

RIVERSIDE COUNTY
WRAP AROUND
SERVICES AFTER
HOUSING
PLACEMENT
CWDA 2019

IT DOESN'T
STOP HERE

PANELISTS

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Let's take a POLL!

Instructions:

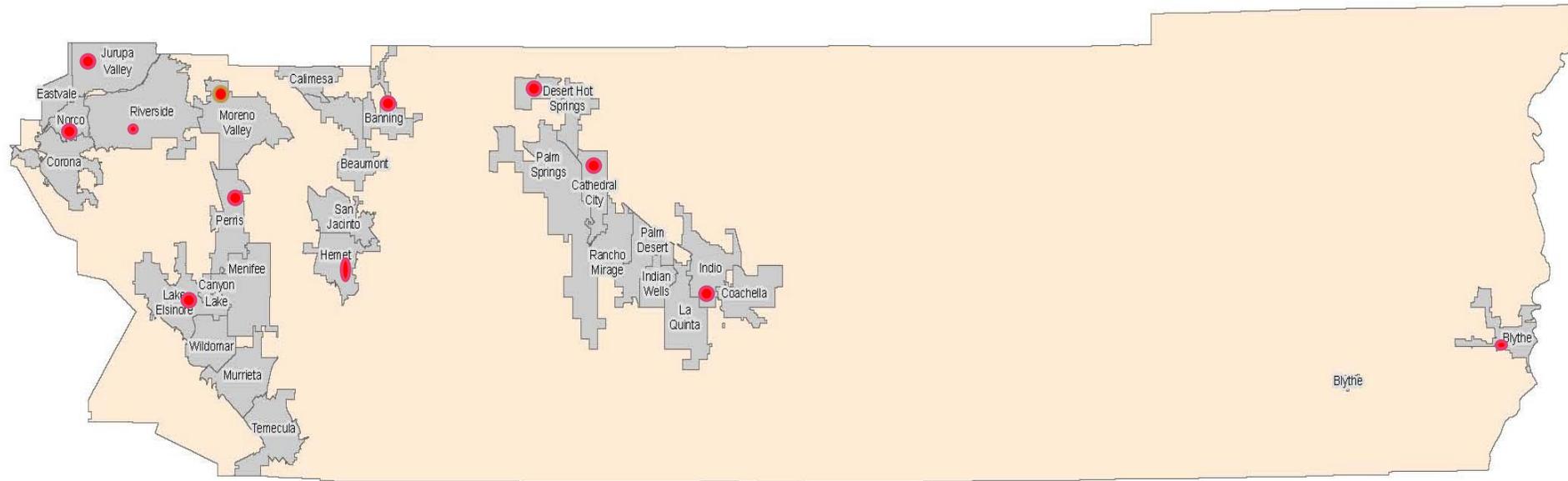
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Note: Please stay logged in during this entire presentation for interactive purposes.



