



*Victorville*



**THE SEASON OF GIVING**  
**QUARTERLY REPORT**  
**OCTOBER-DECEMBER**

*2025*

**Homelessness Solutions**  
**Economic Development**

# OVERVIEW

As Victorville entered the winter months, the City's Homelessness Solutions Team continued to gain remarkable momentum, anchored by innovation, compassion, and collaboration. The Victorville Wellness Center remained a centerpiece of progress, as a countywide model for how housing and healthcare integration can transform lives on a daily basis. Through partnerships with community partners, Victorville continues to be a leader in innovative ways to address homelessness. This quarter marked significant progress in housing expansion and service delivery. The Wellness Center reached a major milestone by housing its 200th individual through its coordinated continuum of care.



This period also marked the second full year of operations, reflecting the City's continued commitment to enhancing homeless services and strengthening system-wide responses.

Throughout the quarter, ongoing improvements were made to case management and supportive services, ensuring more meaningful and effective client engagement. During the season of giving, clients received much-needed items, and community partners hosted numerous holiday meals in support of those served. Youth at the Wellness Center were also visited by Santa and were able to wake up to memorable gifts on Christmas Day.

In addition, this quarter provided an opportunity to evaluate and update services available to clients. Also, staff remained attentive to changes at both the state and federal levels that impact service delivery. The City closed out 2025 with the same strong momentum and dedication that defined the year prior.

As the season turns, the City stands committed in purpose, demonstrating that when housing, healthcare, and compassion come together, meaningful transformation takes root.

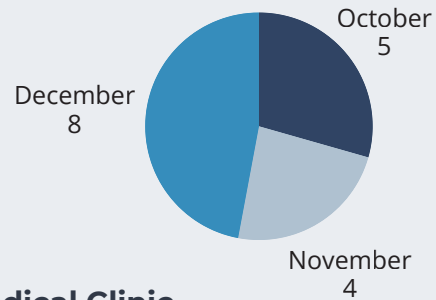
# Recuperative (Respite) Care Update

The Victorville Wellness Center's operator receives the first of its kind certification for any recuperative care program within the Inland Empire.

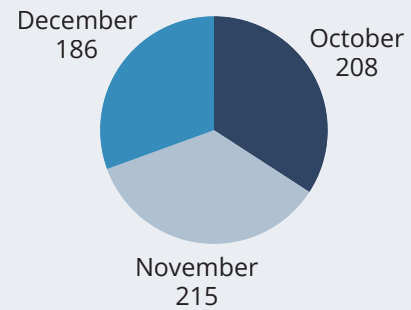
The field of medical respite care (MRC) is rapidly expanding, creating a growing need for clearly defined program characteristics and quality standards. As the leading national organization dedicated to advancing high-quality medical respite care, the National Institute for Medical Respite Care (NIMRC) has developed a certification process grounded in its nationally recognized Framework for Medical Respite Care Programs.

In alignment with these standards, the City's service provider, Symba, earned national certification from NIMRC for its medical respite and short-term post-hospitalization programs at the Victorville Wellness Center on November 13, 2025. This site-specific certification reflects the City's and Symba's commitment to high-quality, integrated healthcare and housing services.

## Recuperative Care Patients Served:



## Medical Clinic Patients Served:



**Note :**

The number of recuperative care patients has increased incrementally this past quarter. The City and Symba anticipate the number to increase during the 3rd quarter of FY 2026.

# Client Success



## Teresa Massie

Teresa Massie recently celebrated a life-changing milestone as the 200<sup>th</sup> graduate of the Victorville Wellness Center, making her successful transition from years of homelessness into her own apartment.

Accompanied by her dog, Cindy Marie Lauper, Teresa has displayed incredible dedication to her recovery, working closely with Symba case managers to receive essential medical care and behavioral health treatment that addressed the root cause of her housing instability.

Driven by a humble and service-oriented heart, Teresa empowered those around her by establishing a dog-walking group designed to help build connections and provide shared encouragement. Her success is a shining example that with the right resources and resilient spirit, stability is possible.



# Employee Spotlight

---

## FELIX DIAZ PEER SUPPORT SPECIALIST



Felix Diaz was hired as Wellness Center staff in February 2024 and has made a significant impact on the team. He consistently goes above and beyond with a positive attitude that uplifts everyone around him. Known for his tireless work ethic and humble spirit, Felix embodies the core values of the Wellness Center.

