ATTACHMENT 3

CITY OF RIVERSIDE

HOMELESSNESS ACTION PLAN

CITY OF RIVERSIDE

RiversideCA.gov/HomelessSolutions

Adopted on Tuesday, October 11, 2022

ATTACHMENT 1

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MISSION STATEMENT

Reduce homelessness by **creating and maintaining affordable housing and programming utilizing a whole-person care approach** to support individuals and families to achieve housing stability and self-sufficiency.

QUICK **FACTS**

514 **UNSHELTERED HOMELESS PEOPLE**

were counted **in the City** during the 2022 by Riverside County Homeless Point-in-Time Count.

Down from 587 in 2020

2022 HOMELESS POINT-IN-TIME COUNT

COUNTY OF RIVERSIDE

1,980
UNSHELTERED HOMELESS PEOPLE

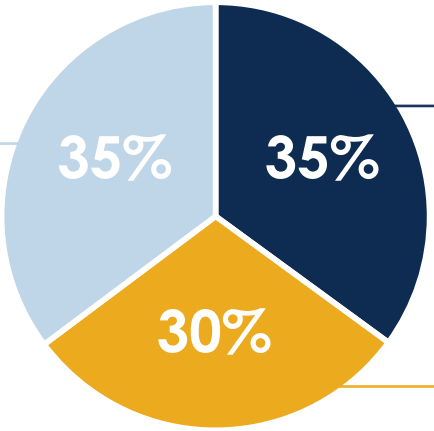
410
SHELTERED HOMELESS PEOPLE

DIVERSE HOUSING STOCK

3,141

affordable housing units

OFFICE OF HOMELESS SOLUTIONS FY 2021/2022 BUDGET



AFFORDABLE HOUSING ACTIVITIES
$11.8M

HOMELESS PREVENTION
$11.7M

HOMELESS PROGRAMS
$9.9M

PROBLEM **STATEMENT**

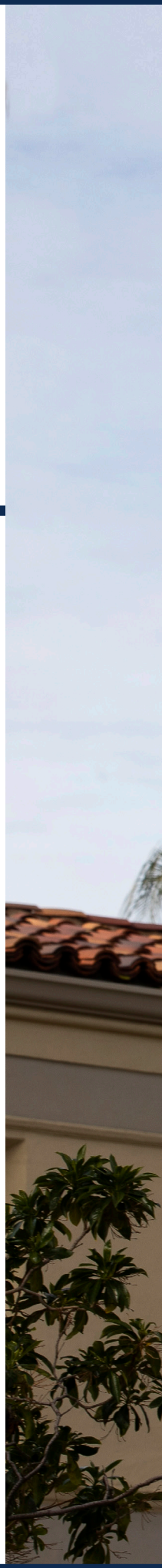
Homelessness is a multi-dimensional problem that affects every community in Riverside County, every county in the State of California and every state in the union. The City of Riverside acknowledges that there are many subpopulations represented, each of which is unique and requires an array of options and wraparound supports to achieve self-sufficiency and housing security.

According to the 2022 County-wide Point-In-Time Count, the City of Riverside has the largest number of unsheltered individuals experiencing homelessness across the County. Specifically, there are 514 unsheltered persons with 410 sheltered within our City.

The biggest reasons people are homeless include family disruption, unemployment, and lack of income. Individuals reported that the problems keeping them homeless include: chronic homelessness* at 56%, substance abuse at 36%, and mental illness at 32%. Of the unsheltered homeless people within our City, 39% live on the street, 17% were found living in a tent or shed, and 16% were living in a vehicle.

Homelessness is prevalent across the Country, State, County, and City and is being impacted by the COVID-19 pandemic. To reduce the number of people living without adequate housing, it is crucial to continue to provide services, shelter, housing, and support for our marginalized neighbors.

The following goals represent solutions that were created with input from the community, end-users, experts, the Housing and Homelessness Committee, Mayor and City Council, and the Office of Homeless Solutions.



*Chronic homelessness is defined as someone who has experienced homeless for one year or more. (National Alliance to End Homelessness, March 2021)

GOAL #1

Increase Housing Production With a Focus on Affordability

- Ensure 90% of expiring affordable housing covenants are maintained.
- 5% increase in affordable housing units inventory.
- 550 market rate and affordable housing units built annually.
- 55 for-sale market rate and affordable housing units built annually.
- 5% increase in number of sites developed from 2018 Housing First Plan.
- Carryout the development of 689 affordable housing units in the pipeline for development.

