



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL **DATE: DECEMBER 19, 2023**
FROM: DEPARTMENT OF HOUSING AND **WARDS: ALL**
HUMAN SERVICES
SUBJECT: HOMELESSNESS ACTION PLAN ANNUAL PERFORMANCE OUTCOMES

ISSUE:

Receive a presentation from the Department of Housing and Human Services on the Homelessness Action Plan annual performance outcomes.

RECOMMENDATIONS:

That the City Council receive and file a presentation from the Department of Housing and Human Services on the Homeless Action Plan annual performance outcomes.

BACKGROUND:

To ensure the Homelessness Action Plan reflected the needs of Riverside's stakeholders, the City held three hybrid community engagement meetings (simultaneously in-person and on Zoom) to inform the community, obtain feedback on the proposed goals and the activities within the goals and prioritize activities leveraging HHAP-3, HOME-ARP, Measure Z, and other existing funding streams. These community meetings featured Spanish and American Sign Language (ASL) interpretation. The City hosted three Homeless Task Force meetings virtually and one in person, where leaders and front-line staff who work with the unhoused population and extremely low- to low-income residents had an opportunity to provide input on how to craft a feasible and useful Homelessness Action Plan. Additionally, our partners were asked to administer an end-user survey to collect valuable feedback from those experiencing homelessness. People experiencing homelessness and those with lived experience were invited to participate in an in-person discussion to provide input on the Homelessness Action Plan.

The Homelessness Action Plan (Attachment 1) includes each goal and the corresponding program policy deliverables, partnerships, city department leads, leveraged city resources, timelines, and goal alignments. To receive the HHAP-3 grant funds, the City had to submit a local homelessness action plan and HHAP-3 application by June 30, 2022. The HHAP-3 application, a component of the formal Five-Year Plan, required regional collaboration with the County and Continuum of Care (CoC) to complete the eight tables included in the application.

On October 11, 2022, City Council approved the Homelessness Action Plan to reduce homelessness. The City is building from the Envision Riverside 2025 Strategic Plan, the Housing & Homelessness Committee's FY 2021/22 goals, and the City's Housing First Policy.

DISCUSSION:**Goal No. 1: Increase Housing Production with a Focus on Affordability**

SUBGOAL	GOAL STATUS	ANNUAL ACCOMPLISHMENTS
Ensure 90% of expiring affordable housing covenants are maintained	Exceeded goal	One hundred percent (100%) of the affordable housing covenants were maintained during the reporting period. In the next reporting period, Riverglen affordability covenants expire for 30 affordable housing units. The property owner is not willing to preserve these affordability units. Housing Authority staff is working with the property manager to provide residents with advanced notice of rental increases and identify affordable housing units for the tenants that can't afford market rate rents.
5% increase in affordable housing units' inventory	Exceeded goal	This goal was exceeded by 5.9% by increasing the affordable housing inventory from 3,144 units to 3,376 units.
550 market rate and affordable housing units built annually	Exceeded goal	This goal was exceeded by 25% by building 648 housing units which consisted of 503 rental units and 145 homeownership units. Of the 648 housing units, 135 housing units were affordable housing units (21% of units built), which consisted of 128 rental units and 7 homeownership units.
55 for-sale market and affordable housing units built annually	Exceeded goal	This goal was exceeded by 164% as 145 homeownership units were built. Seven (7) of these homes were affordable.

SUBGOAL	GOAL STATUS	ANNUAL ACCOMPLISHMENTS
5% increase in number of sites developed from 2018 Housing First Plan	In progress	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	In progress	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.
General Activities	In progress	The Housing Authority staff will 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.

Goal No. 2: Increase the Availability of Services with a Focus on Physical, Mental Health, and Substance Use Disorder Treatment

