



Behavioral Health  
Homeless and Supportive Services

# Department of Behavioral Health Homeless and Supportive Services

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# San Bernardino County Homeless Partnership

- Office of Homeless Services
- Interagency Council on Homelessness
  - Board of Supervisors
  - Elected City Officials
  - Law Enforcement and Justice
  - Director of Community Development and Housing Agency
  - Director of Human Services
  - **Director of the Department of Behavioral Health**
  - Director of the Housing Authority of San Bernardino County
  - Elected Homeless Provider Network Representatives
  - Homeless/Formerly Homeless Representative
- Homeless Provider Network
  - **Public**, private, and non-profit service providers
  - Community and faith-based organizations
  - Housing organizations serving County of San Bernardino residents

## Homeless Services Links

- San Bernardino County Office of Homeless Services: <https://wp.sbcounty.gov/dbh/sbchp/about-sbchp/>
- San Bernardino County Homeless Partnership: <https://wp.sbcounty.gov/dbh/sbchp/>
- Interagency Council on Homelessness: <https://wp.sbcounty.gov/dbh/sbchp/ich/>
- Housing Provider Network: <https://wp.sbcounty.gov/dbh/sbchp/hpn/>
- 10 year strategy to End Homelessness in the County of San Bernardino  
[https://wp.sbcounty.gov/dbh/sbchp/wp-content/uploads/sites/2/2016/09/10-year-strategy-Final\\_Draft.pdf](https://wp.sbcounty.gov/dbh/sbchp/wp-content/uploads/sites/2/2016/09/10-year-strategy-Final_Draft.pdf)
- Strategy Update: <https://wp.sbcounty.gov/dbh/sbchp/wp-content/uploads/sites/2/2016/09/Recalibrating-for-Results.pdf>
- MHSA Plan to Support No Place Like Home (NPLH) Projects:  
<https://wp.sbcounty.gov/dbh/wp-content/uploads/2019/03/San-Bernardino-County-MHSA-Update-for-Housing-Formatted-for-Posting.pdf>

# DBH Homeless and Supportive Services – Overview

Supportive Services		Outreach and Engagement	
Supportive Services	Shelter Services	Homeless Outreach and Support Team (HOST)	InnROADs
Full Service Partnership	Case Management	Housing Navigation for Housing Authority	3 Regional Teams
Case Management	Linkage to Services	Housing Navigation for MHSA Housing	Outreach and Engagement
Mental Health Treatment	Housing Plans	Outreach and Engagement	Treatment in the Field
Substance Use Disorder Treatment	Employment and SSI Assistance	Project Roomkey	
733 Households	200+ Shelter Beds		1635 Served in FY20-21 to date

# Supportive Services – Permanent Supportive Housing

- DBH provides care coordination and case management services to those in Permanent Supportive Housing (PSH)
- DBH currently is supporting approximately 733 household through our Supportive Services Program and contract agencies
- There are currently two main types of Permanent Supportive Housing:
  - **Housing Authority Vouchers** – obtained through HUD (US Department of Housing and Urban Development) Continuum of Care (CoC) Grants (formerly known as Shelter Plus Care)
  - **MHSA (Mental Health Services Act) Housing** – coordinated by DBH Supportive Services Program



# Outreach and Engagement – HOST

- Housing Navigation
  - Locate referred resident
  - Determine disability eligibility
  - Assist with completing applications for housing
  - Document readiness
    - Social Security Card
    - ID or Driver License
    - Documentation of Homelessness when needed
  - Housing searches
  - Linkage to Supportive Service Provider
- Limited Outreach and Engagement
- Co-Location with Law Enforcement
- Disaster and other homeless related needs

