

CITY OF RIVERSIDE

HOMELESS HOUSING ASSISTANCE AND PREVENTION (HHAP)

Application Narrative

This section of the toolkit is to assist jurisdictions in thoroughly completing their application narrative document. Below you will find the questions that HHAP program staff will be ensuring are answered in each jurisdiction's narrative document. Applications will not be deemed complete if all the below questions are not addressed in a jurisdiction's narrative attachment. More information on these areas can be found in the [HHAP program guidance](#).

1. SUMMARY OF HOMELESSNESS IN THE CoC, LARGE CITY, OR COUNTY

To successfully complete this section, applicants must:

- A. Submit their CoC's complete HUD Longitudinal System Assessment (LSA) from October 1, 2017- September 30, 2018.**

The Riverside CoC has submitted the LSA. Please use that report for the City of Riverside.

- B. Use the LSA data to provide (as defined by HUD):**

The Riverside CoC has submitted the LSA. Please use that report for the City of Riverside.

2. DEMONSTRATION OF REGIONAL COORDINATION

To successfully complete this section, applicants must provide:

A. Coordinated Entry System (CES) Information

For CoC Applicants

The Riverside CoC has submitted this portion.

For Large City and County applicants:

1. How do you coordinate with your CoC's CES?

The Riverside County Continuum of Care (CoC) encompasses the entirety of Riverside County's geography and is served by a single CES.

The County of Riverside coordinates seamlessly with the CoC's CES, owing in part to the roles County departments play in the administration of the CoC as well as the CES.

While Riverside County Department of Public Social Services serves as the collaborative applicant for the CoC, Riverside University Health System – Behavioral Health (RUHS-BH) operates the Coordinated Entry System. RUHS-BH serves as the County's department of behavioral health, under the umbrella agency, Riverside University Health System (RUHS). RUHS includes the County medical center, 12 federally qualified health centers (FQHC), the County Public Health Department, and the Behavioral Health Department.

RUHS-BH leads weekly CES meetings attended by over 20 nonprofit and public agencies serving homeless people. This includes staff from the Riverside County Housing Authority, Sheriff's Homeless Outreach Team, and RUHS-BH outreach teams.

Because the work of the CES is intrinsically linked to the goals of the County's Action Plan adopted in 2018 by the Riverside County Board of Supervisors, the Executive Office involves RUHS-BH in planning efforts, and implementation of strategies such as the encampment response.

In addition, the City of Riverside's Office of Homeless Solutions (OHS) is well integrated with RUHS-BH CES. The City's Housing Authority, a key component of the OHS, provides housing opportunities to individuals experiencing homelessness through, Rapid Rehousing and Permanent Supportive Housing. The City's Housing Authority makes avail housing

opportunities for individuals funneling through CES, with a local preference to gain connection to housing and services.

Additionally, the City of Riverside's Outreach workers are consistently conducting CES assessments during client engagement and enrollment into services. The City's Access center serves as a hub for CES connection and other resources.

2. What, if any, are your jurisdiction's current challenges related to CES, and how do you plan to address these challenges?

Riverside County faces the following challenges related to CES:

- *Geography: One of the greatest challenges is Riverside County's sheer size – 7,300 square miles. Often available housing is located at great distances from prioritized clients and transporting them to available housing can take hours of staff time; or offered units may not be close enough to public transportation to be viable for the client.*
- *Lack of affordable housing stock: Historically known for its affordable housing supply compared to its neighboring coastal county, Riverside vacancy rates countywide are 3-4% at all levels of affordability. This creates long waits for voucher-holders as securing units can be difficult. Though 1703 permanent supportive housing beds have been created in the CoC, only 30% are linked to a project-based site and are readily available upon turnover. The remaining scattered site units rely on tenant-based vouchers which depend on the acceptance of private property owners. With Riverside County market rents rising over 5% over the last year (Marcus & Millichap Market Report, Q3/19) the HUD Fair Market Rents (FMRs) have not kept pace, making it increasingly difficult to lease these units.*

Riverside County seeks to mitigate these challenges in the following ways:

Geography:

- *The County joins the CoC Board of Governance in strategic planning currently underway. Among the topics to be resolved is the creation of subregions, which may influence how we manage CES moving forward. As it is, Riverside County uses teleconferencing and video conferencing when possible.*

Housing

- *With approximately 80% of County residents living in Cities, the County of Riverside supports affordable and permanent supportive housing development in cities and unincorporated areas by leveraging resources such as Place Like Home (NPLH), Whole Person Care (WPC), Section 8/Housing Choice Voucher Program, and the CalWORKS*

Housing Support Program to maximize the development of new affordable housing and rental assistance programs to support increased access to housing. Details are provided below, under Section D.

City of Riverside

- The City of Riverside experiences a lack of resources to support its unsheltered population of 439 individuals (PIT 2019) and lack of housing opportunities within the County, to match individuals experiencing homelessness into the permanent supportive housing units.

3. How do you promote the utilization of your CES?

Riverside County has developed and implemented Coordinated Entry System (CES) Policies and Procedures in conjunction with the Riverside County Continuum of Care Written Standards to operate its CES system. These guidelines outline the assessment, referral, priority and non-discriminatory protocols for all participatory agencies and service navigators for the full implementation of the CES in accordance with 24 CFR 578.7 (a)(8). The lead CES agency for Riverside County, RUHS-BH, coordinates marketing and training for CES access point organizations and navigators in the CES system.

