

UPDATE FROM FAMILY RESOURCE CENTER AND CENTRAL VALLEY LOW INCOME HOUSING CORP. ON THE 211, COORDINATED ENTRY SYSTEM AND HOMELESS MANAGEMENT INFORMATION SYSTEM

Stockton City Council

Agenda Item 16.1

April 28, 2026



Tiffany Phovixay

Chief Operations Officer
Family Resources Center

Board President
San Joaquin Continuum of Care



211SJ

GET CONNECTED. GET HELP.
CALL 211

FREE & CONFIDENTIAL
Available 24/7, 250+ Languages

Referrals to:

- Child Care Assistance
- Employment Assistance
- Financial Support Assistance
- Food Assistance
- Housing Assistance & Shelter
- Medical/Dental Assistance
- Mental Health Services
- Substance Abuse Services
- Transportation Services
- Utilities Assistance



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GET HELP NOW! DOWNLOAD THE 211 SAN JOAQUIN APP

The power of 211 is now available in the palm of your hand with the 211 San Joaquin app. Simply download the app for FREE by following these simple steps:

1. Scan the QR code below to find the 211 app on the Apple Store (iPhone) or Google Play (Android).
2. Install the app on your phone.
3. Begin using by tapping current location, entering your zip code, or your city.

That's all there is to it!
No registration or account to set up.

211 San Joaquin is confidential, easy to use and FREE!



- Free 24/7 helpline and Mobile App for human service needs.
- Available in 250+ languages
- Access information and obtain referrals to
 - physical & mental health resources
 - housing programs
 - utility assistance programs
 - food and employment assistance
 - transportation support
 - suicide and crisis intervention programs
- Disaster preparedness information.
- All calls are confidential.
- Screens callers to provide local resources.
- Conducts follow-ups with the callers

Coordinated Entry System (CES)

211SJ

Is the point of contact for San Joaquin County Coordinated Entry System.

San Joaquin Housing Assessment Tool

Assess clients to refer them to the community queue.

There is NO wrong door!

Anyone can call 211SJ to get assessed.

211 - CES Process

From first contact to housing placement



CES: Coordinated Entry System. This process is designed to streamline access to housing and support services.

211 ANNUAL SNAPSHOT

When Families Need Help, They Call 211

 **+89K** Total Calls, Texts, & Emails

 **+86K**
Calls

 **2.5K**
Texts

 **713**
Emails

Meeting Families' Basic Needs

 **+34.1K**
Housing & Shelter

 **+8.5K**
Utility Payment Assistance

 **+6.3K**
Access to Food

Strengthening Our Community Through Access

 **+5.2K**
Mental Health & Substance Abuse

 **+6K**
Employment & Income

 **+4.3K**
Healthcare

 **+3.5K**
Household Goods

 **+2.2K**
Transportation

Top 5 Zip Codes for Incoming Calls

95206	10,115
95207	8,628
95205	7,544
95202	5,837
95210	5,831

Annual Report



**Central Valley Low
Income Housing
Corp.**



Jon Mendelson

Executive Director

**Central Valley Low Income
Housing Corporation**

HMIS Lead Agency

San Joaquin Continuum of Care

Our System Goal: Housing ends Homelessness

Permanent Housing and Self-Sufficiency

Move people from the streets and emergency shelter to stable, long-term housing solutions.

Avoid Returns to Homelessness

Support services are designed to deal with issues that lead to homelessness and break negative cycles.

Prevent First-Time Homelessness

Stop people from experiencing homelessness for the first time through early intervention and diversion.



Outreach, Shelter, Transitional Housing, and Permanent Housing Programs all share these same goals.

