

ministerial without any discretionary review...” In order for an application to be ministerial, the process must apply predictable, objective, fixed, quantifiable, and clear standards. These standards must be administratively applied to the application and not otherwise be subject to discretionary decision-making by a legislative body.

According to the Housing Element, “Second units are currently allowed where the lot is zoned for a one-family dwelling as a permitted use (without a discretionary permit), and the lot is at least 7,200 square feet in size, but are not allowed on lots located within a PRD or located within the R-6 zone. Under the Land Use Ordinance, second units may be occupied by any person without rent, but if rented, an annual certification by the property owner is required, certifying that the renter is of low or moderate income as defined by Section 50093 of the Health and Safety Code. The County has amended Ordinance No. 348 (zoning ordinance) to permit second units on residential lots zoned for single-family or multifamily residential use, subject to issuance of a second unit permit. This provision was made in response to state of California legislation promoting additional housing opportunities for elderly relatives and rental purposes. The ordinance requires property owners to submit an annual certification that the second units are being offered without rent (for relatives, for example) or rents in the low- to moderate-income range based upon HUD statistics. Ordinance No. 348 does not require any excessive restrictions that would be a constraint to the development of second units. In January 2017, SB 1069 (Chapter 720, Statutes of 2016) and AB 2299 (Chapter 735, Statutes of 2016) made several changes to address barriers to the development of Second Units (Accessory Dwelling Units). The County has revised action 3.5b to ensure they are meeting all State Law requirements.”

#### *Residential Care Facilities*

The Lanterman Developmental Disabilities Services Act declares that mentally, physically, and developmentally disabled persons, children and adults who require supervised care are entitled to live in normal residential settings. State law requires that licensed residential care facilities serving six or fewer persons be treated as a residential use under zoning, be allowed by right in all residential zones, and not be subject to more stringent development standards, fees, taxes, and permit procedures than required of the same type of housing (e.g., single-family homes) in the same zone.<sup>4</sup> According to the Housing Element, “The Land Use Ordinance also addresses special needs groups. It provides for congregate care residential facilities, allowing an opportunity for transitional housing and for independent living units. Specifically, congregate care residential facilities are a housing arrangement where non-medical care and supervision are provided as well as meals and social, recreational, homemaking, and security services. Congregate care residential facilities with six or fewer persons are permitted “by right” in all residential zones. Congregate care residential facilities with seven or more persons are subject to a Public Use Permit (PUP) and/or CUP, depending on the zone and land use designation.”

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<sup>4</sup>Welfare and Institutions Code, §5000 et. seq. Health and Safety Code, §1500 et. seq.

According to a search of the State of California Department of Social Services Care Facility Database in February 2019, Riverside County currently includes:

- 459 Residential Elder Care Facilities with a capacity to serve 10,168 people
- 37 Adult Day Facilities with a capacity to serve 2,459 people
- 304 Adult Residential Facilities with a capacity to serve 1,743 people
- 5 Community Crisis Homes or Social Rehabilitation Facilities with a capacity to serve 65 people.
- 76 licensed home care agencies provide service throughout the County
- 75 24-Hour Residential Care Facilities for Children provide care to 916 people

### *Emergency Shelters/Transitional Housing*

State law requires the County to identify adequate sites, appropriate zoning, development standards, and a permitting process to facilitate and encourage development of emergency shelters and transitional housing. The courts have also passed subsequent rulings.<sup>5</sup> To that end, State Law (SB2) requires jurisdictions to designate a zone and permitting process to facilitate the siting of such uses. SB2 also permits the County to apply limited conditions to the approval of ministerial permits for emergency shelters. If a conditional use permit is required, the process to obtain the conditional use permit may not unduly constrain the siting and operation of such facilities. The identified zone(s) must have sufficient capacity to accommodate at least one year-round shelter.

The State of California defines an emergency shelter<sup>6</sup> as “housing with minimal supportive services for homeless persons that is limited to occupancy of six months or less by a homeless person. No individual or households may be denied emergency shelter because of an inability to pay.” Section 21.32b of the Ordinance similarly defines emergency shelters.

According to the Ordinance, emergency shelters are permitted uses subject to development standards within the I-P (Industrial Park) zone. According to the Housing Element “The I-P zone is appropriate for an emergency shelter because of its close proximity to municipal services, the uses in the zone are compatible (the main use is service commercial, and there are no manufacturing or industrial uses), and there is sufficient land available in the form of vacant lots and vacant warehouses. Currently the County has 181 vacant parcels available for an emergency shelter. These parcels range in size from less than an acre to 295 acres (average parcel size of 12 acres). In addition to available vacant land, the County has 132 sites with available warehouses that would be appropriate for an emergency shelter, ranging in size from 290 square feet to 800,000 square feet (average square footage of 25,000). The County has objective development and management standards that are designed to encourage and facilitate the development of or conversion to an emergency shelter.”

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<sup>5</sup>Hoffmaster v. City of San Diego, 55 Cal.App.4th 1098

<sup>6</sup> Health and Safety Code Section 50801.

With respect to transitional and supportive housing, the Housing Element indicates that transitional housing and supportive housing are not currently permitted as a residential use and are not currently only subject to those restrictions that apply to other residential dwellings of the same type in the same zone, as is required by California Government Code Section 65583(a)(5). Transitional and supportive housing must be permitted in all zones allowing residential uses and are not subject to any restrictions (e.g., occupancy limit) not imposed on similar dwellings (e.g., single family home, apartments) in the same zone in which the transitional housing and supportive housing is located. In the current Land Use Ordinance, emergency/transitional shelters with six or fewer beds and County-owned shelters are exempt, and emergency/transitional shelters with more than six beds are classified as a congregate or group facility and implicitly included as such in the zoning ordinance. Shelters or transitional housing with seven or more beds are subject to a CUP or PUP.

Based on this information, the Housing Element included an action (Action 1.5c) that states “transitional and supportive housing types will be treated as a residential use and will only be subject to those restrictions that apply to other residential uses of the same type in the same zone.” Further, the Housing Element indicates that the County plans to process an amendment to the Ordinance to: “(1) revise the definition of transitional housing and supportive housing to be consistent with Health and Safety Code Sections 50675.14 and 50675.2; and (2) list these as permitted uses within residential zones.” Review of the Ordinance in February 2019 reveals that the amendment to Ordinance No. 348 has not been adopted. This item is identified as an impediment to fair housing choice.

## **B. Development Policy**

### *Development Standards*

The Ordinance provides the County’s policy for minimum residential development standards to ensure the construction of quality housing in a suitable living environment for all residents. **Table IV-4** presented earlier provides a summary of these residential development standards including by zone, the minimum lot size, width and depth, setbacks, height and number of stories. Analysis of these development standards did not reveal standards that would not be conducive to housing development or that would otherwise constrain the ability of the private market to provide a range of housing options for all income segments of the community.

### *Development Fees*

Since the passage of Proposition 13 in 1978, local governments have had to diversify their revenue sources. As reliance on General Fund revenues declined, local governments began charging service fees and impact fees to pay for municipal services needed to support the development of new housing. Development impact fees depend on the location, project

complexity, and cost of mitigating environmental impacts. The County periodically updates its development impact fees. The Housing Element provides an analysis of developer impact fees by area for single-family residential construction and multifamily residential construction, as shown in **Table IV-5**. The fees appear to be reasonable and would not unduly constrain housing development.

**Table IV-5  
Developer Impact Fee Summary by Area**

| <b>Developer Impact Fee by Area Plans Commencing 11-13-15</b> | <b>Single-Family Residential (\$ per dwelling unit)</b> | <b>Multifamily Residential (\$ per dwelling unit)</b> |
|---|---|---|
| Western Coachella Valley                                      | \$3,669   | \$2,704   |
| Desert Center   | \$3,648   | \$2,670   |
| Palo Verde Valley   | \$3,705   | \$2,710   |
| Eastern Coachella Valley                                      | \$4,385   | \$3,187   |
| Jurupa  | \$3,669   | \$2,685   |
| Highgrove   | \$4,320   | \$3,142   |
| Reche Canyon/Badlands   | \$4,234   | \$3,081   |
| Eastvale  | \$3,669   | \$2,685   |
| Temescal Canyon   | \$4,281   | \$3,115   |
| Lake Mathews / Woodcrest                                      | \$4,473   | \$3,249   |
| San Jacinto Valley  | \$4,059   | \$2,957   |
| Riverside Extended Mountain (REMAP)                           | \$3,851   | \$2,813   |
| Lakeview / Nuevo  | \$3,698   | \$2,705   |
| Mead Valley   | \$4,159   | \$3,029   |
| Elsinore  | \$3,832   | \$2,799   |
| Harvest Valley / Winchester                                   | \$3,669   | \$2,685   |
| Sun City / Menifee Valley                                     | \$3,669   | \$2,685   |
| Southwest (SWAP)  | \$3,669   | \$2,685   |
| The Pass  | \$3,985   | \$2,907   |

Source: County of Riverside General Plan Housing Element, 2017 Table H-54, and Ordinance No. 659.13 (Establishing a Development Impact Fee Program) – an Ordinance of the County of Riverside amending Ordinance No. 659 – effective March 14, 2015.

State law allows local governments to charge fees necessary to recover the reasonable cost of providing services. State law also allows local governments to charge impact fees provided the fee and the amount have a reasonable nexus to the burden imposed on local governments. The fees are necessary to provide an adequate level of services and mitigate

the impacts of housing development.

#### *Building Codes*

Building codes are enacted to ensure the construction of quality housing and further public health and safety. Through the periodic amendment of Ordinance No. 457 (Building Codes and Fees), the County establishes its local building codes, incorporating international and state standards with minor modifications to fit local conditions. The County's building codes are designed to protect public health, safety, and welfare. The County adopts updates as the referenced codes are amended. The Housing Element review of applicable building code amendments approved by the County Board of Supervisors since 2008, "none have impacted the development process, cost, timing, or in any way increased the burden or constraint of government controls on the production of housing."

#### *Accessibility Standards*

Ensuring that buildings are accessible to people with disabilities is an important way to improve fair housing. However, the rigid adherence to non-essential codes may indirectly create discriminatory impacts on people with disabilities. For this reason, the County adopted a reasonable accommodation procedure in its Zoning Ordinance No. 348 to address situations where exceptions would be prudent.

The County's building code requires that all new residential construction meet the federal Americans with Disabilities Act (ADA) requirements and that a minimum percentage of units in new developments are built to be fully accessible to persons with disabilities. Compliance with ADA is found to increase the cost of housing production, these minimum standards ensure the development of accessible housing.

The County uses federal funds for a host of housing programs. The use of federal funds for a project means that the project must meet federal accessibility guidelines that accommodate people with disabilities. For new construction and substantial rehabilitation, at least 5 percent of the units must be accessible to persons with mobility impairments and an additional 2 percent of the units must be accessible to persons with sensory impairments. New multiple-family housing must also be built so that:

- The public and common use portions of such units are readily accessible to and usable by disabled persons;
- The doors allowing passage into and within such units can accommodate wheelchairs; and
- All units contain adaptive design features.<sup>7</sup>

The U.S. Department of Housing and Urban Development (HUD) also recommends, but does

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<sup>7</sup>Section 804(f)(3)(C) of the Fair Housing Act

not require, that the design, construction and alteration of housing units incorporate, wherever practical, the concept of visibility. This recommendation is in addition to requirements of Section 504 and the Fair Housing Act. Recommended construction practices include wide enough openings for bathrooms and interior doorways and at least one accessible means of egress/ingress for each unit.<sup>8</sup> To address these standards, Title 24 of the California Code of Regulations incorporates the latest accessibility standards promulgated by the state and federal government.

*Reasonable Accommodation*

In 2001, the State Office of the Attorney General issued a letter encouraging local governments to adopt a reasonable accommodation procedure.<sup>9</sup> The Department of Housing and Community Development has also urged the same. The Fair Housing Act and California Fair Employment and Housing Act impose an affirmative duty on local governments to make reasonable accommodation when such accommodation may be necessary to afford disabled persons an equal opportunity to use and enjoy a dwelling. The State Attorney General also provided guidance on the preferred procedure.

Section 1.12 of the Ordinance specifies the County's Reasonable Accommodation procedure relative to land use and zoning regulations to benefit persons with disabilities who seek equal access to housing under the Federal Fair Housing Act and the California Fair Employment and Housing Act. The procedure is ministerial in nature, with requests for reasonable accommodation made by a person with a disability using an application form provided by the Planning Department. The request for a modification or exception to the requirements or standards for the siting, development and use of housing or housing related facilities to eliminate a regulatory barrier and provide a person with a disability with equal opportunity to secure or maintain housing of their choice is reviewed by the Planning Director in consultation with the Office of County Counsel within 45 days of the request, following objective criteria. A notice of determination is made in writing to the applicant and an appeals process is specified within the ordinance.

**C. Public Housing Authority (PHA) Administrative Plan Review**

The Housing Authority of the County of Riverside is a public agency chartered by the State of California to administer the development, rehabilitation or financing of affordable housing programs. The primary mission of the Housing Authority is to provide affordable decent, safe and sanitary housing opportunities to low- and moderate-income families including elderly and handicapped persons, while supporting programs to foster economic self-sufficiency. Review of the Housing Authority's Administrative Plan that includes assistance procedures did not reveal any impediments to fair housing choice. The Housing Authority is subject to Title VII of the Civil Rights Act of 1964, Title VIII of the Civil Rights Act

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<sup>8</sup> HUD Directive, Number 00-09.

<sup>9</sup>State Office of Attorney General, May 15, 2001.

of 1968, Executive Order 11063, the Rehabilitation Act of 1973 and Age Discrimination Act of 1973 and the HUD regulations promulgated pursuant to those laws. As such, documents related to the provision of housing and housing assistance are reviewed by the Office of County Counsel and have been approved for use. There are several methods of recourse in the event of a bona-fide discrimination complaint in connection with Housing Authority assistance programs. Complainants are always encouraged to seek the free counsel of the Fair Housing Council of Riverside County as an objective third party. Complainants are similarly encouraged to address their concerns to their Housing Specialist, as appropriate, or a Housing Supervisor within the Housing Authority in writing or by telephone. Any unresolvable complaints or those involving a staff member will be referred to a Housing Supervisor or Program Integrity Monitoring. The Housing Authority Administrative Plan, Section 18.2 indicates that complaints of discrimination or harassment involving Housing Authority Staff shall be addressed in accordance with County personnel policies.

**D. Housing Programs, Public Services, Employment and Transportation**

*Regional Housing Needs Assessment*

The County of Riverside Housing Element adopted October 3, 2017 provides a comprehensive summary of how the County intends to meet its obligations pursuant to State law to facilitate and encourage the production of housing to accommodate population and employment growth. Central to this obligation is the Regional Housing Needs Allocation (RHNA) determined by the Southern California Association of Governments (SCAG) based on planning factors including the number of housing units needed to accommodate future population and employment growth, the number of units needed to allow for a desired level of vacancies and the replacement of housing units normally demolished, the number of very low, low, moderate and above-moderate income households needed in the community, and other factors determined by the State.

According to the Housing Element, SCAG determined that unincorporated Riverside County is responsible for providing for 30,303 housing units, with the majority permitted to be above 120 percent of median family income. According to the Housing Element, "this allocation represents a decrease of approximately 20,312 units as compared to the 2006–2014 RHNA planning period. This decrease was based upon the reexamination of growth trends and incorporation of the cities of Menifee, Eastvale, Jurupa Valley, and Wildomar during the previous planning period." The County may address this obligation through housing production, alternative sites credits or zoning adequate sites for the development of housing necessary to meet the RHNA. The County plans to meet this obligation through a combination of these approaches.

*Housing and Public Service Goals*

The Housing Element sets forth five primary goals, each with associated policies, actions,

implementing resources, responsible agency and timeframes included. These goals include:

- Goal 1: To assist in the development of adequate housing to meet the county's fair share of the region's housing needs for all economic segments of the population, with an emphasis on lower-income households and households with special needs
- Goal 2: To conserve and improve the condition of the housing stock, particularly affordable housing
- Goal 3: To promote equal housing opportunities for all persons regardless of race, age, sexual orientation, religion, sex, etc.
- Goal 4 Establish adequate planning, administrative and fiscal tools to implement housing policies
- Goal #5: Reduce per capita residential energy use

With respect to the third goal to promote equal housing opportunities for all persons regardless of race, age, sexual orientation, religion, sex, etc., the County has committed specifically to:

- 3.1a: The Economic Development Agency (EDA)/Housing Authority shall use CDBG funds to continue to use the services of the Fair Housing Council of Riverside County to implement a number of programs, including: 1. Audits of lending institutions and rental establishments. 2. Education and training of County staff. 3. Education and outreach to apartment owners, associations, management companies, lending institutions, building industry associations, homebuyers, and residents in emergency shelters and transitional housing facilities.
- 3.1b: The EDA shall update the Analysis of Impediments to Fair Housing Choice.
- 3.2a: Continue to use the services of the Fair Housing Council to provide education and outreach services to the public in both Spanish and English as well as for mortgage lenders applying for certification or recertification to participate in the First Time Home Buyer Down Payment Assistance Program.
- 3.3a: The Housing Authority and Shared Housing, a Riverside Experience (SHARE) along with nonprofits and community Access Center, the County Department of Public Social Services (DPSS) shall Ensure that persons with disabilities (including persons with developmental disabilities) have increased access/placement in residential units rehabilitated or constructed through County programs by completing the following: Continue to cooperate with nonprofit agencies that provide placement or referral services for persons with disabilities. Encourage "universal design" features such as level entries, larger bathrooms, and lower kitchen countertops to accommodate persons with disabilities. Encourage multifamily housing developers to designate accessible and/or adaptable units already required by law to be affordable to persons with disabilities or persons with special needs. Continue to review the County's formal procedure for reviewing and approving requests for modifications to building or zoning requirements in order to ensure reasonable accommodations for persons with disabilities to ensure



consistency with state law. Coordinate with the Inland Regional Center to implement an outreach program that informs families in the county on housing and services available for persons with developmental disabilities. The program could include the development of an informational brochure, including information on services found on the County's website, and providing housing-related training for individuals/families through workshops, as funding and staffing permit.

- 3.3b: The Housing Authority, EDA and DPSS shall continue to utilize the following programs to assist special needs households: Section 8 Housing Choice Voucher (HCV), Family Unification Program, Family Self-Sufficiency Program, Housing Opportunities for Persons with AIDS (HOPWA), Veterans Affairs Supportive Housing (VASH), Foster Care Youth Program and Tenant Based Rental Assistance (TBRA).
- 3.3c: The Housing Authority shall continue to provide rental certificates to persons with disabilities (Housing Choice Voucher Program, previously known as Section 8 Rental Assistance Program).
- 3.3d: On an ongoing basis, the Housing Authority shall continue its collaborative agreement with Riverside County Department of Mental Health to administer Shelter Plus Care housing assistance for mentally ill homeless persons in the City of Riverside and within western and eastern Riverside County, as funding is awarded. Services should be expanded to include western Riverside County during the planning period.
- 3.3e: The Housing Authority shall maintain public housing units and assist extremely low- and very low-income recipients with Housing Choice Vouchers (Section 8 rental assistance vouchers).
- 3.3f: DPSS shall continue to work with nonprofit organizations and participating cities, as applicable, on programs to prevent homelessness, including rental mortgage assistance.
- 3.3g: DPSS shall support legislation for block grant entitlement of Supportive Housing Program and Shelter Plus Care Program funds.
- 3.3h: The County will continue to administer the Mobile Home Rent Stabilization Ordinance No. 760, limiting rent increases to correspond to the increase in the Consumer Price Index.
- 3.4a: The County EDA shall continue to implement the Mortgage Credit Certificate Program (MCC) for low- to moderate-income homeowners.
- 3.4b: The County EDA shall continue to provide down payment assistance and closing cost assistance to low-income first-time homebuyers through the First Time Home Buyer Program.
- 3.5a: The County EDA shall continue to work with public or private sponsors to encourage acquisition/rehabilitation of existing multifamily units to be converted to senior housing with a portion of the units required to be reserved for households with incomes below 80 percent of the County median.

*Employment*

Labor force participation—a key measure of the health of the local economy—continues to improve in Riverside County. Since 2010, the unemployment rate has steadily declined from a 20-year high of 14.7 percent to 5.2 percent in 2017 according to 2018 statistics from the State of California Employment Development Department. The recent 5.2 percent unemployment rate is lower than the 5.4 percent rate achieved in the year 2000—a remarkable achievement considering the more than 57 percent expansion of the civilian labor force (from 680,700 people in 2000 to 1,072,500 people in 2017).

**Table IV-6** shows the occupations of residents, the number of residents in each category, and the percentage employed in each occupation. Of particular note is the high proportion of managerial/professional and sales/office occupations held by Riverside County residents.

**Table IV-6**  
**Occupation Characteristics**

| Occupations of Residents                              | Number of Residents | % Employed by Occupation |
|---|---------------------|--------------------------|
| <b>Total civilian employed population 16 and over</b> | 978,726             |                          |
| Management, business, science, and arts               | 287,745             | 29.4%                    |
| Service   | 209,447             | 21.4%                    |
| Sales and office                                      | 240,767             | 24.6%                    |
| Natural resources, construction, and maintenance      | 111,575             | 11.4%                    |
| Production, transportation, and material moving       | 129,192             | 13.2%                    |

Source: 2013-2017 American Community Survey, S2405.

*Transportation*

Riverside County residents in urban and suburban areas generally enjoy superior access to transportation infrastructure, which includes the Riverside Transit Agency (RTA) bus system, the Sun Line Transit Agency in the Palm Springs area, Palo Verde Transit Agency in the Blythe area, the Riverside Metrolink Station, with links to San Bernardino County’s Omnitrans system as well as to Amtrak, and the Corona Transit Center and Metrolink station. This large County is home to at least four municipal airports, (Banning Muni Airport, Corona Muni Airport AJO, Palm Springs International Airport, Riverside Muni Airport), five County-owned and operated airports (Chiriaco Summit, French Valley, Hemet Ryan, Jacqueline Cochran, and Blythe), and enjoys proximity to Ontario International Airport in nearby San Bernardino County. The County is also traversed by numerous major freeways within its boundaries (Interstates 10, 15, 215 and State Routes 60, 91, 71, 74, 79, 86, and 111).