Marketing includes HomeConnect branded bracelets, lanyards and bags, printed flyers, and electronic media. CES Lead Agency RUHS-BH gives away thousands of rubber bracelets annually with the CES access number printed on wristband. These are given directly to homeless individuals, to libraries, to warming/cooling centers, to first responders, and to staff at Parks and Open Space and Flood Control, and others who may contact homeless individuals.

The CES lead agency further markets access to the CES by making presentations to housing and services providers and community events. Promotional materials are also distributed at public spaces such as libraries, hospitals, websites, social media, public housing authorities, and other access sites.

In 2019, the CES began leveraging a new effort to use GIS mobile applications to find and support people living in remote encampments who are the most difficult to engage individuals. This effort, headed by the County's Executive Office – Office of Homeless Solutions coordinates with US Forest Service, Code Enforcement, Parks & Open Space, and Flood Control, as well as city personnel to coordinate an integrated service response and connect individuals to CES.

- a. Specifically, what outreach do you conduct to ensure all individuals experiencing homelessness in your jurisdiction, including those with multiple barriers, are aware of the CES assessment and referral process?

The City of Riverside's Office of Homeless Solutions (OHS) includes dedicated Outreach Workers funded through City General Funds. Four Outreach Workers conduct best practice engagement trained in building rapport, providing resource and connecting to housing and services.

Outreach Workers are trained in HMIS administration, and CES assessments to complete VI-SPDATS. Outreach workers also attend the CES Case Conferencing meetings with the County and CoC on a regular weekly basis, connecting and matching clients to the best wraparound supportive services. Multiple barriers to housing are discussed in a collaborative such as; mental health challenges, substance abuse issues, identifying specific vulnerable populations such as seniors, transitional age youth, victim of domestic violence and more.

In addition to the OHS's Outreach Workers, the City contracts with CityNet- a nonprofit organization that is dedicated to addressing homelessness through provision of street-outreach, case management, housing navigation, bridge-housing, reunification, community mobilization and census coordination. CityNet utilizes the VI-SPDAT to connect both individuals and families to the Continuum of Care resources and connect youth to the McKinney Vento Liaison for additional resources. CityNet accompanies the City's Public Safety Engagement Team, a multidisciplinary team consisting of Riverside Police Department, Code Enforcement, and Public works, to address quality of life concerns. CityNet augmented the PSET team to incorporate a service first and housing first approach to the model. Since the inception of CityNet outreach in December 2019, 15 individuals have been exited from the streets and into stable housing.

B. Prioritization Criteria

1. What are the criteria used to prioritize assistance for people experiencing homelessness in your jurisdiction?

Homeless households (singles and families) are prioritized first and foremost according to length of time homeless and severity of service need. Prioritization is based on and aligns with the [HUD Prioritization Notice CPD-16-11](#) and [Riverside CoC Written Standards](#) for permanent supportive housing, rapid rehousing, emergency shelter and street outreach criteria.

Prioritizing Chronically Homeless Individuals

PSH is not a one-size-fits-all approach and should only be offered to those households that truly need that level of support. Thus, in order to use our limited resources in the most effective means possible, the Riverside County CoC is committed to prioritizing those most in need through an established order of priority. Within that order of priority, all CoC-PSH funded programs are required to ensure compliance with the “chronically homeless” definition and to fill vacant beds with chronically homeless individuals (CPD-16-011 (7/25/16)).

The Riverside County CoC has developed an order of priority to establish a uniform process for prioritizing placement into PSH through the CES. The overarching intent of this order of priority is to ensure that chronically homeless persons with the longest lengths of time homeless and the most severe service needs are prioritized for housing.

If there are no chronically homeless persons within the CoC, then prioritization will be:

- 1) **First Priority**—Homeless Individuals and Families with a Disability with Long Periods of Episodic Homelessness and Severe Service Needs
- 2) **Second Priority**—Homeless Individuals and Families with a Disability with Severe Service Needs.
- 3) **Third Priority**—Homeless Individuals and Families with a Disability Coming from Places Not Meant for Human Habitation, Safe Haven, or Emergency Shelter Without Severe Service Needs.
- 4) **Fourth Priority**—Homeless Individuals and Families with a Disability Coming from Transitional Housing.

2. How is CES, pursuant to 24 CFR 578.8(a)(8) used for this process?

CES Lead Agency is accessible via both verbal and written communication in order to accommodate individual need. As an example, CES regularly use interpretation services and TTY to accommodate consumers of differing verbal and auditory abilities. All CoC funded agencies are expected to comply with Section 504 and Title II regulations. Over and above individual agencies policies and grievance procedures, if a consumer reports that they cannot access a service based on their disability the CES Lead Agency communicates this to our

CoC Collaborative Applicant and works with the individual to identify an accommodation in order to meet their need.

C. Coordination of Regional Needs

1. How have you coordinated with your partnering CoC, large city (if applicable), and/or county to identify your share of the regional need to address homelessness?

Hulen Campus

The City of Riverside has been considered the regional lead in many respects with history of housing and services, initiative to expand additional housing and services in the City, leadership within Continuum of Care Board and County strategic planning on homelessness, and collaboration among surrounding cities who seek to establish homeless services.

Since 2005, the City of Riverside in partnership with a broad range of non-profit organizations, social service agencies, and faith-based institutions have worked together to operate and program a Homeless Service located at 2880, 2840, and 2800 Hulen Place in Riverside. A pivotal goal of the Campus is the creation of 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 of Riverside's Housing First Plan and other rapid re-housing approaches, centered on one goal: to end the cycle of homelessness in our community. The Campus is the largest and most comprehensive homeless center in western Riverside County and serves more than 2,100 clients annually.

