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

Continuum of Care (CoC) Full Membership Meeting

Meeting date, time, and place

Date: **March 26, 2025**
Time: **9:00 am – 11:30 am**
Place: **Water of Life Community Church**
7625 East Ave. Fontana, CA 92336

Public Comment	Any member of the public may address the CoC Facilitators on any matter not on the agenda that is within the subject matter jurisdiction of the CoC Facilitators.
OPENING REMARKS	**PRESENTER**
A. Call to Order B. Invocation/Pledge C. Greeting D. Welcome and Introductions a. Introductions by agency *9:00-9:40 a.m.*	Anna Ulibarri and Charles Karsch Co-facilitators Pastor Janet Casas Supervisor Joe Baca Jr.
PRESENTATIONS / DISCUSSION	
E. Receive presentation *Steering the Ship* to achieve Continuum of Care goals F. Receive report on the Continuum of Care Standing and Ad hoc Committees *9:40-10:20 a.m.*	Anna Ulibarri Pastor Jessica Alexander
G. Receive presentation regarding the Coordinated Entry System H. Receive presentation regarding the Coordinated Entry System/Homeless Management Information System Testimonials *10:20-11:10 a.m.*	Aziza Manuel Marisela Manzo-Gomez
I. Receive presentation regarding *What's New with OHS* J. Closing Comments *11:10-11:30 a.m.*	Office of Homeless Services Anna Ulibarri

The next Continuum of Care Board meeting is scheduled for:
April 23, 2025
9:00 am – 11:00 am
Workforce Development Department
290 N D Street, San Bernardino, CA 92401

The next Continuum of Care (CoC) Full Membership meeting is scheduled for:
May 2025 TBA

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 CONTINUUM OF CARE 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 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.

All Aboard – Steering the Ship In A New Direction

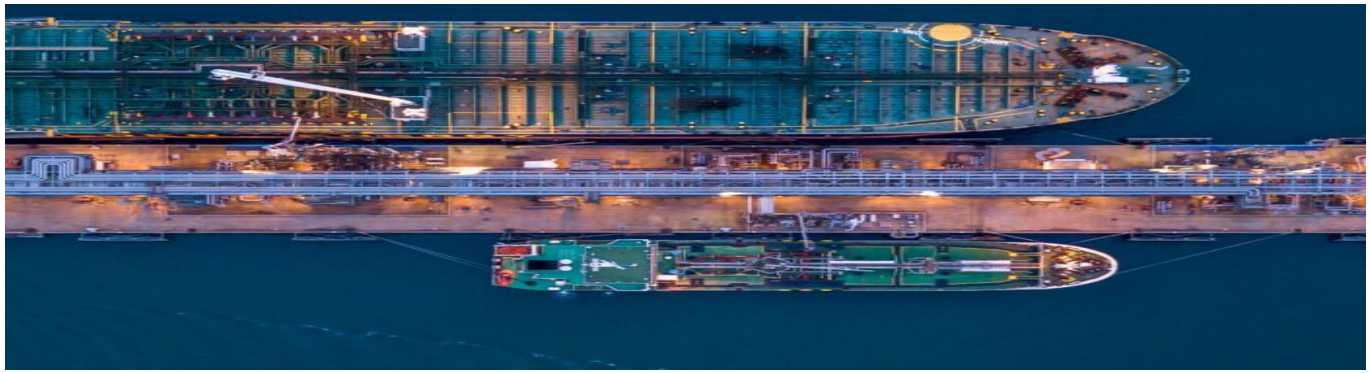
Commitment of the Continuum of Care San Bernardino County

- To promote a community wide commitment to the goal of ending homelessness
- To promote funding for efforts by nonprofit providers, state and local governments to quickly rehouse individuals and families while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness
- To promote access to and effective utilization of mainstream programs by homeless individuals and families
- Optimize self-sufficiency among individuals and families experiencing homelessness

THE SHIP – A METAPHOR

- **THE WHEEL – WHO IS ON BOARD – WHO IS AT THE HELM**
  - CoC Full Membership Network – Every VOICE in our environment who has the same goals and values to meet the needs of our homeless community
  - CoC Board – Chairman – Supervisor Joe Baca, Vice- Chair – Shanikqua Freeman and 17 Board Members representing various sectors of our environment
  - CoC Regional Networks – West Valley, Central Valley, Desert, East Desert, and Mountain
  - CoC Regional Steering Committees
  - Collaborative Agent – Office of Homeless Services Marcus Dillard – Board Secretary
  - HMIS Lead Agency – Office of Homeless Services
  - CES Lead Agency – Inland So. Cal United Way 211+

THE DESTINATION



To get started in a new direction, we will focus on our destination and what charts we will be using. We currently have three posted action plans for our county;

- **San Bernardino County Strategic Plan - 2022 Homeless to Home - 3 Point Strategy**
- **San Bernardino County Homeless Action Plan - 2019 A Mult- jurisdictional Approach - 9 Recommendations**
- **Regionally Coordinated Homeless Action Plan (HHAP 5)**

Although all are great documents and necessary. Which destination are we moving towards?

All on the ship NEED to know where we are going. So, from our current resources we will establish guidelines (navigational charts) that will meet the goals of the CoC, bring them into alignment and uniformity to reach our destination.

What is this going to look like?

