

City of Arts & Innovation

# Budget Engagement Commission

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**TO: HONORABLE COMMISSIONERS COMMITTEE MEMBERS**                      **DATE: NOVEMBER 9, 2023**

**FROM: DEPARTMENT OF HOUSING AND HUMAN SERVICES**                      **WARDS: ALL**

**SUBJECT: HOMELESS PROGRAMS AND SERVICES EXPENDITURES REPORT FOR FISCAL YEAR 2022/2023**

**ISSUE:**

Receive a presentation on homeless programs and services expenditures for fiscal year 2022/2023.

**RECOMMENDATION:**

That the Budget Engagement Commission receive a presentation on homeless programs and services expenditures report for fiscal year 2022/2023.

**BACKGROUND:**

There are several homeless programs and services funded with Measure Z funds, which is a one-cent transaction and use tax (similar to the sales tax), with revenues going directly to the City of Riverside. Measure Z was approved by voters on November 8, 2017, to help pay for critical unfunded City programs and services.

Below is the history of homeless programs and services funded with Measure Z.

**Public Safety and Engagement Team (PSET)**

On April 2, 2019, the City Council approved the PSET program to address concerns related to the ongoing challenge of people experiencing homelessness and its impact on the quality of life in the City. As part of the program, the PSET was authorized to help ensure that the quality of life is maintained, City facilities are being used in a safe and enjoyable manner, issues in the parks and public areas are addressed quickly and efficiently, and community members are using parks and facilities in accordance with applicable city codes and ordinances.

On May 3, 2022, the City Council approved the expansion of the PSET Team to enhance the PSET Urban Team, dedicated to removal of encampments in the right-of-way, and establish a PSET Wildland Team that is funded through Measure Z. In addition to the removal of

encampments, the Wildland Team is also responsible for the implementation of the anti-camping Ordinance in environmentally sensitive and hazardous areas.

### Street Medicine

On June 16, 2020, City Council reallocated Measure Z funding from two Public Safety and Engagement Team (PSET) officers to the Office of Homeless Solutions (OHS) for nurses or other street health purposes based on the needs of our homeless population. OHS reached out to the County of Riverside University Health Systems to create a Nurse Outreach Workers (NOW) program in the City as they operate The Whole Person Care program, which utilizes trained nurse practitioners to improve the health and well being of individuals with complex medical, behavioral and social services needs, including behavioral health challenges and substance abuse issues.

On February 12, 2021, the City entered into a contract with the County of Riverside to procure two street nurse outreach workers. Under this contract, only one nurse had been procured to provide wound care, medical advice, managing chronic conditions such as diabetes and high blood pressure, and connecting people to services like shelter and social services. One nurse was procured and her assignment ended due to taking a permanent position with Riverside University Health Systems. During the 11-month performance period, the nurse and one outreach worker engaged 538 duplicated individuals of which 17 individuals received a nurse wellness check, 2 received linkage to health insurance and 22 received wound care. Staff could not confirm whether these numbers were duplicated. Therefore, the number of clients engaged that received some type of medical care from the nurse ranged from 4% to 13%. The two street nurse outreach positions remained unfilled.

### Homeless Services

Beginning in 2018, the Housing Authority was allocated annually \$500,000 of Measure Z funds to fund:

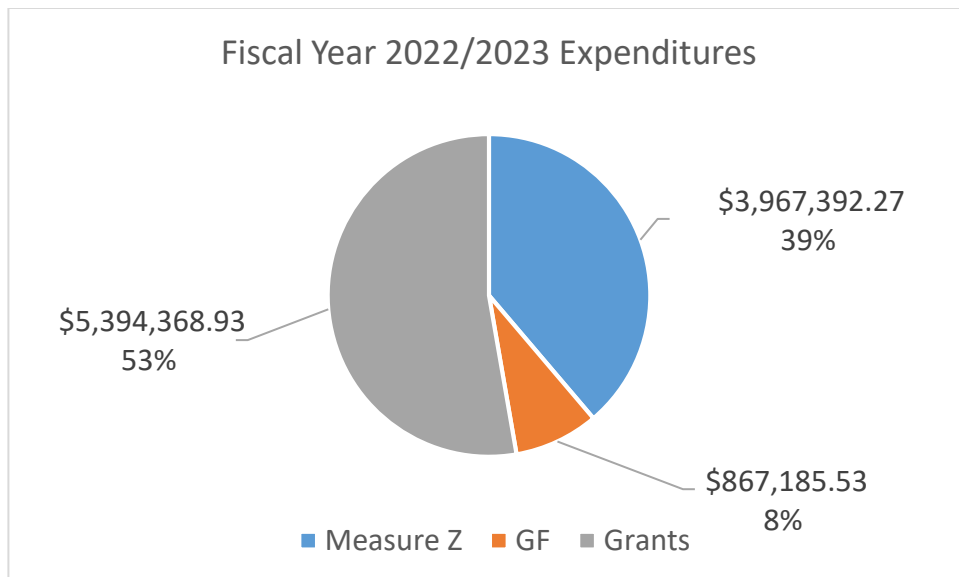
- (1) Case management for homeless individuals placed in housing through the City's rental assistance program that is funded by state and federal grants;
- (2) Landlord liaison program that provides property owners with an incentive payment of \$600 if a lease is signed with a rental assistance program participants;
- (3) Application fees for rental assistance program participants; and
- (4) Refrigerator and furniture purchases for rental assistance program participants new move-ins.