Why HMIS is Reliable

Unlike anecdotes or annual point-in-time counts, HMIS captures real-time data on every person served, every service provided, and every outcome achieved throughout the year

Industry-Leading Technology

San Joaquin County operates on Clarity Human Services, developed by Bitfocus—the most popular HMIS software in California, with powerful tools for reporting and performance monitoring

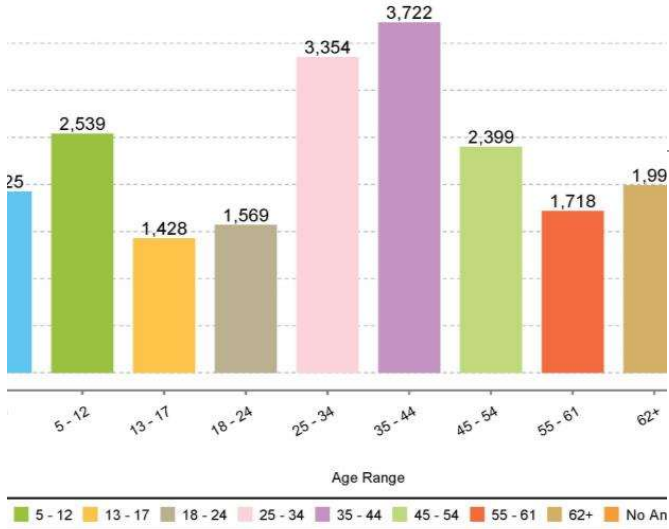
Exceptional Participation

Our local HMIS has incredibly high use rates among homeless service providers and an HMIS Lead with 20 years experience, ensuring comprehensive, accurate data collection

Homeless Management Information System:

the Power of Reliable
Data aka: How We
Know We're Making a
Difference

Age Range Chart



Report [FY 2026]

Enrollment CoC Filter: No
Funding Criteria: Not Based on Funding Source
Client ID Selection: Clarity Unique Identifier

Q23c. Exit Destination					
Program Applicability: All Projects					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Staying or living with friends, temporary tenure (e.g., room, apartment, or house)	0	0	0	0	0
Moved from one HOPWA funded project to HOPWA TH	0	0	0	0	0
Subtotal	0	0	0	0	0
Permanent Situations					
Staying or living with family, permanent tenure	1	1	0	0	0
Staying or living with friends, permanent tenure	0	0	0	0	0
Moved from one HOPWA funded project to HOPWA PH	0	0	0	0	0
Rental by client, no ongoing housing subsidy	0	0	0	0	0
Rental by client, with ongoing housing subsidy	1	1	0	0	0
Owned by client, with ongoing housing subsidy	0	0	0	0	0
Owned by client, no ongoing housing subsidy	0	0	0	0	0
Subtotal	2	2	0	0	0
Other Situations					
No Exit interview completed	0	0	0	0	0
Other	1	1	0	0	0
Deceased	2	2	0	0	0
Client Doesn't Know/Prefer Not to Answer	0	0	0	0	0
Data Not Collected	0	0	0	0	0

Outcome I. Obtain permanent housing		
Discharge Destination	# of Clients	Percentage
Please not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	0	0%
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	20	10.93%
Safe Haven	0	0%
Foster care home or foster care group home	0	0%
Hospital or other residential non-psychiatric medical facility	0	0%
Jail, prison, or juvenile detention facility	1	0.55%
Long-term care facility or nursing home	0	0%
Psychiatric hospital or other psychiatric facility	0	0%
Substance abuse treatment facility or detox center	0	0%
Transitional housing for homeless persons (including homeless youth)	0	0%
Residential project or halfway house with no homeless criteria	0	0%
Hotel or motel paid for without emergency shelter voucher	0	0%
Host Home (non-crisis)	0	0%
Staying or living with family, temporary tenure (e.g., room, apartment, or house)	11	6.01%
Staying or living with friends, temporary tenure (e.g., room, apartment, or house)	3	1.64%
Moved from one HOPWA funded project to HOPWA TH	0	0%
Staying or living with family, permanent tenure	3	1.64%
Staying or living with friends, permanent tenure	0	0%
Moved from one HOPWA funded project to HOPWA PH	0	0%
Rental by client, no ongoing housing subsidy	76	41.53%
Rental by client, with ongoing housing subsidy	11	6.01%
Owned by client, with ongoing housing subsidy	1	0.55%
Owned by client, no ongoing housing subsidy	0	0%
No exit interview completed	8	4.37%
Other	9	4.92%
Deceased	0	0%
Client doesn't know	0	0%
Client prefers not to answer	40	21.86%
Data not collected	0	0%
Total:	183	100%
Total discharged to permanent housing:	91	49.73%

