

# ATTACHMENT A



PLANNING DEPARTMENT - HOMELESSNESS  
SOLUTIONS AND HOUSING

# **WELLNESS CENTER QUARTERLY REPORT**

**JANUARY-MARCH**

**20  
25**



# OVERVIEW

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This quarter, the Victorville Wellness Center continued to solidify its role as the High Desert’s premier facility for addressing homelessness, proudly standing as the only recuperative care and interim shelter of its magnitude in the region. The City expanded our services with the addition of Rapid Rehousing funding, allowing enhanced efforts to transition individuals and families into permanent housing. The City’s first City-sponsored motel voucher program launched successfully, providing emergency shelter during cold weather and resulting in placements across interim, transitional, and permanent housing. On the medical front, the City upgraded the clinic with advanced diagnostic tools, including a Piccolo analyzer that delivers blood test results in just 12.5 minutes, and introduced ultrasound services to better serve client health needs.

The City also deepened outreach efforts by increasing street medicine capacity and deploying additional Symba Center outreach workers. The Homeless Engagement Team was further strengthened with enhanced tools to improve geographic mapping and case management coordination. Meanwhile, the Wellness Center advanced into the next planning stage of its community garden project, reinforcing our holistic approach to healing and stability. The Wellness Center team continued to focus on income acquisition for clients through consistent and strategic intake practices. Finally, the City experienced outstanding community participation during this year’s Point-in-Time Count, with 53 volunteers—ranging from City staff to the Office of Homeless Services and the Sheriff’s Department—contributing to a successful effort that reflected a significant reduction in unsheltered homelessness. These milestones underscore the Wellness Center’s leadership in delivering impactful, integrated solutions for our region’s most vulnerable residents.



# EMPLOYEE *Spotlight*

Jon has worked at the Wellness Center since its inception. During his tenure, there has not been a more hardworking individual. Having lived experience, Jon has been able to connect with the clients, and provide them with empathetic customer service. He is always going above and beyond to help participants and his knowledge is priceless. Jon lives by the motto, "We're all getting well at the Wellness Center," and shows up every single day, making all our participants feel safe, seen, and heard.



**JON SEIXAS**  
Lead Client Service Monitor



**HOPE**  
THE MISSION

# EMPLOYEE *Spotlight*

We are pleased to highlight Brittney Massie, LMFT for this quarterly report. She serves as Symba Center's Mental Health Clinical Supervisor for the Wellness Center Campus. Through a wealth of knowledge, experience, and compassion, Brittney continues to provide quality care and mental health support directly to program participants as well as offer key insights for trauma informed care and crisis deescalation with our wraparound teams. Brittney's expertise represents key elements necessary to address homelessness with our community members and we are grateful for the commitment and passion she brings to the Wellness Campus.



**BRITTNEY MASSIE**  
Lead Therapist



# LEGAL AID SERVICES

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The Legal Aid Society of San Bernardino has begun providing on-site legal services to individuals at the Wellness Center. As an organization serving over 19,000 low-income residents annually across San Bernardino and Riverside Counties, Legal Aid Society plays a vital role in removing legal barriers that often contribute to or prolong homelessness. A paralegal is now available at the Wellness Center at least one time per month. Services offered include support with expungements, eviction defense, debt collection, and family law matters—ensuring clients receive critical legal assistance directly where they receive care and housing support.



## On-Site Access to Justice

Having the Legal Aid Society of San Bernardino embedded within the shelter ensures clients have immediate access to legal assistance, helping them address barriers such as identity document replacement and unlawful evictions—all of which can delay housing stability.



## Empower Through Advocacy

Legal support empowers clients to assert their rights, navigate complex systems, and resolve legal issues that often contribute to or prolong homelessness, fostering greater self-sufficiency and confidence in rebuilding their lives.



## Integrated Service Model

Embedding legal aid within a shelter environment promotes a holistic, wraparound service approach—ensuring legal support is coordinated with case management, housing navigation, and behavioral health services to accelerate clients' paths toward permanent housing.

## 4 On-Site Service Days

During this reporting period

# U.S. VETS

U.S. VETS is one of the nation's largest nonprofit organizations dedicated to ending veteran homelessness and they have joined the Wellness Center to provide on-site services tailored to the needs of former service members. Founded in 1993, U.S.VETS has a long-standing history of supporting veterans and their families through a comprehensive array of programs, including housing assistance, mental health counseling, workforce development, and case management.

As part of this partnership, Edward Lopez, Outreach Specialist with U.S.VETS – Inland Empire, is now stationed at the Wellness Center every Wednesday from 8:00 a.m. to 12:00 p.m. He provides direct housing navigation and supportive services to veterans enrolled at the site. This collaboration ensures that veteran clients receive the specialized care and resources they need to achieve long-term stability and independence, reinforcing the Center's commitment to serving all populations experiencing "homelessness."



