



Office of Homeless Services
 215 N. D Street • San Bernardino, CA 92415
 Phone: (909)501-0610 • Fax: (909)501-0622
 Email: homelessrfp@hss.sbcounty.gov • Website: <http://www.sbcounty.gov/dbh/sbchp/>

Agenda: General Meeting of the Interagency Council on Homelessness (ICH)

Meeting date,
time, and place

THIS MEETING WILL BE CONDUCTED PURSUANT TO CALIFORNIA GOVERNMENT CODE SECTION 54953(e).

Date: **September 28, 2022**

Time: **9:00 am – 11:00 am**

Place: **WebEx Meeting:**

<https://hs-sbcounty.webex.com/hs-sbcounty/j.php?MTID=m4c0a5367489493821606b4fd755d229e>

- Access #: 1-408-418-9388
- Access Code: 2493 712 9860

Note: 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.

		Time
Call to Order	Chair or Designee will call the meeting to order	9:00 – 9:01 am
Invocation/Pledge	Chair or Designee will lead the Invocation and Pledge of Allegiance	9:01 – 9:05 am
Introductions	Chair or Designee will lead the Introductions of the ICH Members by roll call.	9:05 – 9:10 am
Agenda Items:	The following items are presented for informational, consent, and discussion purposes.	

Public Comment	Open to the public for comments. Members of the public wishing to address the council will need to submit a request to speak prior to the time the Chair calls for public comment by typing in the chat box that you have a public comment. The Chair will call on you in the order the requests are received. Once your name has been called, please unmute yourself and you will then have up to 3 minutes to speak.	
Consent		
1	Adopt Resolution to Allow Participation in Public Meetings via Teleconference pursuant to Assembly Bill 361– Maria Razo, Chair and Sophie Akins, ICH Legal Counsel. <i>Page 3</i>	
2	Approve Minutes of the August 31, 2022, Special ICH Meeting - Maria Razo, Chair <i>Page 5</i>	9:10 – 9:30 am
3	Ratify the action of the Chair to provide a Letter of Support for Inland Empire Health Plan (IEHP) for Housing and Homelessness Incentive Program (HHIP) – Maria Razo, Chair <i>Page 12</i>	



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Introduction		
4	Introduction of new ICH Member, Martha Zepeda, Deputy Executive Officer – Maria Razo, Chair <i style="text-align: right;">Page 13</i>	9:30 – 9:40 am
Discussion		
5	Approve and authorize the Vice-Chair to sign the Letter of Commitment to the Housing Authority of the County of San Bernardino for Stability Vouchers – Jessica Alexander, Vice Chair <i style="text-align: right;">Page 14</i>	9:40 – 9:50 am
6	Introduction of proposed policies and procedures for the Coordinated Entry System – Dr. Pat Leslie, Urban Initiatives <i style="text-align: right;">Page 15</i>	9:50 – 10:05 am
7	Adopt the Violence Against Women Act (VAWA) Policies and Procedures and the Emergency Transfer Plan - Tom Hernandez, Office of Homeless Services <i style="text-align: right;">Page 59</i>	10:05 – 10:15 am
8	Approve the date of January 26, 2023, to conduct the 2023 Point-In-Time Count - Tom Hernandez, Office of Homeless Services <i style="text-align: right;">Page 73</i>	10:05 – 10:10 am
9	Accept nominations and vote to elect the following positions: a. Chair b. Vice-Chair Tom Hernandez, Office of Homeless Services <i style="text-align: right;">Page 74</i>	10:10 – 10:40 am
Information Sharing		
10	Update on HMIS transition – Nicholas Miller, Office of Homeless Services <i style="text-align: right;">Page 75</i>	10:40 – 10:50 am
Council Roundtable		
	Open to comments by the Council	10:50 – 11:00 am
Adjournment		11:00 am
Next ICH Meeting	The next regularly scheduled Interagency Council on Homelessness meeting is scheduled for: <p style="text-align: center;"><u>Special ICH Meeting (Tentative)</u> <u>October 2022, Date and Time To Be Determined</u> <u>Via Webex</u></p> <p style="text-align: center;"><u>ICH Meeting (Regular)</u> <u>Wednesday, October 26, 2022</u> <u>9:00 am – 11:00 am</u> <u>Via Webex</u></p>	

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 INTERAGENCY COUNCIL ON HOMELESSNESS 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 215 NORTH D STREET, SUITE 301, SAN BERNARDINO, CA 92415. <http://www.sbcounty.gov/dbh/sbchp/> AGENDA AND SUPPORTING DOCUMENTATION CAN BE OBTAINED AT 215 NORTH D STREET, SUITE 301, SAN BERNARDINO, CA 92415

INTERAGENCY COUNCIL ON HOMELESSNESS

RESOLUTION NO. 2022 - _____

A RESOLUTION OF THE INTERAGENCY COUNCIL ON HOMELESSNESS
FINDING THAT MEETING IN PERSON CONTINUES TO PRESENT AN IMMINENT RISK
TO THE HEALTH OR SAFETY OF ATTENDEES
AS A RESULT OF THE COVID-19 STATE OF EMERGENCY

WHEREAS, on March 4, 2020, the Governor proclaimed a State of Emergency to exist in California as a result of the threat of COVID-19; and

WHEREAS, on March 17, 2020, the Governor issued Executive Order N-29-20, under the provisions of Government Code section 8571, finding that strict compliance with various statutes and regulations specified in that order would prevent, hinder, or delay appropriate actions to prevent and mitigate the effects of COVID-19; and

WHEREAS, Executive Order N-29-20, in part, suspended certain provisions of the Ralph M. Brown Act (Brown Act) related to participation in meetings via teleconference in order to provide legislative bodies with more flexibility to hold public meetings while maintaining social distancing due to COVID-19; and

WHEREAS, on June 11, 2021, the Governor issued Executive Order N-08-21 which, in part, provides that the teleconferencing provisions set forth in Executive Order N-29-20 expire on September 30, 2021; and

WHEREAS, on September 16, 2021, the Governor signed Assembly Bill 361 into law, amending the Brown Act in order to continue some of the teleconferencing flexibility during a State of Emergency following the expiration of Executive Order N-29-20 on September 30, 2021; and

WHEREAS, in order to utilize the teleconferencing provisions of Assembly Bill 361, there must be a proclaimed State of Emergency and either: (1) social distancing measures recommended by State or local officials, or (2) the legislative body determines by majority vote that meeting in person would present imminent risks to the health and safety of attendees; and

WHEREAS, there is currently a State of Emergency in California pursuant to the Governor's March 4, 2020, proclamation; and

WHEREAS, due to the ongoing State of Emergency and the public health threat posed by COVID-19, the Interagency Council on Homelessness seeks to make findings, as required by Assembly Bill 361, that as a result of the COVID-19 State of Emergency, the highly contagious Omicron and BA.5 variants of COVID-19, the anticipated number of attendees, the likely inability to socially distance, and due to the unique characteristics of the size and capacity of its meeting location, meeting in person continues to present an imminent risk to the health or safety of meeting attendees; and

WHEREAS, the circumstances of the State of Emergency continue to directly impact the ability of the members of the legislative body and members of the public to meet safely in person at the meeting facilities of the Interagency Council on Homelessness; and

WHEREAS, in the interest of public health and safety, as affected by the emergency caused by the

spread of COVID-19, the Interagency Council on Homelessness thus intend to invoke the provisions of Assembly Bill 361 related to teleconferencing as provided in subdivision (e) of Government Code section 54953; and

NOW, THEREFORE, BE IT RESOLVED, by the Interagency Council on Homelessness as follows:

Section 1. The Recitals set forth above are true and correct and are incorporated into this Resolution by this reference.

Section 2. The Governor's State of Emergency Declaration, issued on March 4, 2020, remains active.

Section 3. As a result of the March 4, 2020, State of Emergency, and the highly contagious Omicron and BA.5 variants of COVID-19, meeting in person at the meeting facilities of the Interagency Council on Homelessness continues to present an imminent risk to the health or safety of attendees due to the unique characteristics of the size and capacity of its meeting facilities, the anticipated number of attendees, and the likely inability to socially distance.

Section 4. This Resolution and the findings contained herein shall apply to all the committees of the Interagency Council on Homelessness that are subject to the Brown Act.

Section 5. This Resolution shall take effect immediately upon its adoption and shall be effective until the earlier of (i) thirty (30) days after the adoption of this Resolution, or (ii) such time the Interagency Council on Homelessness adopts a subsequent resolution in accordance with Government Code section 54953(e)(3) to extend the time during which the Interagency Council on Homelessness and its committees subject to the Brown Act may continue to teleconference in compliance with subdivision (e) of Section 54953 of the Government Code.

The foregoing Resolution was passed and adopted this 28th day of September 2022, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

APPROVED:

Chairperson

ATTEST:

Secretary/Clerk



**Minutes for San Bernardino County Homeless Partnership
Special Interagency Council on Homelessness (ICH) Meeting**

August 31, 2022
9:00 a.m. – 11:30 a.m.
Via WebEx – Teleconference

Minutes Recorded and Transcribed by Claudia Doyle, Program Specialist, Office of Homeless Services

TOPIC	PRESENTER	ACTION/OUTCOME
	Maria Razo - Chair	<ul style="list-style-type: none"> The meeting was called to order at 9:02 a.m.
Introductions	Maria Razo - Chair	<ul style="list-style-type: none"> Tom Hernandez took ICH Member roll call. Members of the public were not introduced but we had over 82 members of the public join us via telephone.
ICH Members Present		<ul style="list-style-type: none"> The following ICH members or their alternates were present for the meeting: Supervisor Baca, Supervisor Rutherford, Kimberly Calvin, Jeff Drozd, Antoinette Jackson, Quinton Page, Gerry Gutierrez, Shonie Perry, Stephanie Bruce, Michael Knight, Maria Razo, Sharon Green, Don Smith, Wendell Wilson, Astrid Johnson, and Meghan Lloyd Late to the meeting were: Jessica Alexander (9:10) Absent: Supriya Barrows and Erika Lewis Huntley
PUBLIC COMMENTS	PRESENTER	ACTION/OUTCOME
		<ul style="list-style-type: none"> Public Comment was provided by Desiree Rivera for Item #7,
CONSENT	PRESENTER	ACTION/OUTCOME
<p>Adopt Resolution to Allow Participation in Public Meetings via Teleconference pursuant to Assembly Bill 361– Maria Razo, Chair and Sophie Akins, ICH Legal Counsel</p> <p>Approve Minutes of the June 22, 2022, ICH Meeting</p> <p>Approve Minutes of the July 27, 2022, Special ICH Meeting</p> <p>Approve Minutes of the August 10, 2022, Special ICH Meeting</p>	Maria Razo, Chair	<ul style="list-style-type: none"> Don Smith made a motion to approve the consent calendar. Council member Kimberly Calvin made the second. A roll call vote was taken. 17 members were in favor (Joe Baca Jr, Janice Rutherford, Kimberly Calvin, Jeff Drozd, Antoinette Jackson, Quinton Page, Jerry Gutierrez, Shonie Perry, Stephanie Bruce, Michael Knight, Maria Razo, Sharon Green, Don Smith, Jessica Alexander, Wendell Wilson, Astrid Johnson, Meghan Lloyd), 0 members were opposed, and 2 member was absent from the vote (Erika Lewis-Huntley, Supriya Barrows). The motion was approved.

DISCUSSION	PRESENTER	ACTION/OUTCOME
Adopt Ad Hoc Coordinated Entry System Review Committee Activities, Findings, and Recommendations report.	Maria Razo, Chair Dr. Pat Leslie, Urban Initiatives	<ul style="list-style-type: none"> • The Chair gave a brief introduction on the item, noting that the document was presented in the last ICH meeting to provide time for review and comments. • Dr. Leslie noted that the report offers recommendations in five specific areas: systems design, policy and procedures, operations, planning & transition, and funding. • Motion made by Stephanie Bruce and second by Astrid Johnson. • Discussion – Don Smith offered a substitute motion to enter items he drafted with five recommendations for adoption. The chair explained that ICH board can only act on the first item that was agenized per legal counsel recommendation. The substitute motion was offered but there was no second offered to support the substitute motion. • A vote was taken on the original motion • A roll call vote was taken. <ul style="list-style-type: none"> • Sixteen (16) members voted yes (Joe Baca Jr, Janice Rutherford, Kimberly Calvin, Jeff Drozd, Antoinette Jackson, Quinton Page, Jerry Gutierrez, Shonie Perry, Stephanie Bruce, Michael Knight, Maria Razo, Sharon Green, Jessica Alexander, Wendell Wilson, Astrid Johnson, Meghan Lloyd). • One person abstained from the vote: Don Smith • Absent from the vote were: Erika Lewis-Huntley, Supriya Barrows • The motion was approved
Approve Molina Healthcare of California’s Investment Plan Template for the Housing and Homelessness Incentive Program Letter of Support.	Maria Razo, Chair	<ul style="list-style-type: none"> • A motion was made to approve the Letter of Support by pastor Jessica Alexander and second by Council Member Kimberly Calvin • A roll call vote was taken. 17 members voted yes (Joe Baca Jr, Suzette Swallow, Kimberly Calvin, Jeff Drozd, Antoinette Jackson, Quinton Page, Jerry Gutierrez, Shonie Perry, Stephanie Bruce, Michael Knight, Maria Razo, Sharon Green, Don Smith, Jessica Alexander, Wendell Wilson, Astrid Johnson, Meghan Lloyd). • Absent from the vote were: Erika Lewis-Huntley, Supriya Barrows • The motion was approved
Allow agencies to provide a brief (2 minute) overview of their renewal project, domestic violence (DV) bonus project application, and Continuum of Care (CoC) bonus project application, if they would like, and review the Grant Review Committee’s (GRC) scoring and	Tom Hernandez, Chief of Homeless Services	<p>The Chair gave a brief introduction on the item, then recused herself from item 7- 9. Stated that OHS contacted all members to see who had a conflict of interest.</p> <ul style="list-style-type: none"> • The following ICH members declared they had a Conflict of Interest on this item and need to recuse themselves: <ul style="list-style-type: none"> ○ Supervisor Joe Baca Jr ○ Supervisor Rutherford ○ Don Smith ○ Quinton Page

