



Wellness  
Center



**PLANNING  
DEPARTMENT**

**Homelessness  
Solutions and  
Housing**

**QUARTERLY  
REPORT**

**OCTOBER-DECEMBER 2024**

# OVERVIEW

On December 21st, National Homeless Persons' Memorial Day brought communities together to remember those who have lost their lives due to homelessness; a stark reminder that unsheltered homelessness can have dangerous consequences. While time to mourn, the National Homeless Persons' Memorial Day also serves as a call to action, highlighting the urgent need to address the unhoused individuals hoping for a chance at stability. This day reinforces the understanding that homelessness is both preventable and treatable through permanent housing, healthcare, and tailored supportive services. By honoring lives lost, the City reaffirms a commitment to ending homelessness and ensuring everyone has the opportunity to live with dignity and security. The City of Victorville has taken incredible steps in combating homelessness, positioning itself as a leader in this space by taking action driven by community input and a dedication to addressing all aspects of homelessness. Through innovative initiatives and a commitment to providing comprehensive care, Victorville is actively addressing the issue and ensuring that no one is left behind.

This quarter, the Wellness Center achieved a major milestone, housing over 100 individuals since inception. The Wellness Center also hosted its first on-campus resource fair, providing clients with valuable services addressing mental, physical, and spiritual well being as well as legal obstacles. The number of assisted individuals continues to rise, reflecting the center's profound impact on the community. Community partners poured in support during the holiday, making clients feel appreciated and loved. The City also secured crucial ERF-3 grant funding from the State to further combat homelessness. With Wellness Center staff's unwavering dedication driving the clients' determination, the goal of housing for all is becoming an attainable reality.

On December 12, 2024, the Wellness Center celebrated its one-year anniversary, recognizing a year of operations for this first-of-its-kind, low-barrier, non-congregate emergency shelter that provides unsheltered residents with much-needed interim housing and wraparound support services with a medical and recuperative care clinic on site. As 2024 concluded, many families and individuals left grateful for the services provided.



