County of Riverside

HHPWS

Housing, Homelessness Prevention and Workforce Solutions

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CONTACT US

CONTINUUM OF CARE (COC) DIVISION

Heidi Marshall
Director
Full Oversight of HHPWS Department
HMarshall@Rivco.org

Carrie Harmon
Assistant Director
Full Oversight of HHPWS Department
CHarmon@Rivco.org

Tanya Torno
CoC Deputy Director
Oversight of all Units/Programs/Projects
TTorno@Rivco.org

Melanie Wilson
Administrative Services Assistant
CoC Membership, Webinar Series, General Assistance
Shelter Pilot Program
MeWilson@Rivco.org

CoC Support Line
Inquiries & Membership
All general inquiries regarding programs and membership.
CoC@Rivco.org

PLANNING UNIT

Laura Gonzalez-Rivera
Social Service Planner
Point in Time Count Coordination and CoC Committees
LaGonzal@Rivco.org

Josh Tomaszewski
Acting Community Program Specialist II
Continuum of Care and Board of Governance meetings
JTomaszewski@Rivco.org

PROGRAMS UNIT

Natalis Ng
Administrative Services Officer
Oversight of all CoC Administered Programs and Grants
KNg@Rivco.org

Elias Santos
Senior Program Specialist
HUD CoC, County General Fund Grants, and Encampment Response
EliSantos@Rivco.org

Raushanah Walker
Senior Program Specialist
HEAP, CESH, CESH II, and EFSP Programs
RWalker@Rivco.org

Jamie Gibson
Program Specialist II
County HHAP, CoC COVID, and County COVID Programs
JGibson@Rivco.org

Lindsay Sisti
Program Specialist I
ESG, ESG-CV, and ESG-CV II Programs
LSisti@Rivco.org

CONTRACTS UNIT

Catalina Guitron
Contracts & Grants Analyst
HUD CoC Grants, ESG, ESG-COVID, and County General Funds
CGuitron@Rivco.org

James Moore III
Contracts & Grants Analyst
HHAP, HEAP, CESH I, CESH II, County COVID, and CoC COVID Programs
JCMooreIII@Rivco.org

HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

Gordon Kuang
Business Process Analyst (BPA)
HMIS System and Project Set Up
GKuang@Rivco.org

Mary Madsen
Administrative Services Analyst II
HMIS Support to User Agencies L-Z, HMIS Support Hotline, Email, User Training, Set up, etc.
MMadsen@Rivco.org

Sally Jacobson Price
Administrative Services Analyst II
HMIS Support to User Agencies A-K, Hotline Email, User Training, Set up, etc.
SJPrice@Rivco.org

Selam Walker
Research Specialist I
HMIS Research, Reports, and Special Projects
SeWalker@Rivco.org

HMIS Support Hotline
All Projects
Agencies should start with HMIS Support Hotline for requests
HMISSupport@Rivco.org

FISCAL UNIT

Brandon Trahan
Administrative Services Supervisor
All Grants
BTrahan@Rivco.org

Portia Burleson
Administrative Services Analyst II
All Grants
PBurleso@Rivco.org

Carlos Guerra
Administrative Services Analyst II
All Grants
CaGuerra@Rivco.org

Cynthia Whittenberg
Administrative Services Analyst II
All Grants
CWhitten@Rivco.org

Alejandra Larson
Administrative Services Analyst II
All Grants
ALarson@Rivco.org

ABOUT US

DEPARTMENT OF HOUSING, HOMELESSNESS PREVENTION & WORKFORCE SOLUTIONS

In February 2020, Riverside County announced plans to consolidate the County's homeless services into one distinct Housing, Homelessness Prevention & Workforce Solutions (HHPWS) Department.

The consolidation appointed HHPWS as the Continuum of Care (CoC) Lead Agency and positioned our County to provide seamless services and resources to individuals and families struggling with homelessness.

On March 18, 2020, the CoC Board of Governance approved the HHPWS Department as the Collaborative Applicant, Administrative Entity and HMIS Lead.

CoC Collaborative Lead

The HHPWS – Continuum of Care Division is designated by the CoC membership body to collect and submit the CoC Registration, CoC Consolidated Application (which includes the CoC Application and CoC Priority Listing), and apply for CoC planning funds on behalf of the CoC during the US Department of Housing and Urban Development (HUD) CoC Program Competition.

CoC Administrative Entity

In its Administrative Entity (AE) capacity, the HHPWS – Continuum of Care Division has authority to receive and expend specific state funding. The Division works with the Board of Governance and Continuum of Care to administer the following state-funded programs: Homeless Emergency Aid Program (HEAP), California Emergency Solutions and Housing (CESH), Emergency Solutions Grant (ESG), and Homeless Housing and Assistance Program (HHAP) funding.

Homeless Management Information System (HMIS) Lead Agency

As the designated HMIS Lead System Administrator for the Homeless Management Information System (HMIS), the HHPWS – Continuum of Care Division is responsible for ensuring the CoC's day-to-day operations and compliance with the HUD HMIS planning and participation requirements.

SUCCESS STORY

Paul

The SWAG Outreach team first met with Paul, 29, during a quality-of-life engagement in Lakeland Village. Paul had been chronically homeless on the streets for approximately 6 years of his life. His encampment was located on the base of the mountain near Garner St. Most days, he would come down and panhandle at local shopping centers in the City of Lake Elsinore.

Paul struggled with untreated mental illness and substance abuse. Paul found himself depressed after his fiancé abruptly ended their relationship. Paul stated he did not have a healthy upbringing and could not cope with his loss. He turned to heroin and became addicted for approximately 7 years. Off and on, Paul had considered treatment but was weary.

He began working intensely with the Homeless Encampment Action Team's (HEAT) Substance Abuse Counselor and Nurse Practitioner to get assessed and cleared for medical detox. When his appointment date arrived, Paul got nervous and decided to not move forward with treatment. The team did not give up on Paul. They continued to consistently engage and remind Paul that he was someone special and had a purpose in life.

Finally, Paul stated he was terrified but ready to take his first BIG step. Paul was able to enter a crisis stabilization program, The Anchor in his hometown. He is currently receiving medically assisted treatment in the comfort of his own room with intensive case management and community support. He is taking it one day at a time. Paul reports he will succeed and will NOT go back to the streets! Paul's intervention was only made possible with the assistance of Riverside County's CoC's Homeless Emergency Aid Program.

COC FUNDED PROGRAMS

2018 HUD Continuum of Care (CoC) Program

($10.1 million – 20 Projects)

Projects have varying start and end dates within the following period: 2/1/19 – 12/31/20.

All 20 projects have been completed.

18 Annual Performance Reports for these projects have been submitted. There are two reports still in progress scheduled to be completed by March 2021

Metrics
100% of projects are complete
93.3% of funds have been expended
Total Funds Spent: $9,431,726
Funds Remaining: $675,077

2019 HUD Continuum of Care (CoC) Program

($10.2 million – 18 Projects)

Projects have varying start and end dates within the following period: 2/1/20 – 12/31/21.

13 projects have started. There are 5 projects pending launch.

All Grant Agreements have been executed with HUD for all projects, including 14 renewal projects and 4 new projects.

Metrics
0% of projects are complete
32.3% of funds have been expended
Total Funds Spent: $3,316,581
Funds Remaining: $6,964,736

County General Fund Shelter Contracts

($1.2 million – 5 Projects)

Projects have varying start and end dates within the following period: 7/1/20 – 6/30/21.

5 Service Agreements supporting emergency shelter services

Metrics
0% of projects are complete
43.7% of funds have been expended
Total Funds Spent: $532,302
Funds Remaining: $686,275

COVID-19 Emergency Homelessness Funding

($547,812 – 9 Projects)

*Program Spending Period: 3/18/20 – 6/30/22

Projects have varying start and end dates within the following period: 3/18/20 – 1/1/21.

9 Service Agreements supporting emergency shelter and COVID-19 prevention efforts

Service Agreements are being amended to provide agencies with additional time to carry out services and spend down funds.

Metrics
33% of projects are complete
66.1% of funds have been expended
Total Funds Spent: $361,845
Funds Remaining: $185,967

Homeless Emergency Aid Program (HEAP) Grant

($9.7 million – 20 Projects)

Projects have varying start and end dates within the following period: 3/4/19 – 6/30/21.

6 Capital and 14 Service Projects

The funds are placed in an interest-bearing account and additional funds gained can be used for HEAP-eligible activities during the program period

Metrics

5% of projects are complete
51.7% of funds have been expended
Total Funds Spent: $5,117,601
Funds Remaining: $4,775,204
Additional Funds Available Due to Interest: $210,180

2018 California Emergency Solutions and Housing (CESH I) Grant

($1.3 million – 4 Projects)

Projects have varying start and end dates within the following period: 4/9/19 – 8/6/24.

2 Service Agreements and 2 HMIS/Planning Projects

Metrics

0% of projects are complete
21.9% of funds have been expended
Total Funds Spent: $293,818
Funds Remaining: $1,050,518

2018 & 2019 Emergency Solutions Grants (ESG)

($603,825 – 4 Projects)

The Board of Governance (BoG) agreed to award the Coachella Valley Rescue Mission rapid rehousing funds and Catholic Charities homeless prevention funds for both program years.

2018: Projects start on 12/05/2019 and end on 02/12/2021

2019: Projects start on TBD and end 10/22/2021; pending fully executed Standard Agreement from the State.

Metrics

0% of projects are complete
0% of funds have been expended
Total Funds Spent: $0
Funds Remaining: $603,825

Emergency Food & Shelter Program (EFSP) – Phase 37

($958,794 – 21 Projects)

Projects have the same start and end date: 1/1/20 – 5/31/21.

4 Mass Shelter Providers: $227,224
2 Motel Voucher Providers: $194,357
7 Rental/Mortgage Assistance Providers: $347,371
7 Served Meals Providers (hot meals/meals per diem): $29,203
13 Other Food Providers (bags/boxes of food): $141,463
Administration: $19,176

Emergency Food & Shelter Program (EFSP) – Phase CARES

($1.3 million – 27 Projects)
Projects have the same start and end date: 1/27/20 – 5/31/21.

