

# “COLLABORATING TO END HOMELESSNESS”

## County of Riverside

Department of Public Social Services (DPSS)

Riverside University Health System–Behavioral Health  
Housing Authority



# HOUSING SUPPORT PROGRAM

## County of Riverside

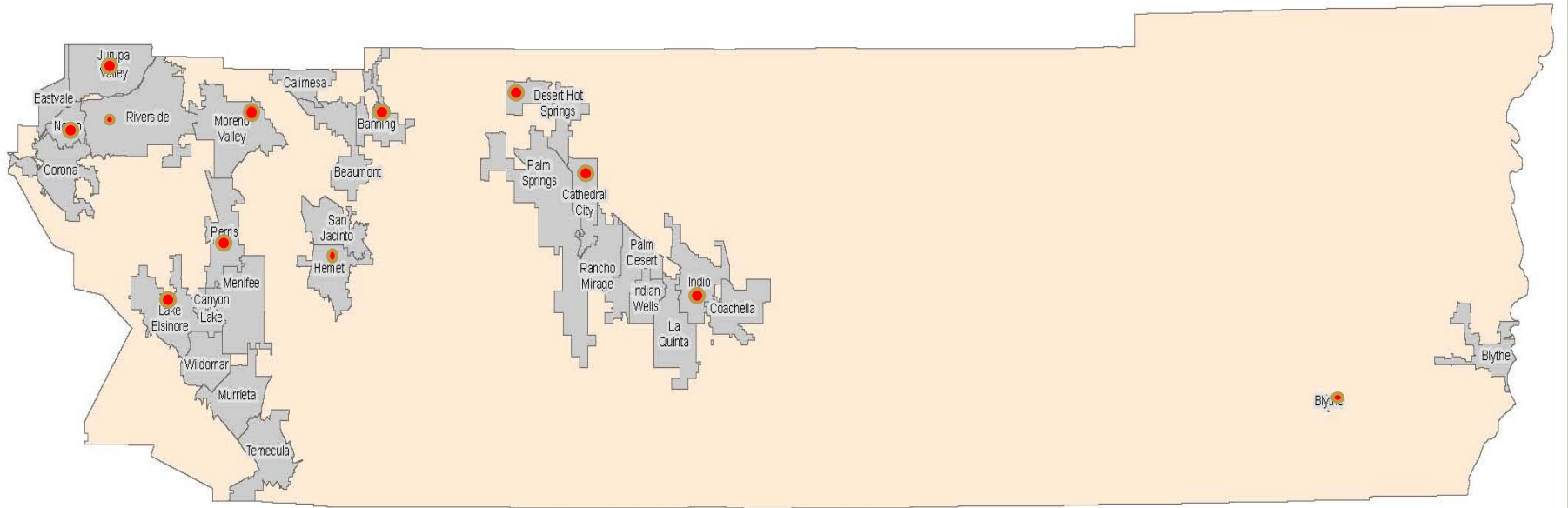
Department of Public Social Services (DPSS)

Kimberly Foley – Regional Manager

Margaret Adkins – Social Service Planner



# Riverside County Map & Office Locations



← Roughly 180 miles wide →

- County population (2017) : 2,423,266 (95% urban, 5% rural)
- Land area in square miles: 7,207
- There are 28 cities within the county
- 11<sup>th</sup> most populous county in the United States
- 4<sup>th</sup> most populous county in California
- 12<sup>th</sup> most populous city in California
- The most populous city in Southern California's Inland Empire

# INFRASTRUCTURE AND PARTNERSHIPS



**Collaboration**

**Communication**

**Consistency**

**Comprehensive**

# HSP PROGRAM MODEL

- Teams covering 12 WTW offices
- HSP/FSS Team:
  - Housing Authority
  - DPSS FSS/HSP Employment Service Counselor
  - FSS/HSP Clinical Therapist, BHS and CSA
  - RUHS DBH LEAD (Homeconnect)
  - Homeless Programs Unit
  - Continuum of Care
  - City of Riverside
  - Expanded Subsidized Employment
- Supportive Services/Wrap around services
- Intensive case management

# GAPS AND CHALLENGES

- Expenditures and timeliness of funding
- Excessive denial rates
- Changes in leadership
- Changes to the CW once in a lifetime rule
- Program education

