



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL **DATE: DECEMBER 3, 2019**
FROM: CITY MANAGER'S OFFICE **WARDS: ALL**
SUBJECT: UPDATE ON OFFICE OF HOMELESS SOLUTIONS AND PUBLIC SAFETY AND ENGAGEMENT TEAM PROGRAM

ISSUE:

Receive an update on the Office of Homeless Solutions and Public Safety and Engagement Team Program.

RECOMMENDATIONS:

That the City Council:

1. Receive an update on the Office of Homeless Solutions and Public Safety and Engagement Team Program;
2. Authorize staff to further explore the alternative temporary housing model concept at the Hulen Campus and prepare a request for proposals to solicit interest and bids for future City Council consideration; and
3. Share perspectives for staff consideration to inform Riverside's approach to homelessness.

DISCUSSION:

Discussing homelessness in the City of Riverside requires a background of several contexts:

- The population of persons experiencing homelessness – including numbers and general attributes;
- The perspectives of Riversiders and those living in the region and beyond pertaining to the topic of homelessness;
- The support available to persons experiencing homelessness – including elements that are effective and in need of improvement; and
- The efforts to improve partnerships and provide information to benefit the state of homelessness in Riverside.

Riverside Quality of Life Survey & PPIC Statewide Survey

The 2019 Riverside Quality of Life Survey¹ finds that progress addressing homelessness remains

one of the paramount concerns of City residents. In 2013, over 50% of City residents were satisfied with progress addressing homelessness, but only about 30% of City residents in 2019 had the same favorable opinion with progress on the homelessness issue. Concerns regarding homelessness have significantly increased over time, with over 17% of interview respondents saying that it was their least favorable thing about Riverside (traffic was the number one concern).

The experience of Riverside in relation to public perceptions related to homelessness is mirrored statewide according to the November 2019 Public Policy Institute of California (PPIC) Statewide Survey². With approximately 25% of the nation's homeless population (about 130,000 persons), over one-half of Californians are very concerned regarding homeless persons in their communities. This concern runs irrespective of party affiliation, with about 60% of registered voters concerned across the political spectrum. Majorities from each major region of California, with 58% of respondents living in the Inland Empire, state that homelessness has increased over the past year. Although they remain contentious in many communities, the Governor's, "right to shelter" approach of providing beds and services commensurate with local need has very strong statewide support, with overwhelming majorities of adults, and likely voters supporting the policy regardless of party affiliation.

Point in Time Count

The Homeless Point in Time Count (PIT Count) is federally-mandated by the United States Department of Housing and Urban Development (HUD) to count and survey the sheltered and unsheltered homeless population in cities and counties throughout the nation. HUD defines unsheltered homeless individuals as those who reside in places not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings, or on the street. The unsheltered count consists of a street-based count, service-based count, and a homeless outreach count in unincorporated areas. The PIT Count provides a snapshot of the City's and County's visible homeless and is not intended to represent a complete accounting of the homeless population.

The Department of Public Social Services (DPSS), in partnership with the County of Riverside Continuum of Care (a network of private- and public-sector homeless service providers) and cities, coordinated the PIT Count, held on the morning of January 29, 2019. The results of the PIT Count (Attachment 1) identified a total of 2,811 sheltered and unsheltered homeless adults and children countywide (2,045 unsheltered and 766 sheltered), which is 21% higher than the count in 2018 (2,310). For the City, 439 unsheltered individuals were identified, which is 20% higher than in 2018. Riverside's homeless count is approximately 21% of the County's total population.

The PIT Count is a requirement to receive federal funding from HUD; the data is also used by the State to establish funding formulas, to help homeless individuals and families. In 2018, the Riverside County Continuum of Care received a total of \$10.1 million from HUD and \$11 million from the State of California for homeless programs and services.

