

# HOMELESS SOLUTIONS ACTION PLAN

UPDATE 2025-2026



**FONTANA**  
CALIFORNIA



# FONTANA

## OUR MISSION

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"Our purpose is to resolve homelessness in Fontana by uniting the community around sustainable and dignified solutions. Through collaboration with local organizations, faith-based groups, and community leaders, we strive to empower individuals to regain their independence, restore their self-worth, and build a brighter future."



FONTANA  
CALIFORNIA

*Our Mission*

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# A MESSAGE FROM THE MAYOR



*Transforming*

## HOPE INTO ACTION: FONTANA'S FIGHT AGAINST HOMELESSNESS

Addressing homelessness is not a individual sprint—it's a relay. It takes endurance, trust, and seamless coordination among partners who are committed to passing the baton with purpose and precision. In Fontana, we are running that race—together—and making real progress.

Our Homeless Solutions Action Plan is more than just a policy document. It is a citywide commitment—a bold, compassionate roadmap designed to prevent homelessness before it begins, respond swiftly when it occurs, and build long-term solutions that restore stability and dignity.

### **This isn't just about housing—it's about humanity.**

One of the most visible results of this commitment is the successful opening of the Aldea Apartments—a landmark achievement in expanding our permanent supportive housing options. Aldea offers more than shelter; it offers hope, healing, and a path forward for those transitioning out of homelessness. It stands as a powerful symbol of what's possible when innovation meets determination.

Housing is only one piece of the puzzle. We're also ensuring our public spaces remain safe and accessible for all residents through an updated ordinance regarding camping in public spaces—a thoughtful, balanced measure that aligns compassion with community responsibility. It's a reflection of our city's ability to lead with both heart and common sense.

On the ground, programs like the Fontana Police Department's HOST (Homeless Outreach Support Team) and partnerships with organizations like Water of Life's CityLink are showing what collaboration can achieve. These partnerships are proof that when law enforcement, service providers, and local leadership move in unison, lives change for the better.

We know that vision without accountability is just talk. That's why we continue to champion performance tracking, measurable outcomes, and strong inter-agency cooperation. Every dollar we invest must translate into results: fewer people sleeping on the streets, more individuals in stable housing, and sustained reductions in chronic homelessness.

This work isn't easy—but it's essential. And we're not backing down. By staying focused on prevention, re-housing, supportive services, and accountability, we are creating a system where homelessness becomes rare, brief, and non-recurring and every resident can thrive.

The race isn't over, but Fontana is out in front—and we're not slowing down.

*Acquanetta Warren*

**Acquanetta Warren**  
Mayor of Fontana

*Bold Leadership,*

## **BACKED BY A COMMITMENT TO WORKING TOGETHER**

2024/25 was a remarkable year for the City of Fontana—a year defined by bold leadership, collective vision, and a community united in progress. Among the many pivotal initiatives launched this past year, the implementation of the Homeless Solution Action Plan stands as a testament to our unwavering commitment to ensuring a safer, healthier, and more compassionate Fontana for all.

Through strategic partnerships, dedicated City staff, engaged residents, and collaboration with local service providers, we have begun to address

homelessness not just as a challenge—but as an opportunity to lead with empathy, innovation, and purpose. This action plan reflects our belief that Fontana’s vitality stems from how we care for our most vulnerable neighbors, and how we invest in solutions that look beyond today and into the promise of tomorrow.

Together, we are redefining what’s possible—transforming how we respond to homelessness through expanded outreach, housing navigation, and supportive services that empower individuals on their path to stability. The work is ongoing, but our direction is clear: to build a Fontana where every resident has the opportunity to thrive.

Thank you to everyone who continues to be part of this journey. Your commitment is helping shape a stronger, more unified community—one where no one is left behind.