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4 Mass Shelter Providers: $137,500
1 Motel Voucher Provider: $170,800
6 Rental/Mortgage Assistance Providers: $466,800
6 Served Meals Providers (hot meals/meals per diem): $96,368
19 Other Food Providers (bags/boxes of food): $468,159
Administration: $27,339

REQUEST FOR PROPOSALS

2020 Homeless Housing Assistance Program (HHAP)

($3 million)

Service period is five years from the executed Standard Agreement: 5/14/20 – 6/30/25

Eligible Activities include: Rental Assistance and Rapid Rehousing, Operating subsidies in new and existing affordable housing units, emergency shelters, and navigation centers, Incentives to Landlords, Outreach and Coordination; Systems Support, and Delivery of Permanent housing, Prevention & Shelter Diversion, and new Navigation Centers.

Request for Proposal (RFP) Bidder's Submittal released on 8/10 and closed on 9/14. Non-mandatory Bidder's Conference took place on 8/18.

There was a total of 28 applications received; all 28 passed the threshold review. The internal threshold and Evaluator review period was from 10/2 – 11/6

Funding recommendations were approved at the special BoG meeting on 12/2/2020

Awards have been posted to the CoC website and can be found here.

2019 California Emergency Solutions & Housing (CESH II) Program

($747,716)

Service period is five years from the executed Standard Agreement: 3/5/20 – 3/4/25

Eligible Activities include: Rental Assistance, Housing Relocation, and Stabilization Services.

Request for Proposal (RFP) Bidder's Submittal released on 9/9 and closed on 10/13

Internal Threshold and Evaluator Review and Evaluation period from 10/20 – 2/4/21 (tentative)

The goal is to present funding recommendations to the Board of Governance for approval on 2/18/21

2020 Emergency Solutions Grant (ESG)

($301,000)

Service Period is 12 months from the executed Standard Agreement; Currently pending

Eligible Activities include: Rapid Rehousing, Homelessness Prevention, and HMIS Administration

CoC Application submitted on 5/21 for Rapid Rehousing and Homelessness Prevention; Pending official award letter

RFP Released for 2020 ESG and ESG-CV on 11/13/20 and closed on 12/14/20

Internal threshold and Evaluator Review period from 12/16/2020 – 1/11/2021.

2020 Emergency Solutions Grant-CV (ESG-CV)

($1.4 million)

Service Period is 12 months from the executed Standard Agreement; Currently pending

Eligible Activities include: Rapid Rehousing, Homelessness Prevention, Emergency Shelter, Street Outreach, and HMIS Administration

CoC Application submitted on 7/20 for all eligible activities; Pending official award letter

RFP Released for 2020 ESG and ESG-CV on 11/13/20 and closed on 12/14/20

Internal threshold and Evaluator Review period from 12/16/2020 – 1/11/2021.

Emergency Food & Shelter Program (EFSP) – Phase 38

($1,178,478 allocation)

Request for Applications was released on 12/9/20

Application deadline is 1/8/21

Service period beginning 1/1/20 through 5/31/21

Eligible activities include mass shelter, other shelter (motel vouchers), rent/mortgage assistance, served meals, other food assistance (pantries, food vouchers, food banks, and administration costs).

PENDING AWARD ANNOUNCEMENT

2020 Emergency Solutions Grant-CV (ESG-CV II)

($31.5 million – Proposed Allocation)

Service Period begins the date the Standard Agreement is executed, through 1/31/2022

Eligible Activities include: Rapid Rehousing, Emergency Shelter, Street Outreach, and HMIS Administration. Prioritization for Rapid Rehousing and Emergency Shelter

Application submitted on 10/28/2020; Pending official award letter from the State

This funding is being prioritized to provide Rapid Rehousing services for Project RoomKey clients and other specialized populations in addition to emergency shelter services (non-congregate and congregate shelter).

Homeless Housing Assistance & Prevention Program Round II

($1.5 million)

Service period is from the date of the executed Standard Agreement (TBD) – 6/20/2026

Eligible activities include: Rapid Rehousing, Operating Subsidies in new and existing affordable or supportive housing units, emergency shelters, non-congregate shelters, interim or bridge housing, and navigation centers (operating subsidies may include operating reserves); Street Outreach; Service Coordination; Systems Support; Permanent Housing and Innovative Solutions; Prevention and Shelter Diversion; New Navigation centers and emergency shelters

Application deadline is 1/23/2021. Expected award letter will be received within 60 days of the state receiving a completed application

2020 HUD Continuum of Care (CoC) Program

($10.2 million estimated)

The 2020 HUD CoC Program Notification of Funding Availability (NOFA) has not yet been released

HUD released the FY 2020 Grant Inventory Worksheet (GIW) on 8/5/2020 with a deadline of August 19th for CoCs to complete. A revised GIW was made available on September 25th. This is usually a precursor of the announcement of HUD CoC Program NOFA.

Project Scorecards for all HUD CoC funded agencies have been finalized. The CoC Project Evaluation & Ranking Committee will meet and review the final scores. The Project Evaluation & Ranking Committee has postponed its meeting until after HUD's release of the 2020 CoC Program NOFA

HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) LEAD UPDATE

THE HHPWS – CONTINUUM OF CARE DIVISION SERVES AS THE HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) LEAD IN RIVERSIDE COUNTY.

HMIS New Vendor:

BitFocus (https://www.bitfocus.com/) was selected as our new HMIS vendor through a competitive RFP process. Finalized new vendor contract was executed in January 2021. Riverside CoC HMIS will now be directly migrating all information from Client Track (current HMIS) to Clarity (new HMIS). The HMIS Team and BitFocus hold two independent weekly meetings; one meeting focuses on the technical system transition on a step by step basis and the second meeting focuses on functionalities of the system, impacts/changes and inputs from our stakeholders.

HMIS users who have projects in HMIS are encouraged to review their data to remove any duplicates and ensure that all records are up to date and accurate.

On January 5th, 2021, HMIS Core team has received self-paced training materials from BitFocus, after the HMIS training has been completed, agency users will receive the Clarity System training; this date is dependent on the progress of the vendor migration.

Longitudinal Systems Analysis (LSA):

During this time agencies can expect the HMIS team to reach out and facilitate record or information updates to their various programs. October – January 2021, the LSA process is a critical aspect of the McKinney-Vento Homeless Assistance Act (amended), which focuses on viewing the local homeless response as a coordinated system of homeless assistance options as opposed to homeless assistance programs and funding sources that operate independently in a community.

As part of the LSA process the HMIS team will be reviewing all projects under all agencies to ensure any data quality issues are resolved prior to the final phase. This process includes producing two all-encompassing HMIS information LSA reports, (2019 and 2020 Reporting Year) that will be submitted to HUD via HDX 2.0 which provides HUD and Continuums of Care (CoCs) with critical information about how people experiencing homelessness use their system of care.

The HMIS Team has successfully submitted four HUD accepted LSA report iterations. The LSA process is an iterative one, after each submission has been uploaded HDX, HUD reviews the data submitted and provides an official summary. The HMIS teams then reviews this summary internally, with our software vendor, LSA Liaison and works with local agencies to update the information in HMIS to adhere to HUD's changing guidelines.

HMIS Release of Information (ROI):

On May 27, 2020, the HMIS Administrator's Council agreed to revise its policy and allow for an alternative requirement for the Release of Information (ROI) clients sign before their information is entered into HMIS. This request was deemed necessary to prevent for, and prepare for, and respond to COVID-19. In lieu of client consent in writing, participating agencies may obtain a written attestation from an authorized user. The written attestation must confirm that the client has verbally agreed to participate and have their information entered into HMIS. This alternate requirement is effective through December 31, 2020

Coordinated Entry System (CES) Referral integrated into clarity (HMIS):

BitFocus has confirmed that their Clarity Human Services CES and referral system is integrated in HMIS. This system automates program eligibility screening with real-time bed and unit inventory information and can create reservations for both long-term and daily attendance services.

HMIS Documentation Update:

During the 4th quarter of 2020, significant updates have been made to various HMIS documentation including, HMIS/CES user forms, data participation agreement, HMIS Council letter and more. The updated documents were presented at the HMIS Council Meeting and subsequently sent out to each agency to complete. This effort reduces redundancy, provides an up to date record of information and furthers compliance of the use with HMIS.

