



California Interagency Council on Homelessness

ERF-3-R, Application

Part 1 (A): ADMINISTRATIVE INFORMATION

Application Window

- Window #1, 11/3/2023 - 1/31/2024
 Window #2, 2/1/2024 - 4/30/2024
 Window #3, 5/1/2024 - 6/30/2024

*Applications received after 5:00 p.m. on the last day of the application window will be reviewed and evaluated during the following application window. **Note, applications submitted after 5:00 p.m. on 6/30/2024 will not be reviewed.***

Eligible Applicant

Select the eligible applicant's jurisdiction type.

- CoC City County

What is the name of the city or county?

City of Redlands

Part 1 (B) Contracting Information

Complete all elements of the below section. This information is required for contracting should this application be chosen for award.

Contractor Information

Contractor Name (the legal entity entering into contract with the State)

City of Redlands

What is the Federal Employer Identification Number (FEIN # or tax id number) for the contractor?

95-6000766

Tax ID Form

Governmental entities will need to submit a GovTIN Tax Form, and Non-governmental entities will need to submit a STD 204 Tax Form. Links to each are below:

GovTIN: [Taxpayer ID Form \(ca.gov\)](#)

STD 204: [STD 204 - Payee Data Record \(ca.gov\)](#)

Who is the best contact person for this contract?

Primary Contact

<input type="text" value="David"/>	<input type="text" value="Rabindranath"/>
First	Last

This contact will receive ALL grant related correspondence (inclusive of application, award, contract, office hours, information requests, reporting, etc.)

Job title

<input type="text" value="Homeless Solutions Manager"/>
job title

Email

<input type="text" value="drabindranath@cityofredlands.org"/>

Phone

<input type="text" value="(909) 761-5196"/>

This contact will receive ALL grant related correspondence (inclusive of application, award, contract, office hours, information requests, reporting, etc.)

Secondary Contact

<input type="text" value="Don"/>	<input type="text" value="Craw"/>
First	Last

Job title

<input type="text" value="Senior Manager"/>
job title

Email

<input type="text" value="dcraw@cityofredlands.org"/>

Phone

<input type="text" value="(909) 798-7655"/>

This contact will receive ALL grant related correspondence (inclusive of application, award, contract, office hours, information requests, reporting, etc.)

Contact Person for Reporting

<input type="text" value="David"/>	<input type="text" value="Rabindranath"/>
First	Last

Job title

Homeless Solutions Manager

job title

Email

drabindranath@cityofredlands.org

Phone

(909) 761-5196

This contact will ONLY receive grant reporting correspondence (inclusive of guidance, report releases/reminders, report follow-ups).

Authorized Representative

Eddie

First

Tejeda

Last

Job title

Mayor

job title

Email

etejeda@cityofredlands.org

Phone

(909) 761-5196

The Authorized Representative has authority to contract on behalf of the eligible applicant

If this application is funded, what address should the check be mailed to?

Address

35 Cajon St Suite #222, Redlands, CA

Address Line 1

Address Line 2

Redlands

City

California

State

92373

Zip Code

Attention to (if applicable):

City of Redlands Homeless Solutions

⚠️ This Application uses character limits ⚠️

Reaching these limits is not required, however competitive responses will address all parts of each

question asked.

Part 2: PROPOSAL OVERVIEW

Guidance:

In completing this application, applicants must identify the specific encampment that will be prioritized for resolution.

If an applicant proposes to prioritize a large, noncontiguous, or multiple site(s), the encampments may only be addressed through a single application if: (a) the justification for prioritizing the encampments is the same, **and** (b) the demographics and service needs of the residents of the encampments is sufficiently the same that, (c) the same set of services, and service providers, including outreach, interim and permanent housing programs, will be used to resolve the identified people's experience of homelessness in encampments.

Applicant must prepare a separate application for each encampment that does not meet the requirements of (a) – (c).

Proposal Summary

Summarize the proposed Encampment Resolution Fund (ERF) project, including an overview of all key components and/or phases of the project that will be funded in whole or in part with ERF-3-R resources. (1500-character limit)

The City of Redlands' ERF project will provide targeted support to the City's most vulnerable unsheltered individuals along a 3.16-square mile stretch of the Santa Ana River between Orange Street and Interstate 210 (I-210). The project focuses on several key populations residing within this site, prioritizing individuals aged 55 and older, Transitional Age Youth (TAY) under 25 years old, and females. The project also prioritizes the needs of those who are victims of domestic violence, chronically homeless, and those suffering from chronic health conditions, mental or physical disabilities, substance use disorders, and severe economic hardship, with 69.8% reporting no monthly income. To address these challenges, the City plans to implement a multi-faceted approach. This includes providing interim housing for 75 individuals to provide a housing-first approach and stabilize living conditions, and securing permanent housing for 100 individuals, supported by six months of rental subsidies. Additionally, the project will offer a range of supportive services geared toward the specific needs of these populations, including mental health and substance use treatment, employment assistance, and specialized care for those with chronic health and physical disabilities.

People Served

Number of people currently residing in prioritized encampment site

200

#

Potential inflow of people into the prioritized encampment site during the grant term.

100

Of people currently residing in prioritized encampment site, how many will be served by this proposal?

100

#

Given the potential for inflow of people into the prioritized encampment site, how many people are projected to be served across the entire grant period?

100

#

Of people projected to be served across the entire grant period, number of people projected to transition into interim housing.

75

#

Of people projected to be served across the entire grant period, number of people projected to transition into permanent housing

100

#

This should include both people who transition directly into permanent housing and people who may first transition into interim housing.

Is the prioritized encampment site part of a larger encampment area?

Yes No

Encampment Information

1. Briefly describe the characteristics of the people residing within the prioritized encampment site, including demographics, household compositions, disabilities, and projected service and housing needs. Include how this information was gathered. (1500-character limit)

The prioritized encampment site hosts diverse unsheltered individuals with varying demographics, household compositions, and complex needs. According to the San Bernardino County 2023 Continuum of Care Homeless Count and Survey, the population includes elderly individuals aged 55 and older, accounting for 19% of the encampment's residents. Additionally, a significant portion of the residents are transitional-age youth (TAY) under the age of 25, representing 22.4%, and women, who make up 23.3% of the population. An estimated 10% of residents of this encampment site have dogs.

A considerable number of residents are facing severe challenges: 6% are victims of domestic violence, 53.5% are chronically homeless, 11.2% have chronic health conditions, 20.7% have mental health disabilities, 12.1% have physical disabilities, and 56% struggle with substance use disorders. A vast majority, 69.8%, report having no monthly income. The needs of these residents are substantial and varied, ranging from immediate housing to long-term supportive services. These include the need for permanent housing solutions, low-barrier interim housing, mental health services, substance abuse treatment, employment assistance, and support for physical and chronic health conditions.

If this proposal seeks to serve a particular target population, specify and describe.

2. Briefly describe physical characteristics of the prioritized encampment site in which the people you are proposing to serve are residing. The description must include the specific location, physical size of the area, the types of structures people are residing in at the site, whether vehicles are present, and any other relevant or notable physical characteristics of the site. (1000-character limit)

The prioritized encampment site within the City of Redlands, located in San Bernardino County, California, is approximately 60 miles east of Los Angeles and 45 miles west of Palm Springs. This site spans a 1.12-mile stretch along the Ana River from Orange Street to Interstate 210, covering an area of approximately 3.16 square miles (309 acres). It includes Caltrans state right-of-way property and property owned by the City and the San Bernardino Water Conservation District. Here, residents have constructed makeshift homes using pallets, with tents, shopping carts, and trash and debris accumulating throughout the site. Some individuals reside in vehicles, including RVs and camper trailers, which are interspersed among the more temporary structures. This site also serves as a habitat for the endangered Kangaroo Rat, where human interference by unhoused residents potentially further threatens and contributes to the overall degradation of this species.

3. Why is this encampment site being prioritized? Applicant should identify any distinguishing needs and/or vulnerabilities of the people living in this encampment and/or any health, safety, or other concerns that led the applicant to prioritize this site over other encampments. (1000-character limit)

Various pressing concerns have arisen from this location, significantly escalating the urgency for intervention. Within the past year, there has been a substantial influx of unsheltered individuals to this area, swelling its population to approximately 200. It is estimated to grow by an additional 100 persons in the coming months. Population vulnerabilities include elderly individuals, single females, and transitional-age youth, many of whom are chronically homeless and suffer from serious health conditions, mental and physical disabilities, or substance use disorders. Nearly 70% of the residents lack stable income, compounding their housing barriers. Tampered highway maintenance tunnels pose severe safety hazards. The accumulation of debris, feces, and drug paraphernalia contributes to unsanitary and inhumane living conditions. Moreover, the encampment's proximity to the Santa Ana River, a habitat for the endangered Kangaroo Rat, poses significant environmental concerns.

ERF authorizing legislation requires funding be used for "prioritized" encampments. Applicants must, therefore, provide a justification for the prioritization of the encampment proposed to be served. Except in very small communities where it may be possible to justify prioritizing all of a small number of encampments for resolution using this fund source, ERF is not intended to be used to fund a community-wide encampment resolution program.

Attachment: Map

The provided map should clearly indicate the area of the prioritized encampment. The map may also indicate the location of other key service, shelter, and housing resources described in this proposal.

4. Is the prioritized site on a state right-of-way?

No Yes - partially Yes - entirely

Attachment: Caltrans Letter of Support

Projects entirely or partially on a state right-of-way must include a Letter of Support from Caltrans.

- This letter must include confirmation from Caltrans that they are aware of and in support of the ERF project, including the projected timeline, and that they will only take action on that encampment site in collaboration with and at least 2 weeks-notice to the ERF grantee, unless critical circumstances exist when an encampment poses an imminent threat to life, health, safety, or infrastructure and must be immediately addressed.
- This letter should be signed by the local Caltrans Deputy District Director of Maintenance (DDDM) or their designee.
- This letter may also include Caltrans role in the proposal and what Caltrans resources are being leveraged.

Proposal's Outcomes

5. What outcomes does this proposal seek to accomplish by 6/30/2027? Outcomes should be specific, measurable, attainable, relevant, and time-bound (SMART). (1000-character limit)

1. By January 2027, provide interim housing assistance to 75 individuals from the targeted encampment area in Redlands, ensuring a housing-first approach in residents' transition from homelessness to a stable living environment, with progress tracked quarterly.
2. Successfully enroll and stabilize 100 individuals into permanent housing by January 2027 by leveraging existing housing provider relationships to implement a rapid rehousing approach to link persons to shared housing in room and board settings and private landlords. This includes rental assistance and case management for up to 6 months, with monthly participant retention and lease agreement monitoring. Providing 6 months of subsidy support to stabilize individuals is supported by evidence from HUD's Rapid Re-Housing Brief and Evaluation Report, concluding that a six-month period lays a foundation for long-term stability, with the expectation that participants will achieve self-sufficiency by the end of the assistance period.

6. What are the primary activities the applicant will implement to achieve each of the proposal's outcomes? (1000-character limit)

Activities include trauma-informed outreach and a Rapid Rehousing approach through collaboration with local organizations to expand interim and permanent housing availability and access to supportive services. The plan includes interim shelter and emergency hotel vouchers. All persons within emergency shelters will be linked to the rapid rehousing program. For those needing additional time to connect to permanent housing, interim housing will be provided through local partnerships with Building a Generation, Salvation Army, and Rehabilitation Services. The Rapid Rehousing program will leverage these partners, in addition to the Family Service Association, to facilitate permanent housing linkage through their connections with room and board, shared housing accommodations, and private landlords that will prioritize seniors, youth, and single women. This includes up to six months of rental assistance, comprehensive case management, and linkage to employment services.

7. How will the applicant measure progress towards the proposal's outcomes? (1000-character limit)

In partnership with the San Bernardino County Coordinated Entry System (CES), data will be input into the Homeless Management Information System (HMIS) Clarity. Outreach team personnel and housing providers will record details following each VI-SPDAT assessment and subsequent interactions. This data will be the basis for tracking progress toward interim and permanent housing placement goals, with meetings conducted by the project team and key partners every two weeks for client case assessment and outcome evaluations. The gathered information will enable effective monitoring of housing outcomes, assisting in any necessary adjustments to the program's strategy. Furthermore, the annual Homeless Point in Time Count will be utilized to track annual changes in the unhoused population, providing a year-over-year comparative analysis.