# **A MESSAGE FROM CITY MANAGER**

*Matt Ballantyne*

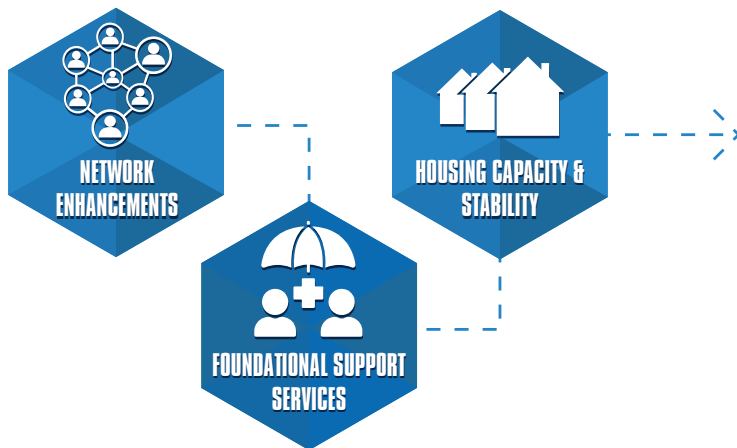
**Matt Ballantyne**  
*City Manager*



# INTRODUCTION

## RESOLVING HOMELESSNESS

requires bold leadership, coordinated actions, and a focus on lasting outcomes. The principles that guide every element of Fontana's 2025-2026 Homeless Solutions Action Plan.



*The City of Fontana is dedicated to reducing homelessness through strategic, innovative, and data-driven approaches centered around three operations:*

**The 2025-2026** Homeless Solutions Action Plan reflects Fontana's continued commitment to resolving homelessness by building on past progress and focusing on measurable outcomes. This one-year plan update (2025-2026) prioritizes long-term solutions that reduce homelessness and prevents it from recurring. With a focus on coordination, accountability, and expanding access to critical housing and support services.

At the core of this plan is the expansion of affordable and supportive housing, combined with high-impact strategies such as intensive case management, targeted prevention, and transitional housing. The City will enhance coordination to address the root causes of homelessness and support long-term stability.

While we support housing options, the housing first approach is not the full solution to homelessness; it needs to be coupled with intensive case management, transitional housing, and



accountability. Real, lasting change is only possible when individuals actively engage with the city and its partners in this process.

The City of Fontana has strengthened its homeless response system by expanding services to better address the diverse needs of people experiencing homelessness in the City. Street outreach efforts now proactively engage unsheltered individuals, while new mobile opioid outreach services specifically target those affected by substance use and co-occurring disorders. Homeless prevention programs have been enhanced to support at-risk households before they lose housing, and rapid re-housing services provide short-term rental assistance to help newly homeless individuals and families regain stability. Additionally, the development of a navigation center will focus on the chronically homeless population. These targeted strategies reflect Fontana's commitment to a more responsive, population-specific approach. We acknowledge that not every approach will succeed immediately, but the City of Fontana remains committed to learning, adapting, and staying the course to resolve homelessness.

This work is supported by strong partnerships with the San Bernardino County Board of

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Supervisors, San Bernardino County Department of Behavior Health, and San Bernardino County Department of Community Development and Housing, whose collaboration has helped shape the City's direction.

## BACKGROUND of the City of Fontana and homelessness

Founded in 1913, Fontana is the second-largest city in San Bernardino County and the 19th largest in California. Initially an agricultural community, Fontana transformed into a thriving industrial town by 1942, largely due to Henry J. Kaiser's steel mill operations established during World War II on the town's outskirts. Kaiser Steel remained a significant source of employment and revenue until its closure in 1984. Today, Fontana is home to Kaiser Permanente's largest facility in California, making it the City's number one employer.

Incorporated in 1952, Fontana and its sphere of influence cover over 52 square miles with a population of approximately 225,000. Today, Fontana boasts a low crime rate, affordable housing, diversity, and a below-average unemployment rate, making it one of California's fastest-growing cities and a trendsetter in San Bernardino County.

The issue of homelessness has not gone unaddressed in the City of Fontana. For the past 15 years, Fontana has worked—with federal and state resources to address homelessness, focusing in areas of homeless prevention and rapid rehousing. The primary source of funding came from U.S Department



of Housing and Urban Development (HUD) in the form of the Emergency Solutions Grant (ESG) program.

