



Behavioral Health
Homeless and Supportive Services

Project Roomkey

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Program Manager II

Project Roomkey Funding and Goals

- Project Roomkey was established in March 2020 as part of the state response to the COVID-19 pandemic. The purpose of Project Roomkey is to provide non-congregate shelter options for people experiencing homelessness, protect human life, and minimize strain on health care system capacity.

Project Roomkey – Glen Helen

- 20 trailers were donated to the County to provide a place for those that were positive for COVID-19, homeless or unable to safely quarantine.
- Referrals came to the Department of Public Health (DPH) from hospitals, facilities, contract tracers and the community.
- DPH made the determination if the guest was able to safely isolate in the trailer and met the criteria.
- DBH provided the case management on site and linkage to services and potential housing once quarantine was completed.
- About 200 individuals were served from March 2020 – February 2021

Project Roomkey - Hotels

- The purpose of Project Roomkey – Hotels was to provide non-congregate isolation assistance for our County’s homeless residents that were 65+ and/or had a chronic medical condition
- This population was chosen due to their increased risk of developing the more severe form of COVID-19
- The County contracted with two hotels; one in San Bernardino and one in Victorville.
- The County also contracts with a local restaurant to provide three meals a day.
- Referrals for the hotels go to the Sheriff’s HOPE team. Referrals come from the coordinated entry system, Homeless Provider Network, outreach teams, etc.
- DBH provides the case management for these guests and delivers the food daily.
- In the beginning, many agencies within the Homeless Provider Network were able to use funds to provide this same assistance other alternate hotels.

Project Roomkey - Hotels

- This effort continues today. There is a total of 30 rooms in San Bernardino and 17 rooms in Victorville that are being utilized for this purpose.
- The sunset of this program is determined by future funding