PARTNERSHIPS	• Developers (market rate and affordable housing) • Non-profits • State HCD • U.S. Department of Housing & Urban Development • A Community of Friends • Crest Community Church • Eden Housing Corporation • Habitat for Humanity Riverside • Innovative Housing Opportunities • National Community Renaissance and La Sierra Church • Neighborhood Partnership Housing Services • Northtown Housing, Inc. • Path of Life Ministries • Riverside Housing Development Corporation • TruEvolution Wakeland Housing & Development Corporation
CITY DEPARTMENT LEADS	• Office of Homeless Solutions - Housing Authority • Community & Economic Development Department • Office of Communications • Successor Agency
LEVERAGED CITY RESOURCES	• City, Successor Agency and Housing Authority real estate inventory • Permanent Local Housing Allocation • HOME Investment Partnerships Program
GOAL ALIGNMENTS	• Envision Riverside Strategic Plan: Priority 2, Community Well-Being, Goal 2.1 • HOME-ARP Allocation Plan • HHAP-3, Outcome Goal 1a, 1b, 3, 4, 5, 6

GOAL 1: GENERAL ACTIVITIES

- Renew existing affordable housing covenants that will expire this decade.
- Market Housing Element and City- and Housing Authority-owned sites to developers
- Receive an annual update on 6th Cycle Housing Element.
- Leverage state and other resources to encourage first-time homeownership.
- Research ongoing affordable housing funding streams and alternative housing options.
- Draft the Inclusionary Housing Program parameters.
- Continue to work with developers to add housing units to the development pipeline.

HIGHLIGHTS

Affordable Housing

Work with property owners with expiring affordable housing covenants on how to extend the term of their affordable housing covenants to ensure tenants remain stably housed.

Leverage State and Other Resources to Encourage First-Time Homebuyers

The Housing Authority will market state and other first-time homebuyer resources and first-time homebuyer workshops to help low-income households achieve the dream of homeownership.

Receive Annual Progress Report on 6th Cycle Housing Element

The City of Riverside must prepare an Annual Progress Report (APR), submitted to the California Office of Planning and Research and the Housing & Community Development Department, reporting on the status and progress of the General Plan, including the 6th Cycle Housing Element implementation. The Planning Division presents the APR to City Council in the first quarter of each year before submitting to the State.

The City is mandated by the State to produce housing at different income levels that meet the Regional Housing Needs Assessment (RHNA) requirement of creating 18,458 total housing units

Market Housing Element and City and Housing Authority Owned Sites to Developers

Develop a webpage whereby developers can quickly identify housing sites identified in the 6th Cycle Housing Element and sites owned by the City- and Housing Authority-owned, showing the zoning and potential densities.

Research Ongoing Affordable Housing Funding Streams

To address the affordable housing crisis, the Housing Authority will research dedicated funding streams that can assist in the developments of affordable housing units for extremely low- to low-income households and alternative housing options.

Inclusionary Housing

Create an inclusionary housing program that helps develop affordable housing within private developments for lower income families by requiring that a certain percentage of new residential units are rented to lower-income residents. Developers can also be provided an option to choose an alternative to providing the affordable units in the form of in-lieu fees or providing affordable units at a different location.

Housing Locators

Assist families who have received a rental assistance voucher with transition out of homelessness by locating a housing unit. Housing Locators educate owners, landlords, and property managers on rental assistance vouchers and the landlord liaison program. They also work closely with the property manager and case manager to address any tenant related concerns.

Affordable Housing Developments.

The City has 689 affordable housing units in the project pipeline for development that include permanent supportive housing and housing for families and seniors. Project Legacy will provide 48 permanent supportive housing beds with bilingual behavioral health, workforce development, harm reduction services, fitness, nutrition and other services to LGBTQ+ youth, seniors, and people living with HIV. The project will include permanent supportive housing for 48 residents and one housing manager. A commercial building on the site will become an on-site community Health and Justice Center, including TruEvolution's offices.