Public transit helps move people who cannot afford personal transportation or who elect not to drive. Elderly and disabled persons also rely on public transit to visit doctors, go shopping, or attend activities at community facilities. Many lower income persons are also dependent on transit to go to work. Public transit that provides a link between job opportunities, public services, and affordable housing helps to ensure that transit-dependent residents have adequate opportunity to access housing, services, and jobs. Each of the public transit operators mentioned in the preceding paragraphs have programs available to incentivize ridership by students, seniors and persons with disabilities. Each has an ADA plan and each of the bus lines offer a version of dial-a-ride that provides origin-to-destination advanced reservation transportation service for seniors and persons with disabilities who need to travel to and from destinations generally within  $\frac{3}{4}$  to 1 mile of an existing fixed-route service. Although it is economically unfeasible to provide fixed-route public transportation in the more rural areas of the County, the major population centers appear to be well-served.

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Fair housing services include investigation of discrimination complaints, auditing and testing, education, and outreach. Landlord-tenant counseling services involve informing landlords and tenants of their rights and responsibilities under fair housing law and other consumer protection legislations and mediating disputes between landlords and tenants. This section reviews the fair housing services available in Riverside County and the nature and extent of fair housing complaints.

The County of Riverside has contracted with the Fair Housing Council of Riverside County, Inc. (FHCRC), a non-profit organization that fights to protect the housing rights of all individuals. Since 1986, FHCRC's mission is "to provide comprehensive services which affirmatively address and promote fair housing (anti-discrimination) rights and further other housing opportunities for all persons without regard to race, color, national origin, religion, sex, familial status (presence of children), disability, ancestry, age, sexual orientation, marital status, source of income or other arbitrary factors."

FHCRC provides services focused on eliminating housing discrimination, general housing assistance, and education and outreach activities to all residents in the Riverside County. The comprehensive services offered throughout Riverside County include:

- **Fair Housing (Anti-Discrimination) Services:** Provide educational workshops, outreach to the community, and investigation of discrimination complaints from residents. Residents who feel they have been discriminated against in securing or maintaining housing are encouraged to contact FHCRC at (951) 682-6581, to reach out via email at [fhcrc@fairhousing.net](mailto:fhcrc@fairhousing.net). Complainants are ultimately provided with fair housing education, counseling, referral to the State Department of Fair Employment and Housing (DFEH), HUD or a private attorney.
- **Landlord-Tenant Services:** Services including education, counseling, and mediation to both landlords and tenants to resolve disputes concerning a host of common issues impacting the business relationship between tenants and landlords. Common issues to be addressed in this category of service include eviction, occupancy standards, repairs, deposits, lease/rental terms, rental assistance, rent increases, habitability and notices.
- **Housing Counseling Services:** Pre-purchase workshops, mortgage delinquency and default resolution counseling, pre-purchase counseling, rental housing counseling and services for homeless counseling or referrals.
- **Training for Real Estate Professionals:** Training workshops for landlords, managers and owners in the following areas: Landlord/Tenant issues, First-Time Homebuyer, Foreclosure Prevention, and Fair Housing Laws.

**A. Fair Housing Education**

FHCRC provides a comprehensive, extensive and viable education and outreach program and services. FHCRC has been actively involved in outreach activities throughout Riverside County, including the provision of informational materials, brochures, newsletters, and referrals relating to fair housing. FHCRC also provides workshops, presentations, and seminars to community organizations including presentations at meetings of groups such as neighborhood organizations, advocacy organizations, chambers of commerce, government officials, real estate trade groups and housing organizations. FHCRC conducts outreach and education activities as follows:

- **Conduct Training Workshops for Renters:** The general types of activities conducted for renters includes a comprehensive fair housing presentation with particular focus placed on common landlord-tenant disputes and misconceptions about the law in the State of California. Topics include, but are not limited to repairs notices, lease agreements, landlord-tenant mediation, Section 8, evictions, habitability and occupancy standards.
- **Conduct Training Workshops for Housing Providers:** The general types of activities conducted for housing providers include workshops tailored to provide detailed analysis of fair housing laws and interpretation, with specific information on discrimination against families with children, people with disabilities, sexual harassment, hate crimes, and advertising.
- **Increase Public Awareness:** The general types of activities conducted to increase public awareness includes developing and distributing hundreds of pieces of multi-lingual literature throughout the County, aimed at a variety of audiences, describing how housing injustices arise, the laws that protect against housing discrimination, and ways to prevent housing inequality.

**Table V-1  
Countywide Education and Outreach Provided by FHCRC – 2017-2018**

| Activity Type                                   | Number |
|---|--------|
| Workshop: First-Time Homebuyer                  | 20     |
| Workshop: Fair Housing                          | 3      |
| Workshop: Landlord-Tenant                       | 3      |
| Presentation / Attendance at Meetings or Events | 35     |
| Fair Housing Initiatives Program –Testing       | 132    |
| Pieces of Literature Distributed                | 12,693 |

Source: FHCRC Quarterly Reports, July 1, 2013 – June 30, 2018.

## B. Fair Housing Enforcement

### *Discrimination Complaint Intake and Investigation*

FHCRC responds to discrimination inquiries and complaints in an expedient manner, relying on over 30 years of experience in the industry. Determining whether a client is inquiring regarding a fair housing discrimination problem or a non-discrimination landlord/tenant or other problem can be difficult. Often what may appear at first to be a simple landlord/tenant dispute turns out to be a situation where a landlord has violated one or more fair housing laws.

FHCRC investigates allegations of discrimination based on a person's status as a member of one of the State or Federal protected categories, which include: Race, Color, Religion, National Origin, Sex, Familial Status, Disability, Marital Status, Sexual Orientation, Ancestry, Age, Source of Income, and Arbitrary Characteristics. Race, Color, Religion, National Origin, Sex, Familial Status, and Disability are the categories protected by the federal Fair Housing Act. The State of California provides protection from discrimination based on all seven of the federal protected categories and has added Marital Status, Sexual Orientation, Ancestry, Age, Source of Income and Arbitrary Characteristics as additional protected classes under state law. According to FHCRC quarterly reports covering July 1, 2013 through June 30, 2018, 87 percent of fair housing complaints were received by telephone and 13 percent of complaints were received in-person at an office location. Once a Fair Housing complaint is received, FHCRC educates the complainant of their rights and responsibilities. The complainants are advised of possible further investigation depending on the complaint.

FHCRC uses government regulated testing methodologies to enforce, support, and conduct fair housing investigations. A housing discrimination complaint can be investigated through testing, the gathering of witness statements and through research surveys. Based on the details provided by the complainant, FHCRC will either investigate the complaint or advise the complainants of their other options, which include conciliation, Housing and Urban Development (HUD), Department of Fair Employment and Housing (DFEH), or a private attorney.

During the five-year period studied, FHCRC assisted county residents with fair housing discrimination complaints, addressing 3,108 complaints in total, with 95 percent of those from in-place tenants, 3 percent from landlords or managers and the balance from other types of complainants. Consistent with state and national trends, the leading bases of complaints included physical disability (51 percent), mental disability (12 percent), race (10 percent), familial status (8 percent), national origin (7 percent), and sex (3 percent). Taken together, complaints based on disability status accounted for 63 percent of all cases in Riverside County. **Table V-2** and **Graph V-1** on the following pages show the basis of FHCRC discrimination complaints by community during the five-year period from July 1, 2013 to June 30, 2018.

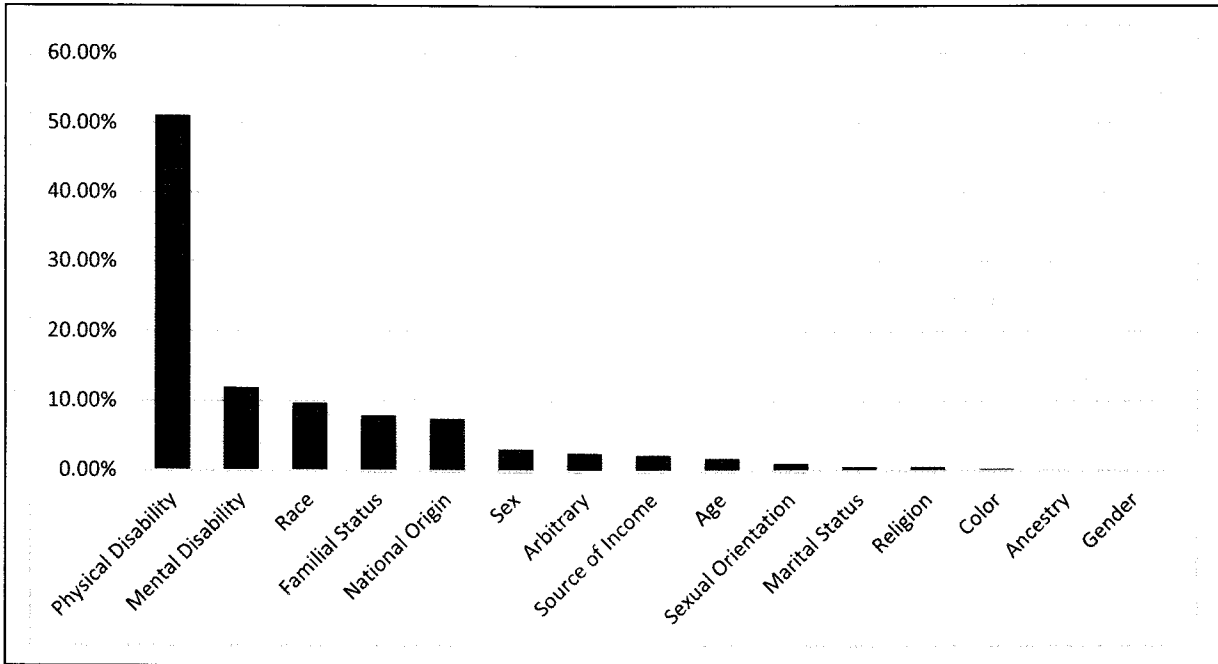
Table V-2  
Fair Housing Discrimination Complaints by Basis and Community

| Basis               | City of Riverside | City of Corona | City of Moreno Valley | City of Perris | City of Menifee | City of Hemet | City of Temecula | West County | East County | City of Palm Springs | City of Palm Desert | Total        | Percent     |
|---------------------|-------------------|----------------|-----------------------|----------------|-----------------|---------------|------------------|-------------|-------------|----------------------|---------------------|--------------|-------------|
| Age                 | 23                | 6              | 0                     | 0              | 0               | 6             | 0                | 9           | 8           | 3                    | 0                   | 55           | 1.77%       |
| Ancestry            | 0                 | 0              | 0                     | 0              | 0               | 0             | 0                | 0           | 0           | 0                    | 0                   | 0            | 0.00%       |
| Arbitrary           | 32                | 4              | 4                     | 4              | 1               | 7             | 2                | 7           | 11          | 7                    | 0                   | 79           | 2.54%       |
| Color               | 1                 | 1              | 3                     | 0              | 0               | 1             | 0                | 0           | 0           | 2                    | 0                   | 8            | 0.26%       |
| Familial Status     | 59                | 29             | 12                    | 12             | 0               | 14            | 3                | 21          | 67          | 19                   | 10                  | 246          | 7.92%       |
| Gender              | 0                 | 0              | 0                     | 0              | 0               | 0             | 0                | 0           | 0           | 0                    | 0                   | 0            | 0.00%       |
| Marital Status      | 4                 | 1              | 0                     | 0              | 0               | 2             | 1                | 4           | 2           | 2                    | 2                   | 18           | 0.58%       |
| Mental Disability   | 122               | 24             | 39                    | 8              | 9               | 39            | 12               | 35          | 47          | 27                   | 8                   | 370          | 11.90%      |
| National Origin     | 41                | 8              | 7                     | 8              | 2               | 15            | 3                | 10          | 121         | 12                   | 4                   | 231          | 7.43%       |
| Physical Disability | 417               | 80             | 142                   | 54             | 35              | 206           | 45               | 244         | 182         | 136                  | 45                  | 1,586        | 51.03%      |
| Race                | 74                | 14             | 46                    | 19             | 8               | 32            | 15               | 40          | 30          | 13                   | 10                  | 301          | 9.68%       |
| Religion            | 6                 | 2              | 0                     | 0              | 0               | 2             | 0                | 3           | 3           | 1                    | 0                   | 17           | 0.55%       |
| Sex                 | 37                | 5              | 5                     | 1              | 1               | 5             | 5                | 11          | 11          | 11                   | 4                   | 96           | 3.09%       |
| Sexual Orientation  | 6                 | 0              | 0                     | 1              | 0               | 1             | 1                | 2           | 8           | 12                   | 0                   | 31           | 1.00%       |
| Source of Income    | 19                | 8              | 2                     | 4              | 2               | 13            | 2                | 7           | 7           | 6                    | 0                   | 70           | 2.25%       |
| <b>Total:</b>       | <b>841</b>        | <b>182</b>     | <b>260</b>            | <b>111</b>     | <b>58</b>       | <b>343</b>    | <b>89</b>        | <b>393</b>  | <b>497</b>  | <b>251</b>           | <b>83</b>           | <b>3,108</b> | <b>100%</b> |

Source: FHCR Quarterly Reports, July 1, 2013 – June 30, 2018.

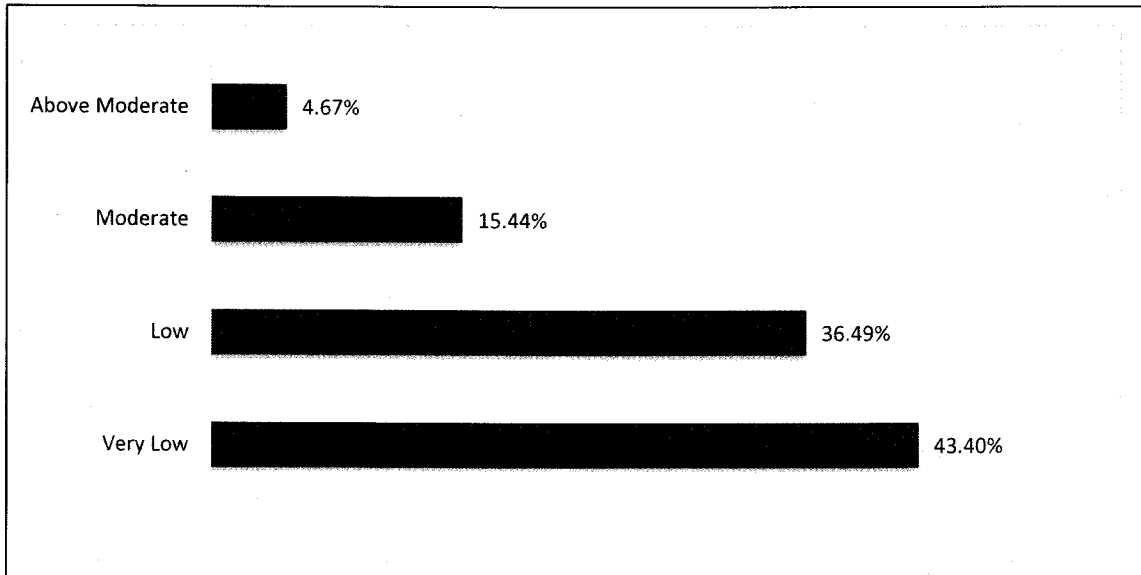


**Graph V-1  
Fair Housing Discrimination Complaints by Basis**



Source: FHCRC Quarterly Reports, July 1, 2013 – June 30, 2018.

**Graph V-2  
Fair Housing Discrimination Complaints by Income Level of Household**



Source: FHCRC Quarterly Reports, July 1, 2013 – June 30, 2018.

**Graph V-2** shows that that more than 95 percent of fair housing discrimination complaints were made by low- and moderate-income households during the five-year period of study.

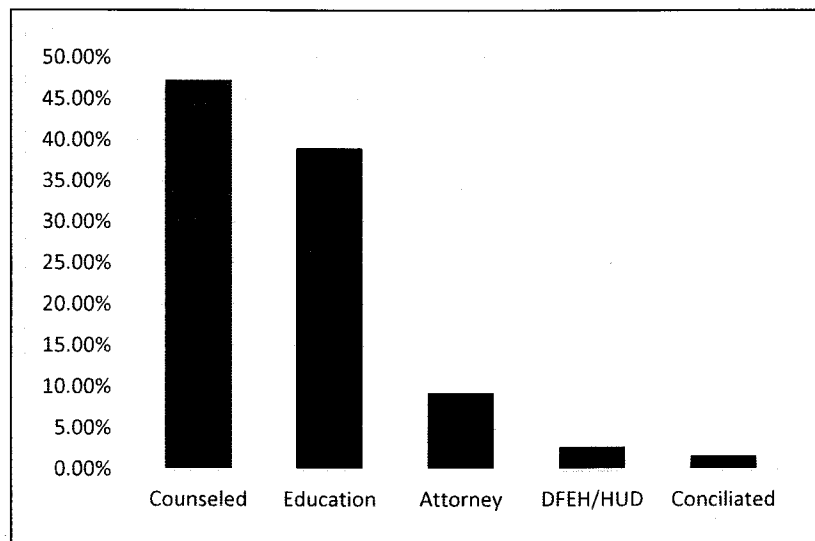
Table V-3 and Graph V-3 show the services rendered for the 3,108 discrimination complaints during the five-year period of evaluation.

**Table V-3**  
**Actions Taken for Fair Housing Discrimination Complaints**

| Action              | Number       | Percent     |
|---------------------|--------------|-------------|
| Counseled           | 1,743        | 56.08%      |
| Education           | 1,149        | 36.97%      |
| Attorney            | 103          | 3.31%       |
| DFEH / HUD Referral | 93           | 2.99%       |
| Conciliated         | 20           | 0.64%       |
| <b>Total:</b>       | <b>3,108</b> | <b>100%</b> |

Source: FHCRC Quarterly Reports, 2014-2018.

**Graph V-3**  
**Fair Housing Discrimination Complaints by Basis**



Source: FHCRC Quarterly Reports, 2014-2018.

**C. National Fair Housing Enforcement**

Under the Fair Housing Act, HUD has the authority to investigate, attempt to conciliate, and, if necessary, adjudicate complaints of discrimination involving, among other things, home sales, rentals, advertising, mortgage lending and insurance, property insurance, and environmental justice. HUD also investigates complaints alleging discriminatory zoning and land use; however, these complaints are referred to the U.S. Department of Justice for enforcement.

HUD shares its authority to investigate housing discrimination complaints with state and local government agencies that participate in the Fair Housing Assistance Program (FHAP). To participate in the FHAP, a jurisdiction must demonstrate that it enforces a fair housing law that provides rights, remedies, procedures, and opportunities for judicial review that are substantially equivalent to those provided by the federal Fair Housing Act. As of April 2019, there were 79 FHAP agencies across the country; however, the only FHAP agency in California is the State Department of Fair Employment and Housing (DFEH). In other states, county governments, municipal governments and community-based organizations are approved as FHAP agencies. HUD pays FHAP agencies for each complaint they investigate, based on the timeliness and quality of the investigation. In addition, HUD provides funding to FHAP agencies for capacity-building, training, and information systems.

A person who believes that he or she has experienced, or is about to experience, housing discrimination may file a complaint or may have a complaint filed on his or her behalf by someone else, such as a parent, child, spouse, or guardian. HUD and FHAP agencies accept complaints in person, by telephone, through the mail, and through their websites. If HUD receives a housing discrimination complaint where the alleged discriminatory act occurred within the jurisdiction of one of its FHAP agencies, HUD is required under the Fair Housing Act to refer the complaint to that agency.

If HUD determines there is reasonable cause to believe that a discriminatory housing practice has occurred or is about to occur, it issues a charge of discrimination. The parties may choose to pursue the matter in an administrative proceeding or in federal district court. If a FHAP agency finds reasonable cause to believe that a discriminatory housing practice has occurred or is about to occur, the agency or attorneys for the state or locality litigate that complaint in an administrative proceeding or in civil court.

The most recent OFHE report, *FHEO Annual Report FY 2017* found that 59.4 percent of all discrimination complaints made to HUD during the last fiscal year were based on the protected category of disability. By comparison, the percentage of complaints made to the Fair Housing Council of Riverside County for FY 2017 was 66.4 percent, a full seven percentage points higher. Race, familial status, and national origin (in that order) are the next highest bases of discrimination complaints in Riverside County and in HUD and FHAP data as well. Riverside County data is fairly closely correlated to HUD/FHAP data except that the percentage of complaints on the basis of disability is higher and the percentages in other categories is lower than HUD/FHAP data.

The following table (**Table V-4**) illustrates the breadth of HUD and FHAP discrimination complaints from FY 2014-2017.

**Table V-4  
HUD and FHAP Discrimination Complaints, 2017**

|                      | FY 2017      |       | FY 2016      |       | FY 2015      |       | FY 2014      |       |
|----------------------|--------------|-------|--------------|-------|--------------|-------|--------------|-------|
|                      | No.          | %     | No.          | %     | No.          | %     | No.          | %     |
| Disability           | 4,865        | 59.4% | 4,908        | 58.5% | 4,605        | 55.8% | 4,621        | 54.4% |
| Race                 | 2,132        | 26.0% | 2,154        | 25.7% | 2,291        | 27.8% | 2,383        | 28.1% |
| Familial Status      | 871          | 10.6% | 882          | 10.5% | 1,031        | 12.5% | 1,051        | 12.4% |
| National Origin      | 826          | 10.1% | 917          | 10.9% | 898          | 10.9% | 1,067        | 12.6% |
| Sex                  | 800          | 9.8%  | 800          | 9.5%  | 915          | 11.1% | 879          | 10.4% |
| Religion             | 232          | 2.8%  | 204          | 2.4%  | 225          | 2.7%  | 223          | 2.6%  |
| Color                | 192          | 2.3%  | 143          | 1.7%  | 151          | 1.8%  | 146          | 1.7%  |
| Retaliation          | 834          | 10.2% | 785          | 9.4%  | 832          | 10.1% | 867          | 10.2% |
| <b>Number Filed:</b> | <b>8,186</b> |       | <b>8,385</b> |       | <b>8,246</b> |       | <b>8,489</b> |       |

Source: FHEO Annual Report FY 2017, FHEO Annual Report FY 2016, FHEO Annual Report FY 2014 and 2015

[https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/annualreport](https://www.hud.gov/program_offices/fair_housing_equal_opp/annualreport)

Note: Percentages do not total 100 percent because complaints may contain multiple bases. Percentages are rounded to the nearest percentage point.

As shown in the table, while the total number of discrimination complaints has remained relatively flat over this period, the percentage of complaints based on discrimination due to disability has been trending upward. Familial status, the third most common basis of housing complaints, has been decreasing over the last several years. Discrimination based on familial status covers acts of discrimination against parents or guardians of a child under the age of 18, the parent’s or guardian’s designee, and persons who are pregnant or in the process of obtaining legal custody of a child under the age of 18.

The Department of Fair Employment and Housing (DFEH) is the State agency responsible for investigating housing discrimination complaints. The Department of Fair Employment and Housing’s mission is to protect Californians from employment, housing and public accommodation discrimination, and hate violence.

