



HOMELESSNESS RESPONSE STRATEGY

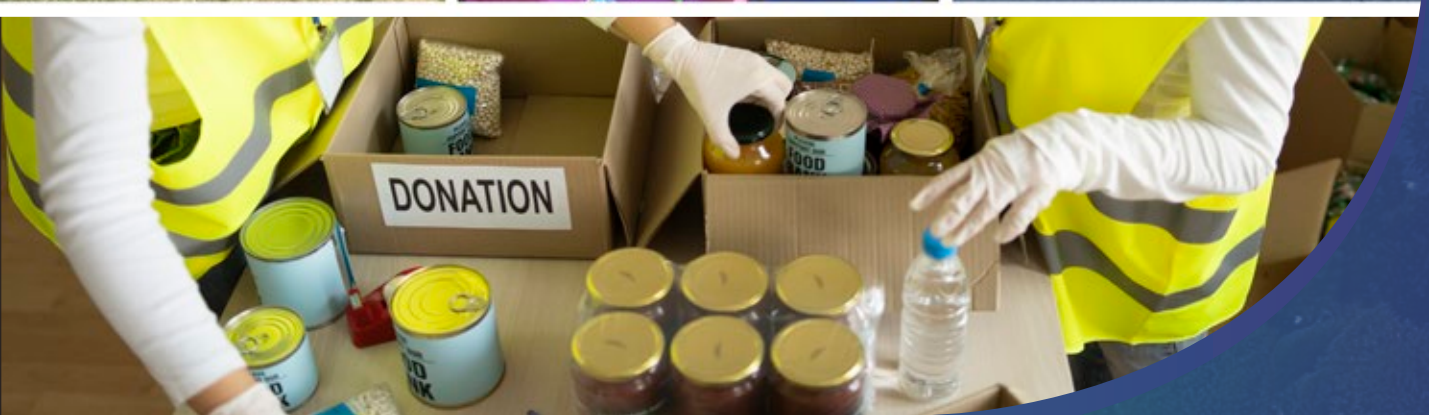


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Introduction

Homelessness is a growing challenge for communities across California, including Rancho Cucamonga.

While the City has long been recognized for its high quality of life, safe neighborhoods, and forward-thinking planning, the rise in housing instability and visible homelessness in recent years highlight the need for a coordinated and compassionate response.

This Homelessness Response Strategy (“Strategy”) reflects the Rancho Cucamonga City Council’s commitment to maintaining a healthy, inclusive, and thriving community. It supports the City’s vision of being a world-class community by advancing solutions that uphold dignity, improve public health and safety, and enhance overall well-being for all residents—housed and unhoused alike.

Homelessness is not a single-issue problem; it reflects a range of local and regional conditions, including the rising cost of housing, stagnant wages, unemployment and underemployment, gaps in mental health and substance use treatment services, and limited resources for vulnerable populations. It also impacts neighborhoods, businesses, public spaces, schools, and public health and safety.

The purpose of this Strategy is to provide a comprehensive framework for understanding the local landscape of homelessness and identify practical short- and long-term actions that the City and its partners can take to prevent homelessness, support those currently experiencing it, and reduce the number of individuals living without stable housing in Rancho Cucamonga.

Grounded in data, shaped by community voices, and informed by best practices, this Strategy builds on existing City efforts while identifying opportunities to expand impact, strengthen coordination, and ensure that future investments are equitable and effective. The Strategy includes analysis of local homelessness data and demographic trends, an overview of services and funding considerations, and strategic recommendations organized around prevention, crisis response, housing, and systems change.

As Rancho Cucamonga continues to evolve, this Strategy reflects the City’s belief that homelessness is not inevitable—and that with the right policies, partnerships, and persistence, progress is possible. It is also intentionally aligned with the City’s broader planning framework, including the General Plan, Housing Element, Consolidated Plan, and Healthy RC Strategic Plan. By building on these guiding documents, the City can ensure that homelessness response strategies are coordinated, fiscally responsible, and integrated with long-term community goals.

Strategic Framework

The Homelessness Response Strategy is grounded in the understanding that homelessness is a local issue with regional drivers—and local governments play a critical role in mitigating its impacts and reducing its prevalence, with the ultimate goal of achieving long-term prevention. This framework outlines the guiding principles that shape the City’s approach, inform decision-making, and provide a foundation for the strategic focus areas and actions described in the strategy.

Guiding Principles

The City of Rancho Cucamonga’s approach to homelessness is guided by the following principles:

- **Dignity & Equity:** All residents deserve access to safe, stable housing and supportive services, regardless of circumstance or background.
- **Compassionate Service:** Homelessness should be addressed with compassion, professionalism, and a holistic person-centered approach.
- **Prevention First:** It is more effective, humane, and cost-efficient to prevent homelessness than to respond to its consequences.
- **Community-Driven Solutions:** Strategies should be shaped by the voices of residents, businesses, service providers, and people with lived experience, and supported through ongoing community awareness and engagement.
- **Data-Informed & Evidence-Based:** Policies, programs, and resource allocation should be guided by local data, measurable outcomes, and evidence-based practices, with regular evaluation and adjustment.
- **Systems Coordination & Collective Impact:** Solutions require both regional and cross-sector collaboration using a shared framework with clear goals and accountability to ensure coordinated, effective action.
- **Safety & Balanced Approach:** The safety and well-being of the entire community—including residents, businesses, and people experiencing homelessness—is a priority. Addressing homelessness requires a balanced approach that includes supportive services and fair enforcement, while recognizing that homelessness is not a crime.



Community and Stakeholder Engagement

To ensure the strategies outlined in this plan are grounded in both data and lived experience, the City engaged a wide range of stakeholders to ensure the perspectives of those most impacted by homelessness, as well as the people working to address it were reflected.

These included City departments, public safety personnel, service providers, non-profit and faith-based organizations, the business community, and residents.

The City conducted a series of stakeholder focus groups and key informant interviews. A service provider and community partner focus group was conducted, bringing together representatives from housing agencies, behavioral health providers, non-profit organizations, and local faith-based institutions. This session also included residents and individuals with lived experience of homelessness, ensuring that the strategies and themes identified reflected on-the-ground realities and unmet needs.

Key informant interviews were also conducted with City departments, including the Rancho Cucamonga Police Department's Solutions-Oriented Policing (SOP) Team and the Rancho Cucamonga Fire District ("RCFD"). Interviews also included representatives from the San Bernardino County Sheriff's HOPE (Homeless Outreach and Proactive Engagement) Team, who bring valuable insight into the day-to-day challenges and opportunities related to law enforcement's role in addressing homelessness on a countywide level.

These engagements emphasized several common themes that emerged across nearly all stakeholder groups including the need for stronger cross-agency coordination, increased prevention and diversion efforts, more strategic use of limited funding, and housing solutions that allow residents to remain connected to their community. In addition to these shared priorities, stakeholders also identified several key themes and challenges, including:

- The growing role of first responders in crisis stabilization.
- The need for more low-barrier housing options and wraparound services (supportive services that address residents' housing, health, and social needs).
- Opportunities to improve cross-agency collaboration and service alignment.
- Challenges related substance use and mental health disorders, senior homelessness, and discharge planning from hospitals or other institutional settings.

Stakeholders also shared insights on service gaps, emerging populations (such as seniors living in vehicles), and the barriers that prevent individuals from accessing stable housing. They emphasized the need for coordinated referrals, culturally responsive outreach, and upstream prevention efforts. The feedback gathered during this process played a critical role in shaping the priorities and recommendations outlined in this strategy.





Understanding Homelessness in Rancho Cucamonga

Homelessness is not a one-size-fits-all condition; rather, it is a dynamic and often cyclical experience that varies by duration, cause, and severity. For local governments, this complexity requires tailored solutions, targeted investments, and sustained cross-sector and regional coordination. As Rancho Cucamonga strengthens its commitment to addressing homelessness, a shared understanding of its various forms and the systems that influence it is essential to developing effective solutions.

Federal Definitions and Classifications

The U.S. Department of Housing and Urban Development (HUD) identifies two core categories of homelessness:

- **Unsheltered Homelessness:** Individuals living in places not intended for human habitation, such as streets, parks, vehicles, abandoned buildings, or encampments.
- **Sheltered Homelessness:** Individuals residing in emergency shelters, transitional housing, or other temporary accommodations provided through social service programs.

HUD and service providers further classify homelessness by duration and recurrence, which helps determine appropriate interventions.

- **Transitional Homelessness:** Typically associated with a short-term housing crisis, often lasting less than three months, resulting from sudden life changes such as job loss, eviction, or domestic violence. Individuals in this group often need short-term assistance and stabilize relatively quickly.
- **Episodic Homelessness:** Involves individuals who have experienced at least three periods of homelessness within a year, often linked to untreated health conditions, limited family support, or unstable employment. This group is particularly at risk of falling into chronic homelessness without timely intervention.
- **Chronic Homelessness:** Defined as prolonged or repeated homelessness experienced by individuals with a disabling condition (e.g., mental illness, substance use disorder, physical disability). These individuals have either been continuously homeless for at least 12 months or have had four or more episodes over the past three years, totaling 12 months. These individuals often cycle through emergency rooms, jail systems, and crisis response services, resulting in high public costs and challenges for law enforcement, healthcare systems, and local government.

