



HOUSING AUTHORITY OF THE COUNTY OF SAN BERNARDINO

Building Communities, Changing Lives

2020

ANNUAL REPORT





HOUSING AUTHORITY OF THE COUNTY OF SAN BERNARDINO

Building Communities, Changing Lives

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Administration & Accountability 2020

Who We Are

As one of the most progressive housing authorities in the country and the largest provider of affordable housing in San Bernardino County, the Housing Authority of the County of San Bernardino (HACSB) proudly assists 25,000 people, most of whom are seniors, individuals with disabilities, veterans, and children.

Housing Individuals and Families

Our core responsibility is to help low-income families attain safe and stable housing through a variety of rental assistance programs funded by the U.S. Department of Housing and Urban Development (HUD). Our largest rental assistance program serves more than 10,500 families through housing assistance payments made to landlords on behalf of the families. Other programs offer affordable units owned and managed by HACSB. These programs provide a critical safety net for families in San Bernardino County, where an individual earning minimum wage would have to work nearly sixty hours a week to rent a one-bedroom apartment.

Innovation Through Moving to Work

As a testament to our high performance, HACSB was designated by Congress as a Moving to Work (MTW) public housing agency in 2008. This designation allows HACSB to waive some HUD program requirements to develop local policies adapted to the diverse communities that make up San Bernardino County. Using this flexibility, HACSB has developed 28 MTW initiatives which aim to save taxpayer dollars through efficient work, help the families we serve to achieve economic independence, and expand housing choice for the families we serve.

Real Estate Development

As HUD does not provide HACSB with capital funds for development of additional affordable housing, we rely on a variety of partners to meet this gap. Development of new affordable housing has been made possible through funding and loans from the County of San Bernardino, various cities throughout the county, and other partners.



Our Mission

The Housing Authority of the County of San Bernardino empowers all individuals and families in need to achieve an enriched quality of life by providing housing opportunities and resources throughout San Bernardino County.



Our Vision

The Housing Authority of the County of San Bernardino is committed to creating a world in which all people have a stable and enriched quality of life.

Core Values

Respect

We believe that all people should have a stable and enriched quality of life and should be afforded the opportunity to not only survive, but to thrive in environments that are sensitive to and encourage respect and empathy for individual circumstances.

Safety

We believe that all residents deserve a safe and secure living environment that is crime- and distraction-free and where families can feel good about raising their children and seniors can enjoy a high quality of life.

Integrity

We believe that there is a strong, mutually reinforcing connection between the integrity of our staff/programs and the success of our clients. Integrity-building within our organization is key to fulfilling our mission statement.

Service

We believe that in order to be successful, we must serve the public by being effective stewards of its financial resources and by developing a customer service business model based on benchmarks and measurements.

Board of Commissioners



Tim Johnson
CHAIR



Beau Cooper
VICE CHAIR



Jessie Muñoz



Sylvia Miller



Cassie MacDuff



Bobby Tarango



Dr. Ciriaco "Cid" Pinedo

Executive Director's Message

2020 began as another exciting year for our agency, and our team was filled with enthusiasm for the innovative projects planned for the year. Those plans quickly shifted as the year evolved into the most unprecedented year of the century. The novel coronavirus entered our lives, changing the way we do business, impacting how we care for our fellow neighbors, and rattling the world to mourn together for these we have lost. While nothing could have prepared us for these days, the HACSB team rose to the occasion to continue our efforts as essential workers. The team embodied the phrase “we are in this together.”

I am honored and humbled to work alongside this dedicated team of professionals and Board of Commissioners who care deeply about the families we serve, and whose work ensures that we continue to provide critical housing assistance to families during these exceptionally difficult times. Soon after the pandemic began, the HACSB team moved swiftly to adjust our programs and processes in response to the shifting landscape. Program policies were modified through special waivers requested from the U.S. Department of Housing and Urban Development, new technology features were implemented, and the team identified ways to serve families remotely. Community building and social engagement opportunities continued throughout the year to offset the impacts of social distancing and isolation, and HACSB worked with our



community partners to ensure that families' essential needs were met. Additionally, work policies were adapted to accommodate our staff so they could care for themselves and their families. These efforts were all undertaken while striving to still provide superb customer service.