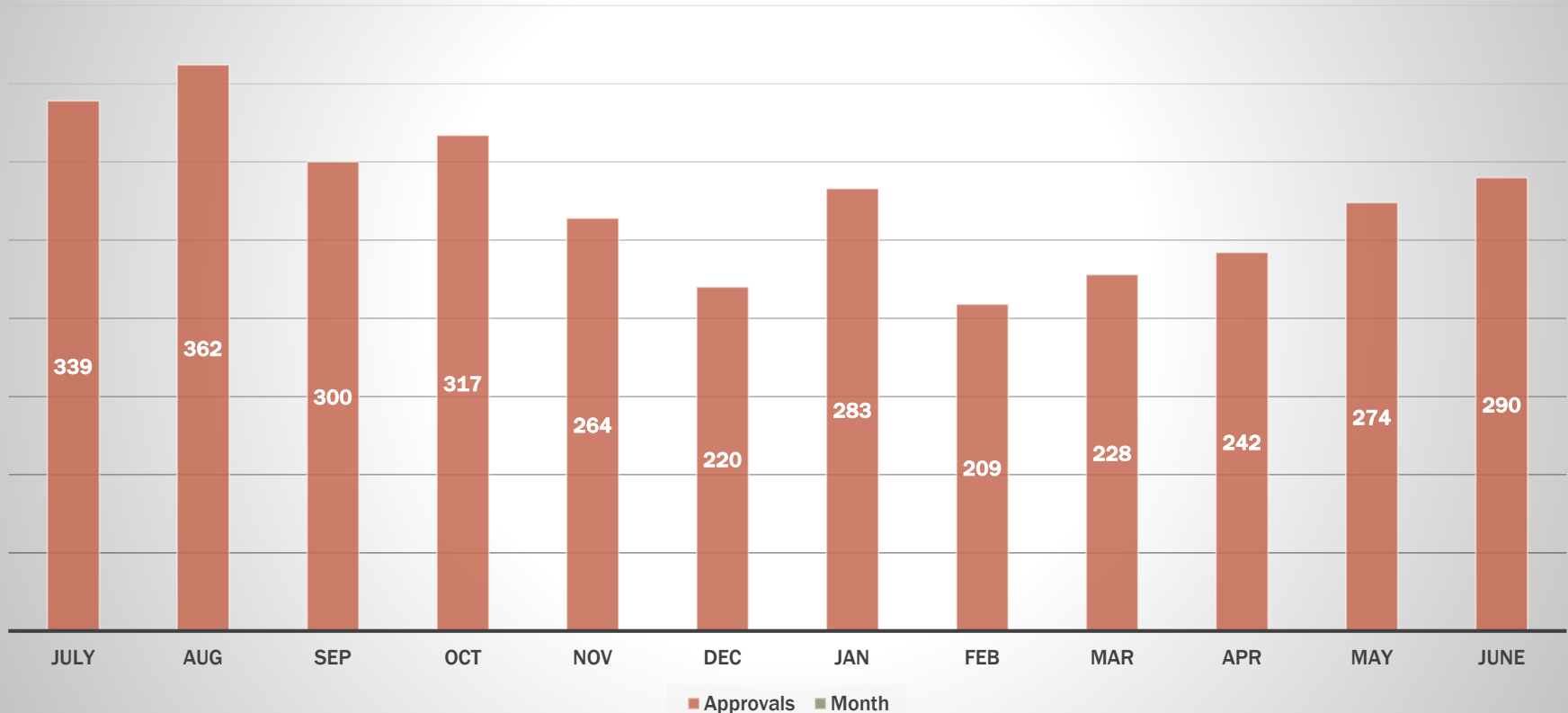
**RESULT...STRATEGIC PLAN - POLICY CHANGES**

# BEST PRACTICES

- No wrong door
- Streamline referral process between programs
- Housing Authority and Behavioral Health Support
- Effective CoC/CES that screens families into funded projects
- Effective homeless prevention methods- Eviction Prevention/Diversion
- Partnership with Children's Services
- Weekly Team Decision Meetings
- Funding leveraging

# FAMILY HOMELESSNESS CALWORKS (TANF) HOMELESS ASSISTANCE JULY 2017 THROUGH JUNE 2018

Approvals 3,328 (Homeless permanent 383/Temporary shelter 2945)





