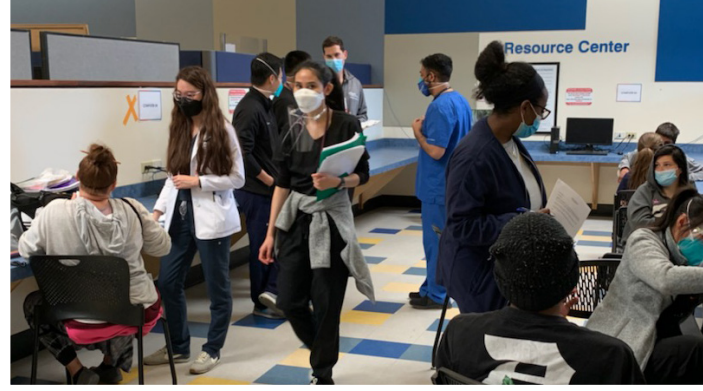


CITY OF
RIVERSIDE

FIVE-YEAR PLAN
TO REDUCE
HOMELESSNESS



PLANNING CONTEXT



In August 2021, the Housing & Homelessness Committee conceptually approved six objectives to support the City's Homeless Initiative (HI) strategies to prevent and combat homelessness in the City. The State allocated Homeless Housing, Assistance and Prevention (HHAP) funding for individual cities to develop plans to address homelessness in their respective cities, in collaboration with the County and its contractors.

The City of Riverside is the largest city in the County of Riverside with a population of 328,155. Riverside's population is expected to grow an estimated 17.8% by 2040, to 386,600 residents. Riverside's population age 65 and over has grown 6% over the last 30 years indicating an increase in aging population. Riverside's population age 18 and under has declined from 29% to 22% over the same 30 years indicating a declining youth population. The predominant racial group in Riverside is Hispanic/Latino at almost 54%.

In the **2022 Riverside County Homeless Point of Time Count** the unsheltered homeless count in the City of Riverside was **514**.

Youth and adults often come to Riverside and the area seeking safety and self-determination, but lack an adequate support network and end up without housing.

For many years, the City of Riverside has continuously committed funding and staff resources in support of a robust social services program to address the needs of its most vulnerable community members, including outreach, rental assistance, shelter and housing for homeless individuals. The City's 2021-22 budget included \$33.5 million to address homelessness and the creation of affordable housing of which \$22.4 million was earmarked to services to address and prevent homelessness. Such funding to address homelessness includes contracted outreach teams staffed by City Net and Step Up on Second. The City also helps fund Riverside Access Center, the Public Safety and Engagement Team (PSET), Rapid Re-Housing, case management, shelter operations, and homeless outreach services.



OFFICE OF HOMELESS SOLUTIONS

The City is a leader in the region with emergency shelters, outreach, case management, resources and multidisciplinary teams addressing homelessness. The City has taken a proactive approach to addressing homelessness in our community in partnering with a wide-range of non-profit organizations, social service agencies and faith-based institutions. The City has created a centralized environment to provide short-term emergency shelter coupled with a range of supportive services necessary to assist homeless individuals and families to address their issues and achieve housing stability.

The components of the homeless service campus environment at the Hulen Place Service Campus include:

- **Riverside Access Center:** provides multiple resources and connections for individuals at risk of homelessness or those experiencing homelessness. Some of the services offered include linkage to emergency shelter, kennel usage for pets of individuals accessing services at Hulen Campus, monthly life skills classes, access to computer lab, hygiene kits, snack packs and outreach workers who connect folks to bus passes, trips back to their place of origin, support to complete housing documentation and street nurse assistance.
- **Community Emergency Shelter:** Owned and operated by Path of Life Ministries. The program provides 90 beds (54 male beds and 36 female beds) to adults for up to 90 days coupled with case management to assist clients with obtaining temporary housing, vital documents, job readiness, counseling, and various other forms of social, spiritual, and emotional support.
- **Helping Hearts Recuperative Care:** Specializes in mental health treatment for those unable to care for themselves in an independent living situation. The program includes a high level of care -- 24 hours a day, 7 days a week in a home-like setting that is an alternative to psychiatric hospitalization or institutional care. The program has 28 beds and the duration of stay is 90 days.

QUICK FACTS

ABOUT PEOPLE EXPERIENCING HOMELESSNESS

514
HOMELESS PEOPLE

were counted in the City during the 2022 by Riverside County Homeless Point-in-Time Count.