Beyond HUD’s classifications, Rancho Cucamonga, like most cities, also faces the challenge of hidden homelessness. This refers to individuals and families who lack a stable place to live but are not visibly homeless or counted in official data. Instead, they may be:

- Couch surfing with friends or extended family for prolonged periods
- Doubling or tripling up in overcrowded units
- Living temporarily in garages, motels, or other unstable arrangements

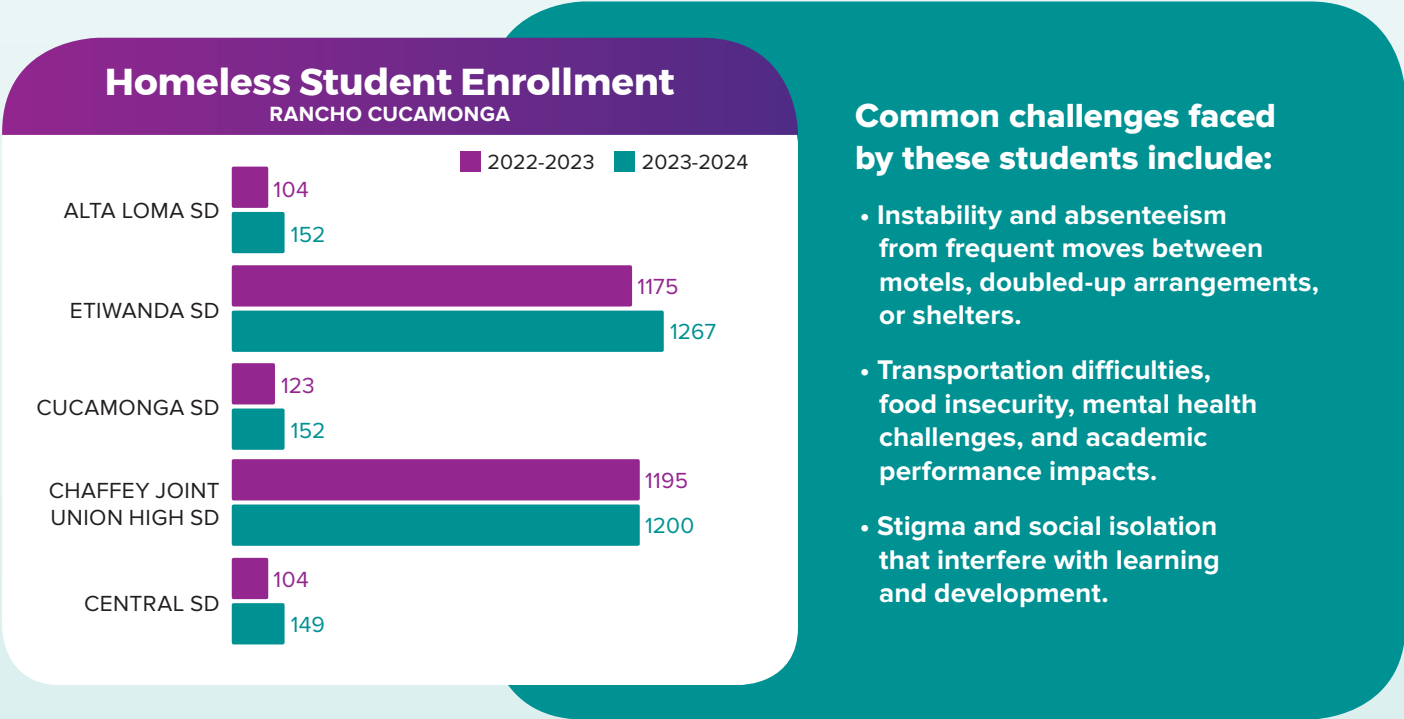
Because these individuals are not accessing formal homeless services, they often fall outside of HUD’s narrow definitions and are excluded from most federal funding streams. Yet their housing insecurity is real and growing.

This hidden homelessness is especially prevalent among youth and families — groups who are often underrepresented in official homeless counts. While many individuals experiencing housing instability go uncounted in traditional homelessness metrics, public schools play a crucial role in identifying and supporting children and families living in unstable conditions.

McKinney-Vento Homeless Assistance Act

The federal McKinney-Vento Homeless Assistance Act expands the definition of homelessness beyond HUD’s narrower categories and ensures educational protections for students experiencing housing instability. Under this law, children and youth who lack a fixed, regular, and adequate nighttime residence—including those doubling up with others, living in motels, or staying temporarily in cars or shelters—are entitled to specific educational protections and services.

Rancho Cucamonga is served by several school districts, including Cucamonga, Etiwanda, Alta Loma, Central, and Chaffey Joint Union High School District. Each district is required to report annually the number of McKinney-Vento-eligible students. In the 2023-2024 school year, 2,875 students were identified as homeless under McKinney-Vento.



In addition, “unaccompanied youth”—defined in 42 U.S.C. § 11434a(6)—refers to homeless children and youth who are not in the physical custody of a parent or guardian. These youth face unique vulnerabilities, often disconnected from services, at risk of exploitation, and may not be accessing shelter or formal housing programs.



The City has taken proactive steps to support these students and their families through strong relationships with school-based personnel and community organizations. In the Cucamonga School District, the evidence-based Community Schools strategy embeds resources directly into the school environment. Through collaboration with school administration and parent liaisons, the City and its partners help connect families to housing assistance, food security programs, mental health services, and other stabilization resources.

These efforts are further enhanced through partnerships with the San Bernardino County Department of Behavioral Health and the Transitional Age Youth (TAY) Center, which serves young people ages 16 to 25 who may be at risk of homelessness or struggling with mental health needs. These partnerships provide early access to behavioral health care, case management, and supportive services—helping prevent deeper housing crises among vulnerable youth and families.

Expanding the Community Schools strategy and enhancing coordination with schools across all Rancho Cucamonga districts presents a significant opportunity to identify struggling families sooner and offer upstream interventions before homelessness occurs. Schools remain one of the most visible and trusted systems in a young person's life, making them a cornerstone of effective prevention.

Homelessness Risks Among Chaffey College Students

Beyond K–12 students, young adults attending post-secondary institutions also experience significant housing, food, and mental health challenges that place them at risk of homelessness, as reflected in recent surveys conducted at Chaffey College. Although Chaffey College serves a regional student population, the housing and basic needs challenges its students face have direct and indirect impacts on Rancho Cucamonga, making these findings relevant to local homelessness prevention efforts.





Chaffey College conducted two surveys in 2023 to identify student basic needs insecurities, including housing, food, and mental health challenges. The findings highlight substantial vulnerabilities that contribute to housing instability and risk of homelessness:

- **Food insecurity (past month):** Up to 54% of students worried food would run out; 55% reported cutting meal sizes or skipping meals; 31% reported not eating for a full day.
- **Housing insecurity (past year):** Up to 59% experienced housing insecurity, including unaffordable rent or mortgage increases (40%), un(der)paid rent/mortgage (28%), un(der)paid utilities (30%), or default/collections (19%).
- **Homelessness (past year):** Up to 23% of students reported experiencing homelessness.
- **Mental health challenges (past year):** Up to 45% reported anxiety or depression, with 26% reporting unmet mental health needs.

These results demonstrate that a substantial portion of Chaffey College students face conditions that contribute to housing instability and risk of homelessness. In response, Chaffey's Panther Care Program provides students with direct support, including food and hygiene items, counseling, and connections to housing and other supportive services—helping address some of the immediate needs identified through the surveys. The City maintains ongoing coordination with Chaffey College to strengthen connections between campus-based resources and the broader local service delivery system, supporting efforts to address student homelessness as part of a comprehensive community response.

These local efforts reflect and connect to broader state policy efforts to address student homelessness. For example, Assembly Bill 90 sought to require community college districts to establish overnight parking programs for students experiencing homelessness and living in their vehicles. Although the bill did not ultimately pass, its introduction reflects the scale of the issue statewide and the need for coordinated local and state solutions to support vulnerable student populations.

Regional Systems and Data Framework

While educational and survey data shed light on who is at risk of or experiencing homelessness, understanding how homelessness is addressed on a systems level is equally critical. Rancho Cucamonga operates within a larger countywide framework that governs funding, coordination, and data collection. This framework, led by the San Bernardino County Continuum of Care (CoC), informs how regional partners respond to homelessness and provides the primary data sources that guide local planning.