In May 2003, DFEH announced a new program for mediating housing discrimination complaints in partnership with state fair housing enforcement agencies. The program provides tenants, landlords, property owners and managers through mediation in a free and timely manner. Mediation takes place within the first 30 days of filing of the complaint, often avoiding the financial and emotional costs resulting from a full DFEH investigation and potential litigation.

**Table V-5**  
**FY 2014 - 2017 Issues in HUD & FHAP Complaints**

| Complaint Issue  | FY 2014      |       | FY 2015      |       | FY 2016      |       | FY 2017      |       |
|--|--------------|-------|--------------|-------|--------------|-------|--------------|-------|
|  | No.          | %     | No.          | %     | No.          | %     | No.          | %     |
| Refusal to Sell  | 154          | 1.8%  | 116          | 1.4%  | 162          | 1.9%  | 148          | 1.8%  |
| Refusal to Rent  | 2,268        | 26.7% | 2,317        | 28.1% | 2,343        | 27.9% | 2,414        | 29.5% |
| Discriminatory Terms, Conditions, Privileges, Services, & Facilities in the Rental or Sale of Property | 5,869        | 69.1% | 5,353        | 64.9% | 5,859        | 69.9% | 5,640        | 68.9% |
| Discriminatory Notices, Statements or Advertisements   | 983          | 11.6% | 920          | 11.2% | 877          | 10.5% | 829          | 10.1% |
| Otherwise deny or make housing unavailable   | 655          | 7.7%  | 745          | 9.0%  | 798          | 9.5%  | 813          | 9.9%  |
| Other Discriminatory Acts  | 383          | 4.5%  | 413          | 5.0%  | 475          | 5.7%  | 608          | 7.4%  |
| False Denial or Representation of Availability   | 220          | 2.6%  | 187          | 2.3%  | 177          | 2.1%  | 181          | 2.2%  |
| Failure to Permit a Reasonable Modification  | 181          | 2.1%  | 179          | 2.2%  | 191          | 2.3%  | 212          | 2.6%  |
| Failure to Make a Reasonable Accommodation   | 2,676        | 31.5% | 2,836        | 34.4% | 3,376        | 40.3% | 3,366        | 41.1% |
| Non-Compliance with Design and Construction Requirements   | 109          | 1.3%  | 77           | 0.9%  | 67           | 0.8%  | 98           | 1.2%  |
| Discriminatory Financing   | 399          | 4.7%  | 237          | 2.9%  | 253          | 3.0%  | 183          | 2.2%  |
| Steering   | 80           | 0.9%  | 60           | 0.7%  | 74           | 0.9%  | 74           | 0.9%  |
| Discriminatory Brokerage Service   | 41           | 0.5%  | 55           | 0.7%  | 61           | 0.7%  | 49           | 0.6%  |
| Using Ordinances to discriminate in zoning and land use  | 67           | 0.8%  | 39           | 0.5%  | 24           | 0.3%  | 35           | 0.4%  |
| Redlining  | 3            | 0.0%  | 13           | 0.2%  | 9            | 0.1%  | 6            | 0.1%  |
| Discriminatory Acts under Section 901 (criminal)   | 5            | 0.1%  | 9            | 0.1%  | 7            | 0.1%  | 14           | 0.2%  |
| Refusal to Provide Insurance   | 2            | 0.0%  | 2            | 0.0%  | 4            | 0.0%  | 1            | 0.0%  |
| Coercion, Intimidation, Threats, Interference, and Retaliation   | 1,820        | 21.4% | 1,606        | 19.5% | 1,424        | 17.0% | 1,456        | 17.8% |
| Blockbusting   | 5            | 0.1%  | 11           | 0.1%  | 8            | 0.1%  | 7            | 0.1%  |
| Failure to meet senior housing exemption criteria  | 0            | 0.0%  | 0            | 0.0%  | 0            | 0.0%  | 3            | 0.0%  |
| <b>Number of Complaints Filed</b>  | <b>8,489</b> |       | <b>8,246</b> |       | <b>8,385</b> |       | <b>8,186</b> |       |

Source: FHEO Annual Report FY 2017, FHEO Annual Report FY 2016, FHEO Annual Report FY 2014 and 2015;

[https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/annualreport](https://www.hud.gov/program_offices/fair_housing_equal_opp/annualreport)

Note: Percentages do not total 100 percent because complaints may contain multiple bases. Percentages are rounded to the nearest percentage point

**Table V-6**  
**FY 2010 - 2013 Issues in HUD & FHAP Complaints**

| Complaint Issue  | FY 2010       |       | FY 2011      |       | FY 2012      |       | FY 2013      |       |
|--|---------------|-------|--------------|-------|--------------|-------|--------------|-------|
|  | No.           | %     | No.          | %     | No.          | %     | No.          | %     |
| Refusal to Sell  | 205           | 2%    | 142          | 2%    | 190          | 2%    | 170          | 2%    |
| Refusal to Rent  | 2,405         | 24%   | 2,239        | 24%   | 2,317        | 26%   | 2,273        | 27%   |
| Discriminatory Terms, Conditions, Privileges, Services, & Facilities in the Rental or Sale of Property | 5,959         | 59%   | 5,674        | 61%   | 5,516        | 63%   | 5,713        | 68%   |
| Discriminatory Notices, Statements or Advertisements   | 937           | 9%    | 784          | 8%    | 936          | 11%   | 986          | 12%   |
| False Denial or Representation of Availability   | 256           | 3%    | 250          | 3%    | 237          | 3%    | 246          | 3%    |
| Failure to Permit a Reasonable Modification  | 203           | 2%    | 207          | 2%    | 204          | 2%    | 194          | 2%    |
| Failure to Make a Reasonable Accommodation   | 2,556         | 25%   | 2,408        | 26%   | 2,487        | 28%   | 2,543        | 30%   |
| Non-Compliance with Design and Construction Requirements   | 169           | 2%    | 90           | 1%    | 106          | 1%    | 114          | 1%    |
| Discriminatory Financing   | 511           | 5%    | 442          | 5%    | 383          | 4%    | 433          | 5%    |
| Steering   | 84            | 1%    | 62           | 1%    | 81           | 1%    | 80           | 1%    |
| Redlining  | 6             | <0.5% | 2            | <0.5% | 11           | <0.5% | 5            | <0.5% |
| Refusal to Provide Insurance   | 2             | <0.5% | 0            | 0%    | 4            | <0.5% | 6            | <0.5% |
| Coercion, Intimidation, Threats, Interference, and Retaliation   | 1,478         | 15%   | 1,650        | 18%   | 1,913        | 22%   | 1,884        | 23%   |
| <b>Number of Complaints Filed</b>  | <b>10,155</b> |       | <b>9,354</b> |       | <b>8,818</b> |       | <b>8,368</b> |       |

Source: FHEO Annual Report on Fair Housing FY 2012-2013

[https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/annualreport](https://www.hud.gov/program_offices/fair_housing_equal_opp/annualreport)

**Note:** Percentages do not total 100 percent because complaints may contain multiple bases. Percentages are rounded to the nearest percentage point

Review of **Tables V-5 and V-6** can reveal trends in housing as they combine eight years of HUD data. First, the total number of complaints made to HUD and state fair housing agencies, such as DFEH, fell from 10,155 total complaints in Fiscal Year 2010 to 8,186 total complaints in Fiscal Year 2017, representing a 19 percent decrease. However, those decreases in discrimination complaints were not evenly dispersed amongst all categories over that eight-year period. In fact, discrimination allegations based on a failure to make a reasonable accommodation to policies, rules or procedures rose by 76 percent over that period. The percentage of complaints based on a failure to make a reasonable accommodation as a percentage of the total number of complaints filed rose from 25 percent of all complaints filed in FY2010 to 41.1 percent of all complaints filed in FY2017.

## D. Hate Crimes

Hate crimes are violent acts against people, property, or organizations because of the group to which they belong or identify with. The Federal Fair Housing Act makes it illegal to threaten, harass, intimidate, or act violently toward a person who has exercised their right to free housing choice. Some examples include threats made in person, writing or by telephone, vandalism of the home or property, or unsuccessful attempts at any of these. Again, a comparison between **Tables V-5 and V-6** reveal some interesting information about possible hate crimes related to housing. Beginning in FY2010, the total number of complaints made to HUD and state agencies based on coercion, intimidation, threats, interference, or retaliation totaled 1,478 before peaking at 1,913 complaints in FY2012 and did not return to pre-2010 levels until 2016. While the data does not indicate the reason for this spike in complaints based on coercion, intimidation, threats, interference, and retaliation, the data does suggest that discrimination most closely associated with hate crimes may be on the rise in housing discrimination, as this category of complaint still represents 17.8 percent of all complaints filed for FY 2017.

**Table V-7** summarizes the hate crime incidents by bias motivation as reported by the FBI<sup>1</sup> for calendar years 2013-2017 by law enforcement agencies in Riverside County. It is important to note that not all incidents of coercion, intimidation, threats, interference, or retaliation rise to the level of a hate crime, and even with those incidents that do, not all such incidents are reported to the police.

**Table V-7**  
Hate Crime Incidents Reported to the FBI in Riverside County, 2013-2017

| Calendar Year | Race / Ethnicity / Ancestry | Religion  | Sexual Orientation | Disability | Gender   | Gender Identity | Total      |
|---------------|-----------------------------|-----------|--------------------|------------|----------|-----------------|------------|
| 2017          | 14                          | 6         | 6                  | 0          | 0        | 0               | 26         |
| 2016          | 16                          | 5         | 5                  | 0          | 1        | 1               | 28         |
| 2015          | 12                          | 8         | 6                  | 0          | 0        | 0               | 26         |
| 2014          | 23                          | 2         | 5                  | 0          | 0        | 0               | 30         |
| 2013          | 29                          | 7         | 6                  | 0          | 0        | 1               | 43         |
| <b>Total:</b> | <b>94</b>                   | <b>28</b> | <b>28</b>          | <b>0</b>   | <b>1</b> | <b>2</b>        | <b>153</b> |

Source: FBI Hate Crime Incidents by State and Agency, Table 13, 2013-2017.

<https://www.fbi.gov/services/cjis/ucr/publications#Hate-Crime%20Statistics>.

In Riverside County, there were a total of 153 hate crimes reported to the FBI from 2013 to 2017, the most recent year data was available. The most prevalent hate crime bias motivation reported was race, ethnicity and ancestry. The relatively low occurrence of hate crimes within the County relative to its population size indicates that hate-motivation does

<sup>1</sup> FBI Hate Crime Incidents by State and Agency, 2013-2017.

not appear to coincide with incidences of housing discrimination in Riverside County and does not indicate an impediment to fair housing choice.

**E. Fair Housing Legal Status**

In the last year, no cases were reported as filed in a court of competent jurisdiction by the FHCRC to enforce fair housing laws. FHCRC was successful in addressing the fair housing cases that were investigated on behalf of County residents during this time period; therefore, there is no litigation to report.



Previous chapters of this A.I. study examined changes in the County of Riverside during the last five years, analyzed the private lending market, reviewed key public policies for impediments to fair housing, and examined fair housing statistics throughout the County. Building upon the previous analysis, this chapter recommends actions to improve fair housing choice in Riverside County. **Table VI-1** at the end of this chapter summarizes the recommendations to address the impediments to fair housing choice that have been identified, including an implementation schedule.

**A. Prior-Identified Impediment Carried Over Into the 2019 A.I.**

**Discrimination against Persons with Disabilities**

Consistent with findings in the 2014 A.I., nearly 63 percent of the discrimination complaints in the County of Riverside over the last five years were on the basis of physical or mental disability. In total, there were 3,108 fair housing complaints surfaced through the work of the Fair Housing Council of Riverside County (FHCRC) over the last five years, with 1,586 or 51.03 percent of all discrimination cases reported on the basis of physical disability and with 370 or 11.90 percent of all discrimination cases reported on the basis of mental disability. These two case categories were the leading causes (first and second, respectively) of discrimination complaints in Riverside County according to FHCRC data. **Table VI-1** illustrates the number of disability discrimination cases over the five-year period of study.

**Table VI-1  
Fair Housing Discrimination Cases in Riverside County**

| Basis   | 2013-<br>2014 | 2014-<br>2015 | 2015-<br>2016 | 2016-<br>2017 | 2017-<br>2018 | Total |
|---|---------------|---------------|---------------|---------------|---------------|-------|
| Number of Disability<br>Discrimination Cases (Physical<br>and Mental) | 309           | 524           | 402           | 285           | 436           | 1,956 |

Source: Fair Housing Council of Riverside County Quarterly Reports (2014-2018).

The high proportion of disability complaints to FHCRC is consistent with other communities in the area and is also consistent with data at the state and federal level. Fair housing discrimination on the basis of disability demonstrates a lack of understanding in the housing industry of the housing rights of persons with disabilities. Disabled persons are experiencing difficulties when requesting reasonable accommodations or modifications. In particular, persons with cognitive disabilities experience significantly more problems with these accommodations.

**2019 Status:** This impediment was addressed during the 2013-2018 planning period through education and outreach to housing providers through workshops, audits, information and referrals. However, given that nearly 63 percent of all fair housing complaints received by FHCRC over the last five years

were on the basis of disability, this impediment has not been adequately addressed and remains a high priority in this A.I.

**Recommendations:** The County of Riverside and its contracted fair housing service provider should continue providing educational opportunities for property owners, property managers, and residents throughout the County to provide information concerning the law as it pertains to reasonable accommodations and reasonable modifications, which are some of the leading reasons why persons with disabilities encounter discrimination when seeking housing or attempting to maintain their housing. This could be addressed through workshops, public services announcements, literature distribution and through the provision of landlord-tenant mediation services to address potential discrimination before it occurs.

It is recommended that the County provide for, under contract, multiple workshops per year for the next five years in locations throughout the County focused on the housing rights applicable to persons with physical disabilities and persons with mental disabilities. The content of these workshops should be tailored to landlords, tenants and government officials (e.g., code enforcement, PHA staff, EDA staff), including a general introduction to fair housing laws and discrimination, and then primarily focus on forms of discrimination against persons with disabilities, such as unreasonably denying or refusing to address requests for reasonable accommodation and modification.

It is further recommended that the County continue contracting with a fair housing service provider for both discrimination and landlord-tenant services. Consultation with fair housing agencies indicates that offering free landlord-tenant services is the best way to identify more serious, but less often reported incidences of discrimination that leads to the types of large-scale pattern-and-practice cases that impact thousands of people each year and have the scale to warrant investigative and legal support from regulatory agencies.

**Responsible Entity:** County of Riverside.

**Timeframe:** Each year starting July 1, 2019 and ending June 30, 2024.

## **B. New Impediment to Fair Housing Choice**

This 2019-2024 A.I. revealed the following new impediment and recommendations:

### **Siting and Standards for Transitional and Supportive Housing**

Chapter 4 of this A.I. studies public policies to determine if impediments to fair housing choice exist that negatively affect the ability of members of protected classes to secure or maintain housing. Review of the 2017-2021 Housing Element of the General Plan and County Ordinance 348 governing land use planning and zoning in the County of Riverside revealed that transitional and supportive housing are not currently defined in the Ordinance and are not treated as a permitted use in residential zones.

**Recommendation:** Implement Action 1.5c of the Housing Element to revise Ordinance 348 to include a definition of transitional housing and supportive housing that is consistent with State of California Health and Safety Code Sections 50675.14 and 50675.2; and, revise the Ordinance to list transitional and supportive housing as permitted uses within residential zones.

**Responsible Entity:** According to Action 1.5c, the County of Riverside Transportation and Land Management Agency (TLMA) is responsible for implementing this recommendation.

**Timeframe:** No later than June 30, 2020.

**C. Recommendations to Address Impediments to Fair Housing Choice**

The recommendations included in **Table VI-2** on the following page outline the County's action plan to eliminate the three current impediments to fair housing choice identified above. The recommendations include a designated agency or agencies that should be involved in the implementation of each recommendation, as well as a target date for completion.

**Table VI-2  
Fair Housing Plan Recommendations**

| Impediment   | Recommendations  | Lead Agency  | Timeframe                         |
|--|--|--|-----------------------------------|
| <p>1. Discrimination against Persons with Disabilities</p> | <p>The County of Riverside and its contracted fair housing service provider should continue providing educational opportunities for property owners, property managers, and residents. These opportunities should provide information concerning the law as it pertains to reasonable accommodations and reasonable modifications, which are some of the leading reasons why persons with disabilities encounter discrimination when seeking housing or attempting to maintain their housing. This could be addressed through workshops, public services announcements, literature distribution and through the provision of landlord-tenant mediation services to address potential discrimination before it occurs.</p> <p>It is recommended that the County provide for, under contract, multiple workshops per year for the next five years in locations throughout the County. These workshops should be focused on the rights of persons with disabilities as it relates to their ability to obtain and maintain housing. The content of these workshops should be tailored to landlords, tenants and government officials (e.g., code enforcement, PHA staff, EDA staff), including a general introduction to fair housing laws and discrimination, and then primarily focus on forms of discrimination against persons with disabilities, such as unreasonably denying or refusing to address requests for reasonable accommodation and modification.</p> <p>It is further recommended that the County continue contracting with a fair housing service provider for both discrimination and landlord-tenant services. Each annual contract should include metrics, benchmarks and reporting requirements specific to this recommendation.</p> | <p>County of Riverside<br/>--<br/>Contracted Fair Housing Service Provider</p> | <p>Annually from 2019 to 2024</p> |

Fair Housing Plan

| Impediment   | Recommendations  | Lead Agency   | Timeframe            |
|--|--|---|----------------------|
| <p>2. Siting and Standards for Transitional and Supportive Housing</p> | <p>Implement Action 1.5c of the Housing Element to revise Ordinance 348 to include a definition of transitional housing and supportive housing that is consistent with State of California Health and Safety Code Sections 50675.14 and 50675.2; and, revise the Ordinance to list transitional and supportive housing as permitted uses within residential zones.</p> | <p>County of Riverside Transportation and Land Management Agency (TLMA)</p> | <p>June 30, 2020</p> |

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**APPENDICES**

- A. Signature Page**
- B. Notices and Publications**
- C. Summary of Public Comments**
- D. A.I. Survey Results**

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**Signature Page**

I, George Johnson, County Executive Officer of the County of Riverside, hereby certify that this Analysis of Impediments to Fair Housing Choice represents the County of Riverside's conclusions about impediments to fair housing choice, as well as actions necessary to address any identified impediments.

---

George Johnson  
County Executive Officer

---

Date

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**APPENDIX B**

Public Notices  
Flyers

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# THE PRESS-ENTERPRISE

1825 Chicago Ave, Suite 100  
Riverside, CA 92507  
951-684-1200  
951-368-9018 FAX

**PROOF OF PUBLICATION**  
(2010, 2015.5 C.C.P)

Publication(s): The Press-Enterprise

**PROOF OF PUBLICATION OF**

Ad Desc.: / 3193674

I am a citizen of the United States. I am over the age of eighteen years and not a party to or interested in the above entitled matter. I am an authorized representative of THE PRESS-ENTERPRISE, a newspaper in general circulation, printed and published daily in the County of Riverside, and which newspaper has been adjudicated a newspaper of general circulation by the Superior Court of the County of Riverside, State of California, under date of April 25, 1952, Case Number 54446, under date of March 29, 1957, Case Number 65673, under date of August 25, 1995, Case Number 267864, and under date of September 16, 2013, Case Number RIC 1309013; that the notice, of which the annexed is a printed copy, has been published in said newspaper in accordance with the instructions of the person(s) requesting publication, and not in any supplement thereof on the following dates, to wit:

11/14/2018

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Date: November 14, 2018  
At: Riverside, California

Legal Advertising Representative, The Press-Enterprise

CALIF NEWSPAPER SERV BUREAU / CALIF NEWSPAPER SERVICE  
BUREAU, CLIENT  
PO BOX 60460  
LOS ANGELES, CA 90060

Ad Number: 0011199811-01

P.O. Number: 3193674



## Ad Copy:

**PUBLIC NOTICE  
RIVERSIDE  
COUNTY  
ANALYSIS OF  
IMPEDIMENTS TO  
FAIR HOUSING  
CHOICE  
RESIDENTS ARE  
INVITED TO  
ATTEND  
COMMUNITY  
MEETINGS TO  
DISCUSS THE  
COUNTY'S  
2018 ANALYSIS OF  
IMPEDIMENTS TO  
FAIR HOUSING  
CHOICE**

The Riverside County Economic Development Agency and the Housing Authority of the County of Riverside invite residents of unincorporated areas and the Cities of Banning, Beaumont, Blythe, Canyon Lake, Coachella, Desert Hot Springs, Eastvale, Indian Wells, Lake Elsinore, La Quinta, Murrieta, Norco, San Jacinto and Wildomar to attend one of four community meetings to discuss impediments to fair housing choice and how the County and other organizations may affirmatively further fair housing choice within the region.

**DATE:** December 3 (5th District)  
**TIME:** 5:00 - 7:00 p.m.

**LOCATION:** Cabazon Community Center  
5030 Carmen Avenue  
Cabazon, CA 92230

**DATE:** December 5 (3rd District)  
**TIME:** 5:00 - 7:00 p.m.

**LOCATION:** Murrieta Library Community Room  
8 Town Square  
Murrieta, CA 92562

**DATE:** December 6 (4th District)  
**TIME:** 5:00 - 7:00 p.m.

**LOCATION:** County of Riverside Workforce Development Center - Room 402  
44-199 Monroe Street  
Indio, CA 92201

**DATE:** January 2 (1st District)  
**TIME:** 6:00 p.m. or soon thereafter - 9:00 p.m.

**LOCATION:** Mead Valley Community Center  
21091 Rider Street  
Mead Valley, CA 92570

It is the objective of the County and the Housing Authority to comply with Section 504 of the Rehabilitation Act of 1973, as amended, the Americans with Disabilities Act (ADA) of 1990 and the ADA Amendment Act of 2008, the Fair Housing Act, and the Architectural Barriers Act in all respects.

If you require public documents in an accessible format, the County and the Housing Authority will make reasonable efforts to accommodate your request. If you require a disability-related accommodation to attend or participate in a hearing or meeting, including auxiliary aids or services, please contact Kari H'Orvath at least 48 hours prior to the meeting at (951) 343-5433.

More information may be obtained by contacting the Riverside County Economic Development Agency: Telephone (951) 343-5433, Fax (951) 352-4852, via email KH.Orvath@rivco.org, or

Toll Free at 1-800-655-4228.

Individuals with hearing or speech disabilities may obtain information pertaining to these community meetings by utilizing the California Relay Service (711).

RESIDENTS ARE INVITED TO COMPLETE A FAIR HOUSING SURVEY TO GATHER INFORMATION NEEDED IN THE PREPARATION OF THE ANALYSIS OF IMPEDIMENTS TO FAIR HOUSING CHOICE.