Additionally, the City of Fontana has funded the Community Assistance Program (Fontana CAP) since the early 2000s. Fontana CAP offers Fontana residents no-cost or low-cost community services through the Community Assistance Program (CAP). Fontana CAP is able to provide direct services for Fontana residents as well as guest referrals through a unique relationship with the City of Fontana and Citylink.



**SymbaCenter**  
One Community. One Mission.

# Partnerships

Addressing homelessness requires more than City resources alone – it takes **strong, trusted partnership** rooted in shared purpose. The City of Fontana is proud to collaborate with **Citylink, The Rivers Edge Ranch and Symba Center** who are committed to providing housing, support services, and pathways to stability for individuals and families in need.

Together, these organizations bring frontline expertise in case management, outreach, and housing navigation, which work alongside city staff to connect residents to critical resources that include emergency shelter, case management, rental assistance, homeless prevention, and substance abuse resources.



# OPERATION 1

## NETWORK ENHANCEMENTS

Build a cohesive network to improve coordination and communication among service providers and community leaders to foster collaboration for effective assistance. Improve coordination efforts with current service providers for successful client services. Invite additional community leaders to the advisory council for key input. Synchronize the service collaboration within community partners to reduce “double-dipping”.

### OPERATION 1.1

## MAYORS COUNCIL ON HOMELESSNESS

### PURPOSE:

The enhancement of the Mayor’s Advisory Council on Homelessness will bring together key community leaders and experts to develop and implement additional specific strategies to resolve homelessness in Fontana. This Advisory Council will serve as a central hub for coordinating efforts, fostering collaboration, and ensuring that resources are effectively utilized to support those in need.

### STRATEGIES:

- Bring together city departments, nonprofits, law enforcement, faith based, community stakeholders, and local health care agencies to enhance the council and contribute to resolving homelessness in the City of Fontana.
- The Mayors Advisory Council on homelessness will quarterly review homelessness trends, gaps, and service data. As well as align efforts with regional, state, and federal strategies.

### OPERATION 1.2

## RESOURCES OPTIMIZATION

### PURPOSE:

Establish clear and direct connections between those experiencing homelessness and the resources they require by updating Fontana’s website to include current information, contact details,

and program specifics for each available resource. Provide opportunities for the community to learn about homelessness, current resources, and ways to participate in support efforts.

### STRATEGIES:

- Audit existing resources and update the City’s homeless solutions site with current information and contact details.
- Launch the Community Outreach Resources and Education (CORE) public awareness campaigns to educate the community about homelessness and available resources.

### OPERATION 1.3

## OUTREACH

### PURPOSE:

By strengthening an integrated homeless provider network, it will result in a improved coordination and communication among community partners. Leading to a more effective and timely assistance for individuals experiencing homelessness.

### STRATEGIES:

- Train outreach teams on housing-oriented efforts, motivational interviewing, and trauma-informed care.
- Identify and establish partnerships with relevant organizations currently working to serve the homeless community.

# OUTCOME

## THE STREAMLINED

processes will reduce barriers to access, ensuring that a greater number of individuals receive the required support. This enhanced network will foster a collaborative environment, enabling better resource allocation and a unified approach to addressing homelessness, ultimately leading to a significant reduction in homelessness within the City of Fontana.

### ONGOING:

- *Host quarterly meetings, or as frequently as required to fulfill the mission of the Advisory Council.*
- *Continuously update the website and engage in community events.*
- *Coordinate with city staff, and third party organizations for consistent resource, case management, and conduct regular evaluations to enhance outreach effectiveness.*



# OPERATION 2

## FOUNDATIONAL SUPPORT SERVICES

Implement a comprehensive strategy to ensure individuals affected by homelessness in Fontana receive immediate and efficient assistance.