GOAL #2

Increase the Availability of Services, with a Focus on Physical, Mental Health, and Substance Use Disorder Treatment

- Increase number of social work interns by 15% annually.
- Increase in skills to reduce re-traumatized/confidence/job satisfaction among the Public Safety and Engagement Team, Parks and Neighborhood Specialist Team and Outreach Workers by 45% annually.
- Refer 96 individuals to "physical and behavioral health" resources annually.
- Decrease homelessness amongst "chronically homeless" by 5% annually.
- Decrease homelessness amongst those struggling with substance abuse by 5% annually.
- Increase the number of people who accept services from the Public Safety and Engagement Team and the street nurse by 25% annually.
- Increase the number of people who are successfully placed from street outreach by 25% annually.
- Refer 15 individuals to the Home Court Program annually.
- Care Court implementation by October 1, 2023.

PARTNERSHIPS	• Riverside University Health Systems - Behavioral Health • Riverside County Department of Public Health • Riverside County Home Court Program • Non-profits • Path of Life • La Sierra University • California Baptist University • Loma Linda University • UCR Health
CITY DEPARTMENT LEADS	• Office of Homeless Solutions - Homeless Services • City Attorney's Office • Riverside Police Department • Community & Economic Development Department – Code Enforcement
LEVERAGED CITY RESOURCES	• Measure Z • American Rescue Plan Act • CARES Act
GOAL ALIGNMENTS	• Envision Riverside Strategic Plan: Priority 2, Community Well-Being, Goal 2.2 • HHAP-3, Outcome Goal 1a, 1b, 4, 5, 6

GOAL 2: GENERAL ACTIVITIES

- Partner with local universities and colleges to expand the social work intern program.
- Provide training to the Public Safety and Engagement, Parks and Neighborhood Specialist and Street Outreach teams.
- Participate in Home Court Program.
- Track implementation of State's CARE Court and advocate for resulting local resources.
- Advocate for County, State, and Federal resources.

HIGHLIGHTS

Clinical Social Worker Internship Program

Partner with local universities to provide internship hours with Office of Homeless Solutions for clinical social work students. Interns will be placed at libraries to deliver services to those in need. Interns will build rapport with the goal of working cohesively with the individual to create a plan to exit homelessness. Students will be trained on how to make referrals to substance use disorder treatment, our street nurse, outreach, and other services as needed.

Street Nurses Program

The professionally trained street nurses will provide assessments in the field, care coordination, case management, and referrals for primary care, medical insurance, pharmaceutical, substance use disorder treatment and other services as needed. The individual(s) will support outreach teams in the urban and wildlands areas.

CARE Court

The City will support the implementation of the Care Court pilot in Riverside County that will focus on individuals experiencing severe mental illness who are unable to care for themselves by offering an advocate, treatment, and housing. The program will be implemented statewide through a phased-in approach.

Parks and Neighborhood Specialist

20 non-sworn Parks and Neighborhood Specialist to provide safety and monitoring of parks and surrounding neighborhoods to lessen the burden on Riverside Police Department in non-emergency response calls. The team will be trained in properly addressing homelessness in these spaces to support the goals of the Office of Homeless Solutions through interactions and referrals.

Enforcement

Riverside Police Department, Public Safety and Engagement Team, Parks and Neighborhood Specialist, Community Behavioral Health Assessment Team, and Problem Oriented Policing are all partners in reducing crime across the City. These entities will continue to protect vulnerable populations and answer calls to ensure community safety. The Sheriff Department will be the responsible party at County sites within the City of Riverside.

Urban Public Safety and Engagement Team

Expand the Public Safety and Engagement Team to provide both evening and early morning coverage across the City of Riverside. The team will respond to 311 service requests and follow a monthly calendar that focuses on hotspot areas to engage those experiencing homelessness in encampments to offer services and supports, to tag items for debris and trash abatement, and provide enforcement as appropriate.

Wildlands Public Safety and Engagement Team

Wildlands Public Safety and Engagement Team will focus on the Santa Ana River bottom (SAR). The team will follow a monthly calendar that focuses on hotspot areas to engage those experiencing homelessness to offer services and supports, to tag items for debris and trash abatement, provide enforcement as appropriate and enforce the anti-camping ordinance to ensure safety for all.