The County and Housing Authority encourage residents to complete and return the Fair Housing Survey. Surveys are available online at <https://www.surveymonkey.com/r/riversideal> (English Language) and <https://www.surveymonkey.com/r/riversideal2> (Spanish Language).

11/14/18  
CNS-3193674#  
THE PRESS ENTERPRISE

# THE PRESS-ENTERPRISE

1825 Chicago Ave, Suite 100  
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951-684-1200  
951-368-9018 FAX

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Publication(s): The Press-Enterprise

PROOF OF PUBLICATION OF

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11/14/2018

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At: Riverside, California

  
Legal Advertising Representative, The Press-Enterprise

CALIF NEWSPAPER SERV BUREAU / CALIF NEWSPAPER SERVICE  
BUREAU, CLIENT  
PO BOX 60460  
LOS ANGELES, CA 90060

Ad Number: 0011199814-01

P.O. Number: 3193684



Ad Copy:

AVISO AL PUBLICO  
CONDADO DE RIVERSIDE  
ANALISIS DE IMPEDIMENTOS PARA LA ELECCION DE VIVIENDA JUSTA RESIDENTES ESTAN INVITADOS A ASISTIR A LAS REUNIONES COMUNITARIAS PARA DISCUTIR EL ANALISIS DE IMPEDIMENTOS PARA LA ELECCION DE VIVIENDA JUSTA 2018 DEL CONDADO DE RIVERSIDE

La Agencia de Desarrollo Económico del Condado de Riverside y la Oficina de Autoridad de Vivienda del Condado de Riverside invitan a los residentes de áreas no incorporadas y a las ciudades de Banning, Beaumont, Blythe, Canyon Lake, Coachella, Desert Hot Springs, Eastvale, Indian Wells, Lake Elsinore, La Quinta, Murrieta, Norco, San Jacinto y Wildomar a asistir a una de las cuatro reuniones comunitarias para discutir los impedimentos para la elección de vivienda justa y como el Condado y otras organizaciones pudieran impulsar afirmativamente la elección de vivienda justa dentro de la región.

FECHA: Diciembre 3 (Distrito 3)  
HORA: 5:00 - 7:00 p.m.

LUGAR: Cabazon Community Center  
50390 Carmen Avenue  
Cabazon, CA 92230

FECHA: Diciembre 5 (Distrito 5)  
HORA: 5:00 - 7:00 p.m.

LUGAR: Murrieta Library Community Room & Town Square  
Murrieta, CA 92562

FECHA: Diciembre 6 (Distrito 4)  
HORA: 5:00 - 7:00 p.m.

LUGAR: County of Riverside Workforce Development Center - Room 402 44-199 Monroe Street Indio, CA 92201

FECHA: Enero 2 (Distrito 1)  
HORA: 6:00 p.m. o un poco después - 9:00 p.m.

LUGAR: Mead Valley Community Center  
21091 Rider Street  
Mead Valley, CA 92570

El Condado y la Oficina de Autoridad de Vivienda tienen como objetivo cumplir en todo con respecto a la Sección 504 de la Ley de Rehabilitación de 1973, tal y como se enmendó, la Ley de Americanos con Discapacidades (ADA) de 1990 y la Ley de Enmienda a ADA de 2008, la Ley de Vivienda Justa, y la Ley de Barreras Arquitectónicas. Si usted necesita documentos públicos en un formato accesible, el Condado y la Oficina de Autoridad de Vivienda harán lo posible dentro de lo razonable para dar cabida a su petición. Si usted requiere acomodada especial debido a alguna discapacidad para asistir o participar en

una audiencia o junta, incluyendo aparatos auxiliares o servicios, por favor comuníquese con Kari Horvath por lo menos 48 horas antes de la junta al (951) 343-5433. Mas información puede ser obtenida comunicándose a la Agencia de Desarrollo Económico del Condado de Riverside: Teléfono (951) 343-5433, Fax (951) 352-4852, via correo electrónico KHorvath@rivco.org o al número de Lada Gratuita 1-800-655-4228.

Las personas con discapacidades auditivas y de habla pueden obtener información relativa a esas reuniones comunitarias mediante el servicio de California Relay (711).

SE INVITA A LOS RESIDENTES A COMPLETAR UNA ENCUESTA DE VIVIENDA JUSTA PARA REUNIR LA INFORMACION NECESARIA EN LA PREPARACION DEL ANALISIS DE IMPEDIMENTOS A LA ELECCION DE VIVIENDA JUSTA

El Condado y la Oficina de Autoridad de Vivienda alienta a los residentes a completar y devolver la Encuesta de Vivienda Justa. Las Encuestas están disponibles en línea en: <https://www.surveymonkey.com/r/riversideal2> (En idioma Inglés) y <https://www.surveymonkey.com/r/riversideal2> (En idioma Español).

11/14/18  
CNS-3193684#  
THE PRESS ENTERPRISE



PROOF OF PUBLICATION

STATE OF CALIFORNIA SS.
COUNTY OF RIVERSIDE

CA. NEWSPAPER SVC BUREAU/CLASS
PO BOX 60460

LOS ANGELES CA 90060

I am over the age of 18 years old, a citizen of the United States and not a party to, or have interest in this matter. I hereby certify that the attached advertisement appeared in said newspaper (set in type not smaller than non pariel) in each and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

11/14/18

I acknowledge that I am a principal clerk of the printer of The Desert Sun, printed and published weekly in the City of Palm Springs, County of Riverside, State of California. The Desert Sun was adjudicated a Newspaper of general circulation on March 24, 1988 by the Superior Court of the County of Riverside, State of California Case No. 191236.

I certify under penalty of perjury, under the laws of the State of California, that the foregoing is true and correct.. Executed on this 14th of November 2018 in Green Bay, WI, County of Brown.

[Signature]
DECLARANT

Ad#:0003247787

P O :

# of Affidavits :1



\* A 0 0 0 0 0 4 9 2 2 6 5 5 \*

PUBLIC NOTICE
RIVERSIDE COUNTY ANALYSIS OF
IMPEDIMENTS TO FAIR HOUSING CHOICE

RESIDENTS ARE INVITED TO ATTEND COMMUNITY MEETINGS TO DISCUSS T
COUNTY'S
2018 ANALYSIS OF IMPEDIMENTS TO FAIR HOUSING CHOICE

The Riverside County Economic Development Agency and the Housing Authority of the County of Riverside invite residents of unincorporated areas and the Cities of Banning, Beaumont, Blythe, Canyon Lake, Coachella, Desert Hot Springs, Eastvale, Indian Wells, Lake Elsinore, La Quinta, Murrieta, Norco, San Jacinto and Wildomar to attend one of four community meetings to discuss impediments to fair housing choice and how the County and other organizations may affirmatively further fair housing choice within the region.

DATE:December 3 (5th District)
TIME: 5:00 - 7:00 p.m.
LOCATION: Cabazon Community Center
50390 Carmen Avenue
Cabazon, CA 92230

DATE:December 5 (3rd District)
TIME: 5:00 - 7:00 p.m.
LOCATION: Murrieta Library Community Room
8 Town Square
Murrieta, CA 92562

DATE:December 6 (4th District)
TIME: 5:00 - 7:00 p.m.
LOCATION: County of Riverside Workforce Development Center - Room 402
44-199 Monroe Street
Indio, CA 92201

DATE: January 2 (1st District)
TIME: 6:00 p.m. or soon thereafter - 9:00 p.m.
LOCATION: Mead Valley Community Center
21091 Rider Street
Mead Valley, CA 92570

PUBLIC NOTICE
RIVERSIDE COUNTY ANALYSIS OF
IMPEDIMENTS TO FAIR HOUSING CHOICE

RESIDENTS ARE INVITED TO ATTEND COMMUNITY MEETINGS TO DISCUSS THE
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8 Town Square
Murrieta, CA 92562

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TIME: 5:00 - 7:00 p.m.
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44-199 Monroe Street
Indio, CA 92201

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TIME: 6:00 p.m. or soon thereafter - 9:00 p.m.
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21091 Rider Street
Mead Valley, CA 92570

It is the objective of the County and the Housing Authority to comply with Section 504 of the Rehabilitation Act of 1973, as amended, the Americans with Disabilities Act (ADA) of 1990 and the ADA Amendment Act of 2008, the Fair Housing Act, and the Architectural Barriers Act in all respects. If you require public documents in an accessible format, the County and the Housing Authority will make reasonable efforts to accommodate your request. If you require a disability-related accommodation to attend or participate in a hearing or meeting, including auxiliary aids or services, please contact Kari Horvath at least 48 hours prior to the meeting at (951) 343-5433.

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RESIDENTS ARE INVITED TO COMPLETE A FAIR HOUSING SURVEY TO GATHER INFORMATION NEEDED IN THE PREPARATION OF THE ANALYSIS OF IMPEDIMENTS TO FAIR HOUSING CHOICE

The County and Housing Authority encourage residents to complete and return the Fair Housing Survey. Surveys are available online at https://www.surveymonkey.com/r/riversideal1 (English Language) and https://www.surveymonkey.com/r/riversideal2 (Spanish Language).

11/14/18
CNS-3193691#
THE DESERT SUN



mediagroup

PART OF THE USA TODAY NETWORK

PO Box 23430
Green Bay, WI 54305-3430
Tel: 760-778-4578 / Fax 760-778-4731
Email: legals@thedesertsun.com

PROOF OF PUBLICATION

STATE OF CALIFORNIA SS.
COUNTY OF RIVERSIDE

CA. NEWSPAPER SVC BUREAU/CLASS
PO BOX 60460

LOS ANGELES CA 90060

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I certify under penalty of perjury, under the laws of the State of California, that the foregoing is true and correct.. Executed on this 14th of November 2018 in Green Bay, WI, County of Brown.

[Signature of Jana Karitz]
DECLARANT

Ad#:0003247840

P O :

# of Affidavits :1



\* A 0 0 0 0 0 4 9 2 2 6 5 4 \*

AVISO AL PÚBLICO
CONDADO DE RIVERSIDE
ANÁLISIS DE IMPEDIMENTOS PARA LA ELECCIÓN DE VIVIENDA JUSTA
RESIDENTES ESTÁN INVITADOS A ASISTIR A LAS REUNIONES COMUNITARIAS PARA DISCUTIR EL ANÁLISIS DE IMPEDIMENTOS PARA LA ELECCIÓN DE VIVIENDA JUSTA 2018 DEL CONDADO DE RIVERSIDE

La Agencia de Desarrollo Económico del Condado de Riverside y la Oficina de Autoridad de Vivienda del Condado de Riverside invitan a los residentes de áreas no incorporadas y a las ciudades de Banning, Beaumont, Blythe, Canyon Lake, Coachella, Desert Hot Springs, Eastvale, Indian Wells, Lake Elsinore, La Quinta, Murrieta, Norco, San Jacinto y Wildomar a asistir a una de las cuatro reuniones comunitarias para discutir los impedimentos para la elección de vivienda justa y cómo el Condado y otras organizaciones pudieran impulsar afirmativamente la elección de vivienda justa dentro de la region.

FECHA: Diciembre 3 (Distrito 5)
HORA: 5:00 - 7:00 p.m.
LUGAR: Cabazon Community Center
50390 Carmen Avenue
Cabazon, CA 92230

FECHA: Diciembre 5 (Distrito 3)
HORA: 5:00 - 7:00 p.m.
LUGAR: Murrieta Library Community Room
8 Town Square
Murrieta, CA 92562

FECHA: Diciembre 6 (Distrito 4)
HORA: 5:00 - 7:00 p.m.
LUGAR: Mead Valley Community Center
44-199 Monroe Street
Indio, CA 92201

FECHA: Enero 2 (Distrito 1)
HORA: 8:00 p.m. o un poco después - 9:00 p.m.
LUGAR: Mead Valley Community Center
21091 Rider Street
Mead Valley, CA 92570

AVISO AL PÚBLICO
CONDADO DE RIVERSIDE
ANÁLISIS DE IMPEDIMENTOS PARA LA ELECCIÓN DE VIVIENDA JUSTA
RESIDENTES ESTÁN INVITADOS A ASISTIR A LAS REUNIONES COMUNITARIAS PARA DISCUTIR EL ANÁLISIS DE IMPEDIMENTOS PARA LA ELECCIÓN DE VIVIENDA JUSTA 2018 DEL CONDADO DE RIVERSIDE

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FECHA: Diciembre 3 (Distrito 5)
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50390 Carmen Avenue
Cabazon, CA 92230

FECHA: Diciembre 5 (Distrito 3)
HORA: 5:00 - 7:00 p.m.
LUGAR: Murrieta Library Community Room
8 Town Square
Murrieta, CA 92562

FECHA: Diciembre 6 (Distrito 4)
HORA: 5:00 - 7:00 p.m.
LUGAR: County of Riverside Workforce Development Center - Room 402
44-199 Monroe Street
Indio, CA 92201

SE INVITA JUSTA PA ANALISIS

El Condado y la Oficina de Autoridad de Vivienda tienen como objetivo cumplir en todo con respecto a la Sección 504 de la Ley de Rehabilitación de 1973, tal y como se enmendó, la Ley de Americanos con Discapacidades (ADA) de 1990 y la Ley de Enmienda a ADA de 2008, la Ley de Vivienda Justa, y la Ley de Barreras Arquitectónicas. Si usted necesita documentos públicos en un formato accesible, el Condado y la Oficina de Autoridad de Vivienda harán lo posible dentro de lo razonable para dar cabida a su petición. Si usted requiere acomodo especial debido a alguna discapacidad para asistir o participar en una audiencia o junta, incluyendo aparatos auxiliares o servicios, por favor comuníquese Kari H'Orvath por lo menos 48 horas antes de la junta al (951) 343-5433.

Más información puede ser obtenida comunicándose a la Agencia de Desarrollo Económico del Condado de Riverside: Teléfono (951) 343-5433, Fax (951) 352-4852, vía correo electrónico KHOrvath@rivco.org., o al número de Lada Gratuita 1-800-655-4228.

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SE INVITA A LOS RESIDENTES A COMPLETAR UNA ENCUESTA DE VIVIENDA JUSTA PARA REUNIR LA INFORMACIÓN NECESARIA EN LA PREPARACIÓN DEL ANÁLISIS DE IMPEDIMENTOS A LA ELECCIÓN DE VIVIENDA JUSTA

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11/14/18
CNS-3193697#
THE DESERT SUN



**PUBLIC NOTICE  
RIVERSIDE COUNTY ANALYSIS OF  
IMPEDIMENTS TO FAIR HOUSING CHOICE**

**RESIDENTS ARE INVITED TO ATTEND COMMUNITY MEETINGS TO DISCUSS THE COUNTY'S  
2018 ANALYSIS OF IMPEDIMENTS TO FAIR HOUSING CHOICE**

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**DATE:** December 3 (5<sup>th</sup> District)  
**TIME:** 5:00 - 7:00 p.m.  
**LOCATION:** Cabazon Community Center  
50390 Carmen Avenue  
Cabazon, CA 92230

**DATE:** December 5 (3<sup>rd</sup> District)  
**TIME:** 5:00 - 7:00 p.m.  
**LOCATION:** Murrieta Library Community Room  
8 Town Square  
Murrieta, CA 92562

**DATE:** December 6 (4<sup>th</sup> District)  
**TIME:** 5:00 - 7:00 p.m.  
**LOCATION:** County of Riverside Workforce Development Center - Room 402  
44-199 Monroe Street  
Indio, CA 92201

**DATE:** January 2 (1<sup>st</sup> District)  
**TIME:** 6:00 p.m. or soon thereafter – 9:00 p.m.  
**LOCATION:** Mead Valley Community Center  
21091 Rider Street  
Mead Valley, CA 92570

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NEEDED IN THE PREPARATION OF THE ANALYSIS OF IMPEDIMENTS TO FAIR HOUSING  
CHOICE**

The County and Housing Authority encourage residents to complete and return the Fair Housing Survey. Surveys are available online at <https://www.surveymonkey.com/r/riversideai> (English Language) and <https://www.surveymonkey.com/r/riversideai2> (Spanish Language).

DATE OF PUBLICATON: November 14, 2018

**AVISO AL PÚBLICO  
CONDADO DE RIVERSIDE  
ANÁLISIS DE IMPEDIMENTOS PARA LA ELECCIÓN DE VIVIENDA JUSTA**

**RESIDENTES ESTÁN INVITADOS A ASISTIR A LAS REUNIONES COMUNITARIAS PARA DISCUTIR  
EL ANÁLISIS DE IMPEDIMENTOS PARA LA ELECCIÓN DE VIVIENDA JUSTA 2018  
DEL CONDADO DE RIVERSIDE**

La Agencia de Desarrollo Económico del Condado de Riverside y la Oficina de Autoridad de Vivienda del Condado de Riverside invitan a los residentes de áreas no incorporadas y a las ciudades de Banning, Beaumont, Blythe, Canyon Lake, Coachella, Desert Hot Springs, Eastvale, Indian Wells, Lake Elsinore, La Quinta, Murrieta, Norco, San Jacinto y Wildomar a asistir a una de las cuatro reuniones comunitarias para discutir los impedimentos para la elección de vivienda justa y cómo el Condado y otras organizaciones pudieran impulsar afirmativamente la elección de vivienda justa dentro de la región.

**FECHA:** Diciembre 3 (5<sup>th</sup> District)  
**HORA:** 5:00 - 7:00 p.m.  
**LUGAR:** Cabazon Community Center  
50390 Carmen Avenue  
Cabazon, CA 92230

**FECHA:** Diciembre 5 (3<sup>rd</sup> District)  
**HORA:** 5:00 - 7:00 p.m.  
**LUGAR:** Murrieta Library Community Room  
8 Town Square  
Murrieta, CA 92562

**FECHA:** Diciembre 6 (4<sup>th</sup> District)  
**HORA:** 5:00 - 7:00 p.m.  
**LUGAR:** County of Riverside Workforce Development Center - Room 402  
44-199 Monroe Street  
Indio, CA 92201

**FECHA:** January 2 (1<sup>st</sup> District)  
**HORA:** 6:00 p.m. o un poco después – 9:00 p.m.  
**LUGAR:** Mead Valley Community Center  
21091 Rider Street  
Mead Valley, CA 92570

El Condado y la Oficina de Autoridad de Vivienda tienen como objetivo cumplir en todo con respecto a la Sección 504 de la Ley de Rehabilitación de 1973, tal y como se enmendó, la Ley de Americanos con Discapacidades (ADA) de 1990 y la Ley de Enmienda a ADA de 2008, la Ley de Vivienda Justa, y la Ley de Barreras Arquitectónicas. Si usted necesita documentos públicos en un formato accesible, el Condado y la Oficina de Autoridad de Vivienda harán lo posible dentro de lo razonable para dar cabida a su petición. Si usted requiere acomodo especial debido a alguna discapacidad para asistir o participar en una audiencia o junta, incluyendo aparatos auxiliares o servicios, por favor comuníquese Kari H'Orvath por lo menos 48 horas antes de la junta at (951) 343-5433.

Más información puede ser obtenida comunicándose a la Agencia de Desarrollo Económico del Condado de Riverside: Teléfono (951) 343-5433, Fax (951) 352-4852, vía correo electrónico [KHOrvath@rivco.org](mailto:KHOrvath@rivco.org), o al número de Lada Gratuita 1-800-655-4228.

Las personas con discapacidades auditivas y de habla pueden obtener información relativa a esas reuniones comunitarias mediante el servicio de California Relay (711).

**SE INVITA A LOS RESIDENTES A COMPLETAR UNA ENCUESTA DE VIVIENDA JUSTA PARA  
REUNIR LA INFORMACIÓN NECESARIA EN LA PREPARACIÓN DEL ANÁLISIS DE  
IMPEDIMENTOS A LA ELECCIÓN DE VIVIENDA JUSTA**

El Condado y la Oficina de Autoridad de Vivienda alienta a los residentes a completar y devolver la Encuesta de Vivienda Justa. Las Encuestas están disponibles en línea en:  
<https://www.surveymonkey.com/r/riversideai> (En Idioma Inglés) y  
<https://www.surveymonkey.com/r/riversideai2> (En Idioma Español).

