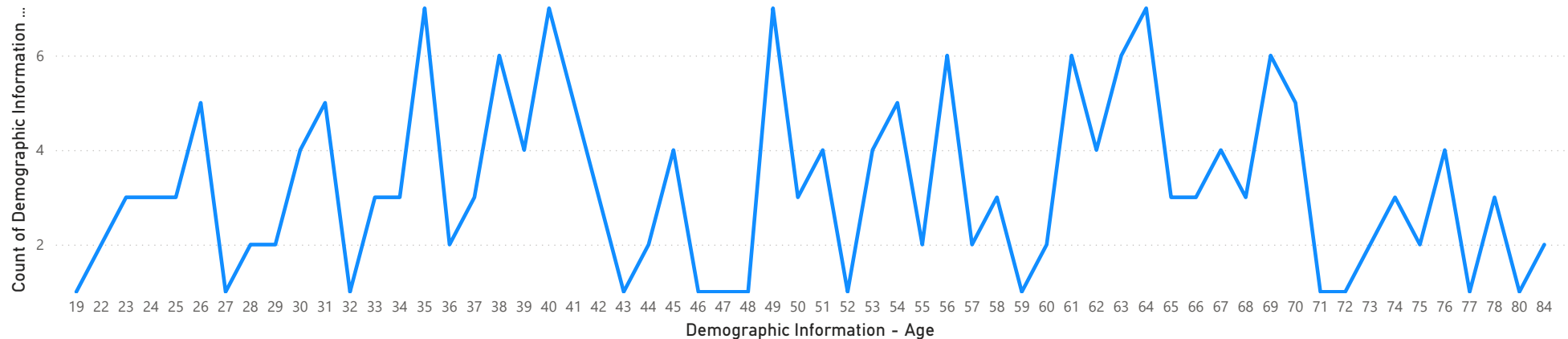
At Risk of Homelessness

37

Homeless

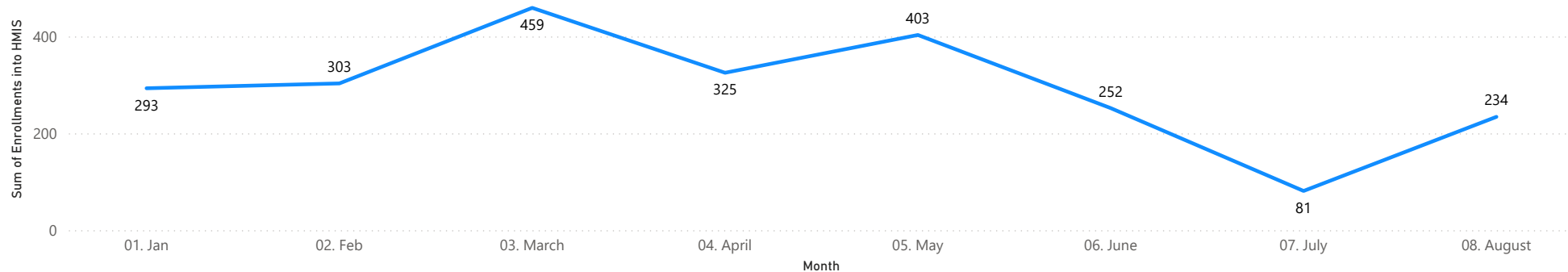
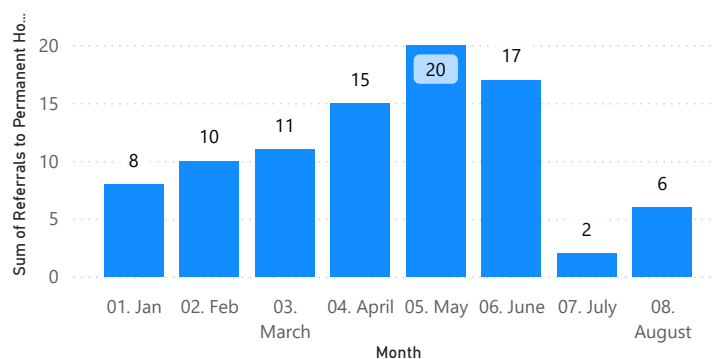
46

Age of Caller



Number of Trainings and Outreach

☐ 07. July



Needs

DateOfCall

1/1/2025 7/31/2025

CityName

☐ (Blank)