Down from 587 in 2020

1,980
HOMELESS PEOPLE

were counted throughout the county in the 2022 Homeless Point-in-Time Count.

2021-22 BUDGET

\$333.5
MILLION

in Office of Homeless Solutions budget to carry out housing and homeless related activities

\$22
MILLION

was allocated to services to address homelessness.

DIVERSE HOUSING STOCK

3,141
UNITS

with affordability covenants

Understanding that a one-size-fits-all approach to homelessness is not equitable, the City has collaborated with internal departments and external partners to create teams that address each subpopulation. The following teams are in place: _____

1. Access Center outreach teams consisting of a nurse and outreach workers that are dispatched by the 311 call center and the Office of Homeless Solutions for non-emergency calls to engage people experiencing homelessness and offer shelter options, complete housing applications, offer ID vouchers, and more.
2. Community Behavioral Health Assessment Team (CBAT) consists of police officers and a clinician who support individuals experiencing a mental health crisis; dispatched by 911.
3. Public Safety Engagement Team (PSET) is a multi-departmental team consisting of police officers, code enforcement, and outreach workers dispatched through 311 and the Office of Homeless Solutions for non-emergency calls to engage people experiencing homelessness to offer support services and tag/abate debris throughout the City. Problem Oriented Policing (POP) strives to maintain safe parks and neighborhoods and cultivate relationships with all community members.
4. Urban PSET includes a multidisciplinary team of the Riverside Police Department, Code Enforcement, and City Net Outreach that operates seven days a week during regular business hours. This team provides services to all seven Wards, where they engage individuals experiencing homelessness to offer services and supports. Additionally, encampments are tagged and cleaned, and enforcement is provided as appropriate.

Recently an increase of PSET staffing was approved by City Council to provide encampment clean-up adequately, and outreach services and supports across all Wards, seven days a week including early mornings and late evenings. Increased staffing levels will allow the team to dedicate the necessary time to approach individuals with care and compassion and to collect demographic information, geocode data, complete required documentation and capture other pertinent data.

5. Wildlands PSET will include a multidisciplinary team of the Riverside Police Department, Code Enforcement, and City Net Outreach that will operate seven days a week during the day and evening. The team will focus their efforts within the Santa Ana Riverbottom to engage individuals experiencing homelessness to provide connections to supports, resources, shelter, housing and more. Additionally, encampment clean up and anti-camping enforcement will commence when shelter and housing are available.

6. The Parks and Neighborhood Specialist (PANS) team began in April 2022 and will focus their efforts in city parks, wilderness trails, and surrounding neighborhoods to help maintain a safe environment for all. Additionally, the presence of PANS will deter encampments and offer additional opportunities for engagement with individuals experiencing homelessness.

City Outreach – The Access Center includes five outreach workers who concentrate their efforts on engaging folks in areas that are considered “hotspots” and by responding to 311 calls. During January 2022 – April 2022 the Access Center outreach team, collectively, had a success rate of 58% and supported 11% of individuals experiencing homelessness exit the street into shelter or another habitable place.

7. Street Nurse Program – The street nurse is contracted through Riverside University Health Systems – Behavioral Health to provide care in the field to vulnerable individuals experiencing homelessness. Linkage to services by a trusted individual begins open dialogue about the needs of the individual. During January 2022 – April 2022 the street nurse had a success rate of 85% in connecting individuals to services. Further, the same street nurse supported 12% of their contacts in street exits.

The social benefit of multidisciplinary partnerships and innovation will positively impact communities by offering a more humane approach to serving and protecting the diverse homeless population in the City of Riverside. We recognize that extenuating circumstances affecting socioeconomically challenged minority groups lead to stigmatization, missed employment opportunities, and disqualification of government aid and housing, potentially hindering progress, but we are committed to removing barriers and working collaboratively to address specific needs.

The City is developing a plan to coordinate the release of individuals experiencing homelessness from the downtown county jail in a responsible way. Our efforts will work toward a warm hand-off during a coordinated release to provide a Trip Home, shelter, and support services, i.e., Riverside University Health Systems – Behavioral Health, ARC and Sobering Center, Adult Protective Services, Veteran Affairs, and other services as appropriate depending on need.