COMMITTEES AND WORKING GROUPS

Standing Committees

- CoC Governance, Bylaws & Membership
- Performance, Oversight & Review
- Emergency Preparedness and Response
- Health
- Homeless Youth Task Force
- Housing
- Identify Resource Availability
- Outreach and Coordinated Entry System
- Point-In-Time Count Oversight
- Regional Steering Committees-CV, WV, HD, ED, MTN
- Youth Advisory Board
- Grant Review Committee

Ad Hoc Committees

- Strategic Plan Committee
- Recruitment & Membership
- Nominating Committee
- Fund/Grant Finding Committee

Working Groups/Coalitions

- Families with School Aged Children
- Justice Involved
- Aging Adults/Seniors
- Domestic Violence/Victims/Trafficking
- Health/Mental Health
- Veterans
- Lived Experience
- Congregate Shelters
- Housing-Transitional/PHS/Affordable
- Service Provider Forums/Case Management
- Case Conferencing

The guidelines will come from the working groups that are boots on the ground who are providing day-to-day services and know how to test the water/environment

THE COMPASS – We all need a compass (not just one person on the ship). The compass represents our intuition, gut feeling, and feedback. It is essential to understand the data we receive can and will reroute our ship if we are off course. We need to turn our data and feedback to course correct when necessary and to ensure that we stay true to our goals and destination.

WE WILL ALL SELF-EVALUATE!

“ALL HANDS ON”

A cry or signal used on board ship, typically, in an emergency, to indicate that all crewmembers are to go on deck.

- The membership again must take the lead! It is time **consuming, painful at times** but necessary to stay on course.
- It is important to steer the ship every day, moment by moment, and ensure that our actions and performance align with our values.

“WE NEED YOU ON DECK-WE ARE IN AN EMERGENCY”

TESTING THE WATER

The water represents the environment we are in and in which we work. If we don't like the environment, we must invite those living in the environment on the ship to change the environment. It is the only way to re-steer our ship to move into a more suitable environment. The EXPERTS cannot change the environment in which they don't have experience in. We must LISTEN to the community and the boots on the ground. This means understanding what kind of environment we can thrive in and take steps to make that happen.

ALL ARE WELCOME TO COME ABOARD

- Cities, government – all agencies, law enforcement, justice system, the church, faith based, non-profits, service providers, advocates (youth and aging), business, housing developers, education, health, labor, veterans, labor and individuals with lived experienced

THE ENGINE
THAT POWERS THE SHIP

The engine represents our strengths and resources to translate our goals into reality. We are committed to identifying funding from all avenues so that services providers, local and governmental agencies, can quickly rehouse individuals while minimizing their trauma. Collectively reducing homelessness in our communities.

What is this going to look like?

Funding Search and Identifying funding that meets the CoC needs

This committee will work hand in hand with our Performance, Oversite and Review Committee. Will monitor our use of resources and

THE LEAK

- The Leak represents things that seep into our ship. Such as triggers or specific feelings that drain our energy and make navigating the ship harder. It is important to be aware of these thing, but we SHOULD NOT focus too much on them. Instead, we should focus on our strengths, problem-solving and goals to keep moving forward!
- Dis-trust – definitive lack of trust based on evidence or experience
- Mis-trust – convey suspicion or doubt without any concreate reason
- Government tries to rule everything - back room deals
- Non-Profits don’t know what they are doing. They just want the money.
- Silo mentality. This part of the ship is mine
- Blame

WELCOME ABOARD
To the San Bernardino Continuum of Care (609)

Anna Ulibarri, Co-Facilitator
909-827-3052
annaulibarri@gmail.com
Charles Karsch, Co Facilitator
909-723-1573
ckarsch@capsbc.org

What is this going to look like?

COMMITTEES AND WORKING GROUPS

Pastor Jessica Alexander

Standing Committees

- CoC Governance, Bylaws & Membership
- Performance, Oversight & Review
- Emergency Preparedness and Response
- Health
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- Case Conferencing

COORDINATED ENTRY SYSTEM

Provider Training

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What is CES?

CES is an entry point equipped within providing services and strive to create a community centered system that connects people to a response system that understands people and identifies and matches resources in a way that help towards a goal to end their homelessness.

- To provide a “no wrong door approach” to allow anyone who needs to know where to go for the assistance
- To be assessed in a standard and consistent way
- To connect with the housing/services that best meet their needs.

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What is CES?

The CoC is responsible for addressing homelessness through a Coordinated Entry System and identifying needs and building a system of housing and services that meet those in need. Ideally, coordinated entry can be the framework that transforms a CoC from a network of projects making individual decisions about whom to serve, into a fully integrated crisis response system. individual decisions about whom to serve, into a fully integrated crisis response system. By gathering information through a standardized assessment process, coordinated entry provides a CoC with data that it can use for system and project planning and resource allocation.

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Phases of Coordinated Entry

- Enter HMIS
- Enrollment
- Universal Assessment
- VI-SPDAT
- Outreach Que
- Verification
- Housing Que
- Case Coordination
- Matching & Prioritization
- Referral

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Assessment

Standardized Assessment Tool CES currently uses the Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT) created by OrgCode Consulting, Inc. and Community Solutions as the community's Standardized Assessment Tool (Standardized Assessment) to assess household and individuals experiencing homelessness.