San Bernardino County Continuum of Care

Rancho Cucamonga is part of the San Bernardino County CoC, the regional planning body that coordinates housing and supportive services for individuals and families experiencing homelessness across the county. The CoC is responsible for oversight of federal HUD funding, program evaluation, systems alignment, and convening stakeholders from government, non-profit, and community-based sectors. The CoC oversees a community's plan to organize and deliver supportive services and housing options to meet the needs of people experiencing homelessness, with the ultimate goal of promoting stable housing and self-sufficiency. Membership in the San Bernardino County CoC is open to all stakeholders providing services to unhoused populations in San Bernardino County.

Rancho Cucamonga is an active participant in this regional network and plays a leadership role in several key initiatives, engaging in collaborative planning and participation in regional working groups focused on outreach, housing, and system coordination. City staff serve on the CoC Board as an at-large member, and as a co-chair of the West Valley Regional Steering Committee which brings together neighboring cities and local service providers to improve coordination, align strategies, and advocate for resources on a regional level. Additionally, Rancho Cucamonga staff serve on several CoC subcommittees, including as Chair of the countywide PITC Oversight Committee and Vice Chair of the Grant Review Committee, and provide leadership on other regional initiatives, including the West Valley Regional Collaborative on Community Care and Housing Solutions for Aging Adults. This involvement ensures that Rancho Cucamonga's priorities are represented in regional decision-making and that the City remains aligned with countywide initiatives and funding opportunities.

Through the CoC, jurisdictions, service providers, housing authorities, law enforcement agencies, healthcare systems, and community organizations work together to implement a coordinated response to homelessness. This includes operating the Coordinated Entry System (CES), managing shared data systems, and conducting annual counts required by the U.S. Department of Housing and Urban Development (HUD).



Key Data Sources

To effectively guide homelessness response strategies, the City relies on multiple data sources to understand local needs, track trends, and inform action. The Point-in-Time Count (PITC), the Homeless Management Information System (HMIS), and 2-1-1 call data each provide critical insights into who is experiencing homelessness, what services they are accessing, and where gaps in the system may exist.

Point-in-Time Count (PITC)

HUD requires local CoCs to conduct a Point-In-Time Count of individuals experiencing homelessness in order to continue receiving federal funding for homeless services. This count must take place during the last 10 days of January and includes both sheltered and unsheltered populations. While HUD mandates a sheltered count annually and an unsheltered count every other year, the San Bernardino County CoC conducts both sheltered and unsheltered counts each year, consistent with most of California's CoCs.



According to HUD's definition, individuals are counted as homeless only if they are:

- Sleeping in places not meant for human habitation (e.g., cars, parks, sidewalks, abandoned buildings);
- Staying in an emergency shelter; or
- Living in transitional housing designated for homeless persons.

Under HUD guidelines, individuals in the following circumstances are excluded from the PIT Count:

- Residing in medical facilities (e.g., hospitals, psychiatric centers, nursing homes);
- In jails, prisons, or juvenile detention;
- In substance use treatment or detox facilities;
- Living in foster care homes or group homes.

Additionally, children identified by McKinney-Vento liaisons at schools are not counted unless they are staying in an emergency shelter, transitional housing, or are unsheltered on the night of the count. HUD also excludes people who are "doubled up" (staying temporarily with others) or considered at risk of homelessness.

Each person counted during the PITC also participates in a voluntary survey, collecting both HUD-required and locally relevant data. Required subpopulation data includes:

- Adults with HIV/AIDS, serious mental illness, and substance use disorders;
- Families and chronically homeless families/individuals;
- Veterans; and
- Youth ages 18–24.

HUD also allows optional reporting on sheltered and unsheltered adult survivors of domestic violence.

To support service planning, the San Bernardino CoC also asks additional locally tailored questions, including:

- Whether homelessness began in the last 12 months;
- Whether the individual has a life-threatening chronic health condition;
- History of incarceration or foster care;
- Monthly income level;
- City/community of first homelessness experience;
- State of birth;
- Location slept the previous night;
- Willingness to provide contact information (phone/email) for service follow-up.

While the PITC provides important data to inform service planning, it is important to recognize that the count offers only a snapshot in time. Like other cities, Rancho Cucamonga faces challenges in capturing the full extent of unsheltered homelessness. Many individuals may not be counted during the PITC due to various factors, including difficulty accessing hard-to-reach encampments, inclement weather, or the transitory nature of certain populations. For example, Rancho Cucamonga is home to the West Valley Detention Center, one of the largest county jails in the State of California, serving multiple jurisdictions across the region. Individuals released from the facility may remain in Rancho Cucamonga temporarily or longer, even if they are not originally from the city. Similar patterns occur for those discharged from hospitals, behavioral health facilities, or other county programs without stable housing plans. These dynamics underscore the importance of interpreting PITC data within the context of both local residents and transitory individuals, highlighting the need for regional coordination to fully understand homelessness trends. Despite these challenges, PITC data provides important insights into population demographics and trends over time.

2025 PITC Summary

The 2025 PITC showed a notable decrease in homelessness across San Bernardino County:

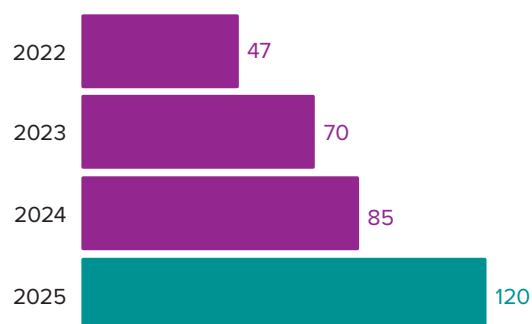
- 2,620 unsheltered individuals, down 14.2% (435 fewer than 2024);
- 1,201 sheltered individuals;
- Total homeless population: 3,821, reflecting a 10.2% overall decrease.

This marks the first reduction for San Bernardino County after several years of rising homelessness, which had doubled between 2018 and 2024.

2025 Point in Time Count

RANCHO CUCAMONGA

Total Number of Sheltered and Unsheltered Persons



Source: San Bernardino County 2025 Continuum of Care Homeless Count & Survey Report

In recent years, Rancho Cucamonga has seen a steady increase in the number of unsheltered adults identified through the annual PITC. The 2025 PITC identified 120 individuals experiencing homelessness in Rancho Cucamonga—113 unsheltered and 7 sheltered.

In 2023, 70 individuals were identified, followed by 83 in 2024, and rising to 120 in 2025. This marks a 61% increase since 2023. While Rancho Cucamonga's overall homelessness count remains lower than in many neighboring jurisdictions, the upward trend is significant and highlights the need for a coordinated and sustained response.

The data indicates that although the city has historically maintained a relatively low rate of homelessness, local conditions are shifting. This aligns with regional and statewide trends influenced by factors such as rising housing costs, limited availability of affordable units, increased economic hardship for vulnerable populations, and discharge from hospitals, jails, and behavioral health institutions without clear housing pathways.

Continued collaboration across sectors will be essential to ensure that Rancho Cucamonga is positioned to meet rising demand with a balanced approach that includes prevention, crisis response, and long-term housing stability strategies.

Demographic Shifts and Observations

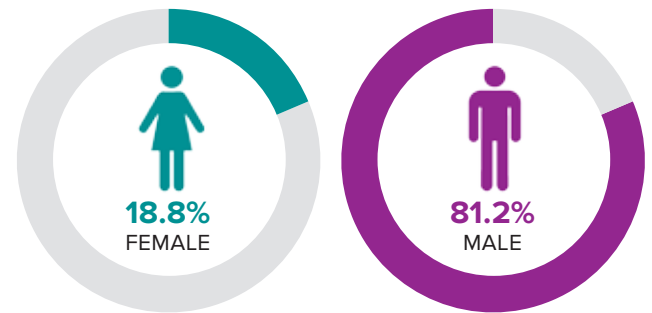
Across all three years, the majority of individuals experiencing homelessness identified as male, ranging from 71.4% in 2023 to 81.2% in 2025. The proportion of women has fluctuated slightly but remained significantly lower, consistently below 30%.

The age distribution has remained relatively consistent, with individuals between ages 25 and 64 making up the majority. Notably, in 2025, the largest age group was 35–44 (31.3%), suggesting a concentration of homelessness among working-age adults. Age data from the 2025 PITC reveals that older adults make up a growing share of the city’s unhoused population. Specifically, 21.9% of unsheltered individuals were aged 55–64, and 7.8% were over the age of 65. Combined, nearly 30% of those surveyed were seniors— many of whom are likely living on limited or fixed incomes. This rise in older adult homelessness is concerning, particularly given the affordability challenges in Rancho Cucamonga and the vulnerability of seniors to health issues, isolation, and financial exploitation.