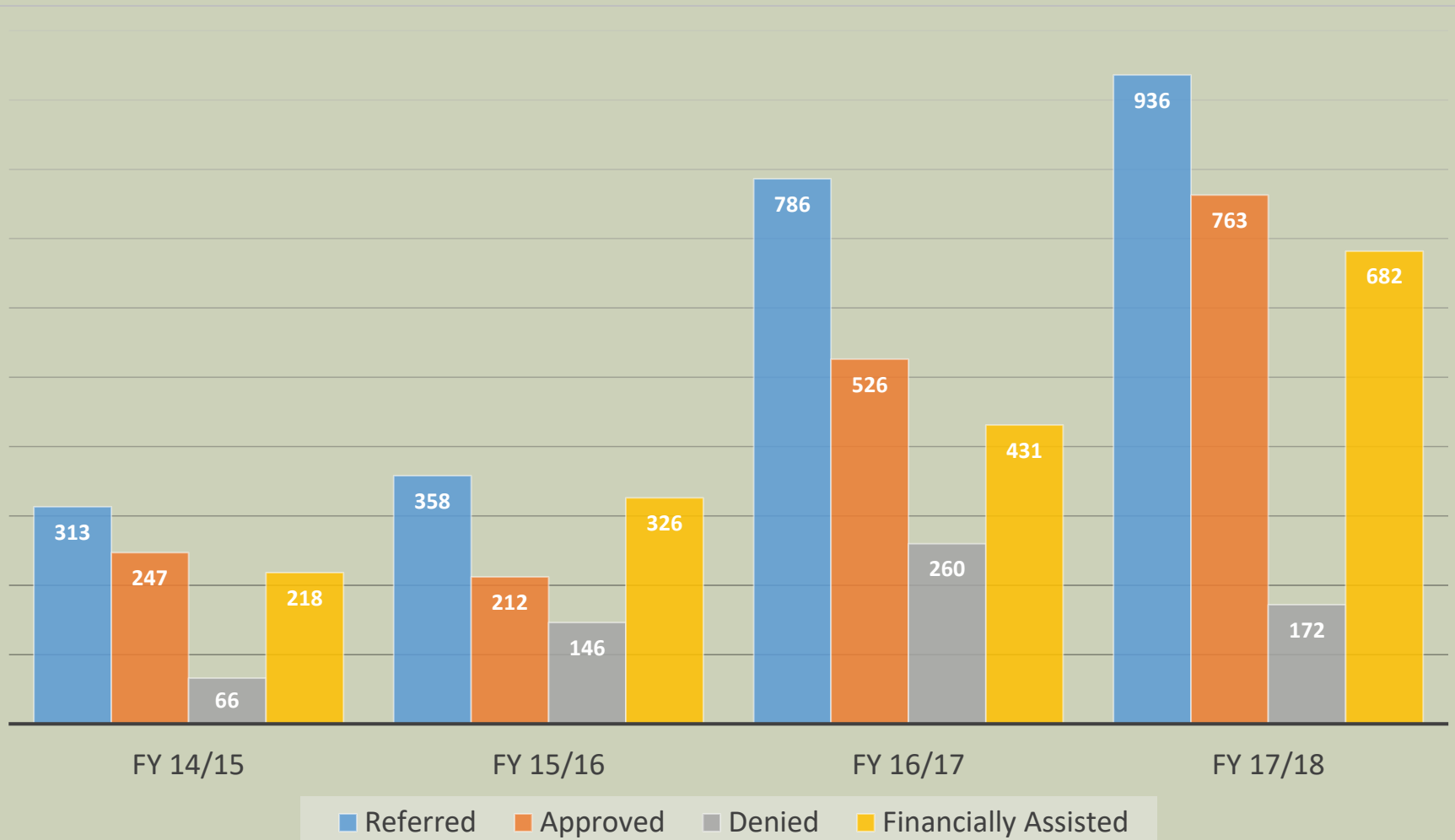
# OUTREACH EFFORTS

- HSP, HPU and the HA started working conjunctively with emergency shelters to assess sheltered families for HSP eligibility.
- Countywide HSP Roadshow - Awareness Campaign
- Orientation Appraisal Presentations
- CPS Outreach/Awareness Campaign
- School District Staff Presentations
- Family Resource Center