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Assessment

There are three versions of the VI-SPDAT in use for different populations:

- Single Adults
- Single Youth
- Families

The VI-SPDAT is a pre-screening tool used by homeless service providers. It assesses the health and social needs of homeless individuals and determines their acuity and severity of need. Based on the assessment, clients receive scores for their level of vulnerability, which helps prioritize them for available housing resources.

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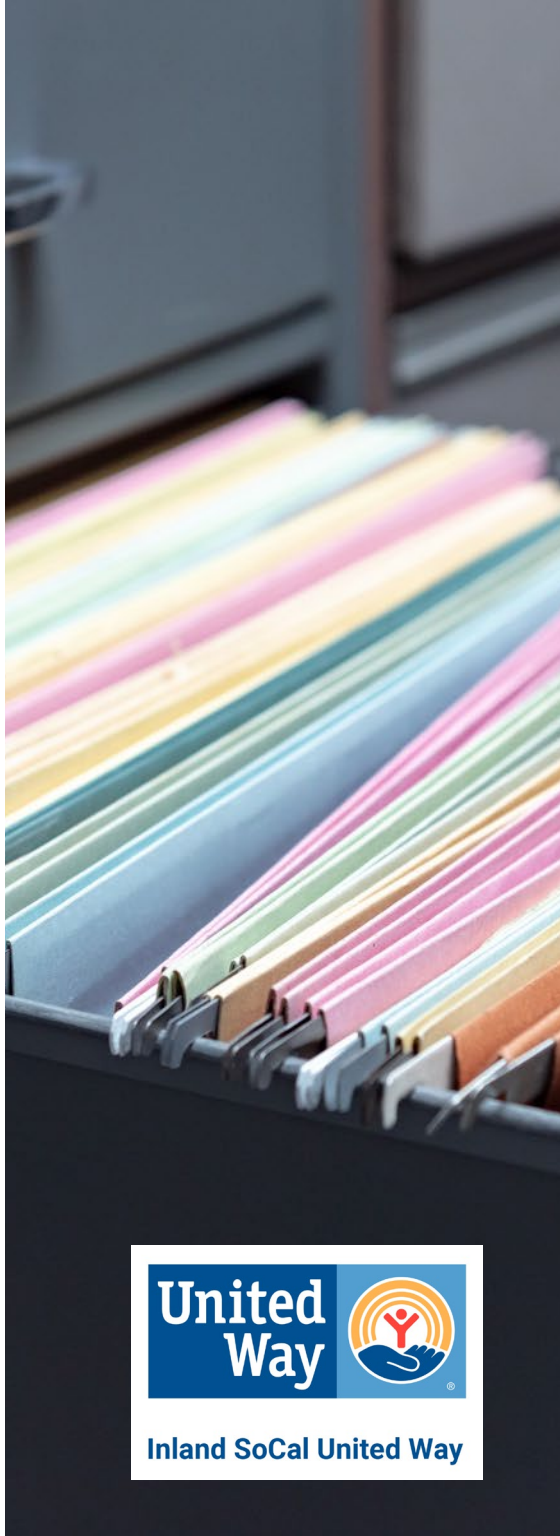
Coordinated Entry Documentation

References to coordinated entry documentation throughout this document, refers collectively to the initial information collected by Assessors from participants, which includes each of the following:

- CES 211 Verbal ROI Consent (Recorded) and Written Consent English Client-Consent-and-Information-Release.pdf (sbcounty.gov)
- HMIS Intake
- Enrollment into Program
- Universal Assessment
- Standardized Assessment Tool (VI-SPDAT)
- · Homeless Verification Homeless
- HMIS ROI authorizes providers to collect and enter client data into HMIS.



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CES Process

- Initial Engagement - Though Outreach Team, Regional Access Point, 211 CES, Homeless Assistance Agencies.
- Initial Enrollment into HMIS - Entering Clients basic information into HMIS.
- Universal Assessment - Assessment of client's current situation and demographics. (If eligible move forward to next step)
- Complete Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) a tool used to identify the vulnerability of the case and prioritization based on a score system.

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CES Process

- Placed on Outreach Que - Outreach team will verify client's situation and identify any resources or needs. Complete documentation (ROI and Homeless Certificate to have client's case prepared for possible housing opportunities. Outreach will continue to follow up with client.
- Verify Homeless Status - Outreach will go out to where they client is living and observe and document. • Completed all required documents and uploaded in Clarity under File.
- Placed on the Housing Que
- Placed on Master List for Case Coordination/Match Making.
- CES will Complete a Referral if Eligible
- CES will exit client from housing que