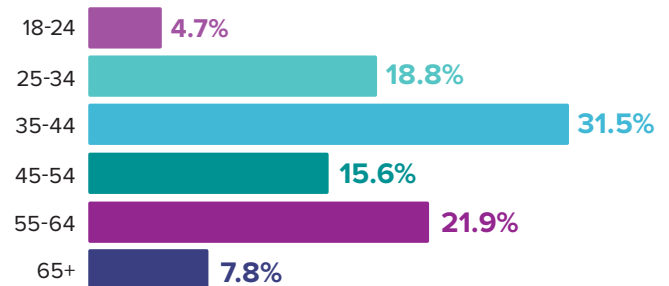
Racial and ethnic disparities continue to persist. White individuals made up 40.6% of the 2025 unsheltered population, followed by Hispanic/Latino individuals (26.6%) and Black/African American individuals (20.3%). These proportions reflect ongoing structural inequities and the need for culturally responsive outreach and service strategies. Although Hispanic/Latino representation declined from 50% in 2023 to 26.6% in 2025, further analysis is necessary to determine the contributing factors toward this shift.

2025 Point in Time Count

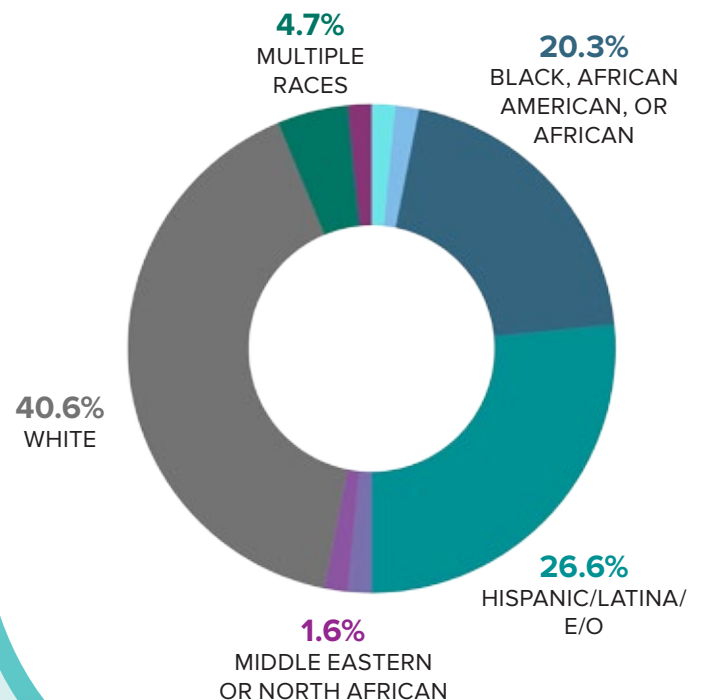
GENDER



AGE



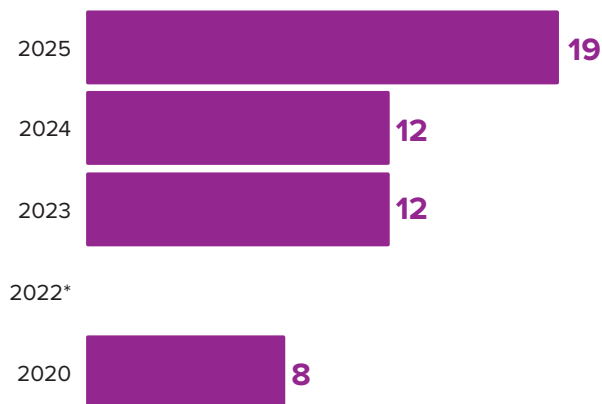
RACE



Source: San Bernardino County 2025 Continuum of Care Homeless Count & Survey Report

Rancho Cucamonga

TOTAL NUMBER OF UNSHELTERED PERSONS 55+ in Rancho Cucamonga



SUBPOPULATIONS



39.1%
Chronically Homeless



4.7%
Veterans

% OF RESPONDENTS REPORTING A CONDITION



25%
Physical Disability



4.7%
Mental Illness



15.6%
Substance Abuse



1.6%
HIV

The percentage of individuals experiencing homelessness for the first time declined from 40.5% in 2023 to 28.1% in 2025, which may indicate an increase in long-term or recurring homelessness. This is supported by the rise in individuals classified as chronically homeless—from 28.6% in 2023 to 39.1% in 2025. This trend has significant implications for service delivery, as chronically homeless individuals often require more intensive and sustained support, including housing with wraparound services.

The 2025 count revealed complex health and behavioral health needs among Rancho Cucamonga's unhoused residents. Nearly one in four individuals (25%) reported a physical disability that limits independent living—up from 14.3% in 2023—while 17.2% reported a chronic, life-threatening health condition such as heart, lung, or kidney disease. Additionally, 17.2% of respondents identified a serious mental health condition, 15.6% reported a substance use disorder, and roughly one-quarter had been incarcerated within the past year. These findings are based on self-reported information and may underrepresent certain conditions, but they highlight the intersection between homelessness, health, and the criminal justice system, and emphasize the need for integrated care that addresses co-occurring conditions.

Economic insecurity remains a defining characteristic of the population. Across all three years, over half of individuals reported no monthly income. In 2025, 56.3% had no income, and only 14.1% earned more than \$1,000 per month. These figures highlight the critical need for accessible job training, employment pathways, and income stabilization programs tailored to individuals with complex barriers. While the majority of individuals surveyed reported little to no income, the PITC also identified a subset of individuals who were employed or had some level of income but still experienced homelessness. This reflects a growing reality across the state - even individuals with jobs may be unable to afford stable housing due to rising rents, limited housing availability, and the high cost of living. Highlighting this complexity is important for breaking down misconceptions about who experiences homelessness and for shaping strategies that address both extreme poverty and the growing number of “working unhoused” residents.

The percentage of individuals who reported being victims of domestic violence increased significantly in 2025 to 10.9%, up from 0% in 2024 and 4.8% in 2023. The number of veterans also grew slightly, indicating a continuing need for veteran-specific services.

* Note: The San Bernardino County in Time Count report for 2022 did not breakdown City of Rancho Cucamonga findings due to the fact that total Unsheltered Adults comprised of 47. The report showcased findings for jurisdictions in which at least 50 adults were counted as unsheltered.

Homeless Management Information System (HMIS)

HMIS is a secure, HUD-required database used by service providers across the CoC to track real-time client-level information on individuals accessing homeless services. Unlike the PITC, which offers a one-night snapshot, HMIS tracks ongoing service use and outcomes across the county—providing a more dynamic view of shelter entry and exits, permanent housing placements, length of homelessness episodes, and recidivism or returns to homelessness.



Accurate, consistent data is essential for understanding local homelessness trends, improving coordination, and measuring outcomes. While HMIS tracks real-time, client-level data on individuals accessing homeless services across the CoC, the County's current reporting is primarily reported by region rather than by individual city. This is largely due to inconsistencies in how service providers record location data. The County is actively working to improve data quality by encouraging providers to consistently input city-level information and demonstrating the benefits of more precise reporting during provider trainings.

To strengthen data-informed decision-making, the City should work toward:

- Gaining direct access to the HMIS. Becoming an HMIS user would allow City staff to enter client-level data—particularly for residents who contact the City directly for assistance—and access real-time information about service utilization, housing placements, and outcomes.
- The City should also consider requiring CDBG-funded agencies to participate in HMIS to ensure consistent data entry and outcome tracking across funded programs. This would significantly improve the City's ability to track trends, identify gaps, and inform future program design and investment.

City staff currently serve on a newly formed HMIS committee, which presents an important opportunity to shape data governance policies and ensure that the unique needs of cities are represented in future system improvements.



Inland SoCal United Way 2-1-1 Call Data

2-1-1 San Bernardino County serves as a critical access point for individuals and families seeking health, housing, and social services across the region. Local call data from Rancho Cucamonga provides important insights into the needs of residents, highlighting both service gaps and key populations experiencing housing instability.

In FY 2024-2025, 2,337 calls for services were made from Rancho Cucamonga residents.

A majority of callers—51%—reported monthly incomes between \$0 and \$900, with an additional 33% reporting being unemployed. These figures suggest that many of the individuals reaching out for support likely qualify as extremely low-income under federal guidelines, placing them at elevated risk for housing instability or homelessness.

The age distribution of callers reveals additional areas of vulnerability:

- 10% of callers were ages 18–25, a population known to be at higher risk of hidden homelessness and housing instability due to limited income and limited support systems.
- 52% were 26–49 years old, representing the city’s working-age adults often supporting dependents.
- 23% were ages 50–64, and 14% were 65 and older, indicating that over one-third of callers were older adults, many of whom may be living on fixed incomes and facing compounding health and housing challenges.