FECHA DE PUBLICACIÓN: Noviembre 14, 2018



# County of Riverside Analysis of Impediments to Fair Housing Choice



Dear Residents and Community Stakeholders,

Fair housing is a condition where all people, regardless of their personal characteristics, have equal access to housing of their choice that they can afford. As a recipient of federal funding, the County is required to "affirmatively further fair housing," which means taking affirmative actions, in addition to combatting discrimination, that overcome patterns of segregation and fosters inclusive communities free from barriers that restrict access to opportunity based on protected characteristics. Residents play a critical role in addressing housing discrimination by providing the County with feedback critical to the completion of our Analysis of Impediments to Fair Housing Choice, a component of the County's housing and community development planning efforts required by both the federal government and the State of California. Community participation is the key to crafting an effective plan to affirmatively further fair housing. There are two ways to participate:

**Take a Survey:** Residents and community stakeholders are encouraged to complete a survey about fair housing issues in the County of Riverside. Surveys are available online at:

<https://www.surveymonkey.com/r/riversideai> (English Language)

<https://www.surveymonkey.com/r/riversideai2> (Spanish Language)

**Attend a Community Meeting:** Residents and community stakeholders are encouraged to attend a community meeting to discuss how the County can be more inclusive and 'combat discrimination to overcome patterns of segregation.' The meeting dates, times and locations include:

**DATE:** December 3 (5th District)  
**TIME:** 5:00 - 7:00 p.m.  
**LOCATION:** Cabazon Community Center  
50390 Carmen Avenue  
Cabazon, CA 92230

**DATE:** December 6 (4th District)  
**TIME:** 5:00 - 7:00 p.m.  
**LOCATION:** County of Riverside Workforce  
Development Center - Room 402  
44-199 Monroe Street  
Indio, CA 92201

**DATE:** December 5 (3rd District)  
**TIME:** 5:00 - 7:00 p.m.  
**LOCATION:** Murrieta Library Community Room  
8 Town Square  
Murrieta, CA 92562

**DATE:** January 2 (1st District)  
**TIME:** 6:00 p.m. or soon thereafter – 9:00 p.m.  
**LOCATION:** Mead Valley Community Center  
21091 Rider Street  
Mead Valley, CA 92570

*For more information, call the County of Riverside at (951) 343-5473 or send an email to [JUGarcia@rivco.org](mailto:JUGarcia@rivco.org). Individuals with hearing or speech disabilities may obtain information pertaining to the Analysis of Impediments by utilizing the California Relay Service (711).*



## Condado de Riverside Análisis de Impedimentos para la Elección de Vivienda



Estimados Residentes y Partes Interesadas de la Comunidad,

La Vivienda Justa es una condición en la que todas las personas, independientemente de sus características personales, tienen el mismo acceso a la vivienda de su elección que pueden solventar. El Condado como recipiente de fondos federales, está obligado a “promover afirmativamente la vivienda justa”, lo que significa “tomar acciones afirmativas, además de combatir la discriminación, que superen los patrones de segregación y fomenten la inclusión de comunidades libres de barreras que restringen el acceso a oportunidades basadas en características protegidas. Los residentes juegan un papel fundamental para abordar la discriminación en la vivienda proporcionando al Condado sus comentarios críticos para la realización de nuestro Análisis de Impedimentos para la Elección de Vivienda Justa, un componente de los esfuerzos de planificación de la vivienda y desarrollo comunitario del Condado requerido tanto por el gobierno federal como por el Estado de California. La participación de la comunidad es la clave para elaborar un plan efectivo para promover de manera afirmativa la vivienda justa. Hay dos maneras de participar:

**Tome una Encuesta:** Se alienta a los residentes a que completen una encuesta sobre asuntos de vivienda justa en el Condado de Riverside. Las encuestas están disponibles en línea en:

<https://www.surveymonkey.com/r/riversideai> (En Idioma Inglés)

<https://www.surveymonkey.com/r/riversideai2> (En Idioma Español)

**Asista a una Reunión Comunitaria:** Se les alienta a los residentes y partes interesadas de la comunidad a asistir a una reunión comunitaria para discutir cómo el Condado puede ser más inclusivo y ‘combatir la discriminación para superar los patrones de segregación’. Las fechas de las reuniones, horas y lugares incluyen:

**FECHA:** Diciembre 3 (5th District)  
**HORA:** 5:00 - 7:00 p.m.  
**LUGAR:** Cabazon Community Center  
50390 Carmen Avenue  
Cabazon, CA 92230

**FECHA:** Diciembre 6 (4th District)  
**HORA:** 5:00 - 7:00 p.m.  
**LUGAR:** County of Riverside Workforce  
Development Center - Room 402  
44-199 Monroe Street  
Indio, CA 92201

**FECHA:** Diciembre 5 (3rd District)  
**HORA:** 5:00 - 7:00 p.m.  
**LUGAR:** Murrieta Library Community Room  
8 Town Square  
Murrieta, CA 92562

**FECHA:** January 2 (1st District)  
**HORA:** 6:00 p.m. o un poco después – 9:00 p.m.  
**LUGAR:** Mead Valley Community Center  
21091 Rider Street  
Mead Valley, CA 92570

*Para mayor información, llame a la Condado de Riverside al (951) 343-5473 o envíe un correo electrónico a [JUGarcia@rivco.org](mailto:JUGarcia@rivco.org). Las personas con discapacidades auditivas y de habla pueden obtener información relativa a esas reuniones comunitarias mediante el servicio de California Relay (711).*



## COMMUNITY SERVICES DIVISION

The Community Services Division oversees the operations of 60 County Service Areas (CSAs), including 24 CSAs with community advisory boards appointed by the Riverside County Board of Supervisors.

[Learn More](#)



### Riverside County Analysis of Impediments to Fair Housing Choice Survey

Please take some time to fill out this survey and help the County identify the barriers resident are facing when trying to obtain housing in Riverside County. Feedback from residents is critical to the completion of the County's Analysis of Impediments to Fair Housing Choice, a requirement by both federal government and State of California.

For more information, call the Riverside County Economic Development Agency at (951) 343-5473 or send an email to [jugarcia@rivco.org](mailto:jugarcia@rivco.org).

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[Haga clic aqui](#)

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[Resources](#)


[FPCC Forms](#)

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#### Getting Started


- › [Business/Real Estate Professionals](#)
- › [Job Seekers](#)
- › [Fun Seekers](#)
- › [Library Seekers](#)

#### Calendar of Events

 EDA Calendar of Events [View Events](#)


**15**  
March

#### Annual Report

 EDA Year in review highlights [2016 -2017 Annual Report](#)



#### Cultural Services

 EDA Cultural Services [Learn More](#)

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**APPENDIX C**

**Summary of Public Comments**

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**Summary of Public Comments Received  
During the Public Review and Comment Period**

**[To be inserted after the conclusion of the public review and comment period]**

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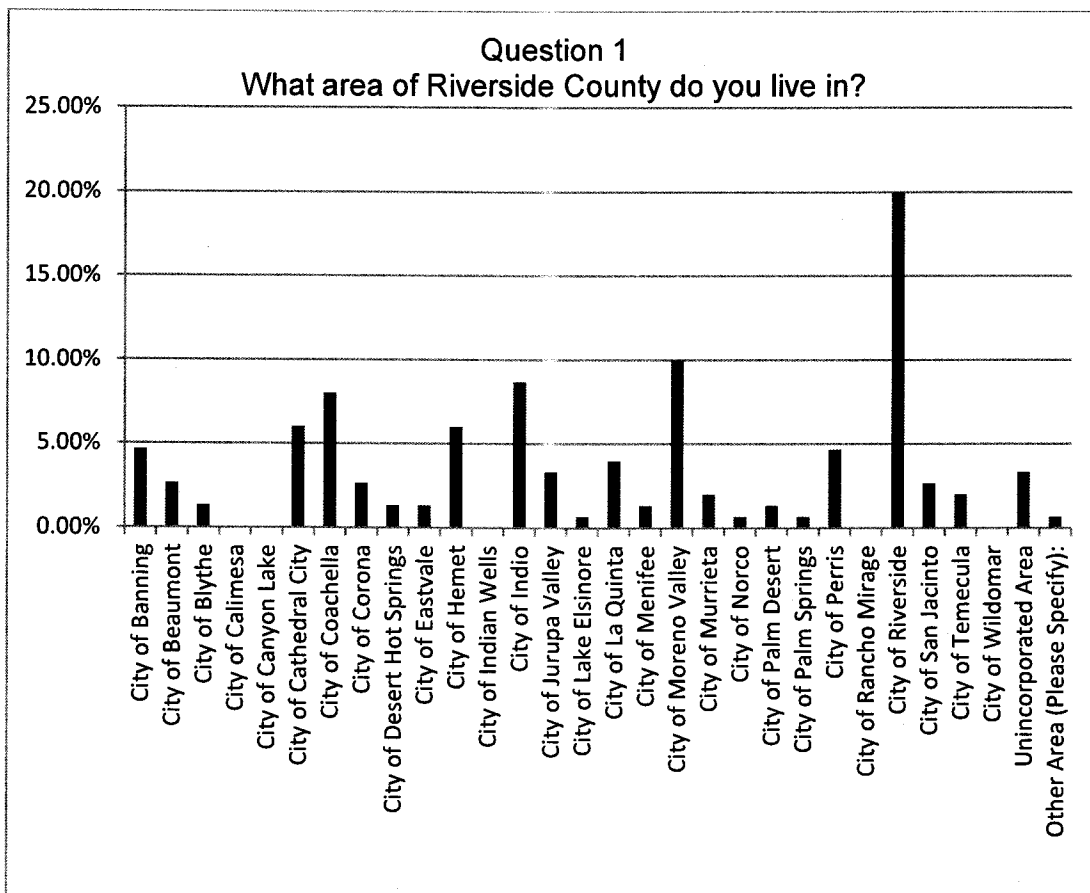
**APPENDIX D**

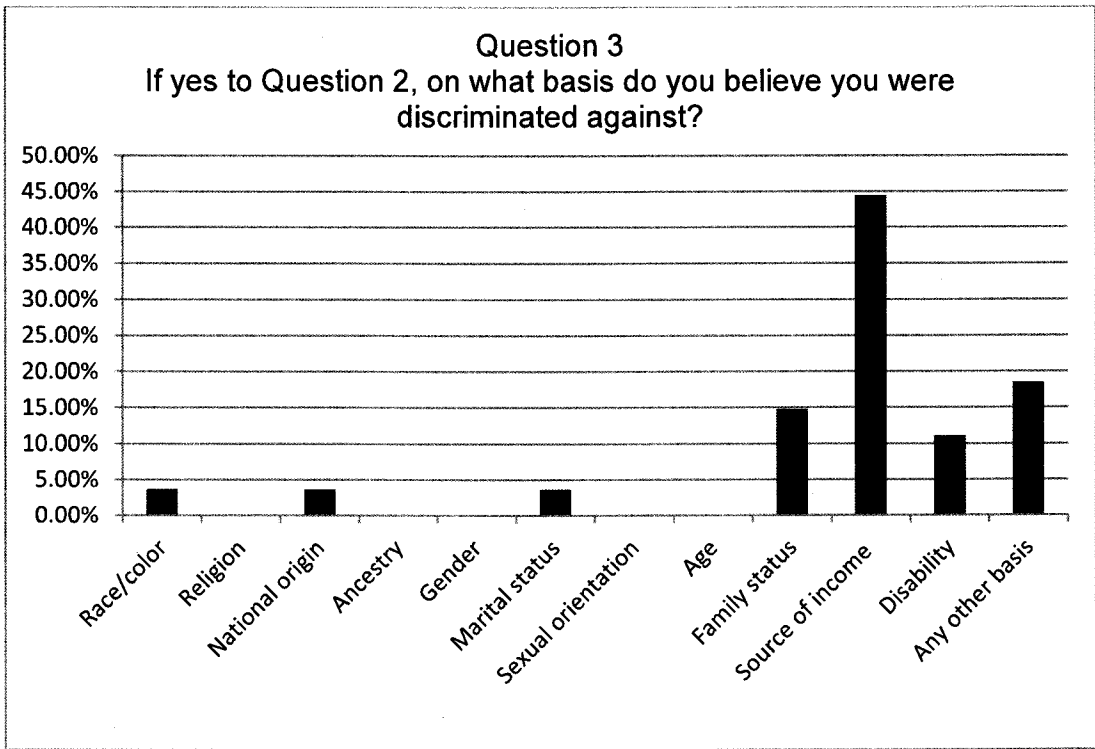
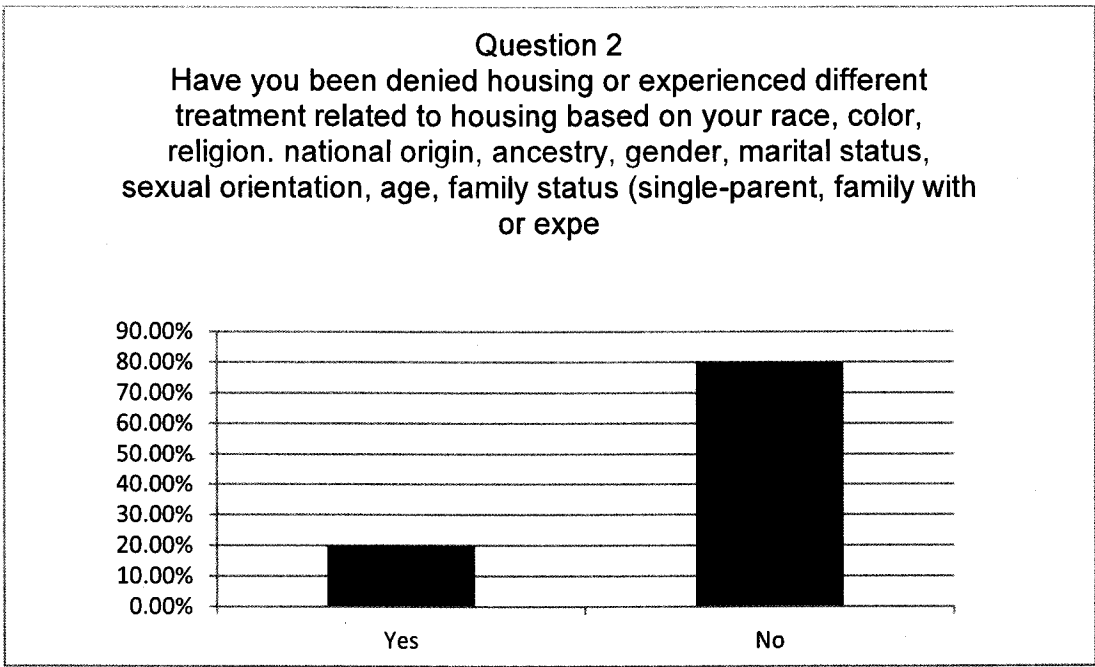
**A.I. Survey Results**

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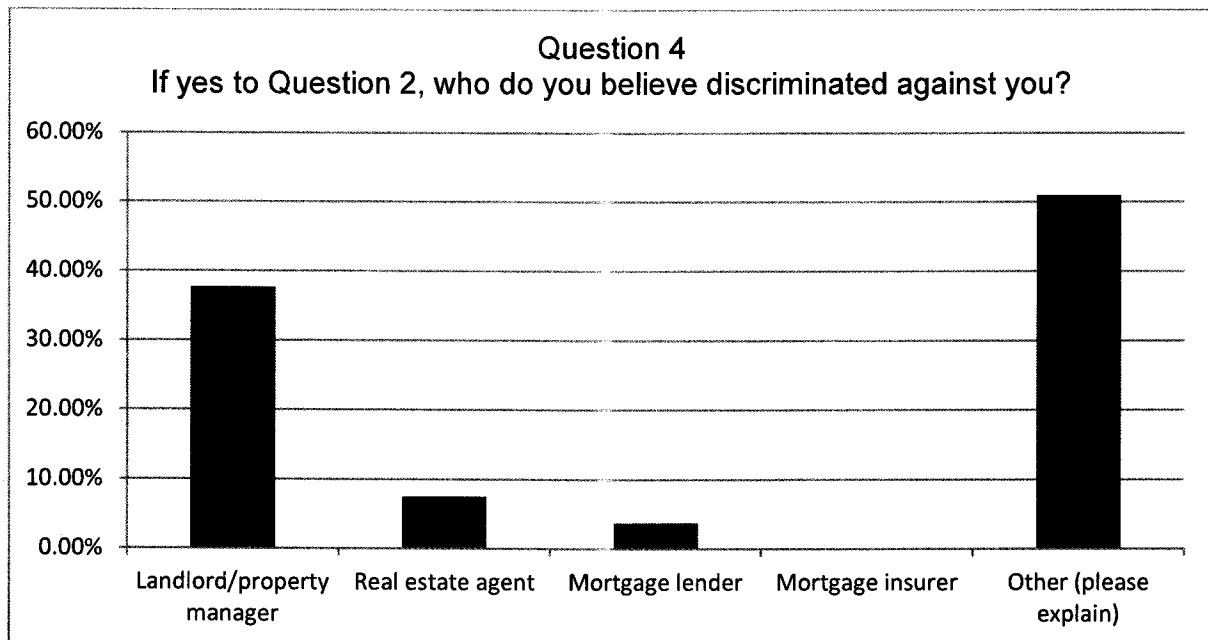
To gain insight into resident perspectives of fair housing practices in Riverside County, the County released an “Analysis of Impediments to Fair Housing Choice Survey” to residents in November 2018. The survey consisted of 34 questions related to fair housing issues, community planning needs (such as access to healthcare and transportation), questions regarding schools and questions about the job market. Many of the questions were open-ended, allowing the community to provide additional comments beyond simply answering “yes or no.” The survey was published in English and in Spanish using surveymonkey.com. Links to the surveys were publicized in the public notices for community participation and through email distribution. The survey response period was open for approximately 75 days. During that time, 150 responses were received, many of which contained additional feedback via the open-ended questions.

The survey results for all 34 questions are included below. The responses to open-ended questions were lightly edited for readability, formatting, and removal of duplicate answers such as “none” or “N/A”. Unintelligible responses, responses containing personally-identifiable information, and responses containing inappropriate language were removed.



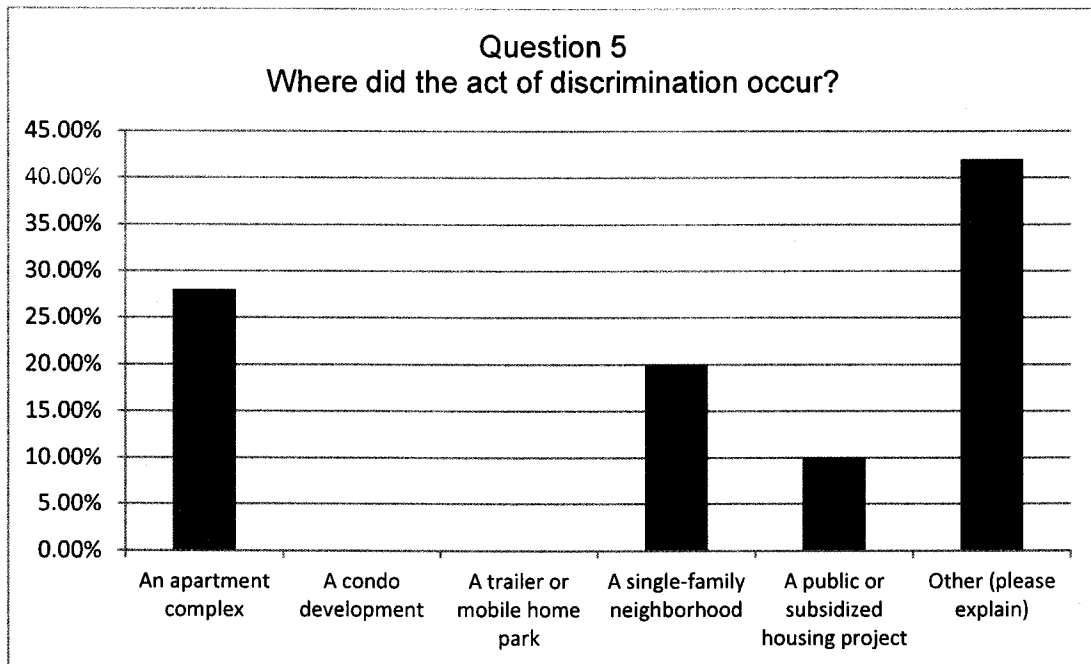






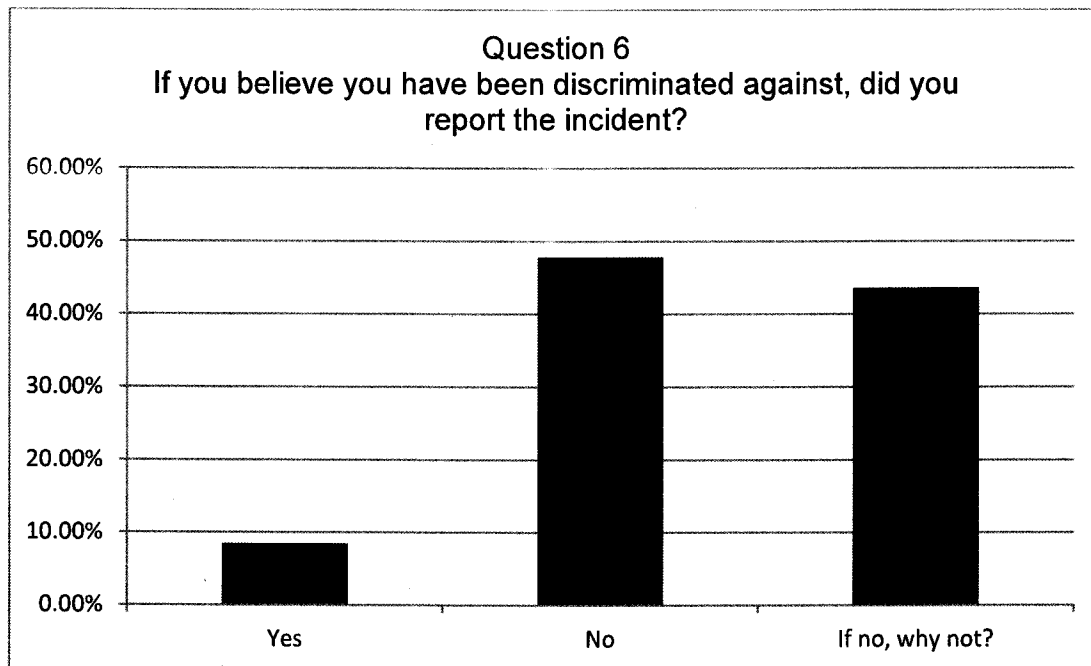
**Other: Please Explain**

- Couldn't say, I was told that cash aid didn't count as income.
- The rent was raised to above 3% of my income while on Housing Choice Voucher Program. Rent raised over \$400.00 in two years then due to no longer accepting Section 8, the rent was intentionally raised to get the lower income residents out. Upon no longer being able to afford the rent and utilities, they filed an unlawful detainer for less than what I was paying. I was paying \$575 they were only charging \$408.50 according to their paperwork. They then stated that if I move within three weeks, there is no balance owed as a settlement offer.
- All these places that say they help with hotel vouchers, they help with shelter, and can help with rental assistance is all lies.
- Owner and his family.
- Rental agencies.
- I don't feel I've been discriminated against.
- My credit is bad so I have to live in a one bedroom w my disabled sister and my daughter. I recently became disabled myself please help.
- No one
- Housing department
- Both Real Estate Agent & Mortgage lender
- I am homeless.
- None
- N/A
- CV Housing Coalition agent
- I have not been discriminated



