

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM: 2.12**  
(ID # 13884)

**MEETING DATE:**  
Tuesday, November 17, 2020

**FROM :** HOUSING, HOMELESSNESS PREVENTION AND WORKFORCE SOLUTIONS:

**SUBJECT:** HOUSING, HOMELESSNESS PREVENTION AND WORKFORCE SOLUTIONS  
(HHPWS): Receive and File The 90-Day Directors Report for the Department of  
Housing, Homelessness Prevention and Workforce Solutions, All Districts. [\$0]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Receive and file the 90-Day Directors Report for the Department of Housing,  
Homelessness Prevention and Workforce Solutions.

**ACTION:** Consent

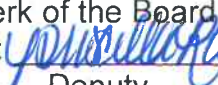
  
Heidi Marshall, Director 11/14/2020

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Spiegel, seconded by Supervisor Washington and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: November 17, 2020  
xc: HHPWS

Kecia R. Harper  
Clerk of the Board  
By:   
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS: N/A</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: 2020/21</b>	

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

The new Department of Housing, Homelessness Prevention and Workforce Solutions (HHPWS) was established in March 2020, to advance the County’s housing, anti-poverty and workforce development services. HHPWS consists of the following five divisions: Workforce Development, Continuum of Care, Housing Authority, Community Solutions (CDBG and ESG), and the Community Action Partnership. The attached, 90-Day Directors Report details the goals and accomplishments of the department from its inception through September 2020. The report also includes comprehensive information on the department’s COVID-19 related response and services.

**Impact on Residents and Businesses**

Provides an update on the Department’s activities and community impact.

**ATTACHMENTS:**

- HHPWS 90+ Day Directors Report

*Marcus Maltese*  
 \_\_\_\_\_  
 Marcus Maltese 11/9/2020



County of Riverside

# HHPWS

Housing, Homelessness Prevention and Workforce Solutions

## 90+ DAY DIRECTOR'S REPORT

Published by  
The County of Riverside  
Department of Housing, Homelessness Prevention and Workforce Solutions



# 2020

The new Department of Housing, Homelessness Prevention and Workforce Solutions was launched in March 2020 coinciding with the beginning of the COVID-19 pandemic. As such, a key focus of my first 90 days as Director was to ensure the continuity of departmental operations and to address the impacts of the pandemic on the department's customer base. In response to this focus, I developed a 90-day action plan which was used as a strategic guide for the department during the initial months of COVID. A detailed report out on this plan is contained for your review. In addition to this report out, I have noted the department's key accomplishments, an update on operational activities, current issues of note and my plan for the department through the end of the calendar year and beyond. I believe the team has performed remarkably and has played a pivotal role in the County's COVID response.

I look forward to carrying out our CARES act programming and developing new strategies to support the County's economic recovery response.



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# KEY ACCOMPLISHMENTS

A total of \$83M in CARES Act funding, was invested in our communities impacting over 25,000 county residents.

# KEY ACCOMPLISHMENTS

HPWS has taken a proactive role in addressing homelessness, housing instability, unemployment, the digital divide and the needs of the non-profit community during the pandemic. Significant departmental accomplishments during this reporting period include the launch of the following programs utilizing CARES Act funding:

## 1) PROJECT ROOMKEY (ESTIMATED COST \$10M)

HPWS Coordinated this non-congregate sheltering program to protect vulnerable homeless individuals from COVID. In total, and to date, we have assisted approximately 840 individuals, transitioned 128 to permanent housing and currently have 476 households housed countywide.

## 3) RENTAL RELIEF PROGRAM (ALSO KNOWN AS UNITED LIFT)

A \$33M rental assistance program to address the needs of struggling renters who have been impacted by COVID. As of September 10th, the program has assisted 1,966 households and issued \$6.3M in rental assistance. We continue to monitor and modify the program as needed to meet the needs of the renter community.