### OPERATION 2.1

## FONTANA CENTERED SERVICES

### PURPOSE:

Expand resources and services in Fontana by developing regional partnerships and improving communication to ensure uniform care for all. Enhance outreach efforts to contact and assist the entire homeless population with a collaborative approach for efficient case management, especially for those dealing with substance abuse, mental illness, and affordability challenges. These services are designed to support individuals who are wanting the help and are ready to engage in services that can assist them work towards stability and long-term success.

### STRATEGIES:

- Expand services by increasing partnerships with other service providers throughout the region.
- Collect homeless and/or transient related data from departments and partners (transient camps cleaned up, number of homeless-related emergency calls) to set a benchmark and track success of plan efforts.
- Identify and partner with a post-housing case management service provider to help individuals sustain permanent housing.

### OPERATION 2.2

## WRAP- AROUND

## SERVICES

### PURPOSE:

Implement a comprehensive strategy for a coordinated and client-centered referral system that connects individuals to appropriate services efficiently.

### STRATEGIES:

- Establish a central access point where individuals can be assessed to determine their needs and appropriate level of care
- Map out support service locations for housing, health care, mental health, substance abuse etc.
- Develop clear referral protocols and point of contacts for each service provider.
- Establish cross-agency coordination with regular case conferencing, Coordinated Entry System (CES) and shared communication between City departments, non-profits, and law enforcement to help track progress and prevent gaps in service.

### OPERATION 2.3

## COMMUNITY STABILIZATION

### PURPOSE:

Coordinate resources to assist household at imminent risk of homelessness by scaling prevention and diversion programs. Provide case management for at-risk individuals and families, and secure funding for permanent supportive housing and emergency housing units for low-and extremely low-income residents in Fontana.

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## OPERATION 2.3 CONT.

### STRATEGIES:

- Identify households at imminent risk of homelessness and scale prevention programs.
- Secure funding for permanent supportive housing and emergency housing units.
- Provide continuous case management for at-risk individuals and families, while monitoring and adjusting strategies as needed.

## OUTCOME

### THE IMPLEMENTATION

of Foundational Support Services will significantly improve access to immediate resources and housing alternatives, helping to make homelessness in Fontana difficult to experience and easier to exit. By expanding wraparound services and strengthening communication, we will ensure consistent, comprehensive care across the system. Community stabilization initiatives will help prevent homelessness among at-risk households, while increased funding will support the expansion of permanent supportive housing emergency shelter options.

### ONGOING:

- *Host monthly homeless coordination meetings with partners and city departments.*
- *Use HMIS and partner data to identify gaps and adjust services.*
- *Pursue diverse funding sources.*
- *Explore long-term funding for permanent supportive housing and wraparound services.*



# OPERATION 3

## HOUSING CAPACITY & STABILITY

Implement and expand rapid re-housing and homelessness prevention programs to stabilize individuals and families experiencing or at risk of homelessness. Prioritize coordinated case management and focus support on Fontana households, particularly families with deep community ties. Pursue and secure funding for the acquisition, development, construction, or leasing of critical facilities—including emergency shelters, centralized homeless service hubs, transitional and permanent supportive housing.

### OPERATION 3.1

## HOUSING CAPACITY

### PURPOSE:

Identifies gap in the housing system and forecasts future needs to ensure adequate resources are planned and allocated. It is important to build a more responsive and sustainable local housing system to reduce and prevent homelessness.

### STRATEGIES:

- The City of Fontana will explore a wide range of public and private funding opportunities to support the potential acquisition, development, construction or leasing of homeless facilities.
- Monitor and respond to emerging funding opportunities and policy changes.
- Conduct needs assessments and feasibility studies to guide priorities.

### OPERATION 3.2

## HOUSING STABILITY

### PURPOSE:

Helps build a more sustainable and person-centered system that promotes lasting stability, especially for vulnerable households. It also guides how resources and programs are aligned to support people beyond just temporary shelter.

### STRATEGIES:

- Collaborate with service providers to increase access to rapid rehousing and prevention resources and to streamline referrals.
- Increase landlord engagement: Engage with perspective landlords to expand the number of available units for rapid re-housing clients.
- Monitor services utilization, housing placements and on-going needs – allowing for timely adjustments an resource allocations.