8. Are there any local ordinances, resources, or other factors that may hinder achieving the proposal's outcomes? If so, how will the applicant navigate these challenges? (1000- character limit)

One local factor that may hinder the proposal's outcomes is the jurisdictional overlap among multiple agencies whose boundaries encompass the encampment site. To ensure that unhoused persons residing along these borders are not inadvertently overlooked or excluded from outreach and service efforts, the City has proactively identified and engaged with these agencies, initiating open dialogues to address and coordinate the jurisdictional complexities.

Roundtable discussions have been initiated to develop a coordinated outreach schedule and harmonize the efforts of all involved agencies, ensuring that each agency's actions are synchronized and that no individuals in need are missed due to jurisdictional discrepancies. These agencies include the City of San Bernardino, Caltrans, San Bernardino County Sheriff, San Bernardino Valley Water Conservation District, and Bureau of Land Management, all of which have provided letters of support for this proposal.

9. Does this proposal fund a standalone project, or is the proposed project one component of a larger initiative?

Standalone Larger initiative

Centering People

10. Describe how the perspectives of people with lived experience of homelessness meaningfully contributed to the content of this proposal? How will people with lived experience be part of the implementation of this ERF project? If individuals living in the encampment site were included in the development of this proposal, describe how their input was obtained and how that input shaped the proposal. (1000-character limit)

Insights were drawn from the 2023 City of Redlands Homeless Point in Time Count data, which included surveys of 116 unsheltered persons. Among them, 20% reported mental health issues, 12% had physical disabilities, and 65% struggled with substance abuse disorders. The population includes individuals aged over 55 (19%), transitional-age youth (TAY) under the age of 25 (22.4%), and women (23.3%). Ongoing engagement with persons residing in the targeted encampment have provided invaluable firsthand understanding of their specific needs and challenges. Additionally, Step Up on Second Street Inc. and other local partners have hired former clients that have lived in the local jurisdiction and faced homelessness. With their expertise and experience, the City has gained a better understanding of how to support those experiencing homelessness, specifically seniors, women, youth ages 24 and younger, and sex offenders.

11. Briefly describe how the proposal exemplifies Housing First approaches as defined in Welfare and Institutions Code section 8255. (1000-character limit)

The proposal prioritizes the provision of stable housing without preconditions such as sobriety or participation in services. Recognizing that many individuals may not be ready to engage fully in all available services due to their current conditions and behaviors, the Housing First strategy is designed to meet them where they are. The proposal incorporates a harm reduction model, which supports residents in maintaining their housing while they work towards managing their substance use more safely. Once in stable housing, individuals are better positioned to access and benefit from other essential services, such as Medicaid, food assistance, SSA/SSI benefits, primary healthcare, and behavioral health and substance use treatments. This approach leverages the stability, safety, and structure achieved through housing to facilitate broader engagement in needed services, thus supporting comprehensive recovery and reintegration of individuals into the community

12. Describe how each of the following service delivery practices are incorporated into the outreach, interim shelter (if applicable), and permanent housing aspects of the proposed ERF project: (a) individual participant choice and (b) trauma informed care. (1000-character limit)

Recognizing that individuals are experts in their own lives, the City's approach to service delivery allows for self-selected recovery goals, ensuring that interventions meet each person's specific needs. This personalized approach is supported through the use of the VI-SPDAT assessment tool, which aligns resources with individual needs efficiently and minimizes the risk of re-traumatization. In line with trauma-informed care principles, the project team is trained to interact with participants in a manner that avoids unnecessary or repetitive questioning, thereby reducing the potential for triggering distress among those with trauma histories. This thoughtful integration of participant choice and trauma sensitivity is key to facilitating successful engagement and transition through the project's phases, from outreach and interim shelter to permanent housing solutions.

13. Describe how harm reduction principles will be incorporated into the outreach, interim housing (if applicable), and permanent housing aspects of this ERF project. (1000-character limit)

Harm reduction principles are central to the proposed strategies given the complex challenges faced by encampment residents such as mental health issues, substance use, depression, trauma, and structural barriers. A history of difficulties in obtaining or maintaining housing often leaves many individuals skeptical about the possibility of change. Project staff is skilled in employing evidence-based methods to meet residents where they are, respecting their choices and readiness to change at their own pace. This includes motivational interviewing to encourage practical, achievable steps towards housing stability and recovery. Once goals and needs are identified, staff will facilitate linkage to necessary services - respecting their autonomy while supporting them in a non-coercive manner, reducing the harms associated with their current lifestyle while progressively working towards safer, healthier alternatives within the stability of housing provided by the project.

14. Describe the services that will be provided to improve people's health, dignity, and safety while they continue to reside within the prioritized encampment site. (1000-character limit)

This proposal includes hiring a mental health clinical outreach worker to provide on-site mental health support, offering accessible counseling and crisis intervention directly within the encampment. This position will facilitate connections to crisis counseling, domestic violence services, and substance abuse treatment beds, providing support options for immediate crises and long-term challenges. Additionally, the project team consisting of key partners have established linkages to supportive services including access to medical health care and assist with documentation necessary for accessing benefits like SSI/SDI, CalWORKs, and Cal Fresh, as well as providing employment services. The team will also provide transportation as needed to ensure access to services and help minimize barriers.

15. Identify what controls are or will be in place to ensure that all ERF-3-R funded parties will not penalize homelessness. The term “penalize homelessness” means to impose, by a governmental unit, criminal or civil penalties on persons who are homeless in a manner that is related to those persons’ engagement in necessary human activities, including sleeping, resting, and eating. (1000-character limit)

The City’s priority is to offer housing and supportive services to individuals experiencing homelessness, rather than penalizing them for engaging in necessary human activities. Since 2017, the Redlands Police Department has maintained an agreement with the local shelter, Steps 4 Life, which ensures beds are available to unhoused persons. This arrangement provides an alternative to imposing civil or criminal penalties on individuals who may be found encroaching on private property. This practice is extended under the current proposal, in which persons residing in the prioritized encampment area will be offered housing and supportive services instead of adopting a criminalizing approach. All key partners are required to maintain frequent communication and work collaboratively to guide unhoused individuals towards available services rather than penalizing them to ensure a focus on assistance and support rather than enforcement and penalties.

16. Describe how this proposal considers sanitation services for people residing in the prioritized encampment. This may include but is not limited to non-intrusive, curbside waste removal and access to clean and available bathrooms. (1000-character limit)

The City proposes to hire two maintenance workers who will regularly provide trash and waste removal services and facilitate the delivery and upkeep of portable toilets and showers. Additionally, local community organizations such as Redlands First United Methodist Church, the Home of Ross and Sandy Cooper, and the Salvation Army also offer haircuts, hygiene items, and laundry services on alternating days throughout the week. Many of these services operate out of the physical locations of key partners like the Family Services Association and the Salvation Army. These services will continue to be made available throughout the period of performance to ensure that dignity and health are consistently prioritized for the individuals experiencing homelessness in the encampment.

Part 3: IMPLEMENTATION

Core Service Delivery and Housing Strategies

17. Describe the proposed outreach and engagement strategy, case management, and / or service coordination for people while they are continuing to reside within the encampment site. Quantify units of service to be delivered including the ratio of staff to people served, frequency of engagement, and length of service periods. (2000-character limit)

The proposed outreach and engagement strategy focuses on intensifying efforts within the prioritized encampment site. The City of Redlands has established strong partnerships with key community organizations to support the City's engagement such as the Family Service Association of Redlands, Salvation Army, Step Up on Second Street Inc., County of San Bernardino Mental Health, San Bernardino County Probation, San Bernardino County Sheriff's Homeless Outreach HOPE team, Youth Hope, and the Redlands Charitable Resource Coalition.

The outreach teams, structured with a staffing ratio of one outreach worker per twenty clients, will actively engage unhoused individuals daily to connect them with necessary services, including transportation, and obtaining IDs, Social Security Cards, and proof of income. These teams are also responsible for conducting initial assessments using tools like VI-SPDAT and entering data into the Homeless Management Information System (HMIS). As needs are identified, the outreach team will serve as a crucial link between the individual and the appropriate service agency or resource, ensuring continuity and follow-through from the service provider. The engagement strategy emphasizes multiple interactions per individual, recognizing that sustained contact is often required to successfully engage and assist clients. Once a client accepts services, the outreach worker facilitates a warm handoff to the relevant agency, which then takes over to guide the client towards emergency shelter, interim, and/or permanent housing solutions. Case management also includes a staffing ratio of one case manager to twenty clients to enable effective post-placement support, allowing for follow-ups for a period of six months. This level of case management ensures that individuals not only transition into housing but also receive ongoing support to stabilize and improve their overall living conditions.

18. Describe the role of Coordinated Entry in the context of this proposal and how Coordinated Entry policies or processes will support and / or hinder the implementation of this proposal. (1000-character limit)

The San Bernardino County Coordinated Entry System (CES) is the central mechanism of ensuring a data-informed, person-centered, Housing First, and coordinated approach to achieve the outcomes of this proposal. As a best practice, the CES will be used throughout the implementation of this proposal to facilitate the transition of individuals into either interim shelter with clear pathways to permanent housing or direct placements into permanent housing. The outreach team and case managers will utilize the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) to conduct assessments that inform housing prioritization decisions within the CES. This process is crucial for supporting the coordinated approach toward achieving the proposal's outcome goals. It will also help measure progress, monitor resource utilization, and expedite connections to appropriate resources, ensuring that interventions are tailored to the specific needs of individuals.

19. Describe each of the specific (a) interim housing and (b) permanent housing opportunities that will be used to achieve the proposed outcomes of this ERF project. Demonstrate that any ERF-3-R funded interim housing capacity is either non-congregate or clinically enhanced congregate shelter. (2000-character limit)

The City of Redlands will collaborate with Building a Generation, Family Service Association, Center for Spiritual Living, and Salvation Army, to provide vital emergency and interim shelter services. The Center for Spiritual Living and Salvation Army each offer interim shelter to 25 individuals, with accommodations allowing for up to 90-day stays. The Center for Spiritual Living provides separate spaces for single males and females, while the Salvation Army offers shelter for women and families. Rehabilitation Services caters to PC-290 Sex Offenders. Additionally, Super 8 hotel vouchers will provide emergency non-congregate shelter for up to 40 individuals for 60 days. All recipients of interim shelter or hotel vouchers are actively engaged in rapid rehousing initiatives, aiming to secure permanent housing within 6 months. Case management services, including assistance with food, transportation, employment, and document retrieval, are available to all shelter residents.

The city will leverage relationships with private landlords, in collaboration with the Salvation Army and Family Service Association, to provide room rentals or independent apartments for families, youth, women, single adults, and couples. Building a Generation focuses on seniors, facilitating Room and Board or shared housing arrangements. Room and Board options include three daily meals, ideal for individuals on fixed incomes like SSI, SSDI, VA Benefits, or Social Security. Each agency offers comprehensive support, including housing navigation services, employment services, security deposits, utility deposits, and rent assistance and case management for up to 6 months. When case management is over, clients will be referred to Enhanced Care Management (ECM) provider to case manage clients long term and connect with resources once ERF-3 assistance is completed.

20. Demonstrate the applicant's commitment and ability to deliver permanent housing solutions to the people residing in the prioritized encampment, including by providing examples of prior successful efforts to permanently house similarly situated individuals. (2000-character limit)

The City of Redlands is committed to delivering permanent housing solutions to individuals in situations similar to those residing in the prioritized encampment area, as evidenced by successful and ongoing efforts. In April 2022, the City expanded its capacity to address homelessness by enhancing its Homeless Solutions Division by hiring a Homeless Solutions Coordinator. This expansion followed the Division's receipt of a \$29 million Homekey Round 2 funding award from the California Department of Housing and Community Development. During the first two move-in days of the Homekey housing site, over 30 households were successfully housed, including chronically homeless individuals. Within six months, more than 80 unsheltered persons were housed and were receiving case management and supportive services.