The mission of the Hulen Homeless Services Campus is to help individuals and families rebuild their lives and end homelessness through housing and supportive services.

The well-established Access Center is open from 8am -4pm, Monday through Friday. The Access Center is a low barrier navigation center, where individuals from across the County can walk-in to receives services.

Such services include connection with Outreach workers with housing resource and referrals to emergency shelter, the use of Resource Center equipped with computers and phone line to assist individuals seeking employment. Services include bathrooms, a small library center designed with the Trauma Informed Care model, as a calm day center where minds can rest.

In addition, a Program Coordinator was recently hired at the Access Center to increase life skills classes along with a monthly calendar of events for individuals experiencing homelessness throughout the County. Life skills classes are provided through the partnership of MSW Professional and include, anger and de-escalation methods, conflict resolutions, budgeting, relationship management and more. A Hire/Resource Fair was hosted by the City with partners such as Goodwill/Workforce Development., Census Bureau, SSI, and more. A Community Health Fair was hosted by the City in partnership with University of California Riverside School of Medicine, and Riverside County Department of Behavioral Health, and County Animal Shelter to assist with supportive service for pets. In Addition, the City will be partnering with University of Riverside in the establishment of a small clinic within the Access Center to provide Federally Qualified Health Center (FQHC), inclusive of primary care and preventive care for medical and behavioral health services.

OFFICE OF HOMELESS SOLUTIONS – HULEN CAMPUS



1. Partnerships with Social Services Providers at Hulen Campus

The City currently partners with several providers at the Hulen Campus. The Hulen Campus is a Cul de Sac that includes:

Path of Life Ministries Emergency Shelter. POL operates an 84-bed year-round emergency shelter of which 15 beds are dedicated to the City of Riverside. Participants are provided case management weekly to customize and implement a plan for obtaining housing and maintaining that housing long term. Services also include 1) safe emergency housing for an average of 60 days with meals, showers, mail services and case management, 2) housing navigation with a housing navigator to determine the best housing options for the shelter guest using the VI-SPDAT and the Continuum of Care Coordinated Entry System, 3) employment support services through Path of Life's Employment Pipeline program which includes assessment, workshops, mock interviews, applications and resumes preparation, job search and job placement support, 4) behavioral health care services through Path of Life's Mobile Connections Behavioral Health Team, and 5) assistance with obtaining mainstream services and community resources that aid in their housing stability. POL also operates 55 cold weather shelter program that is funded by the County.

The Place (RUHS-BH) – Riverside University Health System- Behavioral Health (RUHS-BH) has operated an outpatient behavioral health facility named the, "The Place" at the Hulen Campus for an extended period, leasing a City-owned building, to operate a 25-bed permanent supportive housing program for individuals experiencing mental health challenges. Referrals are through CES.

Helping Hearts of California- OHS has been working with Helping Hearts of California toward the development of Behavioral Health Interim Housing component that would provide 28 additional interim housing beds to individuals experiencing homelessness with mental health needs.

Bridge Housing- The City applied to the Riverside County CoC Homeless Emergency Aid Program (HEAP) to facilitate the build out of additional bridge housing. The application requested \$3 million and included construction of a Navigation Center, Behavioral Health Interim Housing, Bridge Housing, expansion of 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 the 2800 Hulen Place.

2. Partnerships with Continuum of Care

The City of Riverside participates with the Continuum of Care in the following ways (Department of Public Services CORE division serves as the Continuum of Care applicant to HUD)

- 1) Attend regular provider meetings and participation on the Board of Governance by Mayor Rusty Bailey. Michelle Davis, Housing Authority Manager is the Chair of the Continuum of Care Board.
- 2) Participation of the annual point in time count
- 3) Participation in the Continuum of Care application, providing data and review of narrative
- 4) Participation in CoC Strategic planning and funding processes, including development and release of the Notices of Funding Availability, recruitment of proposal reviewers, management of the proposal review process and presentation of recommendations to the Board of Governance

3. Partnerships with County Executive Office on Homelessness

Projects within the Hulen Campus aligns with the Riverside County Homeless Action Plan in the following ways:

Goal B6. Increase the supply of bridge housing.

- o The Campus will increase the supply of bridge housing to provide homeless individuals with a private room to provide a feeling of stability along with access to kitchen facilities, food support, showers, mail services and case management.

Goal B16. Improve Access to Health Care and Mainstream Benefits.

- o The Access Center connects individuals and families experiencing homelessness to income, mainstream benefits, medical benefits, shelter and housing and other resources to help our most vulnerable residents get the care and shelter they need. All Campus service providers will be providing wrap around services to assist individuals

Participation in the Coordinated Entry System meetings and Multi-disciplinary team meetings with County Housing Authority and CoC CES partner case conferencing meetings.

4. Partnerships with regional Coordination with Cities Countywide

On October 23, 2019, the City of Riverside hosted the Riverside Forum on Homelessness, a one-day invitational gathering that provided the first ever participatory opportunity for 80 elected officials throughout the County, City Managers, Chief Administrative Officers, Sheriffs and Police Chiefs, and Homeless Services Administrators, to learn, share, and network to advance effective solutions to the challenges of homelessness in the region. The successful forum included presentations by Cities and the County on services, challenges and goals for homeless delivery. The City followed up by hosting a City Managers conference in January to advance sub-regional collaborations identifying priorities, areas to address challenges such mental health and funding sources in a Strategic Plan to present in an April forum hosted by the City of Riverside.