LIVE DATA

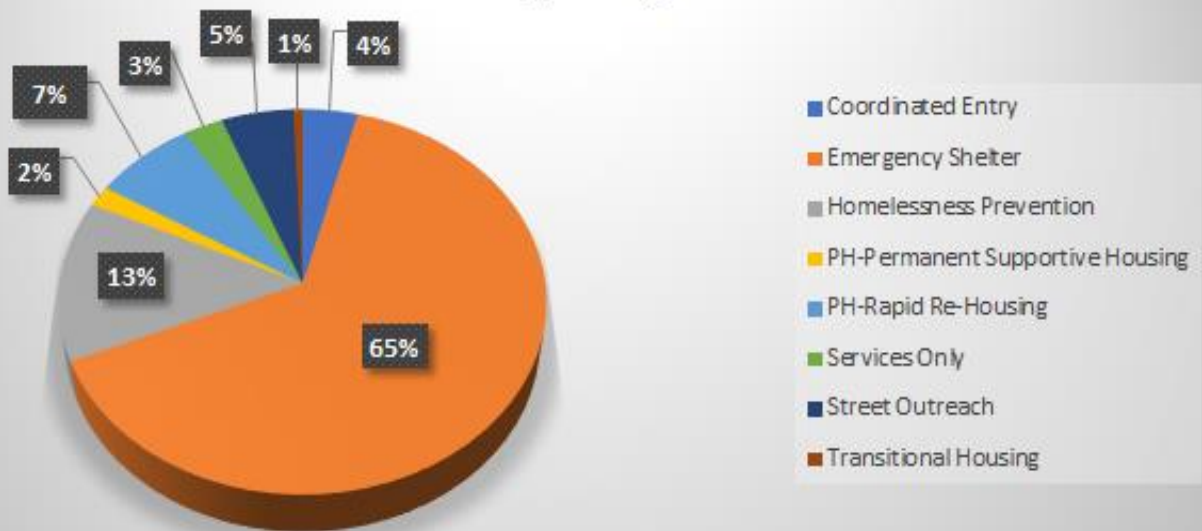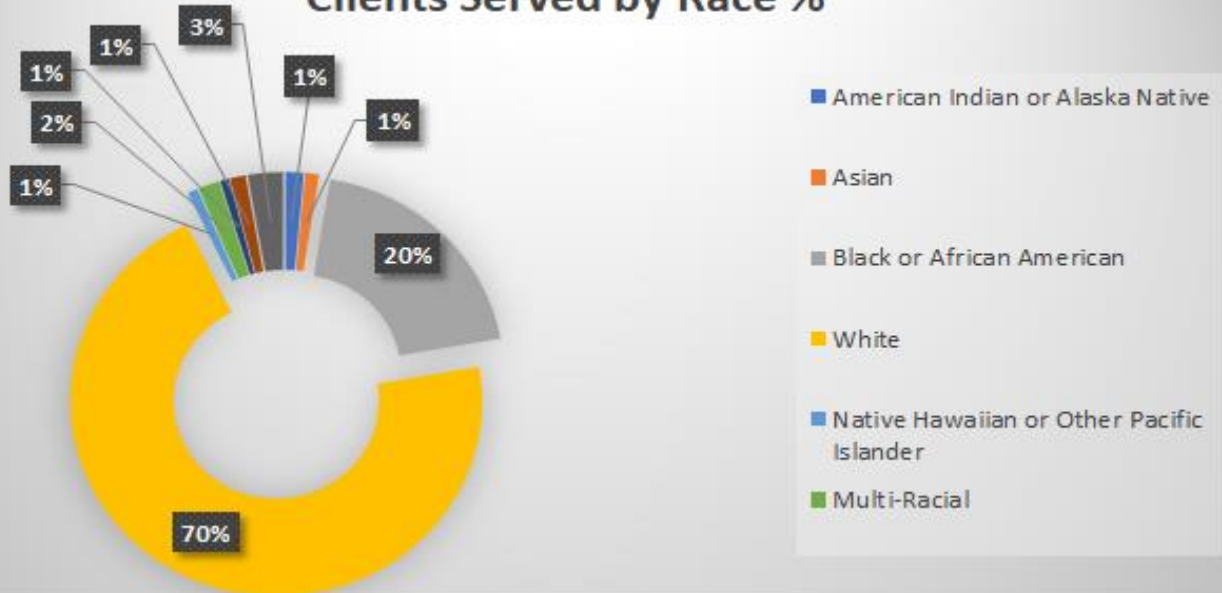| 240	124	66
Active HMIS Users	Current Projects Using HMIS	Agencies Using HMIS

HMIS 2020/2021 IMPACT REPORT

5,759 CLIENTS RECEIVED SERVICES BETWEEN 07/01/2020–12/31/2020

REPORTS REFLECT CLIENTS SERVED BY GENDER, RACE, AGE, AND HOUSING TYPE

Clients Served by Program %

- Coordinated Entry
- Emergency Shelter
- Homelessness Prevention
- PH-Permanent Supportive Housing
- PH-Rapid Re-Housing
- Services Only
- Street Outreach
- Transitional Housing

4%, 1%, 5%, 3%, 7%, 2%, 13%, 65%

Clients Served by Race %

- American Indian or Alaska Native
- Asian
- Black or African American
- White
- Native Hawaiian or Other Pacific Islander
- Multi-Racial

1%, 1%, 1%, 2%, 3%, 1%, 1%, 20%, 70%

Clients Served by Age Group %

- 0-17: 16.1%
- 18-24: 8.2%
- 25-45: 35.2%
- 46-62: 31.9%
- >63: 8.5%
- DATA NOT COLLECTED: 0.1%

Client Served by Gender %

- Female: 38.7%
- Male: 60.9%
- Trans Female (MTF or Male to Female): 0.2%
- Trans Male (FTM or Female to Male): 0.1%
- Client Refused: 0.1%
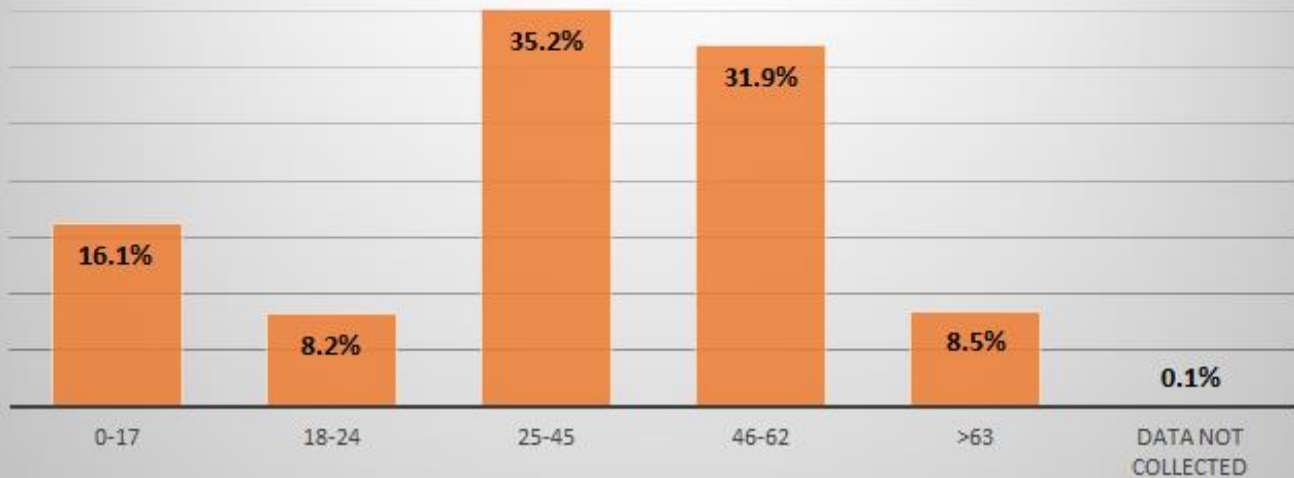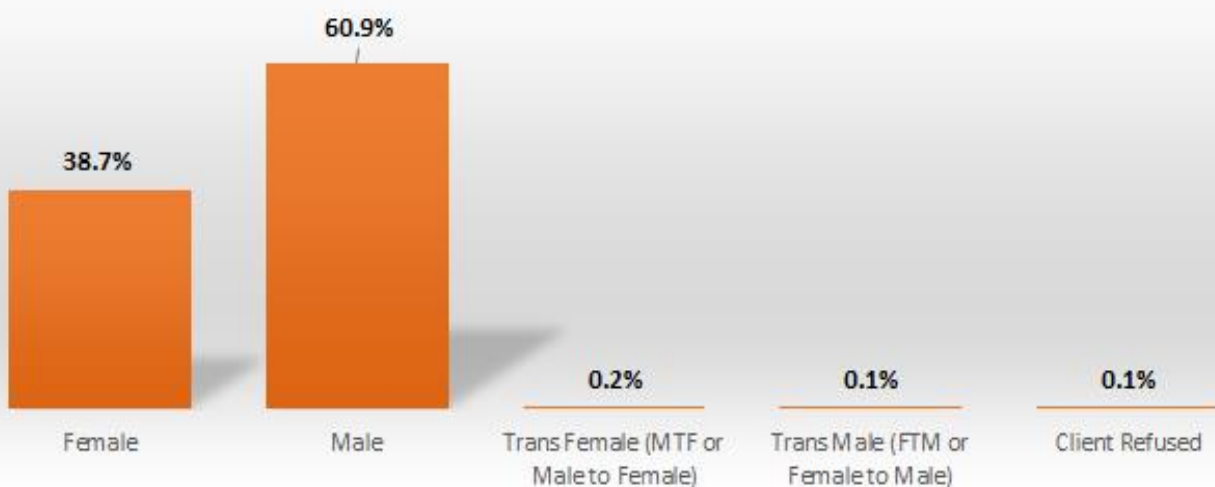
Note: If a client receives services from multiple programs in a year, they will be reported multiple times, e.g., if a client received services in Emergency Shelter and Street Outreach, they will be reported twice, once in each program.

COORDINATED ENTRY SYSTEM (CES) LEAD UPDATES

The Riverside University Health System (RUHS) – Behavioral Health is the Coordinated Entry System (CES) Lead Agency for Riverside County

All Outstanding HomeConnections	112
Permanent Supportive Housing (PSH)	29
Rapid Rehousing (RRh)	64
Transitional Housing (TH)	0
Bridge Housing	0
Emergency Solutions Grant (ESG)	17
Section 8 Extraordinary Preference	2

Families w/Children - Waiting for HomeConnection	28
PSH Level (score 9+)	16
RRh Level	12
Families w/Children Who Have a HomeConnection - in housing search	31
PSH Level	8
RRh Level	23

Active on By-Name-List & Need HomeConnection-By Region	East	Mid	West	Total
	100	109	147	356
PSH Level (score 8+)	66	75	107	248
RRh Level (score 4-7)	34	34	40	108

Number of Consumers on By-Name-List by City	
Banning	4
Blythe	10
Cathedral City	1
Coachella	1
Corona	22
Desert Hot Springs	5
Hemet	65
Homeland	1
Indio	45
Jurupa Valley	5
Lake Elsinore	6
Menifee	1
Moreno Valley	5
Murrieta	7
Palm Desert	1
Palm Springs	32
Perris	6
Rancho Mirage	1
Riverside	114
San Jacinto	12
Temecula	12

Calls and Assessments Received	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
	3,906	1,483	1,839	1,360	909	1064	791	1231	770	13,353
Total calls to 800 line	3,893	1,470	1,813	1272	863	986	710	1184	715	12,906
New Vi-SPDATS received	13	13	26	88	46	78	81	47	55	447

Average days from CES HomeConnect Referral to housing placement (November): 22 Days

Riverside University
HEALTH SYSTEM
Behavioral Health

2021 HOMELESS POINT IN TIME COUNT

During the last couple of months, HHPWS staff and the CoC worked closely with Board of Supervisors, City leaders, County Public Health, and community partners to determine if conducting an unsheltered count was possible considering a heightened safety risk due to COVID surges, a stay-at-home order, and lack of staff capacity and volunteers.

HUD released guidance which included flexibilities such as not conducting an unsheltered count, conducting a head count only or collecting some, but not all data elements.

After conducting community planning meetings, consulting with the County Public Health Department and with the understanding that HUD will not penalize CoCs with any loss in points in the 2020 CoC program application if an unsheltered count is not conducted, the CoC and Board of Governance agreed that an exception request be submitted to HUD, on behalf of the CoC, to not conduct a 2021

Homeless Point-in-Time Unsheltered Count. An immediate response was received from HUD approving the request for exception. The CoC is still expected to conduct a Sheltered PIT count and Housing Inventory Count (HIC).

