

“Non-Congregate 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

10:00 - 10:05 AM	Welcome	HHPWS - Continuum of Care Staff: Tanya Torno, CoC Director
10:05 - 10:30 AM	3 Unique Non-Congregate Shelter Models	Tyler Ahtonen, City Net Karen Roper, City of Corona Hafsa Kaka, City of Riverside
10:30 - 10:55 AM	Crisis Stabilization Housing Program	Tom Kirk Tom Cox CVAG
10:55 - 11:20 AM	Project Roomkey	Marcus Dillard Gina Marasco Housing Authority
11:20 - 11:30 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.	

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



City Net

A dba of Kingdom Causes Inc.

Non-Congregate Shelters (NCS)

April 22nd, 2021

Agenda

- What is a Non Congregate Shelter (NCS)?
- Examples of Non Congregate Shelters in the County of Riverside
 - The City of Riverside
 - Riverside Cabin Village Shelter - “The Pallet Shelter”
 - Riverside Massachusetts Action Plan - “MAP” Program
 - Riverside Emergency Quarantine Facility (EQF)
 - The City of Corona
 - Emergency Motel Voucher Program
- Benefits of the Non-Congregate Model
- Q & A



What is a Non-Congregate Shelter?

- Non-Congregate Shelter (NCS) differs from the typical community/shared space setting shelter
- A shelter that allows for a private living space that separates individuals from the general community population.
- The NCS model has gained popularity due to implemented safety measures to protect the homeless community from the spread of COVID-19.



Non-Congregate Shelters in Riverside

- City of Riverside Housing First Plan Adopted City of Riverside Housing Authority
- Hulen Campus Collaborative (HCC)
- State of California Big 13 Cities
- System of Care: Outreach, Shelter, Permanency
- 3 Major Non-Congregate Projects



26 Unduplicated Clients Served
17 Transition to Project Room Key
9 Permanently Housed



79 Unduplicated Clients Served
16 Permanently Housed
17,112 Meals Served



Hafsa Kaka
Officer of Homeless Solutions, City of Riverside

Riverside Cabin Village Shelter - “The Pallets”

- March 2020 - Present
- What is it?
 - 30 individual Pallet shelters consisting of a section for males, females, couples and ADA Units for Homeless neighbors who have strong ties to the City of Riverside
 - Pets welcomed! 🐾
- Where is it?
 - 1919 Massachusetts Ave, Riverside
 - In close proximity to Riverside's Access Center - A homelessness supportive services center in Riverside.
- What services are provided?
 - 3 nutritious meals a day, 7 days a week
 - 24/7 on-site staff
 - Intensive case management and wrap-around services with a housing-first approach
 - Clients are triaged and referred to the appropriate housing opportunities depending on their unique needs
 - Transportation services are provided to approved appointments



Massachusetts Action Plan - “A Map Home”

- What is it?
 - 40 Motel Rooms serving as a Emergency Shelter in response to the Massachusetts Ave remediation Project. Provided shelter to the homeless residents who resided on Massachusetts Ave.
- Where is it?
 - Quality Inn Riverside, CA
 - Established a relationship with the Motel Management which allowed us to operate on an independent side of the building
- What services are provided?
 - 3 nutritious meals a day, 7 days a week
 - 24/7 on-site staff including security
 - Intensive case management and wrap-around services with a housing-first approach.
 - Partnership with Riversides Housing Authority to provide eligible clients with **Tenant Based Rental Assistance** Vouchers, which provides 12 months of subsidized rental assistance linked with Case Management services.
 - Clients are triaged and referred to the appropriate housing opportunities depending on their unique needs
 - Transportation services are provided to approved appointments



Riverside Emergency Quarantine Facility (EQF)

- May 2020 - July 2020
- What was it?
 - Trailers provided by the state to serve as an alternative living situation for unhoused clients in order to shelter in place during the Covid-19 pandemic
 - Serving the most vulnerable and high-risk individuals during the COVID-19 Pandemic
 - Qualifications for these beds - outlined by the CDC
- Where is it?
 - Vacant lot located near Riverside Airport
- What services are provided?
 - 3 catered meals a day, 7 days a week. Delivered to each trailer in order for the clients to remain socially distanced.
 - Safe and secluded environment to shelter the high-risk population
 - Intensive case management and wrap-around services with a housing-first approach.
 - 24/7 staff and security on site
 - Transportation services were provided to approved medical appointments.



Non-Congregate Shelter in Corona

- The City of Coronas Comprehensive Homeless Strategic Plan
- How it Started
 - Inclement Weather Shelter Program
 - COVID-19 Pandemic and the change of structure
- How it's progressing
 - Jan '20 - Feb '21
 - 6782 Shelter Bed Nights
 - 5,119 Motel Room Nights
- How is it funded?
 - City of Corona General Funds



Karen Roper
Homeless Solutions Manager, City of Corona

Corona Emergency Motel Voucher Program

- January 2020 - Present
- What is it?
 - 20-room emergency shelter for neighbors experiencing homelessness in Corona. Serving Males, Females, and Families who have strong ties to the City of Corona.
- Where is it ?
 - Scattered Site Model .
 - City Net has created partnerships with various motels within the City of Corona
- What services are provided?
 - 3 nutritious meals a day, 7 days a week
 - Intensive case management and wrap-around services with a housing-first approach
 - Clients are triaged and referred to the appropriate housing opportunities depending on their unique needs
 - Transportation services are provided to approved appointments



Benefits of the Non-Congregate Shelter Model

- Dignified shelter opportunity that give a client their own space and a clearer mindset to work on their path to self sufficiency
- Confidence and Security
 - Feeling confident and safe in their own secluded environment
 - Property is more secured from theft from other shelter guests
- Life Skills
 - Maintaining a clean and hygienic environment
 - Feeling a sense of responsibility over their own space
 - Learning to be a good neighbor
- Safer Alternative
 - March 2020, the U.S. Department of Homeland Security's Federal Emergency Management Agency (FEMA) recognizes that non-congregate sheltering may be necessary in this Public Health Emergency to protect public health and save lives.



Benefits of the Non-Congregate Shelter Model Client Testimonials

Direct quotes from clients in our Non-Congregate Shelter Programs

“Being in a NCS helps with the noise confusion. When you're able to be in a quieter environment, you're able to focus and reflect on what you need to do to move forward without the distractions of the environment making it difficult.”

“Personal space is very important. I struggle with anxiety and PTSD, which make it difficult to be in shared spaces.”

Frequently Stated Key-Words

- **Peace of Mind**



- **Safety**



- **Controlled Environment**

- **Privacy**



The image features two overlapping, semi-transparent reddish-brown shapes on a white background. The top shape is a rounded rectangle with a pointed bottom, containing the word "Question" in white. The bottom shape is a rounded rectangle with a pointed top, containing the word "Answer" in white. The shapes overlap in the center. On the right side of the image, there is a decorative vertical strip composed of several overlapping, semi-transparent geometric shapes in various shades of brown and orange, creating a layered, abstract effect.

Question

Answer



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OUTLINE



HOUSING FIRST – RECAP

OUTLINE



HOUSING FIRST – RECAP



KICKSTARTING CV 200

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OUR NICHE

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OUR NICHE



CV 200, ONWARD

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OUTLINE

IN THE BEGINNING

2007-2009



IN THE BEGINNING

2007-2009

Concentration of services
in the Indio area.





ROY'S

2009-2018



ROY'S

2009-2017



**Jewish Family Service
of the Desert**

Non-Profit 501(c)3 Organization - Tax ID: 33-0613083

ROY'S

2009-2017

Helped Thousands





ROY'S

2009-2017

Transportation Challenge





ROY'S

2017





ROY'S

2017

County needed long term mental healthcare facility.



HOUSING FIRST

2017



HOUSING FIRST

2017-2020



PATH of
LIFE
MINISTRIES



HOUSING FIRST

2018-2019

Barbara Poppe Report



DESERT HEALTHCARE
DISTRICT & FOUNDATION



HOUSING FIRST

WHAT IS IT?