Riverside County Map & Office Locations



← Roughly 180 miles wide →

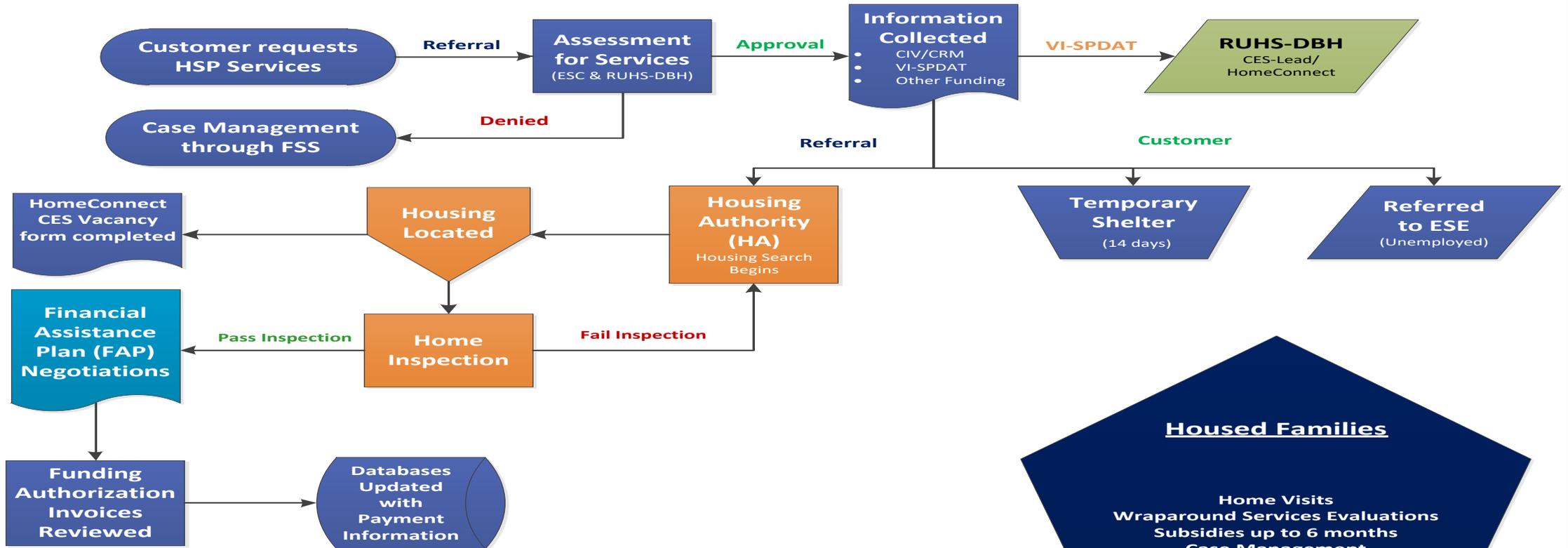
- County population (2017) : 2,423,266 (95% urban, 5% rural)
- Land area in square miles: 7,207
- There are 28 Cities within the county
- 10th most populous County in the United States
- 4th largest County in California by area
- 14 Public Assistance district office locations throughout the county

Housing Support Program Model



- ▶ Teams covering district offices
 - ▶ DPSS Workforce Connection (WFC)
 - ▶ DPSS Housing Support Program (HSP) Counselor
 - ▶ Housing Authority
 - ▶ RUHS DBH Clinical Therapist/ Behavioral Health Specialist
 - ▶ Coordinated Entry System (CES)
 - ▶ Continuum of Care (CoC)
 - ▶ Community Partners
 - ▶ Intensive Case Management

HOUSING SUPPORT PROGRAM PROCESS



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

INFRASTRUCTURE AND COLLABORATION

Collaboration

Communication

Consistency

Quality

PRE-PLACEMENT
INTERVENTIONS

EXPUNGEMENT
WORKSHOPS

HOMELESS COURT

CREDIT REPAIR
SERVICES

POST PLACEMENT PRIORITIZATION



TRIAGE

- RUHS DBH
- Work Experience (WEX)
- Expanded Subsidized Employment (ESE)
- Workforce Development