☐ 29 Palms

☐ Adelanto

☐ Alhambra

☐ Alta Loma

☐ Amboy

☐ Angelus Oaks

☐ Apple Valley

☐ Argus

☐ Arrowbear Lake

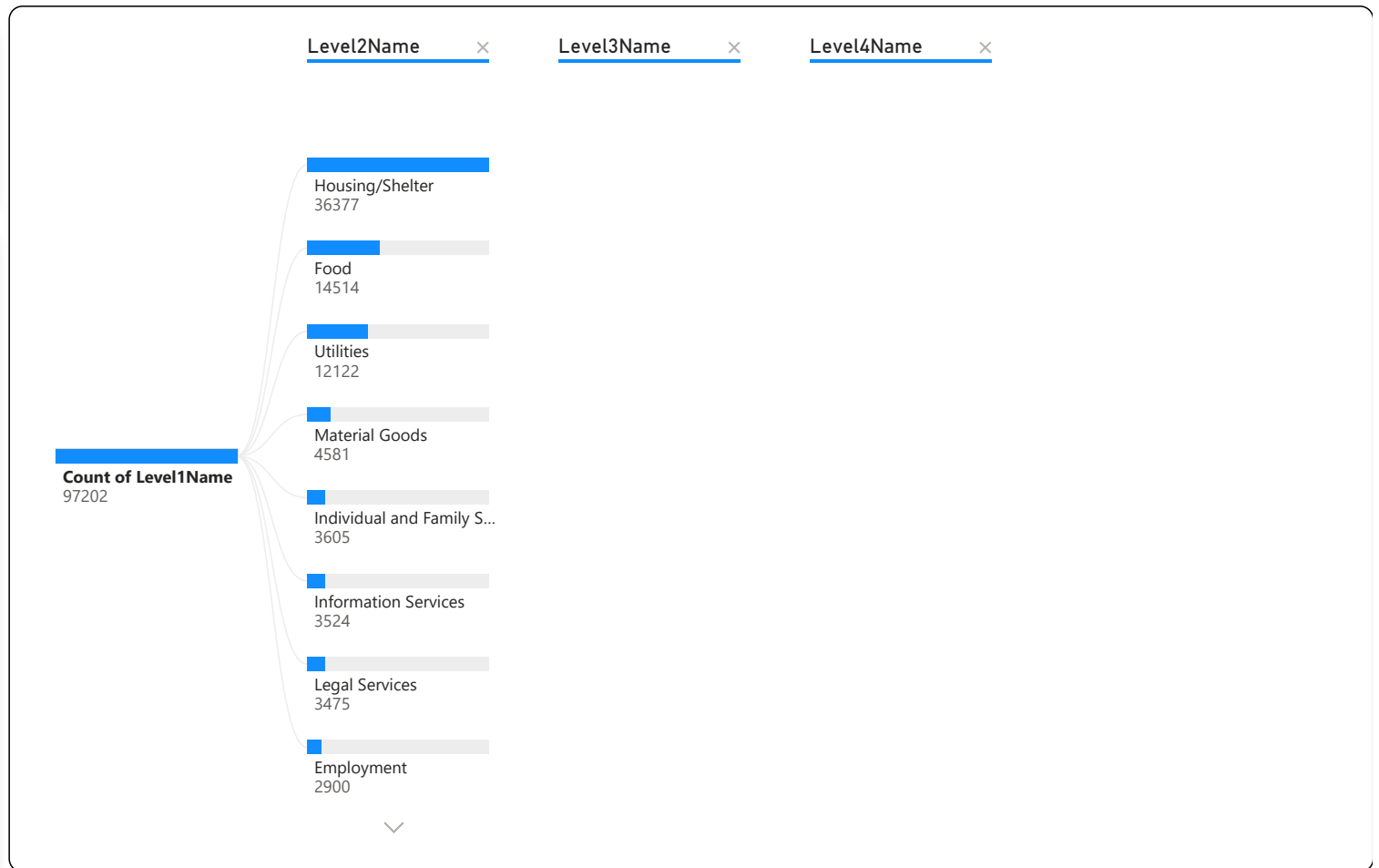
☐ Arrowhead Farms

☐ Arvin

☐ Baker

☐ Bakersfield

☐ Barstow



Referrals

DateOfCall

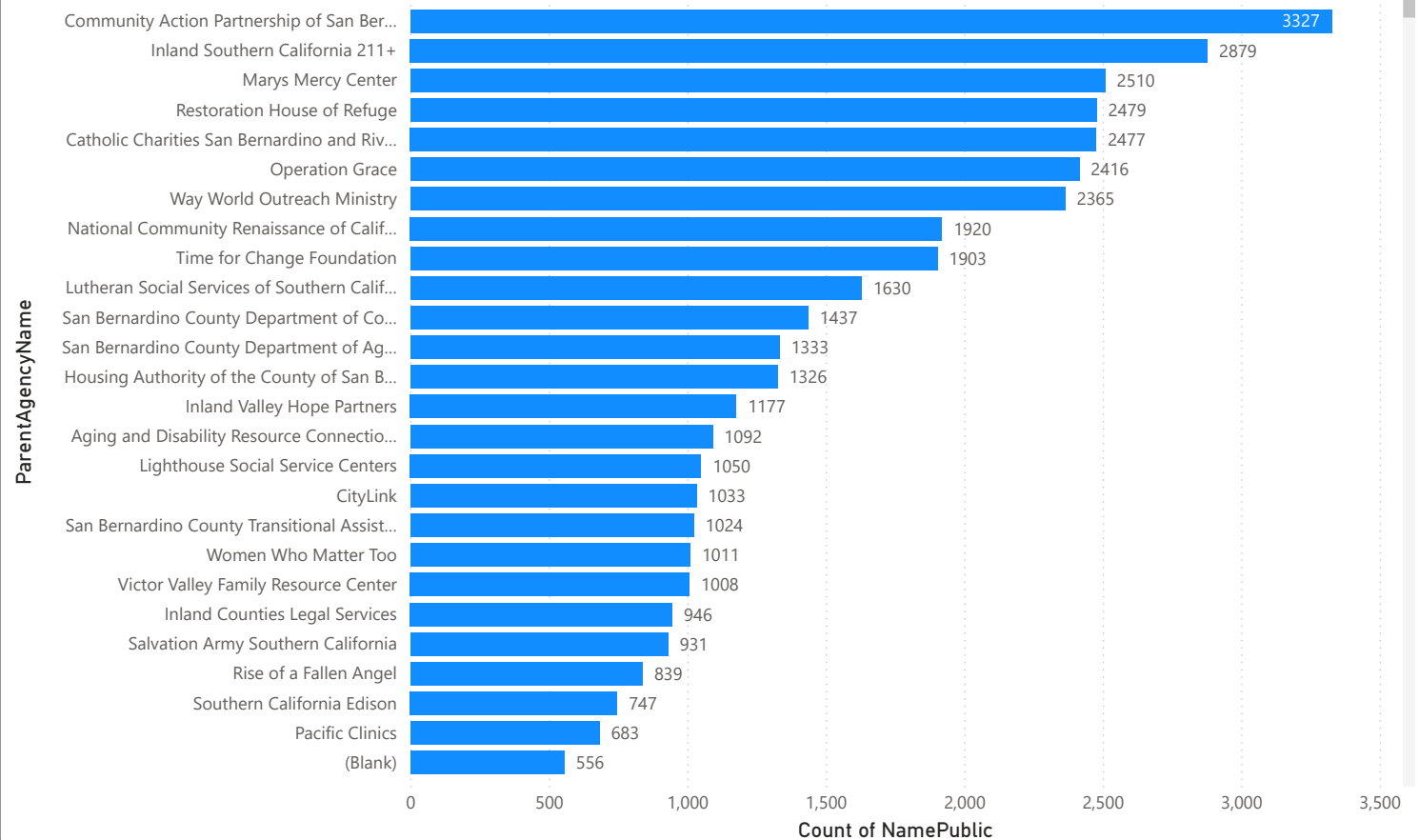
1/1/2025

7/31/2025

CityName

- ☐ (Blank)
- ☐ 29 Palms
- ☐ Adelanto
- ☐ Alta Loma
- ☐ Amboy
- ☐ Angelus Oaks
- ☐ Apple Valley
- ☐ Argus
- ☐ Arrowbear Lake
- ☐ Arrowhead Farms
- ☐ Arvin
- ☐ Baker
- ☐ Bakersfield
- ☐ Barstow
- ☐ Base Line
- ☐ Big Bear