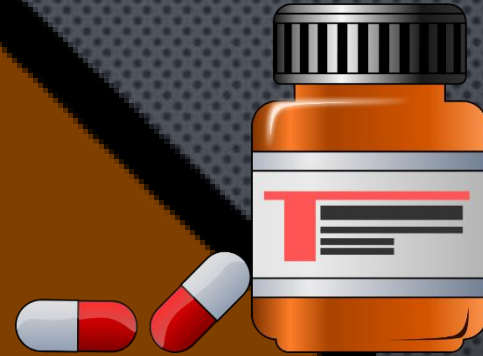




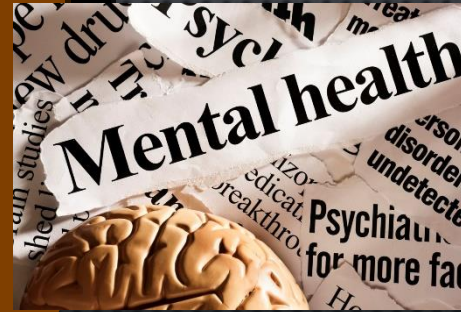
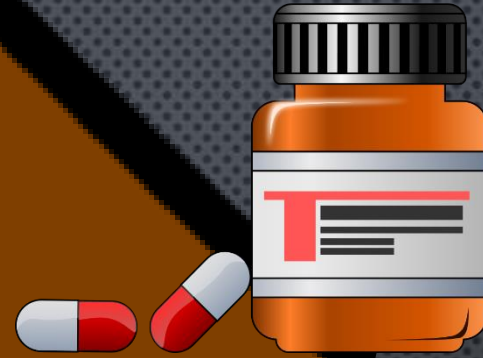
WRAP-AROUND SERVICES



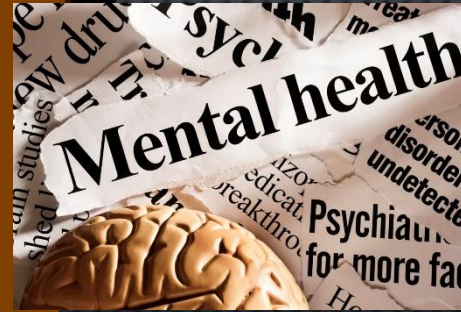
WRAP-AROUND SERVICES



WRAP-AROUND SERVICES



WRAP-AROUND SERVICES





CONVERSELY, AT ROY'S



CONVERSELY, AT ROY'S



CONVERSELY, AT ROY'S



[This Photo](#)

[CC BY-SA NC](#)





CONVERSELY, AT ROY'S







THE CHRONICALLY HOMELESS



THE CHRONICALLY HOMELESS



THE CHRONICALLY HOMELESS



THE CHRONICALLY HOMELESS



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CV 200



CV 100
FALL, 2020





CV 200
DEC, 2020



CV 200

JAN, 2021





ANYSE SMITH





STEPHANIE
SHAMBOW



Ivan
Tenorio

RESULTS AFTER 40 DAYS

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RAPID RESOLUTION





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RAPID RESOLUTION



3



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STABILIZATION UNITS



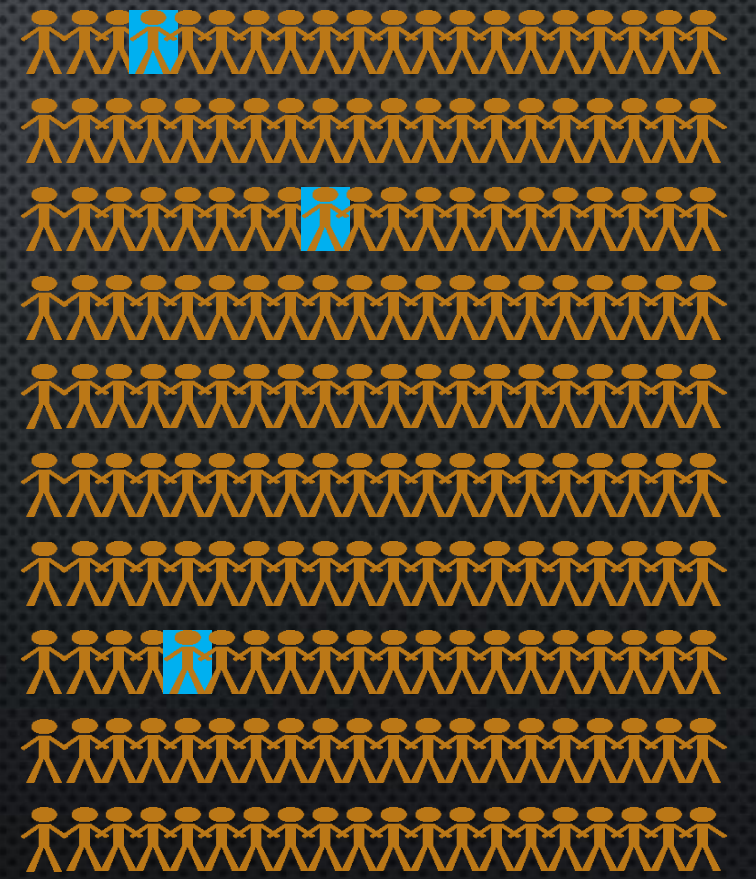
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Pets, Partners and Property



STABILIZATION UNITS





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STABILIZATION UNITS

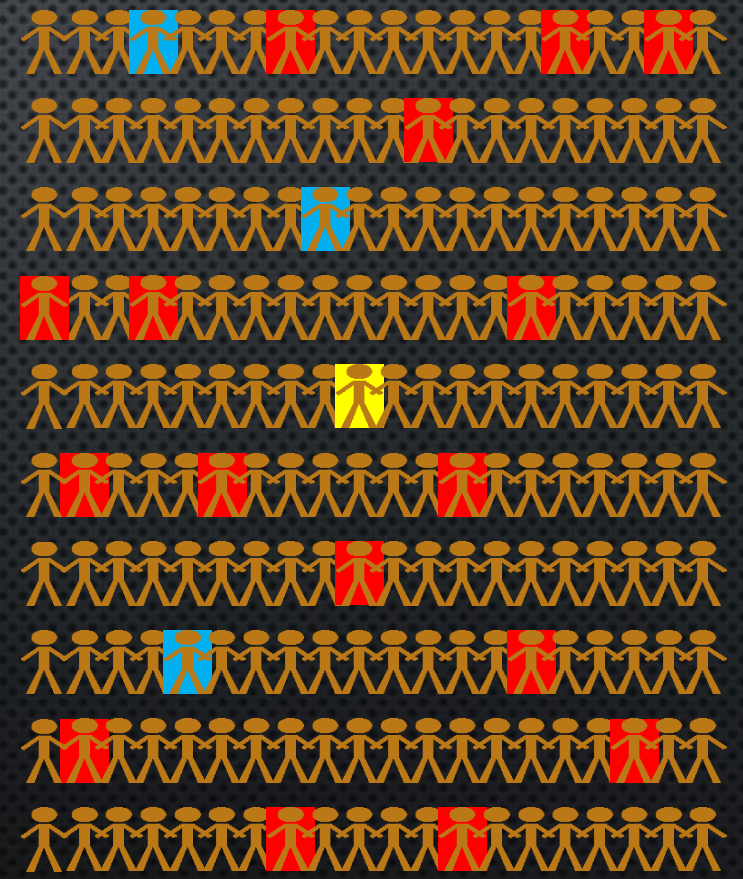
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OTHER



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OUR NICHE



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OUTLINE



HOUSING FIRST – RECAP



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OUR NICHE



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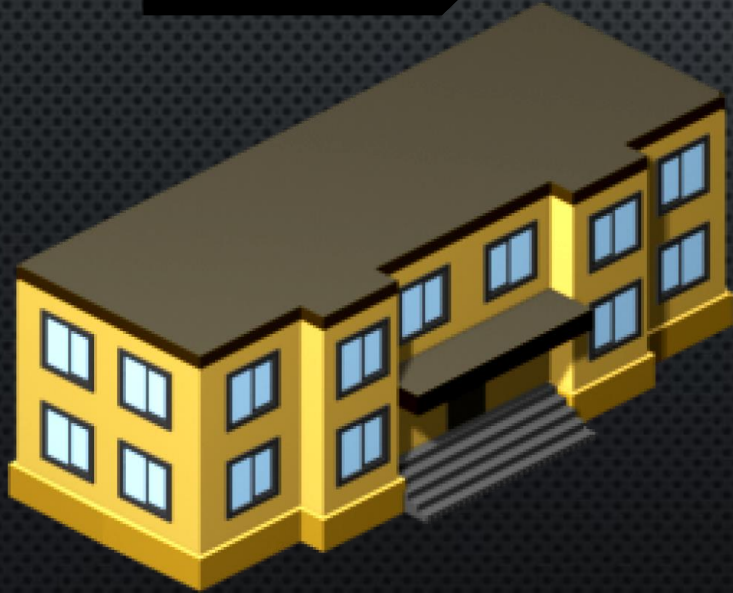
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CV 200 AND SHELTERS

CV 200 AND SHELTERS



CV 200 AND SHELTERS



CV 200 AND SHELTERS



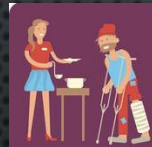
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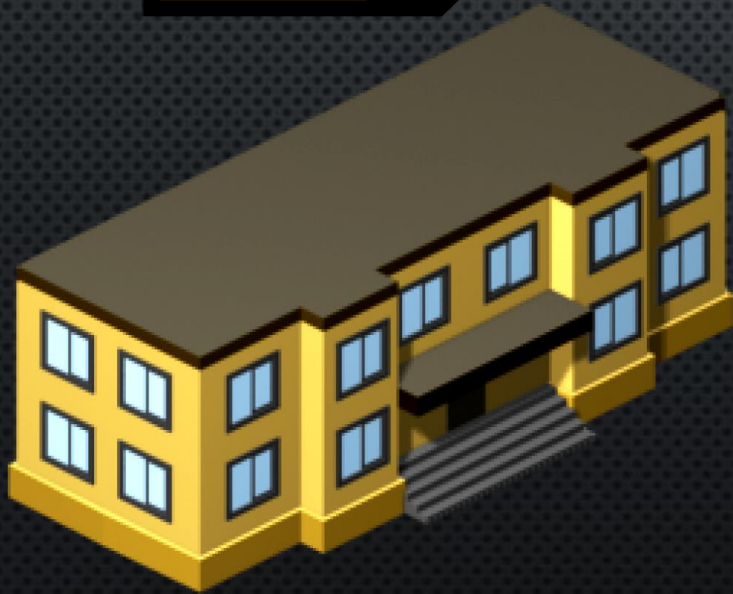
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CLIENTS HELPED



