

Homelessness Action Plan Update

Department of Housing and Human Services

City Council

December 19, 2023

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MISSION

Reduce homelessness by **creating and maintaining affordable housing and programming utilizing a whole-person care approach** to support individuals and families to achieve housing stability and self-sufficiency.



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HOMELESSNESS ACTION PLAN GOALS



**Increase Housing
Production With a
Focus on Affordability**

01



**Emergency
Shelter**

04



**Increase Availability
of Services**

02



**Expand
Public Awareness**

05



**Prevent
Homelessness**

03



**Coordinated
Regional
Infrastructure**

06

ADOPTED ON OCTOBER 11, 2022

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**Goal
Met!**



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GOAL #1

Increase Housing Production with a Focus on Affordability



Ensuring 90% of expiring affordable housing covenants are maintained.
- *Performance outcome:* Achieved 100%



5% increase in affordable housing units' inventory.
- *Performance outcome:* 5.9%



550 market rate and affordable housing units built annually
- *Performance outcome:* 648 units built, exceeded goal by 25%



55 for-sale market and affordable housing units built annually
- *Performance outcome:* 145 units built, exceeding goal by 164%

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GRAND OPENINGS



Anacapa



Mission Heritage



St. Michael's

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Housing Needs



Regional Housing Needs Assessment – Permitted by CY 2021 and 2022





Income Category	RHNA Allocation	Total Units	Total Remaining RHNA by Income Level
Very Low	4,861	25	4,836
Low	3,064	251	2,813
Moderate	3,139	251	2,880
Above Moderate	7,394	523	6,871
TOTAL RHNA	18,458	1,058 (6%)	17,400 (94%)

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GOAL #2

Increase the Availability of Services with a Focus on Physical, Mental Health, and Substance Abuse Disorder Treatment

- 
Refer 96 individuals to “physical and behavioral health” resources annually.
 - *Performance outcome:* referred 132 individuals, exceeded goal by 38%
- 
Decrease homelessness amongst “chronically homeless” by 5% annually
 - *Performance outcome:* 12% decrease
- 
Decrease homelessness amongst those struggling with substance abuse by 5% annually
 - *Performance outcome:* 8% decrease (92 to 85)
- 
Refer 15 individuals to the Home Court Program annually
 - *Performance outcome:* Referred 108 individuals and 14 individuals participated or are currently participating in the program

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GOAL #3

Prevent Homelessness



84% rental assistance programs retention rate annually

- Performance outcome: 93%



15% increase in unduplicated number of households assisted through rental assistance programs in 2023 with 10% thereafter

- Performance outcome: 150% (assisted 30 households)



5% annual decrease in homelessness amongst those who are justice involved

- Performance outcome: 9.68% decrease, 52 to 47 individuals



Enroll 6 individuals through the Shared Housing Program annually

- Performance outcome: enrolled 6 individuals

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SUCCESS STORIES



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HIGHLIGHTS

- Project Connect & Jail In-Reach – 33 referrals
- Review of the Crime Free Multi-Housing Program

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GOAL #4

Increase Availability and Effectiveness of Emergency Shelter



Increase the number of people exiting from emergency shelter to housing by 10% annually
- *Performance outcome: 40% increase*

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GOAL #5

Expand Public Awareness



Annual increase of 311 calls related to homeless activities by 25%, decreasing emergency 911 calls related to homelessness

- *Performance outcome:* increase of 68% in 311 calls for service and 63% decrease in 911 homeless-related calls



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GOAL #6

Coordinated Regional Infrastructure



Maintain 50 Cold Weather Shelter Program beds annually

- *Performance outcome:* maintained Cold Weather Shelter Program beds



Attend 25 Continuum of Care (CoC) and committee meetings annually and advocate for the increase of shelter beds, mental health programs, and affordable housing based on a gap analysis

- *Performance outcome:* Attended 25 meetings



Increase number of emergency shelter beds throughout Riverside County by 10% by 2024

- *Performance outcome:* 10% increase

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GOAL #1

Increase Housing Production with a Focus on Affordability



5% increase in number of sites developed from 2018 Housing First Plan
- Performance outcome: The Plan has a total of 22 development sites. Two sites have been developed and six (6) are in various stages of development.



