

“Emergency Shelters”

Multidisciplinary Approaches to End Homelessness

A Continuum of Care Division Webinar Series

Please sign in by typing your full name, title, and organization into the webinar chat box.

About the Webinar Series

Purpose

These webinars provide an opportunity to engage with local and regional experts on best practices, advocacy tools and resources available to prevent and end homelessness in Riverside County.

Recorded Webinars

After the live webinar has taken place, the recording will be added to our website.

Upcoming Webinars

We are working on securing speakers for future webinars and would love to feature you or your agency.

Email CoC@rivco.org if interested.

Agenda for Today

11:00 – 11:05 AM	Welcome	HHPWS – Continuum of Care Staff: Tanya Torno, CoC Director
11:05 – 11:20 AM	Overview of Riverside County's Emergency Shelter System	Laura Gonzalez, Social Service Planner Tanya Torno, CoC Director
11:20 – 11:40 AM	Coachella Valley Rescue Mission	Mark McGowan, Emergency Shelter Manager
11:40 – 12:00 AM	Path of Life Ministries	Rusty Bailey, CEO Leonard Jarman, VP of Homeless Solutions Casey Jackson, COO
12:00 – 12:20 AM	Valley Restart Shelter	Linda Rogers, Executive Director
12:20 – 12:30 AM	Q&A: Please type your questions in the chat box. We will answer as many questions as possible at the end of the webinar.	

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Riverside County Emergency Shelter System



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A community's **Immediate** Response to Homelessness



Entry to Homelessness System

- Coordinated Entry System
- Prioritization
- Homelessness Prevention



Emergency Shelters



Housing Interventions

WHY ARE SHELTERS SO IMPORTANT?

- People will always need a safe and decent place to go when having a housing crisis.
- The effectiveness of an emergency shelter will greatly impact:
 - Average length of homelessness
 - Exits to permanent housing
 - Returns to homelessness



**Total Number of People Served in Emergency Shelter Between
July 1,2020-February 18,2021**

Household Composition	Total Number of People
Household Without Children	3573
With Children and Adults	1129
With Only Children	408
Unknown Household Type	0
Total	5110
Clients Served by Race	Total Number of People
American Indian or Alaska Native	94
Asian	60
Black or African American	1252
White	3538
Native Hawaiian or Other Pacific Islander	37
Multi-Racial	116
Client doesn't know/refused	3
Data not Collected	10
Total	5110

Client Served by Age Group	Total Number of People
0-17	1106
18-24	410
25-34	1038
35-44	868
45-54	741
55-61	543
>62	404
Data Not Collected	0
Total	5110
Length of Stay	Total Number of Days
30 Days or Less	2638
31 to 60 Days	691
61 to 90 Days	632
91 to 180 Days	790
181 to 365 Days	297
>366	62
Total	5110
Average Length of Stay	47 Days

Exit Destination Breakdown	Total Number of People
Total Number of Persons Exited to Permanent Destination	1157
Total Number of Persons Exited to Temporary Destination	2839
Total Number of Persons Exited to Institutional Settings	147
Number of persons who Have not Exited	438
Total persons whose destinations excluded them from the calculation	86
Other	443
Total	5110

Reason	%
They are too crowded	37%
Bugs	30%
There are too many rules	28%
They are full	27%
I can't stay with my partner/family	23%
Germs	22%
They don't accept my pet	22%
There is no where to store my stuff	19%
They are too far away	18%
I can't stay with my friends	13%

Why do People Avoid Shelters?

Important shelter components

Immediate
and low-
barrier access

Safe
environment

Not
contingent on
sobriety,
income
requirements,
criminal
records

Rapid and
streamlined
entry into
permanent
housing

Prioritize –
unsheltered
individuals who
are at greatest
risk for severe
health and
safety
consequences if
not sheltered

Serve households
of any
configuration
(couples without
children, persons
identifying as
LGBT, two-parent
households,
mothers with teen
boys)



CVRM

Coachella Valley
Rescue Mission



Annex Emergency Services

- ▶ 80 Beds available for men, women and children
- ▶ Separate sleeping area and showers/restrooms for men and women
- ▶ Clothing, toiletries, laundry services, 3 meals daily, lockers, bus passes, Case Management Services
- ▶ New Beginnings is a 14-day program before entering our residential programs or being referred to another agency
- ▶ Intake hours are as follows:
- ▶ Monday thru Friday 9a.m. To 2p.m. Closed on weekends and holidays.