2021 Homeless Sheltered Count

A count of people experiencing homelessness and in shelter (hotels/motels, temporary emergency shelter, or transitional housing projects) on the night of the count. Data is extracted from the countywide Homeless Management Information System (**HMIS**).

Housing Inventory Count (HIC)

- Snapshot of the number of beds and units available on the night of the count by program type
- Number of beds dedicated to serve people experiencing homelessness and persons in Permanent Supportive Housing
- Data on beds dedicated to serve specific sub-populations of interest

2020 ENCAMPMENT ANNUAL REPORT

In 2020, the Housing, Homeless Prevention and Workforce Solutions (HHPWS) Department received requests to respond to encampments throughout the County of Riverside. HHPWS responded to these requests and recorded encampments and individuals willing to be interviewed on the Survey 123app. The role of HHPWS was to reach out to other county and non-county agencies and coordinate the outreach component of the encampment response effort. In some cases, other county agencies were the lead for the encampment response.

Due to the COVID-19 pandemic, HHPWS followed CDC recommendations and advised individuals found in encampments to shelter in place. HHPWS also encouraged other county partners to follow CDC recommended guidelines when conducting outreach and cleanup efforts. Encampment responses and outreach coordination efforts were prioritized based on need and staffing availability.

Figure 1
Snapshot of Countywide Encampments and Individual Assessments for 2020
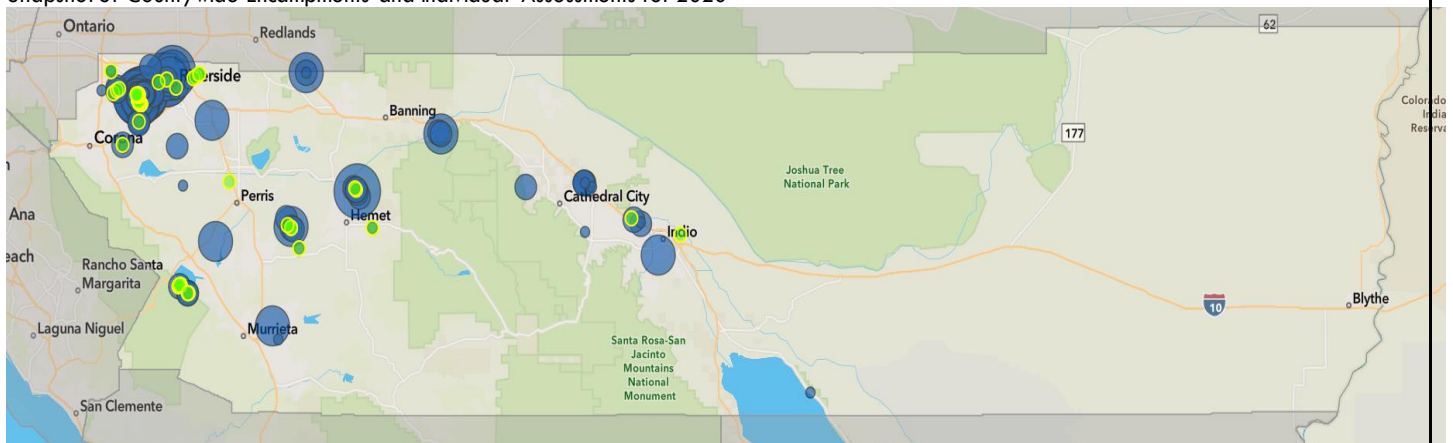
Note: Encampments are represented by blue dots and individual assessments are represented by green dots. This report only shows encampments and individuals captured using the Survey 123app by HHPWS staff.

Documenting these encampments and interviewing individuals will assist the county in better understanding the size and need of this population. It is the goal of HHPWS to participate in more encampment response operations and continue to partner with existing county agencies while working to make new partners in order to provide a more robust report in upcoming years. Our vision is to utilize the collaborative efforts between the various agencies and partnerships to develop a more strategic and unified approach to resolving all issues relating to encampments.

A special thanks to all the departments and agencies who reached out to us for assistance, who participated in the encampment response and who sent staff to these locations to assist clients and offer services. Without you this effort would not be possible. We value and appreciate your partnership and look forward to working with you in 2021.

2020 Encampment Response Summary

For 2020, 100 encampments were identified and recorded using the Survey 123app. 55 individuals were encountered. Of the 55 individuals encountered only 22 were willing to be interviewed. HHPWS coordinated outreach efforts for 7 encampment response operations in 2020 with other agencies. Outreach efforts were coordinated for encampments operations located in Riverside, Cabazon, Hemet, San Jacinto, Murrieta, Eastvale, the Santa Ana river bottom, Riverside County Flood Control property and on other unincorporated areas of the county.

Figure 2
Snapshot of Encampments and Individual Assessments by District, 2020
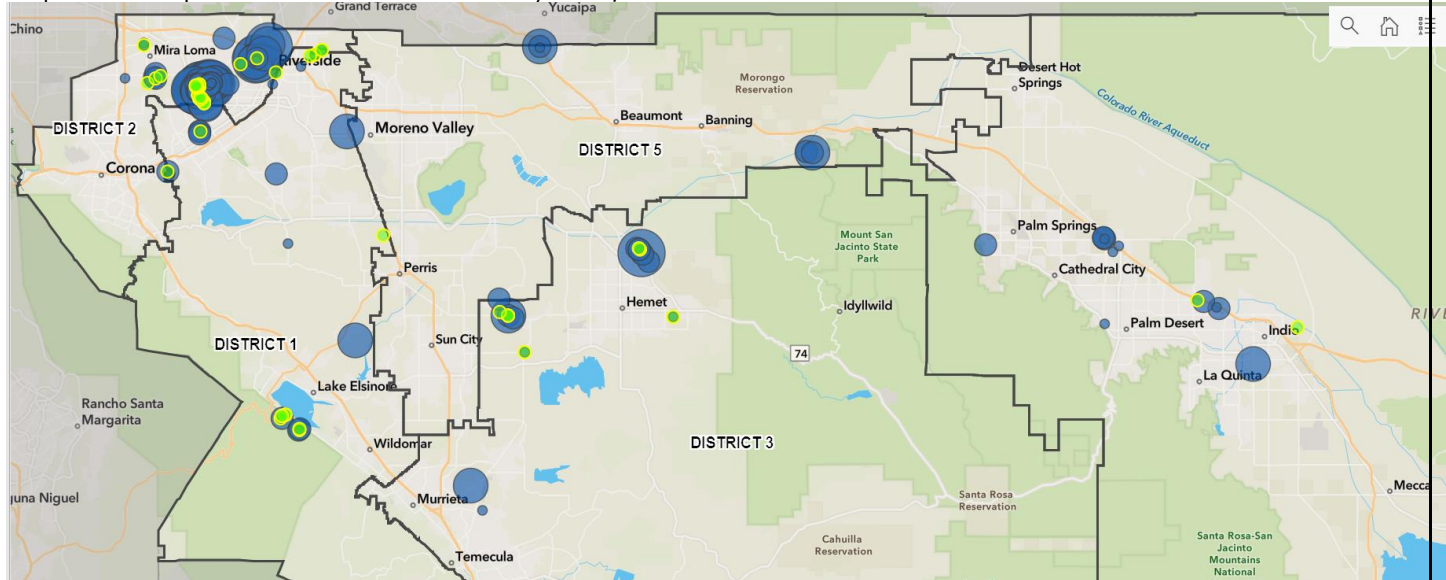
Note: For encampments, a larger the size dot indicates a larger encampment identified. Maps on this report were created using ArcGIS software by ESRI.

2020 Encampment Response Participating Agencies

County Departments:

Supervisor Washington's Office, District 3	Supervisor Hewitt's Office, District 5
Code Enforcement	Code Enforcement Southwest Division
Animal Services	Parks and Open Space
Flood Control	RUHS Behavioral Health-HHOPE
Emergency Management Department	RUHS Behavioral Health
Environmental Health	Housing Authority
Sheriff Department	Sheriff Homeless Outreach Team
Sheriff Southwest/Temecula	Adult Protective Services-CRIS
Adult Protective Services	Department of Public Social Services
Office on Aging	Facilities

Partner Agencies:

Path of Life Ministries	Coachella Valley Rescue Mission
City of Riverside	City of Eastvale
City of Temecula	City of Jurupa
Chairman Isaiah Vivanco, Soboba	Veteran Service

DID YOU KNOW?

MEMO TO EMERGENCY SHELTER PROGRAMS CONTRACTED WITH THE COUNTY OF RIVERSIDE HHPWS

On December 3, 2020, the Office of Governor Gavin Newsom issued a Regional Stay at Home Order triggered by ICU Capacity effective on December 5, 2020. In alignment with the Stay at Home Order, the County of Riverside Department of Housing, Homelessness Prevention and Workforce Solutions (HHPWS) is encouraging providers to extend shelter stays beyond 90 days for participants in emergency shelter programs contracted with the HHPWS and administered by the Continuum of Care (CoC) Division with immediate effect until further notice no later than June 30, 2021.

It is our knowledge that there are no federal or state restrictions on the length of time individuals and families can remain at a shelter and the 90-day bed stay is a local best practice tool used to support both staff and residents. In light of the current circumstances, CoC staff strongly recommends that agencies operating emergency shelter programs contracted with HHPWS and administered by CoC Division extend overnight stays beyond 90 consecutive days or beyond the 90 cumulative days in a consecutive 6-month period based on need and for good cause on a case-by-case basis. Such extensions are needed to allow individuals to shelter in place and receive ongoing supportive services to resolve their homelessness and connect to mainstream benefits. We recognize emergency shelter provider agencies are best to determine when these extensions are needed to support transitions into permanent housing and requests should be considered on a case-by-case basis. Reason(s) for the extension should be noted in each client case file.