Office of Homeless Solutions

The Office of Homeless Solutions (OHS) was established in 2017 to respond to the ongoing challenge of homelessness and its impact on the community. To achieve this goal, the City

¹ The Riverside Quality of Life Survey is available at:
https://www.riversideca.gov/sites/default/files/City_Manager/PDF/2019%20Quality%20of%20Life%20Survey%20Results.pdf

² Available at: <https://www.ppic.org/wp-content/uploads/ppic-statewide-survey-californians-and-their-government-november-2019.pdf>.

committed to Housing First as a best practice approach to address homelessness, pairing housing with wrap-around supportive services; the City Council adopted a Housing First Plan in March 2018 (Attachment 2). OHS is responsible for overseeing implementation of the City's Housing First Plan, working with various City departments, community partners, and other public agencies on its implementation. Current OHS initiatives and programs include homeless outreach, housing development, workforce development, and a reconfiguration and update of the Hulen Homeless Service campus, among others.

Homeless Outreach

The Homeless Outreach Team conducts daily mobile outreach and client service engagement for homeless individuals and families on the streets, in service venues, and other locations where they can be found in Riverside. The Homeless Outreach Team responds to the issues and concerns of people in need of assistance as well as local residents, businesses, and others relative to homelessness in the community. Focused on the "hardest-to-reach" and "service-resistant" chronically homeless population, the Homeless Outreach Team works in partnership with city staff, local service providers, health professionals, law enforcement, and the community at-large to help people get off the streets and connected with the services they need. Once individuals are transitioned into housing, ongoing case management and supportive services are provided to individuals to help ensure housing stability. Case managers help develop a personalized plan for each individual, maintain regular contact, provide needed support, and help coordinate the services needed to achieve self-sufficiency.

Following the approval of the Public Safety and Engagement Team (PSET) Program, City staff issued a Request for Proposals to scale up homeless outreach and case management services. This is a critical component of OHS operations and is necessary to ensure the balance intended for the PSET Program, one that maintains order in the public realm while providing individuals experiencing homelessness a path to exit the condition. City staff recommended and the City Council approve a Professional Consultant Services Agreement with City Net on November 19, 2019 to provide these services, augmenting current efforts, and magnifying outreach presence throughout the City.

Family Reunification Program

When homeless individuals or families in the City want to reunite with family in another city, but lack the financial means to do so on their own, the Family Reunification Program offers them transportation support. For an individual or family who is experiencing homelessness, the stability of housing combined with a family support system can be life changing. With this goal in mind, City staff has assisted individuals and families with various needs; this includes survivors of domestic violence, pregnant women, seniors, young adults, as well as people with mental and physical disabilities. Since March 2018, the Family Reunification Program has helped 17 people return to their support systems across the United States. This program is funded through the Homeless Outreach General Fund budget.

Recently, Miracle Messages was launched in the city. This effort, which is a partnership between the City, Miracle Messages and the Mt. Rubidoux Seventh Day Adventist Church, aims to train residents to gently work with individuals experiencing homelessness to tell their stories via videos, with the ultimate aim of using social media to reunite the homeless individuals with eager family members.

Hulen Campus

Since 2005, the City, in partnership with a broad range of non-profit organizations, social service agencies, and faith-based organizations have worked together to operate and program the Hulen Place Campus (Campus, Attachment 3). The Campus provides a centralized environment to provide an array of housing and supportive services designed to assist homeless individuals and families to address their issues and achieve housing stability. Modeled after the PATH Mall concept and similar models across the county, the campus offers a coordinated system of care that includes strategic outreach, crisis intervention, interim housing, rapid re-housing, homeless prevention resources and coordinated case management. A central theme of the Campus is a collaborative focus on nationally acclaimed best practice strategies and is administered consistent with the City's adopted Housing First Plan and other rapid re-housing approaches.

Bridge Housing

On June 27, 2018 Governor Edmund G. Brown, Jr. signed into law Senate Bill 850, which authorized the Homeless Emergency Aid Program (HEAP). HEAP was a \$500 million block grant program designed to provide direct assistance to cities, counties and Continuums of Care (CoCs) to address the challenge of homelessness throughout California. The City was eligible to apply for HEAP funding through the Riverside County CoC which received an approximately \$9.7 million allocation. To be eligible to apply for this funding, the City was required to adopt a Shelter Crisis Declaration; such Declaration was approved by the City Council on December 4, 2018 which provided the authority to provide temporary housing and other measures to address immediate needs related to the homelessness crisis.