<p>rating/tiering/ranking recommendations to the full ICH membership.</p>		<ul style="list-style-type: none"> ○ Maria Razo ○ Michael Knight <ul style="list-style-type: none"> • The following agencies were recommended to renew their projects in Tier 1: <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top;"> <p>County of San Bernardino – HMIS Inland Southern California 211+ Pathways Home Family Assistance Program Housing Authority of the County of San Bernardino Housing Authority of the County of San Bernardino Lighthouse Social Service Centers The Time for Change Foundation Housing Authority of the County of San Bernardino New Hope Village Knowledge and Education for Your Success Inland Housing Solutions Step Up on Second Street, Inc. Knowledge and Education for Your Success Lutheran Social Services of Southern California Housing Authority of the County of San Bernardino Inland Valley HOPE Partners United States Vets Tier 1)</p> </td> <td style="vertical-align: top;"> <p>1-Data System 2-Coordinated Entry System 3-Domestic Violence Coalition Project 4-Cornerstone 5-Lantern Woods 6-Hope for Heroes 7-Homes of Hope 8-Laurelbrook 9-New Hope Village, Too! 10-KEYS for Success 11-Infinite Horizons 12-Step Up San Bernardino 13-KEYS for Life 14-PH for Homeless with HIV/AIDS 15-Gateway 16-Hope Partner's Family Stabilization 17a-Veterans PSH Program (Straddle</p> </td> </tr> </table> <ul style="list-style-type: none"> • Rishad Mitha from Housing Authority gave a brief 2-minute overview of their program. • Jeff Little from Inland Housing Solutions gave a 2-minute overview of their program. • Kami Grosvenor – Inland Valley Hope Partners gave a 2-minute overview of their program. • Karyn Young-Lowe from Light House Social Services gave a brief overview of their program. • Jere Thrasher from Knowledge and Education for Your Success (KEYS) gave a brief overview of their program. • Ricardo Forbes from Lutheran Social Services of Southern California gave a brief overview of their program. • Greg Coffos from Step Up on Second Street, Inc gave a brief 2-minute overview of their program. • Vanessa Perez from Time for Change Foundation gave a brief 2-minute overview of their program. • Nicole Murray from U.S. Vets Inland Empire gave a brief 2-minute overview of their program. 	<p>County of San Bernardino – HMIS Inland Southern California 211+ Pathways Home Family Assistance Program Housing Authority of the County of San Bernardino Housing Authority of the County of San Bernardino Lighthouse Social Service Centers The Time for Change Foundation Housing Authority of the County of San Bernardino New Hope Village Knowledge and Education for Your Success Inland Housing Solutions Step Up on Second Street, Inc. Knowledge and Education for Your Success Lutheran Social Services of Southern California Housing Authority of the County of San Bernardino Inland Valley HOPE Partners United States Vets Tier 1)</p>	<p>1-Data System 2-Coordinated Entry System 3-Domestic Violence Coalition Project 4-Cornerstone 5-Lantern Woods 6-Hope for Heroes 7-Homes of Hope 8-Laurelbrook 9-New Hope Village, Too! 10-KEYS for Success 11-Infinite Horizons 12-Step Up San Bernardino 13-KEYS for Life 14-PH for Homeless with HIV/AIDS 15-Gateway 16-Hope Partner's Family Stabilization 17a-Veterans PSH Program (Straddle</p>
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<p>Consider brief (3 minute) appeals from agencies that were not recommended by the GRC for renewal, planning, and bonus</p>	<p>Tom Hernandez, Chief of Homeless Services</p>	<p>One agency, U.S. Vets requested to appeal to the ICH Board regarding their Tier 2 standing.</p> <ul style="list-style-type: none"> • Nicole Murray spoke representing U.S. Vets, requesting that the ICH Board not approve their startle on the renewal application. 		

projects funding.																																																																																												
<p>a. Approve the Recommendations of the GRC for the CoC Renewals, and CoC bonus application and the rating, ranking and tiering of the CoC application renewal, planning, and bonus projects.</p> <p>b. If the ICH does not approve the GRC Recommendations, consider any brief (3 minute) appeals from agencies that were not recommended for renewal, planning, and bonus projects funding. - Tom Hernandez, Chief of Homeless Services</p>		<ul style="list-style-type: none"> A total of 17 ICH members present at the meeting, six (6) members recused themselves leaving a quorum to move forward. The recused members (Supervisor Joe Baca Jr. Supervisor Rutherford, Quinton Page, Maria Razo, Don Smith and Michael Knight) exited the meeting by logging out of the Webex meeting. Tom Hernandez presented the Recommendations of the GRC for the CoC Renewals, DV bonus application, and CoC bonus application and the rating, ranking, and tiering of the CoC application renewal, planning, and Bonus projects to the ICH members. <p>Tier 1</p> <table border="1"> <tr><td>County of San Bernardino – HMIS</td><td>1-Data System</td><td>\$250,158</td><td>HMIS</td></tr> <tr><td>Inland Southern California 211+ Pathways Home</td><td>2-Coordinated Entry System</td><td>\$403,136</td><td>SSO-CES</td></tr> <tr><td>Family Assistance Program</td><td>3-Domestic Violence Coalition Project</td><td>\$2,352,206.00</td><td>Joint TH-RRH</td></tr> <tr><td>Housing Authority of the County of San Bernardino</td><td>4-Cornerstone</td><td>\$3,633,423.00</td><td>PSH</td></tr> <tr><td>Housing Authority of the County of San Bernardino</td><td>5-Lantern Woods</td><td>\$186,134.00</td><td>PSH</td></tr> <tr><td>Lighthouse Social Service Centers</td><td>6-Hope for Heroes</td><td>\$1,003,477.00</td><td>PSH</td></tr> <tr><td>The Time for Change Foundation</td><td>7-Homes of Hope</td><td>\$433,560.00</td><td>PSH</td></tr> <tr><td>Housing Authority of the County of San Bernardino</td><td>8-Laurelbrook</td><td>\$443,004.00</td><td>PSH</td></tr> <tr><td>New Hope Village</td><td>9-New Hope Village, Too!</td><td>\$45,843.00</td><td>PSH</td></tr> <tr><td>Knowledge and Education for Your Success</td><td>10-KEYS for Success</td><td>\$341,736.00</td><td>RRH</td></tr> <tr><td>Inland Housing Solutions</td><td>11-Infinite Horizons</td><td>\$581,602.00</td><td>RRH</td></tr> <tr><td>Step Up on Second Street, Inc.</td><td>12-Step Up San Bernardino</td><td>\$2,681,672.00</td><td>PSH</td></tr> <tr><td>Knowledge and Education for Your Success</td><td>13-KEYS for Life</td><td>\$281,281.00</td><td>RRH</td></tr> <tr><td>Lutheran Social Services of Southern California</td><td>14-PH for Homeless with HIV/AIDS</td><td>\$84,696.00</td><td>PSH</td></tr> <tr><td>Housing Authority of the County of San Bernardino</td><td>15-Gateway</td><td>\$228,918.00</td><td>PSH</td></tr> <tr><td>Inland Valley HOPE Partners</td><td>16-Hope Partner's Family Stabilization</td><td>\$170,621.00</td><td>RRH</td></tr> <tr><td>United States Vets</td><td>17a-Veterans PSH Program (Straddle Tier 1)</td><td>\$536,976.00</td><td>PSH</td></tr> <tr><td colspan="2"></td><td>\$13,658,443.00</td><td></td></tr> </table> <p>Not Ranked</p> <table border="1"> <tr><td>Office of Homeless Services</td><td>Planning Grant</td><td>\$431,319.00</td></tr> <tr><td colspan="2"></td><td>\$431,319.00</td></tr> </table> <p>Tier 2</p> <table border="1"> <tr><td>United States Vets</td><td>17a-Veterans PSH Program (Straddle Tier 1)</td><td>\$718,865.00</td><td>PSH</td></tr> <tr><td>Step Up on Second, Inc.</td><td>18-Step Up San Bernardino Project Based PSH</td><td>\$718,865.00</td><td>PSH</td></tr> <tr><td colspan="2"></td><td>\$1,437,730.00</td><td></td></tr> </table> <ul style="list-style-type: none"> Tom continued with an overview of how and why the Grant Review Committee scored and tiered the renewal 	County of San Bernardino – HMIS	1-Data System	\$250,158	HMIS	Inland Southern California 211+ Pathways Home	2-Coordinated Entry System	\$403,136	SSO-CES	Family Assistance Program	3-Domestic Violence Coalition Project	\$2,352,206.00	Joint TH-RRH	Housing Authority of the County of San Bernardino	4-Cornerstone	\$3,633,423.00	PSH	Housing Authority of the County of San Bernardino	5-Lantern Woods	\$186,134.00	PSH	Lighthouse Social Service Centers	6-Hope for Heroes	\$1,003,477.00	PSH	The Time for Change Foundation	7-Homes of Hope	\$433,560.00	PSH	Housing Authority of the County of San Bernardino	8-Laurelbrook	\$443,004.00	PSH	New Hope Village	9-New Hope Village, Too!	\$45,843.00	PSH	Knowledge and Education for Your Success	10-KEYS for Success	\$341,736.00	RRH	Inland Housing Solutions	11-Infinite Horizons	\$581,602.00	RRH	Step Up on Second Street, Inc.	12-Step Up San Bernardino	\$2,681,672.00	PSH	Knowledge and Education for Your Success	13-KEYS for Life	\$281,281.00	RRH	Lutheran Social Services of Southern California	14-PH for Homeless with HIV/AIDS	\$84,696.00	PSH	Housing Authority of the County of San Bernardino	15-Gateway	\$228,918.00	PSH	Inland Valley HOPE Partners	16-Hope Partner's Family Stabilization	\$170,621.00	RRH	United States Vets	17a-Veterans PSH Program (Straddle Tier 1)	\$536,976.00	PSH			\$13,658,443.00		Office of Homeless Services	Planning Grant	\$431,319.00			\$431,319.00	United States Vets	17a-Veterans PSH Program (Straddle Tier 1)	\$718,865.00	PSH	Step Up on Second, Inc.	18-Step Up San Bernardino Project Based PSH	\$718,865.00	PSH			\$1,437,730.00	
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Step Up on Second, Inc.	18-Step Up San Bernardino Project Based PSH	\$718,865.00	PSH																																																																																									
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		<p>and bonus projects.</p> <ul style="list-style-type: none"> • Discussion amongst the members ensued. • Jessica Alexander expressed concern about why a high scoring agency was chosen for tier 2. • ZaZette Scott stated that the vote to have U.S. Vets stratal was unanimous <ul style="list-style-type: none"> ○ Stated the committee agreed that if there was a loss of funding US Vets would be more likely to be able to absorb a loss of funding and relied on, that historically HUD has funded Tier2 projects ○ If they had chosen the smaller agencies, four or five would not have been able to recover the loss of funding and they would have to start over, leaving a huge hole of services within the County. • Stephanie Bruce asked about the criteria used to determine Tier 1 and Tier 2. • Sharon Green made a comment that she wants to make sure that in the future we do not move agencies with lesser performance above those with better performance. • Antoinette Jackson stated she would like a brief synopsis of the programs that were recommended for renewal. <ul style="list-style-type: none"> • A motion was made to approve the Recommendations of the GRC for the CoC Renewals, and CoC bonus application and the rating, ranking, and tiering of the CoC application renewal, planning, and bonus projects.by Jerry Gutierrez and second by Sharon Green. • Stephanie Bruce asked if there are systems established to review agency performance. • Tom responded that systems performance measure are in place set by HUD and reported back to HUD. • Sharon Green stated that a permanent Grant Review Committee would help in holding agencies accountable and help guide them in using funding. • A roll call vote was taken. 10 members voted yes (Jeff Drozd, Antoinette Jackson, Jerry Gutierrez, Shonie Perry, Stephanie Bruce, Sharon Green, Jessica Alexander, Wendell Wilson, Astrid Johnson, Meghan Lloyd). • Absent from the vote were: Erika Lewis-Huntley, Supriya Barrows Supervisor Joe Baca Jr, Supervisor Rutherford, Don Smith, Quinton Page, Maria Razo, Kimberly Calvin, and Michael Knight • The motion was approved <ul style="list-style-type: none"> • After the vote was complete the recused members were contacted and asked to return to the meeting.
Council Roundtable	PRESENTER	ACTION/OUTCOME
		<ul style="list-style-type: none"> • Maria thanked the GRC for the time spent reviewing the application renewals and new projects. <ul style="list-style-type: none"> ○ Maria stated that at the next meeting there will be elections for the Chair and Vice Chair ○ A call for volunteers will be sent out to members to participate in Summit planning committee ○ Migration of HMIS for Bitfocus, OHS will prove more information regarding the plan, training, and conversion process. ○ Request from Housing Authority for referring partners of emergency housing vouchers, contact Kristin Maithonis • Tom share SBCHP website were the CoC Supplemental NOFO timeline is located • Don Smith thanked the GRC Committee for their work.

		<ul style="list-style-type: none"> ○ Congratulations to Fontana for Homekey grant of 3 million dollars. ○ Asked for OHS comes back and present how the 400 thousand in planning dollars will be spent. ○ Asked for information on 2021 planning funds information and how they were spent. ○ Stated he was disappointed that a user group to provide input on the migration of HMIS. ○ Bring back the HMIS monthly user meeting. ○ Asked to have a full review and accounting of ESG program. ● Wendell Wilson stated that he would also like to hear about ESG program. ● Astrid Johnson agreed with Don Smith and Wendell Wilson.
Adjournment		<ul style="list-style-type: none"> ● Being no further business, the meeting was adjourned at 11:31 a.m.
Next Meeting		<p>The Next ICH Meeting will be held on:</p> <p style="text-align: center;"><u>ICH Meeting (Regular)</u> <u>Wednesday, September 28, 2022</u> <u>9:00 am – 11:00 am</u> <u>Via Webex</u></p>

Office of Homeless Services
215 North D Street, Suite 301 • San Bernardino, CA 92415
Phone: (909) 501-0610 • Fax: (909) 501-0622
Email: homelessrfp@hss.sbcounty.gov • Website: <http://www.sbcounty.gov/dbh/sbchp/>

Attendees on June 22, 2022, • Interagency Council on Homelessness – Teleconference				
LAST NAME	FIRST NAME	ORGANIZATION	PHONE NUMBER	EMAIL
Atkins	Sophie	County Counsel		
Alexander	Jessica	Operation Grace		pastorjessicaalexander@gmail.com
Baca Jr	Joe	5th District – BOS		Joe.Baca@bos.sbcounty.gov
Drozd	Jeff	Town of Yucca Valley		
Bruce	Stephanie	Community Revitalization Chief of Operations		
Calvin	Kimberly	City of San Bernardino		
Green	Sharon			
Gutierrez	Jerry			
Hernandez	Tom	OHS	909-501-0611	Tom.Hernandez@hss.sbcounty.gov
Jackson	Antoinette	City of Victorville		
Johnson	Astrid	Morongo Basin ARCH		skyviewfarm29@gmail.com
Leslie	Pat			pleslie@pointloma.edu
Lloyd	Meghan	Youth Advisory Board		
Page	Quinton	DOVES Big Bear		

Perry	Shonie	SBCSS – Homeless Education Program Manager		Shonie_Perry@sbcss.k12.ca.us
Preciado	Juan	Probation		
Razo	Maria	Housing Authority of the County of San Bernardino		
Rutherford	Janice	2nd District BOS		
Smith	Don	Creating Community Solutions		donsmithsolutions@outlook.com
Walker	Sue	Mountain Homeless Coalition		
Webb	Scott	City of Victorville		
Knight	Michael	Dept. of Behavioral Health		

*Please note we do not take attendance of members of the public that joined via tele-conference

San Bernardino County Homeless Partnership

Homeless Provider Network

Administrative Office
215 North D Street, Suite 301, San Bernardino, CA 92415-0044
Office: (909) 501-0610



August 31, 2022

Michelle Baass
Director
Department of Health Care Services
P.O. Box 997413, MS 0000
Sacramento, CA 95899-7413

RE: Letter of Support for the Housing and Homeless Incentive Program

Dear Michelle Baass:

As the governing body for the County of San Bernardino Continuum of Care (CoC), the Interagency Council on Homelessness (ICH) provides this letter of support to Inland Empire Health Plan (IEHP) for the Housing and Homelessness Incentive Program (HHIP).

IEHP has been an active participant in the Continuum of Care for several years, including in many leadership roles with the Interagency Council on Homelessness. IEHP also serves on the Health Care/Behavioral Health workgroup and most recently on the Grant Review Committee. IEHP has worked collaboratively to develop a Local Homeless Plan and is very engaged in the San Bernardino Behavioral Health Subcommittee.

IEHP is a very strong partner in this community, and they continue to provide invaluable programs and services to the Inland Empire. As a participant in the ICH, IEHP, providers of housing and homeless assistance programs, and other federal programs meet to promote community-wide planning and the strategic use of resources addressing homelessness. Also, it is important to note that through this ongoing relationship, IEHP's Investment plan coordination was funded by the CoC.

IEHP is an advocate within our community that continues to serve the community at large, not just their IEHP Members. We strongly support their efforts and appreciate the value of IEHP, and their collaboration with the CoC and ICH.

As an active member of the CoC, IEHP assists by seeking to improve coordination and integration with mainstream resources, improve and expand the collection of data countywide, develop performance measurements, and assist the community to achieve stability through self-sufficiency.

IEHP's approval for the HHIP will support continued efforts that serve to strengthen the ability to assist our residents who are at risk of or are experiencing homelessness.

Regards,

DocuSigned by:
Maria Razo
3D2645B57CA34F5...