# OUTREACH EFFORTS (CONTINUED)

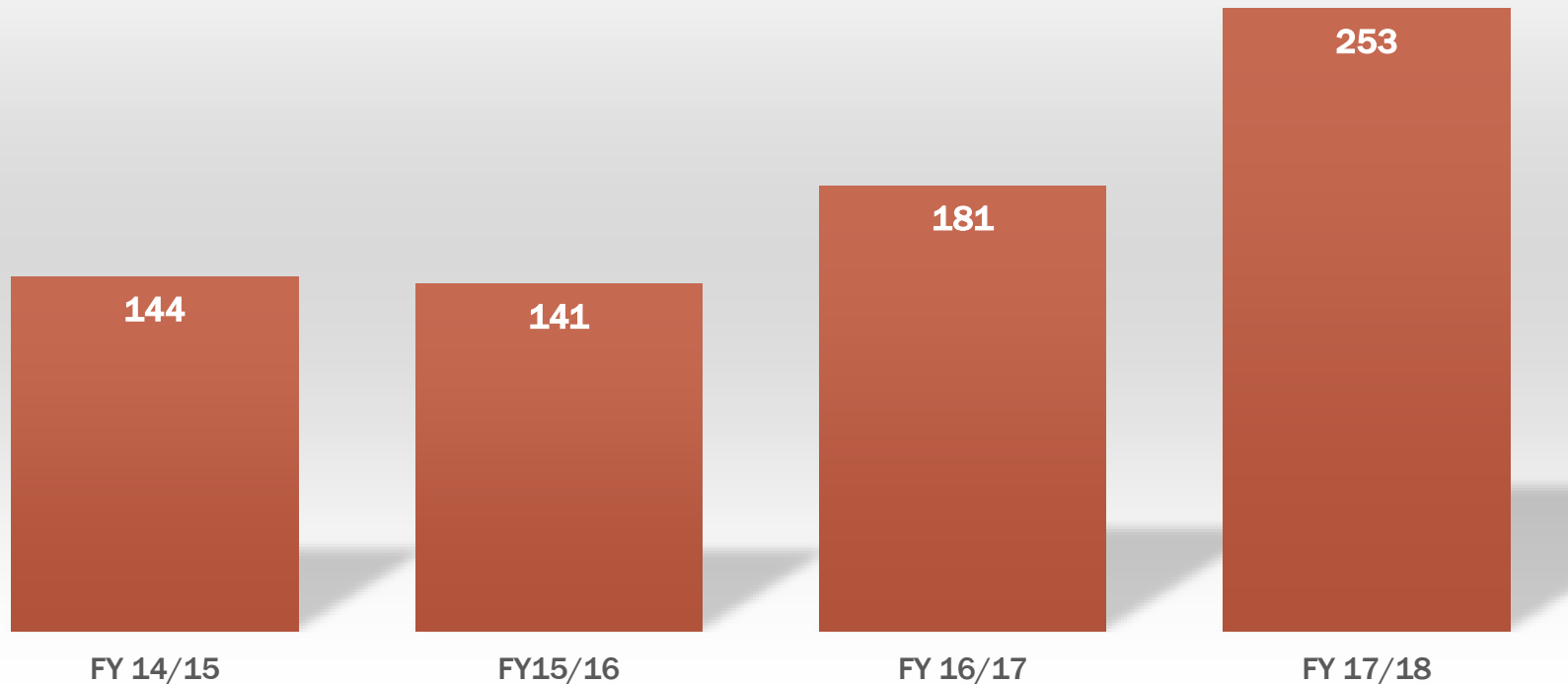
- Family Self Sufficiency collaboration
- Warm hand off between CW HA and HSP
- HSP SESC Training
- Active CoC Participation
- Flyers and other marketing materials in the districts
- Increased collaboration with DBH- Roles changed
- Housing Authority-Orientations in district offices