The City submitted an application to the Riverside County CoC in order to facilitate the build-out of the Campus. The application requested \$3 million and included construction of a Navigation Center, Behavioral Health Interim Housing, Bridge Housing, expansion of the Emergency Shelter, and provided offices for the Medical Clinic and Outreach and Case Management services. On February 14, 2019 the City was officially notified that the Riverside County CoC did not fund its application. The City appealed this determination, and on March 4, 2019 the Riverside County CoC awarded the City \$606,575 to build out the Bridge Housing portion of the application which will provide an additional 45 beds at 2800 Hulen Place.

City staff recently submitted a request to the Riverside County CoC to amend its application to move the Bridge Housing from one building on the Campus to another, to facilitate the continued operations of The Place, a facility operated by the Riverside University Health Systems – Behavioral Health (RUHS-BH). On November 14, 2019 the Riverside County CoC approved the City's request. To further implantation of this project, City staff released a Request for Proposals to identify a partner to oversee day-to-day operations of the Bridge Housing. Two proposal were received. City staff has reviewed the proposals and will be working with the selected vendor to discuss and refine the proposed operational budget, anticipating a recommendation for City Council consideration in the first quarter of 2020.

Mental Health Beds (Helping Hearts of California)

To further the Campus concept as was originally proposed, staff has continued to work towards the development of a Behavioral Health Interim Housing component that would provide 28 additional interim housing beds to individuals experiencing homelessness with

behavioral health needs. City staff is recommending a partnership with Helping Hearts of California to facilitate the development and operation of this component to the Hulen campus concept.

All clients at this facility will receive Intensive Case Management (ICM) services which include linkage and consultation to appropriate resources and services in the community. ICM services include assisting the client with benefit acquisitions, linkage and transportation to medical and psychiatric care and discharge planning. Clients work with Helping Hearts to establish a viable discharge plan for independent living, maintaining residence until safe and permanent housing is secured. Helping Hearts Behavioral Health Technicians will facilitate process groups ranging in topics from Substance Use Disorders, Wellness Recovery Action Plan groups, Budgeting/Money Management, and behavioral health topics groups. This service is linked to an established and verified service provider.

Alongside approval of the PSET Program on April 2, 2019, the City Council appropriated \$672,158 of Measure Z funding to facilitate the build out of a space at Hulen for this effort. The Inland Empire Health Plan (IEHP), a partner on this project, allocated an additional \$150,000 in funding for capital improvements, and will support the operation of Helping Hearts. City staff is now concurrently finalizing the plans for improvement at the facility as well as the tri-party agreement between the City, Helping Hearts and IEHP, which will be presented for City Council consideration in the first quarter of 2020.

The Place (RUHS Behavioral Health)

Riverside University Health System-Behavioral Health (RUHS-BH) has operated an outpatient behavioral health facility named, “The Place” at the Hulen Campus for an extended period of time, leasing a City-owned building, to operate a 25-bed permanent supportive housing program for individuals experiencing mental health challenges. Following discussions with RUHS-BH, RUHS-BH would continue operating The Place, begin the delivery of substance abuse programming onsite, and facilitate up to \$2 million in needed capital improvements to the building. This would be accomplished in exchange of a lease renewal with commensurate rent abatement. City staff supports this proposal, which will be presented for City Council consideration in the first quarter of 2020.

Riverside Emergency Shelter and Cold Weather Shelter Programs

Path of Life (POL) Ministries operates an 84-bed year-round emergency shelter and a 55 cold weather shelter program that operates December 1st to April 15th. POL provides case management services to help clients address barriers to housing. The City has 15 dedicated outreach beds; the Cities of Corona and Jurupa Valley also have dedicated beds at the shelter.