Dedicated to providing critical support to those navigating homelessness, Felix carries this same spirit of service into his church, where he shares his musical talents playing the drums, piano, accordion, and bass guitar. The harmony he creates as a musician is a natural extension of his work at the Wellness Center.

Felix demonstrates that true community work is about being present and being ready to serve.



# MOTEL VOUCHER PROGRAM

**A COMPASSIONATE AND STRATEGIC APPROACH TO ADDRESSING HOMELESSNESS IN REAL TIME.**

## **Purpose**

The City's Motel Voucher Program, funded through the Encampment Resolution Funding Program and the Community Development Block Grant Program, provides temporary, emergency lodging in local motels for individuals or families experiencing homelessness, serving as a bridge to stable housing.

## **Adapting Solutions to a City's Unique Needs**

As a High Desert city, Victorville faces intensified risks from extreme heat, wildfires, and sharp temperature drops in the Mojave Riverbed area. These events not only threaten the safety and health of unsheltered individuals but also places additional stress on shelter facilities already operating at capacity. The Motel Voucher Program is a flexible tool used to protect our most vulnerable residents.



## **Quarterly Impact Snapshot**

**59**

Adults Sheltered

**16**

Children Sheltered

**37**

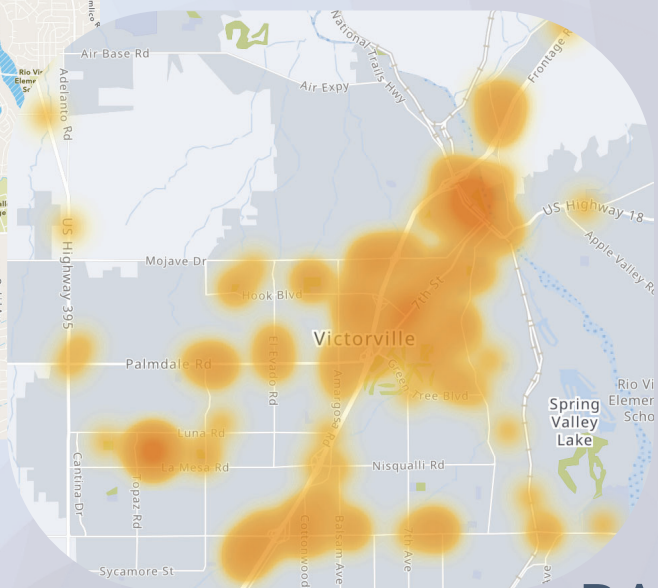
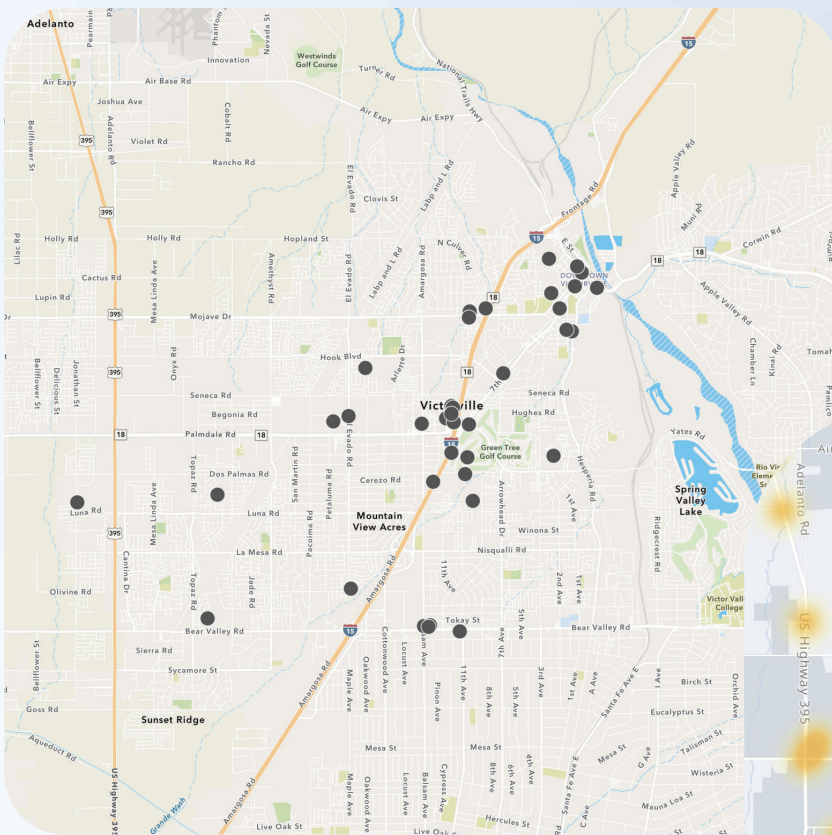
Individuals linked to additional services and/or transitioned into housing.