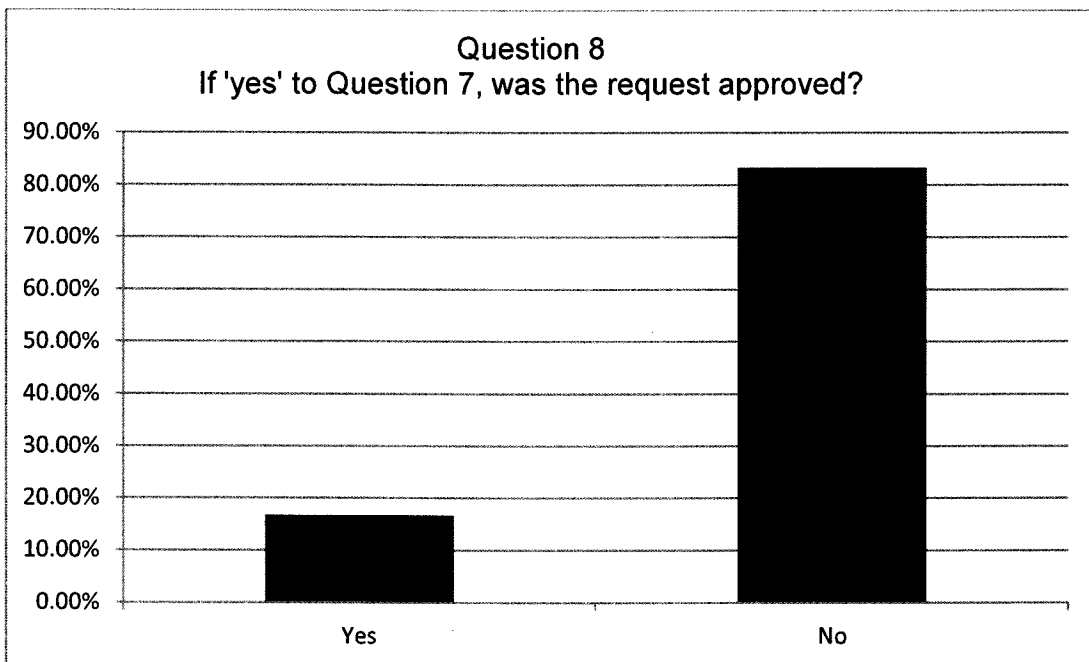
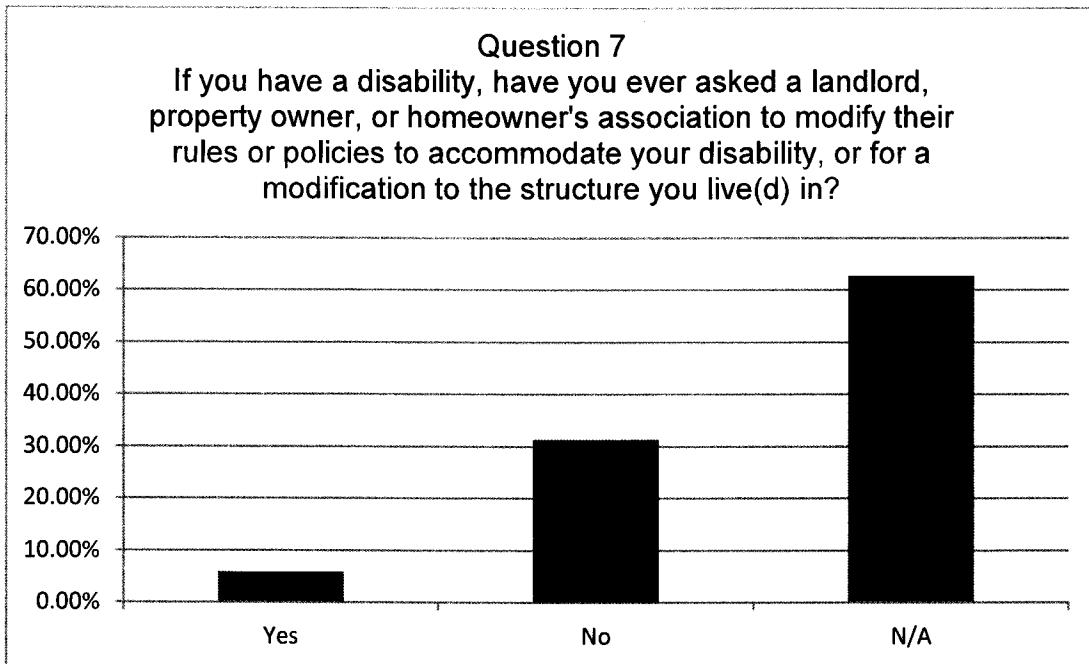
**Other: Please Explain**

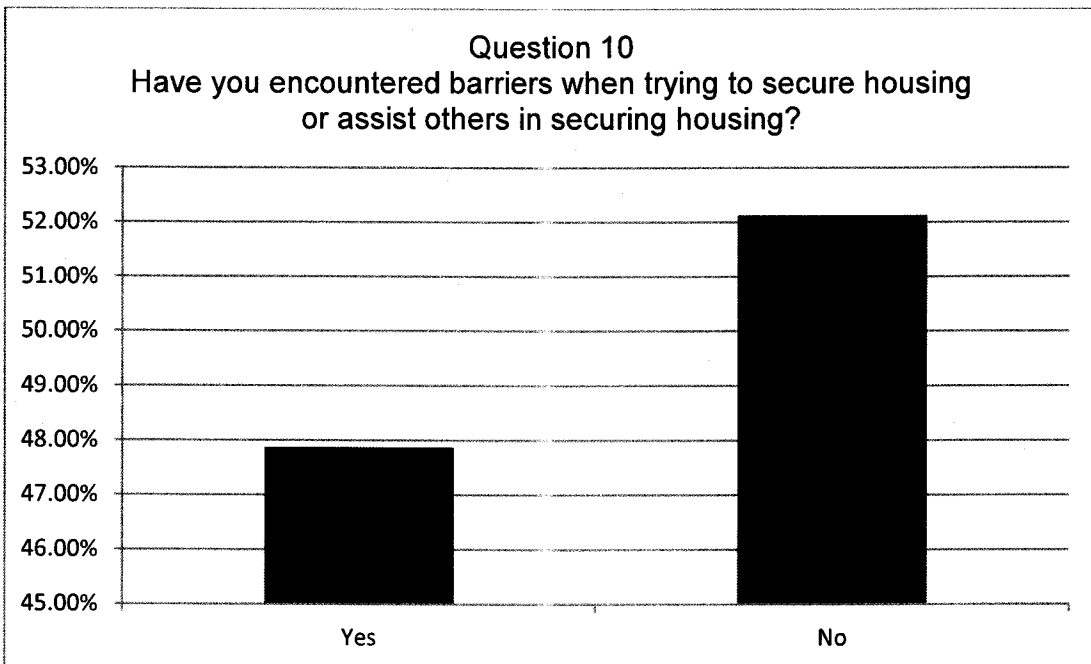
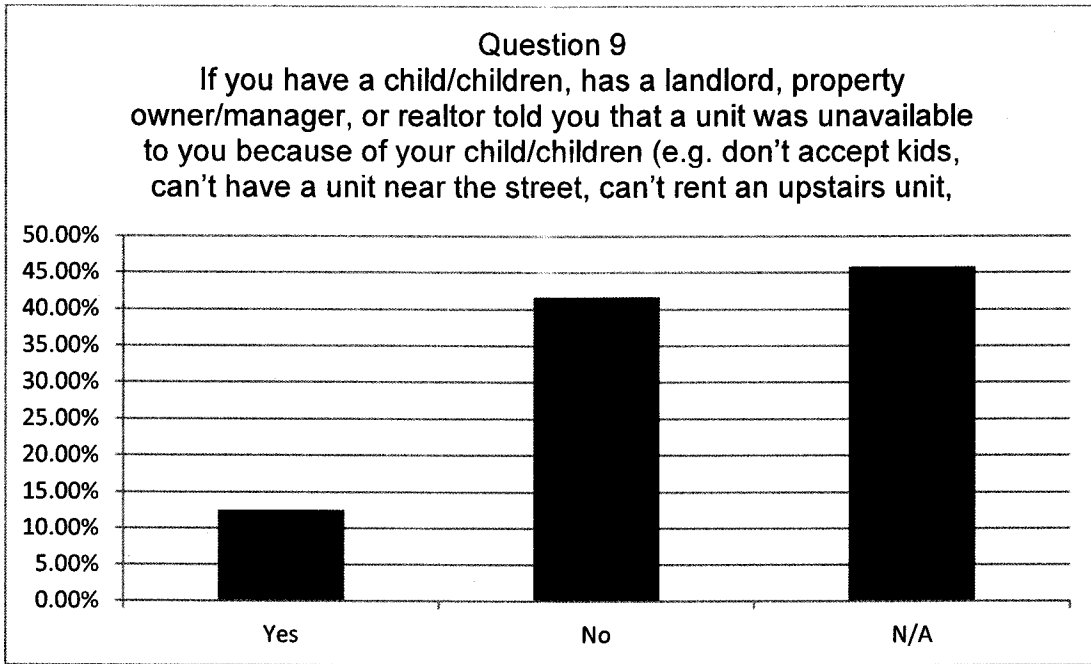
- La Pacifica Apartments, Cannon Property Management.
- 211 and the Jurupa self-sufficiency office I couldn't even get any kind of help for me and my two children that just became homeless because I receive \$647 of child support per month.
- Meadowview Apartments
- Nowhere specific just in the who rental application process
- None
- N/A
- Housing department
- No act
- En una oficina



#### If no, why not?

- I didn't know I should have.
- In the process of taking them to small claims court for the major breaches of contract concerning habitability (constant smoke-filled unit after agreed non-smoking building was offered and accepted at the time of move in).
- I do not have consistent income. I am a felon, and I have an eviction, and a dog.
- Happens too often.
- What good will it do? Calls are never answered.
- I've never experienced this. I didn't know how to handle it. Not aware of Fair Housing.
- At the time my family was in crisis and needed to find housing.
- I didn't have time to go report it. Since I'm fixed income, I believed that is the norm.
- Because I feel like I am a low-income family and the managers feel superior.
- I don't feel discriminated.
- Because they switch management too frequently.
- Because it was too close to the voucher deadline. These property managers and landlords know that participants have deadlines and can show their bias and if the participant doesn't take it, the participant is in danger of losing their voucher.
- Couldn't get ahold of any employee or my case worker to tell.
- No one to help.
- I am homeless in need of housing.
- N/A
- I could not prove this action, so I did not waste my time.
- Did not know who to report this information.





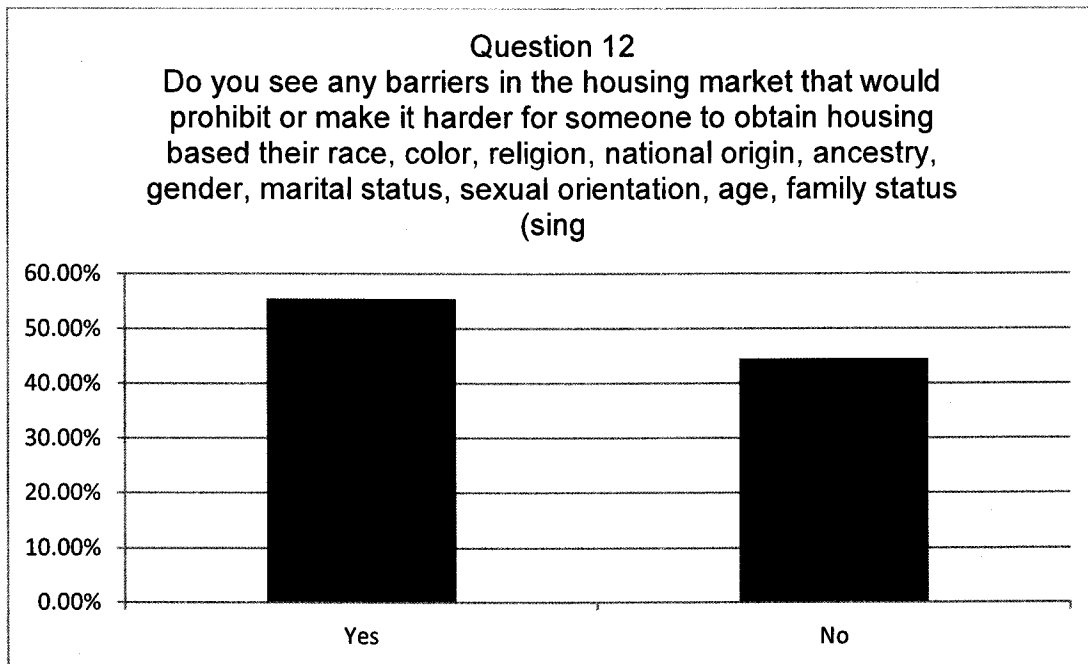
**Question 11**  
 If yes to Question 10, what barriers?

Open-ended responses:

- Criminal history

- Some of the barriers are: prices of units too high; very few affordable apartments available; not enough work history; bad credit.
- I have been on some type of housing program and not sure which it is but due to the policy of its term I cannot move to a bigger unit. I've been in this unit for years and have four children. I've called emailed wrote letters etc. But I am back to square one. What other options do I have?
- Most low-income housing require a \$1,000/Mo. minimum income. My combined income (SS & SSI) is just below that. I can't qualify anywhere. My property is being sold and I must leave! I'm almost 67 years old and I have no family that will help me. I don't even know where to start. Please help!
- Having a previous eviction, income source, lack of affordable options in the area.
- Low income housing or landlords willing to work with housing programs
- recently was evicted and denied for a property management due to credit score on my part and my dad not making enough on his own
- inadequate housing allowance. long waiting lists
- The rent is too high for a single mother with children.
- A large number of managers no longer accept Section 8 Housing Choice Vouchers due to the activities of others who may not truly appreciate the opportunity that this program provides.
- Pets, Felony record and cost.
- Not hearing back from agency, nor any kind of follow up. Have been on list longer than 6 months and heard nothing on my status or where I'm at on waitlist.
- Because I receive child support in the amount of \$647 for the two kids a month.
- Not enough money to pay rent due to rent being too expensive
- First some of the employees don't know if your concerns are fair housing or HUD-related.
- I had issues with management because of my appearance.
- no consistent income, eviction, felon, and a high-risk breed dog.
- Credit is not good enough, single income is too low, no rental history due to living on site for employment, cannot afford a home large enough for my family in a safe area close to children's schools.
- Most apartments or houses don't accept Housing Vouchers. They scoff when you even ask. It's a little disparaging.
- Cost and availability. Many landlords, etc. do not wish to work with social agencies. As an example, there are certain programs that pay rent for those in mental health programs. If able to pass barrier that income may not qualify and program will assist/pay full amount, once the knowledge of the program type is provided, there is often a change in attitude due to the perception/stigma of a person in need of mental health services.
- Having to have more than one person living with you in order to rent a 2+ bedroom home.
- Not exceeding a certain salary.

- Not being allowed to have children on the property.
- Extremely long wait list that never moves.
- Sometimes landlords/property management do not like to rent to people with children
- Low self-esteem with serious depression
- Financial SSI income shows too low and I have bad credit nor enough for security deposit
- My husband is disabled and has a legitimate service dog (certified thru Riverside County Animal Control Tag) and we have encountered numerous obstacles when trying to secure housing. We were served a notice to vacate from our previous home because of the service dog.
- I am a single mom, recently divorced recently became disabled and my credit is bad. I pay a grand to live in a dump and my sister is disabled as well. We need more affordable housing fast. Please.
- Weathering apartment after 5 years not done floor haven't been done since before the last tents mildew smell under carpet under sink.
- Property managers and landlords tell you they will fix a few minor things before inspection. Day of inspection nothing's been fixed. Even after inspection, they will do things like take the metal covering off the dishwasher drain so that when you run the dishwasher the water runs all over the counter. Then the landlord and property manager say they fixed it but they took the piece so that the appliance does not function properly. So the participant faces telling what the landlord and property manager did or just not use the dishwasher and keep the place and use the voucher and continue the stress of looking for another place to live that is unbiased towards participants based on race or level of income.
- Denied any assistance even when I been eligible for multiple housing programs
- Can't seem to contact Section 8 applied and have confirmation.
- Source of income and/or my 15-year-old daughter.
- Cost of living. There isn't enough affordable housing within Riverside County. Working a job making close to \$50,000
- It is still difficult finding housing.
- SSI not enough for a rental
- Income
- High rents
- financial barriers like high deposits, high housing cost
- Affordability
- Market is too high as far as rent prices. It is difficult to find housing for lower-income households
- Rent for most units available is just not affordable. We need more programs to assist low income family that can't afford these high rents. And we need to build more affordable units in the City.
- Income being too high, and not being elderly



**Question 13**  
If yes to Question 12, what barriers?

Open-ended responses:

- Source of income
- Prices too high for valley incomes
- Decrease supply of available rental units
- Based on me being a single mother of four. I don't agree much with the placement of housing in a high crime neighborhood and my children going to a school where they must deal with other making fin of the color of their skin
- Stop only catering to Veterans
- Criminal history
- Getting printed info. It would be nice to be able to have the information to really study it or go over it so that I don't have keep calling the workers. Who, as a matter of fact, don't always call back within 48 hours.
- Income
- Not making enough to apply for a place and bad credit
- Units not available to the elderly because of age
- Programs not available in RVC that are available in other counties, such as, using the voucher to purchase a home.
- Low voucher amount
- Because there isn't a two person household or family is trying to help them with their rent. I have been denied renting a home for me and my children.



- Relating to race and income
- The Gentrification of Moreno Valley.
- Cost of living and qualifications to rent
- There is racism and prejudice against African Americans in housing or low-income living units.
- Lots of homeless Vets
- In my case for an error of who ever took care of application had to wait more time and was offer an apartment 3 hours from doctors and was told take it or you out the waiting list.
- Mental health issues I have been plagued with.
- Landlords want people to make 2.5 - 3 x the monthly rent for income, that's nearly impossible.
- Discriminations of these kind happen to all poor everyday without fail. We have no voice and no one has the time for us. We are of no value to anyone.
- If you are a recipient of SSI/SSDI or TANF, the landlords seem to treat you differently. I've noticed they ask more invasive questions. For example, "Do you plan on being on that, till it runs out?" "Why are you on that?" If you have children. "Are all of your children by the same father?" "Do you plan on having more?" and "Do you have a boyfriend?"
- Ingrained perception of the population in need of/qualified for particular social programs such as those that offer assistance to parties dealing with mental health.
- Income, cost of living, rising rental prices
- Being too young, not having enough credit, student loans.
- Disability, income, rents are too high...can't afford.
- income requirements and credit score
- The lack of fair treatment for mentally ill when we report a problem with land lord
- Income requirements
- There are many. Race, Age, disability, income and familial status, sexual orientation and plenty more.
- The cost of living is high and the wages out here are low.
- The energy allowance for some reason stopped after child came and my rent went up.
- There is not enough quality housing since the year 2013. The housing available is private landlords that are always hawking dilapidated units on Section 8 like renovated garages or renovated storage sheds. The decent places to live have waiting lists that take years. Also, requiring double deposit is a huge barrier because there is no requirement for the landlord to return the funds even if the place is left in immaculate condition. The place I moved to charged a one-month deposit, however, I had to use my own money to purchase extra cleaning supplies and rags to use my labor to clean a filthy unit but there was nowhere else to use the voucher. I got a place that had two other applications already turned in and my family was the third application and was accepted. I constantly move because of discrimination and never see the deposit monies returned.

- The amount of rent now days are way too high for anyone to afford. Hardly no jobs or it's hard for anyone to get one. The family size to big, you have to make at least three times the rent.
- Homelessness, wrongful misdemeanor.
- High down payments for single parent of a low-income family.
- Source of income is a major obstacle, people do not want to rent to a person on cash aid, they think you're going to lay around all day using electricity and trashing the place.
- The language
- Source of income may be limited to federal assistance programs.
- Affordability and because of NIMBYism! Also, the homeless population, with multiple barriers, have few options because of the NIMBYism in SW Riverside county.
- Perception of culture based on ethnic origin and family size.
- Rents are really high right now and the rental market is very competitive, therefore it is hard to find housing for someone that does not have consistent long-term income
- Not enough affordable units. People are priced out of the majority of the inventory of available rental housing units.
- Por los ingresos
- Costos de renta muy altos

Question 14

What suggestions do you have for increasing housing or homeownership opportunities in the County of Riverside?

Open-ended responses:

- I think that housing should be more affordable to families that live and work in Riverside County. In the Desert Areas, I think more and more people are owning homes to rent out on apps like Air B & B for the season and the concerts. That takes a great deal of the properties that used to be on the market for families to rent or own. Houses in the local market should not be used for short-term rentals like hotels. That is what hotels are for.
- My opinion would be to encourage those who are on welfare or unemployment that it's okay to have a job. Take note that the longer they go without a job the more comfortable they become with only paying a certain amount for rent. Government assistance should not last forever. I believe housing programs should help those grow into homeownership rather than simply paying half of their rent.
- We are in desperate need of safe, affordable, senior housing. Can you please help me to get started in the process of securing housing right away?
- More rent-to-own opportunities or more low-income housing.
- Take a look at what limited options are available in the area, some with 3-year wait lists. Consider rezoning 55+ areas as this is no longer a predominate housing need in Riverside County.
- More housing for the working class.

- Don't make it so hard to qualify to borrow or lease. The minimum qualifications are too high!
- Make the voucher to purchase a home easier to access. Increase the voucher amount to be more realistic compared to the private market. The low voucher amount in RVC is almost assured to cause the voucher holder to fail in finding safe and well maintained housing.
- I am on a low-income fixed budget and cannot afford any apartments in Cathedral City or any other areas in California. I have two children, my son and I both have disabilities with nowhere to live. I have a Masters degree in Education but find it hard to get employment because I am my son's caregiver. Why is there no affordable housing help in California for people like me?
- Build more quality, affordable housing and assistance programs for lower income residents of Moreno Valley and Riverside who are in transition from poverty to reentering society as working adults and or students contributing to society.
- Homeownership will help to curb costs of rent increases. More opportunities on assistance in qualifications for homebuying. Opportunities for new homebuyers.
- Follow-up with calling people back, build more low-income units in good neighborhoods, implement programs to help people rebuild self-sufficiency to afford apartment units and/homeownership.
- Lower prices. People are experiencing the same wages but higher rent and housing costs.
- They should listen a bit more to tenants because we are abused and have been taken advantage of.
- Build income-based housing first for all of us families who are living in motels and in the street. Give job placement that does not require background checks or drug test. Felon, eviction, and pet friendly housing at reasonable cost. Plenty of vacant homes for sale in the county, buy them and rent them to families in need.
- Raise wages so that one person alone can rent or own and not have to rent a room or live 3 generations deep just for shelter and have no security or a chance at a normal life.
- Job security and growth, creating workshops residents can attend for first time home owners with Q&A.
- The main reason a lot of people do not move is high number of crime and homeless people. There are streets with no lights which have not become dumpsters. Because of that the values of nice homes are falling down. Also the gas prices are higher compared to Orange County. If you can sort this out we will have huge number of people moving into Riverside County.
- More housing options in this area.
- Less restrictions on who can stay on the basis of pay or dependents.
- Affordable and newly renovated places to stay that require the landlord or manager to be present at least 4 times a week.
- For every developer that builds a home or an apartment complex, a percentage of that housing development should go towards people with low income or the elderly.