## **Specialized Veteran Support:**

U.S.VETS addresses the unique needs of veterans, including access to VAF benefits, housing, and trauma-informed care.



## **Streamlined Services**

Their presence accelerates connections to HUD-VASH, SSVF, and otherF veteran-specific housing and health programs.



## **Trusted Engagement**

As a veteran-led organization, U.S.VETS builds trust and encouragesF participation through shared experience and targeted outreach.

**7 Veterans Receiving Services**

**During this reporting period**





# COMMUNITY GARDEN

Planning and implementation of the community garden at the Wellness Center has progressed with support from the CalFresh Healthy Living Grant. Through this funding, the Center received materials for six standard wooden garden beds and two ADA-compliant raised beds, as well as soil, components for two drip irrigation systems, and essential gardening tools including shovels and hand tools. A garden tool caddy and additional small tools have also been ordered.

In collaboration with University of California Cooperative Extension, San Bernardino and the Master Gardener Program, project planning meetings have taken place to finalize next steps, including additional soil needs, irrigation installation, and plant/seed selection. Coordination efforts continue to ensure the garden is fully integrated into the Wellness Center's holistic approach to wellness and recovery.

# CITY EFFORTS RAPID RE-HOUSING

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Rapid Rehousing is a critical intervention designed to quickly connect individuals and families experiencing homelessness with permanent housing. In broad terms, rapid re-housing means helping someone move out of a shelter or off the streets and into their own home quickly by providing short-term rental assistance and supportive services like case management and housing navigation. It's a practical, cost-effective solution that stabilizes lives and reduces the risk of long-term homelessness.



## City Efforts

Analyze needs and outcomes to guide expansion and demonstrate impact. Customize services to meet the needs of specific populations and communities.



## Housing Opportunities

Symba's team has taken proactive steps to build relationships with local landlords, a critical component of the Rapid Rehousing model. By strengthening these partnerships, they are helping to expand the pool of available housing units and reduce barriers for clients with limited rental history or financial challenges.



## Continued Investment

Continued investment in Rapid Rehousing is essential to providing those in need with a clear, supported pathway to housing stability and long-term independence.



# CITY MOTEL VOUCHER PROGRAM

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For cities addressing homelessness, motel vouchers are a critical tool. They provide flexible, immediate shelter options for those who might otherwise remain unsheltered, particularly in regions where shelter capacity is limited. By prioritizing dignity, safety, and rapid connection to services, Victorville's Motel Voucher Program exemplifies a compassionate and strategic approach to addressing homelessness in real time.



## High-Need Situations

The City's Motel Voucher Program has served as a critical safety net for individuals and families unable to access the Wellness Center due to space or other barriers, with a focus on those facing exigent circumstances—especially during cold weather.



## Stabilize and Service Connection

During the winter months, the program provided immediate shelter to dozens of people, while also linking them to case management and housing navigation services for continued support.



## Pathway to Housing

Many voucher recipients have since transitioned to longer-term housing, demonstrating the program's value not just as an emergency solution, but as a key step toward permanent stability.

**39**  
**Individuals**  
**Sheltered**

**16** Transitioned  
**to positive**  
**destinations**

**6** Families  
**assisted**

# Client Success

Tanc and Herman's journey is a powerful testament to resilience, partnership, and the life-changing impact of coordinated care. After experiencing homelessness for over three years, the couple was engaged by the City's Homeless Outreach Team in January 2025 and agreed to accept services. They were enrolled in the City's Motel Voucher Program, where they began receiving intensive case management support from the Symba Center. In February, they transitioned into the Wellness Center, where they continued to thrive with wraparound services, including counseling, job training, and housing navigation. With the support of Symba Center and Hope The Mission, both Tanc and Herman began rebuilding their lives—Herman secured employment and began working, while Tanc enrolled in a CNA certification program, which she is on track to complete by May 31. Together, they have now secured permanent housing through the Rapid Rehousing Program and are scheduled to move into their new home in May. To help them settle into their new space, Herman will also receive household setup support through IEHP funding. Despite years of hardship, Tanc and Herman have remained focused and determined, and today, they stand on the brink of a new beginning—one filled with hope, stability, and opportunity.