# HOUSING SUPPORT PROGRAM STATISTICAL DATA ALL FISCAL YEARS



# FAMILY HOMELESSNESS HSP- PLACED IN PERMANENT HOUSING

FAMILIES PLACED IN PERMANENT HOUSING



# **CALWORKS BEHAVIORAL HEALTH**

## **County of Riverside**

**Riverside University Health System–Behavioral Health**

**Dr. Andrew Williams**

**Mental Health Services Administrator**



# HOW DOES BEHAVIORAL HEALTH (BH) HELP WITH ENDING HOMELESSNESS?

- First, let's discuss behavioral health factors that may contribute to homelessness:
  - **Depression-** lack motivation to be employed or search for housing; poor ADLs; hopelessness; psychological crisis (suicidal or homicidal); inability to concentrate; somatic complaints; anger/irritability; sleep problems
  - **Anxiety-** social avoidance; panic attacks; excessive worry or fear; poor concentration; restlessness; sleep problems; somatic complaints
  - **Psychosis-** out of contact with reality (hallucinations, delusions, paranoia); poor insight and/or judgment; bizarre behavior with landlord or other tenants; psychiatric inpatient hospitalizations
  - **Substance Abuse-** alcohol or drug use may prevent passing drug screening or cause job termination; poor judgment; irritability; lethargic
  - **Crisis-** individual or family crisis that causes difficulty adjusting to crisis (domestic violence; abuse; loss of employment; death in the family)

# HOW DOES BH HELP WITH ENDING HOMELESSNESS...

- **Collaboration with DPSS to identify consumers who are in need of BH services:**
  - BH Screening
  - Intake Assessment
- **Provide referral and linkage to services as needed:**
  - Mental Health (individual, group, family)
  - Substance Abuse (individual, group, family)
  - Case Management (housing, legal, child issues, financial; job search)
  - Domestic Violence Advocacy (safety plan; restraining orders; housing)
- **Retention Services:**
  - On-going sessions and check-ins.
  - Job coaching (72-hour calls to recently employed/placed employees and volunteers; phone sessions)

# HOW DOES BH HELP WITH HOUSING SPECIFICALLY...

- Collaboration with DPSS and Housing Authority to identify consumers who are in need of housing using the VI-SPADAT which is a housing assessment tool.
- Case Management, which includes consistent collaboration with the consumer, DPSS and Housing Authority to implement the treatment plan to address housing needs:
  - Weekly Team Decision Meetings (TDMs) with BH, DPSS, and others.
  - Home Searches (go with consumer to potential homes, advocacy)
  - Home Visits (follow up; no shows; retention services)
  - Transportation
  - Job Coaching
  - Referral and Linkage to community resources (legal such as expungements, child care issues including court-related, financial)



**HOW CAN WE END  
HOMELESSNESS?**

**IT TAKES A  
COLLABORATIVE  
EFFORT.**

# HOUSING AUTHORITY

## County of Riverside

Housing Authority

Tanya Torno – Sr. Development Specialist



# **OUR MISSION**

**TRANSFORM AND PROMOTE HEALTHY, THRIVING  
COMMUNITIES REIGNITE HOPE AND RESTORE HUMAN  
DIGNITY**

# PROGRAMS TEAM

- “Special Programs” Team within the Housing Authority dedicated to assisting households at-risk of or experiencing homelessness and other special populations
- CoC, ESG, CDBG, HUD-VASH, SSVF, HOPWA, and other state, local, and federal programs
- Employ Evidenced Based Models of Case Management & Supportive Services: Motivational Interviewing, Wellness Recovery Action Plan (WRAP), Financial Literacy, Harm Reduction, Housing First, Trauma Informed Care, Cultural Sensitivity
- Licensed Real Estate Agents on staff who can outreach to and build relationships with landlords as their **primary** job function

# ROLE IN HSP

- Performs bi-monthly Orientations for HSP Participants across the county
- Develops and maintains relationships with landlords
- Landlord Recruitment to real-estate property management groups, rebuilding relationships, etc.
- Landlord Education/Orientation Opportunities
- Facilitates Housing Fairs where Tenants & Landlords can meet and complete the entire application process in one-setting
- Maintains available housing stock and shares housing leads with DBH and FSS teams
- Provides ongoing subsidies for permanent housing directly to vendors

# KEY TO RIVERSIDE COUNTY SUCCESSES

- State, county, and federal housing resources effectively leveraged
- Licensed Real Estate Agents to assist with housing search
- Leverage HA's connections with over existing 3,000 landlords
- Leadership Commitment
- Special Program Prioritization allowing for households who need additional financial assistance to transition to a Housing Choice Voucher
- "In-house Fiscal Team" available to expedite payments to landlords to avoid losing units
- Active participation within Continuum of Care, HMIS, and CES Oversight Committee meetings, DPSS/FSS/HSP Meetings

# MOVING FORWARD

- **“Meet & Mingle” Events for Shared Housing**
- **Adding additional Housing Search Locators (Navigators)**
- **Section 8 “Extraordinary Preference” Referrals through the CES (includes HSP Families)**
- **Additional Housing Fairs**
- **Leverage Resources through the CES (outreach, navigators, housing locator services, etc.)**