System Performance Measures [FY 2026]

id 2b: The Extent to which Persons Who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

	Total Number of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Number Returning to Homelessness in Less than 6 Months (0 - 180 d)	Percentage of Returns in Less than 6 Months (0 - 180 d)	Number Returning to Homelessness from 6 to 12 Months (181 - 365 d)	Percentage of Returns from 6 to 12 Months (181 - 365 d)	Number Returning to Homelessness from 13 to 24 Months (366 - 730 d)	Percentage of Returns from 13 to 24 Months (366 - 730 d)
Persons to Assess	13	0	0.00%	0	0.00%	0	0.00%

Number of Persons Experiencing Homelessness

Change in PIT counts of sheltered and unsheltered persons experiencing homelessness

	Previous FY PIT Count	Current FY PIT Count
Overall PIT Count of sheltered and unsheltered persons		
Shelter Total		
Unsheltered Total		
Total:		

Change in annual counts of persons experiencing sheltered homelessness in HMIS

	Previous FY	Current
Duplicated Total sheltered persons	0	0
Shelter Total	0	0
Unsheltered Total	0	0
Total:	0	0

Performance Monitoring

Central Valley Housing
Date Range: 01/01/2023 thru 12/31/2023

Funding Amount:	Monitored By :	Points	Achieved (Yes - No - N/A)
Project serves "harder to serve" homeless populations			
% of households served at entry reported			
Mental illness	60.24%		
Alcohol Use Disorder	32.93%		
Drug Use Disorder	18.47%		
Chronic Health Condition	38.55%		
HIV	5.62%		
Developmental Disabilities	6.83%		
Physical Disabilities	59.44%		
Domestic Violence	12.05%		
Unaccompanied Youth under age 18	0.00%		
Unaccompanied TAY age 18-24 years	0.40%		
% of households meet any one of the above criteria	100.00%		
% of households meet any two of the above criteria	74.30%		
% of households meet any three or more of the above criteria	39.36%		
Reduce length of homeless episodes and new and return entries into homelessness			
(PH programs only) % of persons in PH over 6 months		94.41%	
(TH and RRR programs only) % of persons in TH/RRR exited to PH		0.0%	
(TH programs only) Average days from entry to exit into PH		0	
(SSO programs only) % of households maintaining PH for at least 6 months		0.0%	
Increase jobs, income and self-sufficiency			
% of adults with increased or sustained employment income		5.63%	
% of adults with increased or sustained other cash income		83.11%	
% of adults with increased or sustained mainstream non-cash benefits		56.29%	

System Performance: The Big Picture

Successful Interventions

Homeless interventions supported by existing funding are largely successful and having a true positive impact on a program-by-program basis.

Scale Challenge

The problem is larger than the community's current response capacity—successful interventions aren't happening at a scale large enough to fully address the crisis.

Resource Gap

Limited community resources prevent us from expanding proven programs to meet the full scope of need in San Joaquin County

The Overall System Performance Takeaway

Most of our current programs are working, and we need to invest in existing projects that work before investing in new, unproven projects.



family
resource
center

<https://frcsj.org/>

1-800-526-1555

1776 W March Lane. Ste 140
Stockton, CA 95207

Mon. - Fri. 8:30am - 5 pm

For Resources dial 2-1-1 or visit 211sj.org



Central Valley Low
Income Housing
Corp.

<https://cvlihc.org/>

(209) 472 -7200

2431 W. March Lane #350
Stockton, CA 95207

Mon. - Fri. 9am - 5pm

contact@cvlihc.org