HOME Court is a diversion program for individuals experiencing homelessness and facing low-level criminal prosecution. Partners include Riverside County Superior Court, Riverside University Health Systems – Behavioral Health, District Attorney, Public Defender, Probation Department, Sheriff's Department, City of Riverside: City Manager's Office, City Attorney's Office, Police Department, and Office of Homeless Solutions. This program will provide support and structure to reduce recidivism through rehabilitative programming and dismissal of cases and fines as well as opportunities for expungement.

The Housing and Homelessness Committee heard a presentation and recommendation to add to Municipal Code Chapter 9.04 Section 9.04.610 regarding hospital transport to address “patient dumping” around Hulen Place and throughout the City. With the support of the Committee and Council, it will be a violation for a health facility to discharge a patient and transport said individual to a location that is not their residence without prior written consent from the patient. Additionally, drop off at any other health facility within the City of Riverside without coordination between the discharging hospital and the accepting facility without written consent violates said ordinance and is punishable by a fine and probation.

The City operates a Rapid Re-Housing and Tenant-Based Rental Assistance Program to provide from 12 to 24 month of rental assistance to homeless individuals coupled with case management. The City contracts the case management services with City Net.

The City is mandated by the State to produce affordable low to middle-income housing that meets the Regional Housing Needs Assessment (RHNA) requirements of creating **18,457 total housing units**. The table below provide a breakdown of these unit requirements.

Income Category (% of County AMI)	Number of Units
Extremely Low (30% or less)*	2,431
Very Low (31% to 50%)	2,430
Low (51 to 80%)	3,064
Moderate (81% to 120%)	3,139
Above Moderate (Over 120%)	7,394
Subtotal	18,458
No Net Loss Buffer (17%)	3,185
Total	21,643

AMI = Area Median Income Note: * The City has a RHNA (Regional Housing Needs Assessment) obligation of 4,861 very low-income units (inclusive of extremely low-income units). Pursuant to State law (AB 2634), the City must project the number of extremely low-income housing needs based on Census income distribution or assume 50 percent of the very low-income units as extremely low. Assuming an even split, the City’s RHNA allocation of 4,861 very low-income units may be divided into 2,430 very low and 2,431 extremely low-income units. However, for purposes of identifying adequate sites for the RHNA allocation, State law does not mandate the separate accounting for the extremely low- income category.

The City’s Housing Authority has **689 affordable housing units** in the pipeline for development.

RATIONALE FOR THE CITY OF RIVERSIDE HOMELESS PLAN





During the months of **March – May 2022**, a wide range of stakeholders were engaged in the planning process, sharing their experiences, their ideas, and their commitment to help shape the goals presented in this plan.

In order to ensure the 5-Year Plan reflects the needs of Riverside's residents, the City held three hybrid community meetings (simultaneously in-person and on Zoom) to inform the community about the 5-Year Plan, obtain feedback on the proposed pillars and the activities within the pillars and prioritize activities for HHAP3 and HOME Investment Partnerships Program-ARP funding. These community meetings featured both Spanish and American Sign Language (ASL) interpretation. The City also hosted three Homeless Task Force meetings via Zoom and invited leaders and front-line staff who work with the homeless population and extremely low to low-income residents to provide input on how to craft a feasible and useful 5-Year Plan.

The three major themes of the community meetings and the task force meetings were:

- (1) the need to prioritize vulnerable groups experiencing homelessness;
- (2) supporting creative housing and low barrier shelter options; and
- (3) getting all hands-on deck to help with the homelessness crisis.

YOUTH & YOUNG ADULTS

Ten percent (10%) of the HHAP-3 grant must be allocated to serve homeless youth that are under the age of 24 who care economically and/or emotionally detached from their families - and are experiencing homelessness or living in unstable or inadequate living situations. Such living situations include sleeping on friends' couches, staying in shelters, and living under bridges, in abandoned buildings, and on the streets.

The homeless youth population includes runaway minors who have left home for one or more nights without permission; expelled youth who are told to leave home, are abandoned or deserted, or are prevented from returning home; and systems youth who have aged out of foster care or been released from juvenile justice or other public systems with nowhere to go.

CHRONICALLY HOMELESS

Chronically homeless individuals are defined as having a disabling condition, and have been homeless for a year or more, or have had at least four episodes of homelessness in the past three years. These individuals are well known to the City of Riverside Police Department, Sheriff's personnel, businesses, and other City and County staff members, and often have co-occurring substance use and mental illness. Outreach workers have been successful in engaging many of these individuals, moving **22 people** from homelessness to housing during the 2020-2021 social services contract year.