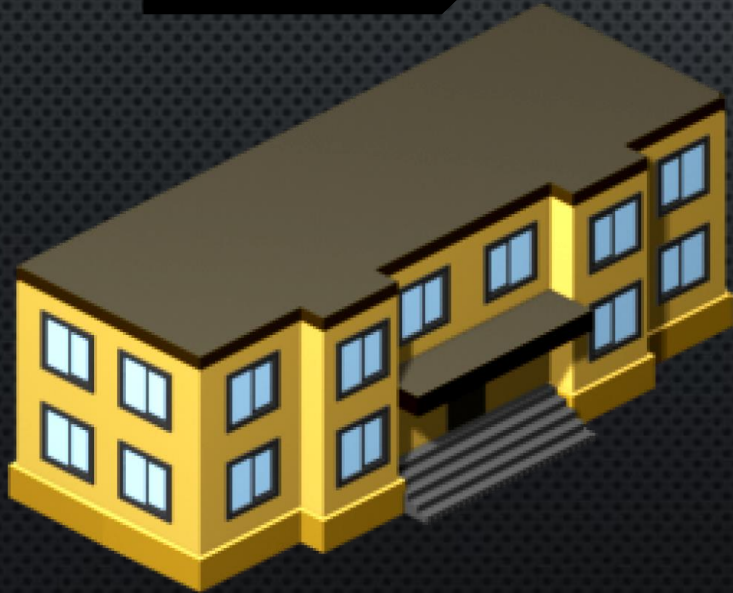
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BUDGETS!



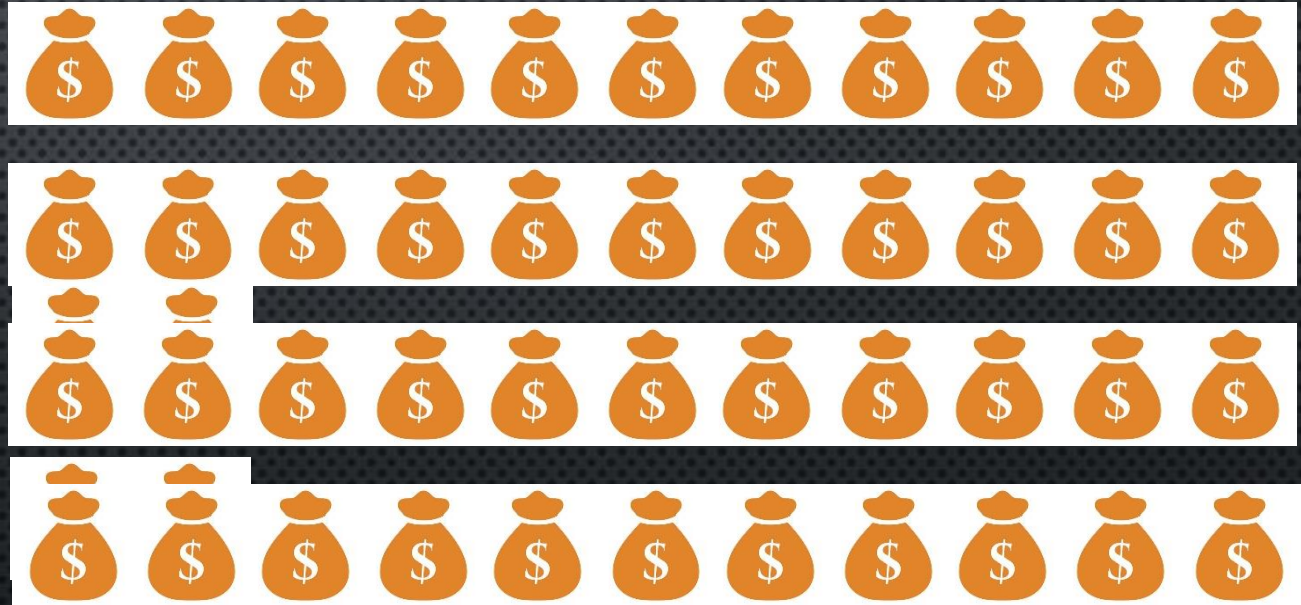
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COST PER CLIENT



CV 200 AND SHELTERS

COST TO SOCIETY OF FREQUENT FLIERS



DESERT SUN ANALYSIS

'Rapid rehousing' not always very quick

Homeless in Riverside County left waiting for between 3 and 118 days



Report card: Riverside County's transitional housing shelters.

Report card: Riverside County's transitional housing shelters.



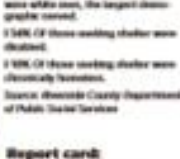
Report card: Riverside County emergency shelters.



Report card: Riverside County permanent supportive housing.



Report card: Riverside County permanent supportive housing.



lowered, after they had cleaned and a good night's sleep, they looked so different. They looked less overwhelmed. It was able to see that people lived.

The county ended up staying in the "orange" category for about six months on FEMA's list - rates so long as the program rapidly allows. In that time, the county was determined to check all their list of its day, with the help of its staff, who were working around the clock to check in.

"It's not to do with helping people with their credit and saving money and convincing them that they can go through this, that is the hardest part," Lopez said.

Lopez helped find Steve access his landlord, contacted for some restrictions on his budget, and possible long-term housing options and even offered Steve access to a job offer.

While in the county, the couple paid many of the former restrictions on his list, but was looking forward looking back to a level of photography, gardening and participating in a man's club. Steve's housing situation reached a stable point. Steve, who is often tired and in poor health, was part of his personal care program, now looking forward to finding out if they have the right to live in the county.

"I'm not dependent on others' participation in the program and then, he was very relaxed that he was going to be out of the county for most of his life and was able to live, Lopez said. "We know exactly what he wanted: two bedrooms, a yard for his dog and storage space. He lives in a house with two bedrooms and a yard for his dog and storage space. He lives in a house with two bedrooms and a yard for his dog and storage space."

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By the numbers

In Riverside County, rapid rehousing has been effective at preventing people from returning to homelessness, with 4% of clients returning to the streets and 96% maintaining some sort of permanent housing, according to county data released last October 2018. The county's rapid rehousing program is a public agency that provides a full range of services, from housing to job training, and other transitional housing to a home.

In Riverside County 2017 and June 2018, the county housed 400 people through one of its several rapid rehousing programs, with an additional 100 people waiting for placements.

The county estimates each of the funding to other housing agencies to serve various construction and needs, and beyond the county doesn't have the staff to do all of the work.

The biggest challenge for any program is enough, organizations had the rapid rehousing program. It takes 30 days on average to secure permanent housing, even once they are approved for a rapid rehousing program. That could mean 30 additional days on the street or in a more expensive shelter. The county's goal is to find a family's needs. County officials say that is typically due to the low housing stock available.

The county typically does not use government funds, but relies on federal and local funds to be willing to accept a housing voucher which helps to reduce the cost of housing. For example, a voucher for a one-bedroom unit with rent that costs \$800 can help cover a 20% housing voucher. If that same voucher was costing \$1,200, the voucher would be worth \$1,000, according to the Riverside County Housing Authority. Officials say finding willing landlords is one of the biggest housing challenges.

County and city governments are allowed to own units if they choose, though in San Bernardino County, the city of Ontario has moved its housing units since 2010.

Builders and the local development to placement those between the agencies due to their own in doing better or worse than the rest. The department to assess what the fact that agencies have different programs, different waiting lists and a different number of clients with various needs they are trying to serve at once, ranging from rehousing adults to those with a long history of mental health issues.

The CV Housing Plan program focuses on clients who have longer histories of homelessness and who may be more willing to cooperate with case managers. They

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Steve and Nancy Moore talk about their experience of being housed in a new home and how they are getting on with their new life.



Steve Moore is happy in his new home.

Arizona football share of Desert Sun.

The

PALM SPRING PRIDE

Chris Freeman didn't want to live in a world without openly gay rock musicians, so he became one.



