“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
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Riverside County Map & Office Locations

- County population (2017): 2,423,266 (95% urban, 5% rural)
- Land area in square miles: 7,207
- There are 28 cities within the county
- 11th most populous county in the United States
- 4th most populous county in California
- 12th 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
Approvals 3,328 (Homeless permanent 383/Temporary shelter 2945)
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
FAMILY HOMELESSNESS
HSP - PLACED IN PERMANENT HOUSING

FAMILIES PLACED IN PERMANENT HOUSING

- FY 14/15: 144
- FY 15/16: 141
- FY 16/17: 181
- FY 17/18: 253
CALWORKS
BEHAVIORAL HEALTH

County of Riverside
Riverside University Health System—Behavioral Health
Dr. Andrew Williams
Mental Health Services Administrator
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)
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 ENDING HOMELESSNESS...
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.
OUR MISSION

TRANSFORM AND PROMOTE HEALTHY, THRIVING COMMUNITIES REIGNITE HOPE AND RESTORE HUMAN DIGNITY
“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
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
“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.)
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
Customer requests HSP Services
Assessment for Services (ESC & RUHS-DBH)
Referral
Information Collected
· CIV/CRM
· VI-SPDAT
· Other Funding
Approval
RUHS-DBH CES-Lead/ HomeConnect
VI-SPDAT
Temporary Shelter (14 days)
Referral
Customer
Housed Families
Home Visits
Wraparound Services Evaluations
Subsidies up to 6 months
Case Management
Retention Services
Evaluation for Other Funding Sources

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

Case Management through FSS
Denied
HomeConnect CES Vacancy form completed
Housing Located
Home Inspection
Pass Inspection
Fail Inspection
Housing Authority (HA) Housing Search Begins

Financial Assistance Plan (FAP) Negotiations
Funding Authorization Invoices Reviewed
Databases Updated with Payment Information

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CONTACT

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