



**San Bernardino County Homeless Partnership
 Provider Network – West Valley Regional Meeting**
Tuesday, September 8, 2015 • 9:00 a.m. to 11:30 a.m.
2-1-1
9624 Hermosa Ave., Rancho Cucamonga, CA 91730

AGENDA

OPENING REMARKS	PRESENTER
A. Call to Order (5 minutes) B. Welcome and Introductions (5 minutes) C. Approve August 11, 2015 Minutes	Don Smith
UPDATES & INFORMATION ITEMS	PRESENTER
D. Interagency Council on Homelessness E. Homeless Provider Network (HPN) F. Office of Homeless Services G. Homeless Provider Network Partners H. Other News, Updates and Announcements	HPN Members
PRESENTATION	PRESENTER
I. Homeless Veterans Community Planning Group	Julie Burnette, Knowledge and Education for Your Success (KEYS)
CLOSING	PRESENTER
J. Public Comment K. HPN Member Roundtable L. General Meeting Adjournment	Don Smith
NETWORKING	PRESENTER
10:40 – 11:30 am Introductory Meeting for Regional Case Conferencing Pilot	Don Smith
Next Meeting: West Valley Region will next meet on: Tuesday, October 13, 2015 9:00 am – 11:30 am United Way 2-1-1 9624 Hermosa Ave. Rancho Cucamonga, CA 91730	

In September 2007, the San Bernardino County Homeless Partnership (SBCHP) was formed to provide a more focused approach to our goal of ending homelessness within the County. The Partnership consists of city governments, community based organizations, faith-based organizations, educational institutes, non-profit organizations, private industry, and federal, state, and local government.

SBCHP was developed to promote a strong collaboration between agencies to direct the planning, development, and implementation of the County's 10-year-plan to end chronic homelessness. The Partnership meets on the third Wednesday of each month at the Behavioral Health Resource Center in Rialto. The Partnership facilitates better communication, planning, coordination, and cooperation among all entities that provide services and/or resources for the relief of homelessness in San Bernardino County.

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 SAN BERNARDINO COUNTY HOMELESS PARTNERSHIP 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, 1ST FLOOR SAN BERNARDINO, CA 92415. <http://www.sbcounty.gov/sbchp/>

AGENDA AND SUPPORTING DOCUMENTATION CAN BE OBTAINED AT 303 E. VANDERBILT WAY, 1ST FLOOR SAN BERNARDINO, SAN BERNARDINO, CA 92415 OR BY EMAIL: HOMELESSRFP@HSS.SBCOUNTY.GOV.

Minutes for San Bernardino County Office of Homeless Services West Valley Regional Meeting

August 11, 2015
9:00 A.M. – 11:00 A.M.
United Way ▪ 2-1-1

9624 Hermosa Avenue ▪ Rancho Cucamonga, CA 92324

Minutes Recorded and Transcribed by Betty Schneider, Secretary I, Department of Behavioral Health

OPENING REMARKS	PRESENTER	ACTION/OUTCOME
Call to Order Welcome and Introductions	Don Smith	<ul style="list-style-type: none"> Attendees were welcomed to the meeting and asked to introduce themselves. Tom Hernandez attended via telephone.
Approval of July 14, 2015 Minutes		<ul style="list-style-type: none"> Minutes for July 14, 2015 were approved as written.
UPDATES & INFORMATION ITEMS		
	Don Smith	<ul style="list-style-type: none"> Shared notes from the last brainstorming session on the Coordinated Entry System at the July 14, 2015 Homeless Provider Network (HPN) West Valley (WV) meeting. Shared an article "Justice Department Files Brief to Address the Criminalization of Homelessness". The article was for immediate release by the Department of Justice.
	Tom Hernandez	<ul style="list-style-type: none"> The next ICH meeting will be held on August 26, 2015. The HUD CoC NOFA may be released around Labor Day. Discussion will be held regarding reallocating renewal project funds that are poor performers or that are underspent for the development of a coordinated entry system (CES). The Office of Homeless Services (OHS) is attempting to free up approximately \$420,000 for the creation of a CES. Recommendations will be brought to ICH for approval. OHS has held two stakeholder group meetings, one for county representatives and one for non-profit representatives. August 31, 2015 is the stakeholder meeting for the city representatives. It will be at 1950 S. Sunwest Lane, San Bernardino, CA 92415. The Board of Supervisors conducted a study session on homelessness July 21, 2015. They chose to look at ending veteran homelessness by 2016. An Advisory Committee for the Homeless Veterans Community Planning Group was formed to provide strategic planning and support to the effort of ending Veterans homelessness in San Bernardino County. The Homeless Veterans Community Planning Group holds both in-person and conference call meetings every Tuesday. The in-person meetings on the first Tuesday of the month are held at DBH Administration at 303 E. Vanderbilt Way 1st floor, San Bernardino, CA 92415. The in-person meetings on the third Tuesday will be held at the Riverside Access Center. You can also participate via conference call 712-432-6100 access code 17088195#. Julie Burnette is the contact person at 909-332-6388. The Annual Homeless Summit will be held on November 4, 2015 at the Ontario Convention Center. Kismet Evans, Inland Empire Veterans Stand-down, is hosting their Seventh Annual Veterans Day Celebration on November 11, RSVP by October 15 @ 909-747-9811. It is 2:30 pm – 5:00 pm.

