



Office of Homeless Solutions Massachusetts Action Plan (MAP) “A MAP Home”

A comprehensive, multidisciplinary four-month plan, to house and provide wrap around supportive services and resources to all unsheltered individuals residing in encampments along the 1900 Block of Massachusetts Avenue in the City of Riverside. This plan of action is utilizing best practices from Centers for Disease Control (CDC) and Housing Urban Development Interim Guidance for Unsheltered Homelessness)

<https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/unsheltered-homelessness.html>

Objective: MAP will be commencing in September 2020 and terminate on December 2020, with the objective of housing all individuals along Massachusetts Avenue and clearing impacts of homelessness.



1. DATA

On April 23, 2020 from 7 a.m. to 11 a.m., the Office of Homeless Solutions Outreach staff in partnership with two CityNet Outreach staff teams conducted a census of all unsheltered individuals that currently reside on 1900 Massachusetts Avenue.

The census findings include the following measurable outcomes:

- ✓ 129 Total respondents (of which 99 self-reported answers & 30 were observed)
- ✓ 69% indicated Massachusetts as primary sleeping location
- ✓ 52% indicated City of Riverside as last place of residence
- ✓ 86% indicated staying in City of Riverside prior to February 2020
- ✓ 30% indicated being the ages of 55-64
- ✓ 58% identified as male and 40% as female, 1% as other and 1% as Transgender
- ✓ 45% indicated a physical disability
- ✓ 43% indicated a mental health disability
- ✓ 88% indicated interest in non-congregate shelter

In addition, a needs assessment was conducted to measure most needed resources that the unsheltered individuals would utilize during the COVID pandemic. Findings include:

- ✓ 22% indicated need of showers and restrooms
- ✓ 19% indicated need of personal protective equipment
- ✓ 18% indicated need of water
- ✓ 15% indicated need of food
- ✓ 10% indicated need of quarantine

**Exhibit A attached for full CityNet Massachusetts Census Report*

2. OUTREACH SERVICES

Given the data presented above, the need for customized outreach with intensive supportive services on Massachusetts is critical to address the public health crisis of unsheltered individuals experiencing homelessness during the COVID-19 Crisis.

The Office of Homeless Solutions Outreach staff and CityNet Outreach staff will provide outreach using best practices through the United States Interagency Council on the "Core Elements of Effective Street Outreach to People Experiencing Homelessness." (https://www.usich.gov/resources/uploads/asset_library/Core-Components-of-Outreach-2019.pdf)

1. MAP will be housing focused with referrals into shelter and permanent housing in place for individuals experiencing homelessness.
2. MAP will be systematic and coordinated with outreach entering unsheltered individuals into the Coordinated Entry System, assessing and referring to other

County social services.

3. MAP will be incorporating person centered, trauma informed and culturally responsive outreach including progressive engagement and motivational interviewing modules of engagement within a four-month period.
4. MAP will be integrating safety and reduction of harm through the support of Riverside Police Department.

Correlation to CDC & HUD Interim Guidance

On May 13, 2020, the CDC published interim guidance for homeless service providers to plan and response to COVID-19 for the unsheltered homeless population.

<https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/unsheltered-homelessness.html>

The guidance encourages a “whole community approach” in responding to unsheltered homeless population by involving key partners critical to resources for individuals experiencing homelessness.

As such MAP will include the following ethos of collaborative partners:

CDC Interim Guidance Requirement	Local Response Team Identified
Local Government Leadership	Office of Homeless Solutions
Support Services	CityNet Outreach & Path of Life Ministries
Housing Authority	City of Riverside and Riverside County Housing, Homelessness Prevention, & Workforce Solutions
CoC Leadership	Riverside University Health Systems - Behavioral Health
Health Care Providers	Department of Public Health
Law Enforcement	Riverside Police Department
Probation	Riverside Sheriff's Department

**It should be noted that CDC encourages non-congregate shelter as an immediate response to unsheltered homeless population. If individual housing options are not available, then CDC indicates encampment containment to reduce spread of disease.*

3. SHELTER SERVICES

The CDC Guidance states, “Depending on resources and staff availability, non-group housing options (such as hotel/motels) that have individual rooms should be considered for the overflow, quarantine, and protective housing sites,” for the unsheltered homeless population.

As such, MAP will integrate non-congregate shelter as a best practice response for

unsheltered individuals experiencing homelessness through the following:

1. Enlisting CityNet to master lease a motel within the City of Riverside with up to 55 rooms (one site or scattered site) as temporary and bridge shelter for up to 4 months.
2. The City will enter into an agreement with CityNet to operate the site with 24/7 staff, security, meals, laundry, janitorial services, pet management, wraparound supportive service and comprehensive manual operations agreement.

4. PERMANENT HOUSING PLACEMENTS

As a best practice to keep the unsheltered individuals housed, MAP includes a plan to bridge unsheltered homeless population from temporary shelter in hotels/motels into permanent housing placements provided by the City of Riverside Housing Authority.

1. On December 17, 2019, City Council allocated \$740,000 of Homeless Housing, Assistance and Prevention (HHAP) grant funds towards the Tenant Based Rental Assistance (TBRA) Program to assist 40 homeless individuals with obtaining permanent housing with the assistance of a housing navigator.
2. MAP includes additional TBRA funding from the CARES ACT funds appropriated to the City to meet the demands of all unsheltered individuals on Massachusetts avenue.

5. SAFETY

MAP will have a safety component to support the homeless crisis response system to assess safety, sanitation and compliance when addressing encampments for services and appropriate clean ups.

<https://files.hudexchange.info/resources/documents/Infectious-Disease-Toolkit-for-CoCs-Preventing-and-Managing-the-Spread-of-Infectious-Disease-within-Encampments.pdf>

Riverside Police Department (RPD) along with Code enforcement and DBI Vendor, will follow Public Safety Engagement Team (PSET) protocol in large encampments clean up with 72-hour notice posted for removal of items after individuals experiencing homelessness are engaging with outreach services. (*City of Riverside Encampment Protocol as published by Lesar Development Consultants - September 2019)

1. MAP will require citations issued for those encampments that are violation of the Riverside Municipal Code.
2. Due to the several crimes reports in the area, RPD will take safety actions.
3. RPD will also provide additional police presence and officers on Massachusetts

to reduce crime recidivism and encourage individuals to a restorative justice model of seeking shelter over illegal activities.

6. BEAUTIFICATION/ MASSACHUSETTS RENOVATION/ MITIGATING FUTURE ENCAMPMENTS

In order to maintain clear ground on Massachusetts Avenue, post intensive homeless outreach, MAP will have a renovation phase to make the area less attractive for future encampments. This will be done through:

1. City departments will work with adjacent businesses on a fencing project and or placing boulders to mitigate future camp set ups.
2. A physical barrier to establishing encampments will encourage individuals seeking shelter and services to approach the Access Center and engage with Office of Homeless Solutions Staff.
3. MAP includes collaborating with nonprofits on Hulen campus to ensure operations and practices align to mitigate future encampments.