## 4) HOMES FOR THE HARVEST (\$1M)

With the assistance of our Agricultural Commissioner, established a housing and financial support program for farmworkers who are required to isolate or quarantine due to COVID. The program provides temporary housing, wraparound services, medical supports and a financial subsidy (\$2K) for lost wages. The program is expected to serve 350 farmworkers and their families.

## 2) PROJECT HOMEKEY (\$10.5M, STATE FUNDING)

The Housing Authority's development team directly coordinated three applications to the state to secure funding to acquire, convert and rehabilitate properties to expand housing options for homeless residents. All three applications received a funding reservation totaling \$10.5 million which will result in the creation of 146 units of permanent supportive housing. The projects include: the Ivy Palm Hotel conversion in Palm Springs (general homeless population); Project Legacy in Riverside (HIV/LGBTQ population) and Mountain View Estates in Oasis (farmworker housing)



## **5) YOUTH COMMUNITY CORPS (\$4M)**

A service -learning program modeled after the national AmeriCorps program which provides young adults with an opportunity to earn a stipend while working to support the community response to COVID at local non-profit agencies and municipalities. The program was originally intended to serve 500 youth countywide. As of September 15th, we have received 946 applications and placed 322 youth countywide.

## **7) RIVERSIDE COUNTY OFFICE OF EDUCATION, “ALL FOR ONE CAMPAIGN” (\$10M)**

The All for One Campaign is a countywide campaign led by the RCOE to ensure that all public school students have access to a computer device and internet connectivity. The funding will serve a critical role in addressing the digital divide within the county.

## **9) NON-PROFIT ASSISTANCE FUND (\$5M)**

The non-profit assistance fund provides a grant in the amount of \$2,500-10,000 to support non-profit agencies impacted by COVID. The first application round resulted in 447 applications; 391 approved applications and the issuance of \$3.4M in grants. A total of \$1.1 in grants is currently available through Round II funding.

## **6) PATHWAYS TO EMPLOYMENT (\$4M)**

This program is a companion to the Youth Community Corps and provides a similar service learning opportunity for adult residents who are currently unemployed. The program is slated to serve 500 residents and will provide a stipend that pays the equivalent of \$20 per hour.

## **8) PRIVATE SCHOOL DEVICE PROGRAM (\$1M)**

This program provides grants to private schools to acquire computer devices and hotspots for students to ensure that all students, private and public, have an opportunity to succeed in a distance learning format.

## **10) ADULT PUBLIC SCHOOL DEVICE PROGRAM (\$1M)**

The Adult Public School Device Program extends distance learning support to adult school students. Riverside County is home to 20 public adult schools which serve over 15,000 students. Unlike their K-12 counterparts in the public-school system, adult schools did not receive a direct allocation of CARES Act funds. Yet their students face significant barriers to distance learning. On average, 73% of adult school students contend with low levels of literacy, 41% are low income, 53% are English language learners, and the overwhelming majority face multiple barriers. The investment of \$1 million dollars in CARES Act funding will ensure that these students have the necessary supports to continue their educational pursuits during the pandemic and further advances the County's efforts to bridge the digital divide locally.





# COMMUNITY ACTION PARTNERSHIP

## Key Priority #1

### **Continued operations of the utility assistance program.**

UPDATE: Community Action Partnership (CAP) continued to process utility assistance applications by mail since the start of COVID-19. Since then, CAP provided utility assistance to 5,592 customers. As part of its efforts to softly reopen CAP offices, and effective September 8, 2020, CAP implemented an appointment system for customers to apply for and receive utility assistance inhouse.



# COMMUNITY ACTION PARTNERSHIP

## **Key Priority #2**

### **Continued operations of cooling and warming centers.**

UPDATE: CAP opened cooling centers effective June 1, 2020 with safety protocols for residents such as health screening, social distancing requirements, and sanitation guidelines all consistent with Department of Public Health and CDC guidelines. As of September, there were 35 cool centers that were participating in the partnership and 20,839 residents had visited cool centers to escape extreme temperatures. Cool Centers are provided water, snacks, mini fans, resources materials, and cleaning supplies on a regular basis.

