



*City of Arts & Innovation*

# Housing and Homelessness Committee Memorandum

**TO: HOUSING AND HOMELESSNESS  
COMMITTEE MEMBERS**

**DATE: OCTOBER 25, 2021**

**FROM: OFFICE OF HOMELESS SOLUTIONS**

**WARD: ALL**

**SUBJECT: CORONA AND NORCO COLLABORATIVE HOMELESS SERVICES**

**ISSUE:**

Receive an update on the Corona and Norco collaborative homeless services.

**RECOMMENDATION:**

That the Housing and Homelessness Committee receive an update on the Corona and Norco collaborative homeless services.

**BACKGROUND:**

On June 17, 2020, the Corona City Council adopted a Homeless Strategic Plan (the Plan) with the following vision:

- A comprehensive, five-year roadmap that will be implemented in phases over time.
- A document that supports a flexible and scalable system of services that can respond to changing needs, issues, and opportunities.
- Requires a Homeless Solutions Annual Action Plan that is tied to the annual budget process.
- The Homeless Solutions Annual Action Plan includes goals, implementing strategies, and specific milestones that guide each phase of Plan implementation.

On July 15, 2020, and August 4, 2021, the Corona City Council approved the Fiscal Year 2021 and Fiscal Year 2022 Homeless Solutions Annual Action Plans for Phase I and Phase II of the Homeless Strategic Plan. Both Annual Action Plans included goals and milestones related to partnerships with neighboring cities.

Specifically, Goal 5 of both Annual Action Plans directed staff to “Develop and Participate in Sub-Regional Partnerships and Collaboratives with Neighboring Cities”. Examples of how the City of Corona is achieving results related to partnerships with Neighboring Cities are as follows:

- The City of Corona is actively participating in Supervisor Spiegel’s 2nd District Homeless

Solutions Collaborative of Cities. As part of this effort, the City of Corona is collaborating with County Agencies and 2nd District Cities on the implementation of the Regional Santa Ana Riverbed Homeless Encampment Response Plan.

- The City of Corona Homeless Solutions Manager is Vice-Chair of the Riverside Continuum of Care. Through policy feedback and collaboration with the County and other Continuum of Care stakeholders, subregional collaboration has been incentivized in recent grant opportunities released through the Riverside Continuum of Care.
- The City of Corona collaborated with the City of Riverside and City Net on a Continuum of Care Homeless Housing, Assistance and Prevention (HHAP) Housing grant to provide Rapid Rehousing Resources to Project RoomKey motel clients in the cities of Corona, Eastvale, Jurupa Valley, Norco, and Riverside.
- The City of Corona actively participates in the Northwest Sub-Region of CEO/City Managers Quarterly Meetings.
- The City of Corona provides technical assistance and capacity building support to other cities. Examples include presentations at the City of Jurupa Valley and City of Banning Council Study Sessions on Homelessness on July 1, 2021, and September 7, 2021, respectively.

## **DISCUSSION:**

In December 2020, Supervisor Karen Spiegel's Office invited the City of Corona to participate in a subregional discussion among the western cities about homeless encampment challenges in the Santa Ana River. The City of Corona's Homeless Solutions Manager was asked to give an update on the City's Homeless Strategic Plan. As a follow-up to that meeting, the City of Norco requested the City of Corona Homeless Solutions Manager to conduct a presentation at its City Council meeting on January 20, 2021.

As a result of that presentation, the Norco City Council unanimously agreed that a partnership with the City of Corona would be beneficial for collaborative homeless services. A series of meetings between both cities was conducted during the month of February 2021. The meetings included representatives from each city, including City Council Members, City Managers, Police and Fire Departments, Corona Homeless Solutions, and other staff.