- Build more housing units in Riverside County since we have the land out here that way there would be enough units for the people that need it, maybe even make a new program where people on housing can automatically become a first time home owner maybe with the new programs that the county creates, that way people don't stay on housing for a long time and miss out opportunities and maybe that we can stop poverty, because the poverty level in Riverside County is very high, and it is very embarrassing. The Community Action Partner Heroes offers a program where they help you become a first-time home buyer, and they fix your credit and they assist you with a down payment, but you have to save some money on your part, like a deal, maybe City of Perris can offer something like that.
- Take our concern in a seriously and respond promptly.
- Housing choice voucher should be used toward rent to own or purchasing a home.
- N/A
- Better-educated landlords and property managers.
- All the housing is almost completely gone in Riverside and all that is left is dilapidated housing from private owners. More affordable housing is needed where the family can live longer than one year. If you're going to make participants pay a full rent of deposit, the landlords and property managers need to make the unit clean at their expense not the participant. If you're going to make participants pay a double rent deposit, then you need to make it mandatory that the participant gets their funds back when they place is left clean and in good condition. Homelessness is very real and I am grateful for the program but it is not what it used to be because decent housing is no longer available.
- Help those who are single parents, it's also hard for them to fix or pay off bad credit. If the housing can at one time deal pay or remove all negative items on credit it will be a lot easier for them to get approved for a home help show them how to be responsible and dependable person how to learn to budget their money
- To help those in need especially when it comes to their children being taken, for no having proper living standards based on CPS needs/ regulations
- More assistance to single parents with credit scores not too good but trying to have a home secure for family.
- Other than the opportunities to have more affordable housing, the programs available for homeownership need to be publicized in an effort to reach more people.
- Make it possible to get information on your status when applying for housing assistance.
- Consider evaluating policies that regulate pricing or look into funding such as grants that can assist in providing funds for affordable housing.
- Make assistance programs more attainable for people. The threshold for income could be increased.
- More first-time home buyer programs that tailor to moderate families that can afford mortgages but have too high income.
- Different types of housing opportunities like group living or smaller homes. Housing that provides support to people who need it for mental health, single parents, elderly.
- More support to NGOs (particularly self-help affordable housing developers) who can help leverage and multiply government support to then build more affordable housing

units. Grassroots organizations like Habitat for Humanity can provide a low-cost way to increase housing while helping people change their belief system on what they personally can achieve. There is clearly a housing shortage locally and in California to the tune of over 185 k units per year. While ALL housing solutions are needed to address different barriers, self-help home ownership offers multiple solutions to the housing problem overall. First, when contrasted with subsidized rental, self-help home ownership takes people out of entitlement programs by allowing them to acquire wealth, stabilize costs and increase self-esteem. Subsidized rental programs often perpetuate the need for subsidies long term because the gap between subsidized rental and fair market home ownership is just too wide. Self-help home ownership literally stops the need for outside support. In some cases, self-help homes built serve three families: the family from subsidized rental that now becomes a homeowner, the family that moves from temporary housing into the formerly occupied subsidized unit and a homeless family who can now occupy temporary housing. Self-help housing is the back door that gets families permanently out of subsidizes. It is a permanent solution, not a band aid. Secondly, self-help homeowners now contribute to the tax base, their health improves, they become more mindful contributors to the community at large. They advance in their jobs, their kids graduate and more. These are documented outcomes. Families are given hope and they thrive. Thirdly, the community is improved and revitalized when units are strategically placed. In the past, home ownership has received the smallest proportion of funding when compared to subsidized rental or homeless programs. Raising the ratio of dollars in this direction offers the stated benefits and saves the County long term.

- Development fees are one of the biggest barriers to building additional affordable housing in California in general and definitely in the County of Riverside. Consideration of reducing or eliminating fees would help increase development.
- There is a lack of opportunities for families when competing with investors. There should be an incentive for a seller to give priority to a family vs an investor, especially foreign. County should offer a tax break or something to give seller willingness to take the offer of a local family. I have seen many people outbid by big pocket investors.
- We need to increase the affordable housing stock.
- Local dedicated funds need to be made available for the creation of more affordable housing units. State and Federal government also needs to make more funds available at the local level. Competing for State and Federal funds is challenging when most of the funds go to coastal jurisdictions. We have our own challenges here in the Inland Empire.

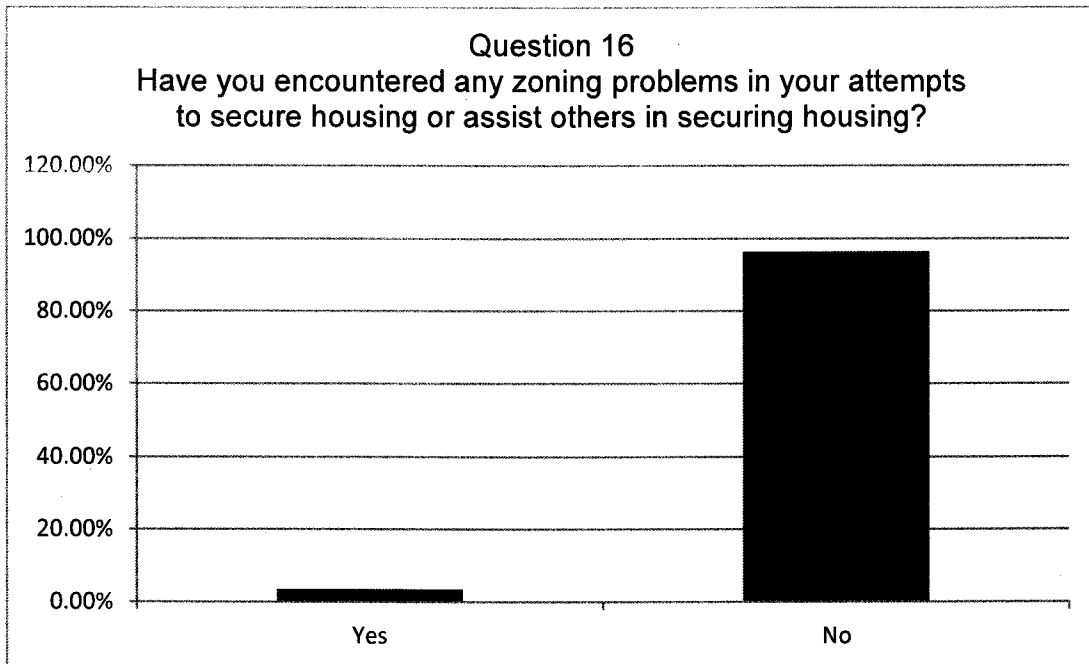
## Question 15

What barriers, if any, do you see to establishing a requirement that new housing developments in the County of Riverside have a set-aside for low-income households?

## Open-ended responses:

- Investors may want higher returns than what can be offered in the low-income markets.
- Its only for senior citizens and military veterans.
- A lot of homeowners don't really seem to want the low-income housing near them.
- The barrier would be that landlords want top dollar for the units, rather than work with Federal Government and local governments to house low to very low-income tenants.
- None really.
- Unwillingness of investors/developers.
- I don't see any barriers except the bias of the private market in regard to the "quality" of the voucher holders, such as, hygiene, lifestyle of low values etc.
- That there needs to be more low- income housing apartments and townhomes built so that people can afford to live on their own.
- There is not enough affordable housing available and the waiting list for affordable units are one to five years.
- There shouldn't be any barriers to such a requirement as it is desperately needed by residents of Riverside County. The only one I can see is the gentrification of Moreno Valley.
- They are not on the tenant's side that's for sure.
- There should be no barriers.
- My income is too low to afford a home large enough for my family. Or my income is too high to qualify for housing.
- Murrieta at the Monte Vista Apartments is a good example of waste. Out of 64 units only 11 are low income. Yet 100,000 people need those 11 apartments. Pretty self-explanatory.
- I see none, the program would need to be well regulated and the employees and general public educated.
- None, possibly only funding barriers if any. But this would allow housing security for low income families and individuals.
- Most of the low-income people are either involved in drugs or crimes. There are few percentage of low income people who try hard to change their situation, keep surroundings clean and be involved with their own life rather than stealing or planning to hurt someone for a little amount of money.
- High interest rates.
- If done correctly, it can be done. Maybe, an incentive of some kind towards the Developer if they do build and include housing for ALL people of ALL economic levels it just might encourage developers to include this kind of theory into their plans.

- The waiting list is too long and people don't update their personal information because all of them live like homeless.
- None if it is legitimately going to help those who cannot afford stable housing.
- Greed. People with fixed incomes can't afford first and last months and deposit and make two times the rent plus all the other bizarre requirements and hoops we have to jump through.
- Too much paperwork that's no since and lack of management in handling paperwork.
- The barrier would be long waiting lists that take years.
- Credit Scores/ Waiting Lists
- Current homeowners in the area of developments concern of property values dropping.
- The truth. Welfare recipients, I have found, are usually destructive and have no respect for other people's possessions or property.
- None.
- The guidelines are too strict. There should be more flexibility.
- Residents might not be open to the requirement based on the notion that low-income housing may bring crime to the communities.
- Educating developers and lenders on the County programs
- The only barrier I see is that developers will say they cannot afford it. It is a good idea and should be required to include low income units in all new developments.
- You will always have the NIMBYism but when you explain the success stories and the arguments I pose in the last question, it makes sense. It is all in the messaging but give recipients an out with more funds to self-help housing.
- In order to have developers build affordable housing, fees by the city or county need to be reduced to insure housing can be built at a reasonable cost. My guess is that the cost of building a home has approximately 30% of that cost associated with fees from different agencies.
- I totally support that.
- Pushback from corporations, investors. Lack of available funds to help further.
- There are quite a few barriers...the main barrier is the lack of desire to develop affordable housing and NIMBYism.
- Elected officials have not shown to be in favor of inclusionary housing in the past, that needs to change. We need to attack this huge problem on all fronts, and inclusionary housing is one of those tools.

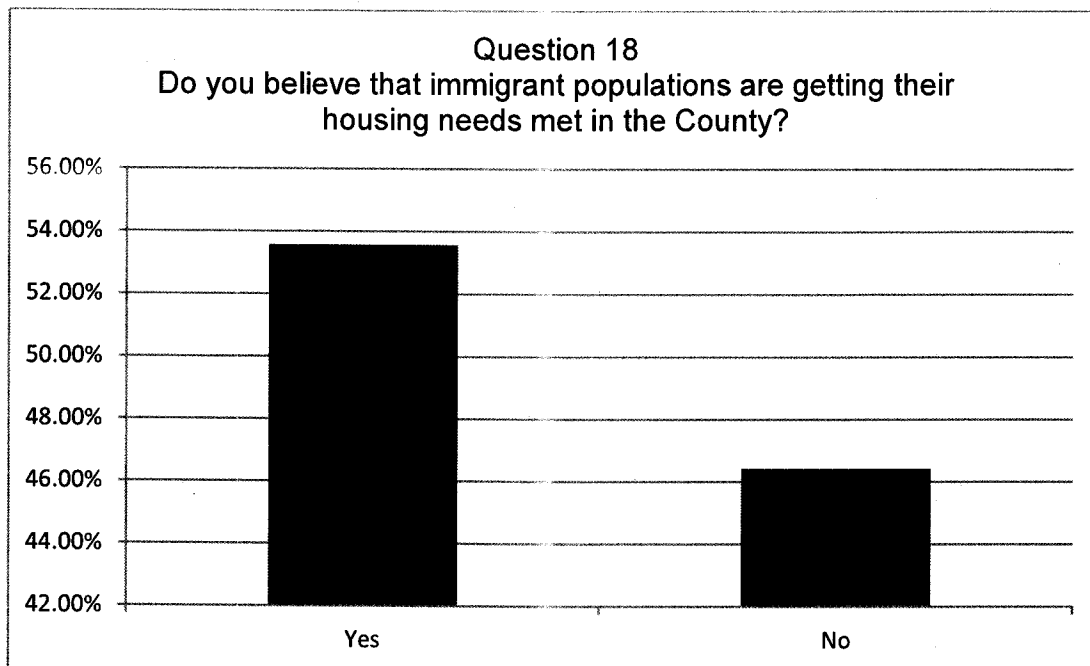


**Question 17**  
 If yes to Question 16, what problems?

Open-ended responses:

- Criminal history
- A lot are 55+
- N/A
- Don't want to rent
- Because I receive child support / and I can't receive any kind of help or assistance due to that.
- Not having enough credit renting for the first time
- When trying to get help, questions fall on deaf ears.
- All housing is out in the desert, not enough affordable housing inland.
- Socioeconomic
- Everything
- Low credit score and high down payments
- Most of the state funding requires development at a high density, 30 DUA's, and most local regions do not allow development to occur at that level
- Housing Element does not designate enough designated areas for affordable housing.





**Question 19**  
If no to Question 18, why not and what can be done to increase housing opportunities for immigrants?

Open-ended responses:

- Immigrants are here to live a better life and yet how can they apply or become a citizen with proper documents and due to that they are being denied for housing
- I don't know.
- Possible discrimination due to the political climate and alienation of immigrants.
- More low-income housing.
- Less restrictions on funds funding sources.
- In today's environment I'm sure it is harder for immigrants to obtain adequate housing. Not sure what could be done except for trying to educate those who discriminate against others.
- Don't know.
- Nobody – immigrant or not – is getting their housing needs met. Rent is too expensive, there are very few houses available for rent, and apartments want a ridiculous amount of money and very high expectations.
- I don't believe it because you need to be a citizen to receive assistance. Honestly, immigrants come to this country to work. They would rather work for their own because that's the culture. We Americans are accustomed to having "help" whenever we need it or want it.

- From personal knowledge of some families living situations. I am not sure what can be done at this time as there is a general distrust among this population and coming forward for government-related programs does not seem advantageous for the immigrant population.
- Information barriers; immigrants may fear that they cannot apply for apartments or housing units because of their status. If this population would know of their rights they would be aware of what they can access.
- Break down language barriers, find people who are sincerely passionate about helping immigrants.
- Assistance (in various programs) in helping them get adjusted into a new country will help. It would be from the very minute they get here until they are finally and able to live on their own without the assistance or help.
- Help them establish credit so they can have a credit score.
- Be more organized and lenient.
- Creating more affordable housing programs.
- I don't know specifics but, I see too many shared homes with multiple families.
- Not sure.
- It is harder for them to secure and afford housing.
- Build more affordable housing projects.
- Lack of knowledge of available housing and assistance programs hurts immigrants
- Increase housing stock so that there are more opportunities for people on the lower end of income spectrum.
- They are afraid.
- Establish communities where walking and local commute can meet needs of parks, grocery stores and create a sense of local community.
- More funding to build affordable housing.
- Immigrants, particularly the ones that don't speak English have a harder time obtaining affordable housing.
- Construir mas casas

Question 20

What suggestions do you have for providing long-term, sustainable housing for the homeless population in the County?

Open-ended responses:

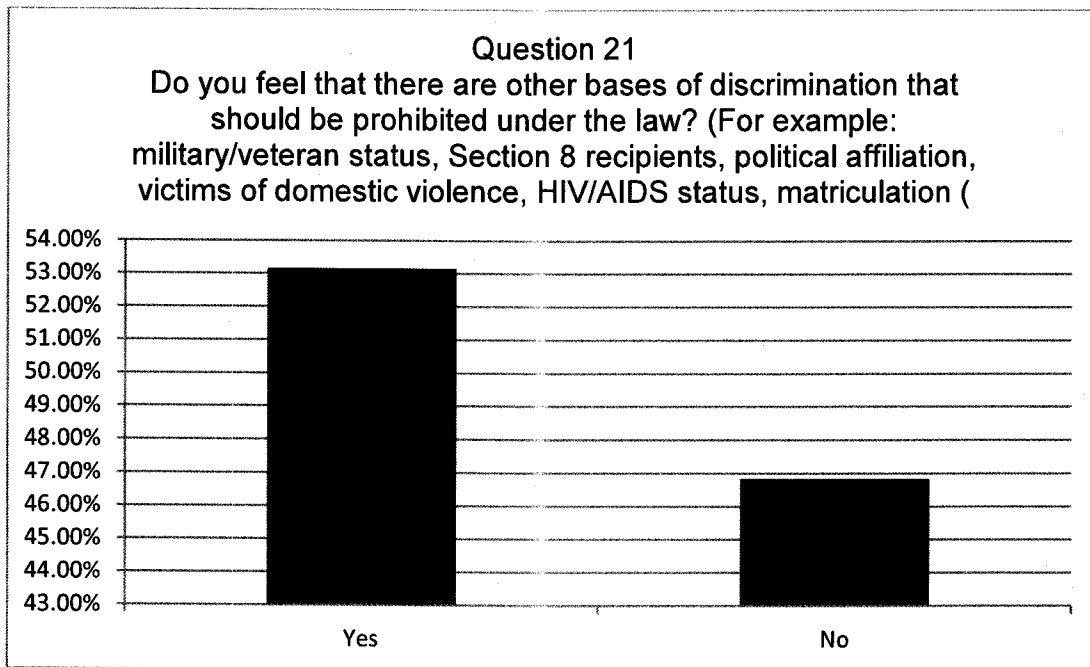
- Stop counting them and actually house them.
- Start providing it.
- Turning condemned hotels /building into shelters for the homeless and using them to assist the homeless into jobs and rehabilitation from drugs and alcohol.

- Provide more low-income housing and more transitional housing shelters. Rent control would be helpful along with providing more financial assistance for families that are facing eviction. Landlords are quick to kick people out and instead they should be trying to help individuals maintain their housing because being quick to evict only adds to the vicious cycle of homelessness. The wages keep going up, but as soon as the wages go up, everything gets more expensive. People need a break from all the increasing prices. Rent control would help in that area.
- Try to have more available housing and apartments, there's not enough
- There needs to be more programs to help them.
- Immigrant populations are getting their housing and food needs met in the County while California (U.S.) residents get "NO" assistance at all. I applied for food assistance and was turned down. How is this acceptable and allowed when I make less than \$19,000.00 annually?
- Develop social service programs which assist with chronic homelessness and the various reasons for it's existence, which work directly with developers and owners who are willing to work with the programs and services.
- Not allowing tents and assisting in rehab and then providing off the grid housing like box car and tiny house or multi-housing units.
- I am currently homeless and there are not enough homeless resources of any kind in Riverside County and the ones that exist operate from a shady standpoint. Legit assistance for the homeless population is what's needed.
- Build more home for people in serious need of a place to call home.
- Take this matter seriously. bit phase don't paint the wall with the smallest brush get the biggest roll so you can reach more people in need.
- We need more low-income homes I've been homeless with my baby for a year already, the population of homeless families here are so large, I can't get the help I need to get on my feet! It's extremely exhausting. Being a single mom with a 1 year, homeless is hard, the welfare system doesn't give enough to get a place. The rent here is too high!
- Build project housing, for families, 55+, vets, mentally ill, single men, etc. and place everyone in their respective groups.
- Can some of the empty buildings, schools, properties in different areas be set up to accommodate temporary housing, March ARB perhaps? I would be willing to work there. I have several years of affordable housing experience.
- I talk to plenty of homeless people. They are so transparent. Majority don't want to be in a shelter because of the rules. There's a mental health crisis in their community. We want to help people who either don't want the help or the help needs to be redirected to another need.
- Programs that truly assist and require regular contact and updates to ensure the participant is moving toward self-sufficiency.
- Investments should be made in getting them off the street and help, but not to just house them.
- Accountability; providing programs that would secure their recovery and re-entry to the workforce and also ensuring these programs are mandatory in order for them to

become eligible for housing and other social services. Providing them with tools and skills that can support growth.

- Providing a revolving door shelter--- that requires them to actively go out and look for work in order to stay.
- Incentive programs.
- This is a very complex issue due to the fact that each case is so unique. The reason why a person is homeless ranges from some kind of misfortune had happen to drug addiction , alcohol abuse and mental problems. Each case will need to be looked at on an individual and case by case and worked out from there. In this case there is no one simple or "catch all" solution that I can see in dealing with the homeless. You can have the person...no matter what you may offer...will just op to live on the streets. In that case, I would offer them some kind of program where they can be say "look outs" for wild animals that may be invading....a farmer's property. Let them actually..."live off the land".
- First time homebuyer's assistance program, a new one that the county should create.
- This is a hard question to answer. Most homeless are also suffering from mental disabilities that need to be addressed. Some don't want help, and those that do sometimes can't get it.
- There are plenty of building and homes that sit vacant. Make them shelters have a resident advisor or two at the location.
- The private landlords and property managers cannot keep getting away with substandard living units and taking participants money. The application process is also becoming expensive and credit checks do not cost the landlord \$50 per adult. The homeless population needs housing temporary housing that lasts 3-6 months or one year until they can find a job and locate another place to live on their own. Shelter should be clean and dependable. More affordable housing is necessary for low income people because all the jobs have been transferred overseas.
- I think the ones with children and homeless should be first to get place in homes before disability and veterans. Me I really don't like or trust any shelters.
- Leniency
- Just more consideration for the less fortunate mainly family that has children. For the children that have been taken due to no housing.
- Temporary shelters operated as individual studio apartments with a requirement to attend county job training, and sobriety. The two requirements will contribute to self-sufficiency, empowerment, and Quality of life.
- Services in obtaining employment along with housing.
- Case workers to keep people up to date with their support systems (health insurance, income, food, social...)
- Housing First
- Participants who have been assisted with being homeless, also need a social worker; to help them become long-term housed.
- More funding to build affordable housing.
- Inclusionary housing and increasing the Permanent Supportive Housing stock.

- Local government needs to be on board and support projects in each of their districts. As soon as a few people speak against a project it stops in it's tracks. We all have an obligation to deal with this problem at hand.
- More transitional housing developments
- Providing services only on a temporary basis, encourage working and give benefits
- Increase PSH



**Question 22**  
If “yes” to Question 21, which categories?

Open-ended responses:

- I think all examples mentioned are categories that people discriminate against. Particularly Section 8 recipients. It is hard to find anyone that takes the vouchers.
- Veteran status
- Section 8
- Section 8 recipients from my personal experience, but all which are an issue for self-sustainability.
- Victims domestic violence
- Section 8 or Project-Based. Some employees make comments like “well at least you are getting help” and because of that we should not complain.
- All categories

- Student status, kids, income, etc.
- I have a disabled daughter. It is very hard to find a comfortable, affordable, single story home with carpet. I can't have her crawling around on hardwood or tile. Almost no homes provide this anymore.
- Being poor should be a protected class
- All of the above
- Military status
- Military/Veterans
- Homeless students, pregnant homeless women. parents with children that are homeless.
- Birth origins
- Sect 8 has a horrible stigma, I feel all rental agencies should be obligated to work with sect 8 recipients and the rental amount limit should be flexible according to rental medians.
- Aged out foster kids. I was raised in a foster home and we are not given the tools when we turn 18 that are imperative and conducive to a productive life. We basically have no chance. This needs to change. I actually went into job corps thankfully otherwise I would not have survived this long.
- All the categories mentioned. I am a graduate student and some landlords think I'm talking about kindergarten. I'm working on a doctoral degree because I cannot find work as an adjunct and that is what I am trained to do. Being in graduate school is work and eventually I will obtain employment and become self-sufficient. However, the federal budget cuts have decimated the teaching profession and that has caused me to get a higher degree to be more competitive to obtain work.
- Domestic Violence
- Every Category listed.
- All of the above.
- Student and illness
- Age, gender, income level, mental health, disability, race, religion.
- Section 8 and HIV.
- Section 8 Voucher holders, there is a lot of discrimination goes with Section 8 voucher holders. Landlords just refuse to rent to Section 8 holders.