SUBGOAL	GOAL STATUS	ANNUAL ACCOMPLISHMENTS
Increase number of social work interns by 15% annually	In progress Established baseline	Path of Life rolled out the Love Your Neighbor Collaboration (LYNC) in Spring of 2023 enabling five (5) social work interns, representing three (3) institutions, to begin their clinical hours at the Arlington and Main to connect low-income residents and homeless individuals to employment training opportunities, counseling, and connections to vital resources like food pantries and other government programs and services. The Advisory team is comprised of 4 social work professors and one councilmember that meet quarterly. A needs assessment was conducted with clients that reflected the number one need is emergency shelter services. Path of Life currently has one shelter bed dedicated to LYNC.
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	In progress	Created a pretraining and post training survey to measure an increase in knowledge and skills among the Outreach teams. Scheduling training for PSET members that includes situational awareness, harm reduction, trauma informed care, racial equity, de-escalation, motivation interviewing, CPR first aid, defensive driving, and Narcan.
Refer 96 individuals to "physical and behavioral health" resources annually	Exceeded goal	PSET Outreach processed 132 referrals, including 37 referrals to behavioral health resources, 55 referrals to substance abuse facilities or detox centers, and 40 referrals to physical medical facilities exceeding this goal by 38%.

SUBGOAL	GOAL STATUS	ANNUAL ACCOMPLISHMENTS
Decrease homelessness amongst "chronically homeless" by 5% annually	Exceeded goal	According to the 2023 Riverside County Homeless Point-in-Time (PIT) Count, chronic homelessness in the city of Riverside has seen a decline of 12% (from 144 to 127) compared to the previous year's count.
Decrease homelessness amongst those struggling with substance abuse by 5% annually	Exceeded goal	According to the 2023 PIT Count, substance misuse among people experiencing homelessness has decreased by 8% (92 to 85) compared to the previous year's count.
Increase the number of people who accept services from the PSET and the street nurse by 25% annually	In progress Established baseline	During the reporting period, there were 837 duplicated individuals who accepted services from PSET.
Increase the number of people who are successfully placed from street outreach by 25% annually	In progress Established baseline	During the reporting period, 72 unsheltered adults were successfully placed from street outreach.
Refer 15 individuals to the Home Court Program annually	Goal met	During the reporting period, 108 individuals with either a felony or misdemeanor were referred to the program and 14 individuals participated or are currently participating in the program.
Care Court implementation by October 1, 2023	In progress	County of Riverside worked during the reporting period to ready the program for implementation on October 1, 2023.

Goal No. 3: Prevent Homelessness

SUBGOAL	GOAL STATUS	ANNUAL ACCOMPLISHMENTS
84% rental assistance programs retention rate annually	Exceeded goal	The Housing Authority staff and City Net's Case Managers exceeded this goal by achieving a 93% retention rate.
15% increase in unduplicated number of households assisted through rental assistance programs in 2023 with 10% thereafter	Exceeded goal	The Housing Authority staff and City Net's Case Managers were able to increase the number of unduplicated households assisted through the rental assistance program by 150% from the previous fiscal year by assisting 30 new households.
Refer 75 households annually to an employment assistance program	Goal not met	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.
5% annual decrease in homelessness amongst those who are justice involved	Exceeded goal	According to the 2023 PIT Count, justice involved among people experiencing homelessness has decreased by 9.68% (52 to 47) compared to the previous year's count. With the implementation of the Jail-In-Reach and Project connect programs we anticipate these numbers continuing to decrease.
5% annual increase of seniors assisted through the Office of Homeless Solutions referred to Riverside County In-Home Supportive Services (IHSS)	In progress - Established baseline	During the reporting period, two (2) rental assistance client were referred to IHSS. As part of case management, if a client is eligible aged, blind and disabled they are referred to IHSS which is an alternative to out-of- home care and enables clients to remain safely in their own home.

SUBGOAL	GOAL STATUS	ANNUAL ACCOMPLISHMENTS
Enroll six individuals through the Shared Housing Program annually	Goal met	The Housing Authority met this goal by enrolling six individuals in the Shared Housing Program to help individuals achieve housing stability.

Goal No. 4: Increase Availability and Effectiveness of Emergency Shelter

SUBGOAL	GOAL STATUS	ANNUAL ACCOMPLISHMENTS
Increase the number of emergency shelter beds by 25% in 2023	In progress	The Bridge Housing Program opened with 23 new beds, which was an increase of 10% shelter beds. Staff released a Request for Proposal (RFP) for the design and construction of a non-congregate shelter with a minimum capacity of 50 beds. The responses received were found to be nonresponsive. The updated RFP was released in the next reporting period.
Increase the number of people exiting from emergency shelter to housing by 10% annually	Exceeded goal	During FY 2021/2022, Path of Life exited 34 guests from shelter into housing. During the reporting period, Mercy House exited 11 individuals from shelter into housing and Path of Life exited 38 clients, bringing the total guests exited into housing to 49 (40% increase from the previous year).
Decrease the number of unsheltered people by 10% annually	Goal not met	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. We anticipate this number to decrease due to the implementation of the Homeless Prevention Program to help keep low-income residents housed and Rental Assistance Programs to quickly house homeless individuals.
Increase the number of people accepting shelter from the PSET and Outreach teams by 25% annually	In progress Established baseline	During the reporting period, 338 individuals referred to shelter by the PSET and Outreach teams.