Referrals to Agency





Referral Statistics

Agency
referrals sent

Pending

Others

Referral Statistics for CE

Apr 1-2025 – June 30, 2025

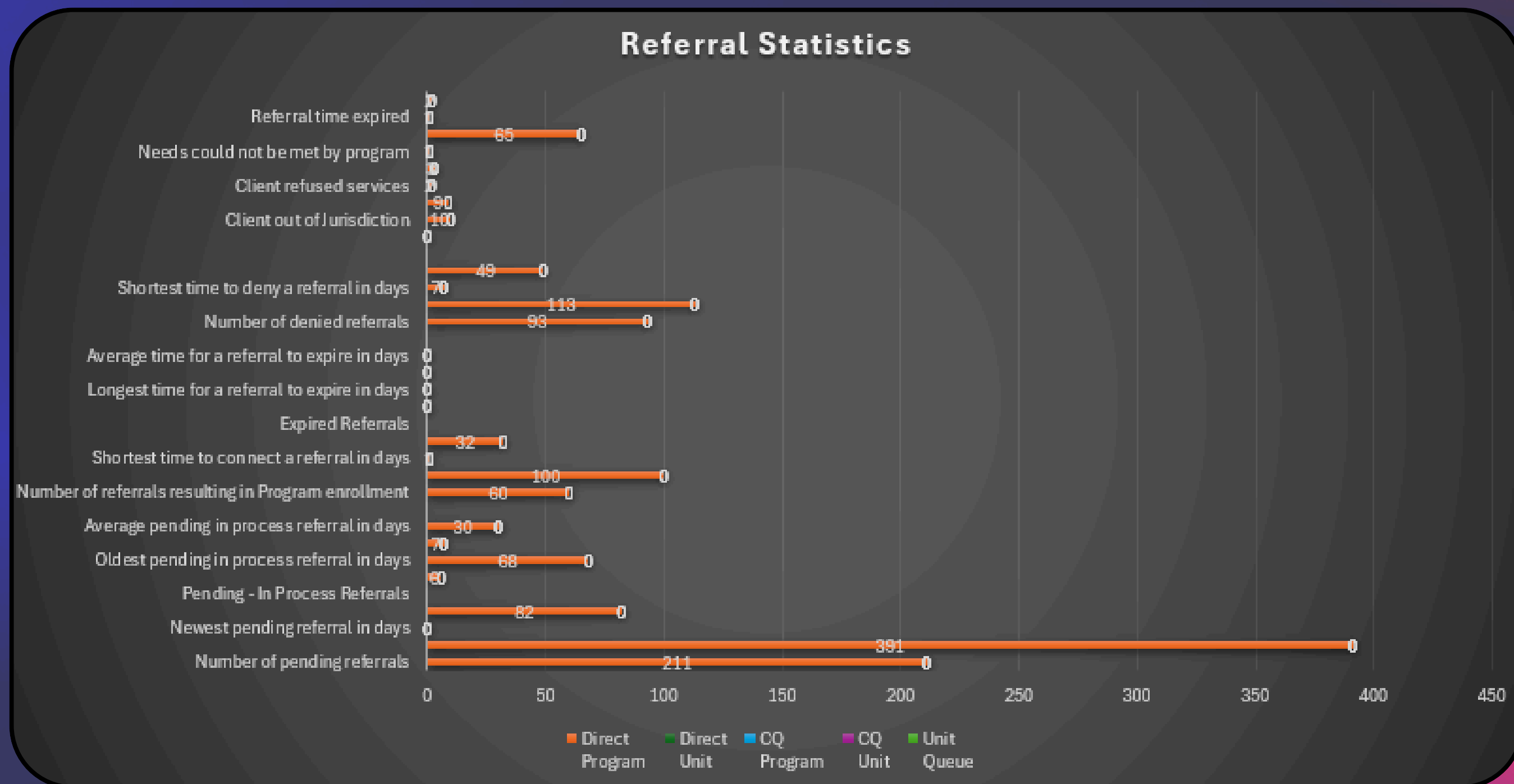


Referral Statistics

Agency
referrals sent

Pending

Others





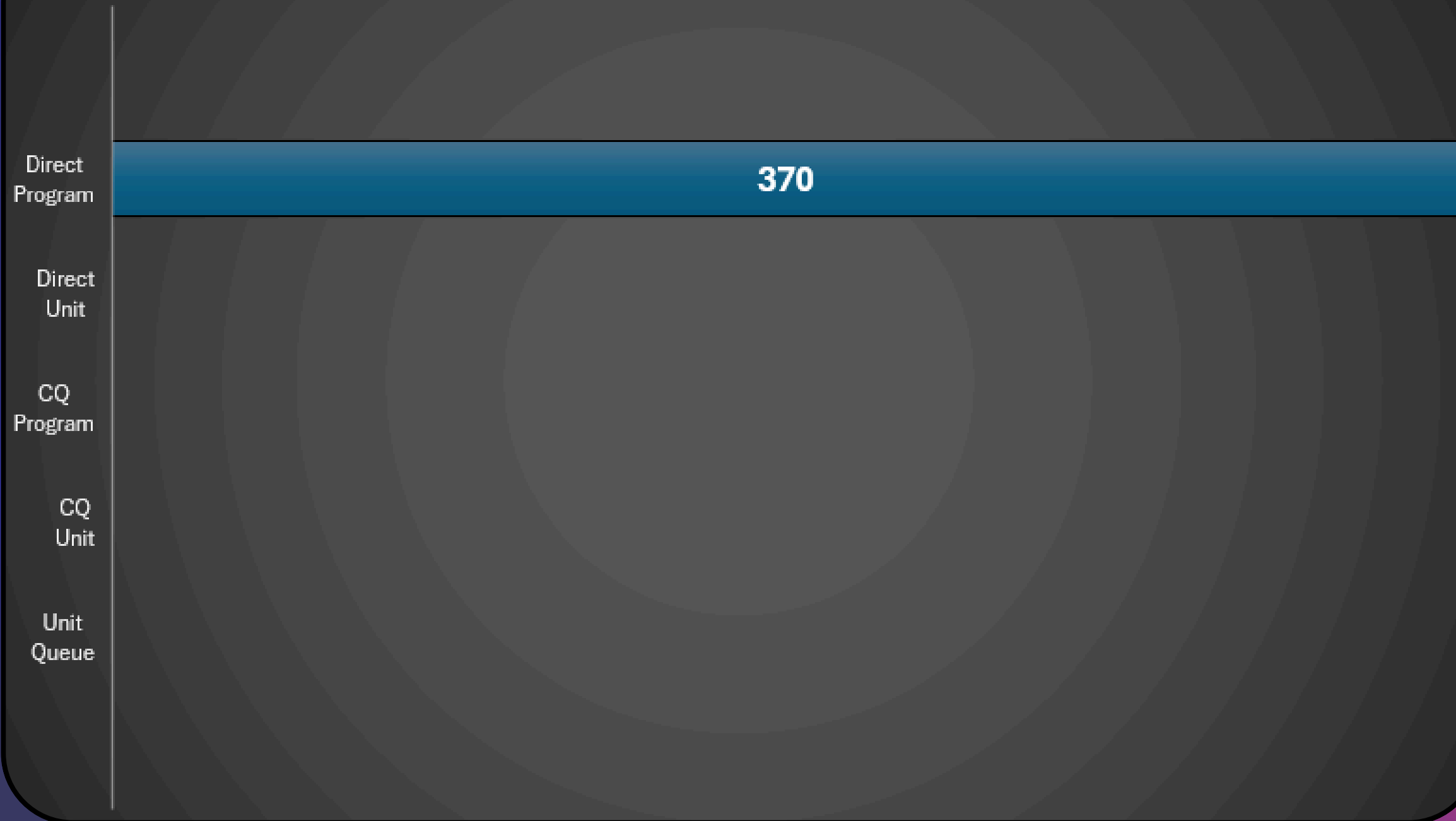
Agency referrals sent

Pending

Completed

Others

Chart Number of Agency referrals sent





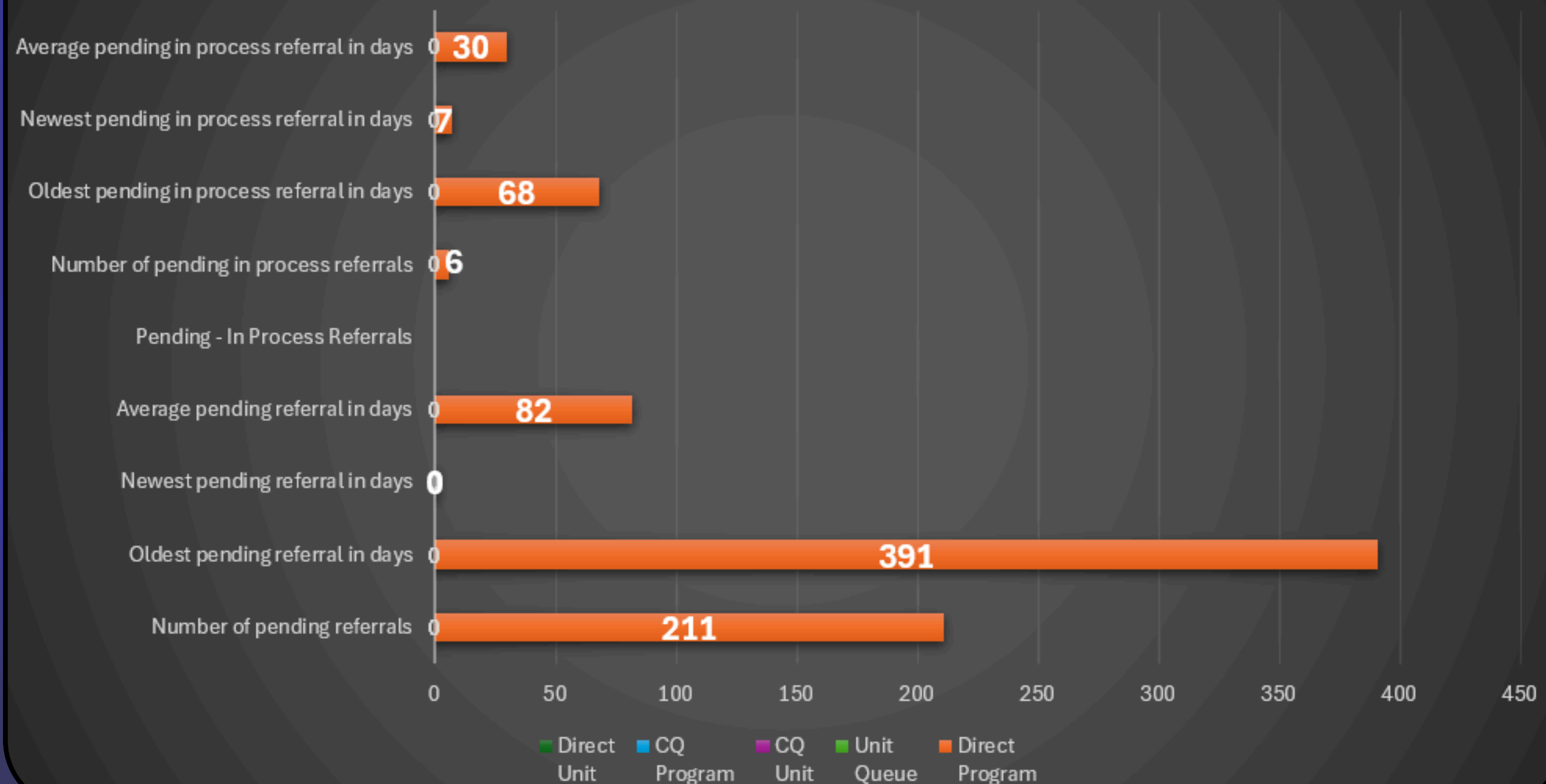