IMMINENT RISK OF HOMELESSNESS

People at imminent risk of homelessness are often encountered by staff members at the library, parks, and City Hall, and include seniors who have changes to their fixed incomes, people experiencing disruption of their housing, and individuals whose declining health results in a sudden loss of income. The City received Emergency Rental Assistance funds from the US Department of Treasury to help people low income households retain their housing.



WELCOME TO
YOUR NEW HOME!

Albion
Hood Air Force Station,
Mendocino, CA

MAINE-COATS
Cafetera de
5 Tazas

SuperSoft

Fruitables
Hand
Sanitizer

GOALS & --- ACTION ITEMS

DRAFT





GOAL #1

Increase Housing Production With a Focus on Affordability

Action 1a. Conduct an inventory of underutilized commercial properties and motel conversion opportunities for possible housing developments.

Action 1b. Market Housing Element and City, Successor Agency and Housing Authority sites identified for the development of housing among housing developers.

Action 1c. Complete a feasibility study on Inclusionary Housing and consider an IH Ordinance.

Action 1d. Analyze Enhanced Infrastructure Financing Districts (EIFDs).

ASSOCIATED POLICY CHANGES	<ul style="list-style-type: none"> • None; all goals are consistent with current City policy
GOAL MEASUREMENT	<ul style="list-style-type: none"> • Annual report to City Council on housing production • Report to City Council on opportunities for underutilized properties and motel conversion and other possible housing development sites • Adoption of an Inclusionary Housing Ordinance • Presentation to City Council on Enhanced Infrastructure Financing Districts
GOAL OWNERSHIP	<ul style="list-style-type: none"> • Office of Homeless Solutions - Housing Authority • Community & Economic Development - Planning • Successor Agency • Office of Communications
LEVERAGED CITY RESOURCES	<ul style="list-style-type: none"> • City, Successor Agency and Housing Authority real estate inventory • Permanent Local Housing Allocation • HOME Investment Partnerships Program
TIMELINE	<ul style="list-style-type: none"> • Annual report each May • Promotion of available sites ongoing • Report on housing development opportunities by 11/2022

Applicability to to Envision Riverside 2025 Strategic Plan:



Strategic Priority #2 Community Well Being: Ensure safe and inclusive neighborhoods where everyone can thrive.

Goal 2.1: Facilitate the development of a quality and diverse housing supply that is available and affordable to a wide range of income levels.



GOAL #2

Availability of Services, with a Focus on Physical and Mental Health Substance Use Disorder Treatment

Action 2a. Partner with local universities to implement the Social Work Intern Program at the Riverside Access Center and libraries where social worker students will provide homeless individuals and low-income residents with resources to address individual's needs.

Action 2b. Partner with a qualified organization to provide Trauma Informed Care, Harm Reduction, and Motivational Interviewing training to the Public Safety and Engagement Team (PSET), Parks Area Neighborhood Specialist (PANS), Street Outreach, and contracted partners who work directly with individuals experiencing homelessness to create a space to openly communicate with clients and support them in being active leaders of their own health and wellness journey.

Action 2c. To help understand the gaps in services, the City will receive from the County on a quarterly basis a performance outcome report on ETS/IF, ARC/Sobering Center and the Restorative Transformation Center. Data should include: (1) Client demographic breakdown, (2) Referral type, (3) Referral cities, (4) Average length of stay, (5) Discharge reasons, (6) discharge type.

Action 2d. Advocate for state and federal resources needed to support expansion of mental health and substance abuse treatment programs throughout the Riverside County region.

<p>GOAL MEASUREMENT</p>	<ul style="list-style-type: none"> • Bi-Annual report to City Council on number of unduplicated individuals assisted and referrals and resources provided through the Social Work Intern Program, PSET, PANS and Outreach programs. • PSET, PANS and Outreach Workers team members completed the Trauma Informed Care, Harm Reduction, and Motivational Interviewing training • Reduce homelessness among chronic homelessness experiencing substance use disorder by 5%
<p>GOAL OWNERSHIP</p>	<ul style="list-style-type: none"> • Office of Homeless Solution - Homeless Services • City of Riverside Libraries • PSET • PANS
<p>LEVERAGED CITY RESOURCES</p>	<ul style="list-style-type: none"> • Proposed City's American Rescue Plan Act • Measure Z
<p>TIMELINE</p>	

Applicability to Envision Riverside 2025 Strategic Plan:



Strategic Priority #2 Community Well Being: Ensure safe and inclusive neighborhoods where everyone can thrive.