## SECURING

permanent housing is a critical first step – but lasting success requires ongoing support. Reduce the returns to homelessness, improvements to service coordination, and strengthens landlord partnerships that contribute to long term housing sustainability.

### ONGOING:

- *Track program performance metrics (Average time to housing, Return to homelessness rates)*
- *Monitor progress across housing and service systems.*

# QUICK FACTS



In Fontana, 91 individuals identified the City of Fontana as the city of origin when initially becoming homeless. Highlighting the impact of local factors such as housing costs, and lack of preventative resources.



As of 2025, the total number of sheltered and unsheltered adults and children in Fontana 2025 is 364, with 271 being unsheltered.



Compared to 2024, homelessness increased by 63 individuals—52 sheltered and 11 unsheltered—indicating that while shelter capacity may be improving slightly, overall homelessness is still rising



36 people were in emergency shelters and 57 in transitional housing, underscoring the urgent need to expand low-barrier shelter options and permanent housing solutions.



# 2025 Point-In-Time Count Data

The 2025 Point-in-Time (PIT) Count—an annual snapshot of individuals experiencing homelessness on any single night—identified the City of Fontana as having the third-highest number of people experiencing homelessness in San Bernardino County.

Demographic Information		n=130	
		Number	Percent
<b>Age:</b>			
18-24		0	0.0%
25-34		1	16.7%
35-44		0	0.0%
45-54		1	16.7%
55-64		2	33.3%
65+		2	33.3%
(*slight variance due to rounding to the nearest whole integer) <b>Total:</b>		6	100%*
Chronic Health Condition That is Life-Threatening, Such as Heart, Lung, Liver, Kidney, or Cancerous Disease		20	13.5%
Chronically Homeless		55	37.2%
Developmental Homeless		10	6.8%
Foster Care (ever been)		24	16.2%
<b>Gender:</b>			
Woman (Girl if child)		39	26.4%
Man (Boy if child)		108	73.0%
Culturally Specific Identity (e.g., Two-Spirit)		0	0.0%
Transgender		0	0.0%
Non-Binary		1	0.7%
Questioning		0	0.0%
Different Identity		0	0.0%
More Than One Gender		0	0.0%
Unknown		0	0.0%
<b>Total:</b>		148	100%
Homeless for First Time During Past 12 Months		71	48.0%
HIV/AIDS		2	1.4%
Incarcerated During the Last 12 Months		35	23.6%

The enumeration identified 130 individuals; however, this figure reflects only those surveyed during the count period and should not be interpreted as a comprehensive measure of the total population experiencing homelessness.

## 2025 Point-In-Time Count Data

Demographic Information		
	Number	Percent
<b>Income:</b>		
No Monthly Income	73	49.3%
\$1-\$250	19	12.8%
\$251-\$5000	18	12.2%
\$501-\$1,000	14	9.5%
More Than \$1,000	21	14.2%
Unknown	3	2.0%
<i>(*slight variance due to rounding to the nearest whole integer)</i>	<b>Total:</b>	<b>148</b>
		<b>100%</b>
<b>Mental Health Disability or Disorder That Seriously Limits Ability to Live Independently</b>	27	18.2%
<b>Physical Disability That Seriously Limits Ability to Live Independently</b>	27	16.2%
<b>Race:</b>		
American Indian, Alaska Native, or Indigenous	5	3.4%
Asian or Asian American	4	2.7%
Black, African American, or African	27	18.2%
Hispanic/Latina/e/o	78	52.7%
Middle Eastern or North African	0	0.0%
Native Hawaiian or Pacific Islander	1	0.7%
White	28	18.9%
Multiple Races	2	1.4%
Unknown	3	2.0%
<i>(*slight variance due to rounding to the nearest whole integer)</i>	<b>Total:</b>	<b>148</b>
		<b>100%</b>
<b>Substance Use Problem Disability or Disorder That Seriously Limits Ability to Live Independently</b>	26	17.6%
<b>Veteran Status</b>	15	10.1%
<b>Victim of Domestic Violence*</b> (*Includes Experiencing Homelessness Due to Fleeing Domestic Violence, Dating Violence, Sexual Assault, or Stalking)	27	18.2%

