



PUBLIC SAFETY AND ENGAGEMENT TEAM PROGRAM

City Manager's Office

City Council
April 2, 2019

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OFFICE OF HOMELESS SOLUTIONS – PROGRESS

117 Individuals **Housed** and **Case Managed**

COORDINATED ENTRY SYSTEM

354
Clients

8
Veterans

7 Referred to VASH
Veterans Affairs Supportive Housing
1 Client Over Income

17 Affordable
Housing
Applicants

32 Home
Reunifications

207 Waiting for
PSH Unit
Permanent
Supportive Housing

90 Waiting for
RRH Resources
Rapid Re-Housing

2



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3



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BACKGROUND

1. Community Livability Action Plan/Task Force – 2014
 - a. Focus addressing “quality of life” type issues
 - b. Task Force composed of multiple City departments

2. Office of Homeless Solutions – 2017
 - a. Housing First Plan adopted by City Council in 2018
 - b. Initiatives/Programs: housing development, workforce development, services, outreach

4



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3-1-1 SERVICE REQUESTS

WARD	Office of Homeless Solutions (CMO)		Code Enforcement (CEDD)	Riverside Police Department		Total
	Homeless Encampment	Homeless Outreach	Debris, Homeless	Loitering, Homeless	Panhandling	
Ward 1	487	18	344	277	16	1,142
Ward 2	226	12	212	144	8	602
Ward 3	287	16	295	191	39	828
Ward 4	71	8	51	60	14	204
Ward 5	213	10	177	90	1	491
Ward 6	338	11	313	137	17	816
Ward 7	215	21	173	105	8	522
Not Assigned	2	0	4	2	0	8
Total	1,839	96	1,569	1,006	103	4,613

5



HOMELESSNESS

1. Individuals experiencing homelessness are not defined by a single characteristic
 - a. Economic, medical, substance abuse, mental health, criminal
2. Impact of homelessness is varied
3. No one department, division or team 'owns' the challenges brought forth by the issue of homelessness
 - a. Requires a multi-departmental approach

6



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1. Program developed in response to the ongoing challenge of homelessness and its impact on quality of life in the City
2. Similar to the CLTF
3. Public Safety and Engagement Team
 - a. Need a more proactive and holistic approach
 - b. Balance between maintaining order in the public realm and providing individuals experiencing homelessness a path to exit the condition



7

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4. The Public Safety and Engagement Team will ensure:
 - a. Quality of life is maintained
 - b. City facilities are being used in a safe and enjoyable manner
 - c. Problems in the parks and public areas are addressed quickly and efficiently
 - d. Behavior in accordance with applicable City codes and ordinances
5. Connect individuals with services



8

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6. Multi-departmental team
 - a. Riverside Police Department
 - b. Code Enforcement (CEDD)
 - c. Office of Homeless Solutions (CMO)
 - d. Parks, Recreation, and Community Services Department
 - e. Contract out clean-up services
7. Operate on a full-time basis, throughout the City, including during the weekends when possible



9

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8. Guiding Principles
 - a. Engage individuals in a constitutionally compliant manner
 - b. Treat individuals with utmost dignity and respect
 - c. Maintain order in the public realm, upholding the law
 - d. Respect private property rights
9. Training
 - a. Focus on providing resources and assistance, rather than just simply enforcement
 - b. Emphasis on communication, compassion and understanding



10

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10. Request funding from unallocated Measure Z balance

- a. New personnel is needed; cannot create further impact on existing City operations
- b. Includes equipment, training, vehicles
- c. Where possible, will absorb work related to the Homeless Engagement Team



11

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11. Office of Homeless Solutions

- a. Critical to expand/scale up operations to provide needed balance
- b. Two Request for Proposals (RFPs): homeless outreach and case management services
- c. Funding for these two RFPs will come from the previously approved and currently unallocated OHS Measure Z balance
 - i. Staff will return to the City Council to award contracts for both of these RFPs; no funding is requested as part of this report



12

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12.Hulen Place Campus

- a. Behavioral Health Interim Housing component – 28 beds
- b. Address behavioral health needs coupled with supportive services
- c. Partnership with Helping Hearts
 - i. Operation of this component covered by Helping Hearts



13

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13.Park Ranger Program

- a. Development of the Public Safety and Engagement Team Program evolved from an initial discussion on potentially reinstating the City's previous Park Ranger Program
- b. Staff is recommending the City Council evaluate the effectiveness of the Public Safety and Engagement Team Program, if approved, before directing staff to further evaluate the feasibility and need for a Park Ranger Program



14

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OPTIONS FOR CITY COUNCIL CONSIDERATION

1. Option A – Status Quo
 - a. Continue existing operations (programming and staffing).
 - b. Fiscal Impact: None



15

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OPTIONS FOR CITY COUNCIL CONSIDERATION

2. Option B – One Team
 - a. Fund one full-time team; coverage anticipated five days per week
 - b. New personnel (including equipment and training) would be added to Code and PRCSD
 - c. RPD would absorb the costs associated with participating on the team within its approved budget (no new personnel)
 - d. Homeless encampment cleanup services would be contracted out
 - e. Fiscal Impact (on-going / one-time): \$962,210/\$168,600



16

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OPTIONS FOR CITY COUNCIL CONSIDERATION

3. Option C – Two Teams

- a. This option would fund two full-time Public Safety and Engagement Teams; coverage anticipated to be seven days per week
- b. New personnel (including equipment and training) would be added to Code, PRCSD, and RPD
- c. Homeless encampment cleanup services would be contracted out
- d. Fiscal Impact (on-going / one-time): \$2,337,768/\$441,200



17

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OPTIONS FOR CITY COUNCIL CONSIDERATION

4. Option D – Mental Health Beds

- a. This option would facilitate improvements to the Hulen Place Campus to accommodate 28 beds
- b. Operational costs would be borne by the non-profit provider
- c. Fiscal Impact: \$672,158



18

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OPTIONS FOR CITY COUNCIL CONSIDERATION

5. Option E – Park Ranger Program
 - a. Staff will evaluate the concept to evaluate its feasibility and need in the context of the City's current efforts, including the Homeless Engagement Team, if approved
 - b. Fiscal Impact: N/A



19

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RECOMMENDATIONS

That the City Council:

1. Provide direction to staff on the recommended option for the Public Safety and Engagement Team Program, as well as for its duration;
2. Approve a supplemental appropriation of up to \$3,451,126 from the unallocated Measure Z fund balance to fund the Public Safety and Engagement Team Program dependent on the options selected by the City Council; and
3. Direct staff to provide a six month progress report to determine the effectiveness of the Public Safety and Engagement Team.



20

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