This provision is applicable for the emergency homeless shelters listed below:
- Coachella Valley Association of Government (CVAG) Emergency Shelter
- Coachella Valley Rescue Mission Emergency Shelter Program
- Martha's Village and Kitchen Renewing Hope Emergency Shelter
- Operation SafeHouse Harrison House Transitional Living Program
- Operation SafeHouse Main Street Transitional Housing
- Operation SafeHouse Riverside Emergency Shelter
- Operation SafeHouse of the Desert Emergency Shelter
- The Galilee Center
- The Path of Life Family Emergency Shelter
- The Path of Life Ministry Emergency Cold Weather Shelter
- The Path of Life Year-Round Emergency Shelter
- Valley Restart Emergency Shelter

Should you have any questions, please contact Natalis Ng at kng@rivco.org or (951) 255-8560.
Tanya Torno
Continuum of Care Deputy Director

RESPONSE FROM HUD EXCHANGE REGARDING MANDATORY VACCINATION REQUIREMENTS FOR HOMELESS INDIVIDUALS ENTERING SHELTERS

As provided by the CARES Act and section III.F.10 of the Notice CPD-20-08, people experiencing homelessness cannot be required to receive treatment or perform any other prerequisite activities as a condition for receiving shelter, housing, or other services funded with ESG grants provided under the CARES Act. This would include a prohibition on requiring testing or treating for COVID-19 as a prerequisite for receiving services.

The way in which services are offered, on the other hand, may be based on whether an individual is willing to be tested. For example, shelters should have policies and procedures in place that require individuals who refuse to be tested to be placed in isolation or quarantine so as not to risk infection of other shelter residents. Finally, be sure to consult with local or state health authorities on appropriate public health procedures for working with clients who refuse to be tested.

The remainder of our response below pertains to allowable medical expenses under the ESG program. ESG funds should not be used to pay the costs of services when a client is eligible to have these costs paid for by Medicare, Medicaid, or another government program. It is important that you check whether you can use any other available funding sources first, before considering using ESG. Please also note that ESG Rapid Rehousing and Homelessness Prevention funds may not be used to pay for outpatient health services.

Emergency Shelter

Under the Emergency Shelter component, ESG funds may be used for health-related services, including COVID-19 testing at a private lab, but only to the extent that other appropriate health services are unavailable within the community. Under the Emergency Shelter component's outpatient health services, eligible costs are for the direct outpatient treatment of medical conditions and are provided by licensed medical professionals. Eligible treatment consists of assessing a program participant's health problems and developing a treatment plan; assisting program participants to understand their health needs; providing directly or assisting program participants to obtain appropriate medical treatment, preventive medical care, and health maintenance services.

Finally, under the emergency shelter component, ESG funds may be used for costs of providing essential services to homeless families and individuals in emergency shelters. (24 CFR 576.102(a)). This requirement means that the following restrictions apply regarding the specific clients that may be served and the locations in which they may be served:

- Persons residing in an emergency shelter can receive ESG essential services under the emergency shelter component at the shelter or at the location of an agency providing the services.
- For unsheltered homeless individuals or walk-in clients, essential services under the Emergency Shelter component, cannot be provided at an office or other service provider outside the shelter facility.

Visit the Disease Risks and Homelessness page on the HUD Exchange for a full list of resources related to COVID-19 infectious disease prevention and response for homeless providers. Be sure to keep checking back for similar HUD tools.

ANNOUNCEMENTS

Community Action Partnership
Warm Centers

For Warm Center locations, hours and tips on how to protect yourself from cold related illnesses, please contact:

County of Riverside Community Action Partnership
2038 Iowa Avenue, Suite B-102, Riverside, CA 92507
Phone: 951-955-4900   TTY: 951-955-5126
FAX: 951-955-9089
www.capriverside.org

WARM CENTERS FOR RIVERSIDE COUNTY

Cool Center	Location	City & Zip	Hours of Operation	Phone Number	Cross Streets
Albert A. Chatigny Senior Community Center	1310 Oak Valley Parkway	Beaumont 92223	Mon-Fri 1:00 PM - 5:00 PM	951-769-8539	Cherry & Oak Valley Pkwy
James A. Venable Community Center	50390 Carmen Ave	Cabazon 92230	Mon-Thur 9:00 AM – 2:00 PM Fri 9:00AM – 11:30AM	951-922-1097	Broadway & Carmen
Norton Younglove Community Center	459 Center St	Highgrove 92507	Mon-Thu 8:00 AM - 4:00 PM	951-241-7221	Center & Michigan
La Quinta Wellness Center	78-450 Avenida La Fonda	La Quinta 92253	Mon-Fri 9:00 AM - 4:00 PM	760-564-0096	Calle Tampico at La Quinta Public Library
Lake Elsinore Senior Center *Seniors only	420 E. Lakeshore Drive	Lake Elsinore 92530	Mon-Fri 10:00 AM - 3:00 PM	951-674-2526	Lakeshore Drive
Cottonwood Golf Center	13671 Frederick St	Moreno Valley 92553	Mon-Sun 7:00 AM – 5:00 PM	951-413-3290	Frederick & Cottonwood
Murrieta Fire Station 4	28155 Baxter Rd	Murrieta 92563	Mon-Fri 12:00 PM - 4:00 PM	951-461-6109	Baxter Rd & Antelope Rd
James O. Jessie Desert Highland Unity Center *Water distribution only	480 W. Tramview Road	Palm Springs 92262	Mon-Fri 9:00 AM - 5:30 PM	760-323-8271	N. Indian Canyon Dr. & Tramview
Well in the Desert	441 S. Calle Encilia	Palm Springs 92262	Mon-Sun 7:30 AM - 3:00 PM	760-656-8905	Between Ramon & Saturino Road
Mead Valley Community Center	21091 Rider St #120	Perris 92570	Mon-Fri 11:00 PM - 3:00 PM	951-210-1580	Rider St & Lee Rd

WARM CENTERS FOR RIVERSIDE COUNTY

Perris Senior Center *Seniors only	100 N. D St	Perris 92570	Mon-Fri 9:00 AM - 5:00 PM	951-657-7334	W. San Jacinto Ave & N. D St
Arlanza Community Center Bryant Park	7950 Philbin Ave	Riverside 92503	Mon-Fri 11:00 AM - 5:00 PM	951-351-6135	Philbin & Van Buren Blvd.
Community Action Partnership of Riverside County	2038 Iowa Ave Suite B101	Riverside 92507	Mon-Fri 8:00 AM - 5:00 PM	951-955-4900	Spruce & Iowa
Dales Senior Center *Seniors only	3936 Chestnut St	Riverside 92501	Mon-Fri 11:00 AM - 5:00 PM	951-826-5303	University & Chestnut
Eddie Dee Smith Senior Center *Seniors only	5888 Mission Blvd	Riverside 92509	Mon-Fri 11:00 AM - 4:00 PM	951-275-9975	Mission Blvd & Riverview Dr
Janet Goeske Center *Seniors only (50+)	5257 Sierra St	Riverside 92504	Mon-Fri 11:00 AM - 5:00 PM	951-351-8800	Streeter Ave & Sierra St
La Sierra Senior Center	5215 La Sierra Ave	Riverside 92505	Mon-Fri 11:00 AM - 5:00 PM	951-351-6435	La Sierra Ave & Gramercy Pl
Stratton Community Center Bordwell Park	2008 Martin Luther King Blvd	Riverside 92507	Mon-Fri 11:00 AM - 5:00 PM	951-826-5355	Kansas Ave & Martin Luther King Blvd
Ysmael Villegas Community Center Villegas Park	3091 Esperanza St	Riverside 92504	Mon-Fri 11:00 AM - 5:00 PM	951-351-6142	Ysmael Villegas St. & Madison
Mary Phillips Senior Center	41845 6th St	Temecula 92590	Mon-Fri 8:00 AM - 5:00 PM	951-694-6464	6th St. & Old Town Front St

*Total Number of Centers: 20

United Lift Rental Assistance Program:
Rental assistance is intended to cover 100 percent of total past due rent, up to $3,500 per household. Funding for the program is limited to cover past due rent from April 2020 to November 2020. In June, the Riverside County Board of Supervisors voted to allocate $33 million in federal funding from the CARES Act and Community Development Block Grants (CDBG) to assist households affected by COVID-19. The program is coordinated between Riverside County, Life to Rise, and the Inland SoCal United Way. Future rental assistance programs are being coordinated and will be available via www.unitedlift.org

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Crisis Response and Mental Health Services:
Riverside County's Riverside University Health System offers immediate support and resources for suicide prevention, crisis intervention, mental health referrals, alcohol and drug support services and more. For more information visit https://www.rcdmh.org/

✓ **24/7 Mental Health Urgent Care:** Provides 24/7 urgent care mental health screening, assessment services and medications to address crisis needs in a safe, efficient, trauma-informed, and least-restrictive setting.

Riverside	9990 County Farm Rd. Riverside, CA 92503	(951) 509-2499
Palm Springs	2500 N Palm Canyon Dr, Suite # A4 Palm Springs, CA 92262	(442) 268-7000
Perris	85 Ramona Expressway, Suites 1-3 Perris, CA 92571	951-349-4195

✓ **HELPLine - 24 Hour Crisis/Suicide Intervention:** A free, confidential Crisis/Suicide Intervention service operated by highly trained volunteers; the line is open 24/7. Phone: (951) 686-HELP (4357)

✓ **Know the Signs:** A statewide suicide prevention marketing campaign built on three key messages: Know the signs. Find the words. Reach out. The campaign educates Californians on recognizing the warning signs and how to have a direct conversation with someone in crisis. For more information visit: https://up2riverside.org/help-others/get-trained/

Valley Restart's Bus Ticket Home Program: The program helps reunite individuals with a family member or a close friend and find a stable living arrangement. Many individuals return to places they previously lived, where they find safe, secure housing with a loved one, rediscover old support networks and gain access to tools to resolve their homelessness. Applications can be completed in person at 200 E. Menlo Ave. in Hemet, or through another agency via email. For more information, please contact Director, Linda Rogers at (951) 766-7476 or visit https://valleyrestart.info/ .

Path of Life's Housing Locator Program: The program is designed to help people experiencing homelessness and housing providers identify safe, quality & affordable housing units (e.g. rooms for rent, backhouse, casita, apartment, home, and other living space) for rent. Through a "Landlord Link" portal, landlords can list their properties free of charge and housing providers county-wide can access vacancies for clients they are assisting.

The program also encompasses a Landlord Mitigation Fund which can help pay for: unit repairs for damage caused by client that would cause a landlord to no longer want to work with you, eviction fees, paying a month's rent to hold a unit, and repairs after a unit is vacated (above and beyond Security Deposit). For more information email Landlords@thepathoflife.com .