Maria Razo
Chair, Interagency Council on Homelessness



**County of San Bernardino
Office of Homeless Services**

215 North D Street, Suite 301 • San Bernardino, CA 92415-0044

Phone: (909) 501-0610 • Fax: (909) 501-0622

Email: homelessrfrp@hss.sbcounty.gov • Website: <http://www.sbcounty.gov/sbchp>

New ICH Member Bio's

Date September 28, 2022

Presenter Maria Razo, Chair

Martha Zepeda

Martha has been proudly serving county residents since 1992, most recently in the role of Deputy Executive Officer for Community Revitalization, overseeing Community Development and Housing Department and Office of Homeless Services, and working with various departments on activating the Homeless Strategic Action Plan.

Martha started her career with San Bernardino County Transitional Assistance Department (TAD) as an Eligibility Worker I. Throughout the years, she has held the following positions: Eligibility Worker II, Eligibility Worker Supervisor I, District Manager, Corrective Action Manager, and Deputy Director.

In her previous roles, Martha administered the delivery of CalWORKS, CalFresh, Medi-Cal, and Foster Care/Adoption Assistance countywide. Martha led the deployment of artificial intelligence through the use of Automated Assistants at the TAD Call Center, which receives an average of 60,000 calls per month from some of the county's most vulnerable residents. The Authentication Automated Assistant completes identity verifications and allows customers to access case information. Additionally, Martha led the service efficiency initiative that changed TAD's business model for continuing caseloads and served as the foundation for the deployment of TAD's Customer Service Center.

Martha strongly supports the countywide vision and is a strong advocate of excellent customer service.



September 28, 2022

Rishad Mitha
Director of Operations
Housing Authority of the County of San Bernardino
715 E. Brier Drive
San Bernardino, CA 92408

RE: Letter of Commitment for Application for Housing Stability Vouchers per PIH Notice 2022-24

Dear Mr. Mitha,

As the governing body for the San Bernardino County Continuum of Care (CoC) the Interagency Council on Homelessness provides this letter of commitment to collaborate with the Housing Authority of the County of San Bernardino (HACSB) for its application through a Registration of Interest for the new Stability Voucher (SV) program.

We believe that these Stability Vouchers are greatly needed in our county and as such appreciate the intent to apply by HACSB. In coupling stability vouchers with CoC funded supportive services, families can be provided resources and services that will help them to obtain and maintain housing. The CoC is interested in partnering with HACSB in conjunction with the NOFO to Address Unsheltered and Rural Homelessness (FR-600-N-25S).

We appreciate your commitment to continuing to provide much needed rental assistance to low-income families in our community.

Sincerely,

Jessica Alexander
Vice Chair, Interagency Council on Homelessness

715 E. Brier Dr., San Bernardino, CA 92408
909.890.0644 | TTY: 711 | www.hacsb.com

To: Interagency Council on Homelessness (ICH)
Re: Revision to the CES Guidebook
From: P. Leslie, Urban Initiatives
Date: September 21, 2022

The ICH adopted the Ad Hoc CES Review Committee report in a special meeting approximately three weeks ago. One of the initial tasks is to update the CES Guidebook to reflect the decisions made by the ICH. In the beginning phases of this work, several facts became apparent about the current document, it

- combines CoC Written Standards for provision of housing and services with CES standards and guidance;
- incorporates basic CoC philosophies and guiding principles;
- references many activities or policies that the CoC/CES must do without describing what the CoC/CES doing;
- includes the content of federal policy documents; and
- includes information about who is responsible for compliance for only some of the required implementation and oversight activities.

Given these factors, the strategies for revision of the CES Guide Book include:

- Streamlining the document by focusing on the CES Policies and Procedures;
- Moving general CoC Written Standards to a separate, companion document;
- Restructuring the main components of the Guide by using the outline of the HUD CES Requirements in CPD Notice 17-01;
- Following each of the HUD requirements with the policies or actions the San BernardoC-CES will use to accomplish the requirements; and retaining the original details/descriptions in the latter sections of the document to use as during the community process to revise policies and procedures.

The document provided for the September ICH meeting reflects only the beginning work on revisions. It is not an initial draft of the CES Guidebook. There is substantial work needed and decisions from the Governance Charter review will influence what the final CES Guide includes for CoC, ICH, Collaborative Applicant, and CES Lead agency responsibilities and policies.



PATHWAYS HOME™
Housing Coordination Program

**San Bernardino County CoC
Coordinated Entry System**

**GUIDEBOOK
IN PROGRESS**

2022 REVISED OUTLINE

San Bernardino County

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BEGINNING DRAFT

Purpose and Background

The CES is a powerful tool designed to ensure that homeless persons and persons at risk of homelessness are matched, as quickly as possible, with the intervention that will most efficiently and effectively end their homelessness.

The SBC Continuum of Care designed the *CES* described in this guide book to coordinate and strengthen access to housing for families and individuals who are homeless or at risk of homelessness throughout San Bernardino County. The *CES* institutes consistent and uniform assessment and referral processes to determine and secure the most appropriate response to each individual or family's immediate and long-term housing needs.

The San Bernardino County (SBC) Continuum of Care (CoC) has developed guidance for the Coordinated Entry System (CES) in accordance with the Department of Housing and Urban Development (HUD) rules:

- 24 CFR Part 578 Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH Act): Continuum of Care Program; Interim Final Rule;
- Emergency Solutions Grants Program (24 CFR 576);
- [HUD's Community Planning and Development \(CPD\) Notice 17-01](#);
- HUD's final rule on defining chronically homeless and homeless (24 CFR 91);
- HUD Notice CPD-16-011 on prioritizing persons experiencing chronic homelessness and other vulnerable homeless persons in permanent supportive housing and Recordkeeping Requirements for Documenting Chronic Homeless Status; and
- The Equal Access Rule, 24 CFR 5.105, revised 2016

The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH Act): Continuum of Care Program (24 CFR Part 578) describes in § 578.7 the responsibilities of the Continuum of Care, including, "In consultation with recipients of Emergency Solutions Grants program funds within the geographic area, establish and consistently follow written standards for providing Continuum of Care assistance," and "to establish and operate a "centralized or coordinated assessment system" (referred to as "coordinated entry" or "coordinated entry process") with the goal of increasing the efficiency of local crisis response systems and improving fairness and ease

of access to resources, including mainstream resources. Both the CoC and ESG Program interim rules require use of the CoC's coordinated entry process. This guidebook intends to outline the requirements for the design, implementation, and annual review of a Coordinated Entry System (CES). Written Standards for operation of housing and services programs and Governance Policies are addressed in separate documents.

Guiding Principles of the CoC

- We are a team in partnership with our clients, who are the center of our efforts.
- We are separate entities but support each other's operations as trusted partners invested in each other's success.
- Clear and comprehensive information sharing is essential to our mutual success.
- We agree to work together to coordinate and leverage rather than duplicate services and resources.
- Recognizing that this process is always a work in progress that we are all shaping, we commit to continual and honest evaluation and improvement of the system. Rather than dwelling on what isn't perfect yet, we will collaborate at least monthly on ways to ensure continuous improvement.
- Because our clients are in a crisis situation, we will ensure that our response time to each other is timely. This means a "system" rather than "person" approach which ensures that someone in each organization responds regardless of individual staffing issues.
- Recognizing that housing is ultimately the solution for our clients in crisis, we will work collectively to create more housing stock specific to the needs of those we serve.

San Bernardino County Coordinated Entry System Vision

The CES will hold to the CoC Guiding principles through:

- A **uniform and standard assessment process** to be used for all those seeking assistance and procedures for determining the appropriate next level of assistance to resolve the homelessness of those living in shelters, on the streets, or places not meant for human habitation;
- Establishment of **uniform guidelines** among entities of homeless assistance (transitional housing, rapid rehousing, and permanent supportive housing) regarding: eligibility for services, priority populations, expected outcomes, and targets for length of stay;
- Agreed upon **priorities for accessing homeless assistance**;

- **Referral policies and procedures** the system of coordinated access to homeless services providers to facilitate access to services; and
- **The CES is permission based**, meaning that clients must agree to participate in and receive CES services. The CES is designed to assess eligibility for housing programs targeted to homeless persons. It is not a guarantee that the individual will meet the final eligibility requirements for - or receive a referral to - a particular housing or service option.

The original vision for the SBC CES included:

- Provide a “no wrong door approach” to allow anyone who needs assistance to know where to go to get that assistance, to be assessed in a standard and consistent way, and to connect with the housing/services that best meet their needs;
- Ensure that clients gain access as efficiently and effectively as possible to the type of intervention most appropriate to their immediate and long-term housing needs
- Facilitate exits from homelessness to stable housing in the most rapid manner possible given available resources and reduce new entries into homelessness through coordinated system wide diversion and prevention efforts
- Prevent people experiencing homelessness from entering and exiting multiple programs before getting their needs met
- Foster increased collaboration between homelessness assistance providers
- Ensure clarity, transparency, consistency and accountability for system users
- Ensure that people who have been homeless the longest and/or are the most vulnerable have priority access to scarce permanent supportive housing resources.

The 2022 CES Annual Review process resulted in a re-imagined vision for the SB CES, including several new or amended features. The process organized CES updates in five key areas: Overall CES design, Operations, Policies and procedures, Funding, and System planning and transition.

In August, 2022 the ICH adopted the recommendations of the Ad Hoc Coordinated Entry System Review Committee Report of Activities, Findings and Recommendations. Transition to and implementation of the revised CES features anticipates adjustments to the processes described in this guide book. Once the main features of the revised system are established, annual evaluation of the CES will provide ongoing opportunities for stakeholder feedback and additional system revision.

Details for the re-imagined system as outlined in the Ad Hoc Report adopted by ICH are incorporated into the discussion of HUD CPD 17-01 Requirements.

Partner Organizations

The implementation of the re-imagined *CES* necessitates significant, community-wide change. To help ensure that the system will be effective and manageable for homeless persons and persons at-risk of homelessness and for the housing and service providers tasked with meeting their needs, a comprehensive group of stakeholders must be involved in its design, implementation, and review. Additionally, a robust, diverse group of partners must be involved in ongoing operations.

Key recommendations with respect to partnerships for the revised *CES* are for a system that:

- Combines phone access and partner agencies for regional coverage and a “No-Wrong Door” approach
- Increases access points by incorporating a diversity of entities: Outreach teams, HOPE team, Law Enforcement, *CES* Anchor staff, or Hotline, ESG providers, and potentially selected health care and domestic violence response system services;
- Leverages HOPE Team and partner with community based organization in outreach, assessment, documentation, case conferencing.

In 2020, there were 27 participating partner organizations in the *CES*. Review of the status of these partnerships and assessment of the partners needed to fulfill the 2022 recommendations is needed. In addition,

- United Way 211 (Coordinating Entity)
- Sheriff's HOPE Team (Outreach Entity)
- Inland Housing Solutions (Housing Search & Stabilization)
- Homeless Management Information System (HMIS)
- Community Action Partnership
- Catholic Charities
- Central City Lutheran Mission
- City Link
- Desert Manna
- Housing Authority of San Bernardino County
- Family Services of Redlands
- Foothill AIDS Project
- Frazee Community Center
- Global One Development Center
- High Desert Homeless Services
- House of Prayer Gospel Outreach
- Inland Valley Hope Partners
- KEYS – KEYS for Life/SSVF
- Life Community Development
- Lighthouse Social Service Centers
- Mercy House
- New Hope Village, Inc.

- Redland's Police Department
- Rialto Police Department
- Salvation Army
- Step Up on Second
- Time for Change Foundation
- U.S. Vets
- Victor Valley Family Resource Center

BEGINNING DRAFT

Core Concepts Integrated Throughout CoC Systems

A. Housing First Approach

A Housing First approach will be implemented that prioritizes rapid placement and stabilization in permanent housing and does not have service participation requirements or preconditions such as sobriety or a minimum income threshold.

What differentiates a Housing First approach from other strategies is that there is an immediate and primary focus on helping individuals and families quickly access and sustain permanent housing. This approach centers on providing people in housing crisis with housing quickly and then providing services as needed.

This approach has the benefit of being consistent with what most people experiencing homelessness want and seek help to achieve and will include supportive services; however, participation in these services is based on the needs and desires of program participants.

Housing First programs share critical elements:

- There is a focus on helping individuals and families access and sustain rental housing as quickly as possible;
- A variety of services are delivered primarily following a housing placement to promote housing stability and individual well-being;
- Such services are time-limited or long-term depending upon individual need; and
- Housing is not contingent on compliance with services – instead, participants must comply with a lease agreement and are provided with the services and supports that are necessary to help them do so successfully.

B. Low Barrier Approach

A low barrier approach will be implemented that will remove the following barriers that screen out potential participants from obtaining housing based on those clients possessing

- too little or little income;
- active or history of substance use;
- criminal record, with exceptions for state-mandated restrictions; and
- history of having been or currently a victim of domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement).”
- A low barrier approach will also remove the following barriers that may terminate residents from their housing and prevent them from maintaining their housing:
 - Failure to participate in supportive services;
 - Failure to make progress on a service plan;
 - Loss of income or failure to improve income;
 - Fleeing domestic violence; and
 - Any other activity not covered in a lease agreement typically found in the project’s geographic area.

C. Client Centered Service Methods

CoC systems will ensure housing and service options are tailored to meet the unique needs of each individual or family presenting for services and that program participants

have access to the services that they reasonably believe will help them achieve their goals. However, program participants should not be required to participate in services and cannot be required to participate in disability-related services.

Like other components of the CoC, the coordinated entry process incorporates principles of empowerment through participant choice, cultural competence, and trauma-informed approaches. Participant choice can be facilitated by questions in the assessment tool, direct inquiry, or other methods such as case conferencing. Choices include location and type of housing, level of services, and other intervention options.

CES REQUIREMENTS

Each CoC receiving HUD CoC or ESG funding must establish and operate a Coordinated Entry process (referenced as a Coordinated Entry System in this Guide.) In January, 2017 HUD Community Planning and Development Office published a notice detailing the CES system compliance requirements. The SB CES Guides uses the HUD Notice to frame the description of the SB CoC CES.

1. Full Geographic Coverage

- must cover entire geographic area of the CoC; and
- may establish referral zones within the geographic area designed to avoid forcing persons to travel or move long distances to be assessed or served

SB CES accomplish full geographic coverage by:

- Implementing a regional approach that covers the full CoC geography but includes subregional components.
- Combining phone access and partner agencies for regional coverage and a “No-Wrong Door” approach.
- Increasing access points by incorporating a diversity of entities as formal partners

2. Use of Standardized Access Points and Assessment Approaches

- must offer the same assessment approach at all access points and all access points;
- must be usable by all people who may be experiencing homelessness or at risk of homelessness;
- may include separate access points for five (5) groups: adults without children; adults accompanied by children; unaccompanied youth; households fleeing domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions (including human trafficking); and persons at risk of homelessness;
- may use variations in access and assessment approaches to remove population-specific barriers and to account for the different needs, vulnerabilities, and risk factors in assessment processes and prioritization;
- may not establish a separate access point and assessment process for veterans; however, may allow Veterans Administration (VA) partners to conduct assessment and make direct placements into homeless assistance programs, provided that the method is described in the CES policies and procedures;
- may provide, or be required to provide, reasonable accommodations for a person with disabilities;
- must ensure that persons who present at any access point can easily access an appropriate assessment process that provides the CoC with enough information to make prioritization decisions about that household;
- must ensure that households who are included in more than one of the five populations can be served at all of the access points for which they qualify as a target population;
- written policies and procedures must: Describe the standardized assessment process, including documentation of the criteria used for uniform decision-making across access points and staff. If the

CES is using different access points and assessment tools for the 5 allowable groups listed above, written policies and procedures must separately document the criteria for uniform decision-making within each population;

- must have written “Privacy Protections” policies concerning data collected through the assessments; and
- cannot base prioritization on a protected status basis, such as on the basis of a diagnosis or particular disability. Note that determining eligibility is a different process than prioritization.