- City of Corona – 5 beds and/or up to 990 bed nights (for an initial 6 month term; agreement set to expire in December 2019) for clients from City of Corona only.
- City of Jurupa Valley – 1,000 bed nights annually for clients from the City of Jurupa Valley only.
- RUHS-Behavioral Health – 5 beds and/or up to 1,920 bed nights annually for AB-109 clients

Additional Shelter Beds

The Table below identifies all of the existing and proposed shelter beds available throughout the City; with the exception of the POL Emergency Shelter, the shelter beds listed do not receive any funding from the City.

| Facilities | Beds |
|-----------------------------------|-------------|
| Hulen - POL Emergency Shelter | 84 |
| Hulen - Bridge Housing (proposed) | 48 |
| Hulen - Mental Health (proposed) | 28 |
| Path of Life Family Shelter | 50 |
| Van Buren (I-Care) | 46 |
| TOTAL | 256 |

Although there are 180 shelter beds currently located throughout the City for different subpopulations of individuals experiencing homelessness, there exists a need for additional shelter beds as the number of beds currently available is insufficient for the number of unsheltered individuals identified in the 2019 PIT Count (439 unsheltered individuals) in the City. To address the deficit of 259 beds, City staff is working to make available an additional 76 beds through completion of the proposed Bridge Housing and Mental Health Bed components at the Hulen Campus (described above).

Staff is contemplating alternative temporary housing models (i.e., cabins, pallet-homes, yurts) to augment the supply of currently available shelter beds at the Hulen Campus. Given space constraints, staff is evaluating the feasibility of establishing a pilot community in an area of the surface parking lot. The pilot would need to provide restrooms, showers, and security, as well as basic site improvements (i.e., grading, electrical infrastructure, lighting). An experienced operator would also need to be procured to develop and implement a program that puts clients on a path to regain self-sufficiency, and ensures the pilot compliments the existing and planned components of the Hulen Campus. Funding would also need to be identified as OHS does not have sufficient funding to build or operate the proposed pilot. To this end, staff is recommending that the City Council authorize staff to further explore the alternative temporary housing model concept and prepare a request for proposals to solicit interest and bids for future City Council consideration to facilitate such a concept.

It is important to note that any alternative temporary housing model evaluated will need to be fully compliant with the provisions of the Building Code; an update to the Building Code is scheduled for City Council consideration in January 2020. Consistent with the provisions of the proposed Building Code, “emergency sleeping cabins” would require the following (excerpt, Attachment 4):

- A minimum interior floor area of not less than 70 square feet;
- A continuous source of electricity;
- At least one interior lighting fixture; and
- Smoke alarms

| DESCRIPTION | START-UP COSTS (ESTIMATE) | ONGOING ANNUAL COST (ESTIMATE) |
|--------------------------------------|---------------------------------------|-----------------------------------|
| 20 Structures | \$200,000 (\$10,000 per structure) | |
| Parking Lot (Engineering/Grading) | \$300,000 | |
| Showers and Toilets | | \$54,612 |
| Security | | \$87,996 |
| Staffing/Operations | | \$340,000 |
| Cleaning/Janitorial | | \$14,440 |
| Utilities | | \$6,000 |
| Trash Service | | \$1,308 |
| Total (Start-Up) | \$500,000 | |
| Total (Ongoing) | | \$504,356 |

Love Your Neighbor Collaboration (LYNC) Social Work Internship Program

The Office of the Mayor, in collaboration with La Sierra, California Baptist and Loma Linda Universities piloted a social work internship program during the 2018-19 academic year. 15 interns were placed at faith based organizations (FBOs) to offer outreach, housing location, housing navigation and wrap-around supportive services. As Housing First sites are being built on faith campuses, the program also focused on building the capacity of faith partners to more effectively serve neighbors without homes. Finally, the program develops a future workforce in the homeless arena.

The City Council allocated \$45,000 of Measure Z funds to partially fund a field supervisor to oversee the work of the students (employed by Path of Life). The remaining funds for the pilot year were raised through private donations.

The interns served at six FBOs, selected based on proximity to 311 hot-spot data, potential long-term involvement in housing, the capacity of the faith-based organization, and/or the strength of interest and support the sites had offered: Calvary Presbyterian Church, Faith Lutheran Community Church, Hope Community Church, La Sierra University Church, Riverside Community Church, and Sandals.

The steering committee secured funding through the Unihealth Foundation for an additional three years of operations and to set up the systems needed to sustain this program over time. In addition, the students hosted or participated in over 30 educational sessions and events, provided crisis intervention and referrals and developed the Layperson's Guide to Homelessness.