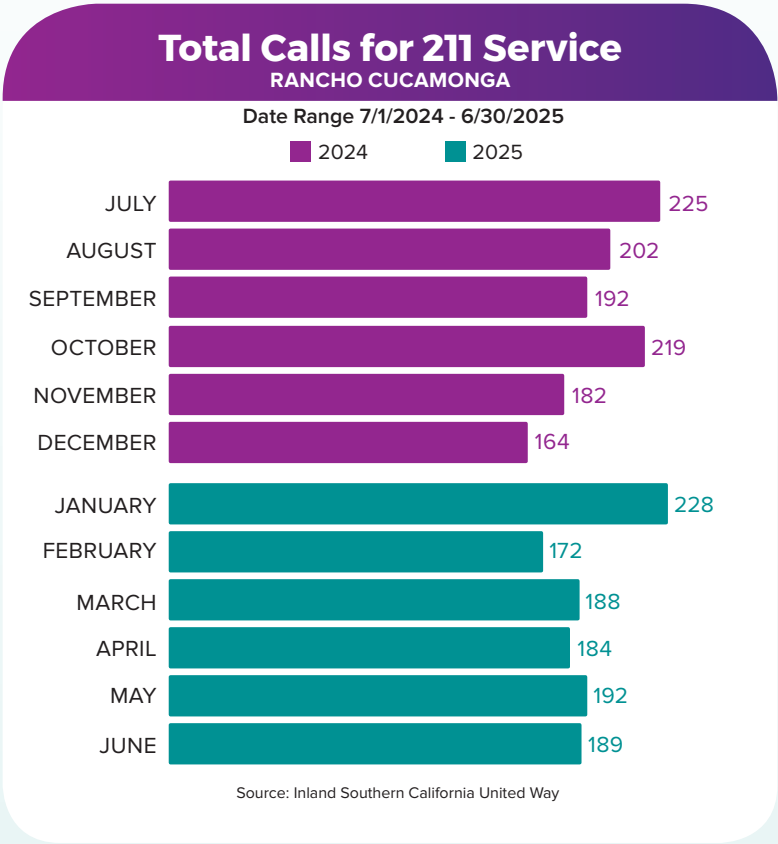
This mirrors data from the City’s Point-in-Time Count, where a growing number of seniors are found living in their vehicles or avoiding shelters. It also reinforces the need for senior-specific homelessness prevention strategies.

The racial and ethnic makeup of 2-1-1 callers reveals important disparities in who is seeking assistance in Rancho Cucamonga. Over 36% of callers identified as African American, far exceeding their representation in Rancho Cucamonga’s general population (approximately 8%). Meanwhile, over 35% of callers were Hispanic or Latinx, which is lower than the citywide Hispanic/Latinx population of 54%. Only 13% of callers identified as White, despite making up 27% of the city’s population. These differences suggest that African American residents are significantly overrepresented among those experiencing economic and housing insecurity. This overrepresentation mirrors patterns seen in both the Point-in-Time Count and other regional homelessness data, emphasizing the need for culturally responsive outreach, equity-driven resource allocation, and more intentional strategies to address the root causes of housing instability among communities of color.

Service Needs

Based on the 2-1-1 data, the top service requests among Rancho Cucamonga callers were:

Service Category	Referrals	% of Total
Housing	2,452	36.65
Food/Meals	1,136	16.98
Utility Assistance	924	13.81
Individual/Family/Community Support	371	5.55
Legal/Public Safety Services	319	4.77
Clothing/Personal/Household Needs	275	4.11
Mental Health/Substance Use Disorders	235	3.51
Income Support/Assistance	192	2.87
Health Care	187	2.80
Employment Assistance	180	2.69





Over one-third of all referrals were for housing, reinforcing the role of housing affordability and stability as the central driver of resource need in the city. Food and utility assistance followed closely behind, suggesting that many residents are struggling to meet their most basic needs, and are likely experiencing cost burdens across multiple categories (housing, food, and energy).

Other frequent needs—mental health care, employment services, and income supports—suggest a broader system of instability, with callers juggling complex and intersecting challenges that often overlap with homelessness risk.

The 2-1-1 data provides critical insights for Rancho Cucamonga as it develops a more integrated and strategic response to homelessness and housing instability. It highlights both the urgency and complexity of community needs, particularly for low-income households with unstable employment, older adults on fixed incomes, and African American residents who are disproportionately represented among callers. It also underscores how housing insecurity is often accompanied by related needs such as food, utility assistance, and mental health services.

Going forward, the City can use 2-1-1 data to strengthen real-time monitoring of community needs, inform funding priorities, and guide outreach efforts toward populations most at risk. Establishing regular data-sharing with 2-1-1 San Bernardino would support more responsive programming, while closer coordination with service providers—especially those offering rent, food, and utility assistance—can help address intersecting needs before they escalate into homelessness. Integrating 2-1-1 into the City's prevention messaging and resource navigation efforts will also ensure that residents know how to access available supports early, increasing the effectiveness of the overall homelessness prevention system.



Community Risk Factors for Homelessness

Understanding the broader economic and housing conditions within the community is essential to identifying households at heightened risk of homelessness. Poverty rates, housing cost burdens, unemployment, and youth disconnection all contribute to housing instability and can serve as early indicators of future homelessness. The following data highlight key community risk factors that shape the local landscape, emphasizing the importance of targeted prevention strategies.

According to the 2023 U.S. Census Bureau American Community Survey:

- Rancho Cucamonga had an estimated 9.4% of households at or below the poverty level.
- Rancho Cucamonga had an estimated 57.4% of households experiencing high rent burden (Percentage of households where $\geq 30\%$ of income is spent on rent) in 2023, with some census tracts of the city estimated at 100%.
- Rancho Cucamonga had an estimated 10.1% of children in poverty in 2023 (children younger than age 18 who live in households below the federal poverty level), with some census tracts of the city as high as 36.7%.
- Rancho Cucamonga had an estimated 5.8% of its labor force who were unemployed in 2023, with some census tracts of the city over 10%.
- Rancho Cucamonga had an estimated 6.1% of youth 16-19 years who were neither working nor in school, also known as “disconnected youth,” in 2023, with some census tracts of the city over 25%.

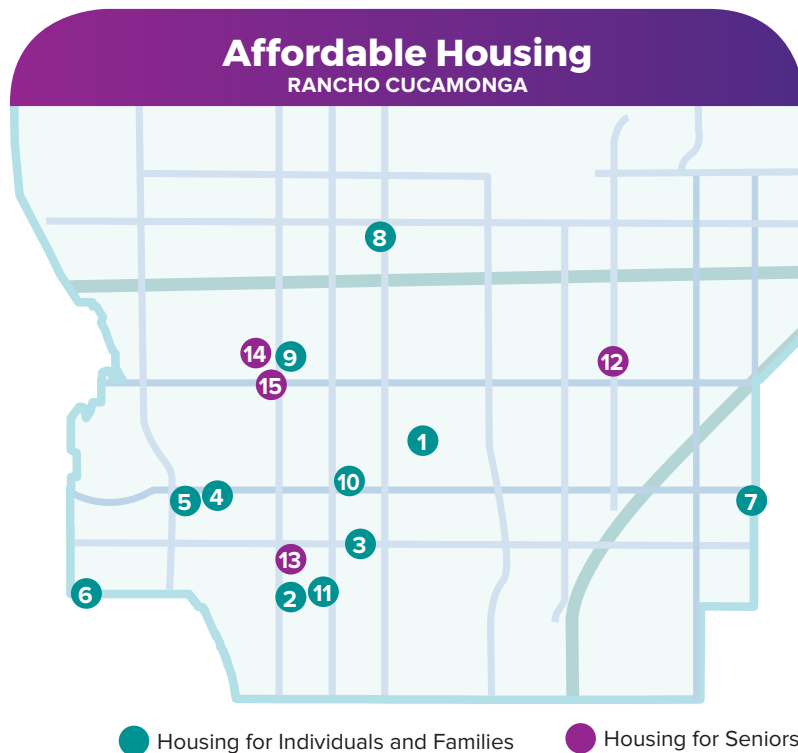
These individuals face growing pressures such as rising rents, job loss, and health care costs, all of which can contribute to future housing instability and homelessness.

The data and risk factors highlighted above underscore that homelessness in Rancho Cucamonga is shaped by both individual circumstances and broader structural forces. Chief among these is the availability and affordability of housing. Like many communities across California, Rancho Cucamonga faces significant housing cost pressures that limit options for lower-income households and place vulnerable residents at greater risk of homelessness. Understanding the city’s housing landscape is therefore essential to developing effective strategies for prevention, stabilization, and long-term solutions.



Affordable Housing & Homelessness Prevention

Rancho Cucamonga has made significant investments in affordable housing, recognizing its central role in stabilizing households and preventing homelessness. Despite these efforts, the demand for affordable housing continues to outpace supply. Rising rents, limited availability of deeply affordable units, and long waitlists create housing instability for low-wage workers, fixed-income seniors, and other vulnerable residents. These challenges are amplified by regional affordability trends and a growing older adult population aging in place. Expanding and preserving affordable housing is therefore essential to reducing homelessness inflow and supporting long-term stability for residents across income levels and life stages.