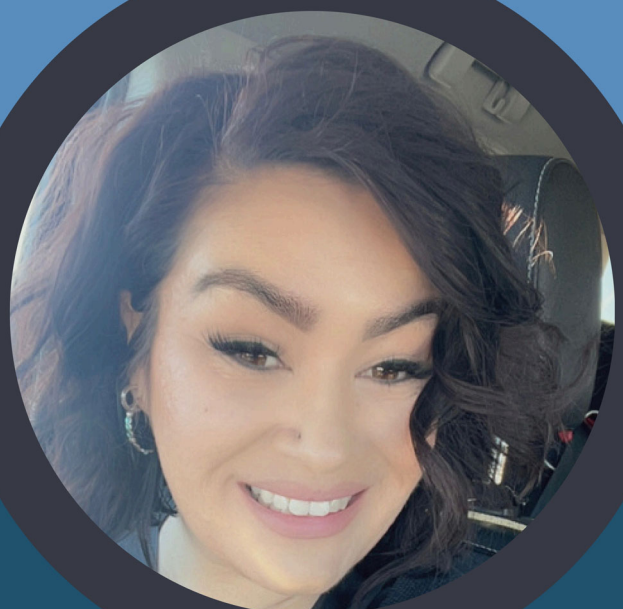
# EMPLOYEE

# Spotlight



## JANISS DIAZ

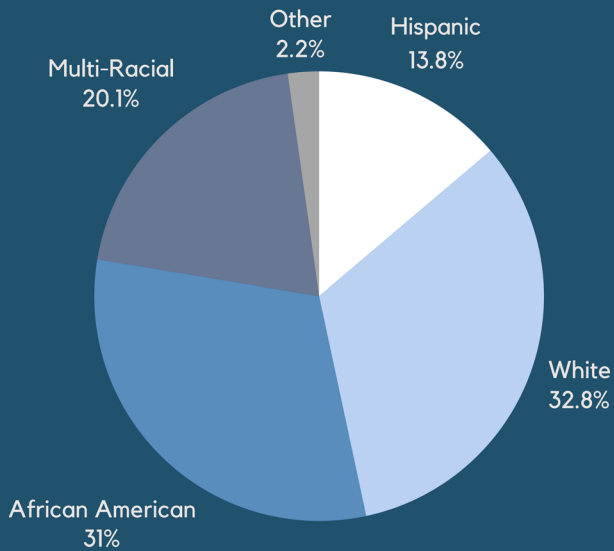
Janiss has been an amazing asset to our Wellness Center team. As the Hope the Mission Program Manager for the Wellness Center since April of 2024, Janiss is responsible for coordinating all the day to day operational needs for the Wellness Center campus. This includes managing all the cooking, cleaning, maintenance, security, and safety for all the staff and clients. Despite the complexity of her role, Janiss approaches every challenge with exceptional flexibility, a solution-oriented mindset, and an unwavering commitment to excellence in customer service. Her ability to adapt to evolving needs and tackle new challenges with grace has been instrumental in the Wellness Center's success. Outside of her professional responsibilities, Janiss is known for her love of the outdoors and enjoys hiking and spending quality time with her family.



## ANDREA BARRAZA

Andrea is being highlighted this quarter for her outstanding work as a integral member of the Wellness Center team. Andrea supports the Wellness Center as the Wellness Services Manager. She has been in that position for Symba Center since the opening of the Wellness Center in December of 2023. In her capacity, Andrea is in charge of all supportive services for the Wellness Center campus. That includes managing and coordinating all case management, behavioral health, housing, and medical needs for all the Wellness Center clients. Andrea continues to provide superior oversight of all of Symba Center's programs, and serves as a great example for both staff and clients. Andrea's resiliency day in and day out has been the key to the successes of the Wellness Center.

# CLIENT DEMOGRAPHICS

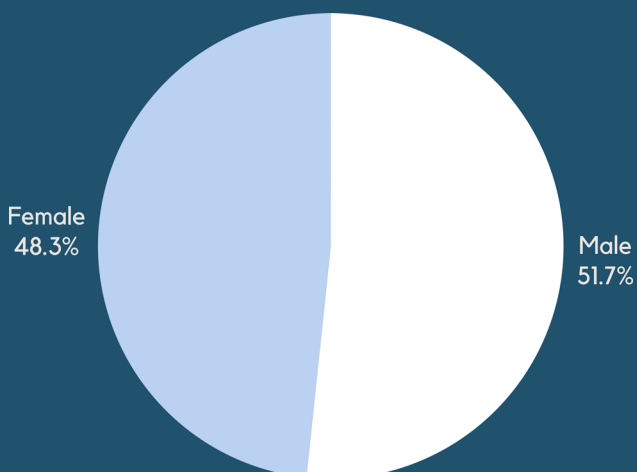
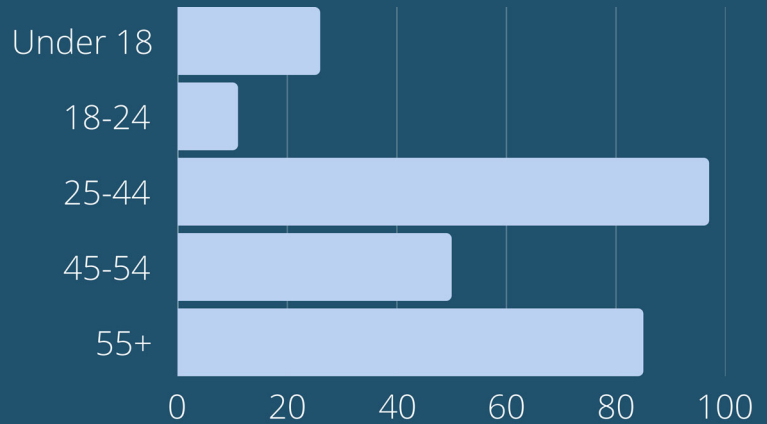


## Race/Ethnicity

The Wellness Center remains a steadfast service provider, welcoming individuals from all walks of life, regardless of their race, ethnicity, or background. This ongoing commitment to inclusivity and equity is reflected in the diversity of its client base, ensuring that all individuals in need receive support and care. By continuing to provide these vital services, the center helps ensure that every individual, no matter their circumstances, has the opportunity to receive the support they need to thrive.