# FONTANA POLICE DEPARTMENT & HOMELESS OUTREACH SUPPORT TEAM FACTS



Launched in January 2021, the Homeless Outreach Support Team (HOST) is a collaborative effort between the Fontana Police Department, San Bernardino County Probation, and the Department of Behavioral Health. The team is made up of a police officer, a probation officer, and a social worker, working together to provide direct outreach to individuals experiencing homelessness. Beyond enforcement, HOST focuses on building trust and guiding people toward housing and stability. This includes helping individuals complete housing applications, obtain vital documents, and access mental health services, treatment programs, and public benefits. The team plays a critical role in Fontana's strategy to reduce homelessness through a support-first approach that combines public safety with long-term care and housing solutions.

HOST works in partnership with the Fontana Police Department Multiple Enforcement Team (MET) to address and resolve encampments, while offering support and service connections to those in need. The team conducts regular outreach in parks, business areas, and residential neighborhoods, responding to calls for service and proactively engaging with unsheltered individuals.

2024 Fontana Police Department/HOST/MET Accomplishments	
Calls related to servicing unsheltered	7,856
Interactions with HOST (offering resources)	1,554
Unsheltered individuals who received interim/temporary housing	84
Unsheltered individuals who returned to their origin city/state	63
Unsheltered enrolled in improvement programs	5
Average of new homeless intake every month	25





**The City of Fontana Homeless Solutions Action Plan** was developed through a highly collaborative and comprehensive team effort. This plan would not have been possible without the participation of front-line staff who work in Fontana's homeless response system every day.

## **City of Fontana**

Mayor Acquanetta Warren  
City Manager Matt Ballantyne  
Deputy City Manager Philip Burum  
Valerie Gonzales, Housing Development Manager  
Monique Carter, Communications & Marketing Manager  
Johnathan Hernandez, Homeless Services Coordinator

## **Fontana Police Department Homeless Outreach & Multiple Enforcement Team**

Chief of Police Michael Dorsey  
Captain James Burton  
Lieutenant Tracy Dills  
Sergeant Brian McLane  
Corporal Valerie Gutierrez  
Sergeant Marc Gonzales  
Corporal Matthew Rodgers  
Officer Christy Tomicic

## **Supportive Organizations**

San Bernardino County Board of Supervisors  
San Bernardino County Department of Behavioral Health Department  
San Bernardino County Probation Department  
San Bernardino County Fire Department  
San Bernardino County Community Development and Housing  
Water of Life Church  
City Link  
Quality Management Group  
The Rivers Edge Ranch  
Symba Center  
U.S Department of Housing and Urban Development  
Senator Alex Padilla  
Representative Pete Aguilar  
Representative Norma Torres



Mayor's Advisory Council on Homelessness 2025

## SPECIAL THANKS

**to the Mayor's Advisory Council on Homelessness**

On behalf of the City of Fontana, we would like to extend our deepest gratitude to the Homeless Advisory Council on Homelessness for your valuable contributions to the Homeless Solutions Action Plan. Your insights, lived experience, and dedication have been instrumental in shaping a plan that is both compassionate and effective to resolve homelessness.

Your voices have shaped a plan that reflects our community's real needs and builds the foundation for responsive, sustainable solutions. Thank you for your partnership, advocacy, and ongoing commitment to ending homelessness in our City.

*Thank You*



MAYOR  
ACQUANETTA WARREN



MAYOR PRO TEM  
PETER A. GARCIA



COUNCIL MEMBER  
JOHN B. ROBERTS



COUNCIL MEMBER  
JESSE SANDOVAL



COUNCIL MEMBER  
PHILLIP W. COTHRAN

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