Additionally, the City was previously awarded ERF-2-R funds designated to transition 200 people from a nearby larger 13-mile site spanning Interstates 10, 210, and Highway 38 within the City of Redlands into permanent housing by November 2025. To date, the city has successfully permanently housed 60 individuals, with an additional 50 in the process of being housed by May 2024. Since December 2023, over 80 persons have been assisted with hotel vouchers, shelter beds, or interim housing with the assistance of ERF-2-R funds. The City is well on track to meet its goal to permanently house 200 unsheltered individuals and families residing in a similar encampment situation. Under the leadership of the Homeless Solutions Coordinator, the Division has cultivated close working relationships with service providers, enhancing the area's housing and homeless resource efforts. Through the prudent management of these projects, the need for greater outreach efforts and housing support has been identified due to the recent increased inflow of unsheltered persons into the City of Redlands.

21. Describe how this proposal is tailored to meet the needs and preferences of people residing within the prioritized encampment. (1500-character limit)

According to the San Bernardino County 2023 Continuum of Care Homeless Count and Survey, unsheltered persons residing in the encampment area include individuals aged 55 and older, who make up 19% of the residents, transitional-age youth (TAY) under the age of 25, accounting for 22.4%, and women, who represent 23.3% of the population. Additionally, about 10% of the residents have dogs. The residents face a range of severe challenges, with 53.5% as chronically homeless, 11.2% suffering from chronic health conditions, 20.7% dealing with mental health disabilities, 12.1% having physical disabilities, 56% struggling with substance use disorders, 6% being victims of domestic violence, and 69.8% of the population having no monthly income. The skilled project team will deliver trauma-informed, tailored services to these residents to address these needs. Services include linkage to senior living options, substance abuse treatment, behavioral health services, healthcare, employment opportunities, and enrollment in public benefits, which are vital for supporting the residents' transition from the encampment to more stable living conditions. These services are available before and during interim or emergency housing provision and may continue after the residents have moved into permanent housing. The project will also provide linkage to pet-friendly housing options so that no resident needs to choose between shelter and keeping their pets.

Where applicable, identify the people, data, evidence, and / or other sources of information that was relied upon for this proposal.

Table 1: Projected Living Situations Immediately Following the Encampment

For people served who exit the encampment, what are the projected Living Situations Immediately Following the Encampment, including but not limited to, permanent housing, interim sheltering, and unsheltered?

Please provide responses in the table below. Add a row for each projected living situation. (250-character limit for each cell)

Briefly Describe Each Projected Living Situation Immediately Following the Encampment	Is This Permanent Housing?	Quantify the Capacity (e.g., number of beds/units, frequency of bed/unit availability)	Prioritized or Set-Aside for ERF-3-R?	Is this living situation funded by ERF-3-R and / or Leveraged Funds?	% of Served Persons Projected to Fall Within This Living Situation
Placement into permanent housing: through connections to private landlords	Yes Yes/No	50 units, up to 6-month assistance	Prioritized Pri/Set-Aside/Neither	ERF ERF/Lev/Both	50 %

Placement into permanent housing: through connections to Room and Board	Yes Yes/No	45 units, up to 6-month assistance	Prioritized Pri/Set-Aside/Neither	ERF ERF/Lev/Both	45 %
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Placed into Project Homekey units “Step Up in Redlands” studio apartments	Yes Yes/No	5 units: 1 year lease	Set Aside Pri/Set-Aside/Neither	Both ERF/Lev/Both	5 %
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Placement into interim housing: Center for Sprititual Living, Salvation Army, and Rehabilitation Services	No Yes/No	75 beds combined throughout project period, (14 beds available at one time) 30 to 90 day stay	Prioritized Pri/Set-Aside/Neither	ERF ERF/Lev/Both	75 %
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Emergency Shelter: Hotel Vouchers “Super 8 Motel”	No Yes/No	40 beds: up to 60-night stay	Prioritized Pri/Set-Aside/Neither	ERF ERF/Lev/Both	40 %
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Table 2: Permanent Housing Opportunities

A permanent housing opportunity is a combination of project and/or service provided to an individual with the goal of helping the individual obtain permanent housing. Of course, applicants cannot and do not need to provide every possible scenario; Cal ICH is looking to understand the primary, expected permanent housing opportunities for people projected to be served by this proposal.

Please provide responses in the table below. Add a row for each projected opportunity. (250-character limit for each cell)

Describe the Permanent Housing Opportunity	Prioritized or Set-Aside for	Quantify the Capacity of the Housing and	Is this Housing Opportunity Funded by ERF-
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	ERF-3-R?	Service Opportunity	3-R and / or Leveraged Funds?
Persons entering emergency shelter made available through motel vouchers will be assigned a case manager to assist with linkage to permanent housing and begin supportive services as needed	Prioritized Pri/Set-Aside/Neither	40 emergency shelter beds - up to 60 night stay	ERF ERF/Lev/Both
Persons entering interim housing made available through Center for Spiritual Living, Salvation Army, and Rehabilitation Services for substance use treatment, domestic violence assistance, or other complex situation will be assigned a case manager	Prioritized Pri/Set-Aside/Neither	75 beds combined throughout project period, (14 beds available at one time) 30 to 90 day stay	ERF ERF/Lev/Both
Placement into permanent housing through connections to private landlords, room and board facilities, and Step up in Redlands Homekey project (100 permanent housing units throughout the proposal)	Prioritized Pri/Set-Aside/Neither	100 permanent housing units throughout the proposal	Both ERF/Lev/Both
	Pri/Set-Aside/Neither		ERF/Lev/Both

22. Describe strategies the applicant will use to ensure that people are not displaced from the prioritized encampment into another unsheltered location. Include strategies that are in addition to/complement the interim shelter and permanent housing opportunities that are part of this proposal. (1000-character limit)

The outreach team will document all interactions and transitions using HMIS to ensure individuals are not displaced to another unsheltered location. The City's strategy includes implementing interagency warm hand-offs between the outreach team and case managers to enhance continuity of care without any gaps in service delivery. To address immediate needs and minimize displacement risks, the City will facilitate immediate linkage to emergency shelters through motel stays. This is intended to provide a crucial buffer for individuals at high risk of displacement, ensuring they have a safe place to stay while more permanent solutions are being arranged. Outreach teams and partner agencies will engage with clients in critical situations that might lead to displacement, such as danger or domestic violence scenarios to swiftly move them into emergency shelters, prioritizing their safety and security and preventing their displacement to another unsheltered situation.

23. Describe specific strategies and/or services the applicant will use to prevent returns to unsheltered homelessness among people from the prioritized encampment who are sheltered and housed through this ERF project. Include whether these strategies will be funded with ERF-3-R funds and, if not, what other resources will be leveraged. (1000-character limit)

Supported by ERF-3-R funds and key to effectively prevent returns to unsheltered homelessness, is the provision of permanent housing options coupled with up to six months of rent subsidies and case management. Case managers will participate in weekly case conferencing calls to collaborate on available resources to address individual challenges. Additionally, case managers will conduct follow-ups with housed individuals for six months post-placement to mitigate returns to homelessness, ensuring that any emerging issues are addressed promptly. Employment support services including job training, resume building, and job placement assistance, promote economic stability and a sense of self-pride. Moreover, encouraging community integration and social support by connecting individuals with local community centers and faith-based organizations, cultivate a supportive network necessary for sustained stability and integration into the community.

24. Describe how this proposal considers and plans for the dynamic nature of encampments including potential inflow of people into the geographically served areas. (1000-character limit)

The City will leverage the Coordinated Entry System (CES) and the county-wide Homeless Management Information System (HMIS) to effectively identify new arrivals into the area and ensure efficient service delivery without duplication. Within the past year, the City has experienced an increased inflow of unsheltered, unhoused people and anticipates a potential inflow of approximately 100 additional people over the next several months into the prioritized encampment area. To manage this effectively, project staff in the field will record each individual's information within the geographically served areas to ensure that each person is linked to the necessary services. This enhances the City's overall responsiveness to the dynamic changes within the encampment. Real-time data entry informs the City of the need to adapt strategies and resources as needed, thereby improving the project's ability to respond to the evolving needs of the unhoused population.

25. Describe how participants in this ERF project will be supported with continued access to, and storage of, their personal property while in the encampment, in interim housing (if applicable), and in permanent housing. (1000-character limit)

As participants transition into housing, their belongings will be moved with them, respecting the comforting familiarity and sentimental value these items hold that promotes coping with the changes associated with moving into new living environments. In instances where additional support is requested by the individual, such as when hoarding behaviors pose a threat to health or the maintenance of housing, specialized counseling services will be available. These services will be provided through existing partnerships with County Behavioral Health providers. Consistent with a Housing First approach, housing stability is prioritized, and support services, including harm reduction and supportive housing strategies, are offered as optional resources. Case managers will implement these practices, ensuring that each participant receives the necessary support to manage their personal property effectively while facilitating a respectful and empowering transition into stable housing.

26. Describe how participants in this ERF project who have service animals and/or pets will be supported while in the encampment, in interim shelter (if applicable), and in permanent housing. (1000-character limit)

Recognizing the importance of pets in many individuals' lives, the proposal includes specific provisions to accommodate service animals and pets at every stage of housing. Residents will have access to pet-friendly housing options. The City's project Homekey site is a permanent supportive housing site specifically designed to accommodate small animals. Additional housing navigation will include searching for other available pet-friendly permanent housing options in the community and negotiating with landlords regarding any necessary pet deposits. For residents moving from non-pet-friendly interim or emergency housing, the City will offer solutions to ensure that pets are well cared for during this transitional period. This includes arranging for private kennels where pets can be boarded safely until appropriate permanent housing that accommodates both pets and their owners can be secured. The Redlands Animal Shelter will facilitate proper pet licensing and vaccinations.

Budget and Resource Plan

27. State the total amount of ERF-3-R funds requested.

\$5,341,800.00

\$

28. State the estimated dollar value of secured, non-ERF-3-R resources that will help meet this proposal's outcomes.

\$37,200,000.00

\$

29. Identify and describe each leveraged non-ERF-3-R resource and how that specific resource will be used to help meet the proposal's outcomes, including the permanent housing outcomes. (1000-character limit)

The City has allocated \$200,000 from the American Rescue Plan Act (ARPA) to initiate unhoused individual engagement efforts - setting foundational trust and relationships with encampment residents. The City is a recipient of a \$29million Homekey Round 2 Grant from California HCD and committed \$3.5million towards supporting the conversion of a motel into permanent supportive housing units, which will house 5 individuals from the ERF-3-R prioritized encampment site. Approximately \$4.5million awarded ERF-2 funds have paved the way for the City to establish meaningful working relationships with key community partners, experts in providing trauma informed and best practice supportive services including outreach, shelter, and facilitating connections to permanent housing. The City's Homeless Solutions Coordinator, will be leveraged to dedicate 0.75 FTE (\$148,500) to oversee service delivery, manage partnerships, monitor subcontractor performance, and tracking outcomes across all initiatives

Applicants are directed to provide a detailed description of other fund sources, and system capacity, that will be leveraged to achieve the outcomes proposed for the ERF-3-R funded project (especially as it relates to meeting this proposal's permanent housing outcomes)

and, if applicable, to sustain the new programming beyond the end of the grant term.

This includes prior ERF awards, HUD unsheltered NOFO, and other federal, state, and local funding sources.

Applications will be evaluated with the understanding that communities vary significantly with respect to the current availability of other fund sources that can be used as leverage for their proposed projects and to sustain the projects beyond the grant term.

In the absence of currently available resources, Applicants are encouraged to provide a specific plan for obtaining the funding necessary to sustain their project beyond the grant term if the project is intended to continue.

30. Describe how the proposal is a prudent and effective use of requested funding relative to the number of people it seeks to serve, the types of services and housing to be provided, and any benefits to the community's efforts to address homelessness that will extend beyond the grant term, including ongoing expansion of interim and permanent housing capacity. Include an explanation of how the requested ERF-3-R amount was determined. (1000- character limit)

The requested funding will transition 100 unsheltered individuals from an encampment to permanent housing and provides essential support service access to those who need them, including substance abuse treatment, behavioral health care, healthcare, and employment services. Additionally, rental subsidies and case management will be provided for six months post-housing placement to ensure individuals are supported as they adjust to and successfully maintain their new living situations for long-term stability. The determination of the requested ERF-3-R amount is calculated from a combination of factors that include the current rental assistance Fair Market Rate (FMR) and the cost of providing extended support, factoring in pooled resources from multiple agencies involved.