Refugee & Immigration Services:

Catholic Charities of San Bernardino provides affordable, accurate, and up-to-date information to immigrants who would not otherwise have access to these resources. We help immigrants understand the complexities of the immigration system. Legal assistance includes: Adjustment of Status, Asylum applications, Consular Processing, Deferred Action for Childhood Arrivals (DACA), Employment authorization, Family-based petitions, Naturalization/Citizenship, Removal hearings, Special Immigrant Juvenile Status, Violence Against Women Act (VAWA) petitions.

Project RoomKey:

Project RoomKey is a collaborative effort by the State, County and community-based organization to secure hotel and motel rooms for vulnerable individuals experiencing homelessness. Riverside County has successfully assisted moved 846 homeless individuals most vulnerable to COVID-19 off the street, out of homeless encampments, out of the shelters, and into motels and hotels. The program is currently working with program participants to facilitate transitions into permanent housing.

Riverside County's Public Health COVID-19 Page:

Visit the RUHS – Public Health page to get more information regarding COVID-19, testing sites, latest stats, and best practices: https://www.rivcoph.org/coronavirus

UPCOMING EVENTS

JANUARY

January 4, 11, 18, 25 **11 a.m. – 12 p.m.**	**COVID-19 EOC MASS CARE & SHELTER UPDATES:** Join the Housing, Homelessness Prevention & Workforce Solutions (HHPWS) Department for weekly updates on the County's responses to aid homeless service providers and the people they serve during the COVI-19 pandemic. Join Conference Call: 866-631-8977 Participant Pass Code: 5135751 Email Kng@Rivco.org for more information
January 5, 12, 19, 26 **9 a.m. – 11 a.m.**	**CES HOMECONNECT NAVIGATION REVIEW COUNCIL & VETERANS MEETING:** Join case managers, housing navigators, outreach teams, and other frontline staff and supervisors in coordinating resources for people experiencing homelessness. 9 AM – 10:30 AM –Join CES HomeConnect (General) Mtg via Teams Meeting 10 AM – 11 AM - Join CES HomeConnect Veterans Mtg via Teams Meeting Email HomeConnect@RUHealth.org for more information
January 4, 11, 18, 25 **2 p.m. – 3 p.m**	**PROJET ROOMKEY – CLIENT FAST-TRACK FOR SENIORS:** Join Project RoomKey staff, case managers, housing navigators and other frontline staff and supervisors in identifying permanent housing solutions for seniors assisted through Project RoomKey. Email GMarasco@Rivco.org for more information
January 7, 14, 21, 28 **10:30 a.m. – 11:30 a.m**	**PROJET ROOMKEY – CLIENT FAST-TRACK FOR NON-ELDERLY, PREGNANT, AND HEALTH CONDITIONS:** Join Project RoomKey staff, case managers, housing navigators and other frontline staff and supervisors in identifying permanent housing solutions for non-elderly individuals, pregnant women, and individuals with underlying health conditions assisted through Project RoomKey. Email GMarasco@Rivco.org for more information
January 21 **10 a.m. – 11 a.m**	**MULTIDISCIPLINARY APPROACHES TO END HOMELESSNESS A COC WEBINAR SERIES:** January's Topic: Multi-city Comprehensive Approaches Email MeWilson@Rivco.org for more information

FEBRUARY

February 1, 8, 15, 22 **11 a.m. – 12 p.m.**	**COVID-19 EOC MASS CARE & SHELTER UPDATES:** Join the Housing, Homelessness Prevention & Workforce Solutions (HHPWS) Department for weekly updates on the County's responses to aid homeless service providers and the people they serve during the COVI-19 pandemic. Join Conference Call: 866-631-8977 Participant Pass Code: 5135751 Email Kng@Rivco.org for more information
February 2, 9, 16, 23 **9 a.m. – 11 a.m.**	**CES HOMECONNECT NAVIGATION REVIEW COUNCIL & VETERANS MEETING:** Join case managers, housing navigators, outreach teams, and other frontline staff and supervisors in coordinating resources for people experiencing homelessness. 9 AM – 10:30 AM –Join CES HomeConnect (General) Mtg via Teams Meeting 10 AM – 11 AM - Join CES HomeConnect Veterans Mtg via Teams Meeting Email HomeConnect@RUHealth.org for more information
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February 4, 11, 18, 25 **10:30 a.m. – 11:30 a.m**	**PROJET ROOMKEY – CLIENT FAST-TRACK FOR NON-ELDERLY, PREGNANT, AND HEALTH CONDITIONS:** Join Project RoomKey staff, case managers, housing navigators and other frontline staff and supervisors in identifying permanent housing solutions for non-elderly individuals, pregnant women, and individuals with underlying health conditions assisted through Project RoomKey. Email GMarasco@Rivco.org for more information
February 18 **10 a.m. – 11 a.m**	**MULTIDISCIPLINARY APPROACHES TO END HOMELESSNESS A COC WEBINAR SERIES:** February's topic: Emergency Housing Providers. Email MeWilson@Rivco.org for more information

Do you have an event you would like to see on our Staff Report?

Please email Joshua Tomaszewski at JTomaszewski@Rivco.org

COC MEETING CALENDAR

County of Riverside Continuum of Care
2021 Meeting Calendar

Meeting Details	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Continuum of Care (CoC) Meeting 10 a.m. - 12 p.m.	DARK	Feb-24	Mar-24	Apr-28	May-26	Jun-23	Jul-28	DARK	Sep-22	Oct-27	Nov-17	Dec-15
Board of Governance 9:00 a.m. - 11:00 a.m.	DARK	Feb-18		Apr-15		Jun-17		Aug-19		Oct-21		
HMIS Administrators Council & Coordinated Entry System (CES) Oversight 1 p.m. - 3 p.m.	DARK	Feb-3			May-5			Aug-4			Nov-3	
Youth Advisory Committee & Youth Action Board 10 a.m. - 12 p.m.	DARK		Mar-17		May-19		Jul-21		Sep-15			
EFSP Local Board Meeting 9 a.m. - 11 a.m.	DARK	Feb-10			May-12		Jul-14		Sep-8		Nov-10	

Contact CoC@rivco.org for more information and to receive meeting notices and agendas.

The CoC Meeting Calendar was approved on 12/9/2020 at the CoC Meeting. The Calendar includes regularly scheduled meetings for the Continuum of Care, Board of Governance, and all standing committees. Please note that the Calendar does not reflect any scheduled Special meetings that may take place throughout the year.

ACRONYMS

ADA	Americans with Disabilities Act
AE	Administrative Entity
AHAR	Annual Homeless Assessment Report (Congressional Report)
APR	Annual Performance Report
BoG	Board of Governance
CA	Collaborative Applicant
CAPER	Consolidated Annual Performance Evaluation Report
CDBG	Community Development Block Grant
CES	Coordinated Entry System
CESH	California Emergency Solutions and Housing
CHDO	Community Housing Development Organization
CoC	Continuum of Care
Con Plan	Consolidated Plan
CORE	Coordination, Oversight, Reporting, & Evaluation
CPD	Community Planning & Development
CVAG	Coachella Valley Association of Governments
DPSS	Department of Public Social Services
ECWS	Emergency Cold Weather Shelter
EFSP	Emergency Food & Shelter Program
EHAP	Emergency Housing & Assistance Program
EOCH	Executive Oversight Committee on Homelessness
ES	Emergency Shelter
ESG	Emergency Solutions Grant
FEMA	Federal Emergency Management Agency
FMR	Fair Market Rent
GIS	Geographic Information System
HA	Housing Authority
HCD	California Department of Housing and Community Development
HDAP	Housing and Disability Advocacy Program
HEAP	Homeless Emergency Aid Program

HHAPP	Homeless Housing, Assistance, and Prevention Program
HHPWS	Housing, Homelessness Prevention and Workforce Solutions
HIC	Housing Inventory Count
HIPAA	Health Insurance Portability and Accountability Act
HMIS	Homeless Management Information System
HOPWA	Housing Opportunities for Persons With AIDS
HPRP	Homeless Prevention and Rapid Re-Housing Program
HQS	Housing Quality Standards
HUD	US Department of Housing and Urban Development
LB	Local Board
LRO	Local Recipient Organization
LSA	Longitudinal Systems Analysis
MOU	Memorandum of Understanding
MRU	Management Reporting Unit
NAEH	National Alliance to End Homelessness
NHSDC	National Human Services Data Consortium
NOFA	Notice of Funding Availability
PH	Permanent Affordable Housing
PHA	Public Housing Authority
PIT	Point in Time Count
PSH	Permanent Supportive Housing
RFP	Request for Proposal
RFQ	Request for Qualifications
RHA	Regional Homeless Alliance (Southwest Riverside County)
RRH	Rapid Rehousing
S+C	Shelter Plus Care
Section 8	Section 8 / Housing Choice Vouchers and Subsidies
SHP	Supportive Housing Program
ST	State
TANF	Temporary Assistance to Needy Families
TBRA	Tenant Based Rental Assistance
TH	Transitional Housing
UCR	University of California Riverside

UDE	Universal Data Elements
VA	Veterans Administration
VASH	Veterans Affairs Supportive Housing (Housing Choice Vouchers)
Vi-SPDAT	Vulnerability Index - Service Prioritization Decision Assistance Tool
WRCOG	Western Riverside Council of Governments
YAB	Youth Action Board
YAC	Youth Advisory Committee
YHDP	Youth Homelessness Demonstration Program
YPIT	Youth Point in Time Count

APPENDIX

COORDINATED ENTRY SYSTEM (CES) / HOMECONNECT

NUMBER OF CALLS TO 800 HOTLINE BY MONTH

Values by month:
- January: 1187
- February: 1184
- March: 2197
- April: 3893
- May: 1470
- June: 1813
- July: 1272
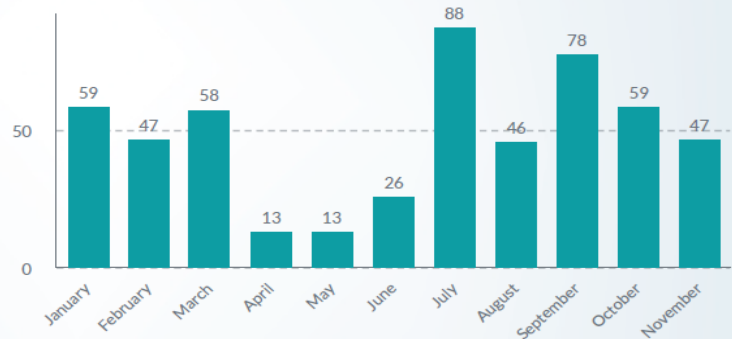- August: 863
- September: 986
- October: 1187
- November: 1184
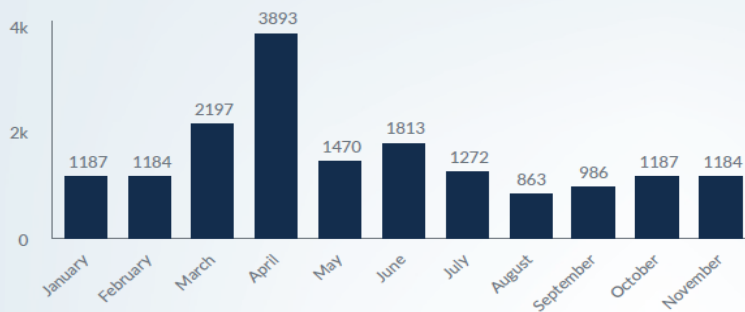
The number of calls to the HomeConnect 800 Hotline peaked in April, with a total of 3,893, or 229% more calls compared to February*, but returned to pre-pandemic volume in October and November.