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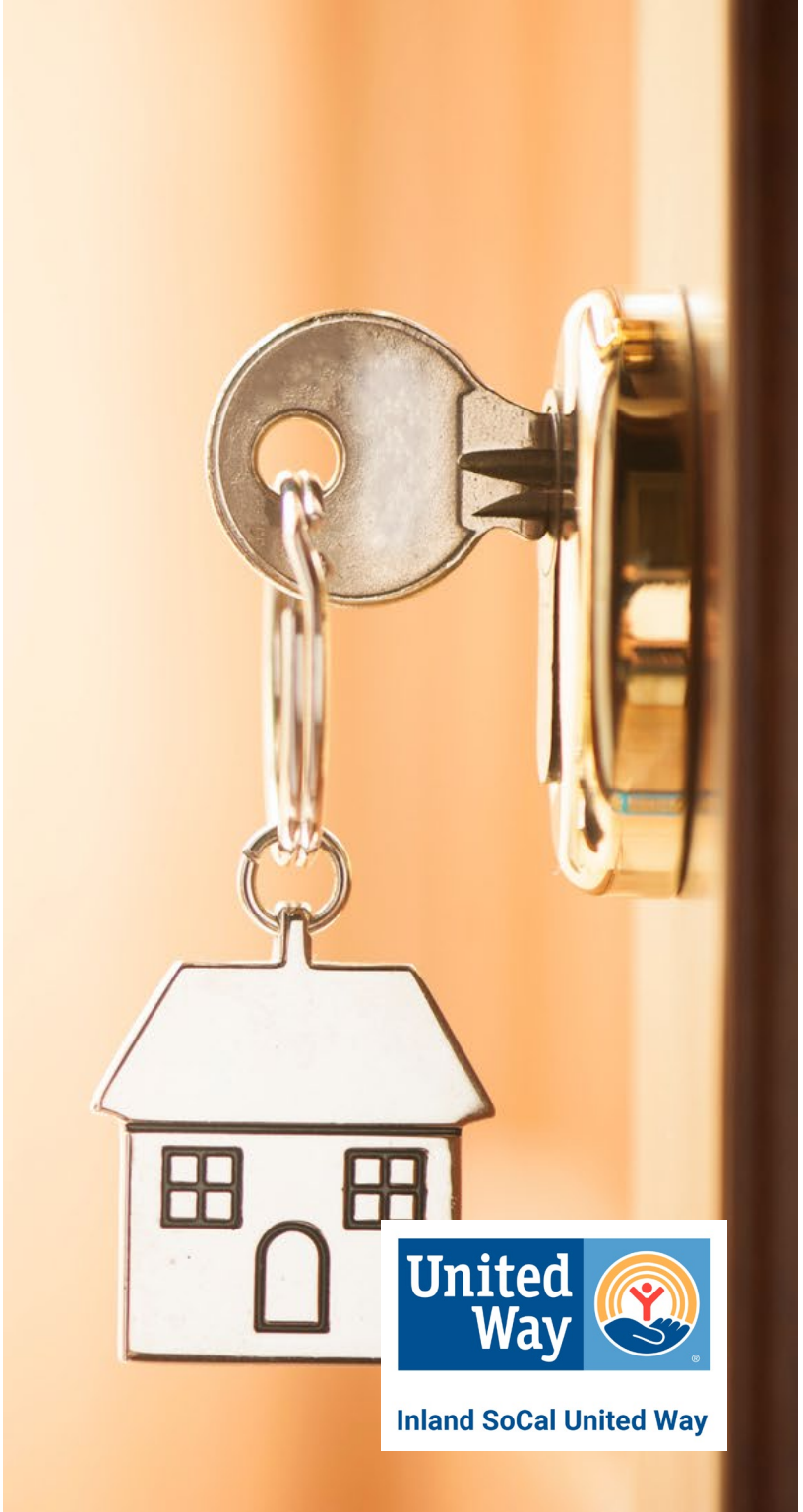
Housing program inventory

HMIS shall contain program eligibility criteria as entered/verified by participating Housing Providers. All emergency shelter, transitional housing, rapid re-housing, homeless prevention and permanent supportive housing programs will notify CES and HMIS of vacancies and/or housing opportunities within one (1)-business days of unit/bed availability. If providers know of an impending vacancy, they are required to notify the CES and HMIS of the anticipated availability date within one (1)-business days of being made aware of such availability and updating the actual availability date once the bed/unit becomes vacant.



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Prioritization

Prioritization for Permanent Supportive Housing (PSH) is consistent with federal regulations, including HUD's Notice 16-11 Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing. To reflect a commitment to serve those most in need and most at risk, the CoC will work with all CoC and state-funded permanent supportive housing projects to in the turnover of beds to be dedicated or prioritized for the chronically homeless based on program eligibility.