Pending

Completed

Expired

Others

Pending Referrals / Pending - In Process Referrals



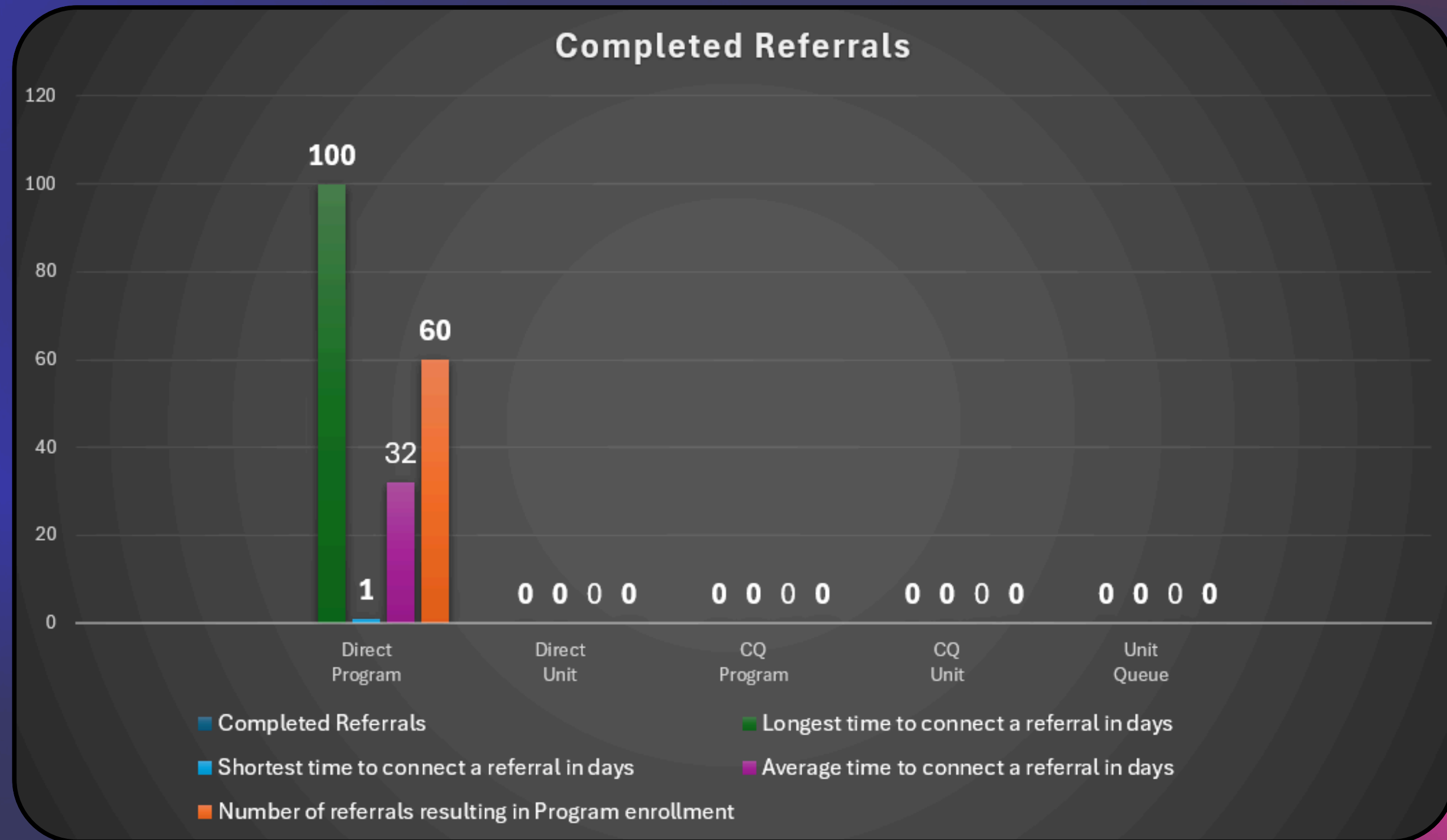


Completed

Expired

Denied

Others





Expired

Denied

Breakdown

Others

Expired Referrals

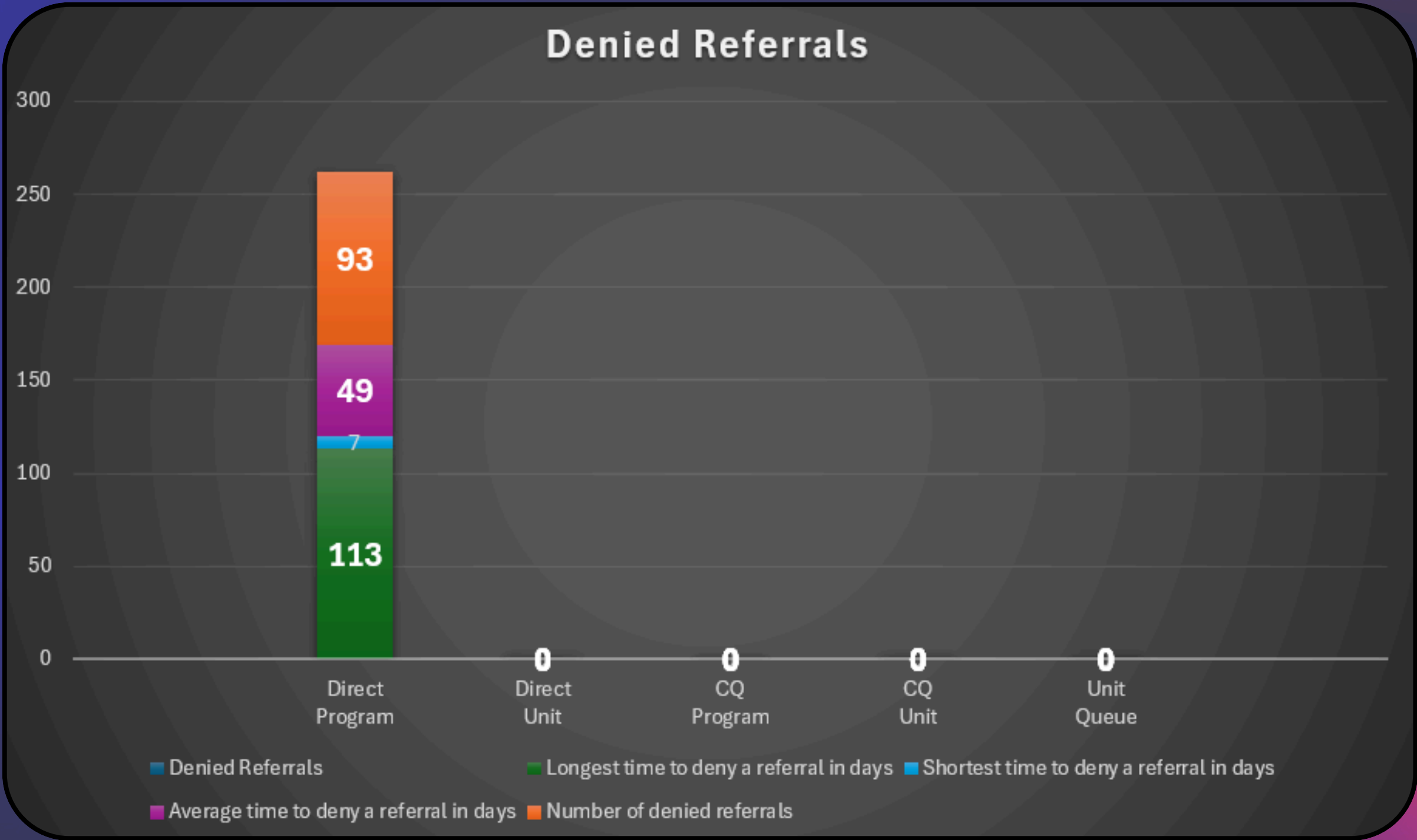
Number of referrals resulting in...

Longest time to connect a referral in...

Shortest time to connect a referral in...

Average time to connect a referral in...