Eligibility and Program Requirements

- When referred by another agency, proper forms must be filled out and sent to mmcgowan@cvrn.org and ddouglas@cvrn.org
- We will process the application, run a background check, and make sure the client meets CVRM admission criteria.
- CVRM does not accept clients with certain violent felonies and crimes against individuals.
- If client is approved, you will receive an approval code, then agency must transport client door to door to CVRM.
- Client must have a recent NEGATIVE COVID-19 test result within the previous 24 hours.

Supportive Services

- CVRM will help clients obtain necessary documents such as CDL, Social Security card, Birth Cert., etc.
- Assistance with SNAP, DPSS, EDD, Medi-Cal, Cash Aid, etc.
- Access to SAC Health System on-site for non-emergency medical care and referrals.
- Access to CVRM Housing Department for help with housing options, Rapid Rehousing, etc.
- Referrals into CVRM long-term residential programs.
- CVRM refers to outside agencies when applicable.

Questions and Comments





Path of Life Ministries

Our Mission



Rescue

Meeting people & families in a housing crisis at their place of greatest need.



Restore

Compassionate coaching & wraparound services to promote self-sufficiency & family restoration.



Rebuild

A holistic, community-based approach to improve the health & vitality of those affected by homelessness.



Our Promise



"We promise anyone that comes to us for help to get out of a crisis of homelessness, that if they trust us and work with us, we will help get them out of that crisis, stably housed, and moving toward self-sufficiency."

What We've Learned

Homelessness is a public health and humanitarian crisis. It's a multi-faceted problem that demands multi-faceted solutions.

Cities and states are discovering you can't arrest or even build your way out of homelessness. Impacting and ending homelessness is a process that must be started and sustained if we expect to see any measurable success.

POLM offers more than a sandwich, shower and somewhere safe to sleep. POLM delivers a comprehensive menu of services and implements evidence-based interventions and best-practices that effectively help individuals and families end their homeless crisis.

Evidence- Based Strategies

Harm Reduction

Being homeless does not mean people forfeit their human rights. Everyone should be able to access services without having to overcome unnecessary barriers and discriminatory regulations. All POLM shelters are low-barrier. At POLM we meet people where they are and encourage positive change in their lives.

Housing First

Our goal is to quickly and successfully connect individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry. Once they are housed, supportive services are offered in their home to help them maintain their housing.

Housing Problem Solving

It's important to explore creative, flexible, safe, and cost-effective solutions to quickly resolve the housing crisis — even if just temporarily — with limited or no financial support. We help identify potential safe housing options — such as returning to a prior residence, staying with friends or family, or securing a new tenancy — and then work with the household to determine the necessary steps to make that housing option a reality.

Current Services/Projects

Western Riverside County

- Community Shelter
- Family Shelter
- Cold Weather Shelter
- Riverside Outreach/Homelessness Prevention
- Jurupa Valley Outreach/Homelessness Prevention
- Housing (PSH, RRH)
- LYNC

Eastern Riverside County

- Housing (PSH/RRH)







County- Wide

- Landlord Locator Service
- Employment Pipeline
- Mobile Behavioral Health

Facility Updates

- Family Shelter - 1.2 million rehab in 2020
- Community Shelter - rehab in 2021 (HVAC, restrooms, showers)

Impact 2019 – 2020

					
COMMUNITY SHELTER CVAG CSH	FAMILY SHELTER	HOUSING	OUTREACH	BEHAVIORAL HEALTH	EMPLOYMENT
<p>85 Beds 55 ECWS Beds 26 CVAG Crisis Stabilization Units</p> <p>Case Management</p> <p>Meals & Showers</p>	<p>46 Beds</p> <p>Case Management</p> <p>Meals & Showers</p> <p>Laundry</p>	<p>123 Units (Scattered Site Housing)</p> <p>93 Permanent Supportive Housing</p> <p>30 Rapid Re-Housing</p> <p>LandlordLink</p>	<p>3 Teams/ LYNC</p> <p>Coachella Valley</p> <p>Jurupa Valley</p> <p>Riverside</p> <p>LYNC</p>	<p>30 Member Team</p> <p>Counseling</p> <p>Crisis Intervention</p> <p>Life Skills</p>	<p>Employment Pipeline Team</p> <p>Training</p> <p>Preparation</p> <p>Placement</p> <p>Support</p>
Outcomes					
<p>1,453 People/Year</p> <p>18% Shelter Guests Housed at Exit</p> <p>51% CSH Guests Housed at Exit</p>	<p>270 People/Year</p> <p>57% Shelter Guests Housed at Exit</p>	<p>215 People/Year</p> <p>98% Retention Rate</p>	<p>315 Interventions/Year</p> <p>139 Street Exits (44%)</p>	<p>327 Individuals served</p> <p>2600 Intern Hours</p> <p>356 Groups/Workshops</p>	<p>145 Individuals served</p> <p>85 New Job Placements</p>