VULNERABILITY INDEX - SERVICE PRIORITIZATION DECISION ASSISTANCE TOOL (VI-SPDAT)

Survey administered to determine risk and prioritization of assistance to persons who are homeless and at-risk of homelessness based on scores ranging from 0-17.**

NUMBER OF VI-SPDAT ASSESSMENTS RECEIVED BY MONTH

Values by month:
- January: 59
- February: 47
- March: 58
- April: 13
- May: 13
- June: 26
- July: 88
- August: 46
- September: 78
- October: 59
- November: 47

NUMBER OF HOUSEHOLDS ON THE 'BY-NAME-LIST'

Legend: East, Mid-County, West

BY-NAME-LIST
The Coordinated Entry System's list of clients who are homeless and have a completed VI-SPDAT.

Increased coordinated efforts to house the County's homeless population through Project Roomkey, as well as more individuals/households entering homelessness from economic difficulties due to COVID-19, are likely contributing to the increase in homelessness reported through the VI-SPDAT.

*At the end of March, direct referrals to Project Roomkey were taken through the HomeConnect 800 Hotline, contributing to the increase in calls seen in March and April.
** The higher the VI-SPDAT score, the more acute (severe) the household's situation.
Note: West covers Moreno valley all the way to Eastvale/Norco/ Corona area; Mid-Count covers Hemet/ Perris area all the way to Temecula; East county covers Banning/ Beaumont all the way through the dessert.
Riverside University Health System - Behavioral Health, December 2020.

406
NOVEMBER

256
FEBRUARY

The total number of VI-SPDATs that were completed increased by 87%.

292%

Increase in scores of 4-7 on VI-SPDAT.

35%

Increase in scores of 8+ on VI-SPDAT.

HOUSING SERVICES

PERMANENT SUPPORTIVE HOUSING

- Long-term rental assistance and supportive services (12+ months of rental subsidies)

RAPID RE-HOUSING

- Short-term rental assistance and supportive services (1-12 months of rental subsidies)

TRANSITIONAL HOUSING

- Short-term housing for households that need temporary assistance before being linked to a permanent housing solution
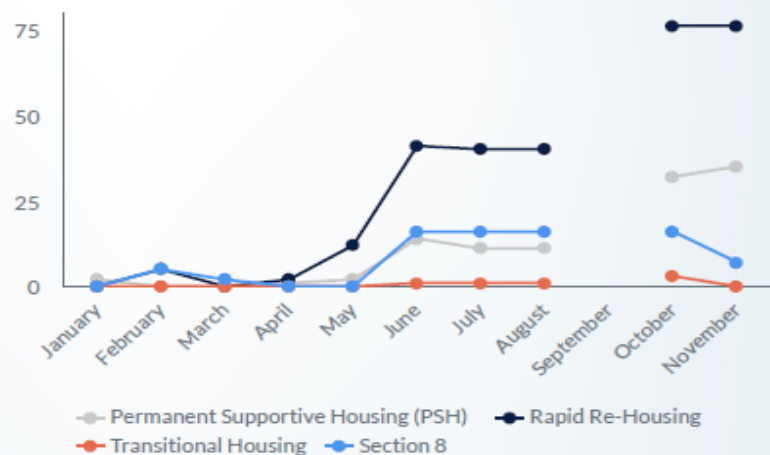
SECTION 8

- Long-term rental assistance
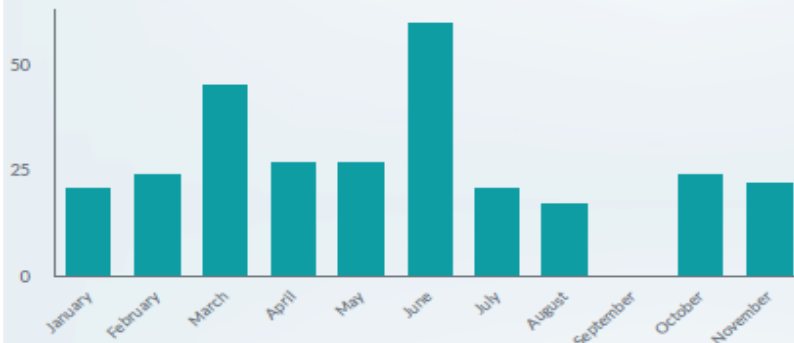- No supportive services

HOMECONNECTION

Individual experiencing homelessness who has been linked to either a Rapid Re-Housing Subsidy or a Permanent Housing Subsidy.

NUMBER OF OUTSTANDING HOMECONNECTIONS BY MONTH*

Legend:
- Permanent Supportive Housing (PSH)
- Rapid Re-Housing
- Transitional Housing
- Section 8

AVERAGE NUMBER OF DAYS TO LEASE UP BY MONTH*

22

Average number of days to lease a unit once a HomeConnection has been made.

January - November 2020

*Data not available for September.

Note: HomeConnection referrals may be reflected as duplicates from previous months if they have not been fulfilled (e.g. client is referred in January but does not enroll in program or move-into unit until May.
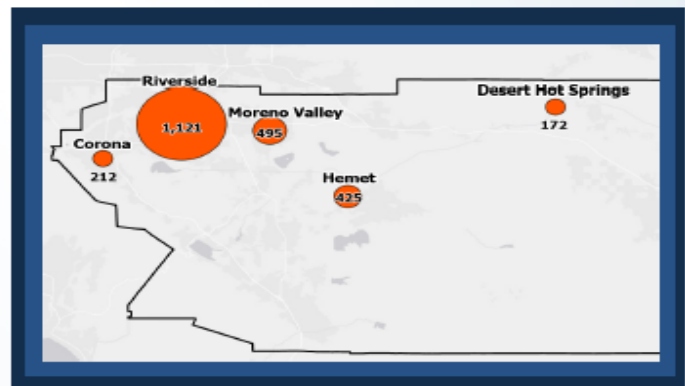
2-1-1 RIVERSIDE

TOTAL CALLS FROM RIVERSIDE COUNTY RESIDENTS BY MONTH

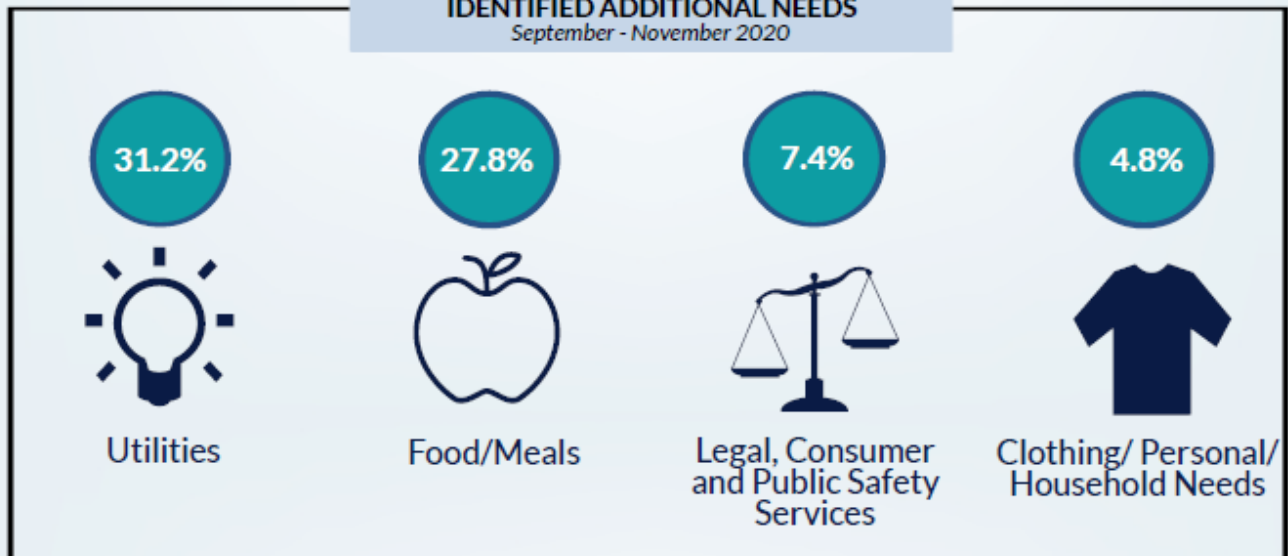Housing Calls
COVID-19-Related Housing Calls +
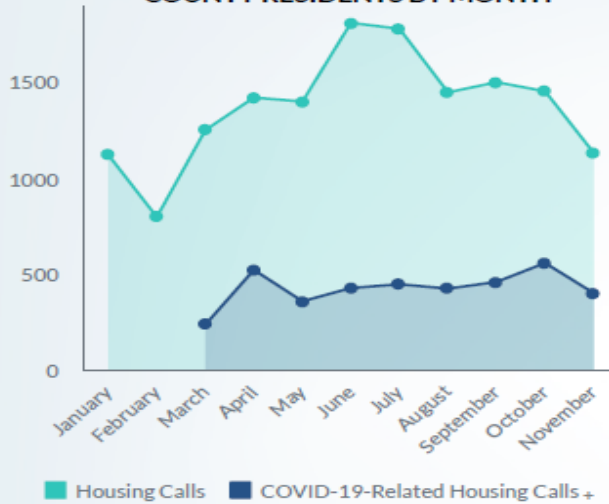
Housing Calls include needs such as Shelter, Rental Assistance, Mortgage Assistance, Transitional Housing, Permanent Supportive Housing, Coordinated Entry, Homeless Prevention, and Rapid Re-housing.