Attachment: Standardized Budget

Applicants must use the [ERF-3-R Budget Template](#) available on [box.com](#)

Key Entities and Staff

31. First, describe the implementing organization and specific unit or office within the implementing organization that would administer ERF-3-R. Then, describe their role and primary responsibilities for this proposal. Finally, if these entities have managed a complex homelessness project or grant, describe how those experiences informed this proposal. (1500-character limit)

The City of Redlands is a general law city operating under a City Council/City Manager form of government. Within the City of Redlands, the Homeless Solutions Division, led by the Homeless Solutions Manager, will be tasked with administering the ERF-3-R funds. This division was expanded in April 2022 following a \$29 million Homekey Round 2 funding award from California HCD, and subsequently managing additional significant homeless-related projects. The Homeless Solutions Division will oversee the implementation of this proposal, coordinating with service providers, and providing guidance and oversight for all city-administered homeless programs. The division organizes a monthly Homeless Resource Collaborative, where service providers collaborate on delivering resources to the unhoused, ensuring that efforts are unified and effective. Primary responsibilities also include managing outreach initiatives and monitoring the effectiveness of housing placements and support services. The division's extensive experience with homelessness projects has directly informed this proposal. There is a need for additional outreach and housing support in response to the increasing inflow of unsheltered persons into the area, primarily TAY, persons over 55 years old, and women. This experience has provided valuable insights into the need for adaptable service delivery to meet the dynamic needs of the homeless population in Redlands.

Table 3: Key Staff

Identify all staff positions (e.g. administrative, programmatic, development etc.) which are integral to this ERF project and to achieving the proposal's outcomes. For each position include the title, whether the position is filled or vacant, the approximate fulltime equivalent (FTE) of the position dedicated to the ERF project, whether the position is funded through ERF-3-R and/or Leveraged (i.e.non-ER-3-R) funds, and a brief description of the duties. Please provide responses in Table 3 below.

Title	Currently Filled Position?	FTE of Staffing for This Proposal	Funded by ERF-3-R and / or Leveraged Funds?	Brief Description of Duties
Homeless Manager	Yes Yes/No	.75 # FTE	Leveraged ERF/Lev/Both	Principal oversight of services, partnerships, subcontractor performance, and programmatic outcomes
Outreach Specialists	Yes Yes/No	2 # FTE	Both ERF/Lev/Both	Conduct outreach, build rapport, collaborate with community partners and facilitate access to integrative services and resources, provide transportation, and lead the development and advancement of client housing plans.

Senior Admin Assist	Yes Yes/No	1 # FTE	Both ERF/Lev/Both	Administrative grant and program implementation support including HMIS data analysis and other data collection for milestone evaluation.
Outreach lead	No Yes/No	1 # FTE	ERF ERF/Lev/Both	Provides direction to outreach team members in the field as to the coordinated availability of services such as shelter, permanent housing, substance abuse and medical services.
Maintenance Workers	No Yes/No	2 # FTE	ERF ERF/Lev/Both	Provide trash and waste removal services available to encampment residents. Coordinate and facilitate the delivery and upkeep of portable toilets and showers. Link encampment residents to community organizations that provide services such as haircuts
Clinician Outreach	No Yes/No	1 # FTE	ERF ERF/Lev/Both	Provide on-site mental health support, offering accessible counseling and crisis intervention directly within the encampment. This position will facilitate connections to crisis counseling, domestic violence services, and substance abuse treatment be

32. First, describe key partners that will be responsible for implementing this ERF project and achieving the proposal's outcomes (e.g. service providers, public agencies, development entities etc.). Then, describe their role and primary responsibilities for this proposal. Finally, if these entities have managed a complex homelessness project or grant, describe how those experiences informed this proposal. (1500-character limit)

Key partnerships include several nonprofit organizations leveraging their unique areas of expertise and resources. Step Up on Second Street, Inc., with over 35 years of experience, will provide outreach services and connect individuals to available resources including permanent housing at the Step Up in Redlands site. Youth Hope focuses on unhoused youth, offering outreach, case management, and supportive services.

Family Service Association, Building a Generation, and Salvation Army have over 10 years of experience and will leverage their community relationships to support permanent housing placements. Rehabilitation Services, Salvation Army, and Central for Spiritual Living each have over 5 years of experience serving diverse populations and will provide interim shelter beds. The Super 8 motel currently works with the city and will provide emergency shelter. Leveraging over 5 years of experience in career development and job search assistance, Building a Generation, Goodwill Career Services, and Redlands Chamber of Commerce will provide job placement assistance. Each partner's prior experience in managing complex homelessness projects informs this proposal, ensuring that the roles assigned are backed by a proven track record of success.

33. Describe specific examples of how Local Jurisdiction(s) and the CoC have collaborated on the design and implementation of this proposal. (1000-character limit)

For over two years, the City of Redlands has held a strong working relationship with Caltrans, County of San Bernardino Sheriff, City of San Bernardino, California Land Trust, California Water District, Bureau of Land Management, County of San Bernardino Homeless Services for to collaborate on the design and implementation of services offered to unhoused persons.

In addition, the City collaborates with the County of San Bernardino Office of Homeless Services (OHS), further solidified by a Memorandum of Understanding (MOU). This partnership facilitates project collaboration and streamlines data entry into the CES and the Homeless Management Information System (HMIS) database. The OHS is the administrative agent for the Continuum of Care (CoC) and plays a significant role in planning unsheltered service delivery programs across local jurisdictions, including informing the elements for this proposal's design and successful implementation.

Applicants may upload evidence of cross-jurisdictional collaboration such as MOUs, letters of support, or interagency agreements etc. in the field immediately below.

Optional Upload: Evidence of Cross-Jurisdictional Collaboration

34. Identify any entities that have a right to and/or control of the property upon which the encampment site resides. Describe how applicant has engaged with these entities and confirm that each of these entities has committed to allowing the implementation of this proposal. (1000-character limit)

The priority encampment site is located on property owned by the City of Redlands, San Bernardino Water Conservation District, Bureau of Land Management, and Caltrans. The City of Redlands has actively engaged with these entities to align goals and strategies for addressing the challenges at the encampment site, and to collaborate on the successful implementation of the project. Currently, each of these agencies has provided letters of support, confirming their commitment to allowing the implementation of this proposal.

Accelerated Timeline

35. How is your community currently supporting and / or engaging with people residing within the prioritized encampment? (1000-character limit)

The City of Redlands is proactively engaging with people residing within the prioritized encampment conducting outreach three times per week in collaboration with the San Bernardino County Department of Behavioral Health. Services are offered including assisting individuals in obtaining necessary documents such as IDs and Social Security cards, and referrals to employment opportunities. Some individuals have begun the process of securing permanent housing. While engagement efforts are currently in place, additional resources are required to enhance and expand these outreach initiatives to more residents of the encampment site to provide a comprehensive pathway towards permanent housing and supportive services.

36. If this proposal is selected, in advance of receiving funding, what steps will your community take to support the people living in the encampment and swift implementation of this proposal? (1000-character limit)

In advance of receiving funds, the City will formalize community partnerships by establishing service agreements. The service agreements will define the structure for forming outreach teams and clarify the roles and responsibilities of each participating community organization. They will also secure commitments for emergency shelter beds and interim housing, including a specific strategy for engaging landlords. Following the establishment of these partnerships, the City will outline specific approaches to encampment engagement. This will include a detailed plan of action for how the outreach teams will interact with the encampment residents to assess their needs and begin providing immediate support in addition to expediting sanitation efforts. An updated timeline will also be developed to ensure all stakeholders are aware of key milestones and deadlines, allowing for a coordinated and efficient rollout of services as soon as the project funding becomes available.

Table 4: Project Timeline

Cal ICH should be able to use the project timeline to understand the general parameters of the project and how it will be implemented.

This Standardized Project Timeline Template will not perfectly capture every nuance - that's Ok. However, applicants are strongly encouraged to provide incremental milestones for achieving the interim shelter and permanent housing goals set out in the proposal. For projects that include interim shelter and/or permanent housing development, the timeline should include major development milestones.

Where there is ambiguity, conflict, or silence, use your judgment.

Date	Milestone	Category	Additional Detail for Milestone
7/15/2024	ERF-3 Project Award Announcement	Project Management	Execution of Grant Agreement

7/25/2024	Formalize partnership agreements	Project Management	Formalize partner agreements and outline timeline scope for each
9/16/2024	Begin outreach	People	Outreach to prioritized encampment area, leverage service provider resources
9/23/2024	Begin transitioning clients to interim housing	People	Leverage hotel operator contract shelters
9/26/2024	Begin housing navigation services	Project Management	Begin facilitating connections w/ local permanent housing providers
11/15/2024	Begin transitioning clients into permanent housing placement	People	Transition clients from encampment to interim and permanent housing
12/16/2024	Continue outreach, housing navigation, service referrals, and housing placements	People	Ongoing services to lead clients into housing and service options.
1/20/2027	All individuals exited from encampment site	People	75 persons placed into interim housing; 100 persons placed into permanent housing
6/30/2027	Conclusion of supportive services	People	ERF-3-R funds fully expended and last permanently housed person concludes their 6th month of supportive services

Table 5: Projected Milestones

Answer the following questions in relationship to April 30, 2024. Cal ICH assumes disbursement will occur

approximately 3-6 months after April 30, 2024.

Please provide responses in the table below including the month and year. (15-character limit for each cell)

Outreach to the people residing in the prioritized encampment site began / will begin in mm/yyyy.	This proposal will reach full operating capacity in mm/yyyy.	The first planned exit of a person or household from the prioritized encampment will occur in mm/yyyy.	The last planned exit of a person or household from the prioritized encampment will occur in mm/yyyy.
09/2024	11/2024	09/2024	12/2026

CERTIFICATION

Before certifying, applicants are strongly encouraged to review the NOFA.

I certify that all information included in this Application is true and accurate to the best of my knowledge.

Name

David	Rabindranath
First	Last

This does not have to be an authorized representative or signatory.