POLM SHELTERS

POLM COMMUNITY SHELTER 2840 Hulen Place, Riverside CA



- 85 bed emergency shelter
- Low Barrier, housing focused
- Open 24 hours
- 50 beds for men, 35 beds for women
- Intakes Daily (10:00am-5:00pm) by appointment and based on bed availability
- 18+ must pass background check
- Up to 60 days, 90 days with pending housing, etc.
- Eligible for 90 days in any calendar year
- Case Management (weekly)
- Behavioral Health Support
- Employment Support
- Three Meals
- Linen Service
- Free Wi-Fi

POLM FAMILY SHELTER 2530 3rd Street, Riverside CA



- 46 bed emergency shelter
- Housing focused
- Open 24 hours
- Families with children only
- Intakes daily by appointment and based on bed availability.
- 18+ must pass background check
- Up to 60 days, 90 days with pending housing, etc.
- Eligible for 90 days in any calendar year
- Case Management (weekly)
- Behavioral Health Support
- Employment Support
- Three Meals
- On-site Laundry Facility
- Free Wi-Fi

POLM SHELTERS

POLM ECWS SHELTER 3695 1st Street, Riverside CA



- 40 bed emergency shelter
- Low Barrier, housing focused
- Open 24 hours
- 24 beds for men, 16 beds for women
- Intakes Daily (10:00am-5:00pm) by appointment and based on bed availability
- Must call first
- 18+ must pass background check
- December – April
- Three Meals
- Linen Service
- Showers
- Free Wi-Fi

SHELTER EMERGENCY

EMERGENCY =
SENSE OF URGENCY

CRISIS -
ATTENTION/FOCUS

LEAD BY EXAMPLE



PALLET SHELTER VILLAGE

CABIN COMMUNITY

INNOVATIVE
PRODUCT/COMPANY

COVID RESPONSIVE





POLM Shelter Hotline (24 hours)

(951) 462-9822

POLM Community Shelter

(951) 683-4101

POLM Family Shelter

(951) 275-8755

POLM Emergency Cold Weather Shelter

(951) 318-1329





Questions?



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VALLEY RESTART SHELTER

Speaker:
Linda Rogers, Executive Director

TOO MANY FAMILIES TO IGNORE

- Incorporated in 1990
- Valley Restart Shelter is 35 bed, 24-hours a day facility located in Hemet (mid-Riverside County)
- Success rate over the last 10 years:
 - Mid-80% to mid-90% moving to higher level of independence and self-sufficiency



VALLEY RESTART



“To Teach, to Train and to Restart Lives”



What about those whom we couldn't shelter?



**Looked at annual statistics of who applied, who were sheltered and those for whom we had no room and put on a waiting list and turned away*

**The numbers of families with children were increasing each year*

**Adjusted focus to meet the community need of homeless families with children*

**Put resources in place to address those in need whom we couldn't shelter*

NOT HOUSED AT VRS SUMMARY 07/01/2019 - 06/30/2020

DISTRICT	CITY	SINGLES	FAMILIES	CHILDREN		PERCENTAGE
1	RIVERSIDE	7				
1	LAKE ELSINORE	1				
1	WILDOMAR		1	2	TOTAL DIST 1	
TOTAL		8	1	2	11	3.86%
3	HEMET	81	19	47		
3	HOMELAND		1	3		
3	MURRIETA	2				
3	SAN JACINTO	28	10	21		
3	TEMECULA	2	1	1	TOTAL DIST 3	
TOTAL		113	31	72	216	75.00%
4	INDIO	1			TOTAL DIST 4	
TOTAL		1			1	0.35%
5	BANNING	2				
5	BEAUMONT		1	2		
5	CALIMESA	1				
5	MENIFEE	4	1	3		
5	MORENO VALLEY	4	2	8		
5	NUEVO	2				
5	PALM SPRINGS	2				
5	PERRIS	6				
5	SUN CITY	2			TOTAL DIST 5	
TOTAL		23	4	13	40	13.88%
NON DISTRICT CITIES IN CALIFORNIA	AVENAL		1	1		
	BARSTOW	2				
	FALLBROOK	1				
	FONTANA	1				
	GARDEN GROVE	1				
	LOS ANGELES	1	1	3		
	SAN BERNARDINO	3	1	1		
	SAN DIEGO	1				
	SAN RAMON	1			TOTAL NON DIST	
TOTAL		11	3	5	19	6.59%
OUT OF STATE	OUT OF STATE	1			TOTAL OUT OF STATE	
TOTAL		1			1	0.35%
GRAND TOTAL		157	39	92	288	100%