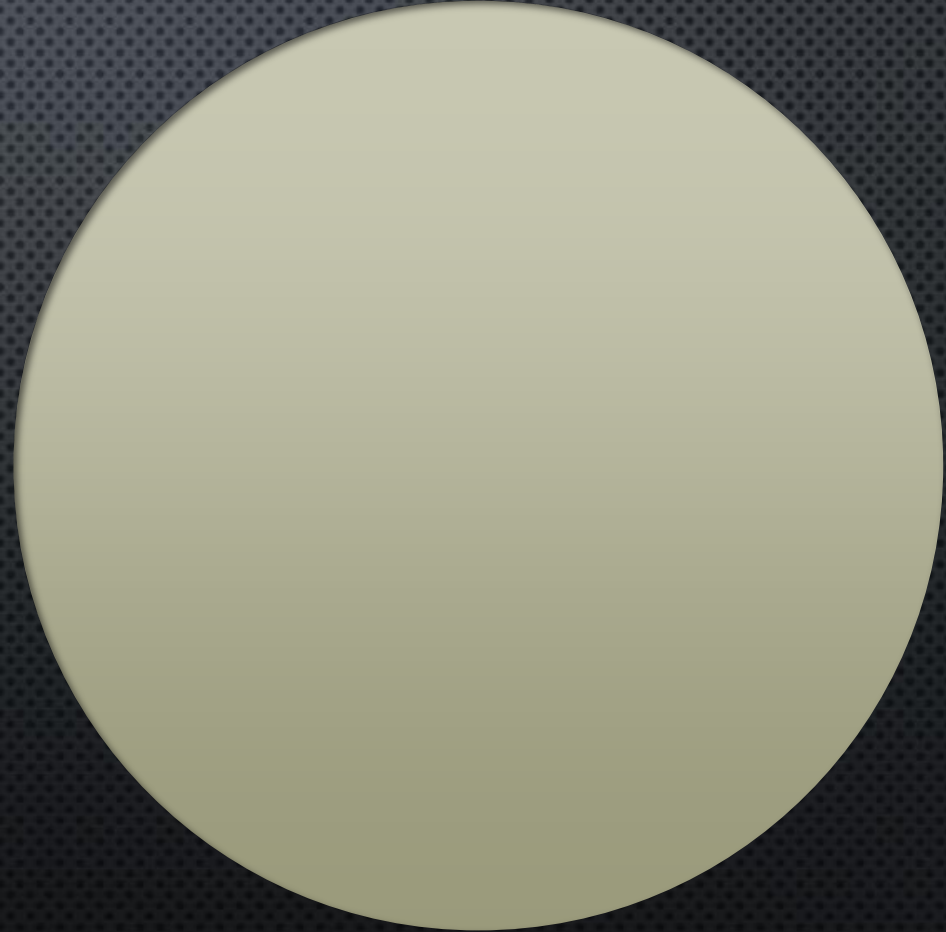
Steve and Nancy Moore were fortunate but now have a home in Joshua Tree. They previously lived at a shelter. After being rehoused through a program they were waiting on for several weeks to see the house.

Attend a FREE Reverse Mortgage Seminar

For an age 62 or older, you can have a reverse mortgage. Reverse Mortgage (HECM) can help you live more comfortably in your retirement.

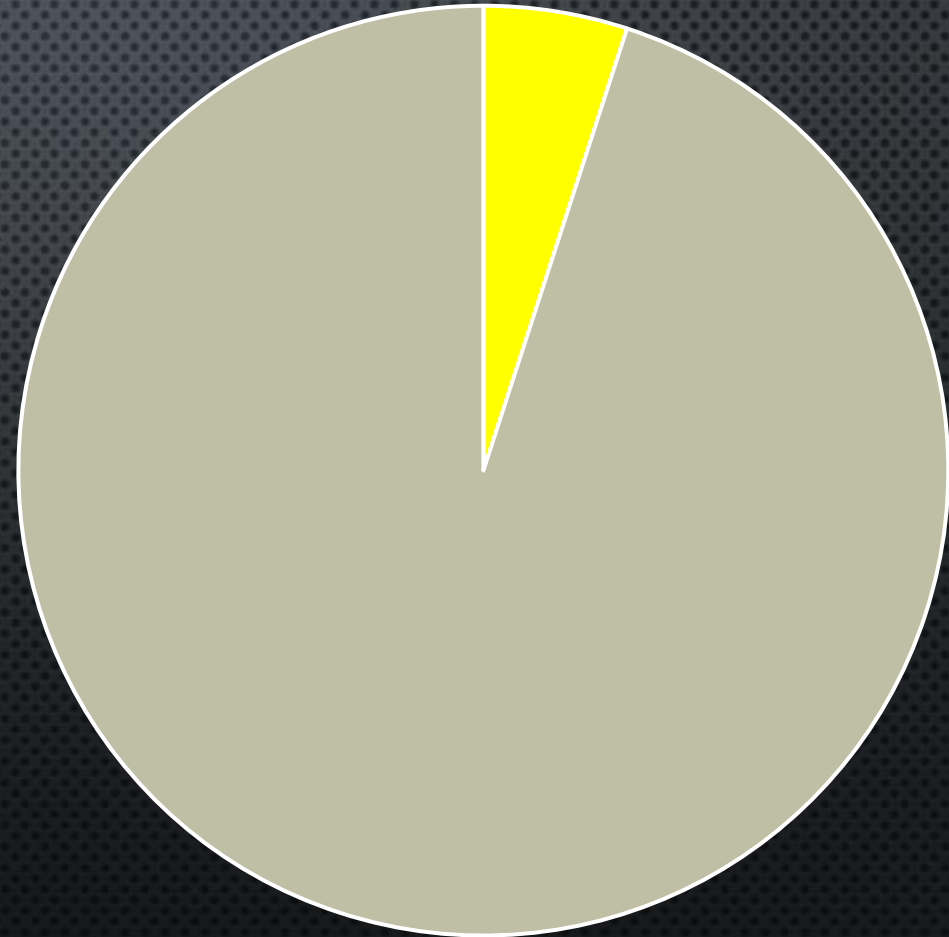
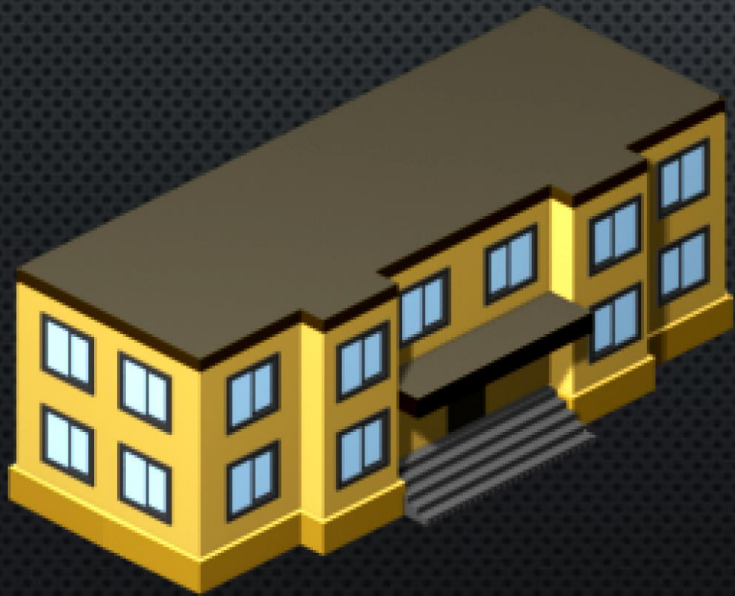
DESERT SUN ANALYSIS