Multi-Family Affordable Housing

Rancho Cucamonga has several affordable rental housing developments that serve very low-, low-, and moderate-income individuals and families, including:

- 1 Evergreen Apartments (79 affordable units)
- 2 La Casitas Apartments (14 affordable units)
- 3 Monterey Village Apartments (110 affordable units)
- 4 Mountainside Apartments (118 affordable units)
- 5 Pepperwood Apartments (228 affordable units)
- 6 Rancho Verde Village (104 affordable units)
- 7 San Sevaine Villas (223 affordable units)
- 8 Sunset Heights Apartments (116 affordable units)
- 9 Sycamore Spring Apartments (26 affordable units)
- 10 Vilaggio on Route 66 (131 affordable units)
- 11 Villa Del Norte Apartments (87 affordable units)

These developments offer below-market rents and may include income restrictions, supportive services, or access to housing vouchers. However, demand is extremely high and availability remains limited, resulting in long waitlists and limited availability for residents in urgent need. Increasing the supply of and access to these units—particularly for extremely low-income households—will be an important homelessness prevention strategy moving forward. Future development efforts could further integrate affordability requirements and explore innovative tools such as adaptive reuse, community land trusts, and incentive-based zoning.

Senior Affordable Housing

Older adults represent a growing share of Rancho Cucamonga's population and face unique housing challenges. Many rely on fixed retirement incomes that do not keep pace with escalating housing costs, leaving them vulnerable to housing instability. Seniors are often one crisis—such as a rent increase, health issue, or loss of support—away from homelessness.

The City has several senior-designated affordable communities, including:

- 12 Day Creek Villas (139 affordable units)
- 13 Heritage Pointe Apartments (48 affordable units)
- 14 Olen Jones Apartment Community (96 affordable units)
- 15 Villa Pacifica Apartments (59 affordable units)

These developments provide stable, age-friendly environments with accessibility features and proximity to healthcare and community services. However, demand far exceeds supply, and many older adults rely solely on Social Security or SSI, which often falls below the income thresholds required to secure new units. Recent PITC data and anecdotal reports from service providers confirm a growing number of unhoused seniors living in vehicles throughout the city. Many wish to remain in Rancho Cucamonga due to longstanding connections to neighbors, medical providers, and community networks. Many decline referrals to shelters outside of the city due to distance, lack of pet accommodations, or a desire to stay connected to their home community.



Strengthening housing stability for this population will require continued investment in senior-designated affordable units, partnerships that support aging in place, and proactive outreach to seniors living in unstable settings. At least one of Rancho Cucamonga's senior affordable housing developments has affordability covenants that will expire in 2027, which could reduce the availability of long-term affordable units. Preserving these homes is critical to preventing displacement and maintaining the City's affordable housing stock. The City should proactively monitor upcoming covenant expirations for all affordable housing developments and work with property owners and housing partners to extend affordability where feasible.

Mobile Home Park Accord and Rental Assistance

Mobile home parks provide some of Rancho Cucamonga's most important naturally occurring affordable housing, especially for seniors on fixed incomes and low- to moderate-income families. In 1985, the City Council established the Mobile Home Park Accord, a set of agreements with private park owners to regulate aspects of the landlord-tenant relationship, maintain habitability standards, and rent increases. The City Council renewed the Accord for an additional 10 years on February 4, 2026, reaffirming the City's ongoing commitment to preserving affordable housing and supporting long-term residents aging in place.

The Accord includes a Mobile Home Rental Assistance Program, which provides eligible households with up to \$100 per month toward space rent. Although closed to new enrollees since 2012, 15 households remain active in the program, many of whom are seniors who rely on this modest subsidy to stay housed and independent. The continued existence of this program reflects the City's longstanding commitment to preserving affordability for those aging in place. Place-based strategies that preserve local housing options and support aging residents will be critical as the city works to address growing housing instability among long-term community members.

Regional Housing Partnerships

To complement the City's local housing strategies, Rancho Cucamonga is also participating in broader regional efforts to expand affordable housing. The San Bernardino Regional Housing Trust (SBRHT), led by the San Bernardino Council of Governments (SBCOG), is being established to help cities and the County pool resources, attract new funding, and support the development and preservation of affordable housing.

By joining the Trust, the City will be better positioned to leverage regional and state resources to advance its own housing priorities—such as developing new affordable units, preserving existing housing, and supporting projects that address homelessness. Participation in the Trust aligns with Rancho Cucamonga's broader strategy to expand housing options across income levels and reduce inflow into homelessness.

The Trust reflects a coordinated regional approach to addressing shared housing challenges and provides a new tool for cities to support local affordable housing and homelessness prevention goals.

Programs & Services

Addressing homelessness effectively requires more than housing alone—it also depends on a strong network of prevention, crisis response, and stabilization programs. The City leverages a combination of local programs, strategic partnerships, and targeted funding to stabilize households, prevent homelessness, and create pathways to long-term housing.

Community Development Block Grant

- Each year, the City allocates a portion of its federal Community Development Block Grant (CDBG) funds to nonprofit organizations that deliver critical homelessness prevention, crisis response, and housing stabilization services. These programs act as critical lifelines for residents at risk of losing their housing or experiencing a housing crisis. In recent years, CDBG funds have supported a range of services, including transitional housing for families experiencing homelessness, emergency food distribution, short-term rental assistance and motel vouchers for households in crisis, domestic violence prevention and housing support for survivors, and rapid rehousing and diversion services for low- to moderate-income residents. Collectively, these investments help stabilize vulnerable households, provide immediate relief during emergencies, and create pathways to permanent housing.
- While these programs offer meaningful impact, several themes have emerged through program implementation and stakeholder feedback. The scale of funding is limited, which naturally constrains how many residents each program can serve. There is some overlap between service providers—particularly in areas like food distribution and short-term shelter—that, without strong coordination, can lead to duplication rather than strategic complementarity. Certain populations, such as seniors, youth, and vehicle dwellers, remain underserved, and current efforts lean more toward immediate crisis response than long-term stabilization. Additionally, outcome data is often limited, making it challenging to fully understand the long-term impact of these investments.
- To strengthen the impact of CDBG investments, opportunities may exist to further enhance strategic and data-informed approaches to program funding and coordination. Potential considerations could include focusing resources for deeper impact rather than spreading funds thinly across multiple providers, prioritizing prevention services such as rental assistance, strengthening data collection and outcome measurement efforts, including use of HMIS where appropriate, and aligning local programs with forthcoming regional initiatives such as the West End Regional Navigation Center. Additional opportunities may also exist to strengthen coordination among service providers, faith-based organizations, and City teams to support a more seamless and effective service network.

Specialized Outreach Teams

The City partners with several field-based and multidisciplinary teams that proactively connect individuals experiencing homelessness with services and housing resources. The Rancho Cucamonga Police Department's Solutions Oriented Policing (SOP) Team proactively engages unhoused individuals to connect them with housing and emergency services. Additionally, the City recently launched the Community Outreach and Support Team (COAST), a multidisciplinary crisis response team that includes a San Bernardino County behavioral health professional, a Sheriff's deputy, a City firefighter paramedic, and a therapy canine. COAST provides specialized support for individuals with mental health challenges.

The Sheriff's Homeless Outreach and Proactive Enforcement (HOPE) Team and InnROADS (Innovative Remote Onsite Assistance Delivery) program serve residents across San Bernardino County. HOPE uses a community policing approach to link those at risk or currently experiencing homelessness with countywide resources, while



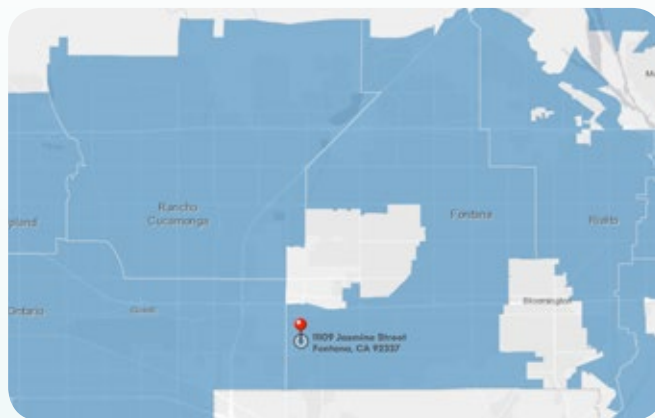
InnROADS provides collaborative, field-based support in partnership with the Departments of Behavioral Health, Public Health, Aging and Adult Services, and the Sheriff's Department. These teams work closely with service providers to offer individualized assistance, including case management, housing navigation, and connection to supportive programs.

Together, these teams work closely with service providers to deliver individualized assistance, stabilize residents, and provide pathways to long-term housing solutions, including mental health services, substance use treatment, employment support, and other critical social services.

Regional Navigation Center

The City's specialized outreach teams play a critical role in identifying individuals in crisis and connecting them to appropriate services. As part of this coordinated system, the City will participate in the forthcoming West End Regional Navigation Center ("Center"), providing outreach teams with a critical new resource to help stabilize individuals and connect them to housing and care.