Access Center Outreach

Outreach workers cover the City of Riverside hotspot areas and respond to 311 service requests to engage individuals experiencing homelessness throughout the City. The team evaluates individual needs and walks alongside the person to develop a plan to exit homelessness. Resources and shelter options are presented, and the team does an infield intake to identify the individual and their location for follow up. An outreach representative is available at the Access Center to support walk-ins.

HOME Court Program

Collaboration between City and County providers to offer opportunities for alternative sentencing or diversion for individuals with low-level misdemeanor offenses with linkages to housing, behavioral health treatment, life skills courses, and peer supports.

Intentional Connections to Care

Partner with Riverside University Health Systems – Behavioral Health or other entity to provide training to teams working directly with individuals experiencing homelessness to provide training in Trauma Informed Care, Harm Reduction, Motivational Interviewing, and other best practices in human services.

Arlington Recovery Center

Provides a community-based continuum of care treatment and wrap-around support program that include evidence-based practices, detox, individualized treatment, recovery, individual and group therapy, 12-step introduction, and relationship rebuilding, family support, and trauma informed care. The center is within proximity of a suite of County services including the Riverside University Health Systems - Behavioral Health (RUHS-BH) Inpatient Treatment Facility and Emergency Treatment Services, RUHS-BH Mental Health Urgent Care and Crisis Residential Treatment campus, and the Riverside Mental Health Rehabilitation Center."

GOAL #3

Prevent Homelessness

- 84% rental assistance programs retention rate annually.
- 15% increase in unduplicated number of households assisted through rental assistance programs in 2023 with 10% thereafter.
- Refer 75 households annually to an employment assistance program.
- 5% annual decrease in homelessness amongst those who are justice involved.
- 5% annual increase of seniors assisted through the Office of Homeless Solutions referred to Riverside County In-Home Supportive Services (IHSS).
- Enroll six individuals through the Shared Housing Program annually.

PARTNERSHIPS	• Riverside County Department of Public Social Services • Riverside County Housing & Workforce Development • Riverside and Alvord Unified School Districts • Riverside County Office of Education • Riverside County Sheriff's Department
CITY DEPARTMENT LEADS	• Office of Homeless Solutions - Homeless Services and Housing Authority • Office of Communications
LEVERAGED CITY RESOURCES	• HHAP-3 • Emergency Solutions Grant (ESG) • Measure Z
GOAL ALIGNMENTS	• Envision Riverside Strategic Plan: Priority 2, Community Well-Being, Goal 2.2 • HHAP-3 Outcome Goal #1a, 1b, 2, 3, 4, 5, 6

GOAL 3: GENERAL ACTIVITIES

- Establish in-reach services with Presley Detention Center to connect individuals experiencing homelessness to family, shelter, transitional housing, and/or other resources.
- Partner with Riverside County Housing &Workforce Solutions and Goodwill Industries and advertise their employment programs.
- Create a collaboration of service providers to provide ongoing resources and support for families with children in the Riverside and Alvord Unified School Districts and Riverside County of Education (RCOE).
- Advertise the IHSS Program and connect seniors to this resource.
- Create a shared housing program for people who want or need to share their homes for financial, security or companionship.
- Advertise HomeConnect, a county-wide response system for those in a housing crisis.
- Review Crime Free Multi-Housing Ordinance.

HIGHLIGHTS

School Connections

Ensure that City of Riverside School Districts (Alvord and Riverside) are aware of resources available to at risk families. By developing and distributing materials, bringing partners and the County together for presentations before the beginning of each school year, Pupil Services will be equipped with up-to-date information to share with students and families to make connections before individuals experience homelessness.

Jail In-Reach

Gain access to Robert Presley Detention Center to connect with individuals who self-identify as homeless. By connecting with justice-involved individuals, we have an opportunity to support in the creation of an exit plan, empowering the individual to leverage available resources and shelter options decreasing homelessness among justice-involved individuals.

RENTAL ASSISTANCE

The City operates a Rapid Re-Housing and Tenant-Based Rental Assistance Program to provide up to 24 months of rental assistance to those experiencing homelessness coupled with case management.

Identify at Risk Households

Identification of at-risk households through United Lift and City of Riverside Rental Relief programs. Connect individuals to Goodwill, County Workforce Development, and America's Job Centers of California for job readiness workshops, mock interviews, resume writing workshops, and job training vouchers up to $8,000.00 per person. Industry recognized sectors and certifications that align with an individual's interest will be identified. Workforce Innovation and Opportunity Act (WIOA) funds will support eligible teens and adults to subsidize employment opportunities for on the job-training. Other opportunities like paid apprenticeships and internships are also available in specific sectors.