We enter 2021 with hope and confidence in our team to tackle emerging challenges. This year we celebrate our 80th anniversary of serving the families and communities of San Bernardino County. As part of this celebration, we launched a new agency website to enhance our customer service efforts with streamlined information and an easy to navigate site.

Thank you to our Board of Commissioners, agency staff, and partners who truly care about serving and making a difference in the lives of the families we serve. I welcome you to continue reading our agency's 2020 annual report.

Respectfully,

Maria Razo

By the Numbers

Rental Assistance Programs

10,607 Families & 24,762 Individuals

Housed, making up **1.1%** of the county's population

10,508

Vouchers for **24,488**
individuals

99

Public Housing units
for **274** individuals

9,793

Children 17 years
& younger

6,032

Individuals with
disabilities

3,869

Seniors 62 years
& older

77,687

Applicants on various waiting lists

Housing Authority of the County of San Bernardino

Economic Impact

\$158 Million

Infused into the county's economy during
Fiscal Year 2019-20

\$103.7 Million

Paid in housing assistance to almost **3,445** landlords

\$17.9 Million

Paid to **639** vendors for various programs and services

\$1.8 Million

Spent on rehab, construction & acquisition of housing units

136

Employees across **17** offices

More Than Housing

251

Clients who have
become new homeowners
since 2000

302

Scholarship recipients
since 1991

Housing Units

Rental Assistance Program Units:

10,508

These units are privately owned, with rent subsidies paid directly to owners by the Housing Authority. These programs are managed by HACSB offices in San Bernardino, Upland, and Victorville. Programs include: Moving to Work Housing Choice Voucher program (Term Limited Lease Assistance and Streamlined Lease Assistance) Veterans Affairs Supportive Housing, Mainstream, Housing Opportunities for Persons With AIDS, etc.

Public Housing Units:

99

These units are owned and managed by the Housing Authority.

Housing Authority-Owned Units:

2,135

These units are owned by the Housing Authority and were either acquired or developed through a variety of partnerships with the state of California, San Bernardino County Department of Community Development and Housing, various cities throughout the county, and Housing Partners I, Inc., a nonprofit community housing development organization. Most of these units provide a measure of affordability with lower than market rents, though the rents are not as low as within the federally subsidized rental assistance programs.

Limited Liability Company & Limited Partner Units:

778

These units are owned by a limited partnership or limited liability company of which the Housing Authority is a member.

Housing Partners I, Inc.:

1,341

These units are part of the property portfolio of Housing Partners I, Inc.