The Center is located in Fontana at 11109 Jasmine Street, and is anticipated to begin serving the community in early 2027. The Center will operate as a central hub for shelter and supportive services, and will serve participating cities across the West Valley. The Center will provide a total of 200 beds—100 for emergency shelter and 100 for recuperative care—and will function as a referral-only facility, ensuring that individuals are connected through approved channels such as participating jurisdictions, law enforcement, or healthcare providers.



The Center will provide a comprehensive range of services, including:

- **Emergency Shelter:** Low-barrier accommodations with meals, hygiene and laundry facilities, intensive case management, behavioral health services, housing navigation, benefits enrollment, and transportation assistance. There will also be accommodations for pets.
- **Recuperative Care:** Temporary residential accommodations, basic medical oversight, and case management for individuals discharged from hospitals who require continued medical recovery but lack stable housing.
- **Sobering Center:** A monitored space for individuals under the influence who do not require hospitalization, providing medical monitoring, crisis intervention, referrals for substance use treatment, and coordination with law enforcement.

The Center will operate 24/7 and follow a low-barrier approach that accommodates individuals regardless of income, mental health status, or current substance use. The Center will be staffed by multidisciplinary teams that include case managers, behavioral health professionals, and County service providers. It will offer both congregate and non-congregate accommodations, allowing flexibility to meet the varying needs of individuals and families seeking shelter and stabilization. Participation in this regional initiative will strengthen the City's ability to respond to homelessness by providing a clear and structured pathway from outreach to shelter and supportive services. In addition to the City's participation in the Regional Navigation Center, the City has also committed funding to support transportation from the West Valley Detention Center to the Navigation Center to help improve connections to shelter and supportive services for individuals exiting the facility. Transportation from other key locations to the Navigation Center should also be prioritized, along with strategies to support family reunification and transportation vouchers for individuals exiting the facility. Pathways to permanent housing for residents exiting the Center should also be prioritized, including permanent supportive housing for individuals with chronic health or behavioral health needs and rapid rehousing programs that provide short-term rental subsidies, including first and last month's rent, coupled with case management to stabilize households in permanent housing. The City will explore available federal, state, and regional funding opportunities—such as CDBG, HOME, HHAP, PLHA, and Opioid Settlements—to support its participation in the Center and help residents transition successfully to permanent housing.

Encampment Response and Community Engagement

Effectively addressing encampments requires a coordinated approach that integrates clear policies, community reporting, interdepartmental and external collaboration, and proactive public engagement. Over the past year, the City has strengthened its encampment response framework by refining its reporting systems, formalizing internal coordination, advancing policy tools, and launching new community education initiatives.

Policy Framework

Addressing homelessness in Rancho Cucamonga requires balancing public safety, accessibility of shared spaces, and the fair treatment of individuals experiencing homelessness. In response to resident and business concerns about camping, encampments, and storage of personal property in public spaces, the City adopted an ordinance amending the Municipal Code (Chapter 9.38) to establish clear rules on the use of public property.

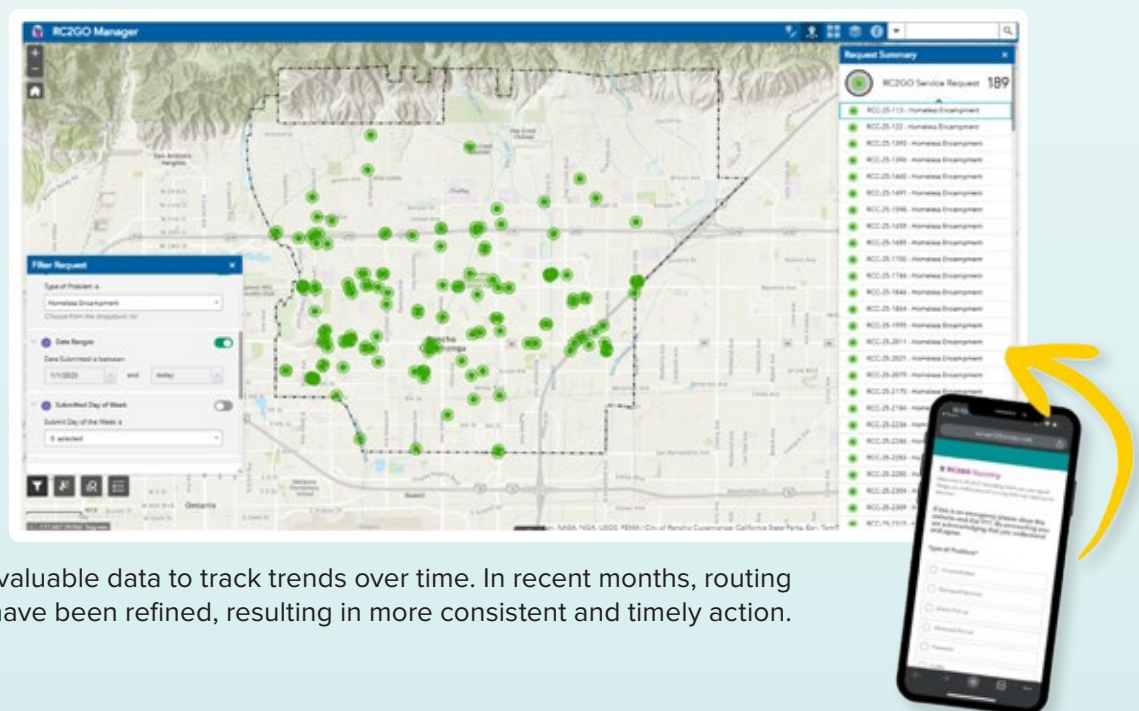
The ordinance prohibits unattended personal property on public property, setting up tents, lodging in restrooms, sleeping or sitting on benches, bus stops, or adjacent landscape areas, and using public fountains or sinks for personal hygiene beyond basic handwashing. It also restricts remaining in public plazas between 10:00 p.m. and 6:00 a.m., while allowing uninterrupted traversal. These regulations align with the U.S. Supreme Court ruling in *City of Grants Pass v. Johnson* (2024), which affirmed that enforcement of generally applicable public camping regulations does not constitute cruel and unusual punishment, as well as Governor Newsom's 2024 Executive Order providing guidance to local jurisdictions.

The ordinance complements ongoing City efforts to support people experiencing homelessness, including outreach by the Solutions-Oriented Policing (SOP) Team and crisis support via the Community Outreach and Support Team (C.O.A.S.T); a new mobile crisis response team. By clarifying public use rules, the ordinance helps maintain safe, accessible spaces while reinforcing the City's broader commitment to compassionate, coordinated homelessness response.

The City is also developing a comprehensive personal property storage policy to guide the handling of belongings left in encampments, parks, or other locations. The policy will establish clear procedures for documenting, collecting, storing, and returning property—including abandoned or unattended items—to ensure practices are consistent, legally defensible, and respectful of individuals' rights.

Community Reporting through RC2GO

RC2GO, the City's mobile and online reporting platform, allows residents to easily report encampments and related concerns. Reports are routed to the appropriate departments for follow-up, creating a more systematic response and generating valuable data to track trends over time. In recent months, routing and response processes have been refined, resulting in more consistent and timely action.



The City will continue leveraging RC2GO data to identify emerging hotspots, track repeat locations, and guide proactive operations. Enhancing two-way communication—such as providing status updates on reported encampments—will also help build trust and transparency with the community.

Interdepartmental and External Coordination

The City has a dedicated multi-departmental team that convenes monthly coordination meetings focused on homelessness prevention and encampment response. These meetings bring together departments like Public Works, Community Improvement, Police, Community Services (including Park Rangers), Library, Engagement and Special Programs, and other partners to share updates, coordinate operations, and address emerging challenges. This regular forum has improved information flow, reduced duplication of effort, and allowed teams to deploy resources more strategically across the city. To strengthen accountability and guide future resource allocation, the City will continue developing metrics to track response activity, outcomes, and associated costs—helping to quantify the operational and financial impacts of homelessness and ensure that resources are used effectively.

Many encampments are located in areas under multiple jurisdictions, such as California Department of Transportation (Caltrans) rights-of-way and County of San Bernardino flood control channels. These encampments pose serious environmental and public safety risks for both the people living in them and public infrastructure, requiring a coordinated approach to address them effectively and humanely. Coordinating cleanups in these areas can be challenging, as multiple layers of approvals are often required and timelines can be lengthy. These delays impact the City’s ability to maintain clean and safe spaces and to respond promptly to community concerns. To improve response efficiency, the City will continue to explore formal agreements and shared operational protocols, raise coordination issues in regional forums, and advocate for legislation that supports safe, timely, and effective encampment management. Legislative efforts intended to streamline cleanups and connect unhoused individuals with supportive services have been introduced, such as California Senate Bill 569 (SB 569), the California Homeless Encampment Collaboration Act, that directs Caltrans to coordinate more closely with local governments on encampment removals along state transportation corridors, including setting clear timelines for action.