# Data-Informed Coordination of Homelessness Solutions

Since the expansion of the Homelessness Solutions team, all homelessness-related calls and service requests have been centralized, allowing for a more streamlined and consistent approach to data collection and service coordination. This centralized intake model has improved linkage to appropriate outreach team members, community partners, and collateral agencies, including referrals and admissions to the Wellness Center.

Collected data via telephone, email, walk-ups, and Victorville Now is now being actively analyzed to identify geographic focus areas throughout the City and to develop heat maps that guide targeted outreach efforts. This data-driven approach ensures that high-concentration areas receive prioritized engagement and that clients are connected to appropriate levels of care. It also supports the identification of “high-utilizer” individuals who may require enhanced support or higher-level interventions.

## Service Demand Snapshot: Over 100 Homeless-Related Inquiries This Quarter



# ENGAGEMENT AND IMPACT IN ACTION



Leaders from the Southern California Association of Governments (SCAG) visited the Wellness Center as part of a tour of regional projects in November. The Wellness Center had previously been honored with the 2025 SCAG Sustainability Award for Housing Innovation, and the visit allowed officials to see the award-winning model in action.

The Homelessness Solutions Team attended the Victor Valley College Trunk or Treat on October 25, 2025. This carnival-inspired Trunk or Treat featured decorated fire trucks and hummers, candy galore, engagement booths for the kids, and special appearances by VVC's own student-athletes. During this family friendly celebration, outreach materials and resources were handed to the public, while the Homelessness Solutions Team gave out cotton candy to all the children!



For the 2025 Victorville Fall Festival held on October 4, Homelessness Solutions Staff attended and provided the community with resources and information about the City's Strategic Action Plan to reduce homelessness, the success of the Wellness Center, and the City's ability to meet people where they are by connecting them to services that address key life domains and support improved outcomes and long-term housing stability.

