

In the City of Fontana, system partners work closely together to prioritize health and safety for all residents, including those experiencing homelessness. This collaborative approach ensures that resources are maximized, and services are coordinated. Key partners include the City of Fontana Police Department (FPD) Homeless Outreach Support Team (HOST), FPD Community Outreach and Support Team (COAST), FPD Multiple Enforcement Team (MET), San Bernardino County Department of Behavioral Health, San Bernardino County Department of Public Health, non-profit and faith-based partners, San Bernardino County Continuum of Care (CoC), and healthcare partners (including Kaiser Permanente and Arrowhead Regional Medical Center).

The City prioritizes engagement with individuals residing in encampments by using a Housing First approach that emphasizes voluntary participation, dignity, and direct access to housing and services. Before any encampment is considered for closure, Fontana's outreach teams and system partners work together to build trust, connect residents with resources, and offer sustainable alternatives. By centering the Housing First model and prioritizing compassionate engagement over enforcement, Fontana ensures that encampment residents are offered realistic, person-centered alternatives before an encampment is closed. This collaborative and proactive outreach approach reduces trauma, builds community trust, and creates safer outcomes for both unsheltered individuals and the wider community.

Fontana takes a comprehensive, multidisciplinary approach to addressing homelessness, recognizing that each individual experiencing homelessness has unique needs and barriers. By leveraging strong partnerships across city departments, county agencies, nonprofit providers, and healthcare partners, Fontana is able to deliver customized pathways to stability and permanent housing. Additionally, the City of Fontana is an active partner in the San Bernardino County Continuum of Care (CoC) and utilizes the Coordinated Entry System (CES) to connect individuals to regional housing opportunities. Through CES, individuals are assessed using standardized tools (such as the VI-SPDAT), which prioritize those with the highest needs for supportive housing placements. This model provides stability first, allowing individuals to address other challenges from the safety of a home.

The City, in collaboration with San Bernardino County and community partners, prioritizes both the immediate needs of people experiencing unsheltered homelessness and the long-term goal of connecting them to permanent housing. Basic immediate needs and health & safety support are provided (including regular and ongoing food and water distribution, health services (including mental health) and increased public safety. Additionally, the City of Fontana recognizes that personal belongings are essential for dignity and continuity of care. Therefore, the City works with regional service providers to offer short-term storage solutions.

Typical Timeframes:

- Immediate Response (0–72 hours): Outreach teams provide food, water, hygiene supplies, and crisis intervention. Medical and behavioral health partners are dispatched as needed.
- Short-Term (1–3 months): Storage options, emergency shelter placement, and case management engagement take place. The PATH is an example of short-term placement.
- Medium to Long-Term (3+ months): Individuals are transitioned into permanent housing solutions such as rapid rehousing or permanent supportive housing, with supportive services attached to ensure stability.

The City of Fontana recognizes that successfully resolving an encampment is only the first step in ensuring lasting community health and safety. Long-term strategies are necessary to prevent re-encampment, enhance infrastructure, and create safe, inclusive, and accessible public spaces. This is done through infrastructure and environmental design improvements (enhanced lighting, accessibility upgrades, and Crime Prevention Through Environmental Design (CPTED). Additionally, the activation of public spaces through community friendly uses and partnerships with local organizations assist with long-term solutions to prevent encampments from reoccurring. Ongoing maintenance and safety, such as

rapid response clean-up and increased patrol and outreach contribute to the reduction of likelihood of encampments developing in the future.