Community Partnerships

In addition to formal City programs, ongoing partnerships with community members, organizations, and businesses play a critical role in advancing Rancho Cucamonga’s homelessness response. These efforts include public education campaigns, volunteer initiatives, and collaborations that expand outreach and support for unhoused individuals.

The City recently launched the Real Change RC campaign to educate the public on alternatives to panhandling. The campaign encourages community members to make “real change” by donating to nonprofit service providers rather than giving directly to individuals, which can inadvertently sustain street-based activity. The campaign includes a robust social media presence, targeted signage in areas where panhandling has been reported, and window clings for local businesses to display. These visible reminders aim to shift community behavior, promote coordinated service delivery, and reinforce the City’s broader homelessness response strategy.

REAL CHANGE

Want to help? Give where it matters!

Your generosity can change lives, but giving money on the street can prolong homelessness. Instead, support trusted, local organizations working to restore hope and self-sufficiency.

Looking to donate or need support scan QR code.

CityofRC.us/RealChange

RANCHO CUCAMONGA

Beyond targeted campaigns, broader community initiatives further strengthen the City’s holistic approach to homelessness. Healthy RC, a longstanding City initiative dedicated to improving the quality of life for all residents, places particular emphasis on supporting vulnerable populations. The Healthy RC Steering Committee brings together stakeholders from all sectors to coordinate resources, share best practices, and develop policies and systems level responses to address root causes of homelessness and other community challenges. The Healthy RC Steering Committee and its various subcommittees play a key role in mobilizing volunteers and resources to support City efforts. The Mental Health Subcommittee created HOPE cards, which list local resources and services, to provide to community partners, law enforcement, and City staff for distribution to individuals in crisis situations. In addition, the Compassionate Communities Subcommittee assemble care packages containing basic necessities and service information that can be distributed during outreach to unhoused individuals. Healthy RC volunteers also regularly participate in the annual Point-in-Time Count (PITC), contributing to critical data collection and community engagement efforts.



Local faith-based organizations further enhance these efforts by providing meals, basic supplies, and outreach support. Many regularly partner with the City and nonprofit providers to extend the reach of services, offering trusted spaces and volunteer networks that help build relationships with unhoused individuals. Together, these partnerships reflect the City’s commitment to a coordinated, community- based approach—leveraging education, compassion, and shared responsibility to address homelessness more effectively.

Together, these coordinated efforts create a stronger, more resilient network of support that enhances the well-being of vulnerable residents while informing the City’s ongoing homelessness response.

Building Organizational Capacity



As Rancho Cucamonga’s housing and homelessness initiatives continue to grow in scale and complexity, dedicated staff capacity is essential to ensure consistent program oversight, coordination, and accountability. Currently, responsibilities are distributed across multiple departments, limiting the City’s ability to effectively sustain and expand its efforts.

Establishing a dedicated Housing and Homelessness staff position within the City’s Engagement and Special Programs Department will provide operational and analytical capacity to support resident engagement, partnerships, program administration, and funding management. This role would serve as the primary point of contact for community partners and residents, coordinate affordable housing and homelessness initiatives and strategies across departments, and enhance the City’s ability to pursue new funding and policy opportunities. Over time, this position would also strengthen alignment between City departments and regional partners, ensuring Rancho Cucamonga’s housing and homelessness response remains proactive, data-driven, and resident-centered. To support long-term sustainability, the City will continue exploring opportunities to leverage federal, state, regional, and grant funding sources to help offset staffing and program implementation costs.



Strategic Focus Areas and Implementation Strategies

Rancho Cucamonga's Homelessness Strategy translates vision into action through five interconnected focus areas. Each area reflects the City's commitment to prevention, coordinated care, and long-term housing stability—all essential to maintaining the high quality of life that defines the community. Building on local data, community partnerships, and regional collaboration, these focus areas provide a practical roadmap for reducing homelessness, strengthening systems of care, and improving outcomes for residents across the housing continuum.

1. Prevention & Early Intervention

Goal: Prevent individuals and families from becoming homeless by addressing root causes and stabilizing at-risk households.

Short-Term Actions:

- Expand housing stabilization and eviction prevention efforts, including rental assistance and financial assistance programs supported through CDBG, State, and other eligible funding sources.
- Explore opportunities to enhance partnerships and expand Community Schools Program at additional schools to support McKinney-Vento youth and families.
- Increase outreach and education efforts targeting older adults at risk of homelessness.
- Support workforce pathways by partnering with local employers and training programs to improve economic resilience and expand job opportunities for residents at risk of homelessness.

Long-Term Actions:

- Establish a formal, coordinated prevention network that includes landlords, service providers, and housing providers to support at-risk households.
- Develop policy tools to preserve naturally affordable housing (e.g., mobile homes, older rental stock).
- Explore flexible housing stabilization funds for residents facing imminent housing loss.

2. Crisis Response & Outreach

Goal: Ensure that people experiencing homelessness can access immediate shelter, health services, and outreach that meets them where they are.

Short-Term Actions:

- Improve coordination between SOP, HOPE, InnRoads, COAST, and faith-based outreach teams.
- Partner with San Bernardino County on the proposed West Valley Regional Navigation Center to provide access to shelter, case management, and housing navigation services.
- Implement flexible crisis response tools, such as motel vouchers and transportation assistance, to meet immediate safety needs and support family reunification efforts.

Long-Term Actions:

- Expand access to specialized, low barrier shelter and interim housing options – such as for families with children or seniors – who may face barriers accessing the Regional Navigation Center.
- Expand partnerships with local hospitals and behavioral health teams to prevent discharge into homelessness.
- Enhance street outreach capacity to identify and support people living in vehicles, parks, and encampments.

3. Housing Solutions

Goal: Increase access to affordable and supportive housing to help residents maintain housing stability and support individuals and families exiting homelessness.

Short-Term Actions:

- Partner with the San Bernardino Regional Housing Trust to leverage regional and state funding, pool resources, and advance local and prevention-focused housing priorities.
- Explore supporting the extension or renewal of expiring affordability covenants to prevent the loss of existing affordable housing units and protect vulnerable residents.
- Prioritize City support for affordable housing projects that include homeless set-asides or supportive housing units.
- Streamline referral pathways to existing senior and multifamily affordable housing units.

Long-Term Actions:

- Leverage public-private partnerships to create new deeply affordable and permanent supportive housing.
- Explore City support for affordable housing projects that include homeless set-asides or supportive housing units.
- Consider inclusionary housing incentives that integrate affordable units into new developments while maintaining long-term affordability through covenants or deed restrictions.

4. Service Coordination & Funding Alignment

Goal: Maximize impact by aligning local funding, improving coordination, and measuring results.

Short-Term Actions:

- Target CDBG investments toward high impact prevention, including rapid rehousing and eviction prevention, as well as complementing pathways to housing for those exiting the Regional Navigation Center.
- Gain city-level access to HMIS and utilize it for real-time tracking of client outcomes and service utilization.
- Develop metrics to track City costs, outcomes, and operational impacts of homelessness response.
- Improve data sharing between service providers, 2-1-1, and the City.

Long-Term Actions:

- Add dedicated staffing to coordinate housing and homelessness programs, ensuring consistent oversight, improved community responsiveness, and capacity to manage funding and partnerships.

- Apply for regional, state, and federal funding opportunities to support affordable housing development, homelessness prevention, rapid rehousing, and supportive services.
- Require HMIS participation among CDBG-funded agencies to improve data quality, evaluate program outcomes, and guide funding decisions.

5. Equity, Engagement, & Accountability

Goal: Embed lived experience, equity, and community input into all homelessness strategies.

Short-Term Actions:

- Continue engagement with residents, businesses, and service providers through initiatives such as the Healthy RC Compassionate Communities Subcommittee to inform implementation and foster collaboration.
- Implement citywide communications strategy that educates and informs the public about the City's homelessness initiatives and their impact, and how residents and businesses can participate in the City's response to homelessness.

Long-Term Actions:

- Conduct periodic evaluations to assess strategy effectiveness and inform updates.
- Build on the City's data and performance initiative to develop public-facing tools that track and share progress on homelessness efforts.
- Institutionalize representation of lived experience in advisory bodies and planning groups.



Conclusion

This strategy provides a roadmap for Rancho Cucamonga to address homelessness in a coordinated, proactive, and equitable way. By focusing on prevention, strengthening crisis response, expanding housing options, and improving service coordination, the City can reduce housing instability while supporting residents' overall well-being. Implementation of these strategies will rely on data-driven decision-making, community engagement, and regional partnerships, ensuring that resources are deployed where they are most needed.

Over time, these efforts aim to not only stabilize households experiencing homelessness, but also prevent future housing crises, enhance quality of life across the community, and create a system that responds to challenges with compassion, professionalism, and a person-centered approach.