Housing Units by City

City	Voucher Program	Public Housing Units	Authority-Owned Units	LLC and LP Units	Housing Partners I, Inc	City	Voucher Program	Public Housing Units	Authority-Owned Units	LLC and LP Units	Housing Partners I, Inc
Adelanto	231	0	0	0	14	Landers	1	0	0	0	0
Alta Loma	164	0	0	0	0	Loma Linda	315	0	42	0	99
Apple Valley	289	1	37	0	29	Lucerne Valley	4	0	0	0	0
Baker	0	0	24	0	0	Mentone	51	0	39	0	0
Barstow	509	0	517	0	0	Montclair	174	0	34	0	74
Big Bear City	13	0	0	0	0	Morongo Valley	1	0	0	0	0
Big Bear Lake	11	0	0	0	0	Newberry Springs	1	0	0	0	0
Bloomington	75	0	0	0	202	Oak Hills	1	0	0	0	0
Cedar Glen	7	0	0	0	0	Ontario	791	0	23	153	214
Cedarpines Park	1	0	0	0	0	Phelan	3	0	0	0	0
Chino	298	0	50	0	20	Rancho Cucamonga	440	0	0	0	6
Chino Hills	7	0	0	0	0	Redlands	553	0	120	85	170
Colton	420	0	174	0	8	Rialto	355	0	24	0	0
Crestline	15	0	0	0	0	Running Springs	7	0	0	0	0
Fontana	812	0	84	0	60	San Bernardino	2634	0	492	442	149
Gledale	1	0	0	0	0	Sugar Loaf	7	0	0	0	0
Grand Terrace	27	0	0	0	0	Twentynine Palms	37	0	0	0	20
Green Valley Lake	1	0	0	0	0	Twin Peaks	39	0	40	0	0
Helendale	8	0	0	0	0	Upland	523	98	0	0	0
Hesperia	224	0	100	0	21	Victorville	783	0	168	98	153
Highland	340	0	12	0	0	Yucaipa	247	0	155	0	63
Joshua Tree	25	0	0	0	9	Yucca Valley	60	0	0	0	30
Lake Arrowhead	3	0	0	0	0	Total	10,508	99	2,135	778	1,341

Financial Information

STATEMENT OF REVENUES, EXPENSES & CHANGES IN FUND NET POSITION | UNAUDITED

For the Fiscal Year Ending September 30, 2020

Total Revenues: \$162,879,828

Rental Income	\$27,214,449
Federal/State Grant Income ¹	\$128,456,255
Other Income	\$7,209,124



Total Operating Expenses: . . . \$156,469,883

State Grant Expenses ²	\$6,387,659
Administration	\$22,594,277
Resident Services	\$226,743
Utilities	\$3,720,906
Maintenance & Operations	\$6,957,014
General Expenses	\$1,299,871
Interest Expense	\$1,559,723
Extraordinary Expenses	\$3,177,101
Housing Assistance Payments	\$104,590,363
Depreciation	\$5,955,954
Operating Transfers	\$-



Ending Net Assets: \$89,364,927

Increase in Net Assets	\$6,409,944
Adjustments	\$-
Beginning Net Assets	\$82,954,982

¹ State and Federal funding for the Housing Choice Voucher program, Public Housing program, and Housing Support Program

² Housing Support Program (HSP) pass-through expense

STATEMENT OF NET POSITION | UNAUDITED

For the Fiscal Year Ending September 30, 2020

ASSETS

Cash and Investments	\$62,859,913
Accounts Receivable (Net)	\$3,118,553
Prepaid Expenses	\$3,056,514
Due from Governments	\$2,307,724
Due from Other Programs	\$587,810
Land, Buildings & Equipments (net of accumulated depreciation)	\$94,868,691
Inventory	\$474,716
Notes Receivable	\$15,594,119
TOTAL ASSETS	\$182,868,039
Deferred Outflows	\$3,473,912

<i>Total Assets and Deferred Outflows</i>	\$186,341,951
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LIABILITIES

Accounts Payable	\$500,643
Other Liabilities	\$15,728,221
Due to Other Programs	\$587,810
Notes Payable	\$46,342,276
Accrued Pension & OPEB	\$30,661,207
TOTAL LIABILITIES	\$93,770,157
Deferred Inflows	\$3,206,867

<i>Total Liabilities and Deferred Inflows</i>	\$96,977,024
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NET POSITION

Investment in capital assets, Net of related debt	\$48,526,416
Restricted net position	\$12,389,238
Unrestricted net position	\$28,449,273
Total Net Position	\$89,364,927

<i>Total Capital and Liabilities</i>	\$186,341,951
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Celebrating 80 Years of Service, 1941–2021

Making History

The year 2021 marks the Housing Authority of the County of San Bernardino's (HACSB) 80th anniversary of serving families in San Bernardino County.