Title

Email

	ELIGIBLE USE CATEGORY	4-WORD DESCRIPTION	NAME OF ENTITY OR PART OF PROPOSAL	EFF-3-R PROPOSED BUDGET	LEVERAGED FISCAL SUPPORT	2-SENTENCE DESCRIPTION		
Guidance and Revised Use	Use dependent. See NWSA, B, A.	Enables Cal ICH to immediately understand the line item.	Enables Cal ICH to assist the line item with specific entities or parts of a proposal.	Only EFF-3-R Funds	Only EFF-3-R Funds	Enables Cal ICH to better understand the line item, context, and /or other pertinent information related to the proposed line item.		
PERSONNEL COSTS				SALARY	FTE	MONTHS		
	Services Coordination	Homeless Solution Manager	City of Redlands	\$99,000.00	0.75	24	\$148,500 Principal oversight of services, partnerships, subcontractor performance, and programmatic outcomes	
	Street Outreach	Outreach Specialist	City of Redlands	\$95,700.00	2.00	12	\$153,700.00 Conduct outreach, build rapport, collaborate with community partners and facilitate access to integrative services and resources, provide transportation, and lead the development and advancement of client housing plans	
	Street Outreach	Maintenance Workers	City of Redlands	\$85,000	2.00	24	\$40,000.00 Provide trash and waste removal services available to encampment residents. Coordinate and facilitate the delivery and upkeep of portable toilets and showers. Link encampment residents to community organizations that provide services such as haircuts, hygiene items, and laundry services.	
	Street Outreach	Mental Health Clinical Worker	City of Redlands	\$90,000	1.00	24	\$80,000.00 Provide on-site mental health support, offering accessible counseling and crisis intervention directly within the encampment. This position will facilitate connections to crisis counseling, domestic violence services, and substance abuse treatment beds, providing support options for immediate crises and long-term challenges	
	Services Coordination	Senior Administrative Assistant	City of Redlands	\$90,000	1.00	12	\$0.00.00 Administrative grant and program implementation support including HMIS data analysis and other data collection for performance evaluation.	
	Services Coordination	Outreach Lead	City of Redlands	130,000	1.00	24	\$0.00.00 Provides direction to outreach team members in the field as to the coordinated availability of services such as shelter, permanent housing, substance abuse, and medical services.	
Subtotal - Personnel Costs				\$ 1,022,700.00	\$	862,293.00		
NON-PERSONNEL COSTS				UNIT	RATE	TIME		
	Street Outreach	Street Outreach and Case Management	Step Up on Second	35 Persons	\$8,750	24 Months	\$306,250	\$200,000 Conduct street outreach, Case Management including housing navigation and supportive services linkage
	Street Outreach	Street Outreach and Case Management	Youth Hope	80 Persons	\$8,750	24 Months	\$262,500	Conduct street outreach, Case Management including housing navigation and supportive services linkage
	Street Outreach	Street Outreach and Case Management	Salvation Army	35 Persons	\$8,750	24 Months	\$306,250	Conduct street outreach, Case Management including housing navigation and supportive services linkage
	Rapid Rehousing	Rental assistance subsidy	Salvation Army, Building a Gen, and Family Service Association	75 one-bedroom housing units	\$1,811 per month	6 Months	\$845,775	4,500,000 Rental assistance subsidy for 6 months for one bedroom unit - includes security deposit and 6 months of rental assistance subsidies to be paid to landlords, room and board. Calculated based on local FMR for a one bedroom unit - includes security deposit and 6 months of rental assistance subsidies to be paid to landlords, up to one month's rent, per vacant unit held based on the number of bedrooms and current Fair Market Rents (FMR) as an additional landlord
	Rapid Rehousing	Rental assistance subsidy	Salvation Army, Building a Gen, and Family Service Association	75 one-bedroom housing units	\$2,490 per month	6 Months	\$351,750	Conduct street outreach, Case Management including housing navigation and supportive services linkage
	Rapid Rehousing	Landlord Incentive	Salvation Army, Building a Gen, and Family Service Association	100 placements	\$1,811 and 25	one time	\$171,875	Conduct street outreach, Case Management including housing navigation and supportive services linkage
	Services Coordination	Employment linkage services	Build a Generation	Persons	\$5,000	24 Months	\$150,000	Work with clients to provide employment services
	Services Coordination	Employment linkage services	Goodwill Employment	Persons	\$5,000	24 Months	\$150,000	Work with clients to provide employment services
	Services Coordination	Employment linkage services	Redlands Chamber of Commerce	Persons	\$5,000	24 Months	\$150,000	Work with clients to provide employment services
	Interim Sheltering	Interim Housing - non-congregate	Center for Spiritual Living	25 Persons	\$150 per night	90 nights	\$337,500	Interim shelter providing separate spaces for males and females
	Interim Sheltering	Interim Housing	Salvation Army	25 Persons	\$150 per night	90 nights	\$337,500	Interim shelter for women and families
	Interim Sheltering	Supportive Interim Housing	Rehabilitation Services	40 Persons	\$150 per night	90 nights	\$337,500	Interim housing support for substance use recovery and PC-200 Sex Offenders
	Interim Sheltering	Hotel shelter - non-congregate	Super 8 motel	Persons	\$110 per night	60 nights	\$264,000	Subcontractor for Motel Interim Housing for up to 60 days
	Rapid Rehousing	Step Up in Redlands - Homekey site	Step Up on Second Street, Inc	5 one-bedroom units	\$10,811 per month	6 months	\$44,000	\$32,500,000 Project Homekey Site - Step Up in Redlands. Operated by Step Up on Second Street. Will provide permanent supportive housing to 5 persons from the prioritized encampment area - based on FMR for one bedroom unit.
	Services Coordination	Mobile toilets and showers	Procured subcontractor	100 persons	\$150,000 per year	once per week	\$300,000	Subcontractor to provide mobile showers and toilets to unsheltered persons residing in priority encampment area
Subtotal - Non-Personnel Costs				\$ 4,543,100	\$	377,208.00		
ADMINISTRATIVE COSTS								
Subtotal - Administrative Costs				\$	-	\$	-	
TOTAL BUDGET				\$5,441,800	\$	538,062.200		

California Department of Transportation



DISTRICT 8
DIVISION OF MAINTENANCE
464 W. 4TH STREET, MS-1206 | SAN BERNARDINO, CA 92401
(909) 383-6320 | FAX (909) 383-4960 TTY 711
www.dot.ca.gov

January 22, 2024

Tad Egawa,
Acting Secretary
Business, Consumer Services and Housing Agency
915 Capitol Mall
Sacramento, CA 95814

Dear Secretary Egawa:

The California Department of Transportation (Caltrans) District 8 supports the application of the City of Redlands to the California Interagency Council on Homelessness (Cal ICH) Encampment Resolution Funding Program Round 3.

City of Redlands Homeless Solutions and partnering agencies have been providing emergency shelter, permanent housing, crisis intervention, mental health support, transitional housing, identification vouchers, and other services to homeless encampments along Interstate 10, State Route 210, and State Route 38 for the last 12 months. They are committed to the region and have shown their willingness to partner to improve the accessibility of those most in need by providing housing and other resources. The City's project will provide homeless outreach, emergency shelter, permanent housing, mental health/substance abuse support, and other resources needed to help the homeless community get off the streets.

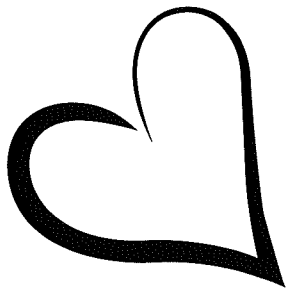
The City's proposal is aligned with and furthers Caltrans' goal of advancing equity and livability in all communities by providing critical services, including emergency shelter and mental health support to those in need. Furthermore, we commit to only taking action on priority encampments in collaboration with the City and with at least two weeks' notice, unless critical life, health, safety, or infrastructure circumstances exist.

Caltrans supports the City's efforts to strengthen and expand the resources connecting the homeless with new housing and services in the community. Caltrans would like to thank Cal ICH for its consideration of this Project.

Sincerely,

A handwritten signature in black ink, appearing to read 'Joe Solis', written over a light blue horizontal line.

JOE SOLIS
Acting Deputy District Director
Maintenance



Family Service Association of Redlands

125 Years of Building Strong Families

612 Lawton Street · Redlands, CA 92374 · (909) 793-2673 · Fax (909) 793-7324

www.redlandsfamilyservice.org tax payer ID 95-1655614

Serving the Community
Since 1898

Alleviate poverty, encourage self-sufficiency, and promote the dignity of all

January 11, 2024

To: California Business, Consumer Services, and Housing Agency

Subject: City of Redlands Encampment Resolution Funding Letter of Support

To Whom It May Concern,

Family Service Association of Redlands is supportive of and committed to the City of Redlands for their proposal of the Encampment Resolution Funding request. City of Redlands Homeless Solutions and partnering agencies have been providing services such as emergency shelter, permanent housing, crisis intervention, mental health support, transitional housing, identification vouchers, and other services to homeless encampments along State Interstate 10, State Interstate 210, and State Highway 38 for the last 12 months. They are committed to the region and have shown their willingness to partner to improve the accessibility of those most in need by providing housing and other resources.

Family Service Association of Redlands is committed to:

- Provide recommendation/support for funding
- Provide support and evidence of homeless assisted to show the work that has been done by City of Redlands and partnering agencies
- Provide brief explanation why funding is necessary for homeless encampments along highways in the city of Redlands and surrounding areas
- Your agency's role in support for ERF funds

We are eager to be part of the City of Redlands partnership so we can strengthen and expand the resources to connect homeless with new opportunities in the community.

Sincerely,

Kyra Stewart

Executive Director

kyra@redlandsfamilyservice.org

909-793-2673

President
Carol Snodgrass

Vice-President, Personnel
Gary Fagan

Vice-President, Resource
Matt Miller

*Vice President,
Housing & Facilities*
Joseph Shaw

Treasurer
Diane Remy

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Renee Kern
Janine Ledoux
Barbara Rozema
Lori Shellfo
Shelli Stockton
Terry Vines
Christopher Walker
Tyler Waner
Ellen Weisser

Executive Director
Kyra Stewart, M.Ed



San Bernardino County Homeless Partnership

Homeless Provider Network

Administrative Office
560 E. Hospitality Lane, Suite 200, San Bernardino, CA 92408-0044
Office: (909) 501-0610



January 17, 2024

To: Tad Egawa, Acting Secretary
Business, Consumer Services and Housing Agency
California Homeless Coordinating and Financing Council
Encampment Resolution Funding (ERF) Program
915 Capitol Mall
Sacramento, CA 95814

RE: **City of Redlands** - Encampment Resolution Funding Letter of Support

Dear Mr. Egawa,

The San Bernardino County Continuum of Care (CoC) is supportive of and committed to the City of Redlands for their proposal of the Encampment Resolution Funding request. City of Redlands Homeless Solutions and partnering agencies have been providing services such as emergency shelter, permanent housing, crisis intervention, mental health support, transitional housing, identification vouchers, and other services to homeless encampments along State Interstate 10, State Interstate 210, and State Highway 38 for the last 12 months. They are committed to the region and have shown their willingness to partner to improve the accessibility of those most in need by providing housing and other resources.

The San Bernardino County Continuum of Care (CoC) are eager to be part of the City of Redlands partnership so we can strengthen and expand the resources to connect homeless with new opportunities in the community.

Sincerely,

A handwritten signature in cursive script that reads 'Jessica Alexander'.

JESSICA ALEXANDER
Chair, Interagency Council on Homelessness
San Bernardino County Continuum of Care

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
Youth with Lived Experience of Homelessness



SHANNON D. DICUS, SHERIFF - CORONER

January 22, 2024

To: California Business, Consumer Services, and Housing Agency

Subject: City of Redlands Encampment Resolution Funding Letter of Support

To Whom It May Concern,

San Bernardino proudly supports the City of Redland's Encampment Resolution Funding proposal request. The City of Redlands Homeless Solutions and partnering agencies have been providing services such as emergency shelter, permanent housing, crisis intervention, mental health support, transitional housing, identification vouchers, and other services to homeless encampments along State Interstate 10, State Interstate 210, and State Highway 38 for the last 12 months. They are committed to the region and have shown a willingness to partner to improve the accessibility of those most in need by providing housing and other resources.

The San Bernardino County Sheriff's Department is committed to providing recommendations and support for grant funding.

We are eager to be part of the City of Redlands partnership to strengthen and expand the resources to connect people experiencing homelessness with new opportunities in the community.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon Dicus".

Shannon Dicus, Sheriff-Coroner



SAN BERNARDINO VALLEY CONSERVATION TRUST

Established 2016

1630 West Redlands Boulevard, Suite A
Redlands, CA 92373-8032
(909) 793-2503
Fax: (909) 793-0188

Email: sbvct@sbvwcd.org
Website: www.sbvct.org

January 24, 2024

California Business, Consumer Services, and Housing Agency
500 Capitol Mall
Suite 1850
Sacramento, CA 95814

Re: City of Redlands Encampment Resolution Funding Letter of Support

Dear Colleagues:

I serve as the Executive Officer of the San Bernardino Valley Conservation Trust (Trust) and am writing to express our ongoing support and commitment to the City of Redlands for their proposal of the Encampment Resolution Funding request. The work accomplished by the City of Redlands Homeless Solutions and partnering agencies the last twelve months has been paramount to addressing the issues tied to homelessness and the unhoused in the San Bernardino Valley.

The Trust works closely with San Bernardino Valley Water Conservation District (District) implementing the Upper Santa Ana River Wash Habitat Conservation Plan (Wash Plan). Under the Wash Plan, of which the City of Redlands is a signatory, the District has extensive landholdings devoted both to stormwater capture and recharge basins for water supply security, and managed habitats for state and federal threatened and endangered species and protected aquatic resources. Such holdings include land adjacent to State Interstate 10, State Interstate 210, and major regional thoroughfares. Working with the District on issues tied to natural resource management on these protected lands, the Trust and the District face unique challenges in maintaining and preserving these critical assets as their unoccupied nature provides an attractive refuge for unhoused persons looking to establish outdoor encampments. The degradation due to activity, fire threats, and waste from unauthorized human occupation of these sensitive areas pose a real threat to public safety and the very purposes millions of dollars of public funding have been invested in them to advance.

Over the last couple of years, the City of Redlands has proven to be an effective and compassionate partner in our efforts to deal with this troubling situation. Working in partnership with the City of Redlands Homeless Solutions, the District was successfully able to find transitional housing and provide mental health support for a number of individuals occupying unauthorized encampments on protected lands within the Wash Plan Preserve. In support of this effort, the City of Redlands devoted unhoused referral and assistance services to occupants, coordinated transitional housing for persons needing that help, and partnered with the District to provide for immediate relocation shelter needs, and lent dignified and caring law enforcement support when necessary and appropriate.