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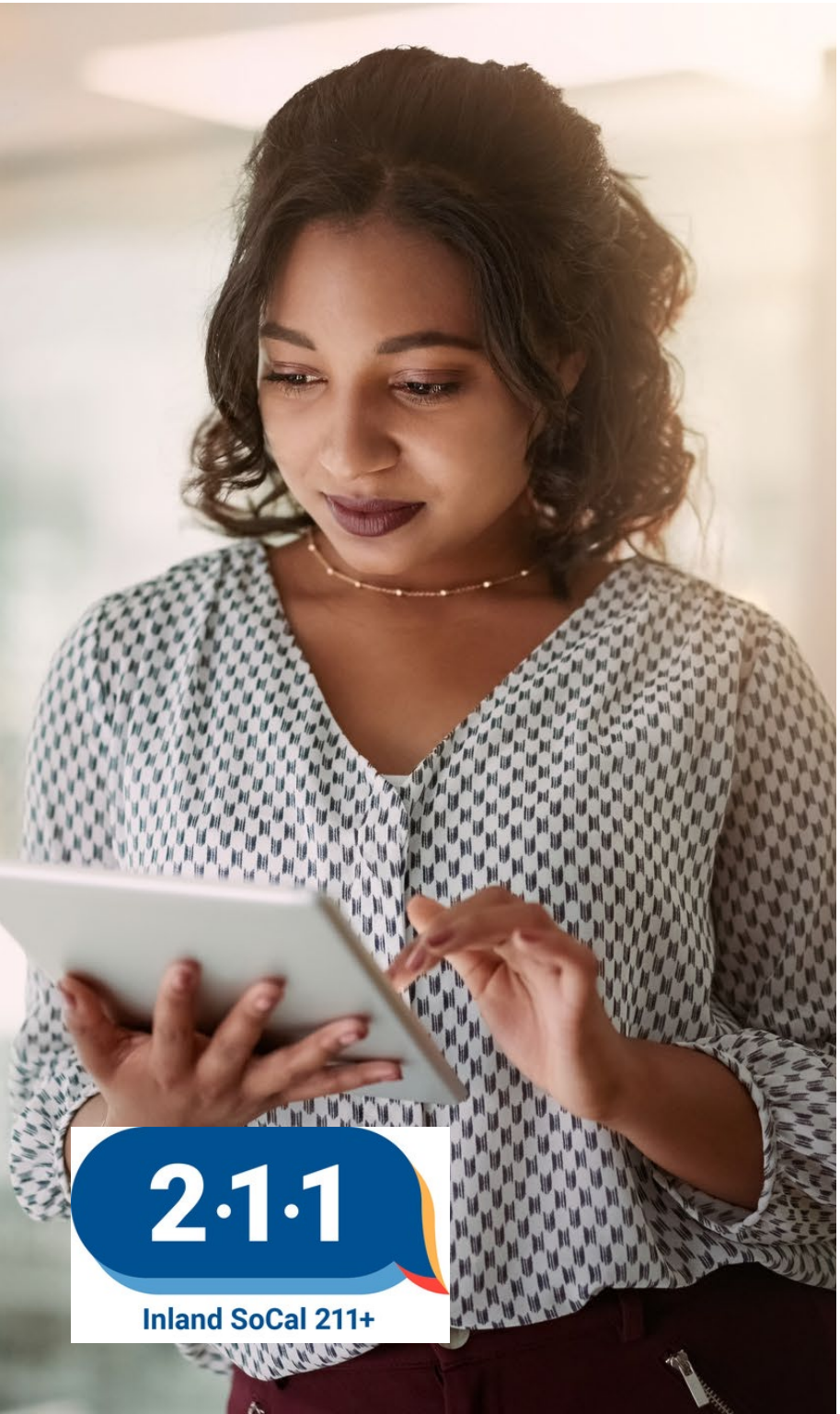

Prioritization

Individuals and households scoring highest on the Standardized Assessment are prioritized for available housing interventions for which they are eligible based on the following prioritization criteria. Cases that may score the same consideration of overall severity of vulnerability will prioritize the matching. Permanent Supportive Housing Prioritization (Standardized Assessment Score Range 11-17):

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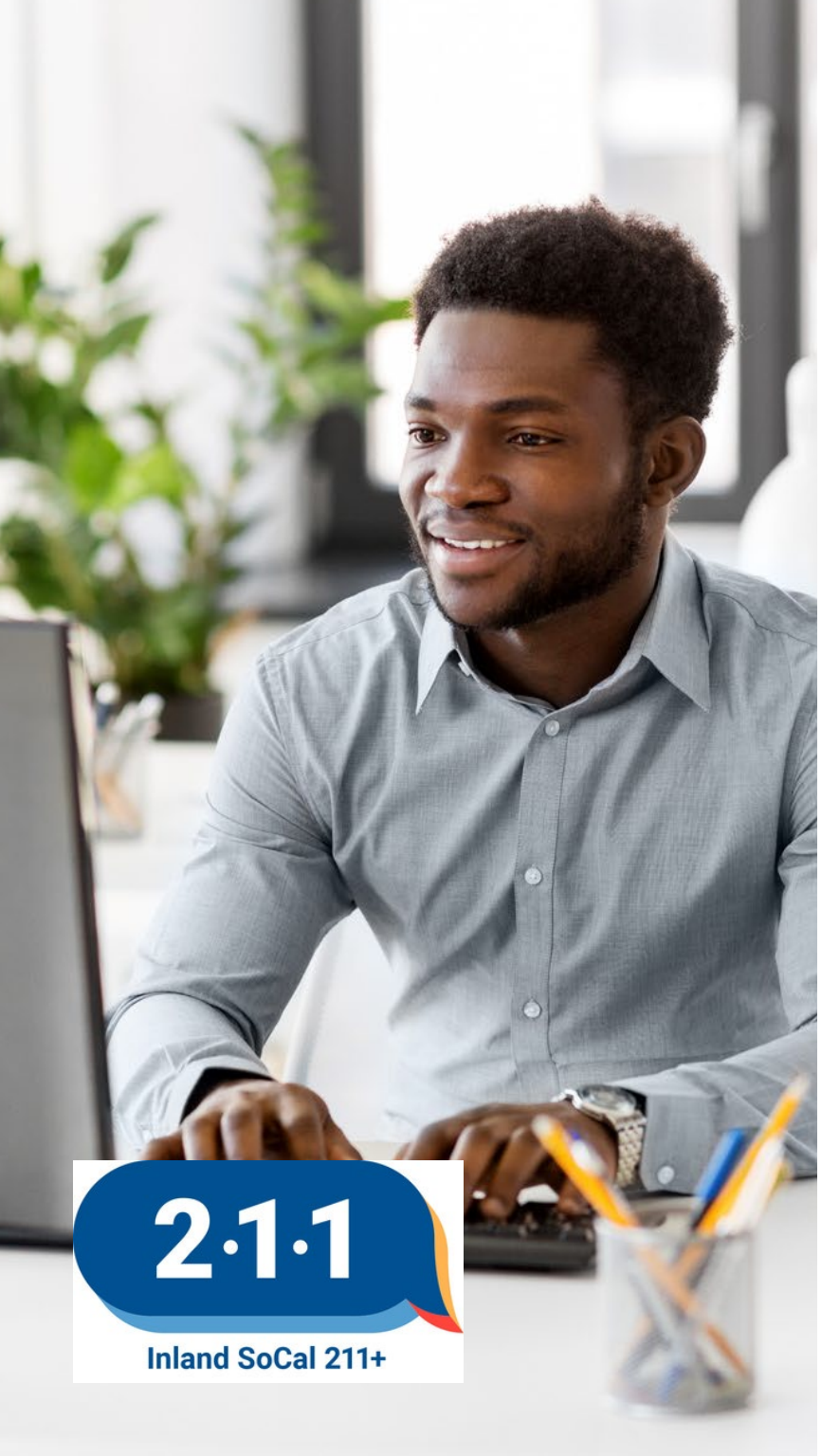