# Outreach and Engagement – InnROADs

- Innovative Remote Onsite Assistance Delivery – MHSA Innovation Project
- Engagement Teams
  - Clinician – DBH
  - Drug and Alcohol Counselor – DBH
  - Peer and Family Advocate – DBH
  - Social Service Practitioner– DAAS
  - Nurse – DPH
  - Sheriff Deputy – Sheriff’s Department
- Medical Treatment Team – DPH
  - Nurse Practitioner
  - Licensed Vocational Nurse
- Four Regions
  - East Valley and Western Mountains
  - West Valley
  - High Desert
  - Morongo Basin and Eastern Mountains

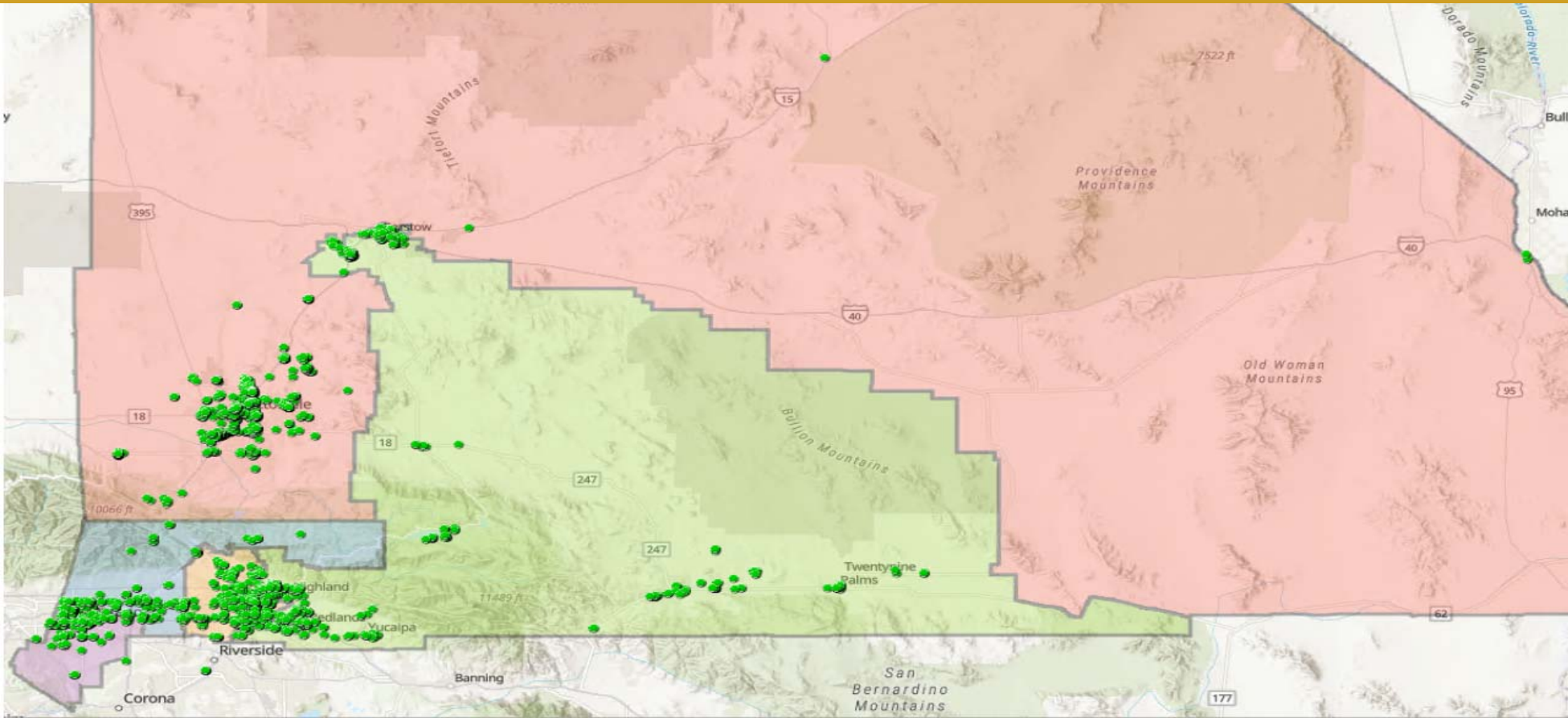


## Outreach and Engagement – InnROADs

- **Learning Goal 1:** Examine the effectiveness of a mobile, multi-agency team effective in serving and supporting the needs of homeless residents.
- **Learning Goal 2:** Examine with engagement techniques work best for which population.
- **Learning Goal 3:** Examine the effectiveness of behavioral health services and treatments in the field.
- **Learning Goal 4:** Examine how geographic information system (GIS) can be used to better understand and serve our homeless residents.

	FY20-21 (as of 3/21)	East Valley/Mountain	West Valley	High Desert/Morongo
Unique Consumers	1635	713	255	667
Encounters	4004	1262	391	2351
Services Provided	2271	1031	309	931

# Outreach Locations - InnROADs



# Affordable Housing and Permanent Supportive Housing Expansion

- DBH Homeless and Supportive Services partners with the Community Development and Housing Agency, Housing Authority, and local developers in obtaining funding and support for affordable housing that include Permanent Supportive Housing
- No Place Like Home Funding
  - Las Terrazas Apartments – Colton Opening August 2022
    - Developer – AMCAL
    - 12 of 112 Units identified for severely mentally ill homeless residents
  - Liberty Lane – Redlands Application submitted. Awards announced Spring 2021
    - Developer – A Community of Friends (ACOF)
    - 38 of 80 units identified for severely mentally ill homeless residents
- Local Government Special Needs Housing from California Housing Finance Agency
  - Desert Haven – Victorville Opening May 2021
    - Developer – Victorville LP
    - 26 units identified for severely mentally ill homeless residents
    - 5 units identified for residents with medical disability – Partner IEHP
  - Bloomington Phase III – Bloomington Opening May 2021