Goal No. 5: Expand Public Awareness

SUBGOAL	GOAL STATUS	ANNUAL ACCOMPLISHMENTS
Annual increase of 311 calls related to homeless activities by 25% decreasing emergency 911 calls related to homelessness	Goal exceeded	In FY 2021/2022, there were 520 311 calls for services for Homeless Outreach and during the reporting period, there were 763 311 calls for services for Homeless Outreach, which was an increase of 68%. There was decrease of 63% in 911 homelessness-related calls from July 1, 2020 to June 30, 2023.
50% increase in traffic to the Office of Homeless Solutions web page annually	Goal not met	In FY 2021/2022, the Office of Homeless Solutions web page has 163,427 clicks and during the reporting period there were 145,261 clicks, representing a decrease of 11% in web page clicks.

Goal No. 6: Coordinated Regional Infrastructure

SUBGOAL	GOAL STATUS	ANNUAL ACCOMPLISHMENTS
Maintain 50 Cold Weather Shelter Program beds annually	Goal met	In 2023, Path of Life was able to maintain the Cold Weather Shelter Program at the Salvation Army in Riverside, which is funded by the County of Riverside.

SUBGOAL	GOAL STATUS	ANNUAL ACCOMPLISHMENTS
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	Goal met	Michelle Davis, the CoC Vice Chair, attended 25 CoC and committee meetings to advocate for an increase in shelter beds, mental health programs and affordable housing based and the need for a gap analysis study to be completed. Reports are in the process of being prepared on the performance outcomes of rental assistance and permanent supportive housing programs countywide. Michelle also requested that a CoC membership roster be created that lists the agencies programs and to help organizations collaborate and identify what type of agencies may be missing in the collaboration to address homelessness.
Increase number of emergency shelter beds throughout Riverside County by 10% by 2024	Goal met	The Bridge Housing Program opened up with 23 new beds, which was an increase of 10% shelter beds. Staff released a Request for Proposal (RFP) for the design and construction of a non-congregate shelter with a minimum capacity of 50 beds. The responses received were found to be nonresponsive. The RFP was updated and released in the next reporting period.

The Department of Housing and Human Services will be generating a report card to reflect the Homelessness Action Plan’s first year performance outcomes that will be shared on social media and displayed on the department’s webpage.

STRATEGIC PLAN ALIGNMENT:

This item contributes to **Strategic Priority 2 - Community Well-Being** and **Goal 2.2**, collaborate with partner agencies to improve household resiliency and reduce the incidence and duration of homelessness.

The Project aligns with each of the five Cross-Cutting Threads as follows:

1. **Community Trust** – Activities and actions by the City serve the public interest, benefit the City’s diverse populations, and result in greater public good.
2. **Equity** – Riverside residents will have equal access to the programs that will be

supported through the Homelessness Action Plan.

3. **Fiscal Responsibility** – The City will ensure that federal, state and local resources used to carry out the goals of the Homelessness Action Plan will adhere to funding resource regulations.
4. **Innovation** – The Homelessness Action Plan provides the City with the ability to support innovative programs that address gaps in our homeless system of care.
5. **Sustainability & Resiliency** – Riverside is committed to meeting the needs of the present without compromising the needs of the future and ensuring the City’s capacity to preserve, adapt and grow during good and difficult times alike.

FISCAL IMPACT:

There is no fiscal impact associated with this staff report.

Prepared by: Michelle Davis, Housing and Human Services Director
Certified as to availability of funds: Kristie Thomas, Finance Director/Assistant Chief Financial Officer
Approved by: Mike Futrell, City Manager
Approved as to form: Phaedra Norton, City Attorney

Attachments:

1. Homelessness Action Plan
2. Presentation