**Tanc and Herman**

# DATA HIGHLIGHTS

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**At the Wellness Center Majority of Chronically Homeless Enter Shelter Without Income, Struggling with Co-Occurring Mental Health and Substance Use Disorders**

**31%**

Have mental  
health diagnosis

**25%**

Substance Use  
Disorder

**40%**

Chronically  
Homeless

**59%**

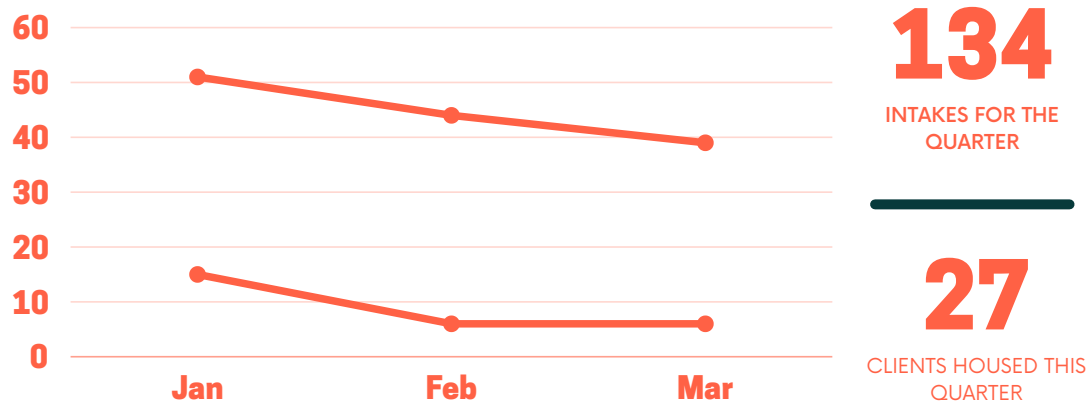
Entered with no  
income



**Client engagement is essential to the Wellness Center's success, with peer supports playing a central role. Their lived experience fosters trust, builds connection, and empowers clients to actively participate in their own path to stability and healing.**

# INTAKE AND HOUSED

## SUCCESS WITH CLIENTS IN INTERIM SHELTER AND PERMANENCY



The Wellness Center continues to see steady client intakes and remains a critical stabilizing resource for individuals who may return for additional support. While permanent housing placements have recently slowed, increased investment in Rapid Rehousing and expanded supportive services is expected to improve housing outcomes in the coming months.

**13**

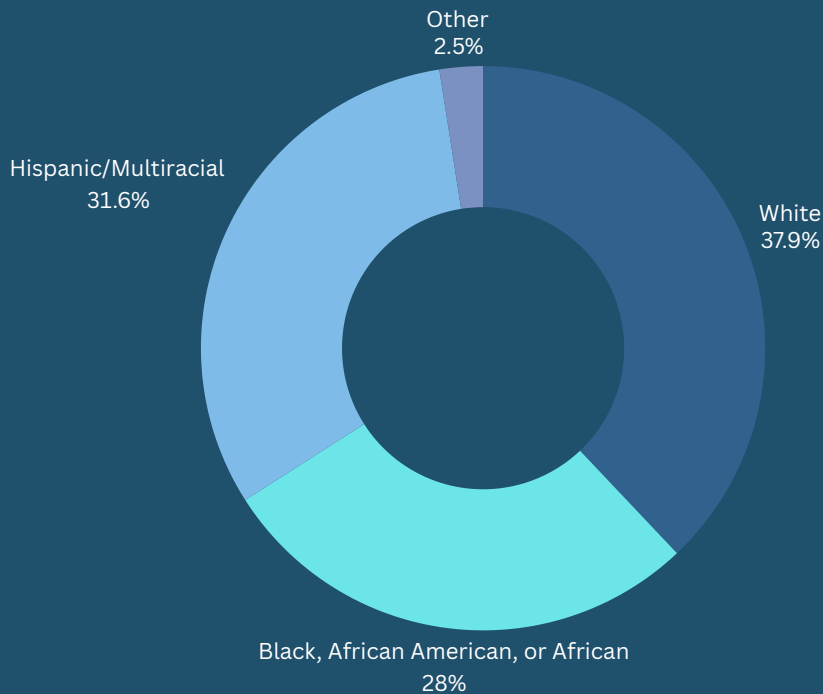
Average Recuperative Care  
Beds utilized this quarter