5. Partnerships with Faith Based Service Providers

Mayor Rusty Bailey's office began the Love Your Neighbor Collaboration (LYNC) as a response to several faith-based communities, wanting to address the homeless crisis and provide services. The LYNC partnered with Loma Linda University, La Sierra University, and Cal Baptist University to deploy 17 MSW Interns across faith-based campuses with the goal of strengthening and building capacity to service individuals experiencing homelessness.

2. What is your identified share of this need, and how will the requested funds help your jurisdiction meet it?

The results of the 2019 PIT Count 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.

As the County Seat, the City of Riverside experiences institutional challenges that are unique compared to the rest of the County. For example, City of Riverside is home to many social services agencies and the largest shelter in the County. Riverside welcomes being a regional lead, however, with lack of coordination in continuity of services and broken institutional systems, the City experiences impacts into the community. For example, the County jail is in the heart of the City without a formalized support system to transport release of homeless inmates into shelters or last known residences.

In addition, Riverside is home to Massachusetts street, Hulen Place, Hole Lake, Santa Ana River bottom, which have the largest homeless encampments for individuals with the most barriers such as mental health, medical health, drug addiction, criminal background, seniors, and more.

In addition, Riverside is home to two of the largest school districts, Riverside Unified School District and Alvord School Districts who have outreached to the City concerning youth poverty and homelessness.

The HHAP funds will assist the City in the following ways:

- 1. Creation of outreach engage in individuals experiencing homelessness in the geographic areas narrated above.*
- 2. Creation of shelter beds for immediate housing and shelter with supportive services for highest needs, including seniors.*
- 3. Creation of Tenant Based Rental Assistance Program for stable and longer-term housing.*
- 4. Creation of Homeless youth and prevention dollars to support school aged children from poverty and homelessness.*

D. Creating Sustainable, Long Term Housing Solutions

1. How is your jurisdiction involved in the efforts to create sustainable, long-term housing solutions for people experiencing homelessness across your region?

The City of Riverside's Planning and Housing Authority staff are working on the following efforts to create sustainable long-term housing solutions for people experiencing homelessness across the region.

Housing First Plan: *In March 2018, the City adopted a Housing First – Permanent Supportive Housing Strategy Plan that was a road map to create, implement and operate Permanent Supportive Housing in the City of Riverside. The Plan includes developing 400 permanent supportive housing units on vacant parcels that were identified with input from the community. The City's Housing Authority owns 94 affordable housing units which 15% of the units have been set-aside for formerly homeless households. The City current has 584 affordable housing units in the pipeline, which 273 are permanent supportive housing units and 158 are reserved for seniors.*

SB2 Planning Grant: The City of Riverside was awarded \$625,000 in funding to help streamline housing approvals and accelerate housing production through the following activities:

- Streamline the process for Accessory Dwelling Units (ADU)
- Form a Community Revitalization and Investment Authorities (CRIA) to create an affordable housing funding stream
- CEQA evaluation for streamlined general plan/zoning consistency
- Streamline entitlement of Housing Authority properties for the development of affordable housing
- Promote housing on small infill lots
- Update the Housing Element to include the new Regional Housing Needs Assessment that identifies the number of housing units that must be produced by 2030
- Dashboard to track housing sites
- Vehicles-Miles Traveled (VMT) Mitigation Analysis

No Place Like Home (NPLH): The City collaborated with affordable housing developers to develop 369 housing units of which 138 units will be dedicated NPLH - Permanent Supportive Housing units. In Riverside County, four affordable housing developments were awarded NPLH. Three of these developments are in the City of Riverside.

Housing First Pilot: The City allocates its HOME Investment Partnerships Program towards the Tenant-Based Rental Assistance Program to assist homeless individuals with moving into housing coupled with case management that is provided by the City and behavioral health services are provided by the Riverside University Health Systems – Behavioral Health. After participating in the program for six months, the program participants can transition onto Section 8 with case management.

3. RESOURCES ADDRESSING HOMELESSNESS

To successfully complete this section, all applicants must answer the following questions:

A. Existing Programs and Resources

1. Provide an exhaustive list of all funds (including the program and dollar amount) that your jurisdiction currently uses to provide housing and homeless services for homeless populations.

This list should include (where applicable), but not be limited to:

- a. Federal Funding (Examples: [YHDP](#), [ESG](#), [CoC](#), [CSBG](#), [HOME-TBRA](#), [CBDG](#))
- b. State Funding (Examples: [HEAP](#), [CESH](#), [CalWORKs HSP](#), [NPLH](#), [VHHP](#), [PHLA](#), [HHC](#), [Whole Person Care](#), [HDAP](#), [BFH](#))
- c. Local Funding

[Below is the Chart indicating City of Riverside Existing Homeless Funding Sources](#)

CITY OF RIVERSIDE EXISTING HOMELESS FUNDING SOURCES FY 2019/20

FUNDING SOURCE	PROGRAM	GRANT AMOUNT
Riverside County Continuum of Care (CoC Grant) – Federal/County	Chronic Permanent Supportive Housing Program (8 units)	\$ 130,971.00
Riverside County Continuum of Care (CoC Grant) – Federal/County	Disabled Permanent Supportive Housing Program (8 units)	\$ 129,436.00
Emergency Solutions Grant – HUD	Homeless Management Information System	\$ 14,000.00
	Administration	\$ 20,884.00
	Shelter	\$ 145,000.00
	Rapid Re-Housing	\$ 85,575.00
	Outreach	\$ 13,000.00
City General Fund	Access Center Operations	\$ 83,634.00
	Outreach Services (3 FTEs)	\$ 590,627.00
- Community Development Block Grant – HUD	Riverside at Work Program	\$ 12,000.00
- Altura Credit Union Grant		\$ 30,000.00