SB CES accomplishes these requirements by:

- Addressing all homeless populations with special provisions for victims of domestic violence and the unique needs of five subgroups as allowed by the regulations.
- Employing a phased, progressive assessment approach that includes diversion.
- Amending the current assessment process to use the VI- SPDAT or other screening and triage tool that is embedded as only one part of the assessment.

3. Use of Standardized Prioritization in the Referral Process

- must use the CES to prioritize homeless persons for referral to housing and services;
- prioritization policies must be documented in CES policies and procedures;
- must be consistent with CoC and ESG;
- policies and procedures must be made publicly available and must be applied consistently throughout the CoC areas for all populations;
- assessment must provide sufficient information to make prioritization decisions;
- written policies and procedures must include the factors and assessment information with which prioritization decisions will be made for all homeless assistance;
- prioritization may use a combination of factors intended to help identify persons for access to housing and services based on severity of needs
- cannot use any assessment tool or the prioritization process, including the factors that would discriminate based on race, color, religion, national origin, sex, age, familial status, disability, type or amount of disability or disability-related services or supports required;
- cannot discriminate based on actual or perceived sexual orientation, gender identity, or marital status;
- assessment tools may not produce the entire body of information necessary to determine a household’s prioritization;
- case workers and others working with households should have the opportunity to provide additional information through case conferencing or another method of case worker input;
- written policies must identify information that is relevant to factors used to make prioritization decisions;
- a central list of persons, referred to as a “By Name List” is not required, but can help effectively manage prioritization and placement and ensure a transparent referral process;
- must extend the same Homeless Management Information System (HMIS) data privacy and security protections prescribed by HUD in the HMIS Data and Technical Standards to the “By Name List” data;
- when two or more households have the priority for referral to the next available unit, the household that first presented for assistance should be referred; and
- written policies and procedures must include an appeals process.

SB CES accomplishes these requirements by:

- Basing prioritization, matching, and referral on priorities reflected in the screening tool scores; takes into consideration special needs plus case conference information, and availability of resources in a particular Subregion (participant preference).
- Using HMIS initiated from ‘first touch’ with system and continues throughout the process.

4. Lowering Barriers

- written standards must prohibit the process from screening people out of the coordinated entry process due to perceived barriers related to housing or services, such as too little or no income, active or a history of substance use, domestic violence history, resistance to receiving services, the type or extent of disability-related services or supports that are needed, history of evictions or poor credit, lease

violations or history of not being a leaseholder, or criminal record except for state or local restrictions that prevent projects from serving people with certain convictions.

SB CES accomplishes these requirements by:

- Adherence to Housing First principles and Standards

5. Marketing

- must include a strategy to ensure the CES is available to all eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status;
- must ensure that all people in different populations and subpopulations in the (people experiencing chronic homelessness, veterans, families with children, youth, and survivors of domestic violence) have fair and equal access to the CES regardless of the location or method by which they access the system;
- must document steps taken to ensure effective communication with individuals with disabilities;
- must provide appropriate auxiliary aids and services necessary to ensure effective communication, which includes ensuring that information is provided in appropriate accessible formats as needed, e.g., Braille, audio, large type, assistive listening devices, and sign language interpreters;
- access points must be accessible to individuals with disabilities, including accessible physical locations for individuals who use wheelchairs, as well as people who are least likely to access homeless assistance; and
- must take reasonable steps to ensure the coordinated entry process can be accessed by persons with Limited English Proficiency (LEP).



SB CES accomplishes these requirements by:

6. Street Outreach

- must link CoC and ESG- funded outreach to the CES;
- written policies and procedures must describe a process by which all street outreach staff, regardless of funding source, ensure that persons encountered are offered the same processes as persons in site-based access points; and
- may decide whether to incorporate assessment process street outreach activities or separate the assessment process or is only conducted by assessment workers.



SB CES accomplishes these requirements by:

7. Emergency services

- must allow emergency services, (all domestic violence and emergency hotlines, drop-in programs, and emergency shelters) to operate with as few barriers as possible;
- must have access to emergency services independent of the operating hours of the CES intake and assessment processes;
- must clearly identify the interventions that *will not* be prioritized based on severity of service need or vulnerability (emergency shelter, crisis response);
- must clearly identify interventions that *will* be prioritized, (PSH,RRH);
- must follow the written standards required under ESG rules (24 CFR 576.400(e)(3)(iv) for ESG-funded emergency services;
- ensure access to emergency services during hours when the coordinated entry's intake and assessment processes are not operating; and

- must describe how persons accessing services outside assessment operating hours will be connected to intake and assessment processes as soon as they are operating.

SB CES accomplishes these requirements by:

8. Homelessness prevention services

- must have access to ESG-funded homelessness prevention services;
- may include separate access point(s) for homelessness prevention so that people at risk of homelessness can receive urgent services when and where they are needed (on-site at a courthouse or hospital) provided that the separate access point(s) meet all requirements in this notice; and
- written policies and procedures must describe the prioritization process for referrals to homelessness prevention services.

SB CES accomplishes these requirements by:

9. Referrals to participating projects

- must implement a uniform and coordinated referral process for all beds, units, and services available at participating projects;
- must have a uniform referral process, including standardized criteria by which a participating project may justify rejecting a referral;
- must identify the protocol for the rare instances of rejection of a referral; and
- must identify the protocols to connect a rejected household with another project.

SB CES accomplished these requirements by:



10. Safety planning

- does not require CoC-funded victim service providers to use the CoC's CES if they use an alternative coordinated entry for victim service providers that meets HUD's minimum coordinated entry requirements;
- rules require the CoC to develop a specific CES policy to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim service providers;
- must not jeopardize the safety of the individuals and families seeking assistance; and
- must have protocols that ensure that people fleeing or attempting to flee domestic violence and victims of trafficking have safe and confidential access to CES and victim services, including as applicable, immediate access to emergency services such as domestic violence hotlines and DV shelters.

11. Participant autonomy

- must allow participants autonomy to freely refuse to answer assessment questions and to refuse housing and service options without retribution or limiting their access to assistance; and
- must specify the conditions for participants to maintain their place in coordinated entry prioritized list when the participant rejects an option

12. Privacy protections

- must ensure adequate privacy protections of all participant information;
- must include written policies and procedures for obtaining participant consent to share and store participant information for purposes of assessing and referring participants
- must allow participants to decide what information they provide during the assessment process;
- prohibits denying assessment or services to a participant if the participant refuses to provide information, unless the information is necessary to establish or document program eligibility per program regulations;
- prohibits denying services to participants if the participant refuses to allow their data to be shared

- unless Federal statute requires collection, use, storage, and reporting of a participant's personally identifiable information (PII) as a condition of program participation;
- must not deny access to the CES on the basis that the participant is or has been a victim of domestic violence, dating violence, sexual assault or stalking;
- records containing PII must be kept secure and confidential and the address of any family violence project not be made public;
- cannot require disclosure of specific disabilities or diagnoses. Specific diagnosis or disability information may only be obtained for purposes of determining program eligibility to make appropriate referrals; and
- must inform participants of the ability to file a nondiscrimination complaint.

SB ES accomplishes these requirements by:

13. Data security protections

- data systems must meet HUD's requirements in 24 CFR 578.7(a)(8);
- must be compliant with HUD's HMIS Privacy and Security Notice or future regulations; and
- should include specific policies and procedures to allow for participation by victim service providers that are prohibited by law from entering personally identifying information in HMIS.

SB CES accomplishes these requirements by:



14. Assessor training

- must provide training protocols;
- must provide at least one annual training opportunity to participating staff in locations that serve as access points or conduct assessments;
- provide all staff administering assessments with access to materials that clearly describe the methods by which assessments are to be conducted with fidelity to the CESs and its written policies and procedures;
- must include the requirements for prioritization and the criteria for uniform decision-making and referrals; and
- must update and distribute training protocols at least annually.

SB CES accomplishes these requirements by:

15. Ongoing planning and stakeholder consultation

- must facilitate ongoing planning and stakeholder consultation concerning the implementation of coordinated entry;
- must solicit feedback at least annually from participating projects;
- must solicit feedback from individuals and families currently engaged in the coordinated entry process or who have been referred to housing through the coordinated entry process in the last year;
- must address the quality and effectiveness of the entire coordinated entry experience for both participating projects and households;
- use appropriate feedback methodologies, including: surveys designed to reach either the entire population or a representative sample; focus groups of five or more participants; or individual interviews with participating providers and enough participants to approximate the diversity of participating households;
- may use any combination of feedback methods;
- must use the feedback that they receive to make updates to their CES and written policies and procedures;
- must describe the frequency and method by which CES evaluation will be conducted, including how project participants will be selected to provide feedback; and
- must describe a process by which the evaluation is used to implement updates to existing policies and procedures.

- SB CES accomplishes ongoing planning and stakeholder feedback by:

Additional Recommendations in the HUD Notice

Included in the 2017 Notice¹ expanding the requirements for CES, are strong recommendations that CoCs design and implement a CES that:

- incorporates a person-centered approach;
- incorporates cultural and linguistic competencies²;
- utilizes assessment tools and processes that facilitate a phased approach;
- incorporates mainstream service providers and resources;
- uses HMIS and other complementary data collection systems; and
- manages waiting lists in a manner that minimizes wait-time and allows prioritized persons to access housing within 60 days.

CURRENT CES PROCESSES (to be revised to include newly adopted features and to remove material not directly connected to CES design and operations.)

Current System Overview

The following overview provides a brief description of the path a household would follow from an initial request for housing through permanent housing placement. The overview also describes roles and expectations of the key partner organizations that play a critical role in the system.

System Entities include:

A. Housing Outreach

Housing outreach will ensure that people living in unsheltered locations are prioritized for help by providing essential services necessary to “connect them with emergency shelter,

¹ HUD 2017. Community Planning and Development Notice CPD 17-01

² See the following materials to learn more about using culturally and linguistically competent practices:

<http://youth.gov/announcements/build-linguistic-and-cultural-competence-your-program>

<http://nccc.georgetown.edu/foundations/framework.php>

<http://www.tapartnership.org/COP/CLC>

Ida, D. J. 2007. Psychiatric Cultural Competency and Recovery within Diverse Populations; Rehabilitation Journal, Vol 31(1), 2007, 49-53.

housing, or critical services; and provide urgent, nonfacility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility,” as noted in 24 CFR 576.101 Street Outreach Entity. Persons with the longest histories of homelessness and the most extensive needs, however, will have the highest priorities.

B. Assessment

The CES is intended to facilitate access to the most appropriate housing intervention for each household’s immediate and long-term housing needs and ensure that scarce permanent housing resources are targeted to those who are most vulnerable and/or have been homeless the longest.

An initial Pre-screening will be conducted by all CES Partners, then an intake and assessment will be completed by first entering persons who are homeless into the Homeless Management Information System (HMIS) which will include administering the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) as the assessment tool to assess and prioritize single individuals experiencing homelessness (the family version of the assessment, the F-VI-SPDAT, will be used for families). Prioritization is based on vulnerability across five Entitys: (a) history of housing and homelessness (b) risks (c) socialization and daily functioning (d) wellness – including chronic health conditions, substance usage, mental illness, and trauma and (e) family unit (if applicable).

C. Enrollment into Housing Program Case Management

Housing Programs will provide case management to address client needs and supportive services clients are eligible for directly from the program and/or with a referral to services.

D. Housing Search & Stabilization (Housing Navigation)

Housing navigation includes the definition by the U.S. Department of Housing and Urban Development (HUD) in 24 CFR 576 - Emergency Solutions Grant Programs §576.105 Housing relocation and stabilization services which are as follows:

(1) Housing search and placement. Services or activities necessary to assist program participants in locating, obtaining, and retaining suitable permanent housing, include the following:

- Assessment of housing barriers, needs, and preferences;
- Development of an action plan for locating housing;
- Housing search;
- Outreach to and negotiation with owners;
- Assistance with submitting rental applications and understanding leases;
- Assistance with obtaining utilities and making moving arrangements; and
- Tenant counseling.

The San Bernardino County Housing Search and Stabilization Entity is designed to work in collaboration with participating Continuum of Care (CoC) and Homeless Partnership agencies to implement a coordinated system designed to connect individuals and families experiencing homelessness throughout the county with safe decent and affordable housing.

Types of Assistance Provided

Housing Search & Stability Entity shall work in collaboration with participating partner agencies and service providers to assist participating households with the following:

- Housing Identification and Placement
- Recruit landlords to provide housing opportunities for individuals and families experiencing homelessness.
- Address potential barriers to landlord participation such as concern about nature of rental assistance and tenant qualifications.
- Help individuals and families experiencing homelessness identify and select among various permanent housing options based on their unique needs, preferences, and financial resources.
- Help individuals and families experiencing homelessness address issues that may impede access to housing (such as credit history, arrears, and legal issues).
- Help individuals and families find and secure suitable rental housing and negotiate manageable and appropriate lease agreements with landlords.

Eligible households include literally homeless individuals and families prioritized for permanent housing assistance (permanent supportive housing or rapid rehousing) through the CoC Coordinated Entry System and/or receiving permanent housing resources from a CoC participating agency.

At-Risk of homelessness households are provided mainstream resources, appropriate referrals, along with diversion questionnaire allowing the client to brainstorm housing options and resources that address their immediate need.

Target Population

This process is intended to serve people experiencing homelessness and those who believe they are at imminent risk of homelessness. Homelessness will be defined in accordance with the official HUD definition.¹

- Literally Homeless (HUD Homeless Definition Category 1):
- At imminent risk of homelessness (HUD Homeless Definition Category 2)
- Homeless under other Federal statutes (HUD Homeless Definition Category 3)
- Fleeing domestic abuse or violence (HUD Homeless Definition Category 4)
- People at imminent risk of becoming homeless, according to the HUD definition, within the next 72 hours.

People who think they have a longer period of time before they will become homeless should be referred to other prevention-oriented resources available in the community. More directly, applicants may be offered housing regardless of vulnerability score, but the more vulnerable persons will be offered housing before non-vulnerable.

Data Collection

Data will be collected on everyone who is assessed through the coordinated assessment process. This section, in addition to instructions embedded within the assessment tool, will detail when and how data about clients going through coordinated assessment will be

collected.

Once a client has been asked the Pre-screening Questions and is deemed eligible to be assessed, the assessment staff member will show the client the data confidentiality form explaining what data will be requested, how it will be shared, who it will be shared with, and what the client's rights are regarding the use of their data. Assessment staff will be responsible for ensuring clients understand their rights as far as release of information and data confidentiality. If the client is unwilling to permit the sharing of his or her personal

¹ The definition is available here:

https://www.onecpd.info/resources/documents/HEARTH_HomelessDefinition_FinalRule.pdf

Information that would prevent establishing eligibility for particular services, referral to public Mainstream resources will be provided..

Staffing Roles and Expectations

Recognizing the need to stimulate community-wide planning and coordination of programs for individuals and families who are homeless, the U.S. Department of Housing and Urban Development (HUD) in 1994 instituted a requirement for communities to come together to submit a single, comprehensive application for HUD funds for housing and support services for people who have experienced homelessness.