## **Key Priority #5**

### **Providing vital information on community resources available during the COVID-19 emergency and recovery period.**

UPDATE: CAP offers community resources at cool center sites. In addition, CAP's website and social media outlets are updated with community information about items including : Conflict resolution workshops, Free tax preparation, Mediation services, Utility assistance, Census information, Employment programs, and Laptops to bridge the digital divide.

***"With regard to Project RoomKey, CAP has assisted with placing residents and assembled and delivered food three times weekly to program participants."***

## **Key Priority #3**

### **Continued operations of the court mediation program (if courts are open).**

UPDATE: Court mediation has not occurred as the Courts remain closed. CAP has continued to offer mediation for community cases virtually via Zoom and by teleconference during the shutdown. Conflict resolution workshops are also held virtually for the public.

## **Key Priority #6**

### **Providing information to the public on eviction/foreclosure prevention and assistance provided directly by utility companies during the COVID-19 crisis.**

UPDATE: CAP call center provides appropriate referrals for eviction/foreclosure prevention and assistance provided by utility companies. The Call center has answered approximately 3,000 calls per month during COVID.

## **Key Priority #7**

### **Providing information to the public on mental health assistance during the COVID-19 crisis.**

UPDATE: CAP call center provides appropriate referrals for mental health assistance. Call center has answered approximately 3,000 calls per month during COVID.

## **Key Priority #4**

### **Confirming that elderly, disabled and special needs clients are safe and have access to food, medical and other needed services during shut-in periods**

UPDATE: Homeless individuals who test positive for COVID-19 or are pending results are provided with medical and recuperative care through RUHS - Public Health's housing program. Additional beds are made available by the Housing Authority Division in coordination with RUHS - Public Health when RUHS - Public Health's housing program reaches occupancy.

CAP has partnered with the Housing Authority to help facilitate the Project RoomKey program. CAP has assisted with placing residents and assembled and delivered food three times weekly to program participants.

## **Key Priority #8**

### **Taking steps to implement an economic recovery program for low-income residents and communities which will include financial counseling, assistance with accessing various recovery programs/resources and life skills coaching.**

UPDATE: CAP partnered with United Way of Inland Valley and applied for and received a Financial Navigators grant award from the Cities for Financial Empowerment fund. CAP will be the government entity overseeing the program and United Way will receive the bulk of the funding to hire financial navigators for 211. The 211 financial navigators will help triage families in financial crisis by providing resources and referrals.

# Community Action Partnership PATHWAYS TO EMPLOYMENT

Are you an adult 18 years or older and interested in paid on the job training?



Community Action  
Pathways to Employment  
will provide you with:

**8 or 12 weeks on the job training**

**Must reside in Riverside County**

**Must be 18+ years old**

**Gain work experience and earn**

The opportunity to contribute to a community response to COVID-19 by supplying vital resources and services during the pandemic.

A paid stipend, training, mentorship, supportive services and wrap-around supports during their term of service.

To Apply Scan the code  
or visit the link below:

<https://tinyurl.com/y6la3ctv>



For general questions contact:  
Rivco Workforce Development  
Phone: 951-955-0185  
E-mail: [workforcehelp@rivco.org](mailto:workforcehelp@rivco.org)



# Community Action Partnership

# PATHWAYS TO EMPLOYMENT

Was your organization affected by the COVID-19 pandemic, and need help?



**If you are a Riverside County non-profit or government entity who has been affected by the COVID-19 pandemic and would like assistance, contact us!**

### Community Action Pathways to Employment

Assist non-profits and government entities on the front lines of the COVID-19 response through additional workforce support.

Provide on the job training for adults 18+ to engage in local projects and support organizations directly affected by the COVID-19 pandemic.