Shared Housing

Create and/or identify affordable housing for low income to extremely low-income households with a fast track for seniors. Seniors will be matched with Riverside County In-Home Supportive Services Program (IHSS). Leveraging best practices and the National Shared Housing Guide to responsibly place people to decrease homelessness and isolation.

Review of Crime Free Multi-Housing Program

Review Crime Free Multi-Housing Program to identify barriers impacting people with justice-involved backgrounds from potential prejudice and stigmatization perpetuating the cycle of recidivism and economic despair.

GOAL #4

Increase Availability and Effectiveness of Emergency Shelter

- Increase the number of emergency shelter beds by 25% in 2023.
- Increase the number of people exiting from emergency shelter to housing by 10% annually.
- Decrease the number of unsheltered people by 10% annually.
- Increase the number of people accepting shelter from the Public Safety and Engagement Team and Outreach teams by 25% annually.

PARTNERSHIPS	• Non-profits • Path of Life Ministries • Illumination Foundation • Mercy House • Helping Hearts • Riverside University Health Systems – Behavioral Health
CITY DEPARTMENT LEADS	• Office of Homeless Solutions - Homeless Services • City Attorney's Office • Riverside Police Department • Fire Department • Community & Economic Development Department • General Services • Public Works
LEVERAGED CITY RESOURCES	• Measure Z • HHAP-3
GOAL ALIGNMENTS	• Envision Riverside Strategic Plan: Priority #2, Community Well-Being, Goal 2.2 and Priority #5, High Performing Government, Goal 5.3 • HHAP-3, Outcome Goal 1a, 1b, 4, 6

GOAL 4: GENERAL ACTIVITIES

- Release Request for Proposals (RFP) for Non-Congregate Shelter at 670 Iowa and present selected vendor to Housing & Homelessness (H & H) Committee.
- Identify vacant sites and buildings for an additional emergency shelter to be presented to the H & H Committee.
- Create a new storage program for the Public Safety and Engagement Team and homeless individuals entering programs.
- Hire team members for Wildlands Public Safety and Engagement Team and purchase required equipment.
- Implement Anti-Camping Ordinance.

HIGHLIGHTS

Storage Program

Storage for individuals experiencing homelessness and seeking shelter services to remove barriers. Storage units will allow people to safely store their personal belongings. Additionally, outreach and case managers will have the ability to drop notes inside these units as reminders of upcoming appointments.

Non-Congregate Emergency Shelter

Provide low barrier shelter to individuals experiencing homelessness. Request for proposals for alternative emergency housing non-congregate shelter to expand diversity of shelter types and provide wrap-around services leveraging best practices.

Anti-Camping Ordinance

The Wildland-Urban Interface is threatened by fires and pose an imminent risk to residents of the Santa Ana River, the City, and first responders. The ordinance will prohibit any person to sit, lie, sleep, or store, use, maintain, or place any bulky item or personal property in the Wildland Urban Interface to mitigate the danger of fire. The Wildlands Public Safety and Engagement Team will enforce this ordinance.

Hulen Place Service Campus

The Hulen Place Service Campus provides an array of services:

- **Riverside Access Center:** Provides multiple resources and connections for individuals at risk of homelessness or those experiencing homelessness. Some of the services offered include linkage to emergency shelter, kennel usage for pets of individuals accessing services at Hulen Campus, monthly life skills classes, access to computer lab, hygiene kits, snack packs and outreach workers who connect folks to trips back to their place of origin, support to complete housing documentation and street nurse assistance.

- **Community Emergency Shelter:** Owned and operated by Path of Life Ministries. The program provides 90 beds (54 male beds and 36 female beds) to adults for up to 90 days coupled with case management to assist clients with obtaining temporary housing, vital documents, job readiness, counseling, and various other forms of social, spiritual, and emotional support.

- **Helping Hearts Recuperative Care:** Specializes in mental health treatment for those unable to care for themselves in an independent living situation. The program includes a high level of care -- 24 hours a day, 7 days a week in a home-like setting that is an alternative to psychiatric hospitalization or institutional care. The program has 28 beds with an average stay of 90 days.