HOME Investment Partnerships Program	Tenant-Based Rental Assistance (TBRA) Program	\$ 200,000.00
Measure Z (Local Sales Tax Initiative)	Tenant-Based Rental Assistance and Utilities	\$ 82,950.15
	Access Center Operations	\$ 105,000.00
	Landlord Liaison	\$ 34,000.00
	Outreach Services through City Net	\$ 400,000.00
	Case Management of TBRA Program	\$ 189,000.00
	Landlord Incentive Program	\$ 50,000.00
	Development Costs for two Permanent Supportive Housing units	\$ 65,000.00
	Public Safety and Engagement Team (PSET - Outreach and encampment clean-ups)	\$3,000,000.00
HEAP – County of Riverside <i>*Funds not released. Waiting on contract from the County of Riverside.</i>	Bridge Housing units (beds)	\$606,575.00
TOTAL		\$5,987,652.15

2. How are these resources integrated or coordinated with applicants from overlapping jurisdictions (i.e. CoC, large city, and/or county)?

Riverside CoC Grant-

In 2018, the City and County of Riverside signed a Memorandum of Understanding to create the Riverside Housing First Program to housing 100 chronically homeless adults. In the pilot project, the City of Riverside identifies chronically unsheltered and vulnerable homeless individuals and families for referral, funds security and utility deposits and the initial 12-month subsidy, as well as up to 6 months of case management to participants that transition into the County's Housing Choice/Section 8 Voucher program. Riverside County commits up to 100 Housing Choice Vouchers annually, and provides coordination of Continuum of Care resources, Coordinated Entry System housing navigation and matching, and assistance in accessing mainstream benefits administered by the Department of Public Social Services. City and County staff meet

regularly to discuss project progress and address any impediments. To date, 89 formerly homeless households have been placed into permanent housing through this partnership.

ESG Grant-

The City funds the Path of Life (POL) shelter on Hulen Campus for shelter services. POL is also a CoC and County recipient, integrating clients into CES and working to match them to County and CoC housing opportunities. Annually the City release a Notice of Funding Availability responses are shared with the CoC for input on a collaborative process.

Access Center-

The City funds the Access Center on Hulen Campus which is a one stop shop where individuals experiencing homelessness from across the County access supportive services, employment resource center, bathrooms, food donations, cloth donations and life skills classes. Special partner events with DPSS, SSI, DMV, County Housing Authority for Veterans VASH service are held at the Access Center as well.

3. What gaps currently exist in housing and homeless services for homeless populations in your jurisdiction?

The jurisdiction of Riverside County has gaps in mental health services, housing subsidies, and technology to support collaboration.

The City of Riverside experiences the gap of mental health treatment programs on a daily basis. Outreach workers, law enforcement, homeless services providers, business and even constituents have facilitated conversations around the need for robust mental health system for the increasing homeless population.

The City of Riverside has the County's only Emergency Treatment Service (ETS), who provides evaluation crisis intervention and referrals to patients experiencing psychiatric emergencies. However, for individuals experiencing 51/50's who decline services and are experiencing homelessness, do not have a safe and secure community when they are released, thus perpetuating their homelessness in the streets of Riverside rather than a safe continuity of care wrapped around with supportive services.

As one of the fastest growing counties in the country, Riverside lags in per capita funding for essential services because funding has been based on 2010 census data. This situation is further exacerbated by state realignment of funding for public/mental health and social services. As a

result, Riverside County receives half the revenue of what most counties in California receive for these critically-needed services: \$17.85 per capita in Riverside County, compared to \$33.98, the median for all 58 counties. Riverside County incurs annual losses of approximately \$70 million due to disparate funding formulas, as well as associated federal matching funds, for a total of \$140 million annually.

In housing, the Housing Authority of Riverside County has a waitlist of 80,000, as well as 800 voucher holders seeking housing at any given time.

In addition to gaps in County-operated services, we see a need for short-term housing beds throughout Riverside County, in western Riverside County, mid-county/ "Pass" area, the southwest cities, western Coachella Valley, and in Blythe, which is 100 miles from the nearest shelter. While short-term housing provides the logistical support needed by agencies as they work to find housing for their homeless clients, there also is a growing need for affordable permanent housing throughout Riverside County. Because 80% of the County's population live in incorporated cities, those areas would likely be the most suitable location for new or expanded services and housing.

The County's experience in attaining functional zero for homeless veterans demonstrates the capacity of the county to successfully meet ambitious goals. However, other subpopulations, lacking the same type of resource commitment, are proving more difficult to move to housing.

Regarding technology, collaborative efforts such as Whole Person Care and the encampment response have required additional planning to integrate data collection practices and technology.

B. HHAP Funding Plans

1. Explain, in detail, how your jurisdiction plans to use the full amount of HHAP funds (including the youth set-aside) and how it will complement existing funds to close the identified gaps in housing and homeless services for the homeless population in your jurisdiction.

Following the [HHAP Guidance on Promising & Evidence-Based Practices](#), the City had dedicated program plans toward an **effective homeless crisis response system**, to helping individuals experiencing homelessness quickly by preventing homelessness when possible, quickly connecting individuals to housing, and providing wraparound services.

The City is planning to dedicate programs and funds toward the following eligible uses: Outreach, Operating subsidies for Emergency Shelter, Rental

Assistance, Prevention, dedicated homeless system for TAY, and planning a robust Homeless Strategic plan from Administrative costs.