54.51% singles

45.48% families

HOUSED AT VRS SUMMARY 07/01/2019 - 06/30/2020

DISTRICT	CITY	SINGLES	FAMILIES	CHILDREN		PERCENTAGE
1	RIVERSIDE	6	4	7	TOTAL DIST 1	
TOTAL		6	4	7	17	9.39%
3	HEMET	48	18	35		
3	MOUNTAIN CENTER	1				
3	SAN JACINTO	10	3	4		
3	TEMECULA	2				
3	WINCHESTER		1	1	TOTAL DIST 3	
TOTAL		61	22	40	123	67.95%
5	BEAUMONT	1	1	3		
5	CALIMESA	2				
5	MENIFEE	1				
5	MORENO VALLEY		2	8		
5	PERRIS	4				
5	SUN CITY	1			TOTAL DIST 5	
TOTAL		9	3	11	23	12.70%
NON DISTRICT CITIES IN CALIFORNIA	EASTVALE		1	3		
	ESCONDIDO		1	1		
	LOS ANGELES	1				
	MONROVIA			1		
	ROMOLAND	1				
	SAN BERNARDINO	2				
	SAN DIEGO		1	3		
	YORBA LINDA	1				
	YUCAIPA	1			TOTAL NON DIST	
TOTAL		6	3	8	17	9.39%
OUT OF STATE	OUT OF STATE	1			TOTAL OUT OF STATE	
TOTAL		1	0	0	1	0.55%
GRAND TOTAL		83	32	66	181	100%

45.85% singles

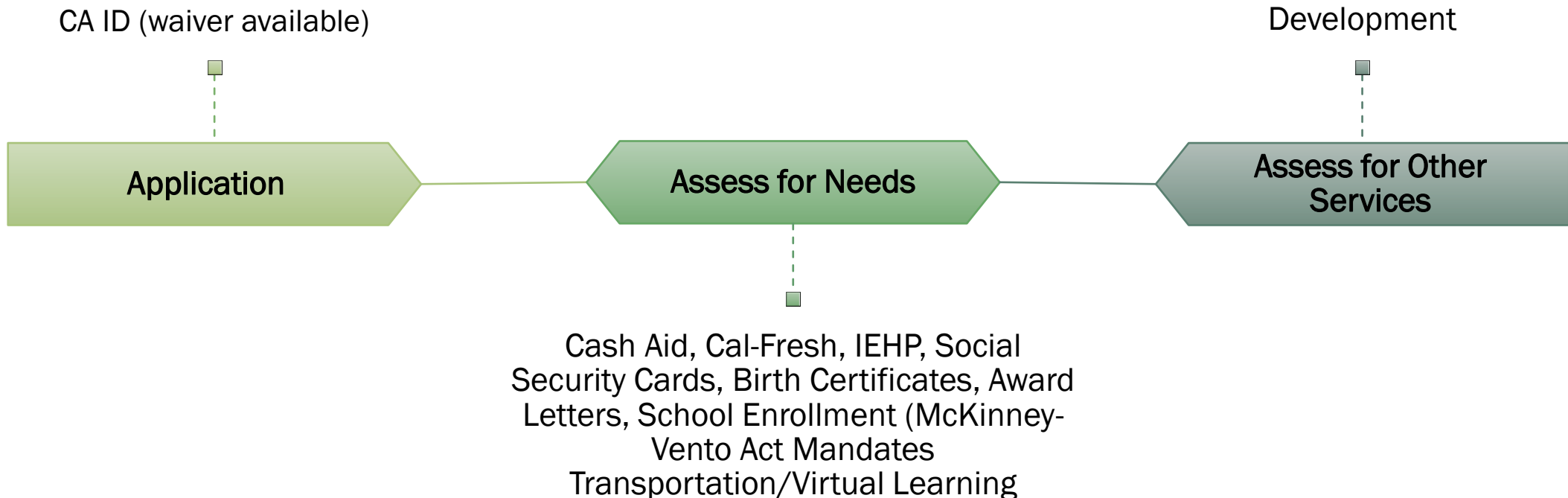
54.14% families

VALLEY RESTART SHELTER ACCESS



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Behavioral Health, Substance Abuse,
Domestic Violence, VA Benefits, Section
8, Inland Regional Learning Center,
Reunification Services, Workforce
Development





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CLIENT ACCOUNTABILITY

Intake

- Complete Application

Case Management

- Daily/Weekly and Monthly Action Towards Goals
- Case Management

Volunteer Opportunities

- Volunteer Hours in Operation Activities

Life Skills

- Job Readiness
- Job Searching
- Budgeting
- Money Management/Savings
- Housing Search