BOARD
OF
DIRECTORS

President
David E. Raley

Vice President
John Longville

Director
Brad Buller
Director
Paul Kielhold

Executive
Officer/Secretary

Milan Mitrovich



SAN BERNARDINO VALLEY CONSERVATION TRUST

Established 2016

1630 West Redlands Boulevard, Suite A
Redlands, CA 92373-8032
(909) 793-2503
Fax: (909) 793-0188

Email: sbvct@sbvwcd.org
Website: www.sbvct.org

Redlands has been a responsive and capable partner in addressing regional encampment challenges, and has developed an effective communication and service referral network to draw from in producing positive outcomes for what are often our most vulnerable populations. The Trust, working collaboratively with the District, has been grateful for their support and is proud to partner with the city in their efforts.

Going forward, we are confident our positive experiences with Redlands in this regard will expand, perhaps exponentially, with additional funding. From our perspective, Redlands has shown it has both the capability and political will to apply broad and integrated regional solutions to solving issues of the unhoused. We are confident this work will result in even more benefit with the availability of additional resources, both to owners of properties dealing with encampments, the human beings occupying them, and natural resources that are present and valued by so many across the state and country.

For all the foregoing reasons, we support Redlands' proposal, and are eager to be part of the City of Redlands partnership to strengthen and expand the resources to connect homeless people with new opportunities in the community.

Sincerely,

Milan Mitrovich, PhD
Executive Officer



United States Department of the Interior



BUREAU OF LAND MANAGEMENT

Palm Springs - South Coast Field Office

1201 Bird Center Drive

Palm Springs, CA 92262

www.blm.gov/office/palm-springs-south-coast-field-office

January 16, 2024

To: California Business, Consumer Services, and Housing Agency

Subject: City of Redlands Encampment Resolution Funding Letter of Support

To whom it may concern:

The Bureau of Land Management (BLM), Palm Springs-South Coast Field Office is supportive of the City of Redlands' proposal of the Encampment Resolution Funding request. The City of Redlands Homeless Solutions and partnering agencies have been providing services such as emergency shelter, permanent housing, crisis intervention, mental health support, transitional housing, identification vouchers, and other services to homeless encampments along State Interstate 10, State Interstate 210, and State Highway 38 for the last 12 months. The BLM manages several parcels of federally owned public lands in these areas.

Addressing homelessness and providing support to individuals in need benefits public lands and the public from various associated impacts. Homeless encampments can cause impacts to the environment such as concentrations of illegal dumping of trash and hazardous waste, degradation of critical and sensitive habitat, and ignition of wildfires from unattended campfires.

The City of Redlands is committed to the region and have shown their willingness to partner with the BLM to reduce impacts to public lands and improve the accessibility of those most in need by providing housing and other resources. This was demonstrated on our partnering with them on the congressionally mandated Santa Ana Wash land exchange. The BLM, Palm Springs-South Coast Field Office recommends the California Business, Consumer Services, and Housing Agency support funding this initiative because of the associated benefits to local federally owned public lands.

Sincerely,

 Digitally signed by
BRANDON ANDERSON
Date: 2024.01.16
08:17:49 -08'00'

Field Manager
Palm Springs South Coast Field Office

CAPITOL OFFICE
1021 O STREET
SUITE 7220
SACRAMENTO, CA 95814
(916) 651-4023

DISTRICT OFFICE
1758 ORANGE TREE LANE
SUITE B
REDLANDS, CA 92374
(909) 335-0271

SENATOR.OCHOABOGH@SENATE.CA.GOV

WWW.SENATE.CA.GOV/OCHOABOGH

California State Senate

SENATOR
ROSILICIE OCHOA BOGH
TWENTY-THIRD SENATE DISTRICT



COMMITTEES

BUDGET

EDUCATION
VICE CHAIR

GOVERNMENTAL ORGANIZATION

HOUSING
VICE CHAIR

HUMAN SERVICES
VICE CHAIR

PUBLIC SAFETY
VICE CHAIR

RULES

January 26, 2024

California Business, Consumer Services, and Housing Agency
500 Capitol Mall
Suite 1850
Sacramento, CA 95814

Re: Letter of Support - City of Redlands Encampment Resolution Funding

I write this letter in support of the City of Redland's Round 3 application for the Encampment Resolution Funding program grant. This funding would continue to provide homeless outreach, emergency shelter, permanent housing, mental health/substance abuse support, and other resources for our region.

The current ERF-2 funding has already demonstrated effectiveness in addressing homelessness and delivering essential services such as short-term rental assistance, shelter beds, and outreach. With the potential extension through ERF-3, Redlands can continue this crucial work, offering stability and support to those experiencing homelessness. This grant is not just financial assistance; it represents an investment in the community's well-being, allowing the City of Redlands to expand its outreach, provide additional shelter, and facilitate permanent housing solutions.

I am proud to support the City of Redland's Round 3 application for the Encampment Resolution Funding program grant. If you have any questions, please contact my District office at (909) 335-0271.

Sincerely,

A handwritten signature in black ink, appearing to read "RO", with a long horizontal flourish extending to the right.

ROSILICIE OCHOA BOGH
Senator, 23rd District

Redlands Charitable Resource Coalition

Box 8157
Redlands, CA 92373



Email: rcrchelp@yahoo.com

Website: rcrchelp.com

Date: 1/14/2024

To: California Business, Consumer Services, and Housing Agency

Subject: City of Redlands Encampment Resolution Funding Letter of Support

To Whom It May Concern,

Redlands Charitable Resources Coalition (RCRC) is supportive of and committed to the City of Redlands for their proposal of the Encampment Resolution Funding request. City of Redlands Homeless Solutions and partnering agencies have been providing services such as emergency shelter, permanent housing, crisis intervention, mental health support, transitional housing, identification vouchers, and other services to homeless encampments along State Interstate 10, State Interstate 210, and State Highway 38 for the last 12 months. They are committed to the region and have shown their willingness to partner to improve the accessibility of those most in need by providing housing and other resources.

Redlands Charitable Resources Coalition is committed to:

- Provide recommendation/support for funding.
- Provide support and evidence of homeless assistance provided by the City of Redlands and partnering agencies.
- Provide a forum for future requests for assistance from partnering agencies through our monthly networking meetings and email blasts to the RCRC membership.

We are eager to be part of the City of Redlands partnership so we can strengthen and expand the resources to connect the homeless with new opportunities in the community.

Sincerely,

A handwritten signature in cursive script that reads "Lorrie Hinkleman".

Lorrie Hinkleman, DrPH, MPH
RCRC Community Liaison & Board Secretary
doclorrie@verizon.net
(909) 384-2444



January 11, 2024

To: California Business, Consumer Services, and Housing Agency

Subject: City of Redlands Encampment Resolution Funding Letter of Support

To Whom It May Concern,

Building A Generation is supportive of and committed to the City of Redlands for their proposal of the Encampment Resolution Funding request. City of Redlands Homeless Solutions and partnering agencies have been providing services such as emergency shelter, permanent housing, crisis intervention, mental health support, transitional housing, identification vouchers, and other services to homeless encampments along State Interstate 10, State Interstate 210, and State Highway 38 for the last 12 months. They are committed to the region and have shown their willingness to partner to improve the accessibility of those most in need by providing housing and other resources.

Building A Generation is committed to:

- Provide recommendation/support for funding
- Provide support and evidence of homeless assisted to show the work that has been done by City of Redlands and partnering agencies
- Provide brief explanation why funding is necessary for homeless encampments along highways in the city of Redlands and surrounding areas
- Provide rapid rehousing and service coordination services as a subcontractor for ERF funding

We are eager to be part of the City of Redlands partnership so we can strengthen and expand the resources to connect homeless with new opportunities in the community.

Sincerely,

Katie Ear

Katie Ear

Executive Director

kear@buildingageneration.org

(909)793-8822

Building A Generation EIN #54-2104001

932 W. Cypress Ave., Redlands, CA 92373 | Phone: 909-793-8822
www.BuildingAGeneration.org



1/11/24

To: California Business, Consumer Services, and Housing Agency

Subject: City of Redlands Encampment Resolution Funding Letter of Support

To Whom It May Concern,

The YouthHope Foundation is supportive of and committed to the City of Redlands for their proposal of the Encampment Resolution Funding request. City of Redlands Homeless Solutions and partnering agencies have been providing services such as emergency shelter, permanent housing, crisis intervention, mental health support, transitional housing, identification vouchers, and other services to homeless encampments along State Interstate 10, State Interstate 210, and State Highway 38 for the last 12 months. They are committed to the region and have shown their willingness to partner to improve the accessibility of those most in need by providing housing and other resources.

The YouthHope Foundation is committed to:

- Provide support and evidence of homeless assisted to show the work that has been done by City of Redlands and partnering agencies
 - This is done through our four core programs: Continued Education & Job Training, Food & Clothing Closet, Medical & Counseling, and Housing.

We are eager to be part of the City of Redlands partnership so we can strengthen and expand the resources to connect homeless with new opportunities in the community.

Sincerely,

Heidi Mayer
Executive Director
heidi@youthhope.org
(909) 793-2345



City of
San Bernardino

Community & Economic Development
Housing Division

Thursday, January 11, 2024

To: California Business, Consumer Services, and Housing Agency

Subject: City of Redlands Encampment Resolution Funding Letter of Support

To Whom It May Concern,

The City of San Bernardino is supportive of and committed to the City of Redlands for their proposal of the Encampment Resolution Funding request. City of Redlands Homeless Solutions and partnering agencies have been providing services such as emergency shelter, permanent housing, crisis intervention, mental health support, transitional housing, identification vouchers, and other services to homeless encampments along State Interstate 10, State Interstate 210, and State Highway 38 for the last 12 months. They are committed to the region and have shown their willingness to partner to improve the accessibility of those most in need by providing housing and other resources.

The City of San Bernardino is committed to:

- Providing a recommendation/support for funding.

We are eager to be part of the City of Redlands partnership so we can strengthen and expand the resources to connect the homeless with new opportunities in the community.

Sincerely,

Cassandra Searcy
Deputy Director, Housing & Homelessness
Searcy_Ca@sbcity.org
(909) 384-7270



January 8, 2024

To: California Business, Consumer Services, and Housing Agency

Subject: City of Redlands Encampment Resolution Funding Letter of Support

To Whom It May Concern,

Step Up on Second is supportive of and committed to the City of Redlands for their proposal of the Encampment Resolution Funding request. City of Redlands Homeless Solutions and partnering agencies have been providing services such as emergency shelter, permanent housing, crisis intervention, mental health support, transitional housing, identification vouchers, and other services to homeless encampments along State Interstate 10, State Interstate 210, and State Highway 38 for the last 12 months. They are committed to the region and have shown their willingness to partner to improve the accessibility of those most in need by providing housing and other resources.

Step Up on Second is committed to:

- Provide support and evidence of homeless assisted to show the work that has been done by City of Redlands and partnering agencies.

We are eager to be part of the City of Redlands partnership so we can strengthen and expand the resources to connect the homeless with new opportunities in the community.

Sincerely,

Kimberly Williams

Kimberly Williams
Director of Inland Empire Housing
kwilliams@stepup.org
(909)501-8655





FIRE DEPARTMENT

City of
REDLANDS

Incorporated 1888
City of Redlands
35 Cajon Street, Suite 12, Redlands, CA 92373
909-798-7600
Rsessler@confire.org



RICH SESSLER
FIRE CHIEF

January 10, 2024

To: California Business, Consumer Services, and Housing Agency

Subject: City of Redlands Encampment Resolution Funding Letter of Support

To Whom It May Concern:

The Redlands Fire Department is supportive of and committed to the City of Redlands proposal of the Encampment Resolution Funding request. City of Redlands Homeless Solutions and partnering agencies have been providing services such as emergency shelter, permanent housing, crisis intervention, mental health support, transitional housing, identification vouchers, and other services to homeless encampments along State Interstate 10, State Interstate 210, and State Highway 38 for the last 12 months. They are committed to the region and have shown their willingness to partner to improve the accessibility of those most in need by providing housing and other resources.

The Redlands Fire Department is committed to:

- Provide recommendation/support for funding
- Provide support and evidence of homeless assisted to show the work that has been done by City of Redlands and partnering agencies
- Provide brief explanation why funding is necessary for homeless encampments along highways in the city of Redlands and surrounding areas
- Your agency's role in support for ERF funds

We are eager to be part of the City of Redlands partnership so we can strengthen and expand the resources to connect homeless with new opportunities in the community.