SUCCESSFUL EXITS



DESERT SUN ANALYSIS

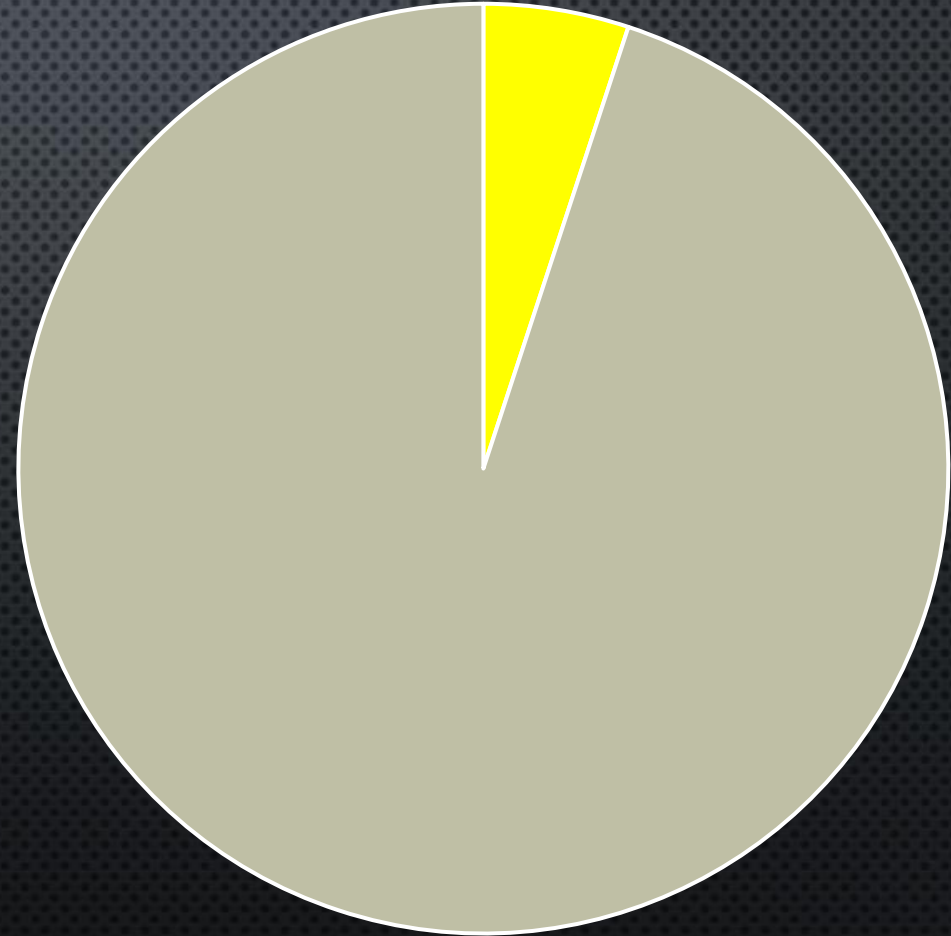
SUCCESSFUL EXITS



DESERT SUN ANALYSIS



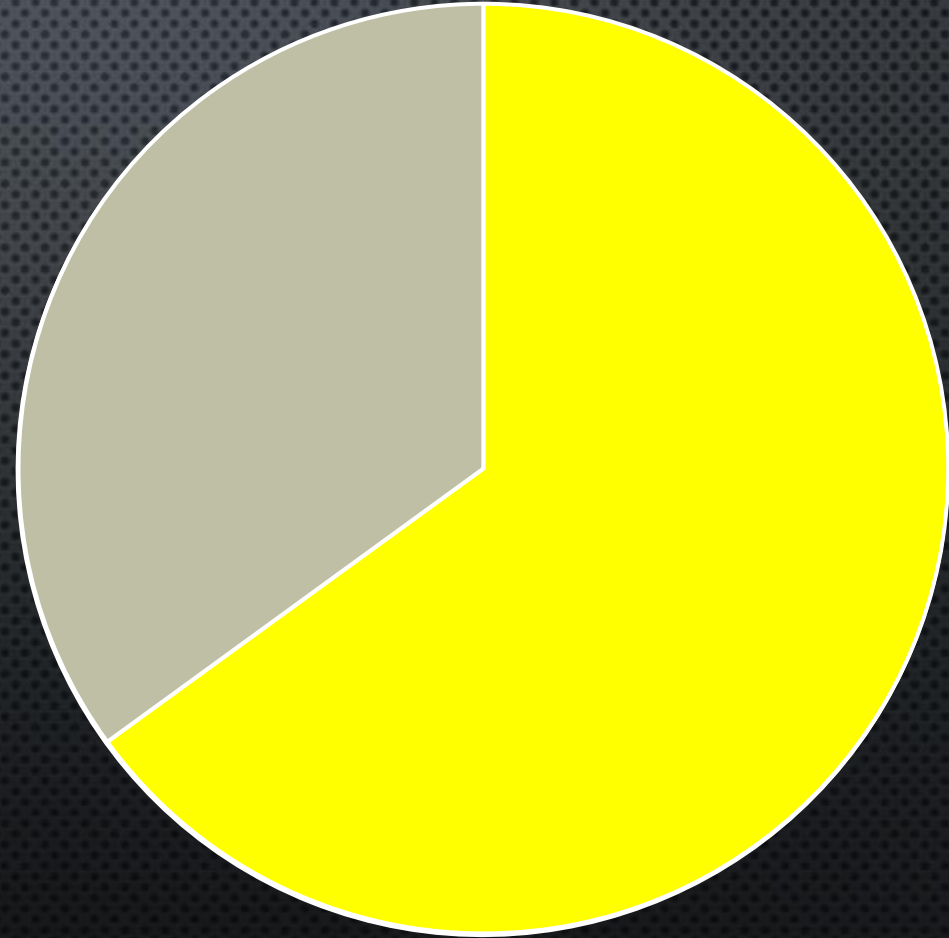
SUCCESSFUL EXITS



DESERT SUN ANALYSIS



SUCCESSFUL EXITS





HOUSING FIRST – RECAP



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20 TOTAL EXITS

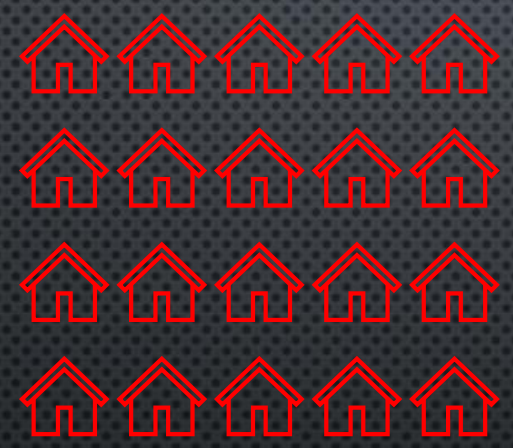
BUILDING ON
SUCCESS OF FIRST
40 DAYS!!