Goal 2.2: Collaborate with partner agencies to improve household resiliency and reduce the incidence and duration of homelessness.



GOAL #3

Prevent Homelessness

Action 3a: Create a one point of contact with the County of Riverside Housing and Workforce Solutions for households at-risk of becoming homeless to assist at-risk households with rental assistance and root causes.

Action 3b: Connect Riverside County Office of Education and Alvord and Riverside Unified School Districts to resources available to families at-risk of becoming homelessness.

Action 3b: Reduce Previously Justice-Involved Homelessness by applying with Religious Services to gain access to Robert Presley Detention Center to connect with individuals who self-identify as homeless and assist with developing a release plan to support individuals upon release empowering the individual to leverage available resources and shelter options decreasing homelessness among justice-involved individuals.

Action 3c: Connect seniors who are at or over the age of 65, blind and or disabled with the Riverside County In-Home Supportive Services Program IHSS program to age in place.

Action 3d: Assist seniors who are at or over the age of 65, blind and or be disabled with aging in place by participating in a shared housing program or the Riverside County In-Home Supportive Services Program IHSS program

Action 3e: Create a shared housing program aimed at reducing and preventing homelessness by providing low-income individuals with safe, stable, affordable housing and reduce dependence on public funds.

<p>GOAL MEASUREMENT</p>	<ul style="list-style-type: none"> • Bi-Annual report to City Council on number of unduplicated households assisted, referrals and resources provided, including workforce development and mainstream benefits and housing retention rate. • Gain access to the Robert Presley Detention Center to connect individuals who self-identify as homeless with programs and resources upon release. Provide an Annual report on homeless individuals released from the Robert Presley Detention Center, including referrals and resources provided. • Bi-annual report on the County's Riverside Inmate Destination Endeavor (RIDE) Program, which provides transportation for individuals released from the Robert Presley Detention Center to their place of origin.
<p>GOAL OWNERSHIP</p>	<ul style="list-style-type: none"> • Office of Homeless Solution - Homeless Services • Riverside County Housing & Workforce Solutions • Riverside County Department of Social Services • United Way • Riverside County Office of Education • Riverside Unified School Districts • Alvord School District
<p>LEVERAGED CITY RESOURCES</p>	<ul style="list-style-type: none"> • Emergency Rental Assistance Grant • Homeless Housing, Assistance and Prevention Program • Measure Z
<p>TIMELINE</p>	

Applicability to Envision Riverside 2025 Strategic Plan:



Strategic Priority #2 Community Well Being: Ensure safe and inclusive neighborhoods where everyone can thrive.

Goal 2.2: Collaborate with partner agencies to improve household resiliency and reduce the incidence and duration of homelessness.



GOAL #4

Increase Availability and Effectiveness of Emergency Shelter

Action 4a. Release a Request for Proposals for alternative emergency housing types for a non-congregate emergency shelter to be developed on a City-owned property owned by Public Works to provide wrap-around services specific to unique needs. Present proposals and development costs to the Housing & Homeless Committee.

Action 4b. Identify vacant buildings to acquire and rehabilitate for non-congregate shelter and present potential acquisitions and rehabilitation costs to the Housing & Homeless Committee.

Action 4c. Identify and create adequate storage for emergency shelter program participant's belongings and include storage needs for addressing encampments

<p>GOAL MEASUREMENT</p>	<ul style="list-style-type: none"> • Increase non-congregate emergency shelter beds • Annual report to City Council on number of unduplicated individuals assisted, resources and referrals provided, and shelter exit destination • Identify and create adequate storage for emergency storage for emergency shelter program participant's belongings and include storage needs for addressing encampments
<p>GOAL OWNERSHIP</p>	<ul style="list-style-type: none"> • Office of Homeless Solutions – Homeless Services • Community & Economic Development Department • Public Works Department • General Services • PSET
<p>LEVERAGED CITY RESOURCES</p>	<ul style="list-style-type: none"> • Homeless Housing, Assistance and Prevention Program • Measure Z
<p>TIMELINE</p>	

Applicability to Envision Riverside 2025 Strategic Plan:



Strategic Priority #2 Community Well Being: Ensure safe and inclusive neighborhoods where everyone can thrive.