Prioritization

- Standardized Assessment Score – Those with the highest Standardized Assessment score who have been on the street, in emergency shelter, and/or places not meant for human habitation the longest, with the highest acuity and most severe needs.
- Length of Time Homeless – Those with the highest Standardized Assessment score who have the longest history of homelessness.
- Severe Service Needs – Those with the highest Standardized Assessment score, who have the highest service needs and vulnerability, and victimization indicators measured by the Standardized Assessment “Risks” score.

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Prioritization

Standardized Assessment Score

- Those with the highest score within the rapid rehousing range will be served first
- Vulnerability and Victimization –
- This is based on the Standardized Assessment “Risks” score.
- The “Risks” score assessed the following components:
  - Risk of harm to self or others
  - Involvement in high-risk and/or exploitative situations
  - Interactions with emergency services and
  - Legal issue

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Prioritization

Standardized Assessment Score – Those with the highest score within the transitional housing range will be served first.

- Length of Time on the Community Queue – among those with the same Standardized Assessment score, individuals/households will be served in the order they completed the assessment or by any additional factors that would make them a priority.

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Thank you for your time & attention!

Any questions?

Contact information:
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CES Program Supervisor
gmaddox@iscuw.org

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[Community Collaboration Success Story on Vimeo]

SAN BERNARDINO COUNTY

WHAT'S NEW WITH OHS?

2025

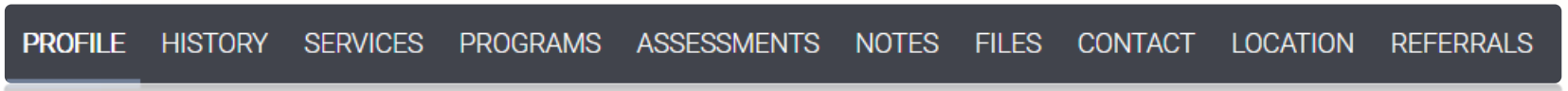
Marcus Dillard
Chief
Office of Homeless Services

What’s New With OHS?

Homeless Management Information System (HMIS)

❑ Launch of HMIS Client Portal

- Allow clients to independently update their information and track the status of services. This new portal aims to enhance accessibility, streamline communication and provide greater transparency in service delivery.