Evidence practices utilized will include: Housing First, Low barrier shelter Coordinated Entry System, Progressive Engagement, Client Centered Motivational Interviewing and other Strength based practices

Below is the Chart indicating City of Riverside HHAP Proposed Project Plan with the Project description, partnership, best practices and funding allocation:

**CITY OF RIVERSIDE
HHAP PROPOSED PROJECT PLAN**

PROJECT	DESCRIPTION	FUNDING AMOUNT
Administration	Secure two fulltime staff persons to carry out the grant program and process request for payment.	\$483,157.13
20 Pallet Homes Partnership: CityNet (non-profit), currently providing outreach with the City which strategizes continuity of care.	20 temporary pallet homes to be placed in the Access Center parking lot at 1901 Massachusetts coupled with case management, linkages to CES, meals, showers, pet services, and other supportive services.	\$1.3 million for one year of operations Pallets.
Bridge Housing Partnership: Mercy House (non-profit)	Program administrator for the 48 Bridge Housing units located in the Homeless Service Campus	\$1 million for one year of operations \$300,000 for rehabilitation
Housing First Case Management Partnership: City Net (non-profit)	Secure two case manager through City Net to create individual services plans for TBRA clients to achieve housing stability and self-sufficiency.	\$190,112.00

<p>Rapid Re-Housing Program</p> <ul style="list-style-type: none"> 1. Massachusetts Encampments 2. La Sierra/Magnolia homeless residents <p>Riverside County Housing Authority, Riverside University Health Systems-Behavioral Health and Operation Safehouse, City of Riverside Police Department</p>	<p>Provide up to 12 months of rental assistance coupled with case management. Purchase refrigerators required to pass Housing Quality Standards inspections.</p> <p>Assist a minimum of 20 households per year, for a 4-year period.</p>	<ul style="list-style-type: none"> 1. \$740,000.00 2. \$740,000.00
<p>Outreach of River bottom</p> <p>Partnership: City Net, Jurupa Valley, Riverside County Parks, Riverside Police Department, County Sheriff's Department</p>	<p>Secure two Outreach Workers to engage, assess and connect the homeless living in the river bottom to services.</p>	<p>\$202,379.00</p>
<p>Purchase 25 shelter beds at the Riverside Emergency Shelter</p> <p>Partnership: Path of Life Ministries (Non-profit)</p>	<p>Dedicate 25 shelter beds to operate 24/7 for Riverside homeless residents coupled with case management.</p>	<p>\$410,625.00</p>
<p>Riverside Access Center Rehabilitation</p> <p>Partnership: City of Riverside Departments, Supportive Services partners, University of Riverside FQHC, and most importantly feedback from individuals experiencing homelessness and the homeless community</p>	<p>Rehabilitate Access Center to create a Life Skills rooms, outreach and case management offices, and community donation closet.</p>	<p>\$622,596.69</p>

<p>Homeless Prevention</p> <p>Partnership: Path of Life Ministries (Non-profit) or another non-profit</p>	<p>Provide assistance with rent areas to prevent homelessness.</p>	<p>\$361,195.41</p>
<p>Youth Homelessness</p> <p>Partnership: Partnerships: Operation Safehouse (non-profit) or another Youth non-profit, Riverside Unified School District, Alvord Unified School District, Riverside Community College and Riverside County Office on Education</p>	<p>8% used to address youth homelessness through programs and services</p>	<p>\$552,179.59</p>
TOTAL		\$6,902,244.82

2. How will you ensure that HHAP funded projects will align and comply with the core components of Housing First as defined in Welfare and Institutions Code § 8255(b)?

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 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. 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.

Additionally, on December 17th, 2019 City Council adopted a resolution declaring the establishment of emergency housing at public facilities to be of urgent necessity for the preservations of life, health, and property pursuant to Section 1109 of the City Charter, waiving the competitive procurement requirements, therefore, and amending 23387 to expand the

definition of “Designated Public Facilities.” This further supports the Housing First model and expediated services into housing.

4. PARTNERS ADDRESSING HOMELESSNESS

To successfully complete this section, all applicants must answer the following questions:

A. Collaborating Partner Efforts

Please note: per [Program Guidance](#), page 9, collaborative partners, at a minimum, should include representatives of local homeless service providers, homeless youth programs, law enforcement, behavioral health, county welfare departments, city and county public officials, educators, workforce development, community clinics, health care providers, public housing authorities, and people with lived experience. If any of these partnerships are not currently active in your jurisdiction, please address in question #3 below.

1. Describe, in detail, the collaborative partners who will be working with you on identified HHAP projects and how you will be partnering with them.

[Below is the Chart indicating City of Riverside HHAP Proposed Project Plan Provider Collaborative and Service Provided](#)

**HHAP PROJECT
PROVIDER COLLABORATIVE**

Collaborative Partners	Project/Services Provided
City Net (non-profit)	20 Pallet Home Operator 24/7 Emergency Pallet Shelters
Mercy House (non-profit)	48 Bridge Housing Units Operator
City Net (non-profit)	Housing First Case Managers for Tenant Base Rental Assistance Program
Riverside County Housing Authority, Riverside University Health Systems- Behavioral Health and Operation Safehouse, City of Riverside Police Department, City Workforce Development	Rapid Rehousing Program (Housing, supportive services, homeless specialized law enforcement)

City Net, Jurupa Valley, Riverside County Parks, Riverside Police Department, County Sheriff's Department	Outreach of River bottom (resources, emergency shelter, supportive services, homeless specialized law enforcement)
Path of Life Ministries (non-profit)	25 additional shelter bed Operator 24/7 for Riverside homeless residents coupled with case management services.
City of Riverside Departments, Supportive Services partners, University of Riverside FQHC, and most importantly feedback from individuals experiencing homelessness and the homeless community	Riverside Access Center Rehab to meet best practices in safe spaces with ample storage and possessions, and other supportive services.
Path of Life Ministries (Non-profit) or another non-profit	Homeless Prevention to provide rent arears to prevent homeliness.
Operation Safehouse (non-profit) or another Youth non-profit, Riverside Unified School District, Alvord Unified School District, Riverside Community College and Riverside County Office on Education	8% HHAP to address 30 homeless youth with obtaining shelter, rental assistance, coupled with case management, school enrollments, and employment opportunities.