The organizational concept to embody this effort is the Continuum of Care (CoC), which is governed by a Steering Committee composed of representatives from across the community. As a result of its strong leadership, access to resources and high visibility in the community, the San Bernardino County Interagency Council on Homelessness serves as this region's lead agency for the CoC, and its purpose is to:

- Help create integrated, community-wide strategies and plans to prevent and end homelessness;
- Provide coordination among the numerous regional organizations and initiatives that serve the homeless population, and

Coordinating Entity – United Way 211 is the designated *Coordinating Entity*. The *Coordinating Entity* is responsible for the day-to-day administration of the *CES*, including but not limited to the following:

- Creating and widely disseminating materials regarding services available through the *CES* and how to access those services;
- Designing and delivering training at least annually to all key stakeholder organizations
- Ensuring that pertinent information is entered into HMIS for monitoring and tracking the process of referrals including vacancy reporting and completion of assessments;
- Managing case conferences to review and resolve denial of services

decisions by Receiving Housing Programs and refusals by clients to engage in a housing plan in compliance with Receiving Housing Program guidelines;

- Managing an eligibility determination appeals process in compliance with the protocols described in this guide book;
- Managing guide book processes as necessary to enable participation in the *CES* by providers not participating in HMIS;
- Designing and executing ongoing quality control activities to ensure clarity, transparency, and consistency in order to remain accountable to clients, referral sources, and homeless service providers throughout the coordinated access process;
- Periodically evaluating efforts to ensure that the *CES* is functioning as intended;
- Making periodic adjustments to the *CES* as determined necessary;
- Ensuring that evaluation and adjustment processes are informed by a broad and representative group of stakeholders;
- Updating policies and procedures.

Project Manager – The *Coordinating Entity* staffs the *Coordinated Access Project Manager* position. The project manager role includes management of the *CES*, including but not limited to the following:

- Serving as point person and lead to all workgroups and transition teams
- Providing *CES* training to participating agencies
- Report generating
- Communicating to user agencies and outreach coordinators
- Responding to email generated questions
- Monitoring system performance

Fair Housing, Tenant Selection Plan, and Other Statutory and Regulatory Requirements

The Coordinating Entity will take all necessary steps to ensure that the *CES* is administered in accordance with the Fair Housing Act by promoting housing that is accessible to and usable by persons with disabilities. The *CES* complies with the non-discrimination requirements of the Fair Housing Act, which prohibits discrimination in all housing transactions on the basis of race, national origin, sex, color, religion, disability status and familial status. This also includes protection from housing discrimination based on source of income. Additional protected classes under state law include sexual orientation (including gender identity), marital status, military discharge status, age (40+). Agencies cannot preference any protected class unless allowed by statute/regulation, or written waiver from their funding or regulatory body (i.e. U.S. Department of Housing and Urban Development).

All Authorized User Agencies who enter into an MOU for the *CES* agree to take full accountability for complying with Fair Housing and all other funding and program requirements. The MOU requires User Agencies to use the *CES* in a consistent manner

with the statutes and regulations that govern their housing programs.

Evaluating and Updating CES Policies and Procedures

The implementation of the *CES* necessitates significant, community-wide change. To help ensure that the system will be effective and manageable for homeless and at-risk households and for the housing and service providers tasked with meeting their needs, particularly during the early stages of implementation, the Continuum of Care anticipates adjustments to the processes described in this guide book. To inform those adjustments, the *CES* will be periodically evaluated, and there will be ongoing opportunities for stakeholder feedback, including but not limited to Referral and Receiving Housing Program work groups convened and managed by the *Coordinating Entity*. Specifically, the *Coordinating Entity* is responsible for:

- Leading periodic evaluation efforts to ensure that the *CES* is functioning as intended; such evaluation efforts shall happen at least annually.
- Leading efforts to make periodic adjustments to the *CES* as determined necessary; such adjustments shall be made at least annually based on findings from evaluation efforts.
- Ensuring that evaluation and adjustment processes are informed by a broad and representative group of stakeholders
- Ensuring that the *CES* is updated as necessary to maintain compliance with all state and federal statutory and regulatory requirements

Evaluation efforts shall be informed by metrics established annually by the *Coordinating Entity*, in conjunction with the *CoC* and *Coordinated Entry System Partner Organization*.

These metrics shall include indicators of the effectiveness of the functioning of the *Coordinated Entry System* itself, such as:

- Wait times for initial contact
- Extent to which expected timelines described in this guide book are met
- Number/Percentage of referrals that are accepted by Receiving Housing Programs
- Number/Percentage of persons declined by more than one (1) provider
- Number/Percentages of *Eligibility and Referral Decision* appeals
- # of program intakes not conducted through *CES*
- Completeness of data on assessment and intake forms

These metrics shall also include indicators of the impact of the *CES* on system-wide Continuum of Care outcomes, such as:

- Reductions in long term chronic homeless
- Reduction in family homelessness
- Reductions in returns to homelessness
- Reduced rate of people becoming homeless for first time

Housing Assessment Process

A. Initial Client Contact

Whether the client contacts a partner organization in person or by phone, the partner screening and referral process consists of 4 simple steps:

1. Client in housing crisis contacts partner organizations.
2. Partner organizations will verbally ask the Prescreening Questions detailed in Appendix A.
3. If the answers to the Prescreening Questions indicate the client may appropriate for the CES, make a referral to CES through entering the client data into HMIS, or by contacting **2-1-1** to continue with the process.
4. If not, providers would proceed with the client as they normally would, based on their organization policies and procedures.

B. Enrollment in the CES

The first steps in the Coordinated Entry System are gathering the Universal Data Elements, obtaining consent and beginning the phased assessment process using the Triage Tools and conducting the VI-SPDAT assessment when deemed appropriate..

The VI-SPDAT is one component of assessment which takes about 20-30 minutes to complete, asks a broad range of questions about a person's housing history, vulnerability, service needs and provides an initial indication of the type of housing assistance a person will likely need: Affordable Housing tooling, Rapid Re-housing, or Permanent Supportive Housing. Other aspects of assessment include information from case-conferencing, client stated preferences, and resources available in the area preferred by the client.

C. Matching Process

How a person scores on the comprehensive assessment will guide housing resource recommendations. And the housing coordinator recommendations to make the appropriate match and referral. If an individuals' VI SPDAT score indicates:

- Scores 0-3 Individual or 0-3 Families, an Affordable Housing (AH) referrals will be provided. Additionally, a referral to any population-specific housing resource that apply to them (i.e. senior housing, veteran housing, etc.). "We are NOT required to offer housing intervention at this time". If a family or a Veteran scores 0-5, they may be eligible for RRH programs.
 - a. Families may also qualify for Cal-Works housing programs, No Child Left Unsheltered (NCLU) or other mainstream resources.

- b. Veterans may also qualify for Supportive Services for Veterans Families (SSVF), VA benefits and other mainstream resources.
- Scores 4-7 Individual or 4-8 Families, a Rapid Re-Housing (RRH) referrals will be provided. Additionally, a referral to AH program and any population-specific housing resource that apply to them. If they meet Chronically Homeless criteria (see below), they may be eligible for PSH.
 - Example: If clients scores for RRH and meet the following criteria, they should also be referred to PSH programs. {Based on Availability}
 - ✓ have been continuously homeless for 1 year or more
 - ✓ or has had 4 episodes in the last 3 Years
 - ✓ and has a diagnosable chronic disability
- Scores 8+ Individuals or 9+ Families, a Permanent Supportive Housing (PSH) referral will be provided. Additionally, a referral to AH program and any population-specific housing resource that apply to them. (Must have a diagnosable disability)

D. General Resources

Based on assessment answers, referrals to Employment, Mental Health, Substance Abuse, Health, Domestic Violence, Legal Assistance, Food Assistance, Literacy and any other mainstream resources should be provided to individuals.

Coordinated Entry Workflow

The Re-imagined Work Flow Process is depicted in the graphic below:

Once the client is contacted through outreach, community partners or 2-1-1 A record will be created in the Coordinated Entry Workflow in HMIS. The system will provide recommendation, based on the score reflected on the VI-SPDAT. Housing Coordinator will consider all factors and make the best match into the Receiving Housing program. HC will continuously identify anybasic needs to include Emergency Shelter, Transitional Housing, Motel Voucher or any beds available until housing is identify; based on programs availability.

1. Clients will be assessed and prequalified into available housing programs (Ref. Matching Process, pgs).
2. Housing Coordinator (HC) refers the client to the Receiving Housing Program. Coordinator will contact with via email, phone and through HMIS. Only non-identifiable information will be shared (Use HMIS Client ID #).
3. Receiving Program (RP) will acknowledge receipt of referral and contact the client

- within 48 business hours.
4. RP will schedule an intake appointment within 5 business days (Ref. Receiving Responsibilities A,↓).
 5. Coordinator will continue to follow-up with both client and referred program until HMIS reflects enrollment.
 6. RP will make a determination for Enrollment or Non-Enrollment (Ref. Receiving Responsibilities C,). If client is enrolled in program;
 7. RP can contact the Housing Search and Stabilization Entity to coordinate housing identification and placement (Ref. Housing Search and Stabilization Referrals, pg.).
 8. If no program is available when matching the client, they will go on a By Name List
 9. By Name List (BNL)– The working list for permanent housing services consists of the following:
 - o Clients are prioritized based on target population and VI- SPDAT score.
 10. HC pulls the BNL data every weekly.
 11. Once a housing program indicates open availability, HC starts the process of contacting the client who is next on the working list & matches to the housing program requirements. (i.e. TH, RRH, PSH)
 12. HC attempts to make contact with the client for three (3) business days.
 13. If the client cannot be contacted within that timeframe, then staff move on to the next client on the BNL.
 14. Once staff makes contact with the client, the client must decide “immediately” if they want to continue with the next steps.
 15. If the client accepts, the HC will arrange referral and facilitate intake appointment with the program.
 16. If the client declines, depending on the circumstances for not accepting housing referral at this time, we (HC) will re-determined their placement on the BNL (if applicable).
 17. The HC will begin the process with the next eligible client on the BNL.
 18. Once the client accepts, HC will begin the housing referral process (ref. # 2 ↑ on Coordinated Entry Workflow).

Receiving Program Responsibilities

A. Initial Contact

The Receiving Housing Program makes contact with the client within 48 business hours. If the client misses the appointment, Receiving Housing Programs will schedule a new intake appointment within 5 business days and should hold the opportunity until the intake appointment is concluded. Clients who have missed a second appointment will be redirected to the Housing Coordinators to determine next steps. Coordinator will provide next eligible client on the working list to the program.

B. Response Time and Hours of Operation

When the Housing Coordination Entity team contacts the Receiving Housing Provider for a client placement request, the timeframe for responding regarding a client is within 48 hours on a normal business day between the hours of 9 a.m.-4 p.m. On non-business days, (weekends, holidays, etc.), the response time is the next business day after the non-business day.

C. Enrollment Determination

Receiving Housing Programs for Emergency Shelter (ES), Transitional Housing (TH), and Rapid Re-housing (RRH) make eligibility determination decisions within one business day

BEGINNING DRAFT

of the intake interview; Permanent Supportive Housing Program (PSH) will determine eligibility when all required document are in place. A copy of the intake decision notification is provided to the client presenting for services.

- first available move-in date, if applicable; and
- If for any reason the client cannot enter the program, they will include a reason for denial by client or program in writing; completing the form of Non-Enrollment Notification (which includes redirection to the Housing Coordinator), if applicable.
- instructions for appealing the decision.

Reasons for denial

Receiving Housing Programs may only decline individuals and families found eligible for and referred by the Housing Coordinator under limited circumstances including:

1. there is no actual vacancy available; In case scatter site housing program there is no actual funding is available
2. the individual or family missed two intake appointments with no notice;
3. the household presents with more people than referred by the Housing Coordinator and the Receiving Housing Program of Emergency Shelter, Transitional Housing and project base Permanent Supportive Housing cannot accommodate the increase;
4. Client is determined to be not literally homeless;
5. Client is over the income limits for San Bernardino County AMI (Area Medium Income) if applicable;
6. If client needs are determined to be at a higher level of care from what the program is able to accommodate;
7. Client demonstrated abusive and aggressive behavior, where intervention by the Housing Coordinator was not successful, (mediation will apply);
8. the individual or family was denied by housing providers due to certain criminal behaviors; or
 - o based on their individual program policies and procedures the Receiving Housing Program has determined that the individual or family cannot be safely accommodated or cannot meet tenancy obligations with the supports provided by the program.
9. Programs may not decline persons with psychiatric disabilities for refusal to participate in mental health services. If the ineligible client has not otherwise been accommodated for the night, e.g. via an intervention by emergency services, the Receiving Housing Program must notify the Housing Coordinator, refer the client back, and document that outcome in HMIS. Reason for denial will be submitted using the Non-Enrollment Notification form, the same day the decision was made (copy should be provided to the client).
10. In all cases of denial the reason must be clearly provided and documented through HMIS

Client Choice

Clients may decline a referral because of program requirements that are inconsistent with their needs or preferences. There are no limitations on this decision. For example, clients may decline participation in programs requiring sobriety.

Referrals to and from other systems not using HMIS

The CES appropriately addresses the needs of Veterans and individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking.

- Domestic Violence (DV) – When a homeless or at-risk individual/household is identified by the Coordinated Entry System to be in need of domestic violence services, that individual/household is referred to the domestic violence hotline immediately. If the individual/household does not wish to seek DV specific services, the individual/household will have full Entry to the Coordinated Entry System, in accordance with all protocols described in this guidebook. If the DV helpline determines that the individual/household seeking DV specific services is either not eligible for or cannot be accommodated by the DV specific system, Client will contact the Housing Coordinator to be assessed into the CES. CES will call and verify with Victim Service Providers that there indeed is no room or services available for the client and provide full Entry to the Coordinated Entry System. CES certifies in writing that the individual made an oral statement that they are feeling, or attempting to flee a domestic violence, dating violence sexual assault or stalking, or any other dangerous or life threatening conditions related to violence; Lack resources or support networks necessary to obtain permanent housing or hasn't identified other subsequent residence.
- Veterans – When a person facing homeless is identified as a Veteran by the Coordinated Entry System or participating parties (Outreach) will ask additional questions concerning service era, service branch, length of service, and discharge status. If eligible for VA services, the Veteran will be given a dual referral option to the VA Drop-In Center (for VASH or GPD) screenings and Supportive Services for Veterans Families (SSVF). If Veteran are not eligible for VA healthcare services Veteran will be referred to an SSVF provider only. If Veteran ineligible for all Veteran programs they will continue in the CES for next steps.

For residents who might fall through the gaps in funding for the initial prioritization, we will also work with the Pathways to Housing Network (which incorporates the existing efforts of the Sheriff's HOPE Team and the Homeless Provider Network) to leverage non-COC funded resources such as faith-based and room and board.

The target population for Pathways to Housing Network pilot project includes households with children under 18 years-old (including TAY youth), seniors and adults with disabilities currently experiencing or at-risk to becoming homeless in San Bernardino County.

Housing Search and Stabilization Referrals

Once client is enrolled and assigned to Case Management they can be referred to Housing Search & Stabilization Entity. Eligible Services for Client Enrolled in Programs responsibilities as follows:

Housing Search and Stabilization Responsibilities:

The Housing Search and Stabilization Entity Lead Agency shall be responsible for (but not limited to) the following:

Landlord Recruitment and Retention Services

Identify and build relationships with rental property owners and operators throughout the County to establish a variety of housing options for service-engaged households and establish a centralized vehicle for receiving vacancy updates and responding to landlord-tenant concerns as they arise.

Housing Search and Placement Services

Lead a multi-agency team of housing specialists with backgrounds in real estate and rental housing management to provide housing search and placement services to service-engaged households identified through the Coordinated Entry System and/or receiving permanent housing assistance (permanent supportive housing and/or rapid re-housing) from SBC CoC participating agencies, including all HUD CoC and ESG funded programs.

Coordination with Participating Service Agencies

Establishing collaborative partner agreements with participating agencies to deliver Memorandum of Understanding with agencies delineating requirements, roles and responsibilities for participation in the coordinated CES Housing Search and Stabilization Entity.

Receiving Housing Program Responsibilities:

Receiving Housing Program shall be responsible for (but not limited to) the following:

Enrolling Participants in Permanent Housing Services

Enroll individuals and families assigned through the Coordinated Entry System into their permanent housing program, assist them with overcoming immediate barriers to obtaining

stable housing, including bridge housing if needed, and connect them with the Housing Identification Team. All outcomes are tracked on HMIS.