### Office of Homeless Solutions (OHS) Expansion

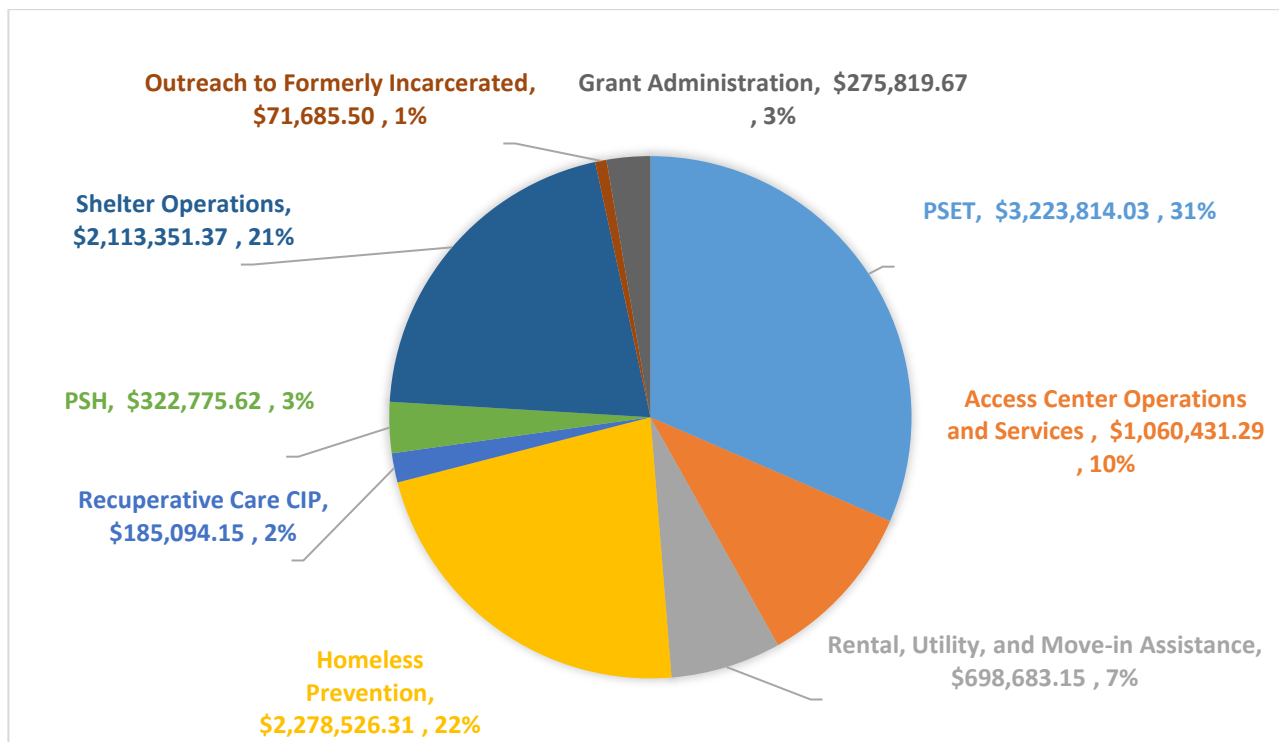
In fiscal year 2022/2023, OHS was allocated \$164,291 in Measure Z funding to fund a Senior Office Specialist and Project Assistant to assist OHS with clerical activities, contract routing and data collection.

### **DISCUSSION:**

During fiscal year 2022/2023, \$10,228,946.73 in General Fund, Measure Z and Grant funds were spent on homeless programs and services. On the next page is a breakdown of the expenditures by funding sources.