As documented in our “Why Housing” publication from the 1940s, low-income families lived in deplorable housing conditions, slum dwellings, and unsanitary living conditions that plagued the County. Providing much-needed safe and sanitary housing was a social responsibility and an opportunity to improve the living conditions, health, and well-being of hundreds of families.



To address these issues, HACSB was established in 1941 under the U.S. Housing Act of 1937 and the California Housing Authorities Law of 1938 for the purpose of providing affordable housing for low-income households in San Bernardino County. In 1943, HACSB began to build affordable housing communities known as Public Housing, which was the first and only type of affordable housing program at the time. Building communities was made possible in partnership with the U.S. Department of Housing and Urban Development (HUD), who provided the capital funding to support construction.

During World War II, the federal government's priority was housing defense workers and their families. By war's end, the Housing Authority had more than 1,000 temporary housing units for defense workers throughout the County. After the war, these affordable housing units returned to serving low-income families as vacancies occurred. The end of the war also created a shortage of housing for the great numbers of returning war veterans and their families. In response, housing units were set aside specifically for veterans and their families. HACSB continued to expand its affordable housing portfolio in the following decades.

In the 1970's, HUD implemented a rental assistance program which aimed to deconcentrate poverty and provide housing choice. This new program provided families with the opportunity to choose and lease a home from a private landlord rather than from the Housing Authority. The program is now known as the Housing Choice Voucher (HCV) program. Housing assistance payments for families participating in the HCV program are provided directly to the landlord on behalf of the family.

The values under which we were established in 1941 still stand and hold true 80 years later. We believe that providing housing assistance to the community is a solemn responsibility, and we strive to provide meaningful and impactful housing programs and services while being responsible stewards of taxpayer funding.

Who We Are Now

During the past 80 years, HACSB has evolved into one of the most progressive housing authorities in the Country and the largest provider of affordable housing in San Bernardino County. Our original and primary purpose continues to be providing rental assistance to low-income families either by housing families in units HACSB owns and manages or by providing subsidized housing assistance to a landlord who rents their home to an assisted family. Today we proudly assist approximately 25,000 persons, most of whom are seniors, individuals with disabilities, veterans, and children.



We are proud to say that in the past several decades, our partnerships and the creation of our affiliate non-profits have enabled us to provide a greater focus and achieve positive outcomes in the economic advancement of households, allowed research and evaluation to drive policy decisions and program restructures, and to become a successful affordable housing developer and property manager.

Innovation and Research

As a testament to our high performance, HACSB was designated by Congress as a Moving to Work (MTW) public housing agency in 2008. The MTW designation allows HACSB to waive some HUD program requirements in order to develop local policies and programs that meet HUD's statutory objectives,

as outlined below. Through the designation, HACSB has implemented various innovative flexibilities and initiatives. These flexibilities are not available to traditional housing authorities, who must adhere to regulatory requirements. All MTW initiatives focus on addressing at least one of the following MTW statutory objectives:

- 1. Saving taxpayer dollars through efficient work;**
- 2. Helping families achieve economic independence; and**
- 3. Ensuring a family's freedom of housing choice.**

HACSB has partnered with Loma Linda University (LLU) for more than ten years for third-party research and evaluation to help inform policy and shape program design. LLU has conducted nationally recognized



research reports and needs assessments for several of our MTW initiatives. Research and evaluation projects conducted by the LLU team include:

- **Term-Limited Lease Assistance (TLA) Program:**

Since 2012, LLU conducts an annual research evaluation of existing TLA families. An evaluation of TLA families that have exited the program was added in 2017. This program couples five years of housing assistance with coaching and referrals to various supportive services.

- **No Child Left Unsheltered:** Since 2016, LLU evaluates the progress of families served through this program which provides rapid housing assistance to street homeless families with children.

- **Moving On Strategy:** Launched in 2020, this research project will evaluate families “moving on” from the Continuum of Care Shelter Plus Care program into traditional MTW voucher program assistance. Families are expected to begin participation in this program in 2021.

