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

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<thead>
<tr>
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<th>1/12/15 – 6/30/15 $1,075,906</th>
<th>7/1/15 – 6/30/16 $1,759,106</th>
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<tbody>
<tr>
<td><strong>Total Referrals</strong></td>
<td>814</td>
<td>358</td>
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<tr>
<td><strong>Active</strong></td>
<td></td>
<td>271</td>
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<tr>
<td><strong>Families permanently housed</strong></td>
<td>231</td>
<td>109</td>
</tr>
<tr>
<td><strong>Children served</strong></td>
<td>438</td>
<td>239</td>
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<tr>
<td><strong>Total people in household</strong></td>
<td>1,362</td>
<td>693</td>
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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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- Lisa Jones – HACSB Deputy Director at (909) 890-5311 or ljones@hacsb.com