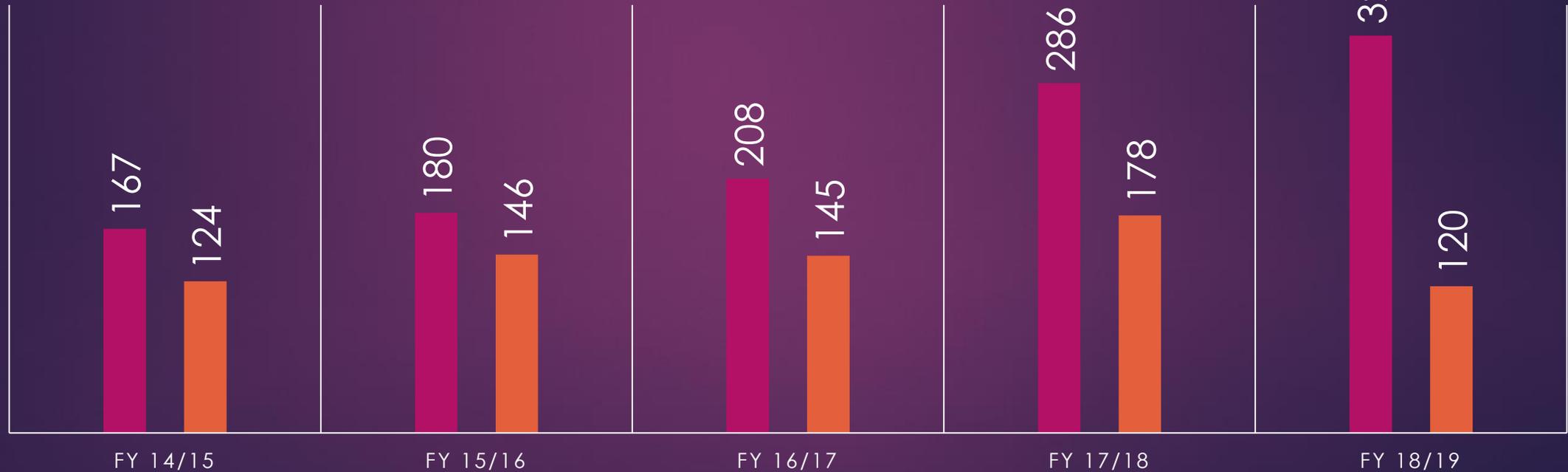
PLAN

- RUHS DBH
- HOME VISITS
- HA CASE MANAGEMENT

HOUSING PLACEMENT OUTCOMES

HSP OUTCOMES

■ Placements ■ Employed



POST-ASSISTANCE SERVICES

SUPPORTIVE
SERVICES

CASE
MANAGEMENT
SERVICES

PERMANENT
SUPPORTIVE
HOUSING VS. RAPID
RE-HOUSING

BEHAVIORAL
HEALTH

EVICION
PREVENTION
SERVICES

CONTINUED
SUBSIDIES

LANDLORD
ADVOCACY

EMPLOYMENT
SERVICES

INTEGRATING RAPID REHOUSING (RRH) AND EMPLOYMENT

“We need to embrace ‘Employment First’ in the same way that we have so strongly embraced Housing First.”

USICH- United States interagency Council on Homelessness



EXPANDED SUBSIDIZED EMPLOYMENT (ESE)

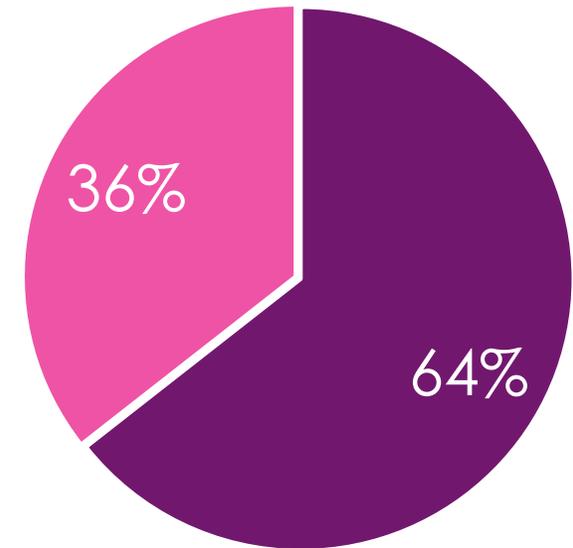
- ▶ Provides opportunities to help CalWORKs customers earn wages while developing skills that may lead to unsubsidized employment and self-sufficiency
- ▶ 6 month assignments with 50% reimbursement of gross wages
- ▶ Connecting customers to a variety of contracted partners, including:
 - ▶ Riverside County Temporary Employment
 - ▶ Non-profit organizations, including
 - ▶ Food pantries and homeless shelters
 - ▶ Local businesses, including
 - ▶ Warehouse, healthcare, construction, green energy, and more

Wage Range: \$12.00 - \$45.00 per hour

WRAP AROUND SERVICES

Connecting HSP customers to ESE

- ▶ The ESE program is designed to help the customer:
 - ▶ Résumé assistance
 - ▶ Interview preparation
 - ▶ Basic job skills strengthening
 - ▶ Personalized job placement services
 - ▶ Assistance in transitioning to unsubsidized employment
 - ▶ Job retention services
 - ▶ Assistance in paying rent without the need of a subsidy