- **Maplewood Homes Needs Assessment:** LLU conducted three needs assessments of this almost 300-unit affordable housing community for partner and resource coordination.

- **Permanent Supportive Housing Programs:** In 2019, LLU launched the research and data plan in anticipation of new households being served at Desert Haven and Golden Apartments, HACSB’s first permanent supportive housing sites for chronically homeless individuals. A benchmark report was prepared in 2020 for the families residing in the Golden Apartments community during the first year of operation.



Establishing Affiliate Non-Profits

HUD encourages housing authorities to create non-profit affiliates to expand the potential funding sources needed to develop and expand the supply of affordable housing in their jurisdiction as well as to expand services for housing program residents. Despite this, housing authorities rarely form non-profit affiliates.

As another testament to our drive and forward-thinking mentality, HACSB established three non-profit affiliates to advance its mission and vision, expand its housing portfolio, increase and sustain affordable housing stock, and provide enhanced services critical to the communities we serve.

- **1991:** Housing Partners I, (HPI) Inc. develops, owns, and manages affordable housing. HPI has developed and acquired 1,512 units since its inception.
- **2010:** Knowledge and Education for Your Success is dedicated to enhancing supportive services for low-income residents in San Bernardino County through various rapid re-housing programs.
- **2015:** Reliant Asset Management Solutions provides management solutions from full-service property management to physical inspections of housing units.

As affiliates of HACSB, HACSB's Executive Director serves as the Secretary/Treasurer of each non-profit and ensures proper financial oversight.

Permanent Supportive Housing

HACSB is not funded to provide immediate housing assistance through homeless or shelter housing program types. Therefore, to bridge this funding gap and allow HACSB to be a leading developer of permanent supportive housing, HACSB relies on a variety of partners.

HACSB acquired both Golden Apartments and Desert Haven Apartments to help address chronic



Golden Apartments

homelessness in San Bernardino County. These two sites are the agency's first permanent supportive housing developments for chronically homeless individuals. Combined, these developments provide 68 units of housing for homeless individuals. Both sites will have onsite managers and community centers.

We are grateful for the in-kind services of the many onsite partners who contribute supportive services to

families in these developments. HACSB does not receive additional funding from HUD for supportive services so we are grateful to our partners for the critical services they provide. Through these partnerships, residents have no-cost access to services that include: case management, mental health and substance use counseling and treatment, physical health services, employment services, vocational counseling, job training and placement, life skills, and educational attainment counseling.

More than Just Housing

HACSB prides itself on providing more than just housing to residents, thanks to strong partnerships with various educational institutions, workforce development partners, early childhood care providers, health and human service providers, health care entities, and countless others who continue to contribute to the agency's success and ability to serve the community. Similar to our permanent supportive housing projects, HACSB does not receive additional funds for supportive services, so our partnerships contribute essential services to the well-being of our residents and the community. HACSB has also implemented programs such as the Family Self-Sufficiency and Homeownership Assistance Programs, college scholarships, on-site resident services, digital literacy programs, career and educational development, and much more to help the families we serve access resources and services to enrich their quality of life.



Spotlight on Family Achievement

Goal Getter Amidst a Pandemic

This year has brought unprecedented times as we adjust and learn to live through a global pandemic. When many things came to a stop, others kept moving forward, such as Danielle, a new HACSB homeowner. Danielle's determination and perseverance kept her focused on her goals, in which life's struggles or even a pandemic was surely not going to stand in her way.

In 2017, Danielle and her five children were experiencing homelessness. Moving from shelter to shelter, she was determined to find a better life for her family. In her search for resources, she learned about HACSB's Homeownership Assistance Program, but in order to enroll, she needed to be a program participant for at least one year. As a result, she applied to the Barstow Affordable Housing Community waiting list and eventually secured housing. Once in a safe home with her children and stable, Danielle was able to focus on moving forward and was successful in securing full-time employment and began to improve her credit. Through a process of paying off her debt and saving money, after two years, Danielle was ready to purchase a home.