Goal 2.2: Collaborate with partner agencies to improve household resiliency and reduce the incidence and duration of homelessness.



Strategic Priority #2 High Performing Government: Provide world class public service

Goal 5.3: Enhance communication and collaboration with community members to improve transparency, build public trust, and encourage shared decision-making.



GOAL #5

Expand Public Awareness

Action 5a. Create a new Marketing Campaign to increase awareness and share resources with the community through libraries, schools, hospitals, and other social service entities.

Action 5b. Implement a “Who to Call” flyer for residents and businesses needing assistance with homeless related issues.

Action 5c. Create a reporting dashboard on housing and homeless programs and 311 and Riverside Police Department calls for services related to homelessness to regularly track data and progress.

Action 5d. Continue/increase participation in networking and collaborative meetings with service organizations, churches, businesses, police and other city/county officials.

Action 5e. Update the Office of Homeless Solutions website to list programs and resources for homeless individuals and families, veterans, and low-income households.

Action 5f. Sharing updates and stories to highlight needs, gaps and successes.

GOAL MEASUREMENT

- Released the new Marketing Campaign to increase awareness of homelessness and programs and resources available to address homelessness
- Marketed the "Who to Call" flyer for residents and businesses needing assistance with homeless related issues.
- Completed a reporting dashboard on housing and homeless programs and 311 and Riverside Police Department calls for services related to homelessness that is updated quarterly
- Bi-annual report to City Council on collaborative efforts with service organizations, churches, businesses, police and city/county officials.
- Updated the Office of Homeless Solutions website to list housing, homeless and employment programs and resources and data dashboard

GOAL OWNERSHIP

- Office of Homeless Solutions – Homeless Services
- Office of Communications

LEVERAGED CITY RESOURCES

- City of Riverside Housing Authority
- Homeless Housing, Assistance and Prevention Program
- Measure Z

TIMELINE

Applicability to Envision Riverside 2025 Strategic Plan:

Strategic Priority #2 Community Well Being: Ensure safe and inclusive neighborhoods where everyone can thrive.



Goal 2.2: Collaborate with partner agencies to improve household resiliency and reduce the incidence and duration of homelessness.

Goal 2.3. Strengthen neighborhood identities and improve community health and the physical environment through amenities and programs that foster an increased sense of community and enhanced feelings of pride and belonging citywide.



GOAL #6

Build a Coordinated Regional Infrastructure.

Action 6a. Identify programming needs by subregions through the Riverside County Continuum of Care (CoC) by: (1) identifying subregion areas, and (2) creating a subcommittee of the CoC Policy and Advocacy Committee made up of an elected official from each City and a County of Board Supervisor representative. The subcommittee will:

- Analyze shelter bed needs and a plan on how to fund and implement these programs in the subregions
- Analyze housing needs and identify opportunities for the creation of transitional, permanent supportive housing and permanent housing
- Identify permanent funding opportunities to address subregion needs for affordable housing and homeless programs

<p>GOAL MEASUREMENT</p>	<ul style="list-style-type: none"> • Identified County subregion areas and created a subcommittee of the CoC Policy and Advocacy Committee to address housing and homeless needs • Completed a shelter bed needs analysis and how to fund and implement these programs in the subregions • Completed a housing needs analysis for the subregions and opportunities for the creation of transitional, permanent supportive housing and permanent housing. • Identified a permanent funding opportunity to address subregion needs for affordable housing and homeless programs
<p>GOAL OWNERSHIP</p>	<ul style="list-style-type: none"> • Office of Homeless Solutions – Homeless Services • CoC Policy and Advocacy Committee
<p>LEVERAGED CITY RESOURCES</p>	<ul style="list-style-type: none"> • Office of Homeless Solutions – Housing Authority & Homeless Services
<p>TIMELINE</p>	

Applicability to Envision Riverside 2025 Strategic Plan:



Strategic Priority #2 Community Well Being: Ensure safe and inclusive neighborhoods where everyone can thrive.

Goal 2.2: Collaborate with partner agencies to improve household resiliency and reduce the incidence and duration of homelessness.



RiversideCA.gov/HomelessSolutions