0



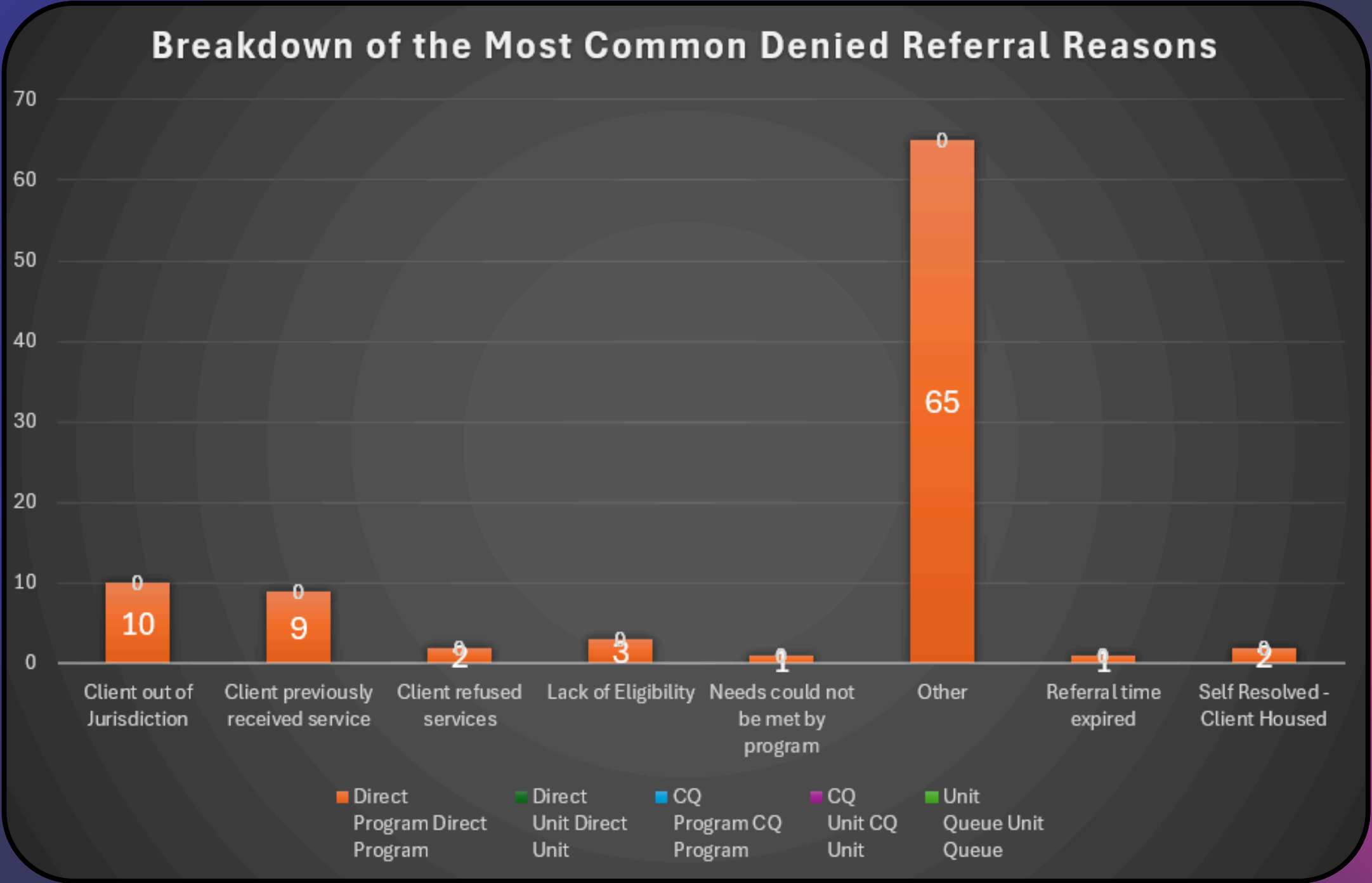


Breakdown

Referred Programs

ES –
Emergency Shelter

TH –
Transitional Housing



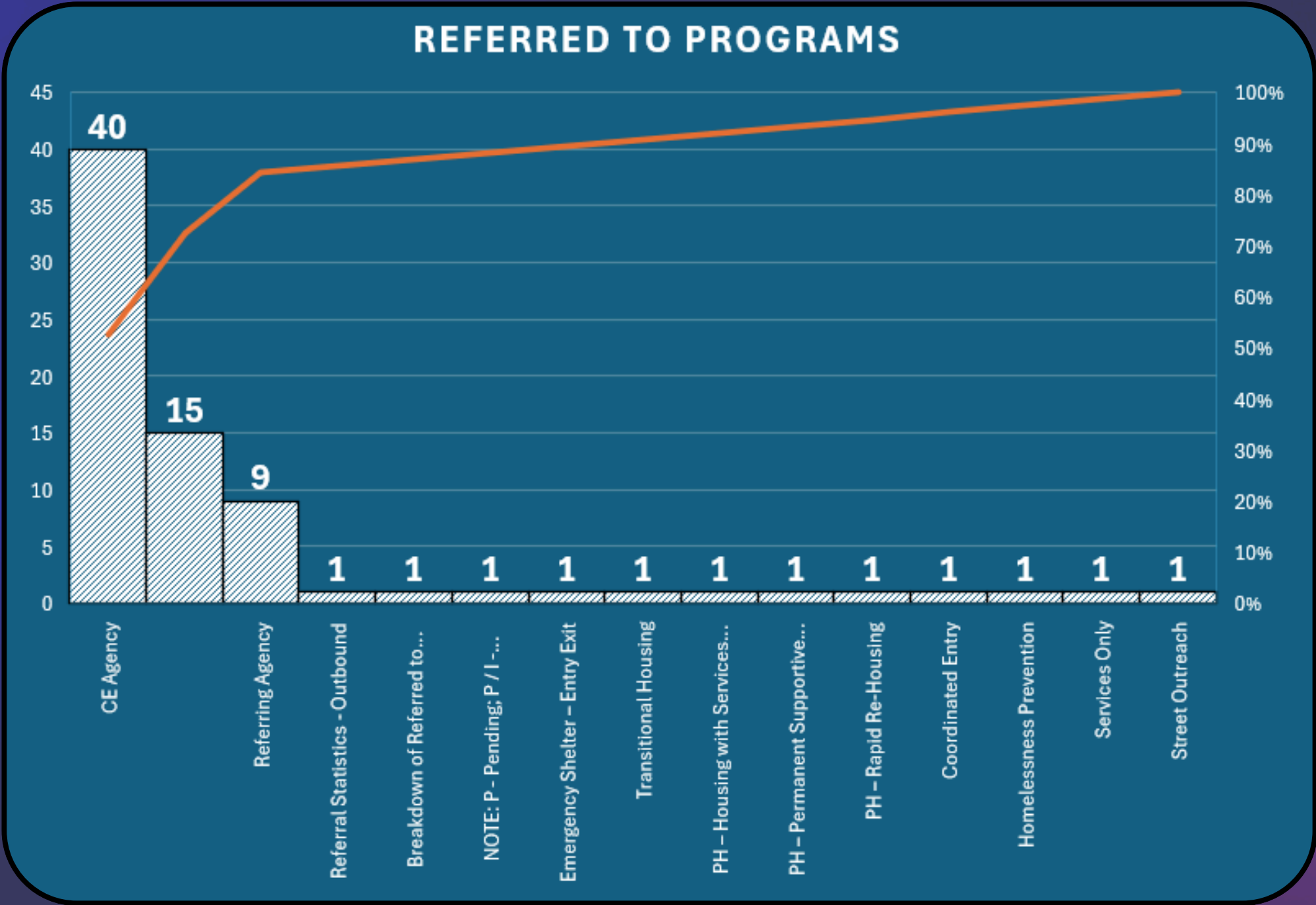


Referred Programs

ES –
Emergency
Shelter

ES –
Emergency
Shelter

TH –
Transitional
Housing

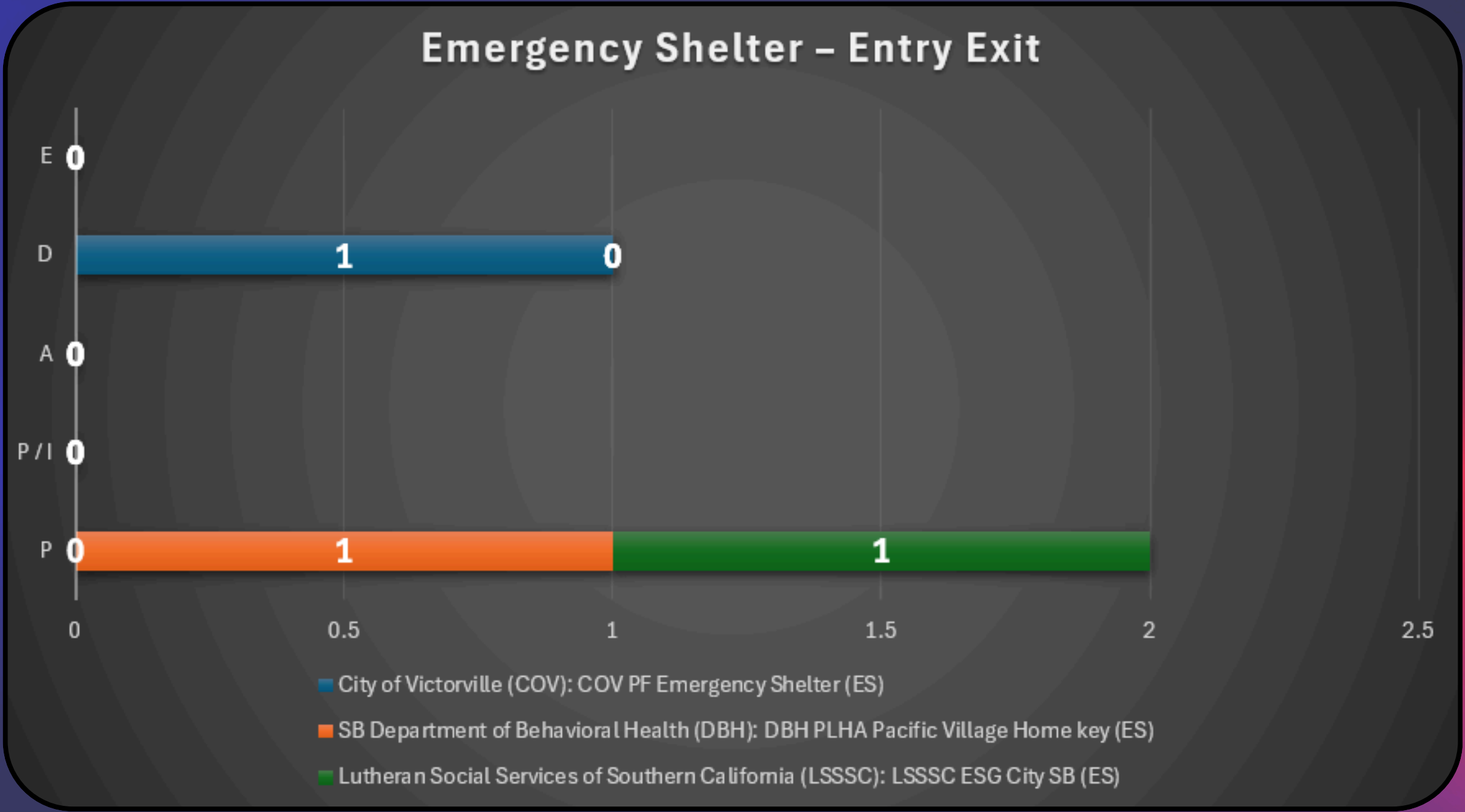




**ES –
Emergency
Shelter**

**TH –
Transitional
Housing**

**PH – Housing
with Services**

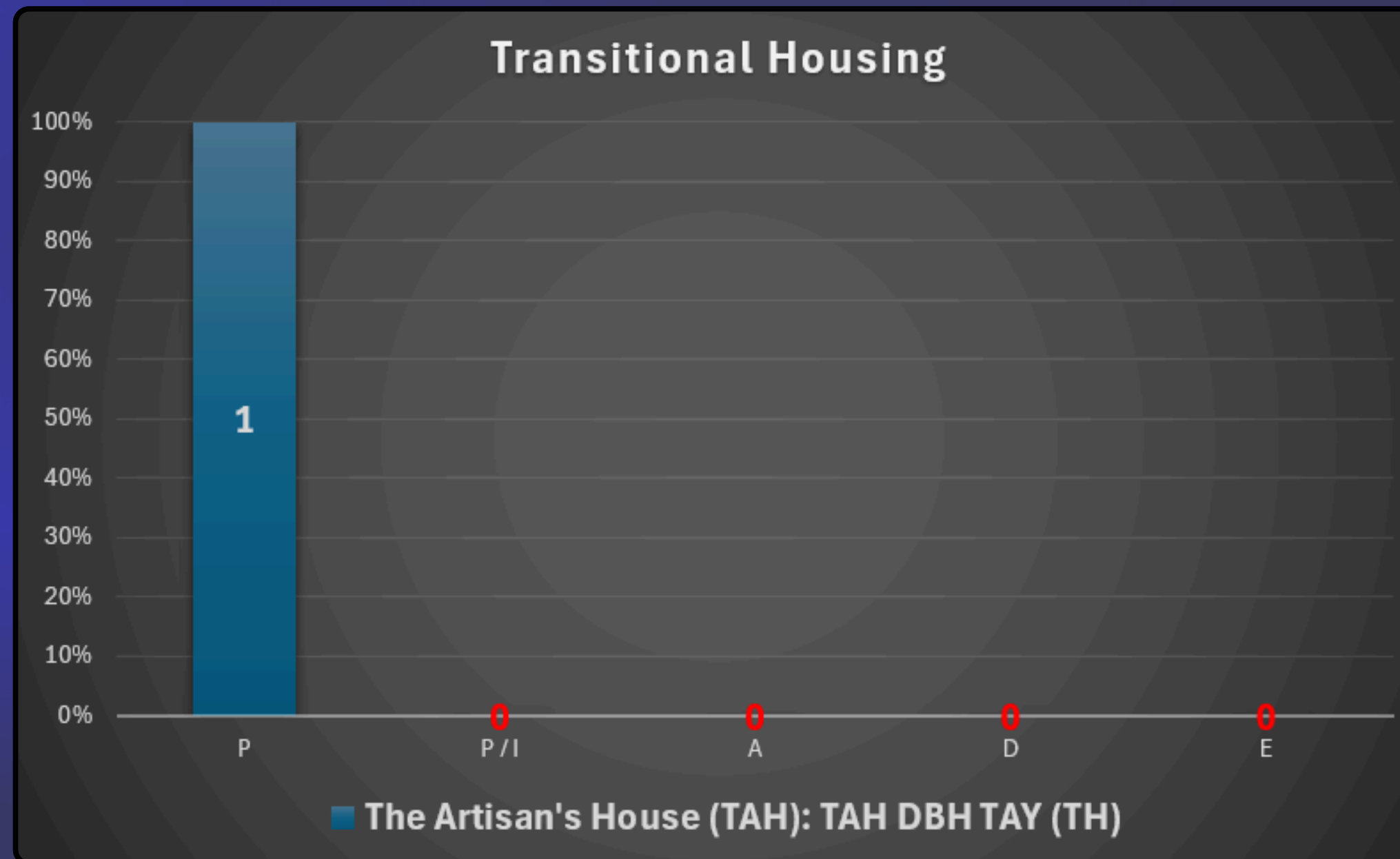




**Transitional
Housing**

PH – Housing
with Services

PH –
Permanent
Supportive
Housing





PH –
Housing
with
Services

PH –
Permanent
Supportive
Housing

PH – Rapid Re-
Housing

PH – Housing with Services (no disability required for entry) Title

Operation Grace (OG1): OG1 HHAP 3
(PH)