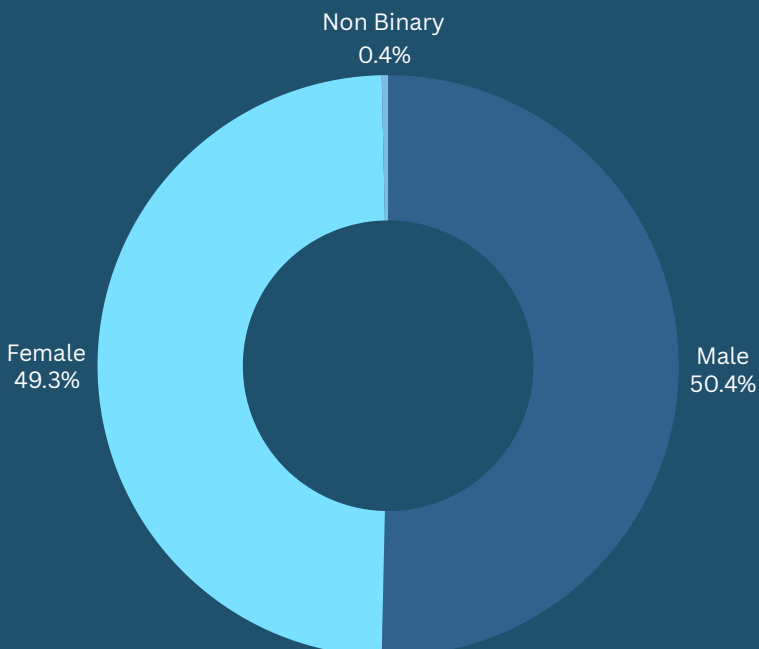
# DEMOGRAPHICS

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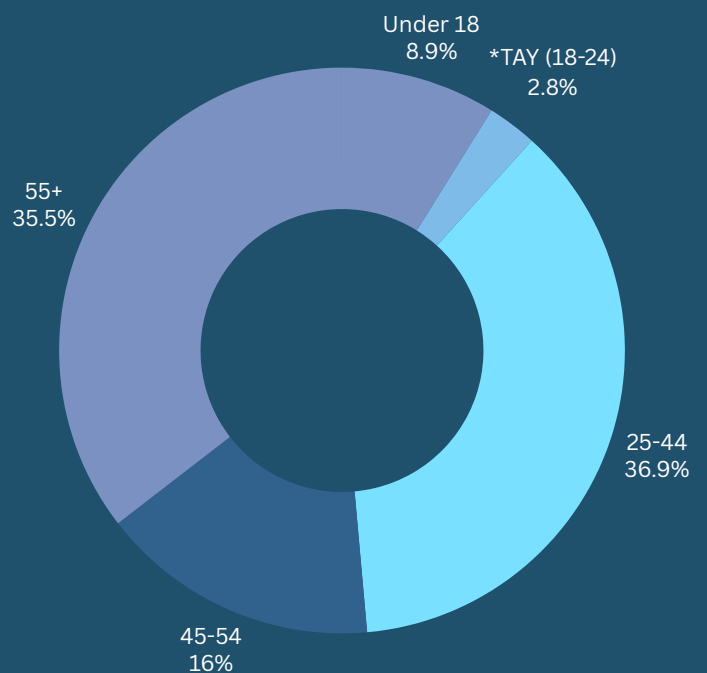
## Race Data



## Gender Data



## Age Range



\*TAY - transitional-aged youth

# ENHANCED MEDICAL

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The Wellness Center continues to raise the bar in delivering comprehensive, on-site healthcare services by adding two powerful diagnostic tools to its medical clinic: the Abbott Piccolo Xpress blood chemistry analyzer and a portable ultrasound unit. These additions mark a major step forward in providing real-time, point-of-care diagnostics on an interim shelter campus—an uncommon and innovative feature for shelters in the region.



## PICCOLO XPRESS

The Piccolo Xpress delivers lab-accurate results in just 12 minutes and supports 31 different blood chemistry tests, including liver and kidney function, lipids, and metabolic markers. This technology allows clinicians to make immediate, informed decisions about treatment and care—without requiring off-site lab services or delays.



## ULTRASOUND EQUIPMENT

The new ultrasound equipment provides essential imaging capabilities, further enhancing the clinic's ability to diagnose and monitor conditions on-site.

Together, these tools improve operational efficiency, patient outcomes, and client satisfaction. Their presence underscores the City's commitment to not only sheltering individuals, but also addressing their comprehensive physical and behavioral health needs with dignity, speed, and precision.

# POINT IN TIME COUNT 2025

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The Point-in-Time (PIT) Count is an annual, federally mandated census that captures a snapshot of the number of people experiencing homelessness on a single night in communities across the country. This count is vital for understanding local trends, securing federal and state funding, and shaping effective homelessness policies and programs.

This year, the City of Victorville had a strong showing of community collaboration, with 53 volunteers participating in the effort—including representatives from the Office of Homeless Services, the San Bernardino County Sheriff’s Department, and dedicated City staff. Their combined efforts ensured a thorough and compassionate count.

Most notably, the City recorded a 50% decrease in the number of individuals experiencing unsheltered homelessness, bringing the total to its lowest level in seven years. This milestone reflects the continued impact of targeted outreach, shelter access, and supportive housing efforts underway through the City and its partners.

DATE	PRELIMINARY NUMBERS	VOLUNTEERS
1/23/25	140 UNSHELTERED	53



# OUR WELLNESS JOURNEY CONTINUES

IN THE NEXT QUARTER WE PLAN TO WORK TOWARD THE FOLLOWING MILESTONES:

**LANDLORD  
FAIR**

**CARE ACT  
PETITIONS**

**ENHANCED  
TRAINING**

**WC PHASE 2  
WORKSHOP**