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STABILIZATION UNITS



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STABILIZATION UNITS



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STABILIZATION UNITS





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STABILIZATION UNITS





CV 200

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STABILIZATION UNITS



MOBILE ACCESS CENTER

- \$250K HHAP Grant



MOBILE ACCESS CENTER

- \$250K HHAP Grant
- Convert Bus
- 2 FTEs



MOBILE ACCESS CENTER

- \$250K HHAP Grant
- Convert Bus
- 2 FTEs
- Encampments
- Street Outreach





DESERT HEALTHCARE DISTRICT & FOUNDATION

CV 200 HOSPITAL FREQUENT USERS



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HOSPITAL FREQUENT USERS





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HOSPITAL FREQUENT USERS

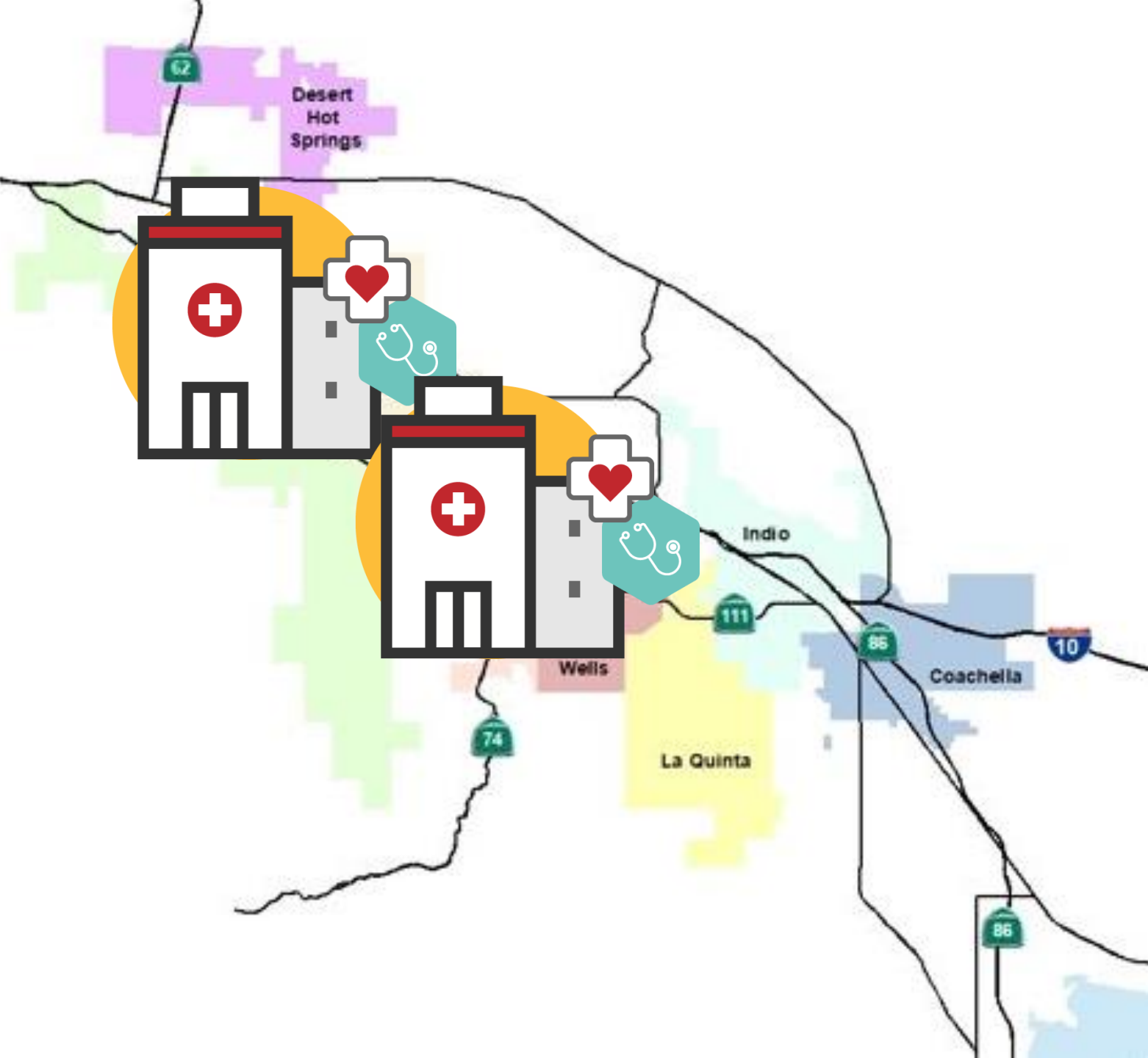




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HOSPITAL FREQUENT USERS

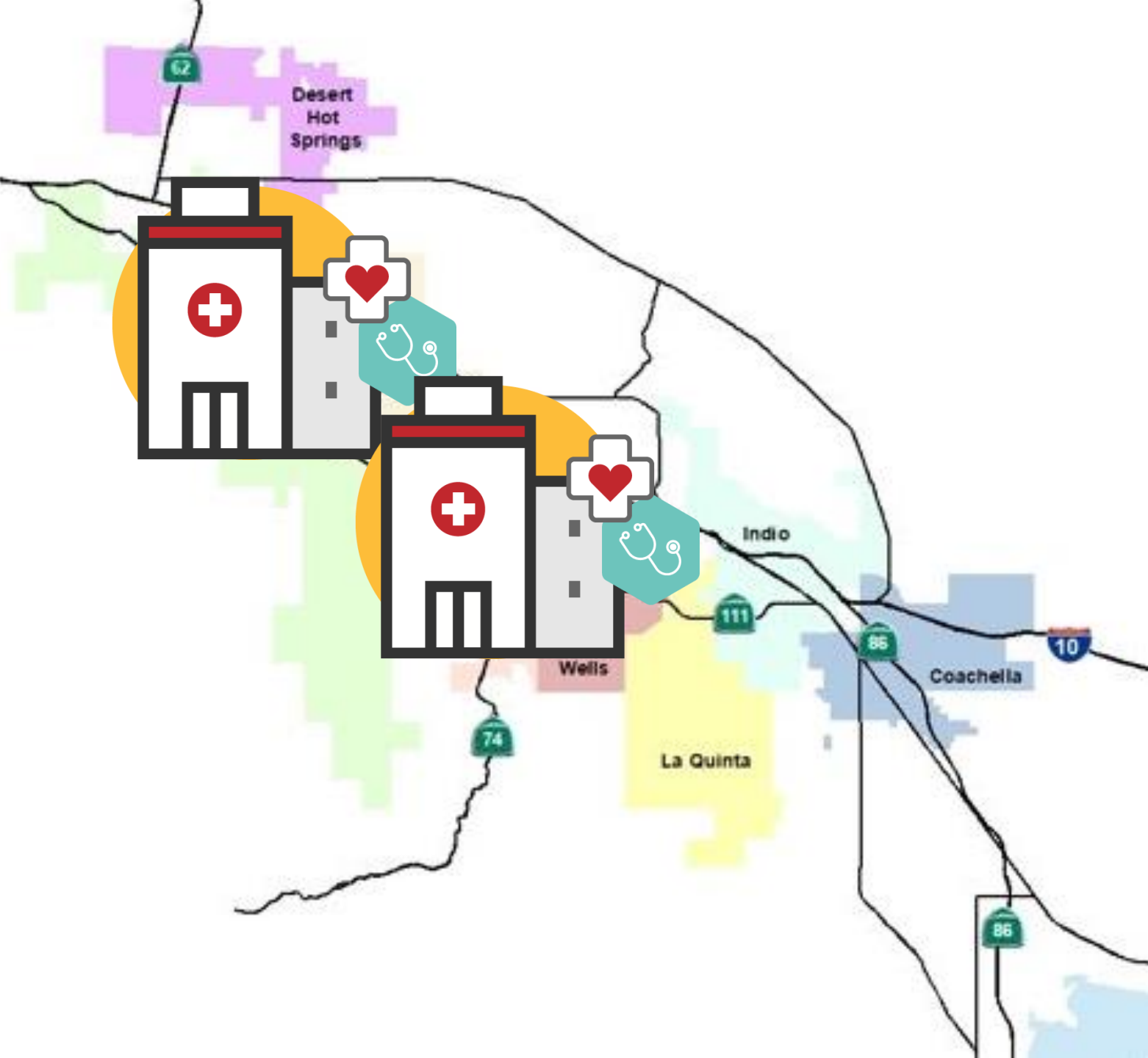




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HOSPITAL FREQUENT USERS

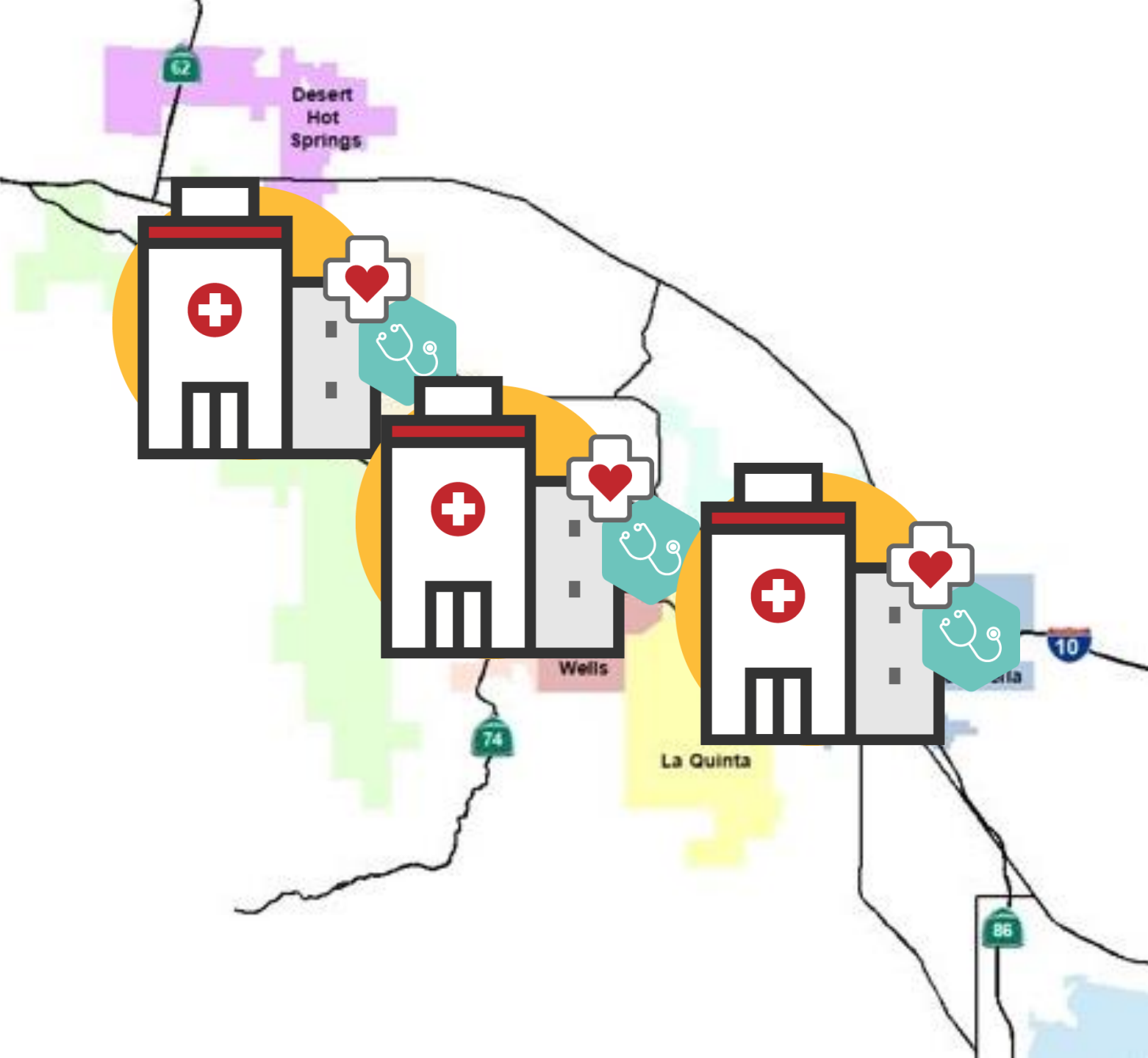




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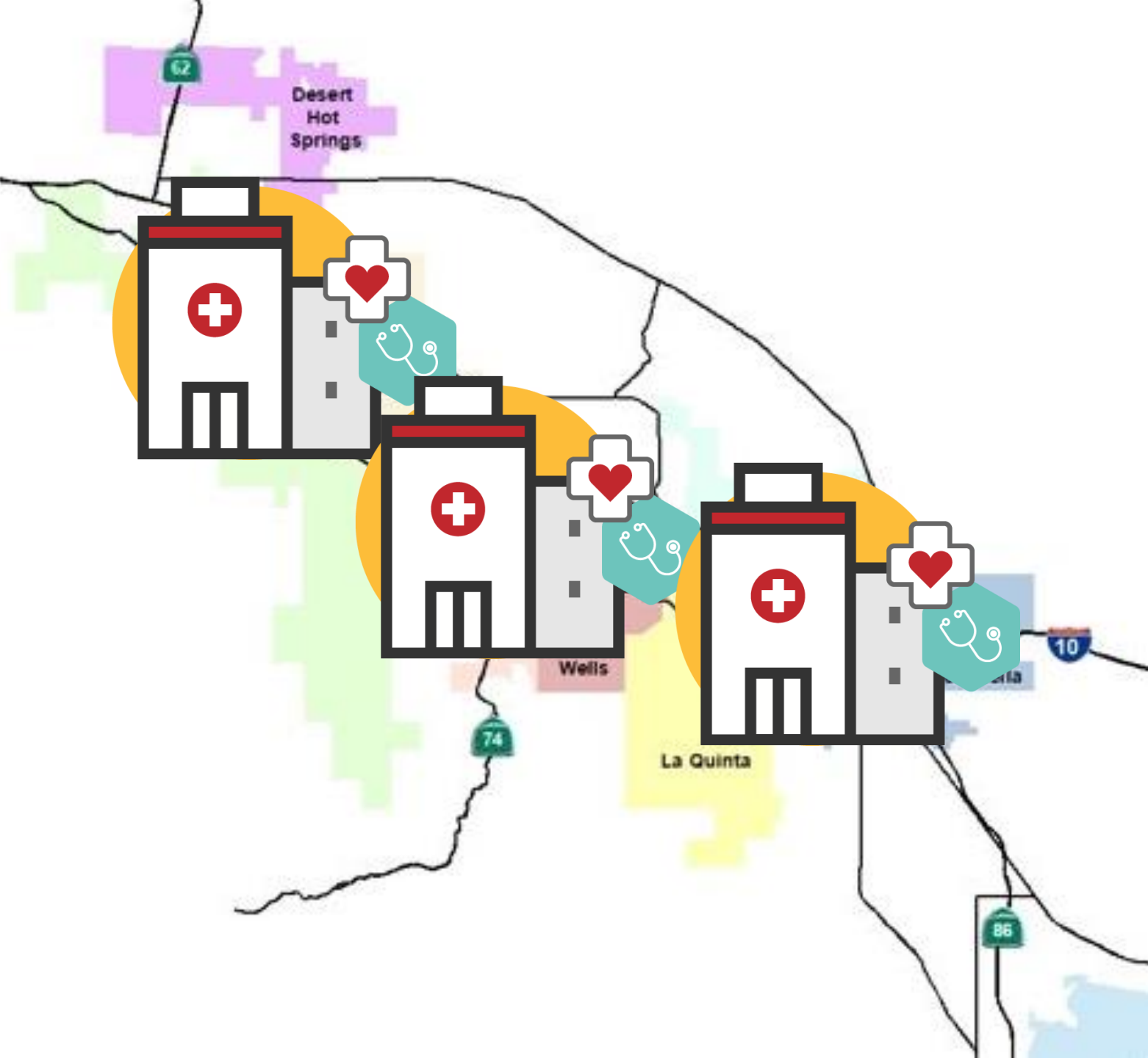
HOSPITAL FREQUENT USERS





CV 200 HOSPITAL FREQUENT USERS





CV 200 HOSPITAL FREQUENT USERS





DESERT HEALTHCARE

DISTRICT & FOUNDATION

CV 200

HOSPITAL FREQUENT FLYERS

PROGRAM FEATURES

- Increase Rapid Resolution
- Discharge Planning
- Respite Care

NEXT STEPS

- **BUILD ON EARLY SUCCESS**
 - CITY/COUNTY \$
 - GRANT FOR MOBILE ACCESS CENTER
- **EXPAND/TARGET: EMERGENCY ROOM FREQUENT FLIERS**
 - WORK W HOSPITALS
 - SEEK CONTINUED \$ PARTNERSHIP WITH DHCD
- **QUESTIONS?**



Project Room Key

Community Coverage - "We're all in this together"

What is Project Room Key?

- ▶ Project Room Key (PRK) is an emergency shelter program for homeless individuals
 - ▶ Established in response to COVID-19, this program works as a Non-Congregate Shelter with hotel placements as a form of promoting Social Distancing
- ▶ While the main goal of the program is to reduce the risk of virus transmissions, the program also involves the delivery of ongoing supportive services and housing navigation
- ▶ Overall, Project Room Key is designed to help transition our most vulnerable homeless populations into permanent stable housing and lead them to self-sufficiency and stable housing exit plans.

What we do

- ▶ Upon entering a client into our program, the household is assigned a Case Manager within 48 hours. At this time the Case Manager assumes primary responsibility for coordinating the household's supportive services, with a particular focus on setting goals related to obtaining and maintaining permanent housing. The Case Manager will:
 - ▶ Assist the household in identifying and prioritizing the action steps needed to achieve housing stability and developing strategies to overcome barriers to success
 - ▶ Develop a budget with the household to promote the retention of stable housing
 - ▶ Be familiar with the program services area and actively cultivate a working knowledge of and connection to relevant area resources such as:
 - ▶ mental and physical health care professionals
 - ▶ emergency services
 - ▶ substance abuse programs
 - ▶ public benefit programs
 - ▶ childcare resources