- **Illumination Foundation:** A partner of the Hulen Campus that operates a recuperative care shelter that accepts individuals who were recently discharged from the hospital and need support to recover from their stay. Often times individuals are well enough to be discharged from a hospital but not well enough to return to regular activity and certainly not well enough to return to living on the street. Illumination Foundation provides a space for individuals to heal. The program has 50 Beds; with an average stay of 90 Days

- **The Place:** Chronically homeless adults experiencing a serious mental health disorder and have been unsuccessful in being placed in shelter or housing supports are eligible for placement here. The Place offers a drop-in center that operates 24 hours a day as well as on-site, low demand, permanent supportive housing for up to 25 adults. The drop-in centers leverage lived experienced mentors to engage guests and gently encourage housing services. Meals, showers, laundry, and linkage to a wide range of community resources are provided. The Place is operated by Recovery Innovations of California, Inc. under contract with the Department of Mental Health

- **Mercy House:** This shelter will offer bridge housing services and accept referrals by the Access Center or partner agencies. Eligible individuals will already have a housing plan and are awaiting approval for section 8, TBRA, or other housing options. This program offers – 23 beds with an average stay of 90 day.

GOAL #5

Expand Public Awareness

- **Annual increase of 311 calls related to homeless activities by 25%, decreasing emergency 911 calls related to homelessness.**
- **50% increase in traffic to the Office of Homeless Solutions web page annually.**

PARTNERSHIPS	• Non-profits • Neighborhood Groups
CITY DEPARTMENT LEADS	• Office of Homeless Solutions - Homeless Services and Housing Authority • Office of Communications
LEVERAGED CITY RESOURCES	• Measure Z
GOAL ALIGNMENTS	• Envision Riverside Strategic Plan: Priority 2, Community Well-Being, Goal 2.2 and 2.3

GOAL 5: GENERAL ACTIVITIES

- Present at community and stakeholder meetings.
- Update "who to call" flyer for residents and businesses needing assistance with homeless related activities.
- Update data dashboard on Office of Homeless Solutions.
- Share stories, highlights and statistics on success.
- Create Office of Homeless Solutions Newsletter.

HIGHLIGHTS

Quarterly Newsletter

Create the Office of Homeless Solutions quarterly newsletter to share with the public to provide progress toward goals, share success stories, share Housing & Homelessness Committee and Council meeting information to keep the community informed and encouraging participation.

Presentation

Attend community and stakeholder meetings to share Office of Homeless Solutions updates and respond to community questions and concerns.

Homelessness Awareness Campaign

Identify individuals experiencing homelessness who are interested in sharing their story to build a powerful campaign and highlight that homelessness does not discriminate.

GOAL #6

Coordinated Regional Infrastructure

- Maintain 50 Cold Weather Shelter Program beds annually.
- Attend 25 Continuum of Care and committee meetings annually and advocate for the increase of shelter beds, mental health programs and affordable housing based on a gap analysis.
- Increase number of emergency shelter beds throughout Riverside County by 10% by 2024.

PARTNERSHIPS	• Non-profits • Riverside County Housing & Workforce Solutions • Riverside County Continuum of Care • Neighboring Cities in Riverside County • District 2 Homelessness Collaborative • Riverside County Executive Office
CITY DEPARTMENT LEADS	• City Manager's Office • Office of Homeless Solutions - Homeless Services
LEVERAGED CITY RESOURCES	• None
GOAL ALIGNMENTS	• Envision Riverside Strategic Plan: Priority #2, Community Well-Being, Goal 2.2 • HHAP-3, Outcome Goal 1a, 1b, 4, 6

GOAL 6: GENERAL ACTIVITIES

- Work more efficiently in the field through streamlined processes leveraging technology for social good.
- Participate in Continuum of Care subcommittees to stay abreast of impacts around subpopulations.
- City to collaborate with County in spearheading change and strong partnerships to address homelessness in the region.

HIGHLIGHTS

Homeless Management Information System

Work with County lead on agreement between HMIS and Outreach Grid (OG) to allow data to be imported and exported seamlessly. This will support the entire county in their ability to gain access to individuals that are served in the City of Riverside and move to a different region.