Carryout the development of 689 affordable housing units in the pipeline for development
- Performance outcome: One hundred sixty-nine (169) of the housing units in the development pipeline (20% of units) have been built, which consist of 135 affordable rental housing units and 34 homeownership units of which seven (7) are affordable. Two hundred eighty-five (285) of the housing units in the development pipeline are under construction. The remaining 235 affordable housing units are in the predevelopment phase.

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GOAL #1

Increase Housing Production with a Focus on Affordability



General Activities

- *Performance outcome:* Continue to **market the Housing Element sites** and City- and Housing Authority-owned sites to developers and work on furthering the development of an **Inclusionary Housing Program** to develop affordable housing within private developments for lower income families by requiring that a certain percentage of the units are rented and/or sold to lower to moderate income households. Economic and Planning Systems, the Housing Authority's consultant, was asked to update the feasibility study to reflect the current market conditions.

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GOAL #2

Infrastructure Increase the Availability of Services with a Focus on Physical, Mental Health, and Substance Abuse Disorder Treatment



Increase number of social work interns by 15% annually

- *Performance outcome:* created baseline with 5 social work interns



Increase in skills to reduce re- traumatized/confidence/job satisfaction among the Public Safety and Engagement Team (PSET), Parks and Neighborhood Specialist (PANS) Team, and Outreach Workers by 45% annually




- *Performance outcome:* Training provided to staff include cultural humility, harm reduction, trauma informed care, racial equity, improving street outreach, de-escalation, motivation interviewing, CPR first aid, defensive driving, and Narcan. Created a pretraining and post training survey to measure an increase in knowledge and skills among the Outreach teams.

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GOAL #2

Infrastructure Increase the Availability of Services with a Focus on Physical, Mental Health, and Substance Abuse Disorder Treatment


-  Increase the number of people who accept services from the PSET and the street nurse by 25% annually
 - *Performance outcome:* created baseline where 837 duplicated individuals accepted services from PSET
-  Increase the number of people who are successfully placed from street outreach by 25% annually
 - *Performance outcome:* created baseline where 72 unsheltered adults were successfully placed from street outreach
-  Care Court implementation by October 1, 2023
 - *Performance outcome:* County of Riverside worked during the reporting period to ready the program for implementation on October 1, 2023

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GOAL #3

Prevent Homelessness

-  5% annual increase of seniors assisted through the Office of Homeless Solutions referred to Riverside County In-Home Supportive Services (IHSS)
 - *Performance outcome:* creating baseline where two (2) clients were referred

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GOAL #4

Increase Availability and Effectiveness of Emergency Shelter



Increase the number of emergency shelter beds by 25% in 2023
 - *Performance outcome:* Increased by 10% through 23 new bridge housing program beds.

Staff was working on updating and releasing a Request for Proposals for the design and construction of a non-congregate shelter with a minimum capacity of 50 beds.



Increase the number of people accepting shelter from PSET and Outreach teams by 25% annually
 - *Performance outcome:* created baseline of 338 individuals referred to shelter by PSET and Outreach teams.

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GOAL #3

Homeless Prevention



Refer 75 households annually to an employment assistance program

- *Performance outcome:* A total of six (6) clients were referred from housing case managers and PSET. The majority of the rental assistance program participants are disabled and unable to work. Staff will be contacting Goodwill Industries and the Riverside County Workforce Development about conducting workshops at the Riverside Access Center.

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GOAL #4

Increase Availability and Effectiveness of Emergency Shelter



Decrease the number of unsheltered people by 10% annually
 - *Performance outcome:* According to the 2023 PIT Count, the number of unsheltered people experiencing homelessness increased by 18% (514 to 605) compared to the previous year's count.

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GOAL #5

Expand Public Awareness



50% increase in traffic to the Office of Homeless Solutions web page annually

- *Performance outcome:* decreased 11% in clicks

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WHO TO CALL



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STRATEGIC PLAN ALIGNMENT

Envision Riverside 2025 Strategic Plan Priorities



#2 Community Well-Being

Cross-Cutting Threads



Community Trust



Fiscal Responsibility



Sustainability &
Resiliency



Equity



Innovation



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RECOMMENDATION

That the City Council receive and file an update on the progress of the Homelessness Action Plan.



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