 - ▶ educational programs
 - ▶ veteran's services or benefits
 - ▶ any additional resources needed to address participant needs and goals

The Client: From Homeless to Housed

The First 2-4 weeks of a client coming onto a program are the most crucial. This is the time we utilize to help the client become prepared and ready for housing by building rapport.

Always remember...

Trust is Key!

Steps to Success

- ▶ Step 1: Meet with the client within 24-48 hours of being put onto program
 - ▶ During the meeting, During this meeting, explain how the program works, what is expected of them, what we will be assisting them with, etc.
 - ▶ Verify all ID, income, and asset documentation to get an idea of a budgeting plan going
 - ▶ Set-up tasks with the client for getting any missing documentation completed for your next meeting
- ▶ Step 2: Introduce yourself again and touch base on the tasks set-up the previous week
 - ▶ Sign client up for Credit karma and get a credit report - this helps with the housing search
 - ▶ Connect client to Workforce or Social Security if disabled
 - ▶ Find out client's top 3 cities of choice to live in and sign them up for all Section 8 and Affordable housing waitlists in the areas they are wanting to move to
 - ▶ Create a Navigation/Individual Service Plan that sets up goals/milestones with the client
- ▶ Step 3: Introduce yourself again and touch base on the tasks set-up the previous week
 - ▶ Start working toward collecting Any/All lack of documentation that you went over on your first 2 visits
 - ▶ Look for available housing units together so that the client understands how to search when you are not present
- ▶ Step 4: Introduce yourself again and touch base on the tasks set-up the week before
 - ▶ Complete the collection of all missing documents
 - ▶ Continue Housing Search
 - ▶ Continue to link client to any needed services that they may need that you may not be able to provide (Work Force, Behavioral Health, Food Stamps/General Relief, etc.)

Navigation 101

Know Your Role

“The Navigator”



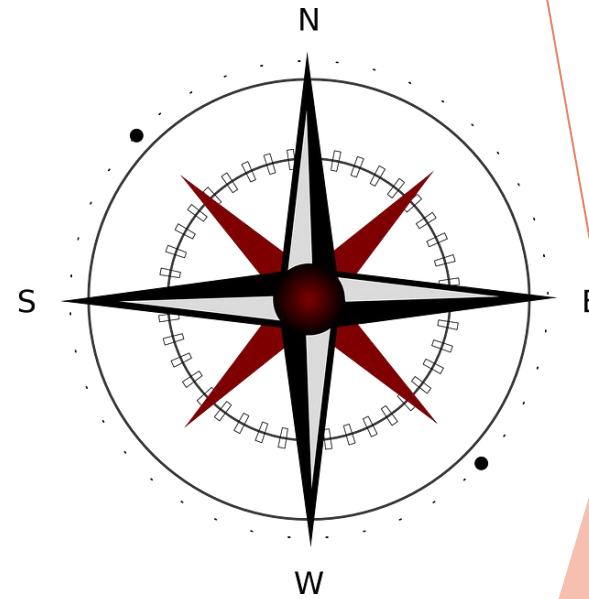
Housing Authority of the County of Riverside

- ▶ As a Navigator, your job is to:
 - ▶ Assist the client with Unit location (A.K.A. Housing location)
 - ▶ This can be via phone calls, emails, and in person transportation to units
 - ▶ Remain in constant contact with the client
 - ▶ Complete the Housing Assessment Template
 - ▶ Upkeep communication with the client regarding their housing search
 - ▶ Serve as a liaison between the owner/ property manager and the client
 - ▶ Create a Navigation Plan
 - ▶ Remember that this can be ever-changing

Creating a Navigation Plan

The Navigator

Differing Plans



Housing Stability Planning for Households in Emergency Shelter

- ▶ Navigators are expected to create a Housing Stability Plan with each household in shelter that outlines the household's goals and action steps for obtaining permanent housing as quickly as possible based upon the financial assistance available to them.
- ▶ Navigators are encouraged to use motivational interviewing, housing-focused case management, and progressive engagement strategies to assist households in identifying ways in which they can move out of shelter and into permanent housing; similar to the strategies used during Housing Counseling.