Continuum of Care (CoC) Participation

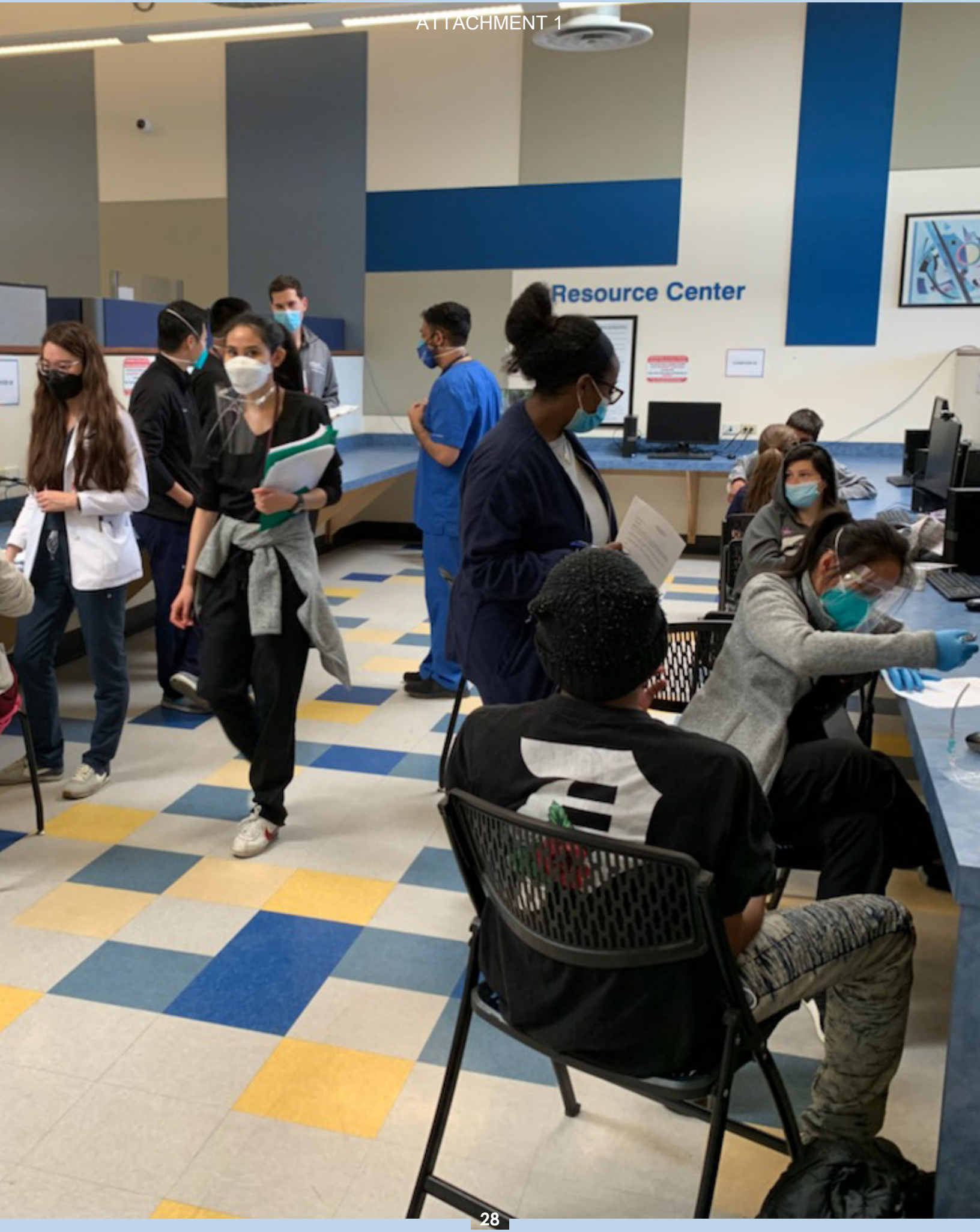
Attend 25 CoC meetings as well as sub-committee meetings to stay up to date with projects and action items from other regions as well as share out successes and gaps within our City.

MOU Between City and County

Executed MOU between the City and County of Riverside to identify collaborative efforts with a responsible department/line staff named for accountability purposes.

Winter Shelter

Collaborate with the County to ensure that there is a location for the 2022 Winter Shelter.


Resource Center

CITY OF
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