In March 2020, as the pandemic began to surface, Danielle was unsure how this was going to hinder her journey to homeownership. With the help of HACSB staff, Danielle launched right into the process – secured



Danielle and her family.

a lender, found a home, closed escrow on July 28, 2020 and received the keys to her very own home.

When asked what advice she would give others thinking about homeownership, Danielle stated,

“**At first, I feared how I would do it all. But as I started the process, I realized there was nothing to be scared about and it was a lot easier than I thought. Just keep moving forward, it can happen.**”

Congratulations to Danielle and her family. We wish her the best of luck on all her future endeavors.



Helping Hands for an American Hero

The old adage “It takes a village” when helping others is certainly true when helping the community’s most vulnerable populations, including homeless veterans. For three years, the U.S. Department of Veterans Affairs (VA) had been working tirelessly to help a homeless veteran, who, among many other challenges, had a dual diagnosis with a mental health disability and a substance abuse disorder.

Thankfully, the veteran received a HUD-Veterans Affairs Supportive Housing (VASH) program voucher, which provides rental assistance for homeless veterans with case management and clinical services through a partnership with the VA.

On July 22nd he received the keys to his new home. HACSB’s nonprofit affiliate, Knowledge and Education for Your Success, was able to pay the veteran’s security deposit, purchase a refrigerator, stove, bed, stackable washer/dryer, and other move-in essentials through their Supportive Services for Veteran Families program.

Since then, the veteran has made a complete positive turn-around! He is actively engaged in case management services and is receiving much needed health care services. He regularly participates in support groups and is pursuing other VA benefits. Most importantly, he reunited with his family.

— “ —

**This program
has changed
my life!**

—Veteran

— ” —

Housing Homeless Individuals and Families



Golden Apartments Opening

Nearly 40 chronically homeless individuals now have a place to call home, thanks to the work of many partners coming together to make this dream a reality. The Housing Authority, in partnership with various community partners, including its affiliate non-profit developer Housing Partners I, Inc. transformed a dilapidated property consisting of 21 two-bedroom units into a fully renovated apartment complex. The new community consists of 38 new one-bedroom units and amenities encouraging community growth including a community room, counseling meeting spaces for on-site social services, laundry facilities, and outdoor patio.

This project was not only impactful to the surrounding community, but more so to the lives of the residents, who will no longer endure chronic homelessness, but now have stability due to the project's Housing First approach, which is a model that connects homeless individuals to permanent housing without preconditions to entry.

We are extremely appreciative of our funding partners for this project. The total acquisition and redevelopment costs were approximately \$200,000 per unit, less than half the cost of a recent comparable new construction project. That makes this development not only affordable to its new residents, but also to taxpayers.

Our Funding Partners:

Housing Partners I, Inc.

County of San Bernardino

City of San Bernardino

Inland Empire Health Plan

U.S. Department of Housing and
Urban Development

Fully leased in early 2020, Golden Apartments is HACSB's first permanent supportive housing development to house and serve homeless individuals.



Partners and Supportive Services:

Supportive housing services are intended to help stability and to maximize each tenant's ability to live independently. In an effort to maximize housing stability and prevent individuals from becoming homeless again, the following partners assist these families in various ways, many of whom are available to provide on-site services:

- **County Department of Behavioral Health**

Case management services, mental health services, behavioral health education and outreach, and substance use services

- **County Workforce Development**

Department Vocational counseling, and job training and placement

- **Goodwill of Southern California**

Vocational counseling, and job training and placement

- **HomeAid**

Donated appliances and plumbing fixtures for all units

- **Inland Empire Health Plan**

Physical health services and intense case management services

- **Loma Linda University**

Research on the impact of the housing and social services provided to the families