Flow of a Housing Counseling Conversation

- Introduction: Navigator introduces him/herself and asks the client to describe their current housing situation.
- Active Listening: Paraphrase what the client said.
 - ❖ Be empathetic- include their emotions/ feelings in the retelling
 - ❖ Maintain a non-judgmental tone
- Strength Exploration: Ask questions to explore past strengths.
 - ❖ Ask questions about when the client has been a help to others in the past
 - ❖ Begin to identify networks/ supports that may help the client maintain housing
- Explore Options: Navigator revisits what has been shared to explore potential options that are safe and appropriate.
 - ❖ Diversion options may be apparent, or the Navigator may have to review supports again to identify options.
 - ❖ Walk through reality-testing decisions with the client to further evaluate options.
- Develop the plan: Navigator reviews what has been discussed with the client to develop a reality-tested plan.

Housing Counseling Planning Sessions

Navigators are expected to use Progressive Engagement, relying first on the client's own resources and networks, and then use the least amount of system resources while developing a safe plan. Navigators should first explore low-cost, creative solutions. Examples of this might include car repair costs so a doubled-up family member can start driving to work; food gift cards to contribute towards staying at a friend's house; or bus tokens to attend a local vocational program or facilitating a reunion with an estranged family member.



Housing Counseling Planning Sessions

- ▶ Navigators will develop Housing Stability Plans that contain the following at a minimum:
 - ❖ **Housing Goals-** Concrete plan and action steps for moving to housing other than the shelter, ideally to permanent housing.
 - ❖ Navigators will work with clients regularly, to execute the action steps and goals outlined in their Housing Stability Plan.
 - ❖ Navigators will record progress, completion of action steps, and other notes on the Housing Stability Plan sessions.
 - ❖ Navigators will create a new Housing Stability Plan whenever new goals or action items are established.
 - ❖ Navigators will record all meetings, interactions and attempts of contact made with the client.
 - ❖ A summary of all navigation meetings will be entered in the client's notes section. A Status Assessment update will be noted whenever a client's income, benefits, health documentation status, or health services change.

Lower Barrier Clients

- ▶ Housing Stability Planning for low acuity clients will be unique to each household; however, it may result in the following types of plans
 - ▶ **Moving to safe doubled-up situations-** In many cases, households simply do not earn enough to live on their own. In these cases, moving (back) in with friends or family is a reasonable option to gain housing stability. Navigators should ensure that the household's Housing Stability Plan addresses the factors that led to the household seeking shelter in the first place- such as building conflict resolution skills through counseling services, accessing mental health services, obtaining subsidized childcare, connecting to employment services, etc.
 - ▶ **Moving to an affordable unit-** In some cases, households may earn enough income to live on their own, but lack the funds or support to initially obtain a unit. Navigators must ensure that the Housing Stability Plan includes a household budget, including guidelines on rental prices, utility expenses, and other logistics needed to make housing successful and the budget balance. As well, the Housing Stability Plan should include housing search and location services to the extent needed by the household. Navigators will then assist clients in locating affordable units.
 - ▶ **Moving out of county to permanent housing-** In some cases, households may need or want to move outside of Riverside County in order to obtain permanent housing or to reconnect with their support networks. Navigators should ensure that Housing Stability Plans address the logistics of moving out of county, and address the factors that led to the household's homelessness.

Barriers

- ▶ **Identifying potential barriers to obtaining housing-** Navigators can help clients prepare for Rapid Re-Housing by helping to identify elements of a client's history that may make obtaining housing more difficult.
 - ▶ These can be mitigated if possible and/or discussed with the Navigator at the first intake appointment.
 - ▶ Barriers may include recent criminal history, a history of eviction, outstanding utility debts, very poor or no credit, no income, large family size with no income, lack of transportation, etc.
- ▶ **The household's needed supports, such as mental health, physical health, public benefits, childcare, etc.-** While in shelter, households should be developing plans to connect to all benefits and supportive services necessary to maintain permanent housing.
 - ▶ Work closely with the Case Manager assigned to address these issues

Unit Location

The Navigator

Where to Locate a Unit

- ▶ HA has listings of low-income rental units (unit availability is **NOT** guaranteed)
- ▶ Classified Ads in Newspapers
- ▶ Rental Publications provided **FREE** at Grocery Stores
- ▶ “For Rent” signs in Neighborhoods
- ▶ Trulia.com, Zillow.com, rent.com, Facebook Marketplace, apartments.com, gosection8.com, craigslist.org, hotpads.com, byowner.com, zumper.com, etc.

- ▶ **YOU CAN LOOK EVERYWHERE!**



When Locating a Unit...

Consider the location of the unit in relation to:

- Workplace
- Schools
- Grocery Stores
- Bus Routes
- Support System
- Income Limitations

Be Strategic. The client will have to pay part/all of the costs to move-in; make sure they save their money to cover application fees and holding deposits.

Choose a unit they can afford long term.



When Locating a Unit...(Cont.)



▶ Shared Housing

- ▶ You can encourage your client to move into a new unit with a family member or friend
- ▶ This helps keep costs down on their end

▶ Mobile Homes/Trailers

- ▶ You can encourage your client to move into Mobile Homes/Trailers as well
- ▶ These are usually more cost effective for our lower income clients

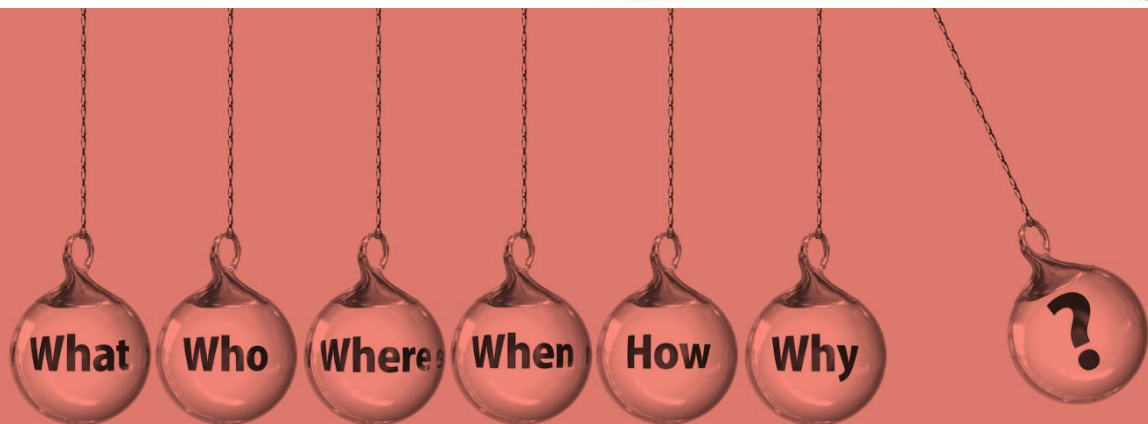
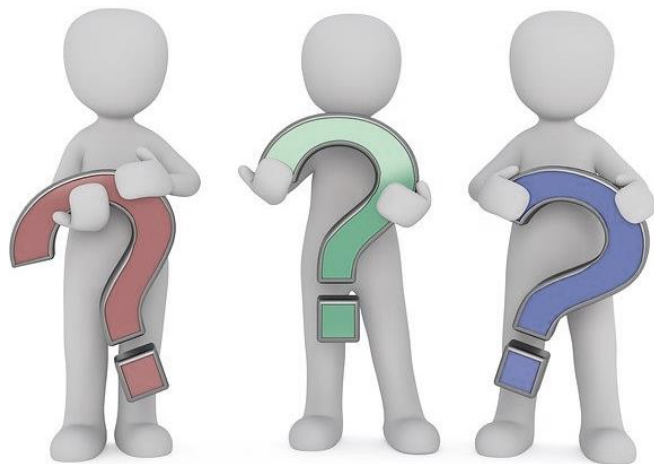
The Checklist

▶ Make sure your client has the following when transporting to see units:

- ❑ California ID(s) -All Adults over 18 years old
- ❑ Social Security Card(s) -All Adults over 18 years old
- ❑ Income docs. (Pay Stubs, Cash-Aid Award Letter, SSI, Unemployment, Cal-Fresh Award Letter, etc)
- ❑ Landlord Packet (if applicable)
- ❑ **Credit Report - Credit Karma**
- ❑ Money for Credit Check Fee
- ❑ Money for Holding Deposit



QUESTIONS



Thank you

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Questions and Comments



Next Webinar: Veterans Services on
May 20, 2021 at 10:00 a.m.