The City will also aim to partner with nontraditional partners and new partners interested and growing it the community. For example; Faith Based community, United Way and other in the greater Los Angeles/Orange County areas to expand a broad base of expertise in Riverside.

2. Describe any barriers that you experience in partnering, and how you plan to address them.

City Staff has already experienced barriers to the proposed plan. On December 17, 2019, Office of Homeless Solutions presented the shelter plans to the City Council. Over 2 hours of opposition were heard from constituents, businesses and community members who stated, "not in my backyard." At 1:30am in the morning, City Council approved the shelter plans despite the opposition, in order to prioritize housing for the homeless.

The greatest barriers the City experiences is the lack of shelter and affordable housing throughout the County. The City of Riverside has been recognized as the lone City in creating services, shelter and affordable housing. Surrounding Cities and County have not created infrastructures for service throughout the County, which inundates the City to carry the

weight of service further. There is a lack of Regional Coordination and regional responsibility.

Another barrier the City of Riverside continues to experience is the grant process from the County to the City concerning HEAP funds that were introduced two years ago, in 2018. The City applied to the Riverside County CoC Homeless Emergency Aid Program (HEAP) to facilitate the build out of additional bridge housing. The application requested \$3 million and included construction of a Navigation Center, Behavioral Health Interim Housing, Bridge Housing, expansion of 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 the 2800 Hulen Place.

To this date, the City is still anticipating a contract from the County to facilitate a release of the HEAP funds, which has held up the City's 48 bridge housing beds for two years.

3. If no collaborative partners have not been identified at time of application, describe the collaborative process of how you intend to include new and existing partners on HHAP projects.

All collaborative partners have been identified above in the matrix.

5. SOLUTIONS TO ADDRESS HOMELESSNESS

To successfully complete this section:

Applicants that did not Submit a Strategic Plan for CESH must:

- Identify clear, measurable goals that HHAP will be expected to achieve in your jurisdiction.

HHAP PROJECT
MEASURABLE GOALS
ANNUAL PERFORMANCE OUTCOMES

PROJECT	PERFORMANCE OUTCOMES Annual	NO. OF INDIVIDUALS SERVED	% SUCCESSFULLY PLACED IN HOUSING
Administration	<i>Staff to submit regular performance out reports and annual reports as required by Agency. Expend all grant funds by the end of grant period.</i>	N/A	N/A
20 Pallet Homes Partnership: City Net (non-profit)	<i>Assist 90 households with temporary shelter and case management</i>	90	95%
Bridge Housing Partnership: Mercy House (non-profit)	<i>Assist 190 clients annually with housing and case management to help clients obtain housing and increase household's income</i>	190	85%

<p>Housing First Case Management</p> <p>Partnership: City Net (non-profit)</p>	<p><i>Assist 80 homeless individuals in Bridge Housing and Pallet Shelter Programs with obtaining housing through the Rapid Re-Housing Program to create individual service plans with the goal of obtaining housing stability and self-sufficiency.</i></p>	<p>80</p>	<p>100%</p>
<p>Rapid Re-Housing Program</p> <ol style="list-style-type: none"> 1. Massachusetts Encampments 2. La Sierra/Magnolia homeless residents <p>Riverside County Housing Authority, Riverside University Health Systems- Behavioral Health and Operation Safehouse, City of Riverside Police Department</p>	<p><i>Assist 80 homeless individuals in Bridge Housing and Pallet Shelter Programs with obtaining housing coupled with case management to increase resident's household income and increase health outcomes.</i></p>	<p>80</p>	<p>100%</p>

<p>Outreach of River bottom</p> <p>Partnership: City Net, Jurupa Valley, Riverside County Parks, Riverside Police Department, County Sheriff's Department</p>	<p>150 new contacts enrolled in HMIS. Make referrals to emergency shelter, pallet homes, bridge housing, and substance abuse treatment programs to help homeless individuals exit life from the streets.</p>	<p>150</p>	<p>75%</p>
<p>Purchase 25 shelter beds at the Riverside Emergency Shelter</p> <p>Partnership: Path of Life Ministries (Non-profit)</p>	<p>Assist a minimum of 100 homeless individuals to achieve housing through linkage and referrals and self-sufficiency.</p>	<p>100</p>	<p>80%</p>
<p>Riverside Access Center Rehabilitation</p>	<p>Assist approximately 500 homeless individuals with several of the following services: obtain Identification Cards, Social Security Cards, health benefits, mainstream benefits,</p>	<p>500</p>	<p>30%</p>

	<i>employment, transportation, and housing.</i>		
Homeless Prevention	<i>Assist 120 households with remaining their housing unit.</i>	120	100%
Youth Homelessness Partnerships: Operation Safehouse (non-profit), Riverside Unified School District, Alvard Unified School District, Riverside Community College and Riverside County Office on Education	<i>Assist 30 homeless youth with obtaining shelter, rental assistance coupled with case management, school enrollments and employment opportunities.</i>	30	100%

End

The City of Riverside is appreciative of HHAP partnership with State of California. A direct allocation will allow the City to move forward with an effective homeless crisis response system that includes outreach, emergency shelter, rental assistance, prevention and many more supportive services.