■ Placed through ESE

■ Entered Unsubsidized Employment prior to ESE Placement

JOB SKILLS TRAINING

Warehouse Quality Control
Training and Job Placement



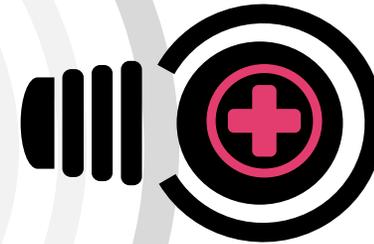
Solar Training, Paid
Internship and Job
Placement



Caregiver Training and
Job Placement



Medical Scribe
Training, Paid
Internship and
Job Placement



- ✓ 1-Week to 3-Month Courses
- ✓ Hands on Training
- ✓ Increased Earnings
- ✓ 90% Completion Rate
- ✓ Guaranteed Interview Upon Completion

Department of Behavioral Health – It Doesn't Stop Here. Here is why.



Department of Behavioral Health – It Doesn't Stop Here. Here is why.

- 3 Underlying Premises: (1) Behavioral change is difficult. Whether it is seeking treatment for a mental health condition, a substance use problem, or shifting from maladaptive behaviors and habits – change is difficult and takes time. **“It Doesn't Stop Here” because many consumers who receive housing continue to have unaddressed or underutilized mental health and substance use needs.**
- (2) Housing itself does not elicit behavioral change. Housing removes the crisis; basic needs first.
- (3) “Rome wasn't built in a day.” Said differently, “There are stages of change.”