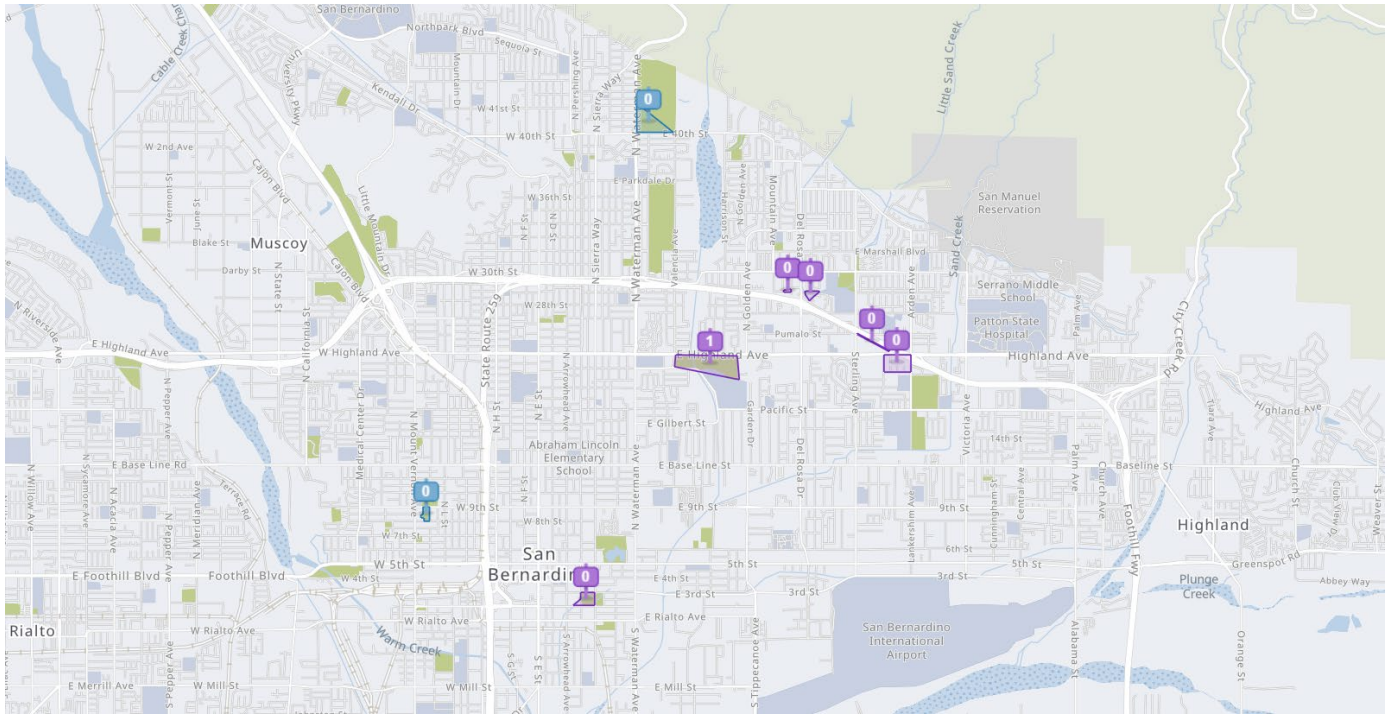


❑ Launch of Bed and Unit Inventory Module

- In collaboration with Bitfocus, provide real-time tracking of bed and unit availability across the county via HMIS. This module enhances coordination among service providers by offering up-to-date information on housing resources, enabling more efficient placements and reducing wait times for individuals in need.

Homeless Management Information System (HMIS)

- **Launch of Outreach module in Clarity**
  - This will function as an encampment response tool that tracks the size, scope, and movement of unhoused individual encampments through a mapping system, allowing agencies to identify areas with high concentrations of homeless individuals. Agencies can notify HMIS of encampment locations, prompting an outreach team to respond. This module also enables the assignment of individuals to specific encampments and tracks those who move between different locations, improving service coordination and response efforts. By providing real-time data on encampments and individual movement, this module enhances data-driven decision-making and ensures effective outreach interventions.