The purpose of the joint city meetings was to evaluate potential partnerships for collaborative homeless services. At the conclusion of the meetings, representatives from both cities unanimously agreed that the best course of action was to expand the City of Corona Motel Emergency Shelter, Outreach, Engagement, and Case Management Programs into the City of Norco. Staff from both cities worked together to develop an MOU and scope of services with City Net. The Norco City Council unanimously approved the MOU on March 17, 2021 and the Corona City Council approved the MOU on April 7, 2021.

The first Collaborative Homeless Services MOU between the City of Corona and the City of Norco funded a 3-month pilot program from April 2021 through June 2021. The pilot program provided four motel rooms per night and a total of 16 hours per week for case management and street outreach services. Norco's Homeless Programs were launched the week of April 7, 2021. Within two weeks, Norco's motel program was full and over 25 street homeless were identified and engaged through the street outreach program.

Due to the success of the partnership, the Corona-Norco MOU for Collaborative Homeless Services was renewed for FY 2022 and approved by the Corona City Council on June 16, 2021, and the Norco City Council on July 7, 2021. The City of Norco doubled the program capacity to 8 motel rooms per night with a total of 32 hours per week for case management and street outreach for a total of \$537,011 for FY 2022.

Part of the \$537,011 agreement includes a \$44,751 administrative fee that the City of Corona charges the City of Norco to manage its homeless programs. The structure of this partnership enabled the City of Norco to immediately launch its homeless programs without hiring staff. In addition to contract management, examples of additional support provided by the City of Corona include:

- Homeless Services Staff Training to all City Departments.
- Partnership Presentation to Norco Chamber of Commerce.
- Norco Town Hall Meeting to educate Norco residents on the homeless issue and value of investment of City funds to improve the quality of life for businesses and residents.
- Development of a joint-City Homeless Resources Brochure posted to both City Websites.
- Collaboration on analysis of homeless related bills and legislation.
- Collaboration on Riverside Continuum of Care Policy and Program Opportunities or Issues.
- Collaboration with Community Partners to support the Make-It-Cozy Warehouse in the City of Corona which provides move-in kits, furniture and other home furnishings for homeless clients graduating from the Corona and Norco motel shelter programs into permanent housing.
- Shared data between City Net Corona, City Net Norco, the Corona Police Department, and the Riverside Sheriff's Department in Norco to improve services and find appropriate motel shelter placements for homeless clients living on the streets in the two cities.

Examples of the benefits associated with this partnership include:

- This partnership resulted in the achievement of Goal 5 in the City of Corona's Homeless Strategic Plan and FY 2021 and 2022 Homeless Solutions Annual Action Plans.
- Corona's existing contracts with City Net were easily amended to add Norco's scope of services.
- Paying a 10% administrative fee to the City of Corona was more cost effective than hiring new staff and the City of Norco was able to immediately launch its homeless shelter and service programs by coming under Corona's well-established framework of homeless services.
- This model expands services into the City of Norco so that Norco's homeless neighbors are served in their city of residence.

- This model benefits the City of Corona as homeless census data and calls for assistance confirm that Norco's homeless neighbors sometimes come to the City of Corona for services and shelter.
- As part of this partnership, the City of Norco expanded animal shelter services to provide free vaccinations, spay/neuter, emergency boarding, and other free services to support homeless clients with pets. The City of Corona is currently evaluating options to replicate this best practice program model.
- This model sets the standard for a mutually beneficial partnership for collaborative homeless services and hopefully inspires other cities to work with each other to develop collaborative homeless services.

### **STRATEGIC PLAN ALIGNMENT:**

This item contributes to **Strategic Priority 2 – Community Well-Being and Goal No. 2.2**, collaborate with partner agencies to reduce the incidence and duration of homelessness.

The item aligns with each of the five Cross-Cutting Threads including Community Trust, Equity, Fiscal Responsibility, Innovation and Sustainability and Resiliency.

### **FISCAL IMPACT:**

There is no fiscal impact related to this staff report.

Prepared by: Michelle Davis, Housing Authority Manager  
Approved by: Lea Deesing, Assistant City Manager  
Approved as to form: Phaedra A. Norton, City Attorney