    - Developer – Housing Partners, LP
    - 10 of 98 units are identified for severely mentally ill homeless residents
    - 10 units are identified for residents with a medical disability – Partner IEHP

# COVID-19 Impact and Diversion of Resources – Food and Basic Support

- Food Insecurity
  - In the beginning of the pandemic, clients/residents were not able to get food as they had before.
  - HOST and Supportive Services staff were assigned to assist in procuring and delivering food boxes to clients in Permanent Supportive Housing and Health Homes. This was done in partnership with the Community Action Partnership for 300 households monthly.
  - InnROADs made regular food drops at homeless encampments and individuals
- Clubhouse staff transitioned to online peer support and remained open for in-person service to the homeless and unsafely housed
  - 2000 loads of laundry
  - 3000 showers
  - 6000 food resources
  - 2400 hygiene kits

- Glen Helen – Isolation assistance for COVID+ homeless
  - 20 trailers were installed at Glen Helen Campground in Devore to provide isolation assistance to homeless individuals that were COVID+ but no longer needed hospitalization, thus freeing up hospital beds for other residents
  - Referrals to the site were managed by Department of Public Health and DBH
  - DBH staff were deployed to the site 7 days a week for almost 1 year
    - Provided case management, linkage to services and treatment, linkage to available housing
  - 198 residents were served
- Hotels – Isolation assistance for COVID negative homeless seniors and those with chronic health conditions
  - Referrals for hotel rooms was managed by Sheriff's HOPE team
  - DBH Homeless and Supportive Services staff have been deployed 7 days a week for over a year and continue to provide services until the close of the project (estimate September 2021).
    - DBH Staff provide case management, linkage to services and treatment, document readiness, and food delivery to 289 guests daily

- Pacific Village

- Funding from the state to provide permanent supportive housing to homeless residents that have been affected by COVID. Preference to those that were also a part of Project Roomkey
- DBH staff provided housing navigation supports to lease up Pacific Village
- DBH staff are providing supportive services to these 23 households