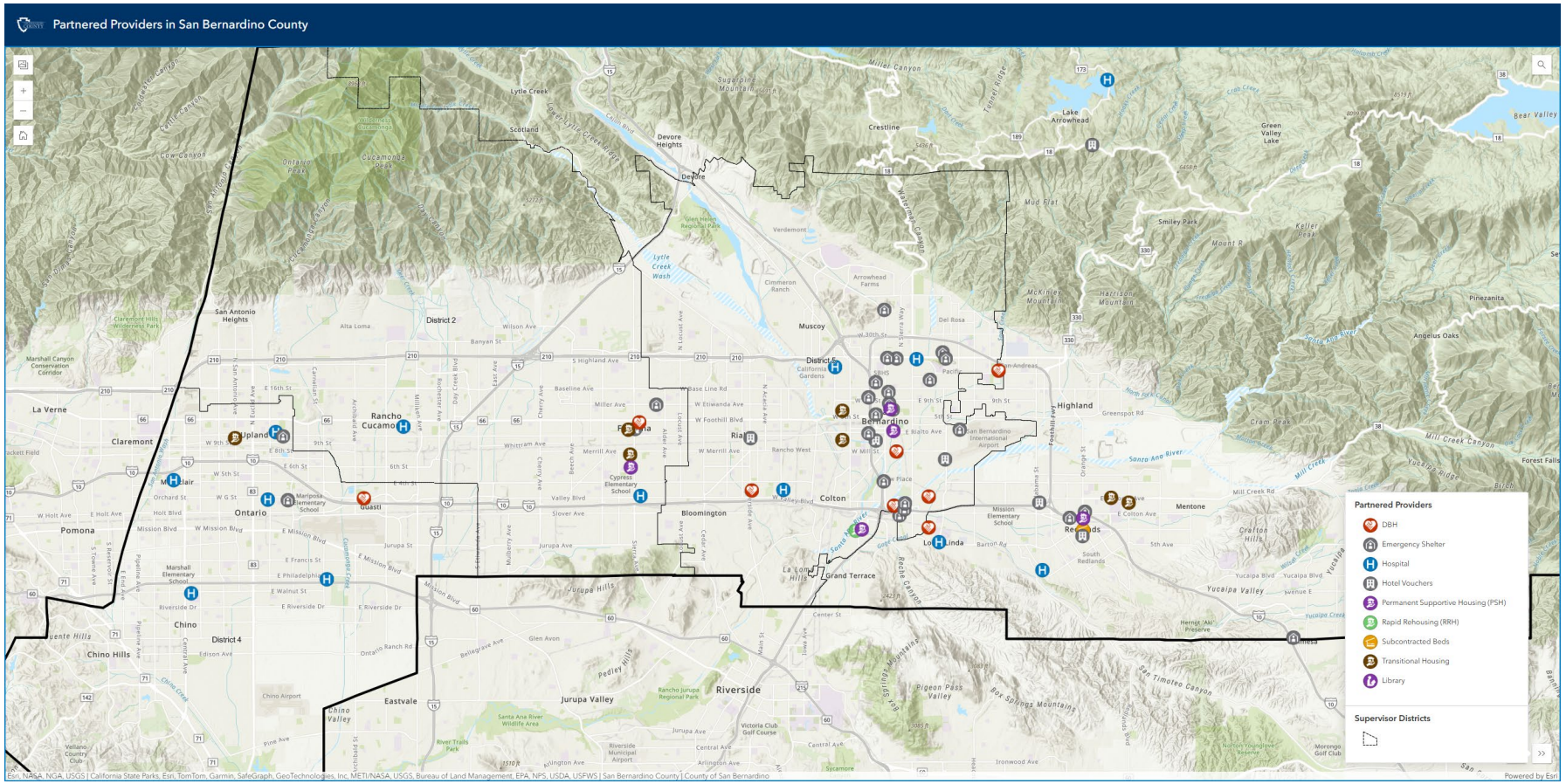


*Work-In-Progress Design

What’s New With OHS?

Homeless Management Information System (HMIS)

- **Launch of Resource Map**
  - Local community members will be able access information regarding services and resources via an interactive map. This will allow people to easily locate nearby services and filter resources based on their specific need. It also has the added benefit of visualizing service gaps in a community.



*Work-In-Progress Design

What's New With OHS?

Homeless Management Information System (HMIS)

- **Kiosk**
  - Placement of an OHS kiosk in strategic locations that will allow individuals to reserve shelter beds, resources, and update HMIS information. This works to eliminate barriers and allow more people to have access to assistance. Placement in high-traffic areas will also help inform and engage the public on the work being done.

- **Launch "Housing the Unhoused Gateway" (HUG)**
  - A new mobile app and portal available to the county community. Managed internally at OHS, it will offer information for resources, events and services, allow for referrals and request for assistance, empower outreach teams to quickly respond and support unhoused individuals and allow clients to develop a housing stability plan.

*Work-In-Progress Design

What’s New With OHS?

Homeless Management Information System (HMIS)

- **Purchase and Distribution of Badge Readers and Scanners for Shelter Locations**
  - The distribution of “ID cards” for unhoused individuals featuring their unique HMIS ID number, will streamline the intake process and improve service tracking. Shelters can quickly scan IDs, reducing wait times and ensuring more efficient data collection. This system hopes to enhance service coordination by providing real-time tracking of individuals accessing shelter and support, leading to more effective resource allocation and improved care continuity.

- **Launch of a New OHS Website**
  - Provide a centralized platform for accessing real-time data on Homeless Housing and Prevention (HHAP) funding, Emergency Solutions Grant (ESG) funding, and program outcomes. Users can explore success stories, engage live with HMIS, and find key contacts for specific services and resources. This website will enhance transparency, improve accessibility to critical information, and strengthen community engagement in our homelessness response efforts.

Community Engagement

- **More defined roles and liaisons for specific areas throughout the county**
  - OHS will have more defined roles for its services. This will assist with clarity and accountability for both our partners and the community regarding the work we do.
- **Creation of 2 Planner Positions within OHS**
  - **Continuum of Care (CoC) Liaison:** Coordinates a community-wide strategy to address homelessness by assessing needs, identifying service gaps, and optimizing resources. They facilitate collaboration among CoC agencies, implement a range of housing and support services, and tailor interventions for specific populations. Using data-driven decision-making, they monitor program effectiveness and enhance service delivery to promote long-term stability for individuals experiencing homelessness.
  - **Community Engagement Liaison:** A community engagement planner addresses homelessness by raising awareness, educating the public, advocating for policy changes, and fostering collaboration among local organizations, businesses, and government agencies. They promote volunteerism, support direct services, engage with homeless individuals to understand their needs, and work to reduce stigma through empathy-driven initiatives.

What's New With OHS?

Community Engagement

- **Setting up a training for Outreach and Homeless Service Delivery with Valley College.**
- **Partnering with Housing Authority on subsidized units that will support youth and families.**
- **Establish a Continuum of Care (CoC) curriculum that allows for the building and maintaining robust CoC and Coordinated Entry System infrastructure.**
- **Creation of program info-graphs that will be able to be distributed to individuals in need of assistance.**
  - Accessible via the OHS website, distribution of easily understandable info-graphs will help educate the community on homelessness.
- **"Lived Experience Sessions" to support program implementation and funding request.**
  - Facilitated by the Community Engagement Planner, receive feedback from people who have utilized resource within the CoC to tweak and enhance services on an ongoing basis.
- **$3.9 M in funding to CES to support additional outreach staff, street medicine and operators.**

Community Engagement

- **Adding of drone and infrared drone to be used in support of encampment response.**
  - The use of drones helps outreach teams asses the scope of encampments and scope out difficult to reach areas.

THANK YOU/QUESTIONS?

SAN BERNARDINO COUNTY

www.SBCounty.gov