



Human Services  
Transitional Assistance

## Housing Support Program (HSP)

Presented by:

- Transitional Assistance Department (TAD):
  - Gilbert Ramos, Assistant Director
- Housing Authority of the County of San Bernardino (HACSB):
  - Maria Razo, Deputy Executive Director
  - Lisa Jones, Deputy Director



## San Bernardino's HSP Partnership

### Team:

- Transitional Assistance Department (TAD)
- Housing Authority of the County of San Bernardino (HACSB)
- Knowledge and Education for Your Success, Inc. (KEYS), affiliate non-profit of HACSB

### Background:

- October, 2014: Data Sharing Memorandum of Understanding (MOU) with the Housing Authority of the County of San Bernardino (HACSB)
  - Leverage existing resources for mutual customers
- January, 2015: MOU for HSP with HACSB:
  - Subcontracted to KEYS
  - KEYS experience with Rapid Rehousing Programs




## Program Summary

	1/12/15 – 6/30/15 \$1,075,906	7/1/15 – 6/30/16 \$1,759,106
<b>Total Referrals</b>	<b>814</b>	<b>358</b>
<b>Active</b>		<b>271</b>
<b>Families permanently housed</b>	<b>231</b>	<b>109</b>
<b>Children served</b>	<b>438</b>	<b>239</b>
<b>Total people in household</b>	<b>1,362</b>	<b>693</b>

The above statistics reflect activity for FY 2014-15 and through September 25, 2015 for FY 2015-2016.

## Best Practices

San Bernardino's Program, in conjunction with our partners, has continuously evolved in order to achieve efficient and effective best practices in all areas, and includes:

-  Open and consistent communication.
-  Leveraging of Housing Authority resources.
-  Co-location of staff.

## Communication

- **Weekly Conference Calls**
  - 🎁 Operational staff – Eligibility Workers (EWs), Housing Navigators (HNs), and their direct supervisors, Thursday mornings.
  - 🎁 Management staff – TAD, HACSB, and KEYS management, Thursday afternoons.
- **E-mails**
  - 🎁 Standardized e-mail groups.
  - 🎁 Summary call notes e-mailed immediately after both calls. This allows management to quickly address/resolve any issues.
- **Meetings**
  - 🎁 As needed

## Leveraging of HA Resources

HACSB is the largest provider of affordable housing in San Bernardino County. In partnership with HACSB, TAD has leveraged their experience and programs:






- 🎁 Five Year Lease Assistance
- 🎁 No Child Left Unsheltered
- 🎁 Supportive Services for Veteran Families
- 🎁 KEYS for Life
- 🎁 Voyager Software System
  - 🎁 Utilized to track customers and outcomes
  - 🎁 Voyager is used by:
    - 🎁 EWs to complete the referral process for HSP, and
    - 🎁 HNs to administer the HSP.

## Staff

- **KEYS**
  - Manager
  - Fiscal Coordinator
  - Intake Specialist
  - Lead Housing Navigator
  - Housing Navigators (8)
- **TAD**
  - Homeless Assistance Eligibility Worker
  - Work Experience (WEX)
- **Co-Location of Housing Navigators in TAD Offices**
- **Housing Authority**
  - Administrative Support
  - Analysis and Reporting



## Challenges

-  Allocation Time Frame
-  Staffing/Recruitment
-  Vast Geography
-  Technology and Security Protocols
-  Uncertainty on Funding Levels



## Lessons Learned

- Ensure consistent communication and information sharing within and across agencies/staff.
- Alignment of interpretation and application of Policies and Procedures between agencies is critical.
- Timely attention and resolution of issues/barriers by decision makers is key in a homeless assistance program.

## Success Stories

### 1. Situation

- A single mother of three lost her housing and the family was living in their car. She was approved for a total of 16 days in a local motel and was referred to HSP.

### Resolution

- The HN assisted the customer in locating permanent housing close to her new employment and provided referrals to other assistance agencies.

### Outcome

- The family moved into their permanent housing with the help of HSP assistance. The customer is now attending college to finish her degree and became employed full-time with anticipated income of approximately \$2,000 per month.

*This customer has become self-sufficient with the assistance provided by HSP that allowed her to move closer to her new job and provided her with rental subsidies until her employment pay was stable.*

2. <https://www.youtube.com/watch?v=jOmoSqXBgu8&feature=youtu.be>

# Questions?

For further information/questions, contact:

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