Obtain Participants Proper Homeless Verification Documents

- Disabled Participants – Receiving Housing program documents acceptable evidence that participant has a qualifying disability. Obtaining documents like: written verifications from a professional Licensed by the state to diagnose and treat the disability, written verification from the Social Security Administration, the receipt of a disability check, intake staff self-recorded observation of the disability, or any other documentation approved by HUD.
- Youth and Families – Receiving Housing program documents that there is evidence that client has a homeless status signed by local private nonprofit organization or state or local governmental entity responsible for administering assistance under that status. Proof that participant doesn't have a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days preceding the date of application for homeless assistance. Any confirmation that program participant has persistent instability to continue for an extended period of time because of: Chronic disability, chronic physical health, mental health conditions; Substance abuse; history of domestic violence..etc.

Housing Stabilization Case Management

Work in collaboration with the HSS Lead Agency and participant household to establish and implement a customized housing identification and stabilization plan. Assist household with direct services and linkage to mainstream resources and community-based services needed by household to achieve independent living and maintain long-term housing stability.

Tenant-based Rental Assistance

Ensure availability and timely access to funding to cover move-in costs, deposits, utilities and the rental subsidy assistance necessary to allow participant households to move immediately out of homelessness and to stabilize in permanent housing.

Move-In

If the homeless individual or family is accepted, the Receiving Program must document that acceptance in HMIS timely manner. If the client does not move-in as scheduled or within three (3) business days of the original move-in date, the Receiving Program will notify the Housing Coordinator with updates in the housing placement progress.

Termination

Any Authorized User Agency may terminate their participation in the CES by giving written notice. Housing programs that are required to participate due to HUD guidelines will need HUD approval to terminate participation.

Glossary

Terms used throughout this guide book are defined below:

Chronically Homeless.

The definition of “chronically homeless”, as stated in Definition of Chronically Homeless final rule is:

(a) A “homeless individual with a disability,” as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)), who:

- i. lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
- ii. Has been homeless and living as described in paragraph (a)(i) continuously for at least 12 months or on at least four separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described in paragraph (a)(i). Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering an institutional care facility;

(b) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (a) of this definition, before entering the facility;

(1) (c) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (a) or (b) of this definition (as described in Section I.D.2.(a) of this Notice), including a family whose composition has fluctuated while the head of household has been homeless.

Disability (HUD Definition):

A Physical, Mental or Emotional Impairment, including impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that is expected to be long-continuing or of indefinite duration, substantially impedes the individual’s ability to

live independently, and could be improved by the provision of more suitable housing conditions; includes:

Developmental Disability Defined in §102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 USC 15002). Means a severe, chronic disability that is attributable to a mental or physical impairment or combination AND is manifested before age 22 AND is likely to continue indefinitely AND reflects need for a combination and sequence of special, interdisciplinary, or generic services, individualized supports, or other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated. An individual may be considered to have a developmental disability without meeting three or more of the criteria listed previously, if Individual is 9 years old or younger AND has a substantial developmental delay or specific congenital or acquired condition AND without services and supports, has a high probability of meeting those criteria later in life.

HIV/AIDS Criteria Includes the disease of acquired immunodeficiency syndrome (AIDS) or any conditions arising from the etiologic agent for acquired immunodeficiency syndrome, including infection with the human immunodeficiency virus (HIV).

Literally Homeless (HUD Homeless Definition Category 1):

(1) Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) Has a primary nighttime residence that is a public or private place not meant for human habitation; (ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or (iii) Is exiting an institution where(s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

At imminent risk of homelessness (HUD Homeless Definition Category 2)

Individual or family who will imminently lose their primary nighttime residence, provided that: (i) Residence will be lost within 14 days of the date of application for homeless assistance; (ii) No subsequent residence has been identified; and (iii) The individual or family lacks the resources or support networks needed to obtain other permanent housing

Homeless under other Federal statutes (HUD Homeless Definition Category 3)

Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who: (i) Are defined as homeless under the other listed federal statutes; (ii) have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance; (iii) Have experienced persistent instability as measured by two moves or more during the 60-

day period immediately preceding the date of applying for homeless assistance; and (iv) can be expected to continue in such status for an extended period of time due to special needs or barriers

Fleeing domestic abuse or violence (HUD Homeless Definition Category 4)

Any individual or family who: (i) Is fleeing, or is attempting to flee, domestic violence; (ii) Has no other residence; and (iii) Lacks the resources or support networks to obtain other permanent housing

Provider – Organization that provides services or housing to people experiencing or at-risk of homelessness

Program – A specific set of services or a housing intervention offered by a provider

Client – Person at-risk of or experiencing homelessness or someone being served by the coordinated assessment process

Housing Interventions – Housing programs and subsidies; these include transitional housing, rapid re-housing, and permanent supportive housing programs, as well as permanent housing subsidy programs

Vulnerability Index

The Vulnerability Index™ (VI) is an assessment tool used to identify members of the homeless population who are considered medically vulnerable and who will face an increased risk of mortality if homelessness persists, however they may still be eligible for PSH. Six-months or more of homelessness in combination with one or more of the markers detailed below will give someone a vulnerability score (1 or greater):

1. Three or more hospitalizations or emergency room visits in a year
2. Three or more emergency room visits in the previous three months
3. Aged 60 or older
4. Cirrhosis of the liver
5. End-stage renal disease
6. History of frostbite, immersion foot, or hypothermia
7. HIV+/AIDS
8. Tri-morbidity: co-occurring psychiatric, substance abuse, and chronic medical condition (asthma, cancer, diabetes, etc.)

A vulnerability score (e.g. 0) is not assigned to persons who are homeless for six months but have none of the markers listed above. Additionally, homeless persons who have less than six months of homelessness but who have the above medical risks are assigned a score of zero.

Homeless Management Information System

A Homeless Management Information System (HMIS) is a database used to record and track client-level information on the characteristics and service needs of homeless persons. HMIS ties together homeless service providers within a community to help create a more coordinated and effective housing and service delivery system.

The U. S. Department of Housing and Urban Development (HUD) and other planners and policymakers at the federal, state, and local levels use aggregate HMIS data to obtain better information about the extent and nature of homelessness over time. Specifically, HMIS can be used to produce an unduplicated count of homeless persons, understand patterns of service use, and measure the effectiveness of homeless programs.

HMIS staff is responsible for the administration of the HMIS software and providing technical assistance to participating agencies and end-users. Each participating agency needs to follow certain guidelines to help maintain data privacy and accuracy.

Housing First

A model of housing assistance that prioritizes rapid placement and stabilization in permanent housing that does not have service participation requirements or preconditions for entry (such as sobriety or a minimum income threshold). HUD encourages all recipients of CoC Program-funded PSH to follow a Housing First approach to the maximum extent practicable.

Appendix A-Prescreening Questions

CES Prescreening Questions

Domestic Violence:

1. Are you seeking services today because you are concerned about your safety related abuse and experience domestic or intimate partner violence?

- a. Yes b. No c. Confused

Instruction: If Question #1 is “Yes” then refer the client to the Domestic Violence Program

Pre-Screening:

1. Do you want help with housing today?
2. Where are you currently staying?
3. Where did you sleep last night?
4. Where are you going to sleep tonight?

If #1 and #2 “state a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground” Or “hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals.”

If the answers indicate a referral to the Housing Coordination Entity, then simply refer the client to 211 CES Contact List. No entry into HMIS is needed.

Refer Client to the CES Housing Coordinator at 211 OPT 42 or Hotline 909-912-6112

OUT-REACH Pre-Screening:

1. Do you need help with housing?
2. Where did you sleep last night?
3. Where will you sleep tonight?
4. Observer: Are there any visible signs of a disability mental or drug/alcohol addiction?

If #1 and #2 “state a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground” Or “hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals. “Continue with the Additional Questions and the VI-SPDAT

Coordinated Entry Requirement

Provisions at 24 CFR 578.7(a)(8) requires that each CoC, in consultation with recipients of Emergency Solutions Grants (ESG) program funds within the CoC's geographic area, establish and operate either a centralized or coordinated assessment system (referred to in this Notice as coordinated entry or coordinated entry process) that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services.

CoCs that adopt the order of priority in Section III of this Notice into the CoC's written standards are strongly encouraged to use a coordinated entry process to ensure that there is a single prioritized list for all CoC Program-funded PSH within the CoC. The [Coordinated Entry Policy Brief](#), provides recommended criteria for a quality coordinated entry process and standardized assessment tool and process. Under no circumstances shall the order of priority be based upon diagnosis or disability type, but instead on the length of time an individual or family has been experiencing homelessness and the severity of needs of an individual or family.

Written Standards for Creation of a Single Prioritized List for PSH

CoCs are also encouraged to include in their policies and procedures governing their coordinated entry system a requirement that all CoC Program-funded PSH accept referrals only through a single prioritized list that is created through the CoCs coordinated entry process, which should also be informed by the CoCs street outreach. Adopting this into the CoC's policies and procedures for coordinated entry would further ensure that CoC Program-funded PSH is being used most effectively, which is one of the goals in this Notice. The single prioritized list should be updated frequently to reflect the most up-to-date and real-time data as possible.

Standardized Assessment Tool Requirement

CoCs must utilize a standardized assessment tool, in accordance with 24 CFR 578.3, or process. The [Coordinated Entry Policy Brief](#), provides recommended criteria for a quality coordinated entry process and standardized assessment tool.

Nondiscrimination Requirements

CoCs and recipients of CoC Program-funded PSH must continue to comply with the nondiscrimination provisions of Federal civil rights laws, including, but not limited to, the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, and Titles II or III of the Americans with Disabilities Act, as applicable. See 24

C.F.R. § 5.105(a).

Recordkeeping Recommendations for CoCs that have Adopted the Orders of Priority in this Notice

24 CFR 578.103(a)(4) outlines documentation requirements for all recipients of dedicated and non-dedicated CoC Program-funded PSH associated with determining whether or not an individual or family is chronically homeless for the purposes of eligibility. In addition to those requirements, HUD expects that where CoCs have adopted the orders of priority in Section III. of this Notice into their written standards. The CoC, as well as recipients of CoC Program-funded PSH, will maintain evidence of implementing these priorities. Evidence of following these orders of priority may be demonstrated by:

- *Evidence of Severe Service Needs.*

Evidence of severe service needs is that by which the recipient is able to determine the severity of needs as defined in Section I.D.3. of this Notice using data-driven methods such as an administrative data match or through the use of a standardized assessment. The documentation should include any information pertinent to how the determination was made, such as notes associated with case- conferencing decisions.

- *Evidence that the Recipient is following the CoC's Written Standards for Prioritizing Assistance.*

Recipients must follow the CoC's written standards for prioritizing assistance, as adopted by the CoC. In accordance with the CoC's adoption of written standards for prioritizing assistance, recipients must in turn document that the CoC's revised written standards have been incorporated into the recipient's intake procedures and that the recipient is following its intake procedures when accepting new program participants into the project.

- *Evidence that there are no Households Meeting Higher Order of Priority within CoC's Geographic Area.*

When dedicated and prioritized PSH is used to serve non-chronically homeless households, the recipient of CoC Program-funded PSH should document how it was determined that there were no chronically homeless households identified for assistance within the CoC's geographic area – or for those CoCs that implement a sub-CoC planning and housing and service delivery approach, the smaller defined geographic area within the CoC's geographic area – at the point in which a vacancy became available.

This documentation should include evidence of the outreach efforts that had been undertaken to locate eligible chronically homeless households within the defined geographic area and, where chronically homeless households have been identified but have not yet accepted assistance, the documentation should specify the number of persons that are chronically homeless that meet this condition and the attempts that have been made to engage the individual or family. Where a CoC is using a single prioritized list, the recipient of PSH may refer to that list as evidence.

When non-dedicated and non-prioritized PSH is used to serve an eligible individual or family that meets a lower order of priority, the recipient of CoC Program-funded PSH should document how the determination was made that there were no eligible individuals or families within the CoC's geographic area - or for those CoCs that implement a sub-CoC planning and housing and service delivery approach, the smaller defined geographic area within the CoC's geographic area - that met a higher priority. Where a CoC is using a single prioritized list, the recipient of PSH may refer to that list as evidence that there were no households identified within the CoC's geographic area that meet a higher order of priority.

BEGINNING DRAFT

Countywide Housing Identification and Placement Team Composition

The HIP includes representatives from the following organizations:

- County of San Bernardino Department of Behavioral Health
- Foothill Aids Project
- Inland Housing Solutions
- Knowledge & Education for Your Success (KEYS)
- Lighthouse Social Service Centers
- US Vets

Roles and Responsibilities

Once client is enrolled and assigned to Case Management through the Coordinated Entry System (CES), they can be referred to the Housing Search Team.

HIP Team Responsibilities:

The Countywide Housing and Search Team shall be responsible for (but not limited to) the following:

Landlord Recruitment and Retention Services

Identifying and building relationships with property owners and managers throughout the County to develop a variety of housing options for service-engaged households and establish a centralized platform for receiving vacancy updates and responding to landlord-tenant concerns as they arise.

Housing Search and Placement Services

Lead a multi-agency team of housing specialists with backgrounds in real estate and rental housing management to provide housing search and placement services to service-engaged households identified through the Coordinated Entry System and/or receiving permanent housing assistance (permanent supportive housing and/or rapid re-housing) from SBC CoC participating agencies, including all HUD CoC and ESG funded programs.

Coordination with Participating Service Agencies

Establishing collaborative partner agreements with participating agencies to deliver Memorandum of Understanding with agencies delineating requirements, roles and responsibilities for participation in the coordinated CES Housing Search and Stabilization Entity.

Collaborative Partner Agency (CPA) Responsibilities:

Receiving Housing Program shall be responsible for (but not limited to) the following:

Enrolling Participants in Permanent Housing Services

Enroll individuals and families assigned through the Coordinated Entry System into their permanent housing program, assist them with overcoming immediate barriers to obtaining stable housing, including bridge housing if needed, and connect them with the Housing Identification Team.

Housing Stabilization Case Management

Work in collaboration with the HSS Lead Agency and participant household to establish and implement a customized housing identification and stabilization plan. Assist household with direct services and linkage to mainstream resources and community-based services needed by household to achieve independent living and maintain long-term housing stability.

Tenant-based Rental Assistance

Ensure availability and timely access to funding to cover move-in costs, deposits, utilities and the rental subsidy assistance necessary to allow participant households to move immediately out of homelessness and to stabilize in permanent housing.

Move-In

If the homeless individual or family is accepted, the Receiving Program must document that acceptance in HMIS timely manner. If the client does not move-in as scheduled or within three (3) business days of the original move-in date, the Receiving Program will notify the Housing Coordinator with updates in the housing placement progress.

Referral Process To Housing Identification and Placement Team

- I. All Continuum of Care (CoC) and ESG funded agencies must be referred by the CES.
- II. The CES assigns eligible household to Collaborative Partner Agency (CPA) program.
- III. CPA enrolls household which includes
 - a. Completes agency intake and enrollment process
 - b. Identifies “bridge housing” options if needed, as available
 - c. Completes Universal Housing Needs Assessment
 - d. Completes Homeless Certification
 - e. Obtains Income Verification
- IV. CPA submits CPA Participant Housing Needs Assessment to HIP Team
 - a. The preferred method is that CPAs posts the Housing Needs Assessment, Homeless Certification and Income Verification to participant’s HMIS file.
 - i. Can also be sent directly by email or fax if this not practical.