	Tom Hernandez	<ul style="list-style-type: none"> • Is involved in several community groups that outreach with Veterans, which several are faith based agencies. He needs to be able to have information to give to the Veterans. Don suggested they call 211 to get connected with the coordinated entry pilot project.
	Danny Marquez	<ul style="list-style-type: none"> • The Inland Empire Veterans Homeless Collaborative meets quarterly. They provide a lot of info about Veteran Services. It is recommended that Veteran serving agencies attend this meeting. The contact person for that meeting is Linda Umberg. • A "Day for the Brave" campaign focused on Veterans will be November 11, 2015. More info can be found on RAZOO. • Reboot, Rebuild, Reconnect is a project funded by The Community Foundation that reaches out to the Veterans Partnering with Communities. It prepares them with pre-employment and life skills training, and also incorporates "the career fitness program". • Also need volunteers for the Heroes warehouse. We serve directly under the Veterans Administration's Homeless Outreach Team. We recently received nine applications for furniture.
	Gary Madden	<ul style="list-style-type: none"> • IECapaceteria.org. is for non-profits. It gives organizations that want to participate, somewhere to plug in. Please go to the website for more info. • Shared a postcard regarding Vet Link trip planner. This is a federal grant that we received. The official launch is around Veterans Day. • In this country we have spent millions yearly to shelter people and give them respite and to make them more comfortable in their homelessness. The country has been doing it for many years and it hasn't worked. We need to turn the focus from sheltering to housing. We are developing a system where we can measure our inventory, build our inventory of housing, and then we have a mechanism for getting people connected to it. Working name for this Fast Linkage and Secured Housing (FLASH).
	Lucy Valencia	<ul style="list-style-type: none"> • Has a family with bed bugs. Does anyone know of a place that will spray? They are staying at a motel in Upland and would like to get her own place. Also, they are asking for a recliner for the sons use. It was suggested she call Inland Temporary Homes.
	Doug Fazekas	<ul style="list-style-type: none"> • There are 75 new VASH Vouchers connected to for projects: A Community of Friends (ACOF) in Redlands and Meta Housing in Loma Linda. ACOF also includes MHSA Housing and Meta is reconsidering MHSA Housing. The MHSA Housing Executive team will meet on August 18 to present the County Administrative Office with a recommendation for additional funding. • Attended Cap and Trade Housing meeting at the San Bernardino Association of Governments (SANBAG) meeting. The county wants to investigate housing associated with that to bring more housing opportunities to the area.
	Andre Bossieux	<ul style="list-style-type: none"> • HUD is pushing to end youth homelessness by 2020. • Youth that are aging out of Foster Care is a targeted population. They've associated federal dollars to the Family Unification Program (FUP) grants. This is the first time in years they've committed money of that magnitude to the foster youth.
	Debra Watkins	<ul style="list-style-type: none"> • Gave an update on the Stakeholder's Group for Service Providers/Non-profits. Appealed for involvement from HPN participants.

	Debra Watkins	<ul style="list-style-type: none"> Also attended a city council meeting in Pomona. There was an organization attempting to set up a veterans men's faith based emergency shelter/transitional housing. They were well organized and well represented at the meeting. They plead their case and city council did not approve. They are utilizing an abandoned motel. There are sponsors that clean the place up. She spoke with the person in charge and they discussed some issues they were dealing with. From this Debra has decided we need teams to get a message to the cities. She passed around a sign-up sheet for those who are interested. Shared a notice from Riverside County 211 Community Connect to be held Friday, September 25, 2015 from 8:30am – 4:30pm. They have sponsorship opportunities. It will be at the Grove Community Church.
	Aracely Nava	<ul style="list-style-type: none"> Announced the Molina Health Care "Care 4 a Healthy IE" free health clinic for the uninsured taking place August 14 – 16, 2015 at the National Orange Show Events Center in San Bernardino
PRESENTATION		
Establishing A Coordinated Entry System in San Bernardino County; Implementing A Regional Case Conferencing Strategy	Don Smith	<ul style="list-style-type: none"> Distributed information on the CES in Los Angeles coordinated by United Way & LAHSA. The LA CES stitches existing programs together into a no wrong door system, connecting homeless adults to the best resources for them. It moves from dead ends and closed doors to seamless connections. It goes from endless intakes, application and wait lists to 1 survey that connects to real time housing opportunities, Instead of first come, first serve; its best fit for a housing match. Moves from each organization doing it all, to each organization doing what they do best. Without the CES it's like going through a maze. With the system there is a clear path to housing and support. Shared information on the Coordinated Entry and Assessment (CEA) system in King County, WA. Their focus is on families experiencing homelessness in their county. Launched in 2012, CEA plays a critical role in moving towards a system that provides the right intervention for each family through a clearly identified process for families to know where and how to access services and a standardized assessment to match families with appropriate housing services based on their needs.
	Debra Watkins	<ul style="list-style-type: none"> From a technical standpoint, how can we fix the problems within the 211 system and its existing capacity in areas of the county where they are blacked out? Before we start working on Coordinated Entry, how can we address and where can we find the funding to help 211 fix these issues and expand its capacity? Ron's Response: We don't think 211 is the answer to the system. We had conversations with HPN, Providers and OHS. We see 211 as a coordination piece. With keeping the providers as the frontline experts with 211, there's an opportunity to improve. Talking with the providers, we find the biggest issue with our system, is there is no system.
	Ron Griffin	<ul style="list-style-type: none"> We've talked to the HPN chairs and they all agreed to implement a case conferencing pilot project countywide. Case Conferencing meetings will be held at least once a month in conjunction with the Regional HPN Meetings. Participants will be provided with a list of target cases and will discuss what resources are available for these households. Through the case conferencing, we will be able to identify what resources are available and what resource needs are not being met, in real-time. We will know what the resources are on a regional and county-wide basis. We also be able to generate real-time data to share with decision-makers on what resources are needed. For this process, we will look at lessons learned through the case conferencing model being conducted for Veterans. We need to make sure those agencies and programs with housing resources are at the table. We intend to increase communication and reduce homelessness in our county. Based on what happens at these meetings, we will report out to the county and to ICH.