## Client Age

Approximately 32% of the individuals housed at the Wellness Center are seniors over the age of 55. With the operation of our family units, the Wellness Center has seen an increase in the number of children. Additionally, the transitional age youth (TAY) population of those aged 18-24 nearly doubled this quarter.



## Gender

Throughout this quarter, the Wellness Center provided equal support to both male and female clients. A decline in the number of LGBTQ individuals seeking assistance has been observed, and the City remains committed to collaborating with our partner organizations to support individuals of all genders to the fullest extent.

# DATA HIGHLIGHTS



INTAKES

**121**



MEALS SERVED

**Over 32,000**



PERMANENT HOUSING SOLUTIONS

**44**



AVG. LENGTH OF STAY (DAYS)

**128**



CLIENT SATISFACTION

We surveyed clients on a range of satisfaction measures. Below are the percentages of clients who agreed.

86%

“I FEEL RESPECTED BY THE STAFF.”

79%

“STAFF HELPED ME ACCESS THE SERVICES I NEED.”

83%

“I AM MORE HOPEFUL ABOUT MY FUTURE.”

81%

“I HAVE ADDED HEALTHY BEHAVIORS.”

60%

“I AM CLOSER TO REACHING MY HOUSING GOAL.”

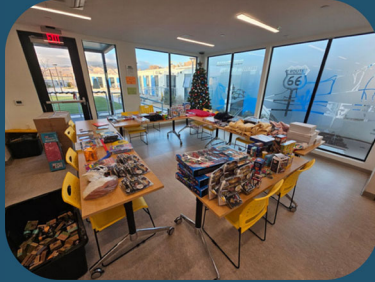
# QUARTERLY HIGHLIGHTS



## HOLIDAY CHEERS



This holiday season, the Wellness Center was filled with festivities and community support. For Halloween, clients enjoyed pumpkin decorating, thanks to donations from Hope the Mission and Symba Center. ICR Staffing Agency provided turkeys for Thanksgiving dinner. Christ the Solid Rock Church (CSRC) provided an on-site Thanksgiving meal and entertainment. 3M-Oak Hills donated over 200 sock bundles with snacks and hygiene items for the holiday season. VVTA assisted with transport to the First Assembly of God Thanksgiving event. Victory Christian Center and CSRC provided Christmas gifts to adult clients on campus. Also, a special shout out to Santa Claus who made it possible for all children to wake up to gifts on Christmas morning.



## FUN TIMES AT THE WELLNESS CENTER

2024 was filled with successes at every turn. The Wellness Center proudly celebrated housing over 100 individuals in permanent housing solutions. Each graduate was celebrated and had the opportunity to ring the Wellness Center's housing bell, with the empowering words, "I am not defined by my past, I'm driven by my future," serving as a powerful reminder that we can all achieve a new beginning on our route to wellness. In addition to these milestones, clients also joined in the excitement of the Dodgers' victory in the World Series, and the countdown to the New Year brought even more joy and laughter.



# SUCCESS STORIES



## FAMILIES

The Green family joyfully settled into their new housing unit in Victorville on October 11, and the Greer Family was successfully housed on December 18, marking a significant milestone in their respective journeys. The families expressed heartfelt gratitude to the team for their unwavering assistance in making this housing transition possible. In addition, a special celebration took place as a Wellness Center youth celebrated a birthday with a delightful cake, adding an extra touch of warmth to the occasion.