- b. The CPA notifies HIP Team via email regarding new prospective tenant referral.
- V. HIP Team contacts the CPA Point of Contact for new participant within 1 business day to agree on housing identification and placement strategy for participant, including:
- i. Identify participant's housing needs, preferences, barriers and financial resources
 - ii. Agree to communication/coordination protocols between HIP Team and CPA
 - iii. Agree to timeframe for search strategy and follow-up with identified targets
- a. The HIP Team performs customized Housing Search for unit(s) in target communities meeting CPA specifications, utilizing:
- iv. Target units and/or locations in Countywide database
 - v. Target units and/or locations identified by Countywide Housing Search Team
 - vi. Target units and/or locations identified by participant
- VI. Contact made with target landlords
- a. If new landlord, HIP Team makes initial contact (introduce general program concepts, provide Landlord Packet, review prospective tenant profile, review CPA program and lease up process, etc.) .
- i. If willing to become a partner, HIP Team enters the prospective landlord or property management organization into the Customer Relations Management system, secures the Landlord Participation Agreement and Applicant Screening concessions as appropriate.
- b. If currently participating landlord, HIP Team makes personal introduction for CPA's or provides contact information to CPA who makes initial contact to pitch prospective applicant depending on:
- i. landlord and CPA circumstances and/or
 - ii. whether CPA agrees to Countywide Housing Navigation Team guidelines
- c. Arrangements made for participant to view unit, as appropriate, with the following preliminary steps:
- i. Participant tours neighborhood
 - ii. Participant completes rental application, in advance of viewing (submits ahead of time or brings to viewing), if appropriate.

- iii. Participant views unit with CPA (or HIP Team when necessary)
 - 1. Some participants may be capable of viewing on their own, when appropriate, in coordination and communication with HIP Team
- VII. Participant accepted by landlord for unit (*participant does not sign lease at this stage*)
 - a. Next steps in lease-up process identified for landlord
 - b. Landlord completes paperwork required for CPA “Request for Tenancy Approval” process with assistance from CPA and/or HIP Team to ensure accuracy
 - c. HQS or other appropriate inspection and rent reasonableness review conducted within 72 hours
 - i. HIP Team and CPA negotiate inspection and/or rent reasonable issues as identified.
- VIII. Rental Agreement approved for participant move-in
 - a. CPA completes rent subsidy agreement with landlord
 - b. Participant signs rental agreement
 - c. All parties sign Landlord-Tenant-Case Manager Communications Agreement
 - d. Deposit payment provided to landlord immediately unless other payment arrangements agreed to in writing
 - e. First month’s rent provided to landlord immediately unless other payment arrangements agreed to in writing (no later than 7 days from lease signing)
- IX. Participant takes possession of unit
 - a. CPA assists participant with move-in arrangements and utility start-up
 - b. Participant provided with keys to unit on initial lease start date
- X. Follow-Up / Response To Tenancy Issues
 - a. Follow up is conducted for at least 9 months by CPA and HIP Squad in accordance with the Countywide Housing Identification and Placement Team Partnership Agreement.

INLAND HOUSING SOLUTIONS
Housing Identification & Placement – HIP
Squad

CPA Participant Housing Needs Assessment

Today's Date: _____ Participant HMIS ID#: _____

Partner Agency _____ Phone #: _____

Case Worker/Contact Person _____ E-mail: _____

Enrollment Date: _____

Permanent Housing Program Type:

- a. CoC PSH b. CoC RRH c. ESG RRH d. HUD VASH
 e. VA SSVF f. CalWorks HSP g. CalWorks FSP
 h. other _____

Participant Household Information:

Head of Household Full Name _____ Gender M F

Contact Phone # _____ E-mail address _____

Household status: _____ # in family _____ # of adults

_____ # of children under 18 Ages of children: _____

Any pets? Yes No If yes, what type/how many? _____

Current Living Situation:

- A. Unsheltered B. Bridge Housing/Shelter C. Bridge Housing/Motel Voucher
 D. Hotel/Motel by household domestic violence/abuse E. temporarily w/family-friends F. Fleeing
 G. Exiting institution H. Other: _____

Does participant have a valid form of ID? Yes No Does participant have a

vehicle/transportation? Yes No

Monthly Household Income \$ _____

Source of Income (check all that apply)

- a. Employment b. Cash Aid c. Cal Fresh d. Child/Spousal Support
 e. Unemployment f. Social Security g. Disability h. Veterans Benefits
 i. Other _____

How would participant rate their credit history? Good Fair Poor No credit history

Housing History and Preferences:

Does participant have rental evictions on their record? Yes No If yes, how many/what year(s)? _____

City/Community(s) where participant is seeking to live? _____

Does participant have any disabling conditions that require a "reasonable accommodation"? Yes No

If yes to either, please describe accommodation: _____

Does participant smoke? Yes No Does participant have any felony convictions? Yes No

If yes to felonies, please identify year and type? _____

Is participant open to sharing an apartment with another individual or a shared housing environment? Yes No

Subpopulations/Vulnerabilities: (check all that apply)

- a. Chronically Homeless b. Veteran c. Mental Health condition
- d. Transitional Aged Youth e. Senior (62+) f. Chronic Health condition
- g. Alcohol/Drug Abuse issues
 Probation h. Living w-HIV/AIDS i. On Parole or
- j. Physically disabled k. Domestic Violence/Abuse l. Currently Pregnant
- m. Single parent w/children under 18 n. Other _____

Please provide any additional comments or information that might be relevant to identifying permanent housing options for this participant.

For Internal Use - HIP Squad Assignment: Initial Contact Date: _____

Housing Specialist Assigned: _____

Appointment Scheduled: _____

BEGINNING DRAFT

Interagency Council on Homelessness

Administrative Office
215 North D Street, Suite 301, San Bernardino, CA 92415-0044
Office: (909) 501-0610

FROM: Tom Hernandez, Office of Homeless Services

SUBJECT: Violence Against Women Act Policies and Procedures and Emergency Transfer Plan for the Continuum of Care (CoC)

DATE: September 28, 2022

RECOMMENDATION

Adopt the Violence Against Women Act (VAWA) Policies and Procedures and Emergency Transfer Plan for the CA-609 CoC.

BACKGROUND INFORMATION

On March 7, 2013, the Violence Against Women Reauthorization Act of 2013 (VAWA 2013) was signed into law. The law significantly expanded housing protections to victims of domestic violence, dating violence, sexual assault, and stalking across HUD's core housing and homelessness programs. The U.S. Department of Housing and Urban Development (HUD) updated the HUD Violence Against Women Act Final Rule on December 16, 2016 (Notice H 2017-05).

The following document summarizes the policies and procedures and emergency transfer plan the Continuum of Care will adhere to in relation to VAWA and protections based on the HUD VAWA final rule.

Intent of the Rule:

- All individuals have a right to a home without fear of violence
- Expansion of housing protections increases safe housing
- Safe housing reduces the risk of homelessness
- Seeks to decrease evictions, denials of housing assistance, and instances of fleeing for survivors experiencing violence in their homes

Basic Housing Protections:

- Victimization cannot be used as a reason to deny access to housing or to evict from housing
- Applicants cannot be denied based only on their status as a survivor of domestic violence, sexual assault, dating violence, and stalking
- Applicants cannot be denied access to housing based on factors directly related to the victimization, such as job history, credit history, criminal record, etc.
- Individuals cannot be evicted because of factors that were a direct result of the victimization
- Applicants cannot be denied access to housing based on adverse factors that are a direct result of current or past victimization, such as job history, credit history, criminal record, and rental history.

Members of the Interagency Council on Homelessness

Members of the Board of Supervisors
City of Victorville
Housing Authority of the County of San Bernardino
San Bernardino Law and Justice Group
San Bernardino County Superintendent of Schools

City of Rancho Cucamonga
Town of Yucca Valley
Community Development and Housing Agency
Mountain Regional City Representative
Members of the Homeless Provider Network

City of San Bernardino
Department of Behavioral Health
San Bernardino County Human Services
Homeless Representative

County of San Bernardino Continuum of Care Violence Against Women Act (VAWA) Policies and Procedures

A. Overview

Under the HUD Final Rule Implementing VAWA Reauthorization Act of 2013, Reauthorized March 2022, the County of San Bernardino Continuum of Care (CoC), is adopting policies to include provisions for protection of victims of domestic violence, dating violence, sexual assault, sexual battery, or stalking, regardless of sex, gender identity, gender expression or actual or perceived sexual orientation.

These policies and procedures apply to CoC-funded Rapid Re-Housing (RRH) and Permanent Supportive Housing (PSH) programs.

B. Notification of Occupancy Rights under VAWA

All CoC-funded programs must provide written notification to applicants, participants, and property owners and managers, concerning the rights and obligations created under VAWA relating to confidentiality, denial of assistance and termination of tenancy or assistance.

1. All CoC-funded programs must provide applicants and participants the following:
 - HUD Form 5380, *Notice of Occupancy Rights under the Violence Against Women Act* form that explains the VAWA protections including the right to confidentiality, and any limitations on those protections¹. See Attachment I
 - HUD Form 5382, *Certification of Domestic Violence, Dating Violence, Sexual Assault, Stalking or Alternate Documentation* form to be completed by the victim to document that the applicant or resident is a victim of domestic violence, dating violence, sexual assault, or stalking. See Attachment II
2. HUD Forms 5380 and 5382 must be provided to each person seeking or receiving CoC housing assistance at the following times:
 - i. At the time the person is denied housing;
 - ii. At the time the person is admitted to housing;
 - iii. When a participant receives notification of eviction;

¹ The final HUD Rule implementing VAWA applies to CoC-funded Rapid Re-Housing (RRH) and PSH programs funded under a CoC NOFA published on or after December 16, 2016. However, the core statutory protections of VAWA that prohibit denial or termination of assistance or eviction solely because an applicant or tenant is a victim of domestic violence, dating violence, sexual assault, or stalking, applied upon enactment of VAWA 2013 on March 7, 2013, reauthorized March 2022.

- iv. When a participant is notified of termination of program assistance; and
 - v. For existing program participants:
 - During the 12-month period following December 16, 2016, either during annual recertification or lease renewal, whichever is applicable, or,
 - If there will be no recertification or lease renewal for a tenant during the first year after the rule takes effect, the tenant shall receive the forms by mail.
3. Property owners must also receive notice of VAWA obligations and agree to certain VAWA commitments:
- i. CoC rental assistance programs must provide copies of the HUD Forms to the property owner or manager at the time of lease-up and every re-certification as part of the lease renewal.
 - ii. Any contract between the recipient/sub-recipient and the Landlord must include:
 - The requirement to comply with VAWA provisions as promulgated in 24 CFR part 5, subpart L;
 - A commitment from the Landlord to provide the HUD Forms 5380 and 5382 to the program participant with any notification of eviction and comply with VAWA's confidentiality requirements;
 - The requirement on the Landlord to include
 - (1) a lease provision that includes **all requirements that apply to tenants, the owner, or the lease under VAWA**, including the prohibited bases for eviction and restrictions on construing lease terms under 24 CFR 5.2005(b) and (c), and
 - (2) language in the lease that permits the program participant to terminate the lease, sublease, or occupancy agreement without penalty if the program participant qualifies for an emergency transfer.
 - iii. Sponsor-based housing programs must include the following in any lease, sublease, or occupancy agreement:
 - (1) a lease provision that includes **all requirements that apply to tenants, the owner, or the lease under VAWA**, including the prohibited bases for eviction and restrictions on construing lease terms under 24 CFR 5.2005(b) and (c), and
 - (2) language in the lease that permits the program participant to terminate the lease, sublease, or occupancy agreement without penalty if the program participant qualifies for an emergency transfer.
 -

- iv. **For existing participating property owners:** During the 12-month period following December 16, 2016, if there will be no recertification or lease renewal for a tenant during the first year after the rule takes effect, HUD Forms 5380 and 5382 must be mailed to the property owner or manager. A VAWA Lease Addendum must be executed and returned by the property owner or manager and then executed by the participant.

C. Protections Provided Under the VAWA

VAWA provides specific protections for victims of domestic violence, dating violence, sexual assault or stalking as follows:

1. CoC programs may not deny admission or assistance to an applicant on the basis or as a direct result of the fact that the person has been a victim of domestic violence, dating violence, sexual assault or stalking if the applicant otherwise qualifies for admission or assistance.
 - a. If the program receives adverse information about an applicant/household member and is aware that domestic violence might be involved, the program shall determine whether there is a substantial connection between the adverse information and the fact that the applicant/household member is a victim of domestic violence. If the program determines that there is such a connection, then the program will disregard the adverse information.

A substantial connection includes, but is not limited to, where a victim loses financial support (e.g. victim's job or perpetrator's wages) due to domestic violence and is evicted (or receives a negative landlord reference) for late or nonpayment of rent; where a victim is evicted or receives a negative landlord reference due to property damage and/or noise or other interference with neighbors caused by the perpetrator; and where a victim receives a negative landlord reference for breaking a lease prior to its expiration due to domestic violence.
2. CoC programs may not terminate the lease or program assistance of a family that moves out of the dwelling unit in violation of the lease, with or without prior notification to the program, if the move occurred to protect the health or safety of a family member who is or has been the victim of domestic violence, dating violence, sexual assault or stalking and who reasonably believed they were imminently threatened by harm from further violence if they remained in the unit. An "imminent threat" is a physical danger that is real, would occur within an immediate time frame, and could result in death or serious bodily harm. In determining whether an individual would pose an actual and imminent threat, the factors to be considered include: The duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the length of time before the potential harm would occur.
3. An incident or incidents of actual or threatened domestic violence, dating violence, sexual assault, or stalking may not be construed as either a serious or repeated lease or program violation by the victim or as good cause to terminate the lease or assistance of the victim.
4. Criminal activity directly related to domestic violence, dating violence,

sexual assault or stalking may not be construed as cause for terminating assistance of the lease of a resident if a member of the resident's household, a guest, or another person under the resident's control is the one engaging in the criminal activity, and the resident or affiliated individual or other individual is the actual or threatened victim of the domestic violence, dating violence, sexual assault, or stalking.

5. CoC programs have the authority to terminate the lease to any resident or lawful occupant who engages in criminal acts of physical violence against family members or others without terminating assistance to, or otherwise penalizing, the victim of the violence.
6. Common Application of Protections Afforded:
 - a) Where a perpetrator causes property damage, program assistance may not be terminated nor shall a sponsor-based program evict the victim of domestic violence, dating violence, sexual assault or stalking because of such property damage.
 - b) Where nonpayment of rent or other charges due a sponsor-based program is caused by the perpetrator, and where the victim of domestic violence, dating violence, sexual assault or stalking removes said perpetrator from the lease, the program shall offer the remaining household members a reasonable repayment plan (without charging late fees but may recover costs) and shall not evict the remaining members for such nonpayment so long as they comply with said plan.

D. Limitations of VAWA Protections

1. Nothing in this policy limits the authority of the CoC or CoC programs, when notified of a court order, to comply with respect to the rights of access or control of property, including civil protection orders issued to protect a victim of domestic violence, dating violence, sexual assault or stalking, or the distribution of property among household members.
2. Nothing in this policy limits any available authority of the CoC or CoC programs to evict or terminate assistance to a resident or tenant for any violation not premised on an act of domestic violence, dating violence, sexual assault, or stalking that is in question against the tenant or an affiliated individual of the tenant.

However, the CoC nor CoC programs may not subject the tenant, who is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, or is affiliated with an individual who is or has been a victim of domestic violence, dating violence, sexual assault, or stalking to a more demanding standard than other tenants in determining whether to evict or terminate assistance.

3. Nothing in this section limits the authority of CoC programs to issue a termination of assistance or evict a tenant if the program can demonstrate an actual and imminent threat would be present if that tenant or lawful occupant is not evicted or terminated from assistance. The threat can be

to other tenants or those employed at or providing service to the property or site. In this context, words, gestures, actions, or other indicators will be considered an “actual and imminent threat” if they meet the standards provided in the following definition:

- A physical danger that is real, would occur within an immediate time frame, and could result in death or serious bodily harm. In determining whether an individual would pose an actual and imminent threat, the factors to be considered include: The duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the length of time before the potential harm would occur.
4. Any termination of assistance or eviction, as provided in paragraph D(3) of this section should be utilized only when there are no other actions that could be taken to reduce or eliminate the threat, including, but not limited to, transferring the victim to a different unit, barring the perpetrator from the property or site, contacting law enforcement to increase police presence or develop other plans to keep the property safe, or seeking other legal remedies to prevent the perpetrator from acting on a threat. Restrictions predicated on public safety cannot be based on stereotypes but must be tailored to particularized concerns about individual residents.