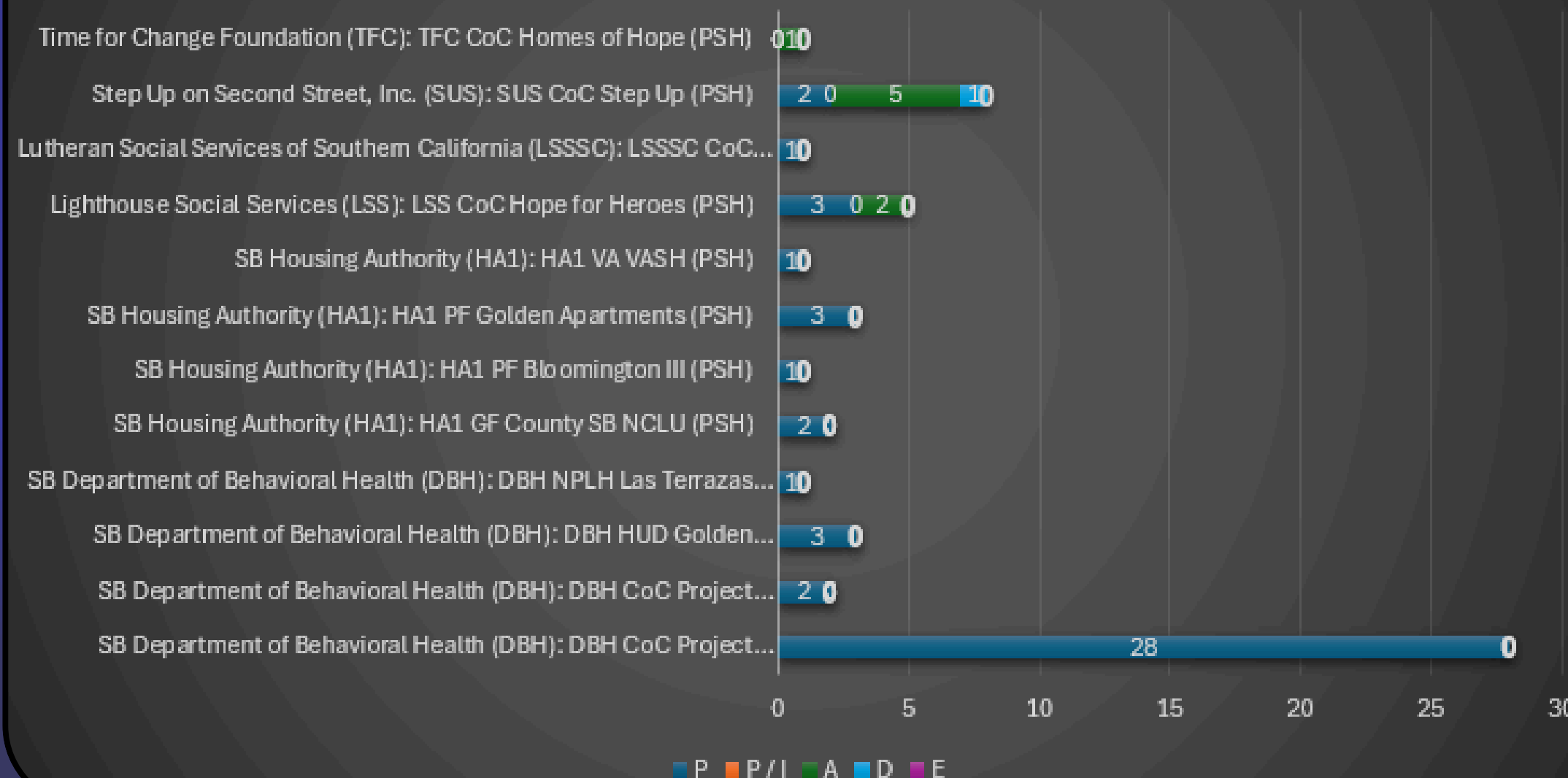


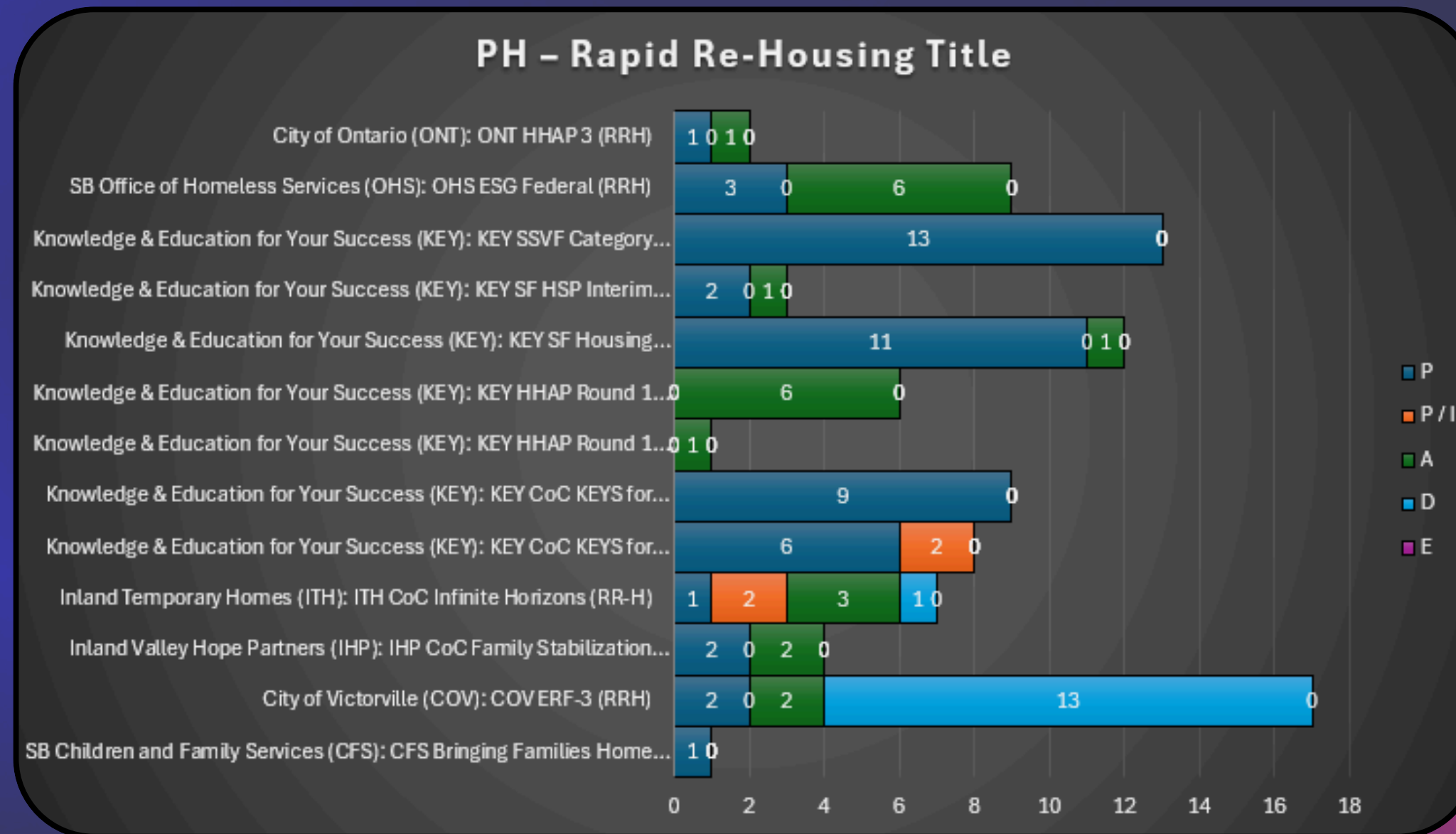
PH –
Permanent
Supportive
Housing

PH – Rapid
Re-Housing

Coordinated
Entry

PH – Permanent Supportive Housing (disability required
for entry)