Below is a breakdown of the fiscal year 2022/2023 homeless programs and services expenditures.



**PSET**

During fiscal year 2022/2023, \$3,223,814.03 in Measure Z funds was spent on PSET, which represents 31% of total expenditures on homeless programs and services. Below are the performance outcomes for Wildlands and Urban PSET that reflect duplicated counts.

PSET	# OF CONTACTS	# ACCEPTED SERVICES	# CODE NOTICES	# CITATIONS	# ARRESTS	# VEHICLES TOWED	TONS REMOVED
Wildlands*	583	8	260	5	10	11	192.33
Urban	5,183	691	1,769	192	482	74	491.66
Total	5,766	699	2,029	200	492	85	683.99

\*Wildlands PSET began operations in October 2022.

Access Center Operations and Client Services: Total Expenditures - \$1,060,431.29

During fiscal year 2022/2023, \$867,185.53 in General Funds and \$123,555.76 in grant funds were used to support the Access Center operations and client services. Below are the performance outcomes for the reporting period.

- Total duplicated engagements: 2,310
- Total street exits by referrals: 237
- Total consumers accepted services: 1,660
- Total trip homes: 13

Rental, Utilities, and Move-in Assistance: Total Expenditure \$698,683.15

During fiscal year 2022/2023, \$366,754.09 in Measure Z funding and \$331,929.06 in grant funds was spent on the following activities:

- Case management for 61 housed clients;
- Covered 9 rental applications fees;
- Provided 42 households with rental assistance;
- Provided 19 households with utility assistance;
- Purchased refrigerators, stoves, and beds for 42 households; and
- Provided 13 property owners with landlord incentive payments.

Homeless Prevention: Total Expenditure \$2,278,526.31

During fiscal year 2022/2023, the City was able to assist 367 low-income renters with past due rent and/or utilities with grant funds to prevent homelessness.

Office of Homeless Solutions (OHS) Expansion

During fiscal year 2022/2023, \$12,890.40 was expended in Measure Z funding to fund the newly filled Senior Office Specialist and Project Assistant positions. These positions have been reassigned to the Department of Housing and Human Services, Administration Division and will continue to provide the same level of services.

Street Medicine

On September 25, 2023, the Housing and Homelessness Committee conceptually approved the reallocation of street health funding that initially supported the street nurse outreach worker to procure two substance abuse counselors and two behavioral health peer support specialists to best assist PSET and homeless individuals with mental health and substance use issues and can best navigate the County of Riverside's resource systems.

On September 12, 2023, the City Council approved the funding needed to stand up the Department of Housing and Human Services (HHS) that centralizes resiliency programming through six department divisions including the Housing Authority, Administration, Community Development Block Grants, Human Services, Neighborhood Engagement, and Outreach Services (includes PSET Code Enforcement and Outreach) that focuses on affordable housing, grants, prevention programming and partnerships, and case management.

HHS is working on quality data management to ensure the right data is being collected, to make informed decisions on funding programs and services and identify the number of unduplicated clients being served by the Access Center and PSET. HHS will also continue to implement the homeless programs and services funded through Measure Z, the Housing First Strategy Plan that is a road map to create, implement and operate a Housing First approach in the City, the Homelessness Action Plan to reduce homelessness by creating and maintain affordable housing and programming utilizing a whole-person care approach to support individuals and families to achieve housing stability and self-sufficiency, and the assigned housing policies and programs identified in the Housing Element.

### **STRATEGIC PLAN:**

The activity within the staff report aligns with **Strategic Priority #2 - Community Well-Being, Goal 2.3** to 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.

This update aligns with each of the Cross-Cutting Threads as follows:

1. **Community Trust** – PSET’s focus is directly responsible for addressing issues/concerns from the community. The goals and accomplishments of the PSET team serve the public interest, benefit the City’s diverse populations, and result in the greater public good.
2. **Equity** – Through the newly developed Department of Housing and Human Services, the City team is better equipped to meet the needs of the Riverside community and advancing equitable distributions of services.
3. **Fiscal Responsibility** – Through aligning programming objectives, the Department of Housing and Human Services effectively maximizes staffing and city resources to provide programming to the community.
4. **Innovation** – The establishment of the Department of Housing and Human Services is an inventive approach designed to meet the community’s changing needs and prepares for the future through collaborative partnerships and adaptive processes.
5. **Sustainability & Resiliency** – The Department of Housing and Human Services is committed to meeting the needs of the present without compromising the needs of the future and ensuring the City’s capacity to persevere, adapt and grow.

**FISCAL IMPACT:**

There is no fiscal impact related to this report.

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