Sincerely,

Rich Sessler
Fire Chief



342 N. San Fernando Road
Los Angeles, CA 90031
323.223.1211

14565 Lanark Street
Panorama City, CA 91402
818.782.2520

8120 Palm Lane
San Bernardino, CA 92410
909.885.3831

GoodwillSoCal.org

RICHARD VILLA
The TCW Group, Inc.
CHAIR

JOHN HWANG
Freeman Spogli & Co.
VICE CHAIR

PETER STARRETT
Peter Starrett Associates
TREASURER

SUSAN STROMGREN
Bank of the West (ret.)
SECRETARY

PATRICK McCLENAHAN
PRESIDENT & CEO

January 8, 2024

To: California Business, Consumer Services, and Housing Agency

Subject: City of Redlands Encampment Resolution Funding Letter of Support

To Whom It May Concern,

Goodwill Southern California is supportive of and committed to the City of Redlands for their proposal of the Encampment Resolution Funding request. City of Redlands Homeless Solutions and partnering agencies have been providing services such as emergency shelter, permanent housing, crisis intervention, mental health support, transitional housing, identification vouchers, and other services to homeless encampments along State Interstate 10, State Interstate 210, and State Highway 38 for the last 12 months. They are committed to the region and have shown their willingness to partner to improve the accessibility of those most in need by providing housing and other resources.

Goodwill Southern California is committed to:

- Provides basic employment services to clients as referred by City's Homeless Solutions Coordinators and designees

We are eager to be part of the City of Redlands partnership so we can strengthen and expand the resources to connect homeless with new opportunities in the community.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jessica Rodriguez'.

Jessica Rodriguez, WCD Regional Impact Officer
Goodwill Southern California



DOING THE MOST GOODSM

General Lyndon Buckingham *International Leader*
Commissioner Douglas Riley *Territorial Commander*

Divisional Commander Michael Dickinson
Majors Adelma and Isaias Braga

January 8, 2024

To: California Business, Consumer Services, and Housing Agency

Subject: City of Redlands Encampment Resolution Funding Letter of Support

To Whom It May Concern,

The Salvation Army is supportive of and committed to the City of Redlands for their proposal of the Encampment Resolution Funding request. City of Redlands Homeless Solutions and partnering agencies have been providing services such as emergency shelter, permanent housing, crisis intervention, mental health support, transitional housing, identification vouchers, and other services to homeless encampments along State Interstate 10, State Interstate 210, and State Highway 38 for the last 12 months. They are committed to the region and have shown their willingness to partner to improve the accessibility of those most in need by providing housing and other resources.

The Salvation Army highly recommends the City of Redlands for funding. We have been partnering with the city over the past two years to place single women and families into our homeless shelter. We have also collaborated to help with the unhoused sign up and receive monthly food vouchers from a local market. The City of Redlands is helping to tackle the ongoing epidemic of homelessness in our area. According to the 2022 Point - In - Time (PITC), there are over 3,333 individuals experiencing homelessness on any given day in San Bernardino County.

The Salvation Army has been helping the most vulnerable in Redlands and surrounding communities since 1887, and we will enthusiastically support the City of Redlands and look forward to lending our expertise in the areas of emergency shelter, transitional housing, rapid rehousing, identification voucher distribution, outreach teams and more as we work together to help those who need us most.

We are eager to be part of the City of Redlands partnership so we can strengthen and expand the resources to connect the homeless with new opportunities in the community.

Sincerely,

Steven Pinckney

Business Administrator

909-792-6868

Steven.pinckney@usw.salvationarmy.org

The Salvation Army of San Bernardino County

838 Alta Street Redlands, CA 92374 / PO Box 26 Redlands, CA 92373 (909) 792-6868

Serving the Communities of: San Bernardino, Redlands, Highland, Rialto, Loma Linda, Colton, Yucaipa, Calimesa, Bloomington, Mentone, Grand Terrace, Muscoy and Mountain Communities

"To know Him and make Him Known"

MEMORANDUM OF UNDERSTANDING

Between

San Bernardino County

Acting By and Through

San Bernardino County Community Revitalization Group

Office of Homeless Services

And

City of Redlands

For Homeless Management Information System

Date of Execution through October 31, 2026

WHEREAS, the San Bernardino County (County) Community Revitalization Group (CRG) Office of Homeless Services (OHS) is responsible for coordinating countywide efforts to end and prevent homelessness in San Bernardino County; and,

WHEREAS, the United States Congress, in accepting Conference Report 106-988m indicated that "local jurisdictions should be collecting an array of data on homelessness in order to prevent duplicate counting of homeless persons and to analyze their patterns of use of assistance, including how they enter and exit the homeless assistance system and the effectiveness of the systems"; and,

WHEREAS, OHS has been allocated funds by the United States Department of Housing and Urban Development (HUD) to provide data collection services regarding the individuals experiencing homelessness in the San Bernardino County; and,

WHEREAS, OHS is responsible for administering and maintaining the HUD mandated county-wide Homeless Management Information System (HMIS), a web-enabled database used by homeless services providers to capture information about the San Bernardino County persons they serve; and

WHEREAS, OHS is responsible for ensuring that all homeless services providers within the San Bernardino County; adhere to HUD and local policy and procedures regarding the utilization of the HUD mandated HMIS; and,

WHEREAS, OHS is the system host and provides the personnel and administrative support to operate HMIS, and has the responsibility to establish, support and manage HMIS in a manner that will meet HUD's standards for minimum data quality, privacy, security and other requirements for agencies participating in HMIS; and,

WHEREAS, **City of Redlands**, hereafter referred to as "Agency," has been awarded, allocated funds, or seeks to provide homeless program services within the San Bernardino County;

NOW, THEREFORE, in consideration of the foregoing premises, the mutual covenants and obligations contained herein, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the County, acting by and through OHS, and Agency agree to the following terms and conditions:

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I. BACKGROUND

In September of 2007, the San Bernardino County Board of Supervisors (Board) approved the formation of the San Bernardino County Homeless Partnership (Partnership) to provide leadership in creating a stronger countywide network of service delivery to homeless individuals, homeless families, and those at risk of becoming homeless through facilitating better communication, planning coordination, and cooperation among all entities that provide services to the County's homeless.

In addition, the Board created the OHS, originally under Human Services, Department of Behavioral Health, and the Community Develop and Housing Agency now administered by the Community Revitalization Group, to provide administrative support for the newly formed Partnership.

To address the multidimensional problem of homelessness locally and nationally, HUD, through a Congressional directive, required all Continuum of Cares (CoC) to implement an expanded HMIS to address the problem more effectively. An HMIS is a computerized data collection system used by homeless services providers to capture information about the persons they serve. This data collection system tracks collaborative agencies' services that are provided throughout each CoC to homeless individuals and families. Services tracked include emergency, transitional, and permanent housing bed usage, employment, veteran's status, referrals to health and human service providers, legal aid or other relevant supportive service agencies.

In February 2013, OHS accepted a grant agreement from HUD to administer and maintain the HMIS for San Bernardino County.

This MOU between OHS and the Agency delineates the roles and responsibilities of OHS and the Agency regarding HMIS participation to capture information about the San Bernardino County persons they serve.

II. OHS RESPONSIBILITIES

OHS shall:

- A. Ensure compliance with all applicable federal and state laws and regulations regarding the protection of client privacy and confidentiality of client information.
- B. Provide the Agency with a matrix clearly outlining the HUD required data elements that must be included in the data file to be migrated to the OHS HMIS system; (if applicable).
- C. Provide User ID and Passwords to Users before being granted access to HMIS.
- D. Provide monthly User's, Agency Administration and Report Training; and other trainings deemed necessary.
- E. Conduct regular on-site monitoring visits to ensure compliance with HUD and HMIS Policies and Procedures.
- F. Provide ongoing data and technical support through monthly trainings, one-on-one trainings as well as Webinars via Go-To-Meetings.
- G. Create monthly reports as needed and submit them as an e-mail attachment for review.
- H. Provide utilization reports to participating agencies on a regular basis to include data quality and tracking.

III. AGENCY RESPONSIBILITIES

Agency shall:

- A. Ensure compliance with all applicable federal and state laws regarding protection of client privacy and confidentiality regulations, and the HMIS Policies and Procedures pertaining to client confidentiality, user conduct, security and the ongoing functionality and stability of services used to support the HMIS.

- B. Attend monthly User's, Agency Administration and Reports Trainings as provided by OHS.
- C. Ensure compliance with all the HUD required data elements.
- D. Ensure compliance with HUD Technical Standards specified in the HMIS Policies and Procedures.
- E. Keep Interagency data sharing agreements and Client Consent/Information release forms for all individual client data that is shared to non-custodial agencies where the internal policies of the Agency allows data sharing.
- F. Ensure compliance and full participation with local CoC CA-609 Coordinated Assessment System written procedures.

IV. MUTUAL RESPONSIBILITIES

- A. OHS and the Agency agree they will establish mutually satisfactory methods for the exchange of such information as may be necessary in order that each party may perform its duties and functions under this agreement; and appropriate procedures to ensure all information is safeguarded from improper disclosure in accordance with applicable State and Federal laws and regulations.
- B. OHS and the Agency agree they will establish mutually satisfactory methods for problem resolution.

V. REQUIRED DATA COLLECTION ELEMENTS

It is the responsibility of the Agency to collect data based on the HUD 2022 HMIS Data Standards, Version 1.1, October 2021, unless the Agency has Read Only Access.

UNIVERSAL DATA ELEMENTS	PROGRAM SPECIFIC DATA ELEMENTS
3.01 Name	4.02 Income and Sources
3.02 Social Security Number	4.03 Non-Cash Benefits
3.03 Date of Birth	4.04 Health Insurance
3.04 Race	4.05 Physical Disability
3.05 Ethnicity	4.06 Developmental Disability
3.06 Gender	4.07 Chronic Health Condition
3.07 Veteran Status	4.08 HIV/AIDS
3.08 Disabling Condition	4.09 Mental Health Disorder
3.10 Project Start Date	4.10 Substance Use Disorder
3.11 Project Exit Date	4.11 Domestic Violence
3.12 Destination	4.12 Current Living Situation
3.15 Relationship to Head of Household	4.13 Date of Engagement (Street Outreach)
3.16 Client Location	4.14 Bed-night Date
3.20 Housing Move-In Date (RRH PSH PH)	4.19 Coordinated Entry Assessment
3.917 Prior Living Situation	4.20 Coordinated Entry Event
3.917A Prior Living Situation	
3.917B Prior Living Situation	

HHS-RHY Only Required Elements	VA Required Elements
R1 Referral Source	V1 Veteran's Information
R2 RHY – BCP Status	V2 Services Provided – SSVF
R3 Sexual Orientation	V3 Financial Assistance – SSVF
R4 Last Grade Completed	V4 Percent of AMI (SSVF Eligibility)
R5 School Status	V5 Last Permanent Address
R6 Employment Status	V6 VAMC Station Number
R7 General Health Status	V7 HP Targeting Criteria
R8 Dental Health Status	V8 HUD-VASH Voucher Tracking
R9 Mental Health Status	V9 HUD-VASH Exit Information
R10 Pregnancy Status	
R11 Formerly a Ward of Child Welfare/Foster Care Agency	
R12 Formerly a Ward of Juvenile Justice System	
R13 Family Critical Issues	
R14 RHY Service Connections	
R15 Commercial Sexual Exploitation/Sex Trafficking	
R16 Labor Exploitation/Trafficking	
R17 Project Completion Status	
R18 Counseling	
R19 Safe and Appropriate Exit	
R20 Aftercare Plans	

VI. USAGE OF DATA

A. Data Use by OHS

For the purposes of system administration, user support, and program compliance, OHS will use the data contained within HMIS for analytical purposes only and will not disseminate client-level data. OHS will release aggregate data contained within HMIS for research and reporting purposes only.

B. Data Use by Agency

As the guardians entrusted with client personal data, HMIS Users have a moral and a legal obligation to ensure that the data they collect is being gathered, accessed and used appropriately. It is also the responsibility of each user to ensure that client data is only used for the ends for which it was collected, ends that have been made explicit to clients and are consistent with the mission of the Agency and the HMIS to assist families and individuals to resolve their housing crisis. Proper user training, adherence to HMIS Policies and procedures, and a clear understanding of client confidentiality are vital to achieving these goals. Any individual or participating Agency misusing or attempting to misuse HMIS will be denied access to the system.