**Question 23**

How well or poorly is the prison reentry population re-integrating into our communities and what steps could be taken to improve their ability to reenter and better facilitate their acquisition of safe, affordable housing?

Open-ended responses:

- Not well people hate me cause of the crime I committed.

- Better rehabilitation, education, psychological care, skills development, re-adaptation to society and life skills even before they leave prison!
- Why are U.S. citizen families (with two people disabled) last on the affordable housing and food assistance list? Immigrant populations and prison reentry populations receive assistance before people like myself with no criminal background...how is this fair?
- Everything that is possible without exposing the community to habitual, predatory criminals. People who simply made a mistake and have paid their debt to society should be able to reenter society and commit to their own self development in a similar way to other low income or poverty-stricken individuals and families.
- There is little to no assistance with prison reentry readily available to the actual ex-prisoner. They are barred automatically for felonies.
- Very poor at re-integrating ex-cons back into society.
- Give them job placement, and transitional housing to help integrate them back into society.
- Wow.. Poorly is an understatement. You could start with when someone pays their debt to society for a crime they committed. Incarceration is debt paid. Their record in its entirety should be deleted completely.
- Poorly. Unsure what can help, would need to have more information on the current programs and what services they provide.
- Not familiar.
- Poor. It is hard to get good employment with a clean record, I can't imagine how much more difficult it is for them to get a job.
- Here again is an issue that a "one stop" shop doesn't work. Programs would need to be designed to fit that particular individual. A person needs to feel good about themselves and have a sense of well worth and being and that what they do is valued. Having confidence in themselves. Look into the "why's" they committed the crimes and go from there. Look at and show them what changes and choices they could have made to do something worthwhile. The almighty dollar doesn't always bring happiness. Yes, it may get all the material things but does it really bring you "true" happiness? A question that should be asked.
- They should get help.
- I'm not sure about this. I don't know what to say...I am sure it isn't easy for them to re-enter society hopefully they have a family member or friend to help get on their feet.
- Obviously, if the person has done their time, a second chance should be given depending on the charges. If the person is honest and says this happened and served their time, the person should have a second chance to reintegrate in society with a job and housing. Everyone needs a job and housing to be a productive member of society. The background check system is designed to keep a person perpetually punished.
- The re-integration process for the prison population can makes some changes to ensure less biases when individuals are looking for housing or jobs. They will never be able to afford housing or qualify for housing if the "felon" question remains on housing applications.

- There needs to be some sort of work programs in the prison or jail system that can help those non-violent offenders try and get a leg up so they can re-integrate into society and decrease the number of repeat offenders.
- I do not know enough about this population to form a meaningful opinion for solutions.
- Allow people at entry into housing programs to have an exception for criminal activity. Once they are housed then if they recidivize then terminate their assistance.
- More adamant screening policies and perhaps resources to help former inmates with redevelopment to be able to get their lives back on track.
- Encourage schooling and centers strict on rules of keeping everyone in line.
- Increase housing and workforce opportunities.

Question 24

How well or poorly is the homeless reentry population re-integrating into our communities and what steps could be taken to improve their ability to reenter and better facilitate their acquisition of safe, affordable housing?

Open-ended responses:

- I think the homeless reentry population needs to be offered long term case management. Someone who literally comes by and checks on them where they live and helps facilitate referrals to jobs and counseling resources. Also, someone that can hold them accountable staying focused on their goals and taking care of their living environment. Also financial responsibility classes would be helpful. Classes that help people learn to budget and pay bills.
- Having shelters that implement a 12-step approach.
- Less restrictions on funding.
- Poor and homeless families receive "NO" assistance at all because there is not enough affordable housing to go around. I am a single mother with a masters degree but cannot work outside the home because I am my son's (Autism w/intellectual disabilities) caregiver. There are "NO" after school programs for my son that would allow me to work outside of the home.
- Same as above only for homeless.
- Poorly handled and programs for homeless are operating off of old methods. Psychological aspects need to be taken into consideration when reentering homeless into population.
- More low-income homes, for domestic violence people, everyone deserves to have a home it's unfair to the children to be homeless for mistakes the parents made.
- Very poorly. Unsure what can help, would need to have more information on the current programs and what services they provide.
- Poorly, employers expect explanations for gaps in employment. How is a homeless person supposed to explain the gaps without feeling embarrassed or judged?
- Programs



- Homeless people are grossly ignored, and people tend to complain about where they are setting up camp. Do like that one city and pay the homeless to clean up the city.
- Poor. Have designated affordable housing to assist people who have lost their homes to foreclosure. Don't put mentally ill people on the street because their mentally ill; they need their own affordable housing because that population has special needs. Newly homeless people normally have bad credit because of foreclosure or eviction and cannot find another place to live and wind up on the street. Credit counseling is definitely needed because without decent credit, the family cannot obtain housing.
- It's very poor needs more genuine individuals who can look past their selfishness and actually see the hardship others are facing in life.
- Hold them accountable for their actions. Those that don't want to live by the rules should be stripped of any public assistance and run out of town.
- Surrounding this population with supportive services and assisting along the way will go a very long way in helping them succeed with affordable housing.
- The Housing Authority of Riverside County is doing an excellent job at housing the homeless population. However, we need more Permanent Supportive Housing units.
- It is very difficult. Landlords don't want to rent to people with criminal backgrounds or back credit. It is nearly impossible to find a homeless person that doesn't have a criminal history for minor offenses or one with good credit history.
- The homeless population is a very serious problem in our County and in the City of Hemet.
- We need to increase supportive services and affordable housing and expand drug treatment options.

Question 25

What particular challenges do you see facing the LGBTQIA+ (Lesbian, Gay, Bi-Sexual, Transgender, Queer, Intersex, Asexual+) community obtaining the housing of their choice? What can or should be done to mitigate or eliminate those challenges?

Open-ended responses:

- Sexual preference should never be used to consider housing applications.
- I am sure that the LGBTQIA communities face their share of challenges.
- People discriminate against them based on their appearance.
- I'm sure they too have to suffer from discrimination. Really what it comes down to is money. A gay person with money will not suffer discrimination as a gay person with no money. Which applies to all the protected classes. How to fix it? Hit the person/business that is discriminating with such a severe monetary fine it would render them poor overnight. Discrimination would essentially stop.
- The landlords ask, "Do you have a boyfriend?" They assume and put someone on the spot. It's none of their business but your forced to answer to secure a place.

- Possibly the application process. Do rental / housing applications require applicants to describe their sex? Are these applications regulated? Do they offer options such as selection transgender, non-binary, etc.?
- This is a hard one, because of the fact that you would have to change the mindset of the general population. It's going to take time and lots of it. It may take years, decades, or even centuries and then again it may never change. It's what us black people have been dealing with the past, present and most likely future. Things have and will get better over the years...but "true" acceptance...that's a WHOLE different ballgame. To me the only solution I can see it education. Educating the populous is the real key.
- They are sexually harassed by pervert landlords like I have been for being a single mother. Landlords are notorious for sexually harassing Section 8 participants. I'm looking for a place to live, not to sleep with you.
- Income, jobs, transportation.
- Awareness, mentorship programs.
- I have not run into this discrimination at all in the City of Riverside, Moreno Valley, Jurupa Valley or Corona where I do most of my business and dealings with housing.
- LGBTQIA+ discrimination is more prevalent than ever. If they are added to federally protected class, then it will help eliminate the issue tremendously.

Question 26

What housing-related issues do you see affecting victims of domestic violence and their families? How can we better ensure that this population has access to safe, affordable, and stable housing options?

Open-ended responses:

- I think people fear renting to victims of domestic violence because they are afraid their abuser will find them and create problems for everyone.
- Create more safe houses.
- More women's shelters that can accommodate women with more than two kids.
- Again, no restrictions on funding.
- Victims of domestic violence are suffering from the past violence, they could offer more help to these victims.
- I am a victim of domestic violence and that is why I am a single mother today. My choices, hum...either I stay in the relationship and die the way my mother did when she was murdered (domestic violence) or become a single parent and have no housing/food assistance from the state I have lived in since 1976. Not much of a choice.
- Hard to relocate with no job/ lack of income.
- I came from a DV shelter. Unfortunately, they don't tell you about housing. I had to be proactive and call Riverside Housing Authority myself. They weren't too helpful either.
- Financial barriers. Providing assistance to domestic violence victims with rental assistance.

- More "safe housing" needs to be established and of course financial assistance. The laws need to be strengthened to protect those who are victims.
- I believe that they are domestic abuse victims and don't feel safe, wherever they might go, there will be some sort of fear. It is very sad when you feel like that, I myself have been a victim of domestic violence, verbal violence, and mental violence. they should be able to be place in a housing unit somewhere in another city, not the same one where the aggressor stays.
- I was a victim of this and reached out for help...the programs in place are a farce. It's a facade.
- Women need a way of reporting domestic violence as well as LGBTQIA+ because we are marginalized by white, male, property owners who think the participant is their property too. There needs to be a safe way to report sexual harassment by landlords because it is a power issue.
- Better restraining orders or protection. Too many women are at risk due to lack of protection.
- Domestic violence families may encounter lower housing options due to lack of credit and/or income/employment/childcare.
- We need to increase supportive services for victims of domestic violence.
- They need to be protected. My sister is currently going through this and it's hard for a single mom to find housing with no help.

Question 27

Do you believe that the County of Riverside has adequate public transportation to allow residents to access housing, schools, shopping, healthcare, jobs, etc.? What can or should be done to improve public transportation in the County?

Open-ended responses:

- No and the bus stops have no covering or seats.
- Yes
- Absolutely not
- Need better access to bus passes.
- At no cost or low cost.
- Offer additional transportation options. An elderly person is not always able to use a bus.
- Make transportation means known. RVC doesn't make public help known or only poorly known even when help is available.
- Some of the lines should run more often and not run more than 5 or 10 minutes behind schedule.
- No. The buses end too early in the night, they go in all different types of direction and bus drivers refuse to accept riders after being a second late.

- The bus needs to run every 10 minutes during the day, 30 in the middle of night, 24 hrs. a day.
- No, the public transportation is not adequate, unsure what can be done to improve.
- It is moderate, not 100% reliable.
- No, I do not believe that Riverside public transportation is adequate. Being an RTA customer, I know from first hand in some areas it works fine but then in other areas it falls flat. I'm a senior so I can only speak on the service that is offered to us. I would like to see the service start earlier and end a bit later. But on the whole....as a native New Yorker with the best transportation in the country I strongly suggest that you take a look at what they are doing in the great City of New York and copy it.
- They say they have transportation available now but only for healthcare purposes, for housing, shopping, and jobs, I have not seen that happen. for school there are busses.
- I honestly don't know. I thankfully have been blessed to never have been without a car.
- The bus runs four times a day.
- Public transportation is way better than it was 15 years ago. Service is pretty dependable.
- Not in the Coachella Valley. The bus system in place now does not have stops in many areas of our valley.
- Not sure.
- No, we have a horrible public transportation system in the Inland Empire. All trains go to OC and LA, no Inland Empire line that allows you to stay within the County. Metrolink only tailors to those that work in LA or OC, not to those that work in Riverside County.
- We definitely need more public transportation in SW Riverside County.
- You should have left the trolley tracks going down the middle of Magnolia Avenue. That would have been the ideal way to get people from one end of town to the other.
- While there is a robust bus system, it sometimes does not run often enough to get people to their jobs on time. Frequency may require some study.
- Better access to route information and frequent routes. possibly providing shade at the stops while waiting.
- No, it takes hours to get from one place to another.
- Have public transportation accessible at all affordable housing developments. Have public transportation work more closely with the affordable housing community.
- Provide on-time services.

#### Question 28

Do you believe that there is access to quality, affordable healthcare in your community? What can or should be done to improve access to healthcare in your neighborhood?

Open-ended responses:

- I believe there is affordable health care in the community.

- Yes
- No
- California has been great at assisting me and my children with healthcare and for that I am very grateful.
- No. There needs to be an overall healthcare reform, places are over-crowded and people do not know how to attend to small health issues at home.
- No. Hire better doctors and appoint people that are concerned about patient health and not numbers/money to oversee the doctors.
- Not affordable.
- Hard for me to speak on this one...since I have Kaiser, I already have the best health care there is. Here again, I would suggest take a look at what Kaiser is doing and copy that.
- Yes there is.
- No. I can't get seen as of right now actually. I did enroll with Covered California and they want \$76 a month. With a fixed income it is impossible.
- No because of the ridiculous deposits and waiting times.
- I have access to quality, affordable healthcare in my community. People in rural areas do not and that's a problem for them because that's where cheaper housing is located.
- No there is not. Some communities of our valley are in desperate need of more free, affordable, medical attention.
- Provide free screenings.

**Question 29**

Do you believe that there are enough banks in your community to meet the needs of the population? What can or should be done to improve access to banks in your neighborhood?

Open-ended responses:

- Yes. There are plenty of banks.
- Banks are adequate.
- Too many banks but no money to put in the bank.
- No. More ATMs
- Yes, I believe we have enough banks to meet the needs of the population. With a bank on almost every corner I see no problems.
- What kind of banks? nobody has money for the bank accounts.
- They just closed a Chase bank here. There is one teller most times lines tend to be long.
- No issue with access to banking.

**Question 30**

Do you believe that there is sufficient access to credit through affordable means to the people in your community? What can or should be done to improve access to affordable credit in your neighborhood?

## Open-ended responses:

- I don't believe there is sufficient access to affordable credit for people. Low income people can have lower credit scores because they struggle to make payment to their bills on time. Then, once they are late with a payment they are burdened with higher minimum payment, fees and higher interest rates.
- Yes
- No
- There are no options for credit at the moment other than very expensive payday loans and high-priced options for people with little to no credit.
- No. Because poor people are my community and banks/companies do not extend credit to poor people and communities.
- No, everyone's credit is shot, credit should not even be a factor in renting to low income families.
- No and I do not have enough information to comment on improvement.
- Not sure
- Now here is the "real" good question. No! there's no sufficient access to credit through affordable means. Some banks do try to help you out and other not. The ones that try to help are really no help. They just claimed to be helping you out, but in reality its a trick to lure you in to get you in debt. If banks want to help...lower your interest rates!
- No how do I rebuild my credit?
- I think credit should never be used. If you plan on using credit take a class first on finances. They should integrate that in schools as well.
- Mentorship, classes, special programs
- Federal regulations govern most of the credit markets and services so not sure there is much anyone can do on a local level.
- Education and assistance on credit management to better educate community on how to make credit work in their favor.
- No. Most credit available to low income people is these crooks that operate credit shops at high interest to people with bad credit.
- Provide information to the public, social media.

## Question 31

Do you believe that there are enough living wage jobs available across all skillsets and education levels in your community? What can or should be done to improve access to good paying, stable jobs in your neighborhood?

## Open-ended responses:

- I do not believe there is access to jobs that have living wages in the neighborhood.
- No, there's not enough jobs out there.
- Yes
- No
- No, I have filled out numerous applications/resumes and still have no job. The jobs in the education field are not interested in employing African American women like myself.
- Companies are asking for extensive education and paying very low wages. Companies are now asking for multiple skills for one position and then only paying for one type of skill. Unions charge monthly wages that are not affordable. Rate of pay is very low for office, admin and clerical work.
- No. There is a lot of discrimination in the Inland Empire towards black people on jobs and blacks do not get the job desired, matching with their skills. There is also way too much bilingualism in the I.E., that leads to blackballing and keeping non-bilingual people from working permanently. (e.g. temp agencies)
- No there is not. I have an Associates degree in human services and behavioral and social studies and there are no jobs accepting Associates degree.
- Employers seek to get the person who is the most qualified, but is willing to take less pay.
- I'm retired and have lost track of what is going on in the job market here in Riverside. So I can't speak on something I don't know anything about.
- No, I still have not been hired in one year.
- No. Within the surrounding communities of Eastvale, Jurupa Valley, and Norco, there are a lot of low-income fast food industry jobs, with the exception of the new and upcoming development in Ontario Ranch.
- No. We need more training available.
- No educational opportunities need to be more affordable and efficient.
- While we are making progress on attracting higher wage jobs to the area, there is still a shortage of skilled workers for those higher wage jobs. We need to continue to focus hard on education and college degrees to ensure that there are skilled workers in order to attract better paying industries.
- No. We need more high paying jobs in the area.

## Question 32

What can or should be done by the County of Riverside to improve the quality and safety of schools in your neighborhood and in the County?

Open-ended responses:

- Hire more teachers. My daughter's classroom has 44 students and one teacher...this does not make sense. I feel that the school my children attend have an adequate amount of security.
- Easy, give the schools more money and there shouldn't be any exception of where a child is from or what their race is.
- Cameras in the classroom so parents can check up on their kids, police officer liaisons office on all campuses.
- Keep on track with times we live in technologically. Swiftly address issues of bullying, both on and off campus.
- Parent involvement in school.
- Educating children/ students and parents when it comes to active shooters, looking for signs of depression, and overall mental health issues.
- With all the shootings that have been going on lately, this is a very important issue. I really don't know what can be done in this case. There are too many unknowns to deal with. I guess what the County of Riverside has put in place for now is all that we have to work with. As time goes on hopefully things will get better and we once again return to a time that shootings will be a thing of the past.
- Nothing, we are a new world order and the parents don't know how to teach children anything, that's why you see so much violence in school now a days.
- Keep them secure with security guards to be able to protect our kids.
- More security.
- I think the main problem in school is bullying. Do more extensive background checks on teachers.
- Keep pedophiles away from all P-12 schools.
- Hiring more deputies so they can monitor every school in the County.
- Metal Detectors at schools...Schools are just unsafe now.
- Minimize the entry points for each of the schools. Arm the teachers that are willing.
- Better wages for teachers and make it more appealing to want to be a teacher by providing grants, opportunities to create more jobs as teachers, aids, etc.
- Have more traffic enforcement during drop off and pick up times.
- Provide more security.



## Question 33

Do you believe that Riverside County's schools are adequately preparing students to compete in the global economy? What can or should be done to better prepare students to compete?

## Open-ended responses:

- More classes on skills they will need to live successfully in this world such as credit, how to get a home or auto loan, what is an interest rate, parenting, how to rent an apartment, how to write and follow a budget, how to apply for jobs and how to research schools and colleges.
- Yes
- No they teach to pass standard tests and not how to even function in the real world.
- Provide classes to better prepare students such as financial and real-world skills.
- Absolutely not!
- No, teach them hands on craft skills
- They need to focus on two things. Learning a new language and math.
- Not rewarding them for participation but rather rewarding students that get the highest scores. Students need to learn that competing is healthy and to take criticism in order to grow and not feel entitled. Also supporting our educators and promoting art and creativity.
- No, school does not teach students about life topics, such as: taxes, credit, loans, interest.
- Since my children are grown...one is an 8th grade English teacher and the head of the English department and my other daughter works in the legal department of the Director's Guild. I have lost all contact of what is happening in the schools of Riverside. So, I would like to think and hope that Riverside is doing its best to prepare our children to be able to compete in the global economy of the future.
- I think the student needs to be the one expected to do their duties in this case. It depends on the student's drive. The teachers could actually teach as well. I hear they're just a bump on a log and don't explain anything.
- It depends on the funding the school is receiving. Some school districts have more resources than others so the school districts with more resources have students that are more likely to attend a University.
- As a nation, our students are not adequately prepared to compete in the global economy, unless they were privileged enough to attend private schools. Unfortunately, this issue is one that requires Congressional and Federal actions in order to implement policies and laws preventing educational budget cuts.
- I believe County's schools are not preparing students the same way in every city. Better schools are in the cities where there is more global economy (businesses) and influential people. I believe government should use the same programs in every school no matter of people's color, race, ethnicity... the most important thing is to prepare all of our

children to get ready for the future because we are finding it tough, especially these years and it does not look as if it's going to become easier for them.

- No, not the all the public schools in our valley.
- No, our school system is flawed...needs major reform to compete on the global economy.
- I think we continue to make progress on education, but I believe we also need to improve on the "trades" that provide good pay but not a college degree, like construction job training; auto mechanic training, etc.
- No, they should have more classes that teach kids real life skills like being a electrician, plumber, certified forklift driver, etc. Not everyone is cut out for college and we should approach our schools that way when teaching kids.
- Make more classes available, other languages, arts, music.

**Question 34**

**Are there any other issues you feel need to be addressed in the Analysis of Impediments to Fair Housing Choice?**

Open-ended responses:

- More affordable homes need to be made available to the people that live and work in the valley. Low income people have to work too hard and they still cannot afford the price of rent and bills.
- No.
- I would like to see one central starting place to obtain information housing, assistance for people with disabilities, income challenges, senior services, etc.
- The system and locations need to be looked into and updated/reworked.
- All housing should be available to all. Stop using senior or family housing to restrict use. Stop using bedroom size to a lot housing. A unit that is within the recipient's voucher amount should be available to rent.
- That there should be more means to help for single mothers.
- There are no "Fair Housing Choices" because there is not enough affordable housing to go around and the people that do receive affordable housing never move out.
- Yes, the payment standards should be reviewed and increased based on the reality of the market.
- Rent cost control and not allowing landlords to treat residents like they can be evicted for any reason that is very unfair.
- Yes, why does it take so long to get a place?
- Finding housing should not be difficult, I pay \$1,200 a month to live in a motel, but yet no one will rent to my family, sad.
- Recertification. Should be the same paperwork all the time. I gather all my paperwork and they want something more from last year. Landlords: It should be mandatory for

them to attend a class on do's and don't's. My previous landlord was completely abusive. I had enough and called the police. It seems like the H.A. sides with the Landlords.

- Not sure.
- Yes, the rents in this area has just gotten out of control. What is going on here?! Rent control needs to be established and incentives need to be given to those landlords that work the hardest and really care about their tenants and property. Yes, more affordable housing needs to be built so that the average person can pay a decent rent without having to struggle.
- Rental price in Beaumont for a 3-bedroom is anywhere from \$1,800 to higher. Choice voucher for a 3-bedroom \$1,680, it makes it impossible to find rent at that price on top of many homeowners do not want to rent to Section 8 recipients.
- How we can be self-sufficient.
- Yes, more tutoring that doesn't require having a car.
- Please make more affordable housing so that people on the Housing Choice Voucher Program can find a decent place to live. The program is really good to participants, however, when the housing market is tight, landlords know they can get away with breaking housing laws.
- You covered a good deal of ground in this survey!
- I think young families with young kids should be a focus in helping them get housing.
- The FH impediment right now is the lack of available affordable housing units.
- There should be more communication with all programs for low income customers, the more all staff knows about other programs available for their customers the more help they can be.

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End of Survey  
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