VALLEY RESTART SHELTER

- Shelter Houses 35 People
- Open 24-hours a Day
- Staffing:
 - Executive Director
 - .3 FTE HR Supervisor/Fiscal Management;
 - .75FTE HMIS/Data Entry
 - 1.5 Case Managers 60 hrs./week
 - .5 FTE Life Skills Specialist
 - 1. FTE Director of Operations
 - 2 FTE Operations Staff 3-8pm
 - 1.75 FTE Night Security 8pm-6am
 - Volunteers cover reception area 9-5pm Mon-Fri.
 - Contract workers: Grant Admin., Bookkeeper

VALLEY RESTART SHELTER COMPONENTS



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Outreach/ Navigation Office:

8:00 am – 4:00 pm
Monday – Friday

.2 FTE Outreach Worker
.5 FTE Supervisor
.3 FTE Office Assistant

Bus Ticket Home

Director of
Operations

Rental Assistance

Case
Management
Supervisor

Evening Community Meal

PM
Operations
Staff

Public Showers

PM
Operations
Staff

CA ID and Birth Certificates

Volunteers



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COMMUNITY PARTNERS



40 Churches for Evening Meals (prepared in commercial kitchen)

Riverside County Behavioral Health Outreach Workers for Mental Health Assessments

City of Hemet Homeless outreach Team (5150 assessments)

Just Serve and Golden Era Production: Volunteer base

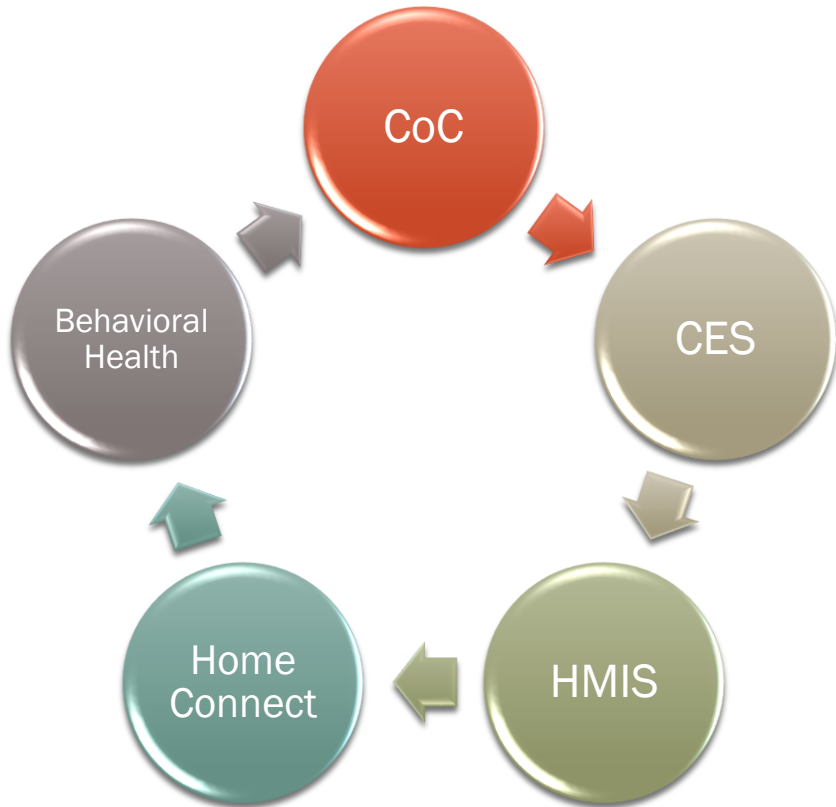
California Family Life Center (GED assist and Internships for 17-24 year-olds)

HOPE collaboration (Child Reunification)

Pizza Hut and Starbucks (day-old and overstock)



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PARTNERS IN COUNTY DEPARTMENTS

- Continuum of Care (COC) County-wide congregate of government entities, non-profit agencies, programs and interested individuals coming together to identify and problem-solve barriers to end homelessness in our various communities.
- Coordinated Entry System (CES)
- Homeless Management Information System (HMIS)
- HomeConnect
- Behavioral Health: Services, Assessments, Crisis Management

- City Community Development Block Grants
- County Community Development Block Grants
- Emergency Food and Shelter Program (EFSP/FEMA)
- Emergency Solutions Grant
- Federal Emergency Solutions Grant
- Riverside County Community Investment and Development (CID) by County Supervisor District
- Private Donations
- Monthly Church Donations
- Fundraising



FUNDING SOURCES

QUESTIONS



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Questions and Comments



Next Webinar: Senior Homelessness