VII. CONFIDENTIALITY AND INFORMED CONSENT

The Agency agrees to abide by and uphold all privacy protection standards established by HMIS as well as their respective agency's privacy procedures. The Agency will also uphold relevant and applicable Federal and California State confidentiality regulations and laws that protect client records, and the Agency will only release confidential client records with written consent by the client, or the client's guardian, unless otherwise provided for in the regulations or laws.

VIII. POSTINGS – Privacy and Mandatory collection notices must be posted at AGENCY

The participating Agency must post Privacy and mandatory Collection notices at each intake desk or comparable location. The Privacy and Mandatory Collection notices must be made available in writing at the client's request. If the Agency maintains a website, a link to the privacy notice must be on the homepage of the Agency's website.

IX. RIGHTS

HMIS data from agencies resides in one central database. Data sharing is currently limited to the data within the CoC. The CoC reserves the right at a later date to expand data sharing to include collaborative wide data.

X. COPYRIGHT

The HMIS is protected by copyright and is not to be copied, except as permitted by law or by contract with owner of the copyright. The Agency's users' storage of materials copyrighted by others on the systems or displaying the materials through web pages must comply with copyright laws and guidelines.

XI. RIGHT TO MONITOR

- A. OHS staff or any subdivision or appointee thereof, and the State of California or any subdivision or appointee thereof, including the Inspector General, shall have absolute right to review and audit all records, books, papers, documents, corporate minutes, and other pertinent items as requested, and shall have absolute right to monitor the performance of the Agency in the delivery of services provided under this MOU. Full cooperation shall be given by the Agency in any auditing or monitoring conducted.
- B. The Agency shall cooperate with OHS in the implementation, monitoring and evaluation of this MOU and comply with any and all reporting requirements established by this MOU.
- C. The Agency shall provide all reasonable facilities and assistance for the safety and convenience of OHS's representative in the performance of their duties. All inspections and evaluations shall be performed in such a manner as will not unduly delay the work of the Agency.

XII. TERM

This MOU is effective upon Date of Execution through October 31, 2026, unless terminated earlier in accordance with the provisions of Section XIII of this MOU.

XIII. EARLY TERMINATION

This MOU may be terminated without cause upon thirty (30) days written notice by either party. The CRG Deputy Executive Officer, or his/her appointed designee, has the authority to terminate this MOU on behalf of CRG. The Agency Director, or his/her appointed designee, has the authority to terminate this MOU on behalf of the Agency.

XIV. GENERAL PROVISIONS

- A. No waiver of any of the provisions of the MOU shall be effective unless it is made in writing which refers to provisions so waived and which is executed by the Parties. No course of dealing and no delay or failure of a Party in exercising any right under the MOU shall affect any other or future exercise of that right or any exercise of any other right. A Party shall not be precluded from exercising a right by its having partially exercised that right or its having previously abandoned or discontinued steps to enforce that right.
- B. Any alterations, variations, modifications, or waivers of provisions of the MOU, unless specifically allowed in the MOU, shall be valid only when they have been reduced to writing, duly signed and approved by the Authorized Representatives of both parties as an amendment to this MOU. No oral understanding or agreement not incorporated herein shall be binding on any of the Parties hereto.
- C. Indemnification. Agency agrees to indemnify, defend (with counsel reasonably approved by County) and hold harmless the County and its authorized officers, employees, agents and volunteers from any and all claims, actions, losses, damages, and/or liability arising out of this MOU from any cause whatsoever, including the acts, errors or omissions of any person and for any costs or expenses incurred by the County on account of any claim except where such indemnification is prohibited by law. This indemnification provision shall apply regardless of the existence or degree of fault of indemnitees. Agency's indemnification obligation applies to the County's "active" as well as "passive" negligence but does not apply to the County's "sole negligence" or "willful misconduct" within the meaning of Civil Code Section 2782.

This Agreement may be executed in any number of counterparts, each of which so executed shall be deemed to be an original, and such counterparts shall together constitute one and the same Agreement. The parties shall be entitled to sign and transmit an electronic signature of this Agreement (whether by facsimile, PDF or other email transmission), which signature shall be binding on the party whose name is contained therein. Each party providing an electronic signature agrees to promptly execute and deliver to the other party an original signed Agreement upon request.

XV. CONCLUSION

- A. This MOU, consisting of eight (8) pages, is the full and complete document describing services to be rendered by CRG and Agency for the HUD Homeless Assistance grants.
- B. The signatures of the Parties affixed to this MOU affirm that they are duly authorized to commit and bind their respective entities to the terms and conditions set forth in this document.

This Agreement may be executed in any number of counterparts, each of which so executed shall be deemed to be an original, and such counterparts shall together constitute one and the same Agreement. The parties shall be entitled to sign and transmit an electronic signature of this Agreement (whether by facsimile, PDF or other email transmission), which signature shall be binding on the party whose name is contained therein. Each party providing an electronic signature agrees to promptly execute and deliver to the other party an original signed Agreement upon request.

City of Redlands



Signature

Name: Paul T. Barich
Title: Mayor
Address: 35 Cajon Street, Suite 222
Redlands, CA 92373

Date: 9/6/22

SAN BERNARDINO COUNTY
COMMUNITY REVITALIZATION GROUP
OFFICE OF HOMELESS SERVICES

Signature

Name: Tom Hernandez
Title: Chief of Homeless Services
Address: 215 North D Street, Suite 301
San Bernardino, CA 92415-0043

Date: _____

ATTEST:


Joanne Donaldson, City Clerk

FEATURED

Community partners tackle Redlands homeless issue

- by: Israel J. Carreón Jr.

- Dec 22, 2023 Updated Dec 22, 2023

-

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At least once or twice a week, David Rabindranath spends two or three hours in search of the homeless. He has been tasked by the city to address the expanding unhoused community.

As the city's Homeless Solutions Coordinator Rabindranath believes this role requires dual focus: essential administration duties, which involve creating an effective infrastructure to provide the correct services to those in need; and establishing a human connection.

“You have to know your population and resources. You can’t Google it. You have to go out in the community,” explains Rabindranath on his approach as coordinator.

During a reporter’s ride-along on Dec. 11, Rabindranath pulls to the side of a road at the Santa Ana River Wash adjacent to Redlands Shooting Park.

It is a warm 70 degrees, not unusual for southern California winters.

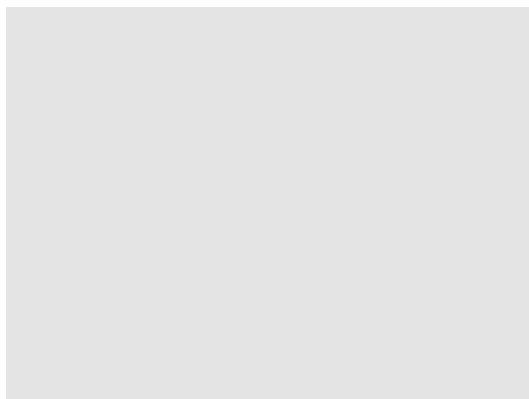
Next to an abandoned [kitchen table](#) a path leads into the wilderness of the river wash.

After [walking](#) for less than a quarter-mile he meets Autumn Fehn with her two dogs. Her partner Victor Sanchez is resting in their tent. Together with Autumn’s sister the three live in an encampment.

Rabindranath informs her that the three of them have been invited to be placed in a hotel for a few days.

Pick-up will be sometime that evening.

He tells them to prepare for an outreach team's arrival.



Autumn Fehn with her [dogs](#), Mamas and Papas. Photo by Israel J. Carreón Jr.

Connections like the ones made with Fehn require a commitment to building rapport with this often-forgotten community.

According to a Point-In-Time Count report by San Bernardino County, Redlands has 244 persons unsheltered.

Part of the struggle of building trusting connections is that this population has been offered services without follow-through, reports Rabindranath.

This cycle of distrust is often baked in before encounters.

Rabindranath devotes blocks to his time to combat this distrust.

His approach in tackling the situation tends to be more of engagement.

“Personally, I think it’s important to go out in the field,” he says.

He isn’t confronting this problem alone.

He has teamed up with seven local community partners to aid him in this cause.

Last July the city’s Homeless Solution Division was awarded a competitive grant designed to fund actionable local proposals to address unsheltered homelessness.

The State of California’s Encampment Resolution Funding Program presented the city with \$4,529,069.

Rabindranath, with the help of a grant writer, applied for the second round of disbursement.

Collaboration with local agencies and organizations that already [work](#) with the local homeless population will allow quicker access to services, according to Rabindranath.

An allocation of \$3,498,975 in funds will go towards assisting the objectives set forth by the selected community partners.

The remaining funds will pay for the costs of city staff, including two outreach teams and an administrative assistant, as well as [equipment](#) supplies and administrative overhead.

The allocated funds encompass various organizations and initiatives aimed at addressing homelessness and supporting sustainable housing in the Redlands community, including.

n Redlands Chamber of Commerce, \$75,000 for employment services dedicated to individuals placed in permanent housing, with a focus on ensuring the sustainability of their housing placement.

n Family Service Association of Redlands, \$1,009,487.50 to facilitate rapid rehousing services, covering rental deposits and contributing to six months' rent.

n Goodwill Southern California, \$75,000 to provide employment services and aid in the sustainability of housing placement.

n Salvation Army, \$1,009,487.50 to assist in providing rapid re-housing services, including housing deposits and contributions towards six months' rent, and \$225,000 is to support an outreach team engaging with the chronically or literally homeless community, and \$115,000 is allocated to provide emergency shelter beds for up to 30 days until permanent housing is secured.

n Step Up On Second, \$300,000 to operate an outreach team connecting with the chronically homeless, supported by a staff of two, as well as \$300,000 continue the operation and support services through the Step Up In Redlands facility.

n SB Express One LLC is awarded \$300,000 to provide emergency shelter beds for 30 days until permanent housing is secured.

n YouthHope Foundation is granted \$90,000 to support an outreach team of two, tasked with screening, connecting with appropriate services, and referring additional support for engagements with teen and young adult homeless individuals.

Family Services Association of Redlands is tasked with housing placement.

Association Executive Director Kyra Stewart states that Family Services has decades of experience operating and administering housing programs in partnership with government funders.

“The financial support for the client, which funnels from the city — will provide payments directly to landlord vendors in an effort to assure the client has time to stabilize, seek behavioral [health](#) support (if needed) provide access to our wrap-around services which include daily meals, [clothing](#) and bus passes and then hopefully, find employment,” Stewart says.

Dipak Patel has teamed up with Rabindranath to provide temporary emergency housing for the homeless since 2008 at his San Bernardino Super Eight Hotel.

Patel co-owns Pasadena-based SB Express One LLC, which operates Super Eight Hotels and will be paid up to \$300,000 to help shelter the unhoused.

“It’s just the right thing to do,” Patel says.

Redlands Chamber of Commerce will expand its workforce development offerings by providing employment services to at least 100 people says Evan Sanford, executive director of the chamber.

Those offerings will include an assessment of skills and abilities to best match with their employment.

Other services as assistance in job search and career counseling will be provided. Sanford’s commitment extends past just obtaining employment.

“We will offer follow-up services for clients who attain employment, tracking their progress for a minimum of 12 months,” Sanford says.

Placing the homeless population with the best-suited employment is also pledged by Goodwill Southern California. Elizabeth Hulseley is their regional director.

She states that they will specifically target [work](#) readiness skills training, career exploration and financial literacy.

Providing employment opportunities perfectly aligns with Goodwill’s mission of “transforming lives through the power of [work](#),” Hulseley says about this partnership’s broader mission and goals.

Rabindranath states that he receives calls from citizens reporting encampments around the neighborhood.

Calls are coupled with pleas of assurances. Not of speed removal, but of aid.

Calls often involve a reassurance that we will help them Rabindranath says.

Rabindranath strongly believes in establishing a human connection to make the program successful.

“You have to know your population and resources. You can’t Google it. You have to go out in the community,” he says.

Fehn does not hesitate to express her thoughts about relocation. There is an excited tenor detected in her voice.

Also present is a sigh of relief.

“Thank you.”

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City of Redlands ERF-3-R Map

ERF 3 Service Area



Priority Encampment Area