Based on the lessons learned during the pilot year, the steering committee has adjusted its approach to intern placements, as the foot traffic wasn't as heavy as anticipated at each site. As an alternative, the steering committee identified three hubs (Downtown, Jackson/La Sierra, and Magnolia Central) and the interns will team up to serve these hubs. Each hub consists of networked partner organizations working to provide unique services and resources.

Housing Authority

Following the directive outlined in the Housing First Plan to produce approximately 400 new

housing units in 10 years, the City's Housing Authority has actively worked towards the development of affordable housing opportunities, focusing on development of permanent supportive housing units. City staff has worked to identify two to three potential development sites in each Ward to facilitate these development opportunities consistent with the City Council's direction. This is being achieved through the disposition of all available Housing Authority owned properties, as well as through the outreach efforts of the Mayor's Love Your Neighbor Initiative which has resulted in five housing projects on the campuses of faith-based organizations and many other potentials.

In total, City staff is working on 15 housing projects throughout the City that when built will yield 639 affordable housing units, 305 of which will be permanent supportive housing units. The Housing Authority will make direct financial contributions to eight of these projects, with the contributions totaling approximately \$13.4 million. While this may seem like a significant investment, it is simply not enough to adequately support nor fund the development of the remaining projects, or any future project. Accordingly, City staff has prioritized pursuing all available grant or funding opportunities – Affordable Housing Tax Credits, No Place Like Home, Affordable Housing and Sustainable Communities Program, Transformative Climate Communities, Supportive Housing Multifamily Housing Program and Multifamily Housing Program funds – to assist development partners secure funding for each project.

The \$13.4 million identified above represents the total remaining available funding of the Housing Authority forevermore for affordable housing project opportunities. With the dissolution of Redevelopment Agencies by the State of California, the City has been without a stable long-term funding source to support the operation of the Housing Authority (sufficient funds are available to maintain Housing Authority operations through June 30, 2022) or to support the development of additional affordable housing projects. City staff is currently researching potential funding mechanisms that would allow for the continued operation of the Housing Authority. A proposal of funding options for affordable housing will be presented for City Council consideration at a future date.

| Housing Projects | | | | | |
|------------------------------|---|-------------|----------------------|--------------------------------|------|
| Project | Partner(s) | Total Units | PSH/Restricted Units | Housing Authority Contribution | Ward |
| Grove Village | Grove Community Church / Path of Life | 4 | 4 | \$ 65,000 | 4 |
| St. Michaels | Community Investment Partners / Mercy House | 50 | 24 | \$ 2,000,000 | 5 |
| La Sierra | La Sierra University Church / National Core | 80 | 38 | \$ 1,000,000 | 7 |
| Mulberry Village | Habitat for Humanity | 10 | 10 | \$ 880,000 | 1 |
| Aspire (3rd and Fairmount) | Riverside Community College District / Innovative Housing Opportunities | 32 | 32 | \$ 1,000,000 | 1 |
| 11th and Victoria | TBD | 8 | 4 | \$ 900,000 | 2 |
| Cedar Glen II | Palm Communities | 49 | 11 | \$ 600,000 | 6 |
| Entrada (Chicago and Linden) | Wakeland | 65 | 8 | \$ 4,000,000 | 2 |
| Mission Heritage | FHC / Wakeland | 72 | 11 | \$ 3,000,000 | 1 |
| University and Park | Grapevine | 78 | 4 | TBD | 2 |
| Bushnell and Bogart | Neighborhood Partnership Housing Services | 23 | 23 | TBD | 7 |
| Crest | Crest Community Church | 11 | 10 | TBD | 2 |
| 2550 14th Street | Path of Life / Harvest Church | 2 | 2 | TBD | 2 |
| Oasis Senior Villas | A Community of Friends | 95 | 64 | \$ - | 2 |
| Arlington and Van Buren | Jamboree Housing | 60 | 60 | TBD | 7 |
| | | 639 | 305 | \$ 13,445,000 | |

The City's efforts to build more affordable units have produced strong results. Over the last year, the City pursued and received more than \$32 million in funding from the State's No Place Like Home and Affordable Housing and Sustainable Communities programs, that will be used to construct 278 affordable housing units throughout the city. The successful effort to attract state funding that will facilitate four new housing projects represents a return on investment of more than four times the City's initial outlay, successfully leveraging Riverside funds. The four projects include:

- Mission Heritage Project, a 72-unit affordable housing project in the downtown neighborhood, with a 22-unit set-aside that will be reserved for veterans. This project is being built with \$16.8 million in assistance from the Affordable Housing and Sustainable Communities Program, including more than \$10 million for the housing project and \$6 million for nearby integrated transit improvements. The City's financial commitment is \$3 million.
- Oasis Senior Villas, which received \$8.2 million in support from the state's No Place Like Home Program (NPLH), will consist of 95 units in the Eastside neighborhood benefitting low-income seniors, including people who are previously homeless and living with mental illness.
- St. Michaels Project, which will receive \$4.3 Million in NPLH Program funding to construct 49 units of housing for extremely low-income residents in the Arlington neighborhood. The City participated with project assistance of \$2 million.
- Cedar Glen II, which includes 49 units of affordable housing in the La Sierra neighborhood, received \$3.3 million of NPLH Program assistance. The City provided project assistance of \$650,000.

Public Safety and Engagement Team

On April 2, 2019 the City Council approved the Public Safety and Engagement Team (PSET) Program, a program developed by the City Manager's Office in response to the concerns expressed in relation to the ongoing challenge of homelessness and its impact on quality of life in the City. PSET was originally born from two vocalized concerns by the public and the City Council: growing disorder in the public realm due, in part, to encampments; and, concern for disorderly conduct in parks and other public spaces that cause insecurity and fear. Building upon these concerns, the PSET Program was designed to be holistic and proactive in its approach – one that creates a balance between maintaining order in the public realm and providing individuals experiencing homelessness a path to exit the condition. The PSET Program ensures that quality of life is maintained, City facilities are being used in a safe and enjoyable manner, problems in parks and public areas are addressed quickly and efficiently, and community members are behaving in accordance with applicable City codes and ordinances.

Individuals experiencing homelessness are not defined by a single characteristic; the factors that lead to homelessness are varied – economic, medical, substance abuse, mental health, and criminal. The impact of homelessness on quality of life is equally varied. To this end, staff recommended that a multi-departmental team be constituted to operate on a full-time basis, throughout the City; approval of the PSET Program provided funding for two teams to operate, allowing coverage seven days per week. From the outset and continuing today, staff is committed to refining the practices, makeup, and mission of PSET to most effectively, and efficiently, advance public interest, public benefit, and public good.

Approval of the PSET Program included an allocation of Measure Z funding totaling approximately \$3.45 million, which provided for new personnel, homeless encampment cleanups, and a partnership with a non-profit provider to expand mental health beds at the Hulen Campus (detailed previously). The funding provided allows for operation of the PSET Program for one year (refer to attached April 2, 2019, City Council Memorandum).

A multi-departmental approach is beneficial given that a holistic approach is necessary to address the challenges brought forth by homelessness. The Teams consist of representatives from the City departments listed below. It was determined that new personnel would be needed in order to facilitate implementation of the Program not impact the ongoing operations of these departments. Where possible, departments have absorbed work related to the PSET Program, grown at a deliberate pace, and have pursued opportunities to work with external providers (i.e., social workers and mental health professionals).

- Riverside Police Department (RPD)
- Code Enforcement Division – Community and Economic Development Department (Code)
- Office of Homeless Solutions – City Manager’s Office
- Parks, Recreation, and Community Services Department (PRCSD)

PSET members have a distinct skillset beyond what is normally expected of them in their professional capacity: compassion, determination, understanding, patience, and a sincere desire to serve individuals experiencing homelessness. For these reasons the PSET Program’s operations are underpinned by the following guiding principles:

1. Engage individuals in a constitutionally compliant manner;
2. Treat individuals with utmost dignity and respect;
3. Maintain order in the public realm, upholding the law;
4. Respect private property rights; and
5. Ensure employee safety at all times.

In support of the PSET Program, staff issued a Request for Proposals to select a vendor to perform homeless encampment clean-up services in a manner consistent with the City’s abatement procedures and in compliance with all applicable laws. DeAngelo Brothers, LLC (DeAngelo) was selected as the most qualified bidder. The original agreement term with the Contractor was for a six-week trial period beginning June 19, 2019 in an amount not to exceed \$50,000. On August 6, 2019, the City Council approved an Amended and Restated Encampment Clean-up and Trash Removal Services Agreement with DeAngelo, extending the term through June 30, 2020 for an additional amount not to exceed \$250,000.