	<p>Gary Madden</p> <p>Don Smith</p> <p>Debra Watkins</p> <p>Ron Griffin</p> <p>Selma Saldamando</p> <p>Gary Madden</p> <p>Debra Watkins</p> <p>Don Smith</p> <p>Ron Griffin</p>	<ul style="list-style-type: none"> • 211 has a mechanism to be very useful in this process. 211 gets about 150 calls per hour and not enough staff to handle those calls, which is why the wait time is so long. When it comes to the CES, we need to figure out a way to bypass that so we have staff that is dedicated to the CES and their calls can be answered right away. Debra responded that she and others call 211 on behalf of consumers. We are working on how it will be funded. The Continuum of Care (CoC) may be able to reallocate funding for the CES. • Housing providers will be at the table. We will go around table to figure out what resources apply and how to get that person into housing and stabilized. Debra asked how we can track the follow up. Don said we are going to set up a tracking instrument. By doing this in a coordinated way, it hopefully will make everyone's job easier and more efficient and effective in a collaborative approach to getting the job done. • Debra said we lack an Ombudsman. With bringing corporate cultures together and different personalities, there is possibility of arguments and no collaboration. We need some type of Ombudsman process where we can bring in someone for these kinds of situations. • Ron doesn't think it going to be that complicated. He said were doing it already but in an uncoordinated way. The question is: Is this group willing to take a portion of this meeting to have that kind of case conferencing? • Maybe we can focus on the tools we use that make our work easier and then share that. Then we can work on developing one thing like an assessment questionnaire? Don said we are going to create a common screening tool. Ron said we will use as little personal info as possible. Names will not be used in the case conferencing meeting. • The Homeless Management Information System (HMIS) database is an organizing tool all partners have access to. We use a case number, and since we've all looked at the profile we understand their case and what their circumstances are. That becomes an organizing tool for information around which we then work on the actual people. • Shelter is not best practice. Best Practice is to find permanent housing for people. That is what we are building the system for. We only have a few housing providers in the county. Who will provide supportive services? Not all our housing providers are robust in supportive services. We have to continue to build that so we can end up with a very robust solution for anyone who needs supportive services. • Debra said we have faith based organizations that are not receiving HUD funding. They are the best resources we have to connect with the homeless. "If I am an organization not receiving HUD funding, but providing services to homeless, am I excluded from contributing info to the HMIS system?" Don responded, no, you are welcome to join HMIS, just go to training and sign an agreement. • Part of the reason for the Case Conferencing idea is to pull in all the providers, those who are not HUD funded and those who are faith based. We need to bring everyone to the table. Doug mentioned Housing & Employment has its own internal process with the Housing Authority. • Is this group willing to pilot something that looks like case conferencing as a portion of the meeting? Would the group feel comfortable if we bring a small list to the meeting next month to discuss? All it will be is a discussion whether or not we can house these people. All agreed.
<p>INFORMATION ITEMS</p>		
<p>Adjournment</p>		<p>The Brainstorming Session for Coordinated Entry will be continued to the September 8, 2015 meeting.</p>

Next Meeting		The West Valley Region will next meet September 8, 2015 from 9:00 am – 11:30 am at United Way 2-1-1 located at 9624 Hermosa Ave., Rancho Cucamonga, CA 91730. An Introductory Meeting on Regional Case Conference will take place from 10:30 – 11:30am.
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July 14, 2015 ATTENDEES:

ABRAM	KAREN	Inland Valley Hope Partners	909-622-3806	KarenA@inlandvalleyhopepartners.org
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