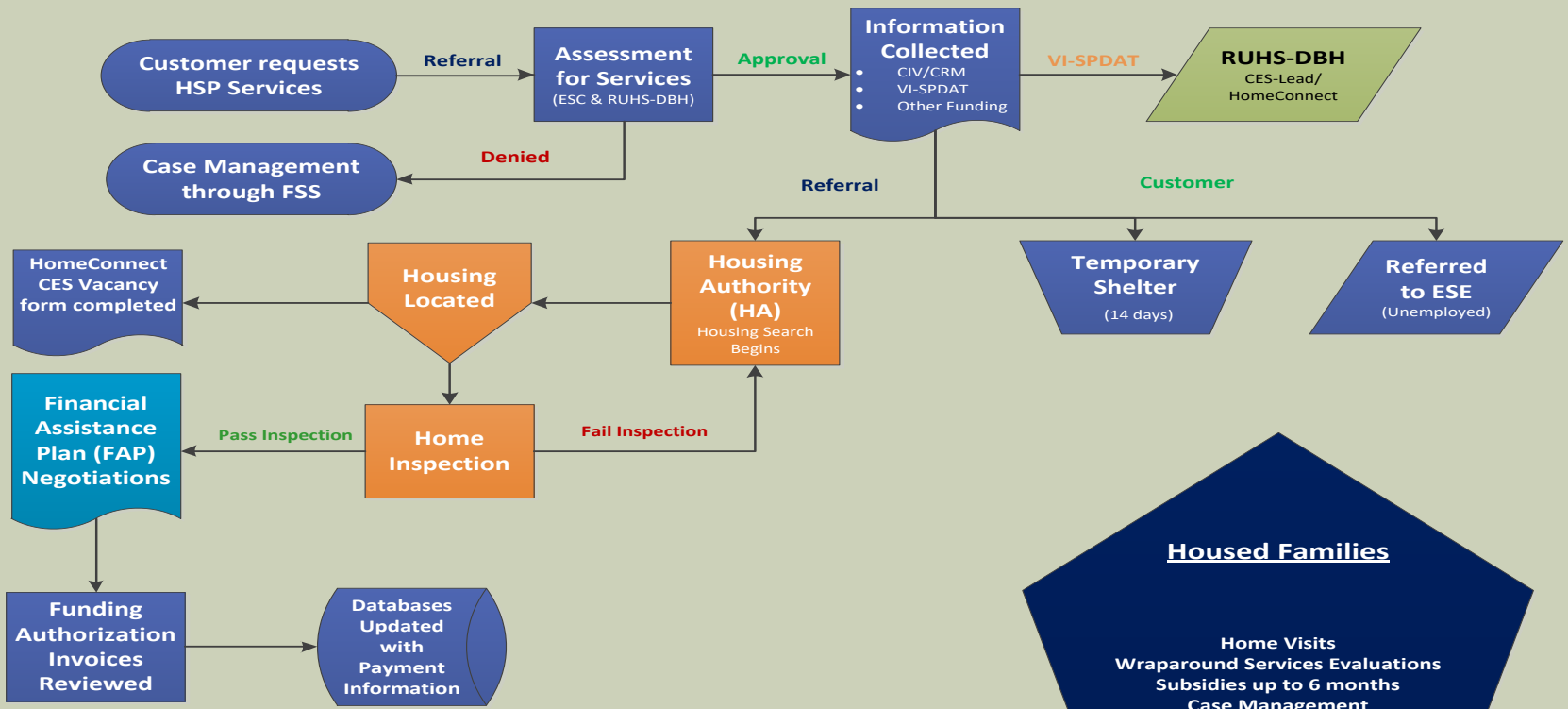
# REPORTING

- Data collection is performed using a CRM database (Microsoft Platform) and Access HSP database
- Excel Budget Projected Expenditures Spreadsheet
- Sharepoint
- Challenges
  - C-IV interface
  - HSP ESC data-input reliance
  - Timing



# HSP PROCESS FLOW

## HOUSING SUPPORT PROGRAM PROCESS



**Key**

- DPSS
- HA
- RUHS - DBH
- DPSS/HA

Housed Families

- Home Visits
- Wraparound Services Evaluations
- Subsidies up to 6 months
- Case Management
- Retention Services
- Evaluation for Other Funding Sources

# CONTACT

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