The table below details the PSET Program’s operations between May 2019 and October 2019 (Team One began operating in May 2019 and Team Two began operating in July 2019). Absent the approved Measure Z funding, these activities would likely not have been achieved, including the large scale cleanups detailed below.

The City recently acquired the Outreach Grid platform, a collaborative and mobile software program that provides for a more coordinated entry for homelessness management. The platform will assist staff in collecting client information from first contact to housing, tracking the number of engagements, location of engagement, as well as the services offered to the individual. Additionally, the system tracks homeless encampments locations allowing for client engagements to be shown in real time (this feature is compatible with the City’s 311 system). As the system is

stood up, we will all be able to see and track activities throughout the City.

| PSET Stats | 2019 | | | | | | TOTALS |
|---|------|------|------|--------|-----------|---------|--------|
| | May | June | July | August | September | October | |
| Number of Contacts (Engagements) | 423 | 292 | 538 | 895 | 736 | 832 | 3,716 |
| Number of Individuals Accepting Services | 0 | 4 | 7 | 10 | 0 | 2 | 23 |
| Number of Code Enforcement Notices Issued (On Private Property) | 300 | 184 | 333 | 687 | 407 | 592 | 2,503 |
| Number of Citations Issued | 2 | 11 | 41 | 39 | 10 | 11 | 114 |
| Number of Arrests | 3 | 10 | 12 | 23 | 26 | 40 | 114 |
| Tons of Trash/Debris Removed from Public Areas/Public Rights-of-Way | 14.2 | 13.6 | 30 | 56.42 | 21.89 | 60.56 | 196.67 |

Homeless Encampment Cleanups – Hole Lake, Fairmount Park, and Spring/Iowa

The PSET Program has been able to undertake large-scale cleanups in three areas around the City that have been historically challenged with encampments – Hole Lake (generally northwesterly of Van Buren Boulevard and Arlington Avenue), Fairmount Park (generally the areas between the Park and the Santa Ana River), and Spring/Iowa (a natural area generally southeasterly of Spring Street and Iowa Avenue).

| Location | Dates | Tons of Trash/Debris Removed |
|----------------|--|------------------------------|
| Hole Lake | August 21 August 24 October 26 October 28 | 332.83 |
| Fairmount Park | September 28 October 12 | 46.5 |
| Spring/Iowa | November 1 | 12 |
| | | 374.31 |

Given the magnitude of the challenge at Hole Lake, City staff worked alongside County staff to conduct intensive outreach services and solicit support for the cleanup. Leading up to the cleanup, City and County Outreach staff engaged individuals in the area twice a week over a two month period. Individuals were given every opportunity to connect with services and housing, and were informed of the planned cleanup well ahead (notices/tags were also posted). A total of 55 individuals were identified over the two month period, and 24 of those individuals accepted services as a result of the intensive outreach; they are now in the process of securing housing through the City's programs.

PSET has encountered individuals attempting to resettle in the areas where cleanups have occurred. Staff will continue engaging these individuals and work to prevent the encampment from resettling.

Forum on Homelessness: A One-Day Gathering to Explore and Discover What's Working and What is Needed

On October 23, 2019 the City hosted a one-day gathering of elected officials, executive staff and law enforcement, to learn, share and network to advance effective solutions to address the

challenge of homelessness in the surrounding region. Following welcoming statements by both Mayor Bailey and Councilmember Conder, each participating agency was asked to prepare a 10-minute presentation detailing what they are doing in their respective jurisdictions and to share ideas for addressing the challenge of homelessness. Phillip Mangano, President and Chief Executive Officer of the American Roundtable to Abolish Homelessness, delivered the keynote address. The day concluded with 'working roundtables' that were organized around six questions aimed at developing solutions and strategies to address the needs of each of participating agency.

The City will convene a meeting of executive staff to discuss the results of the Forum on Homelessness in early 2020 with the goal to develop a plan based on all of the input received. All participating agencies will be reconvened in April 2020 to have a more focused discussion so as to begin implementing the key takeaways throughout the region.