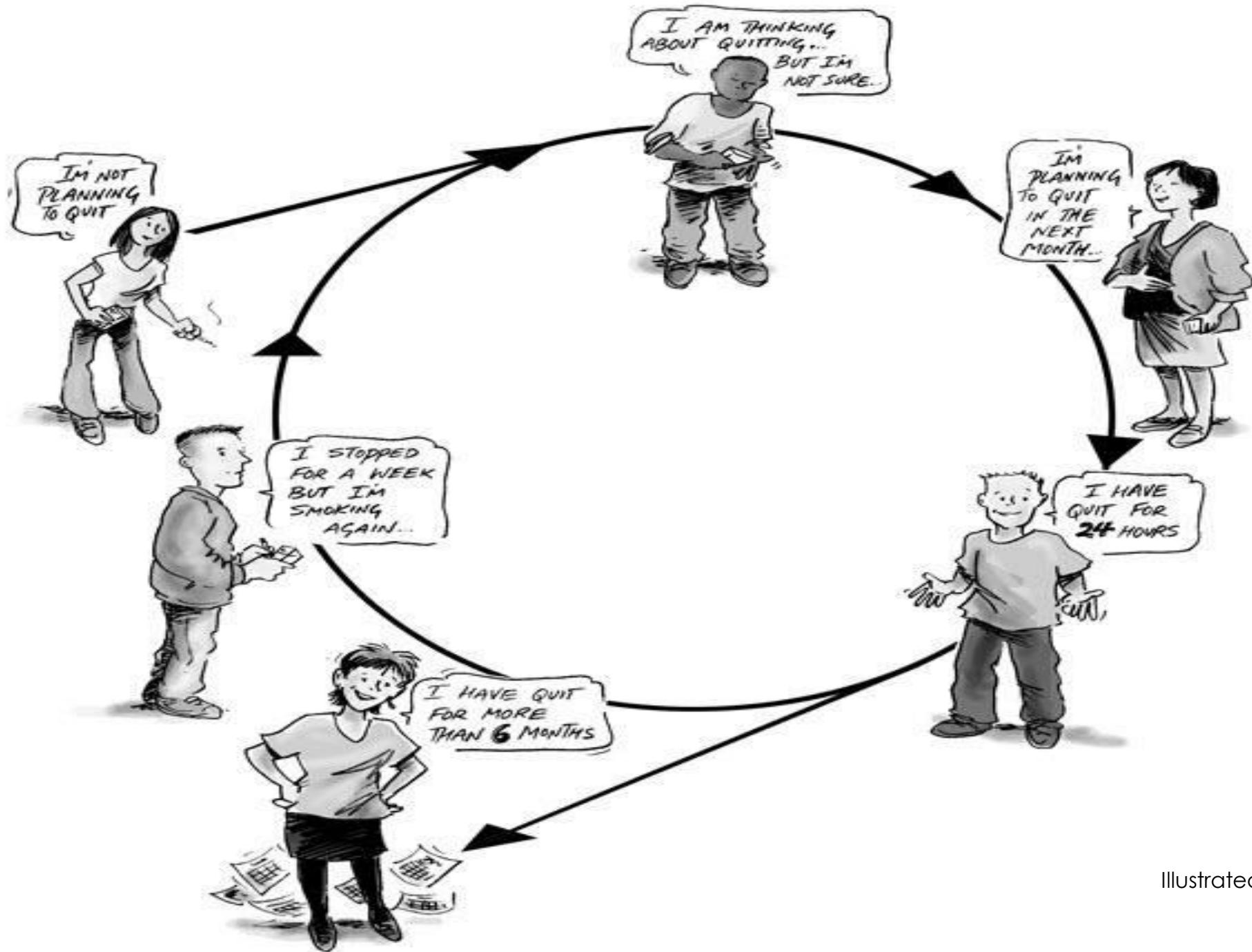


Department of Behavioral Health – It Doesn't Stop Here. Here is why.

Prochaska and DiClemente developed the STAGES OF CHANGE model which **looks at how conscious decisions are made**. Belief: “Change only occurs when the person is **ready** to do so.”

This model emphasizes that change isn't easy. People can spend a long time stuck in a stage and some may never reach their goals. This model has been applied in the treatment of smoking, alcoholism, and drugs but is also **a useful way of thinking about behavioral change**.

It consists of (6) stages:



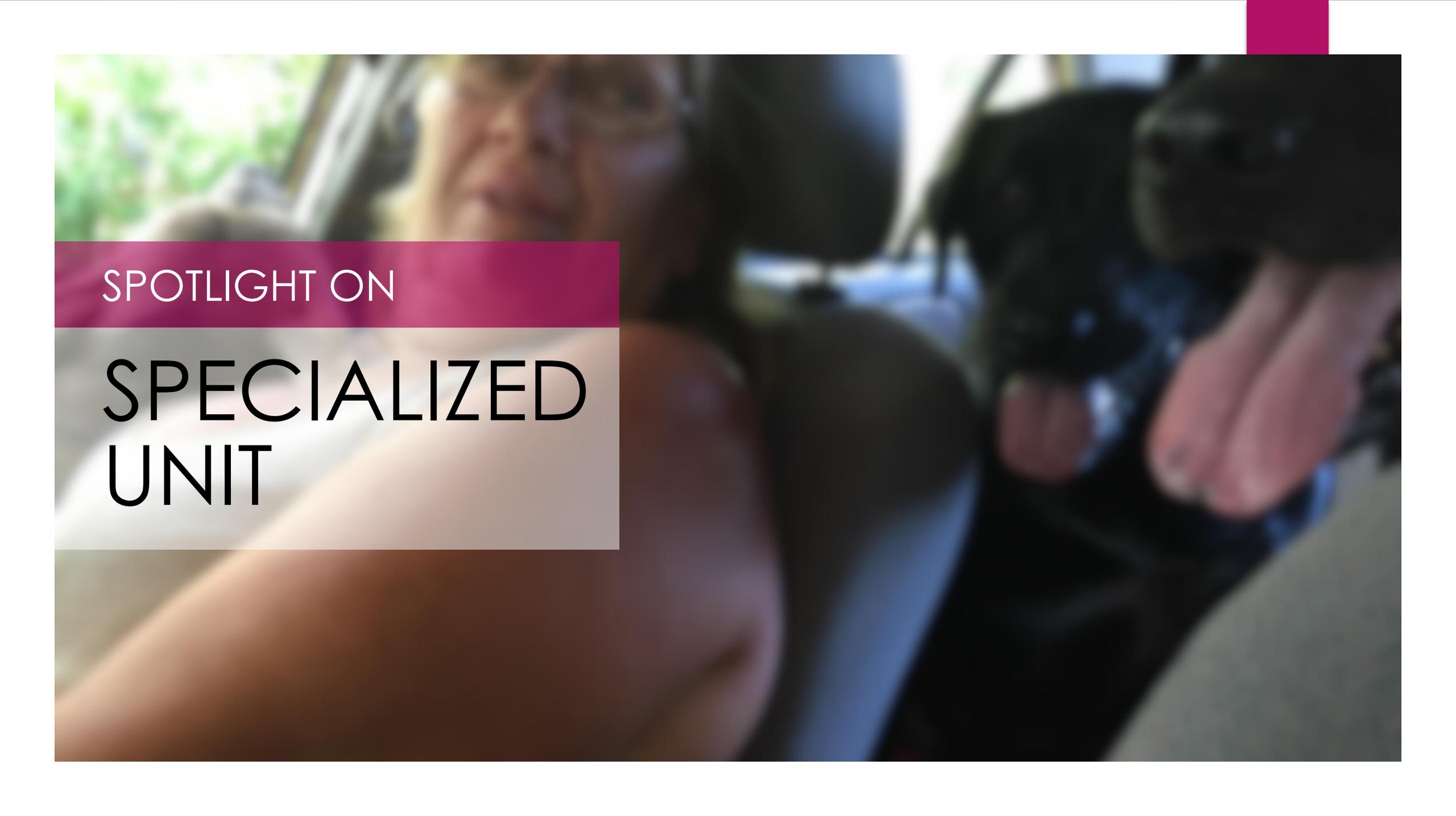
Illustrated by Simon Kneebone

Department of Behavioral Health – It Doesn't Stop Here. Here is why.

How does BH help individuals progress through the stages of change?

- **Motivational Interviewing:** BH staff engage with the consumer to identify barriers to seeking treatment and provide guidance and support to remove barriers and progress toward goals.
- Behavioral Health collaborates closely with DPSS and Housing Authority by conducting weekly team decision meetings/case consultations. Identify needs and customize **individualized treatment plans and strategies.**
- **Effective treatment approaches:** BH staff are **co-located at (13) DPSS locations** countywide from Riverside to Blythe. This approach allows easier collaboration and easier access for consumers. Integration of mental health and substance abuse services on-site.
- **Wrap Around Services:** case management; field-based services; domestic violence advocacy; job coaching, retention services; housing visits.

“The ultimate goal is not to get housing, but to maintain housing.”



SPOTLIGHT ON

SPECIALIZED
UNIT

Programs Team

Specialized team within the Housing Authority (HA) supporting the county's task to end homelessness.

1

Housing Navigators

Facilitate housing activities using a "Housing First" approach: assisting clients with obtaining "housing identification docs", facilitate housing orientations, coordinate appointments with prospective landlords and other vendors, and remain as the primary POC between program participant and landlord

2

Housing Specialists

Assess housing barriers and assist with determination of appropriate housing intervention. Develop individual service plan with program participants and provide mediation supports as necessary. Provide linkages to community resources to help foster and promote self-sufficiency.

3

Housing Inspectors

Inspects permanent housing units within special programs division. This individual has developed a great sense of sensitivity and cultural competency necessary to respect and negotiate with landlords and participants.



Role in HSP

- ▶ Performs bi-monthly Orientations for HSP Participants across the county at 6 DPSS offices
- ▶ 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

DEDICATED HOUSING FOR HOMELESS HOUSEHOLDS



- ▶ **HUD VASH**
- ▶ **Mainstream 811 Vouchers**
- ▶ **Family Unification Program**
- ▶ **Housing Opportunities for Persons Living with HIV/AIDS**
- ▶ **Level One Preferences**
 - ▶ Extreme Elderly (Households with a household member 75+)
 - ▶ Veteran and/or widow of a veteran
 - ▶ Moving On/Special Program Preference*
- ▶ **Extraordinary Preference (*Up to 15% of Annual Admissions)**
 - ▶ Direct Coordinated Entry System (CES) Referrals

QUESTIONS?

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