## INDIVIDUALS

During this quarter, Michael E., Tamara P., and Laurel N., were all housed and delighted to take the next step on their "route to wellness." These were just some of the many who were able to successfully depart from the Wellness Center empowered and supported to improve their lives.



# RESOURCE FAIR

On October 23, 2024, the Wellness Center proudly hosted its first on-site resource fair, offering a comprehensive range of services designed to support clients on their journey to wellness and stability. The event featured legal services from the Public Defender's Office, vocational services provided by Goodwill, on-site vaccinations provided by Kaiser, mental health services from the National Alliance on Mental Illness (NAMI Inland Valley), spiritual support from First Assembly of God, voter registration and education, health screenings by Symba Center, and free dental services provided by Community Health Systems Inc. This event underscored the Wellness Center's commitment to becoming a one-stop hub for essential resources, aiming to provide holistic support to those striving for housing and a better quality of life.



# ON-SITE DENTAL CARE



Starting in October 2024, Community Health Systems, Inc. (CHSI) has generously volunteered to provide on-site dental services at the Wellness Center on a monthly basis. This vital initiative will offer a comprehensive range of services, including free dental screenings, exams, x-rays, scaling and root planing (deep cleaning), routine cleanings, and fillings, all at no cost to the individuals served.

On-site dental care is especially crucial within a homeless shelter environment, where individuals often face severe barriers to accessing traditional dental services. Many in this vulnerable population struggle with transportation challenges, financial constraints, and the fear of seeking treatment due to the stigma surrounding poor oral health. By providing these services directly at the shelter, the Wellness Center is addressing these barriers head-on, ensuring that individuals who might otherwise go without care receive essential dental treatments that can significantly improve their overall health and well-being.

Community Health Systems, Inc. is a Federally Qualified Health Center (FQHC) and a 501(c)(3) non-profit organization that operates six community health centers across the tri-county region of San Bernardino, Riverside, and San Diego. Their mission is to provide accessible, high-quality health care to underserved populations, and this new dental service initiative at the shelter further exemplifies their commitment to improving health outcomes for all, regardless of their circumstances.



# WELLNESS CENTER EMPLOYEE APPRECIATION

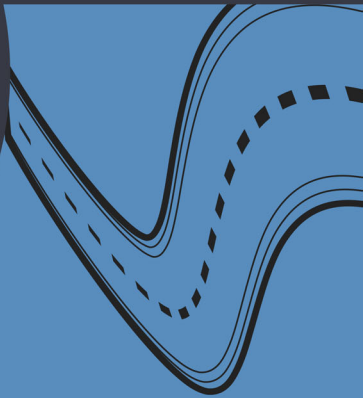


On December 12, 2024, the Wellness Center held a celebration to recognize the dedication of its staff and partners who drive positive change in the community. Symba Center and Hope the Mission were presented with Certificates of Appreciation for their continued support, and staff from the Homeless Engagement Team and Wellness Center were acknowledged for their exceptional efforts throughout the year.

A highlight of the celebration was hearing from two clients who shared their personal experiences. One graduate credited the Wellness Center's staff and services for her success, emphasizing that the ability to keep her pet with her was crucial to her recovery. She expressed deep gratitude for the support she received, which she will forever cherish.

The celebration highlighted the Center's impact on improving lives and was a reminder of the ongoing commitment to making a difference in the community.





# HAPPY NEW YEAR FROM THE WELLNESS CENTER

# 2025

## OUR WELLNESS JOURNEY CONTINUES

The City was recently awarded 6.3 Million Dollars in Encampment Resolution Fund (ERF) Round 3 grant monies to address encampments along Interstate 15 and Highway 18, within the City.

The 2025 Point-in-Time Count is scheduled for January 23, 2025. On this date, the goal is to obtain an accurate snapshot of the current homelessness climate, which will help inform and adjust efforts to address homelessness more effectively. By gathering this information, staff can better understand the scope of the issue and allocate resources where they are needed most.