E. Evidence Required as Proof of Domestic Violence, Dating Violence, Sexual Assault or Stalking

1. If an applicant or tenant requests or may be subject to VAWA protections as defined in this policy, the program must provide the alleged victim with HUD form 5382, *Certification of Domestic Violence, Dating Violence, Sexual Assault or Stalking and Alternate Documentation* and request that it or other documentation as listed below be returned within fourteen business days. The program may, but is not required, to extend the period to submit the documentation with the approval of the Collaborative Applicant. In response to this request, the resident may complete HUD form 5382 or provide one of the following types of third-party documentation:
- a) A listing of the approximate dates when each incident occurred, discussion of the applicant's fears and injuries and the effect that each abusive incident has had on the applicant and their family;
 - b) Restraining or civil protection orders;
 - c) Medical records or statement from medical professional;
 - d) Documentation from a mental health professional;
 - e) Police reports, records of telephone calls or visits to the victim's address. This may include telephone calls to the police registering a complaint, a log of police runs made to the residence, copies of all tapes and reports written by officers responding to a call;
 - f) A record of an administrative agency or victim service provider;
 - g) Court records;

- h) Statements signed by workers from a domestic violence shelter or other domestic violence programs attesting to the time the victim spent in the shelter and the reason as linked to incidents of abuse;
- i) Statement signed by counselors if victim attended counseling;
- j) Statement signed by an attorney from whom the victim sought assistance in addressing domestic violence, dating violence, sexual assault, or stalking.
- k) Reports, statements from police, judges and other court officials, clergy, social workers, social service agencies, or other victim service providers;
- l) Other credible evidence as corroborated by law enforcement or domestic violence providers as accepted at the discretion of the housing provider.
- m) Any statements that are signed by above-mentioned professionals must specify that the professional believes the incident or incidents of domestic violence occurred and meet the definition of domestic violence, dating violence, sexual assault, or stalking. The victim must also sign same statements.

2. Conflicting Evidence

- a) If the program receives conflicting evidence that an incident of domestic violence, dating violence, sexual assault or stalking has been committed (such as certification forms from two or more members of a household each claiming to be a victim of the other petitioning household members as the abuser or perpetrator), the program may request third-party documentation from victims in order to resolve the conflict.
- b) The victim must provide the third-party documentation within 30 days.
- c) If the victim is dissatisfied with the results of the conflict resolution, the victim may appeal the decision following the housing providers' standard appeals policies and procedures.
- d) If the victim fails or refuses to provide documentation as required in this section, the program does not have to provide the victim with the protections contained in this policy.

F. Considerations for Victims of Domestic Violence, Dating Violence, Sexual Assault or Stalking

The housing program must consider:

- 1. The nature and severity of each case while exercising discretion on whether family members or their guests pose an actual **and** imminent threat to the health, safety, or right to peaceful enjoyment of the premises

by others. Any eviction or termination of assistance taken on this basis should only be used when there are no other actions that can be taken to reduce or eliminate the threat, including but not limited to:

- a) Transferring the victim
 - b) Barring the perpetrator from the property
 - c) Lease bifurcation
 - d) Contacting law enforcement
2. Undertaking whatever actions permissible and feasible under the program to assist victims of domestic violence, dating violence, sexual assault, or stalking. (e.g., bear some or all of the moving cost of the transfer, etc.), subject to availability of funding and resources.
 3. Removing the perpetrator of domestic violence from the lease, while the remaining family members stay in the assisted unit, with notification of the CoC.
 4. The effects of denial or termination of assistance on other family members who were not involved in the offense.
 5. The conditions barring the culpable household member from residing in or visiting the unit.
 6. The circumstances relevant to an eviction or termination of tenancy based on the extent to which the person has shown personal responsibility to prevent the offending action, and the time that has elapsed since their arraignment for that crime.
 7. The range of evidence as proof of domestic violence, dating violence, sexual assault, or stalking, which may include, but is not limited to victim's statement, testimony or affidavit outlining the facts of the violence or cruelty in each incident, utilizing form HUD-5382.

G. Confidentiality

All information provided regarding domestic violence, dating violence, sexual assault, or stalking, including the fact that an individual is a victim of such violence or stalking, must be retained in confidence. This means that the CoC, providers or property owner or manager may not:

1. enter the information into any shared database except the authorized DV comparable database;
2. allow employees or others to access the information unless they are explicitly authorized to do so and have a need to know the information for purposes of their work; or
3. provide the information to any other entity or individual, except to the extent that the disclosure is:
 - (i) requested or consented to by the individual in writing in a time-limited basis;
 - (ii) required for use in an eviction proceeding or termination of assistance; or
 - (iii) otherwise required by applicable law.

If program disclosure is required for use in an eviction proceeding or is otherwise required by applicable law, the program will inform the victim before disclosure occurs so that safety risks can be identified and addressed.

H. Lease Bifurcation

1. The program may, in accordance with paragraph 2 of this section, bifurcate a lease, or remove a household member from a lease to evict, remove, terminate occupancy rights, or terminate assistance to such member who engages in criminal activity directly relating to domestic violence, against an affiliated individual or other individual:
 - Without regard to whether the household member is a signatory to the lease; and
 - Without evicting, removing, terminating assistance to, or otherwise penalizing a victim of such criminal activity who is also a tenant or lawful occupant.
2. A lease bifurcation, as provided in paragraph 1 of this section, shall be carried out in accordance with any requirements or procedures as may be prescribed by Federal, State, or local law for termination of assistance or leases and in accordance with any HUD requirements.

I. Assistance for Victims of Domestic Violence, Dating Violence, Sexual Assault or Stalking

1. Rental assistance programs will work with the property owner or manager to facilitate protections on the tenant's behalf. In addition, the CoC will make determinations on a case-by-case basis based on the program's recommendation whether to provide new tenant-based rental assistance to a remaining tenant if lease bifurcation or an emergency transfer results in the division of the household.

J. Non-discrimination

Pursuant to VAWA and the policies of the CoC, no applicant or tenant shall, on the basis of actual or perceived race, color, religion, national or ethnic origin, sex, familial status, marital status, status as a victim of domestic violence, dating violence, sexual assault or stalking, gender identity or gender expression, actual or perceived sexual orientation, disability, ancestry, age, pregnancy, or source of income be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity funded in whole or in part with funds made available under VAWA.

[Insert name of covered housing provider]

**Model Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence,
Sexual Assault, or Stalking**

Emergency Transfers

[Insert name of covered housing provider (acronym HP for purposes of this model plan)] is concerned about the safety of its tenants, and such concern extends to tenants who are victims of domestic violence, dating violence, sexual assault, or stalking. In accordance with the Violence Against Women Act (VAWA),¹ HP allows tenants who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the tenant's current unit to another unit. The ability to request a transfer is available regardless of sex, gender identity, or sexual orientation.² The ability of HP to honor such request for tenants currently receiving assistance, however, may depend upon a preliminary determination that the tenant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, and on whether HP has another dwelling unit that is available and is safe to offer the tenant for temporary or more permanent occupancy.

This plan identifies tenants who are eligible for an emergency transfer, the documentation needed to request an emergency transfer, confidentiality protections, how an emergency transfer

¹ Despite the name of this law, VAWA protection is available to all victims of domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

² Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.

may occur, and guidance to tenants on safety and security. This plan is based on a model emergency transfer plan published by the U.S. Department of Housing and Urban Development (HUD), the Federal agency that oversees that **[insert name of program or rental assistance here]** is in compliance with VAWA.

Eligibility for Emergency Transfers

A tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking, as provided in HUD's regulations at 24 CFR part 5, subpart L is eligible for an emergency transfer, if: the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant remains within the same unit. If the tenant is a victim of sexual assault, the tenant may also be eligible to transfer if the sexual assault occurred on the premises within the 90-calendar-day period preceding a request for an emergency transfer.

A tenant requesting an emergency transfer must expressly request the transfer in accordance with the procedures described in this plan.

Tenants who are not in good standing may still request an emergency transfer if they meet the eligibility requirements in this section.

Emergency Transfer Request Documentation

To request an emergency transfer, the tenant shall notify HP's management office and submit a written request for a transfer to **[HP to insert location]**. HP will provide reasonable accommodations to this policy for individuals with disabilities. The tenant's written request for an emergency transfer should include either:

1. A statement expressing that the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant were to remain in the same dwelling unit assisted under HP's program; OR

2. A statement that the tenant was a sexual assault victim and that the sexual assault occurred on the premises during the 90-calendar-day period preceding the tenant's request for an emergency transfer.

Confidentiality

HP will keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives HP written permission to release the information on a time limited basis, or disclosure of the information is required by law or required for use in an eviction proceeding or hearing regarding termination of assistance from the covered program. This includes keeping confidential the new location of the dwelling unit of the tenant, if one is provided, from the person(s) that committed an act(s) of domestic violence, dating violence, sexual assault, or stalking against the tenant. See the Notice of Occupancy Rights under the Violence Against Women Act For All Tenants for more information about HP's responsibility to maintain the confidentiality of information related to incidents of domestic violence, dating violence, sexual assault, or stalking.

Emergency Transfer Timing and Availability

HP cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. HP will, however, act as quickly as possible to move a tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking to another unit, subject to availability and safety of a unit. If a tenant reasonably believes a proposed transfer would not be safe, the tenant may request a transfer to a different unit. If a unit is available, the transferred tenant must agree to abide by the terms and conditions that govern occupancy in the unit to which the tenant has been transferred. HP may be unable to transfer a tenant to a particular unit if the tenant has not or cannot establish eligibility for that unit.

If HP has no safe and available units for which a tenant who needs an emergency is eligible, HP will assist the tenant in identifying other housing providers who may have safe and available units to which the tenant could move. At the tenant's request, HP will also assist tenants in contacting the local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking that are attached to this plan.

Safety and Security of Tenants

Pending processing of the transfer and the actual transfer, if it is approved and occurs, the tenant is urged to take all reasonable precautions to be safe.

Tenants who are or have been victims of domestic violence are encouraged to contact the National Domestic Violence Hotline at 1-800-799-7233, or a local domestic violence shelter, for assistance in creating a safety plan. For persons with hearing impairments, that hotline can be accessed by calling 1-800-787-3224 (TTY).

Tenants who have been victims of sexual assault may call the Rape, Abuse & Incest National Network's National Sexual Assault Hotline at 800-656-HOPE, or visit the online hotline at <https://ohl.rainn.org/online/>.

Tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

Attachment: Local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking.

Attachment - Local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking.

Agency	Phone #	City
Desert Sanctuary (Haley House)	760-256-3441	Barstow
Doves of Big Bear Valley	909-866-1546	Big Bear Lake
House of Ruth	877-988-5559	Ontario
Option House, Inc.	909-381-3471	San Bernardino
Pacific Lifeline	909-931-2624	Upland
Family Assistance Program (Hope Homes)	760-949-4357	Victorville
Victor Valley Domestic Violence (A Better Way)	760-955-8723 Hotline	Victorville
Morongo Basin Unity Home, Inc. (Morongo Basin Haven)	760-366-9663	Yucca Valley

Interagency Council on Homelessness
Administrative Office
215 North D Street, Suite 301, San Bernardino, CA 92415-0044
Office: (909) 501-0610

FROM: Tom Hernandez, Office of Homeless Services

SUBJECT: Proposed 2023 Point-In-Time Count Date

DATE: September 28, 2022

RECOMMENDATION

Approve the date of January 26, 2023, to conduct the 2023 Point-In-Time Count.

BACKGROUND INFORMATION

In the early 2000s, the U.S. Department of Housing and Urban Development (HUD) began requiring Continuums of Care (CoCs) to conduct a Point-in-Time Count (PITC) of people experiencing homelessness at least every other year as a means of collecting vital data in individual communities.

HUD requires a sheltered PITC be conducted annually and only requires the unsheltered portion of the count every other year. However, many CoCs including ours, include unsheltered people in their annual counts as a way to gather more accurate data and provide better services.

Nationwide all PITCs are conducted the last 10 days of January, due to HUD policy, but generally the results of the data are submitted and published a few months later. Planning activities for the PITC must begin months prior as these projects require a lot of time and manpower.

All PITCs are led by a regions' CoC, but it's crucial that multiple agencies and jurisdictions in the area work together to complete the count. First, the CoC will set up a committee (and potentially sub-committees) that will work together on planning the count over the course of several months.

The methodology includes a plan for who will be included in the count, how agencies will participate, and how to engage and prepare the community for which you're counting. The committee's plan gets CoC Board Approval before continuing with the project. In order to start the process for preparation of the PITC, the Office of Homeless Services is requesting the Interagency Council on Homelessness to approve Thursday, January 26, 2023, as the date for the 2023 PITC.

Members of the Interagency Council on Homelessness

Members of the Board of Supervisors
City of Victorville
Housing Authority of the County of San Bernardino
San Bernardino Law and Justice Group
San Bernardino County Superintendent of Schools

City of Rancho Cucamonga
Town of Yucca Valley
Community Development and Housing Agency
Mountain Regional City Representative
Members of the Homeless Provider Network

City of San Bernardino
Department of Behavioral Health
San Bernardino County Human Services
Homeless Representative

Interagency Council on Homelessness
Administrative Office
215 North D Street, Suite 301, San Bernardino, CA 92415-0044
Office: (909) 501-0610

FROM: Tom Hernandez, Office of Homeless Services
SUBJECT: Open Nominations from the Floor for Chair and Vice-Chair of the Interagency Council on Homelessness (ICH)
DATE: September 28, 2022

BACKGROUND INFORMATION

Per the ICH Bylaws, the ICH shall elect from among its Members a Chair and Vice Chair. Each officer shall serve for a term of two (2) years commencing October 1 and ending September 30 of the second year.

Officers shall be nominated by the ICH membership and elected to office by a majority vote of the Members present at a meeting in which a quorum has been established.

Officer duties:

1. The duties of the Chair shall include:
 - a. Provide oversight, direction and leadership to the ICH.
 - b. Conduct and facilitate ICH Meetings.
 - c. Coordinate agenda setting with the Office of Homeless Services (OHS).
 - d. Appoint Committee Chairs.

2. The duties of the Vice Chair shall include:
 - a. Perform all of the Chair’s duties in the absence of the Chair, unless the Bylaws of the ICH provide otherwise.
 - b. Perform other duties as requested.

The process for making floor nominations is as follows per Robert’s Rules of Order:

- Recognition by the Chair is not required to make a nomination after there is a formal call for nomination.
- Nominations don’t have to be seconded, but it’s not out of order for members to second a nomination to signal endorsement.
- A person can nominate herself, himself or their self.
- Nominees do not have to leave the room during the nominations, when the vote is taken, or when the vote is counted.
- A member can rise and decline the nomination during the nomination process.
- After each nomination, the Chair or designee repeats the name to the Council.
- Nominations are taken for successive offices in the order they are listed in the Bylaws.

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Department of Behavioral Health
San Bernardino County Human Services
Homeless Representative



**County of San Bernardino
Office of Homeless Services**

Item #10

215 North D Street, Suite 301 • San Bernardino, CA 92415-0044

Phone: (909) 501-0610 • Fax: (909) 501-0622

Email: homelessrfp@hss.sbcounty.gov • Website: <http://www.sbcounty.gov/sbchp>

Homeless Management Information System (HMIS) Report

Date 9/27/2022

Presenter Nicholas Miller – Administrative Supervisor I – Office of Homeless Services

Announcements Introducing Clarity - Bitfocus

- BitFocus initial meetings started February 2022
 - Preparation for migration blackout period:
 - August 8th initial email about transition period
 - August 29th WebEx meeting about transition for all users
 - Follow up emails with documents for black out period 8/31 – 9/23
 - BitFocus training: Training module sent 9/12 to all current users
-
- Data migration: Data migration was completed on 9/20
 - Data testing & reporting: All testing and reporting was verified on 9/21-22
 - Go Live date 9/23