A recording of the event is available for viewing on the City's YouTube channel (<https://youtu.be/Jk26LsykZ0s>). Copies of all of the presentations are available on the OHS website (<https://riversideca.gov/homelessolutions/>).

Homeless Housing Assistance and Prevention Program

On July 31, 2019 Governor Gavin Newsom signed into law the Homeless Housing Assistance and Prevention Program (HHAP), a \$650 million one-time block grant that provides local jurisdictions with funds to support regional coordination and expand or develop local capacity to address their immediate homelessness challenges. Of the total \$650 million available, \$190 million will be distributed through the Continuums of Care, Counties will receive \$175 million, and \$275 million will be distributed to the 13 largest cities in California. As the 12th largest City in California, Riverside will be eligible to receive a direct allocation from the \$275 million allocation, as Mayor Bailey was able to successfully advocate for the Big City Mayors group to be expanded from 11 cities to 13 cities.

Each jurisdiction's final allocation amount will be determined once the 2019 PIT Count numbers have been finalized and posted by HUD. The funding set aside for the 13 largest cities will be distributed based on the city's proportionate share of the total homeless population of the region served by the CoC within which the city is located, based on the homeless point-in time count. Eligible uses of the funding include, but are not limited to, the following:

- Rental assistance and rapid re-housing;
- Operating subsidies for new and existing affordable or supportive housing units, emergency shelters, and navigation centers;
- Landlord incentives; and
- New navigation centers and emergency shelters.

Items for Future Consideration

- Hafsa Kaka, a social worker who has 15 years of experience around Southern California coordinating efforts to help people out of homelessness, most recently with the City of Santa Ana, began her tenure as the City's Homeless Solutions Officer on November 15, 2019. She will help lead the Office of Homeless Solutions in a variety of efforts designed to help homeless individuals transition from the streets into a shelter, then into permanent supportive housing with built-in wrap-around services, and eventually into their own residence (Press Release: <https://riversideca.gov/press/veteran-social-worker-direct->

[office-homeless-solutions-city-riverside](#)). Hafsa has been tasked with evaluating the programs and initiatives of OHS and PSET, and preparing a report recommending changes, as needed, to the City's efforts. These recommendations will be presented to the City Council for its consideration in early 2020.

- The City Manager's Office has been working with the Fire Department to develop a proactive approach to dealing with the challenge of homelessness along the Santa Ana River-bottom area that would result in mandatory evacuations of homeless encampments prior to a fire occurring, under a defined set of conditions. Staff is developing a policy directive for City Council consideration (at a future date) that adequately encompasses the broad implications of such an approach.
- Encampment Cleanups on Public Versus Private Properties – The PSET Program was created with the explicit purpose of focusing efforts on public properties and public rights-of-way; engagement and outreach efforts have focused on these areas. Nonetheless, City staff/PSET is regularly challenged to address homeless-related concerns on private properties, effectively addressing attractive nuisances by initiating Code Enforcement cases on each of these private properties. City staff is evaluating the feasibility of conducting encampment cleanups on private property to address homeless-related challenges more promptly. Staff would develop a process consistent with standard Code Enforcement protocol and assess the applicable charges to the respective property owner. To facilitate this process, the City will need to front the costs of the cleanup, anticipating cost recovery through direct abatement costs or through property tax liens which would be recovered over an extended period of time. This will more promptly address encampment issues, but will still place the burden of the cleanup on private parties.

FISCAL IMPACT:

There is no Fiscal Impact associated with the recommendations in this report.

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Attachments:

1. County of Riverside 2019 Point-In-Time Count (April 2019):
<http://dpss.co.riverside.ca.us/files/pit/pit-count-report-final.pdf>
2. Housing First Plan (March 2018):
<https://www.riversideca.gov/sites/default/files/ohs/pdf/Housing%20First%20Plan%20CC%20Approval.pdf>
3. Hulen Campus Site Map
4. Building Code – Emergency Sleeping Cabins (Effective January 1, 2020)
5. Office of Homeless Solutions Budget
6. Public Safety and Engagement Team Program Budget