# DEMOGRAPHICS

## Wellness Center October - December 2025

46%

Mental Health

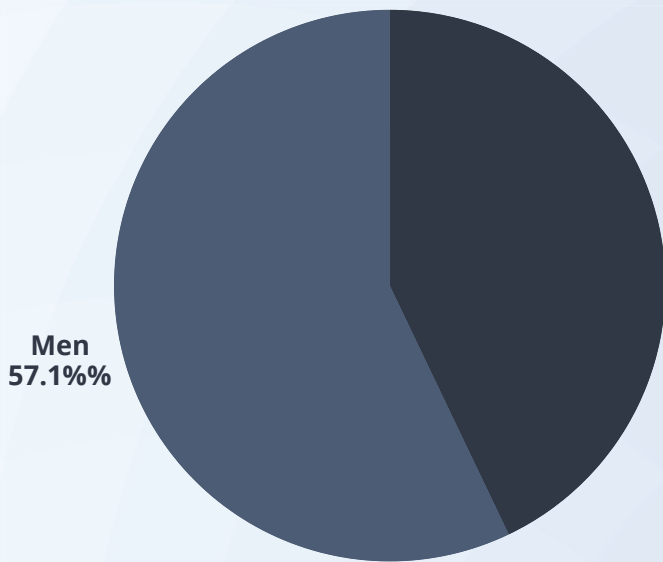
49%

Chronically Homeless

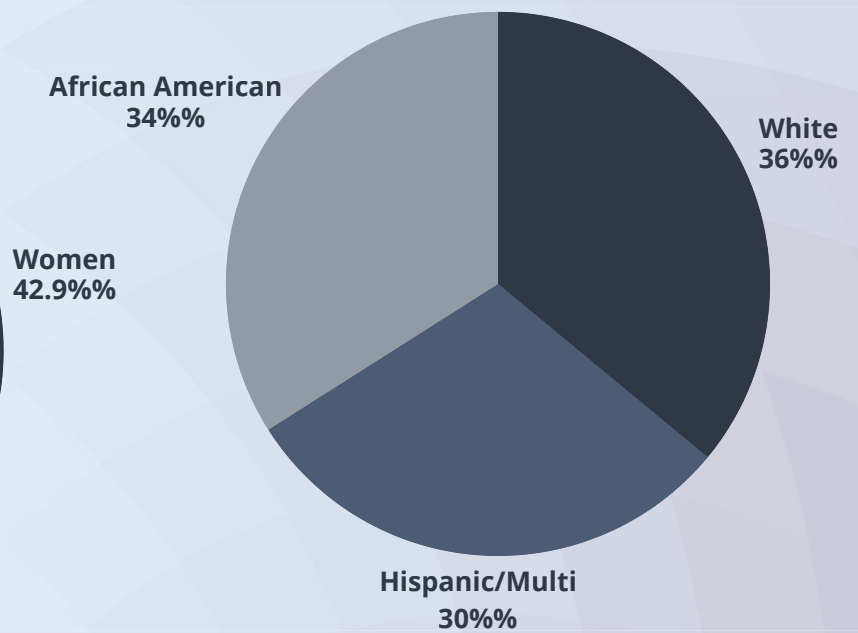
5%

Veterans

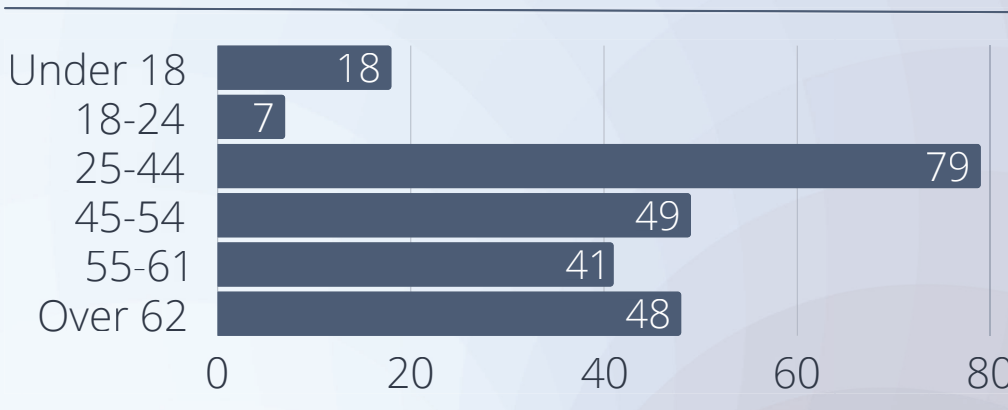
Client Gender



Race/Ethnicity



Client Age

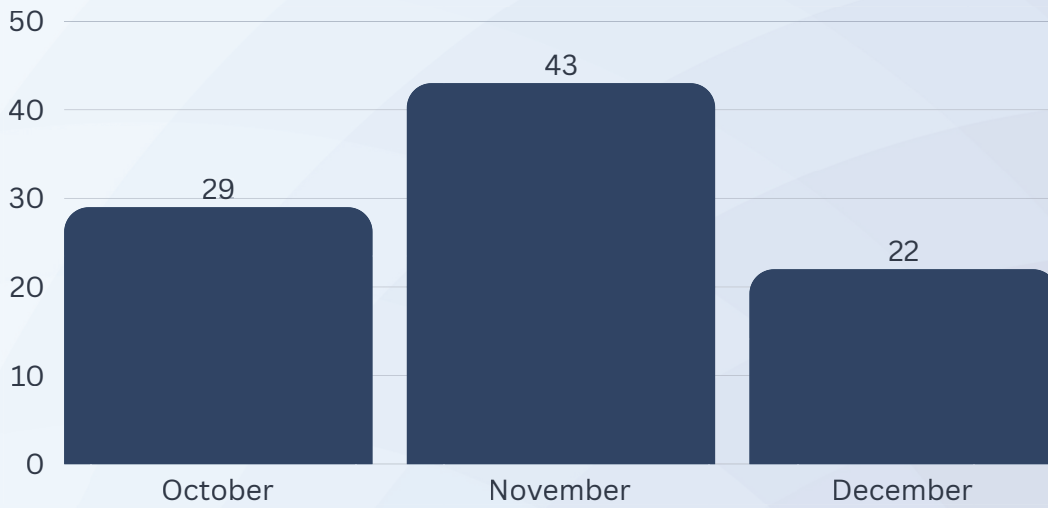
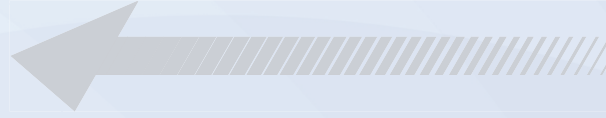