- **Step Up on Second Street**

Property management services



Responding to the COVID-19 Pandemic



The COVID-19 pandemic disrupted ordinary business practices, requiring HACSB to swiftly respond to statewide stay-at-home orders and social distancing requirements. As a provider of critical assistance to families and the community, HACSB continued operations throughout the stay-at-home orders and restrictions that were in place for the State of California and the County of San Bernardino during 2020. HACSB quickly implemented work and program policy modifications to protect the health and safety of customers and staff while continuing to provide exceptional customer service. These modifications were evaluated continuously throughout 2020 and allowed HACSB to adapt to evolving customer and staff needs and changes to State and County restrictions.

Customer Service

While HACSB offices remained closed for in-person service, HACSB quickly communicated information about program and service changes to customers through letters and Frequently Asked Question (FAQ) documents. Walk-up customers were accommodated through newly installed intercom systems, and most processes, such as program briefings, were conducted remotely with the support of web-based meetings and informational videos on HACSB's website.

In preparation for offices reopening, HACSB made physical changes to its office spaces to accommodate social distancing requirements and promote a hygienic environment. Signage was placed throughout offices and lobbies to demarcate safe distancing, cleaning and



Thanksgiving dinner basket giveaway.

disinfecting processes were increased, and glass screens with microphones were placed to protect customers and staff while interacting.

Program and Policy Modifications

To ensure continuity of operations and provide relief to customers, HACSB implemented policy waivers provided by the U.S. Department of Housing and Urban Development (HUD). HACSB also requested additional policy modifications through our Moving to Work (MTW) designation and aligned our processes to comply with State and Federal eviction moratoria. Significant program policy modifications included:

- Extended biennial inspection and recertification deadlines by one year;



Drive-through grocery pick-up.



Meal delivery for seniors.

- Added a rent hardship exemption for families experiencing a loss of income as a result of the pandemic;
- Temporarily deferred non-emergency/non-urgent work orders;
- Extended deadlines for customers to provide required documents;
- Extended the term of assistance for families in the Term-Limited Lease Assistance program; and
- Streamlined inspections for new leases.

Accommodating the HACSB Team

HACSB promoted social distancing by reducing the number of staff in offices through telecommuting, halted business-related travel, and implemented health screening questions. Additionally, cleaning and disinfecting processes were greatly increased. These measures

allowed HACSB to continue operations and provide a safe working environment. Expanded leave options were also implemented, allowing staff to take leave time needed to accommodate distance learning for their school-age children, provide childcare, or for other COVID-related needs. Leave options included emergency paid sick leave, Emergency Family Medical Leave (EFML), the use of accrued vacation time, and the option to temporarily change to a part-time work schedule.

Community Engagement

To offset the effects of social distancing and isolation, HACSB continued its efforts to engage residents and communities through recreational opportunities. Resident Services Coordinators hosted virtual bingo and community meetings, a fall costume contest, a winter door-decorating contest, Thanksgiving dinner give-away, and toy distribution for residents.



Fall costume contest.

The pandemic amplified essential needs for many customers. Resident Services Coordinators conducted wellness calls to maintain contact with families, identify their critical needs, and connect them to resources. HACSB also collaborated with community partners to provide services such as contactless meal delivery to residents.

Partners included the Department of Aging and Adult Services, Pal Charter Academy, Innovative Home Family Care, and Redlands Unified School District.



Thanksgiving dinner baskets.

Thank you!

We would like to extend our heartfelt thanks to our agency staff, customers, and partners for their collaboration and support during this time. Together we identified and implemented solutions that allowed HACSB to adapt to the unprecedented challenges of the COVID-19 pandemic and safely continue providing critical supports to the community. Truly, we are in it together.



**HOUSING AUTHORITY OF THE
COUNTY OF SAN BERNARDINO**

Building Communities, Changing Lives

715 East Brier Drive, San Bernardino, California 92408
909.890.0644