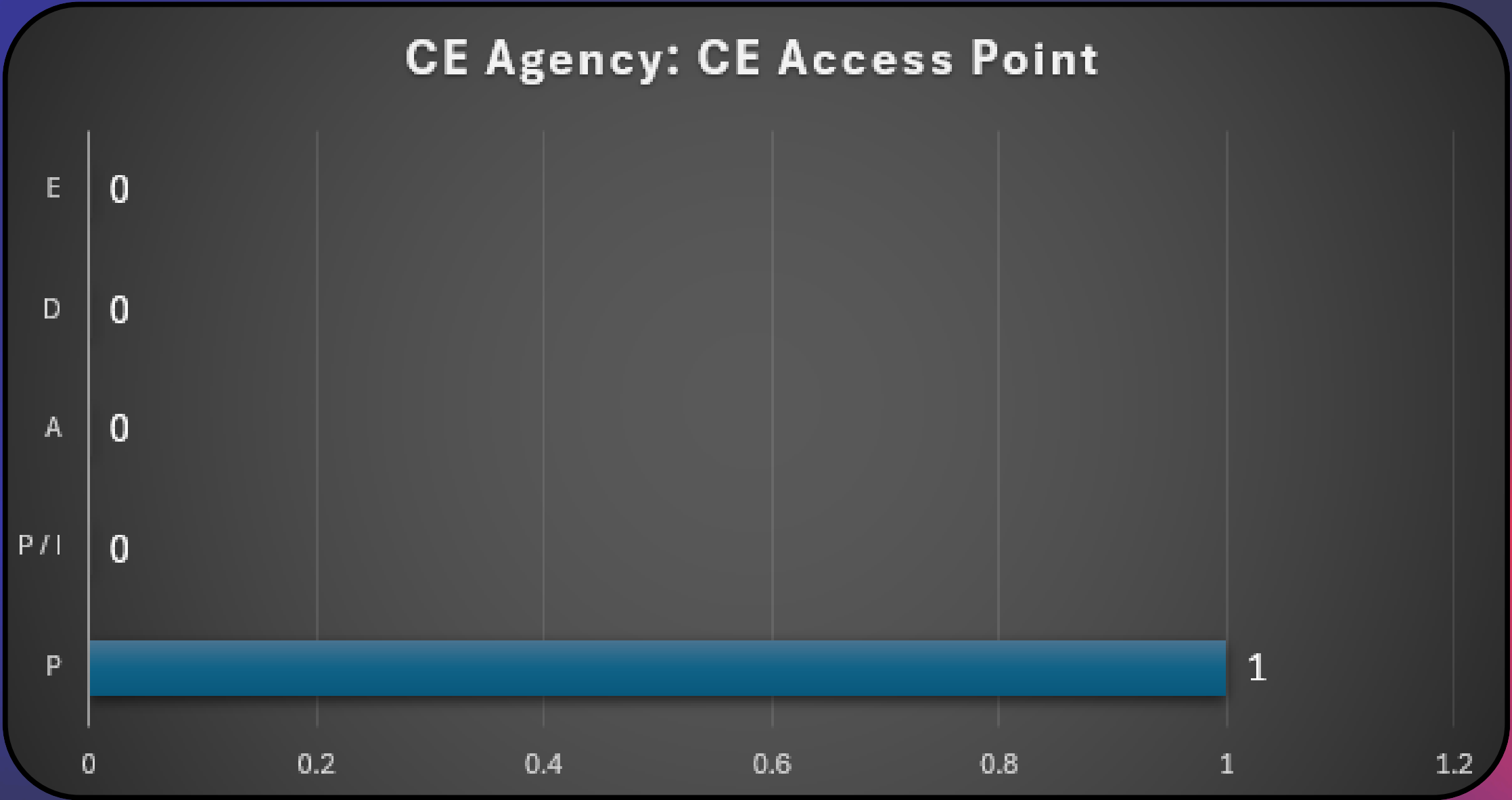




**Coordinated
Entry**

Homelessness
Prevention

Services Only

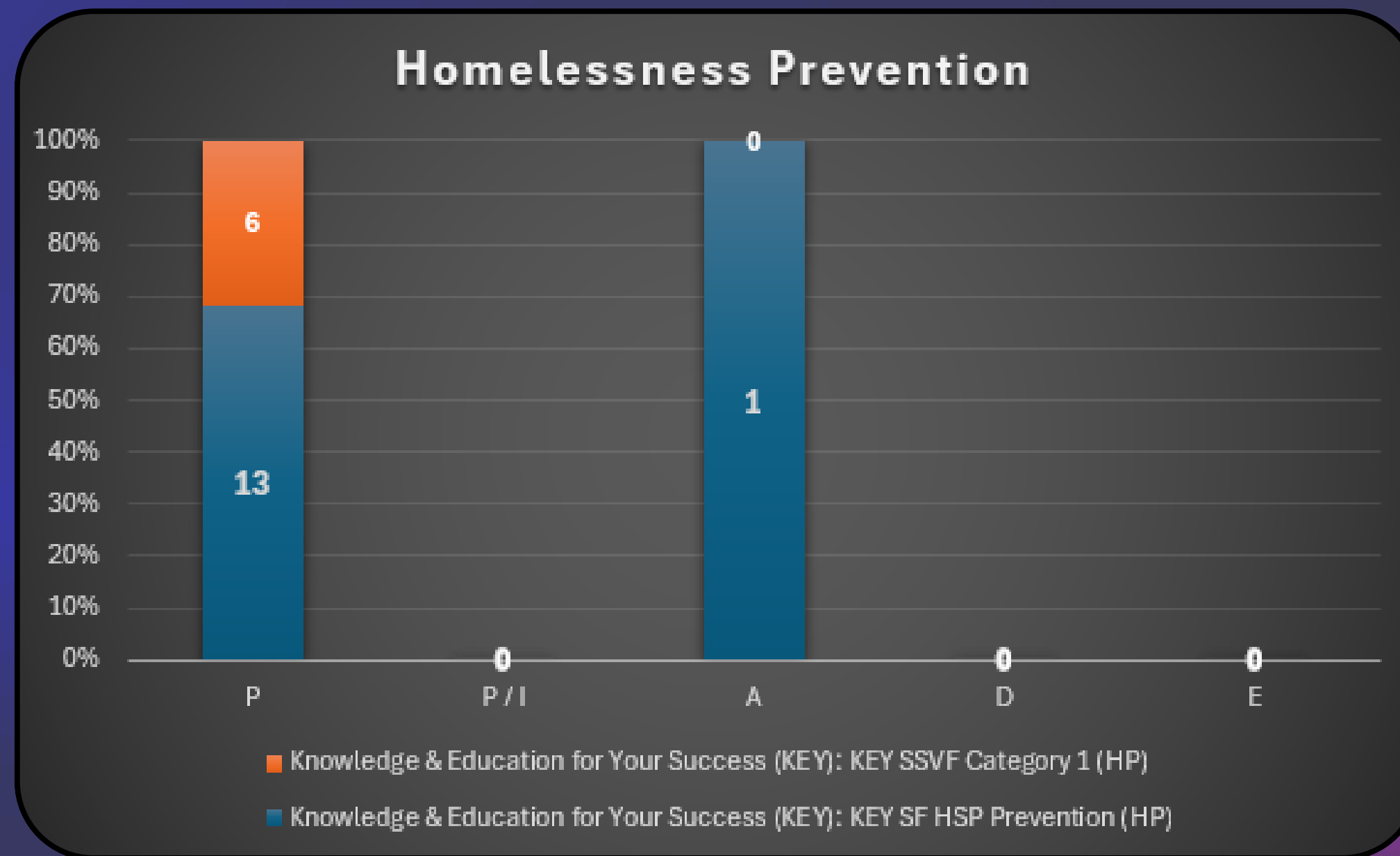




Homelessness Prevention

Services Only

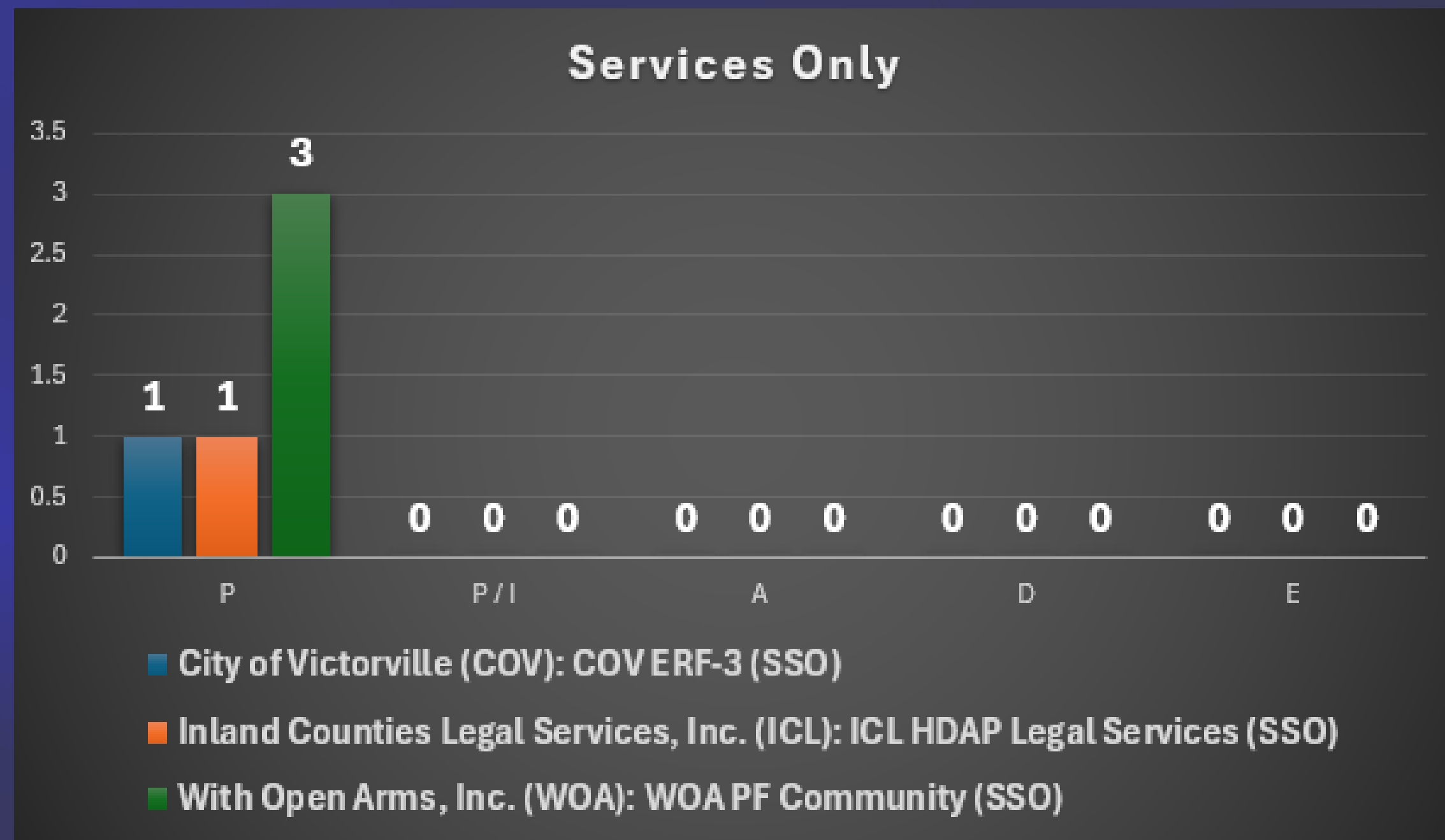
Street Outreach



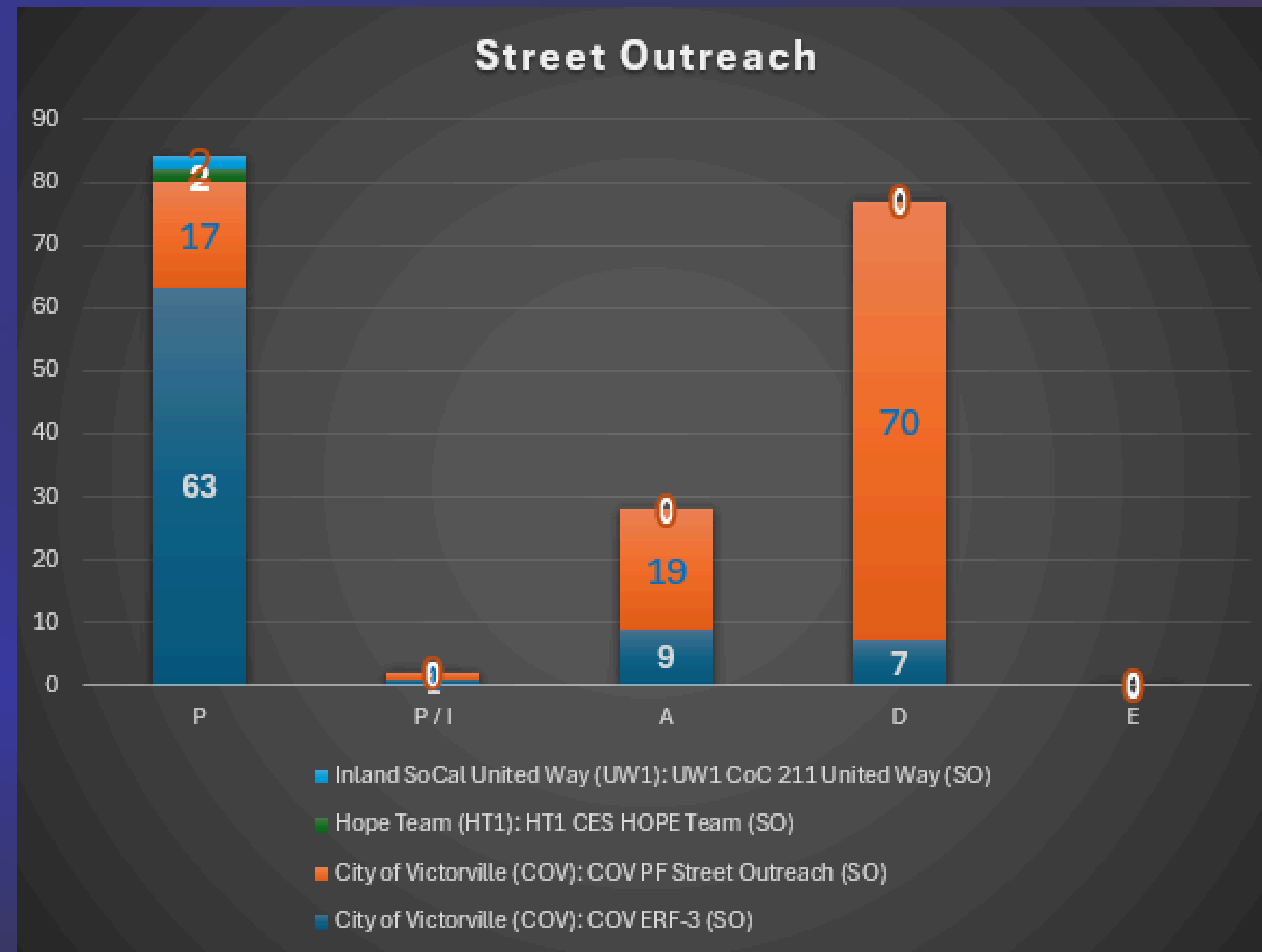


Services Only

Street Outreach



Street Outreach

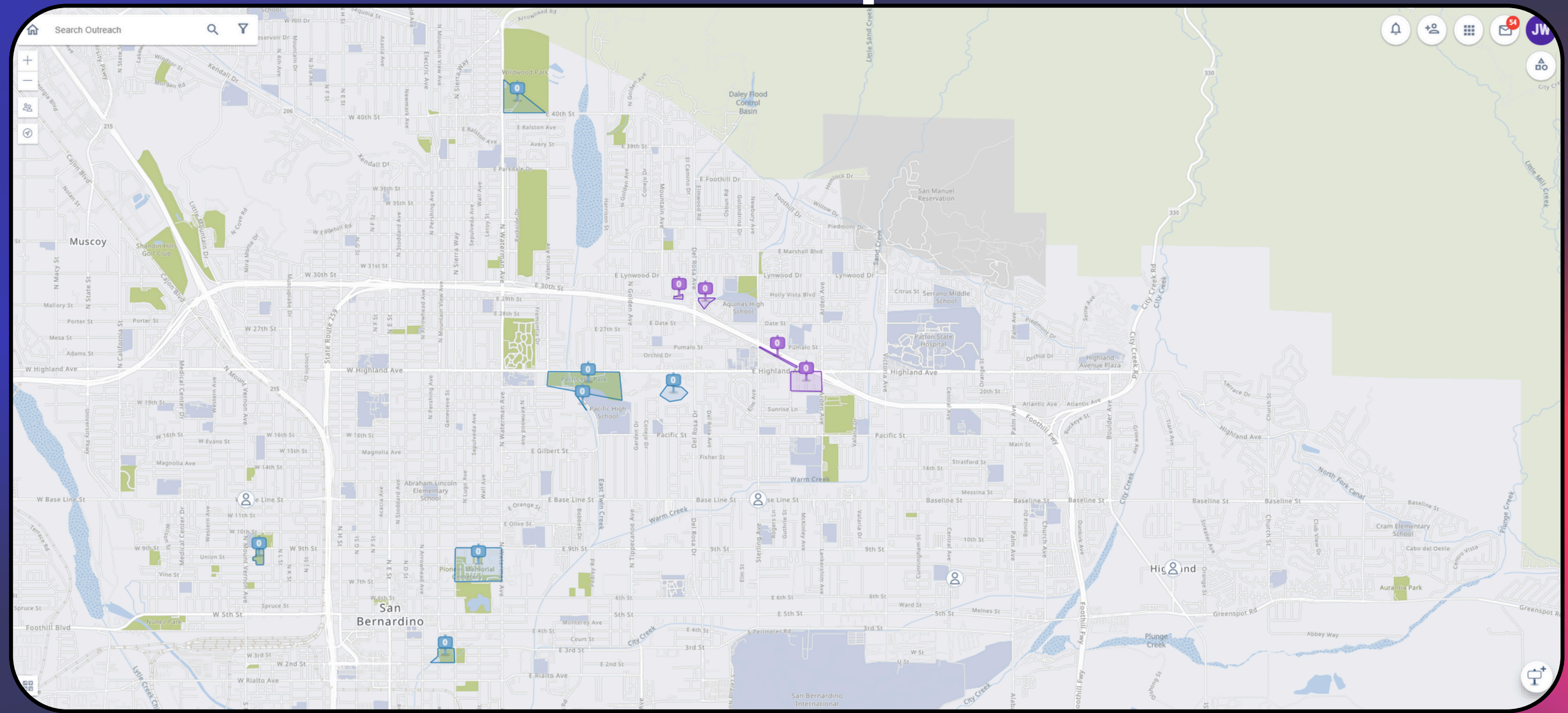




Outreach Module



Outreach Map





Homeless Services

Office Of Homeless Services Outreach & Engagement



OHS Outreach Efforts

OHS Street Outreach

Street Outreach teams engage with individuals experiencing homelessness who may not be connected to services, or who are living on the streets and in encampments. The goal is to build trust and provide immediate access to resources.

- Engage individuals experiencing homelessness in streets or encampments
- Build trust to encourage connection to services
- Direct referrals to emergency shelters or other housing programs
- Provide immediate resources to shelter, food, healthcare



OHS Outreach Efforts (Continued)

Housing Navigation Services

- ❖ Helping people locate and apply for emergency shelter or permanent housing
- ❖ Assisting with paperwork and eligibility requirements

Case Management and Supportive Services

- ❖ Services Coordination and Support Services Offering personalized help with accessing social services, ID replacement, benefits, etc.
- ❖ Tailored services for veterans, youth, families, LGBTQ+ individuals, or people with disabilities
- ❖ Mental health counseling and substance abuse treatment referrals
- ❖ Providing bus passes, rides, or shuttle services to shelters, medical appointments, or job interviews



OHS Outreach Efforts (Continued)

Emergency Shelter Referral Placement

- ❖ Immediate connection to available shelter beds or safe spaces

Distribution of Care Packages and Supplies

- ❖ Giving out hygiene kits, socks, blankets, tents, or other survival gear



OHS Outreach Efforts (Continued)

Encampment Response and Resource Fair

- ❖ Immediate connection to available shelter beds or safe spaces
- ❖ Creating CARE plans, SMART goals, and supporting clients with immediate needs
- ❖ Coordination with cities service providers, law enforcement, and health care entities to create a multifaceted approach to a solution-focused mindset.
- ❖ Resource fairs are created to make a multidimensional connection to care for the clients in specific areas.
- ❖ Resource fairs are created by the county and invite different entities to facilitate resources to support the clients' needs in that area.