TOTAL NUMBER OF CLIENTS SERVED DURING QUARTER 2: 242

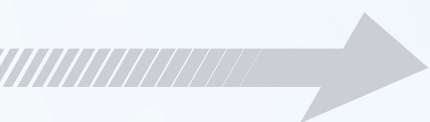
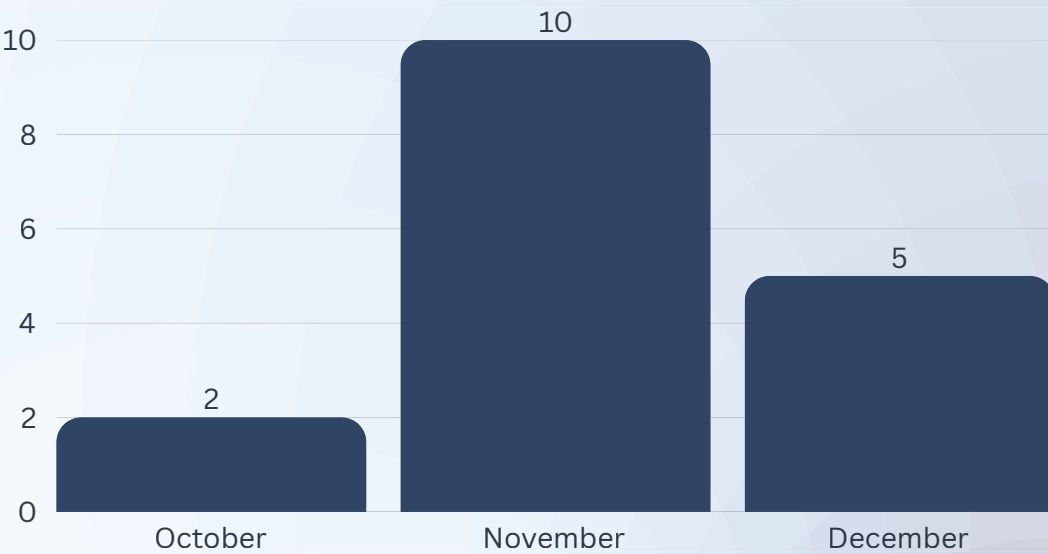
# INTAKES AND HOUSING

## INTAKES

94 INTAKES COMPLETED



AVERAGE OCCUPANCY 163



## HOUSING SOLUTIONS

17 CLIENTS HOUSED DURING QUARTER 2

# Expanding Access Through an OHS Kiosk

As a strong City partner, the San Bernardino County Office of Homeless Services (OHS) continues to help support clients at the Victorville Wellness Center by strengthening connections to essential community resources throughout San Bernardino County. During this quarter, an OHS kiosk was successfully deployed to the Victorville Wellness Center. This addition is intended to expand on-site access for Wellness Center clients, allowing them to more easily connect to County services, complete referrals, and access information without unnecessary travel or delays.

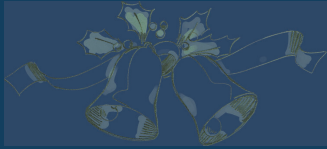


In addition to expanding client-facing technology, OHS also provided the Wellness Center with a new document scanner and a badge-making system to support day-to-day operations. These tools will help enhance administrative efficiency, improve client intake and documentation processes, and strengthen overall operational capacity at the Wellness Center.

# Holiday Cheer!

This holiday season was filled with warmth, joy, and genuine connection at the Wellness Center. Clients celebrated together in a safe, welcoming environment that reflected care and dignity.

The City extends a heartfelt thank you to our partners: 3M for donating care packs; St. Mary's Medical Center Local Senior Club for handmade scarves and beanies; First Assembly of God Victorville and High Desert Second Chance for coordinating holiday meals; and dedicated City staff for bringing the holiday spirit to life.



# THE WELLNESS JOURNEY CONTINUES

IN THE NEXT QUARTER THE WELLNESS CENTER TEAM PLANS TO WORK TOWARDS THE FOLLOWING MILESTONES:

VISITOR  
MANAGEMENT  
SYSTEM

CLIENT  
MANAGEMENT  
SYSTEM UPDATES

MEDICAL CLINIC

POINT-IN-TIME COUNT

RAPID REHOUSING