The City's Access Center and Hulen Place was visited by Governor Newsom in January 2019 with recognition of effective services with regional collaborations. In February, HUD Secretary Ben Carson visited the City's homeless projects with recognition to impactful housing services.

We look forward to continued collaboration with the State.

**COUNTY OF RIVERSIDE
EXECUTIVE OFFICE**

GEORGE A. JOHNSON
COUNTY EXECUTIVE OFFICER



LISA BRANDL
CHIEF OPERATING OFFICER

DON KENT
ASSISTANT COUNTY EXECUTIVE OFFICER
COUNTY FINANCE OFFICER

February 11, 2020

Ms. Alicia Sutton, Deputy Secretary of Homelessness
Homeless Coordinating and Financing Council
915 Capitol Mall, Suite 350-A
Sacramento, CA 95814

Dear Ms. Sutton:

The County of Riverside, the Riverside Continuum of Care, and the cities of Palm Springs and Riverside are pleased to provide this letter of mutual support for the application for California Homeless Housing, Assistance, and Prevention Program.

We have been working collaboratively in the following ways and will continue to use these methods for ongoing oversight and evaluation of HHAP spending and projects:

- A. Continuum of Care Board of Governance: Riverside City and County have elected officials representing as voting members; Palm Springs participates in CoC meetings. The Board of Governance meet every other month, with committees meeting in the intervening months.
- B. Coachella Valley Association of Governments: City of Palm Springs and County of Riverside participate on the Homeless Subcommittee and in regional homeless services planning and funding. The subcommittee meets monthly.
- C. Western Riverside County of Governments (WRCOG): City and County of Riverside are members and participate with other cities in coordinated planning related to homelessness.
- D. Encampment Response: Riverside County's Executive Office coordinates the use of Riverside County services, and CoC funded outreach to support City of Riverside's and other city outreach to homeless encampments.
- E. Riverside University Health System-Behavioral Health (RUHS-BH), collaborates with the Riverside city's outreach team and supports the City's effort to house and serve homeless clients with persistent mental illness. RUHS-BH operates The Place on the City's Hulen Place campus, providing 24-hour drop-in services, and low-demand permanent supportive housing for 25 adults.
- F. In 2018, the City and County of Riverside signed a Memorandum of Understanding to create the Riverside Housing First Program to housing 100 chronically homeless adults. In the pilot project, the City of Riverside identifies chronically unsheltered and vulnerable homeless individuals and families for referral, funds security and utility deposits and the initial 12-month subsidy, as well as up to 6 months of case management to participants that transition into the County's Housing Choice/Section 8 Voucher program.

Riverside County commits up to 100 Housing Choice Vouchers annually, and provides coordination of Continuum of Care resources, Coordinated Entry System housing navigation and matching, and assistance in accessing mainstream benefits administered by the Department of Public Social Services. City and County staff meet regularly to discuss project progress and address any impediments.

To date, 89 formerly homeless households have been placed into permanent housing through this partnership.

Riverside County commits to continuing the Housing First Project meetings as well as the following:


- Coordinated Entry System meetings – meetings are every Tuesday
- Multi-disciplinary Team meetings to troubleshoot difficult cases – meets monthly

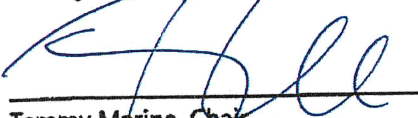
In addition to the above, representatives from our respective organizations participate in these coordinating efforts that will also support HHAP implementation:

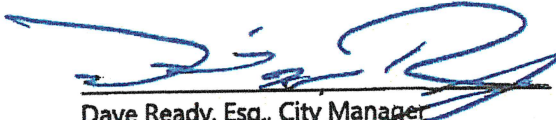
- Western Riverside Cities – a collaborative focused on regional planning to address homelessness, led by the City of Riverside. Meetings anticipated to be bi-monthly. Includes the cities of Corona, Eastvale, Jurupa Valley, Norco, Moreno Valley and Riverside, as well as City and County of San Bernardino.
- Riverside County 2nd District cities meeting, convened by Supervisor Karen Spiegel, this includes the cities of Corona, Eastvale, Jurupa Valley, Norco and Riverside.
- Riverside County 3rd District Homeless Task Force Meeting. Convened by Supervisor Chuck Washington, this meeting includes the cities of Hemet, Murrieta, San Jacinto and Temecula.
- Riverside County 4th District Coachella Valley Homeless Engagement & Action Response Team (CVHEART) collaboration of government and nonprofit organizations serving and housing homeless people in the Coachella Valley.

Lastly, the City of Riverside has collaborated with affordable housing developers, non-profit agencies, and County Riverside University Health System Behavioral Health to procure No Place Like Home Funding for three affordable housing communities totaling up to 195 units with 94 units designated as NPLH.

We appreciate the State's investment in our collaboration and look forward to sharing the impact of this investment in the coming years.


George Johnson, County Executive Officer
County of Riverside


Tammy Marine, Chair,
Riverside County Continuum of Care
Board of Governance


Dave Ready, Esq., City Manager
City of Palm Springs


Moises Lopez, Deputy City Manager
City of Riverside