5 CITIES WITH THE MOST HOUSING CALLS

Riverside 1,121
Moreno Valley 495
Desert Hot Springs 172
Corona 212
Hemet 425

COVID-19-RELATED HOUSING CALLS THAT IDENTIFIED ADDITIONAL NEEDS
September - November 2020

31.2% Utilities

27.8% Food/Meals

7.4% Legal, Consumer and Public Safety Services

4.8% Clothing/ Personal/ Household Needs

2-1-1 Riverside County, December 2020.

+ COVID-19-related calls are identified through 1) callers selecting an option for issues related to COVID-19; 2) Community Resource Advisors; or 3) cold transfers from the State COVID-19 line.

PROJECT ROOMKEY
CLIENT DEMOGRAPHICS

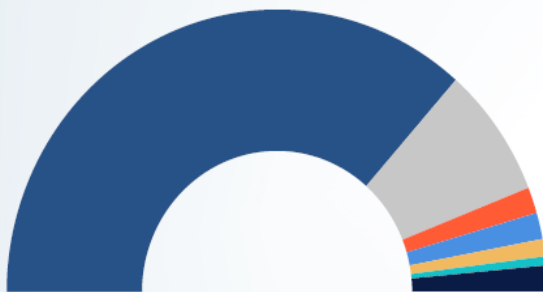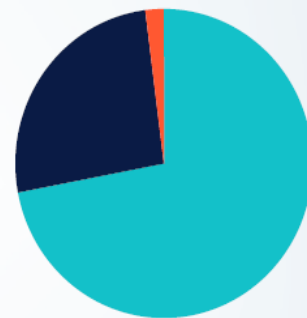| 7%	55%	39%	6%
VETERAN	**HAVE UNDERLYING HEALTH CONDITION**	**65 AND OLDER**	**PREGNANT**

RACE

- White (73%)
- Black or African American (15%)
- American Indian or Alaskan Native (3%)
- Multi-Racial (3%)
- Native Hawaiian or Other Pacific Islander (2%)
- Asian (1%)
- Client does not know/did not answer (3%)

ETHNICITY

- Non-Hispanic/Latino (72%)
- Hispanic/Latino (26%)
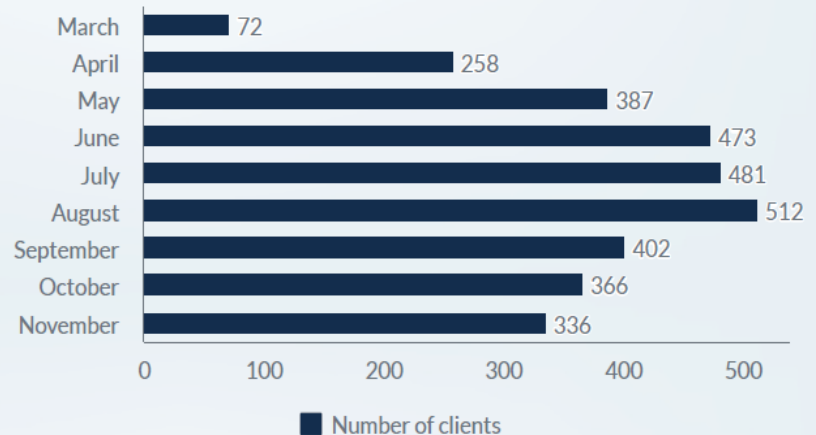- Client Doesn't Know/Refused/Data Not Collected (2%)

849
individuals served between March and November

200
individuals permanently housed as of December 10th

NUMBER OF CLIENTS BY MONTH
on last day of the month

Month	Number of clients
March	72
April	258
May	387
June	473
July	481
August	512
September	402
October	366
November	336

■ Number of clients

Project Roomkey is an initiative providing temporary housing in hotels and motels for unsheltered homeless during COVID-19.

UNITED LIFT RENTAL ASSISTANCE PROGRAM

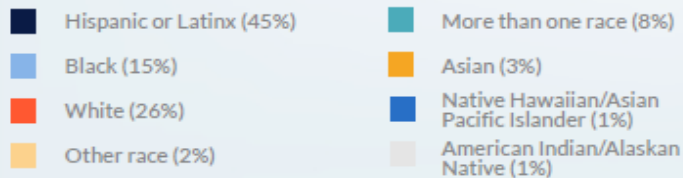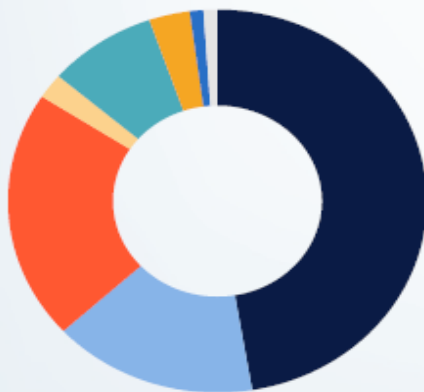*September 2020 Application Period: September 1 - 30, 2020*

1,979
Total Applications Received

1,906
Applications qualified as "Pre-Eligible"[1]

$1,661
Average unpaid rent balance

Between the August and September application periods, the number of applications received increased by 119%, or by 1,077 applicants.

INCOME BREAKDOWN OF PRE-ELIGIBLE APPLICATIONS

INCOME LEVEL	% OF APPLICATIONS
Extremely Low-Income	35%
Very Low-Income	30%
Low-Income	22%
Not Low-Income	13%

PRE-ELIGIBLE APPLICANT DEMOGRAPHICS

RACE

- Hispanic or Latinx (45%)
- Black (15%)
- White (26%)
- Other race (2%)
- More than one race (8%)
- Asian (3%)
- Native Hawaiian/Asian Pacific Islander (1%)
- American Indian/Alaskan Native (1%)

Nearly half of pre-eligible applicants report being single parents

AND

six out of ten pre-eligible applicants have at least one school-aged (K-12) child in their household.

Pre-eligible applicants are disproportionately **Black** and disproportionately **female**.

The United Lift Rental Assistance Program is a one-time direct rental assistance to households in Riverside County that are behind on rent payments due to COVID-19.

[1] "Pre-eligible" refers to applicants who stated that: 1) their address is within Riverside County, 2) they are renters, 3) they can attribute their inability to pay rent to the COVID-19 pandemic, and 4) they are not related to their landlord by blood, marriage, or adoption.

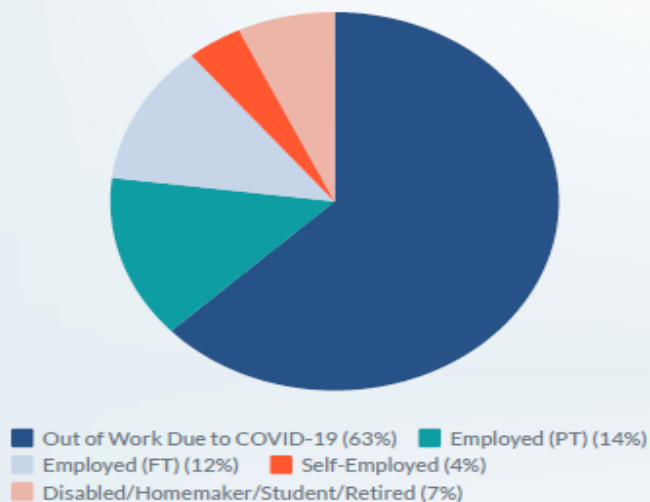## CITIES/COMMUNITIES WITH THE MOST PRE-ELIGIBLE APPLICATIONS

PRE-ELIGIBLE APPLICATIONS

- 0
- 1-40
- 41-80
- 81-120
- >120
- no data

United Way zone
Lift To Rise zone
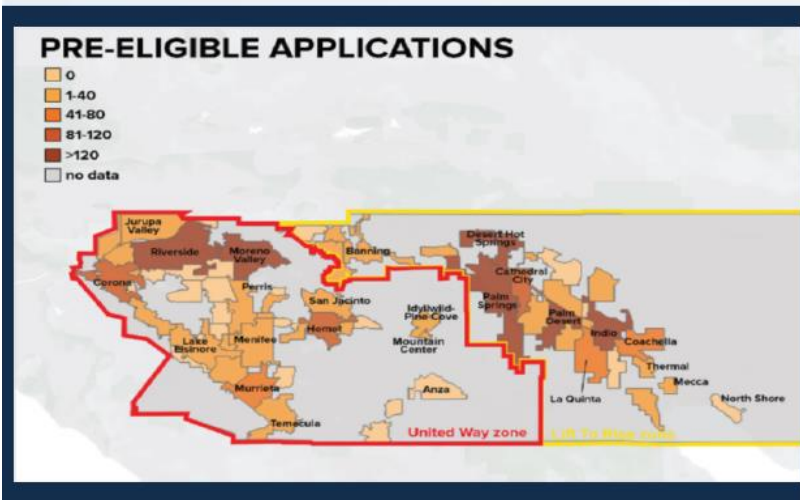
CITY	APPLICATIONS
Riverside	258
Palm Desert	195
Desert Hot Springs	164
Palm Springs	161
Indio	144

21%

Of pre-eligible applicants are 3 or more months behind on rent

EMPLOYMENT STATUS OF PRE-ELIGIBLE APPLICANTS

- Out of Work Due to COVID-19 (63%)
- Employed (PT) (14%)
- Employed (FT) (12%)
- Self-Employed (4%)
- Disabled/Homemaker/Student/Retired (7%)

MOST COMMON EMPLOYMENT OCCUPATION CATEGORIES FOR PRE-ELIGIBLE APPLICANTS

- **13%** Food Preparation & Food Service
- **9%** Healthcare
- **9%** Sales & Retail
- **7%** Hospitality/Hotel/Casino
- **7%** Personal Care & Services

62%

of pre-eligible applicants report being out of work due to COVID-19

United Lift Data Analysis September 2020 Application Period, October 20, 2020.