To Apply Scan the code or visit the link below:

<https://tinyurl.com/yxtexhfs>



For general questions visit: [www.capriverside.org](http://www.capriverside.org)  
Call: 951-955-0185  
or E-mail: [workforcehelp@rivco.org](mailto:workforcehelp@rivco.org)





# COMMUNITY SOLUTIONS



## Key Priority #1

**Assessing and supporting CDBG funded non-profit agencies impacted by COVID-19.**

UPDATE: The CDBG team assisted City Manager Doug Schulze from Banning with responding to a 30-person encampment that resulted in a fire that destroyed a commercial building. The City submitted a request for \$170,000 to finance the development of a pallet, tiny-home community to address the needs of the residents of the encampment. CDBG team members moved rapidly to assist the city team with these efforts which led to the successful launch of their intended project. Continuum of Care team also coordinated



with Faith In Action, a nonprofit group from Banning to assist all affected persons.

## COMMUNITY SOLUTIONS

UPDATE (cont): Since the passage of the CARES Act, the CDBG team reprogrammed and repurposed more than \$1,000,000 of non-CARES Act CDBG funding for a variety of programs and services in response to the pandemic. Most of the organizations receiving the supplemental funding operate food distribution programs, and they include:

BLYTHE EMERGENCY FOOD PANTRY	<b>\$5,000</b>
H.O.P.E. PANTRY PROGRAM	<b>\$30,000</b>
BLYTHE HARMONY KITCHEN	<b>\$4,000</b>
IDYLLWILD HELP CENTER	<b>\$5,000</b>
RCHC EMERGENCY FOOD AND ASSISTANCE	<b>\$10,000</b>
VALLEY RESTART SHELTER	<b>\$5,000</b>
FSA MORE THAN A MEAL SENIOR PROGRAM	<b>\$4,000</b>
MECCACOMFORT STATION	<b>\$11,000</b>
FSA FOOD ASSISTANCE PROGRAM	<b>\$5,000</b>
MENIFEE VALLEY CUPBOARD	<b>\$5,000</b>
FAIR HOUSING COUNCIL OF RIVCO/COVID19 HOTLINE	<b>\$150,000</b>
MURRIETA COMPREHENSIVE CARE PROGRAM COUNTY AND CITY	<b>\$65,000</b>
RAMSEY STREET VILLAGE PROGRAM	<b>\$170,000</b>
RIVCO SMALL BUSINESS RECOVERY FUND	<b>\$5,000</b>
ANZA COMMUNITY HALL FINANCIAL ASSISTANCE PROGRAM	<b>\$15,000</b>
DESERT ARC COVID-19 SUPPORT PROGRAM	<b>\$50,000</b>
<b>TOTAL</b>	<b>\$539,000</b>

**Key Priority#2 Assessing and supporting emergency shelter operators and service agencies funded by ESG.**

UPDATE: The county did not have non-CARES Act ESG funds available to allocate to emergency shelter operators and service agencies in response to the pandemic, however, CDBG funds were provided to several homelessness activities including:

VALLEY RESTART	<b>\$5,000</b>
RCHC EMERGENCY FOOD AND ASSISTANCE	<b>\$10,000</b>
RAMSEY STREET VILLAGE PROGRAM	<b>\$170,000</b>

On July 7, the Board of Supervisors approved the allocation of \$2,212,897 of Round I ESG-CV funding. This funding was allocated as follow:

MARTHA'S VILLAGE AND KITCHEN \$170,000 ES	<b>\$170,000 ES</b>
COACHELLA VALLEY RESCUE MISSION \$332,700 ES, RR, HP, OS	<b>\$332,700 ES, RR, HP, OS</b>
RAMSEY STREET VILLAGE \$125,000 ES	<b>\$125,000 ES</b>
VALLEY RESTART SHELTER \$218,000 ES, HP	<b>\$218,000 ES, HP</b>
SALVATION ARMY \$116,000 HP, HMIS	<b>\$116,000 HP, HMIS</b>
RIVERSIDE COMMUNITY HOUSING CORP \$295,000 HP, RR, OS, HMIS	<b>\$295,000 HP, RR, OS, HMIS</b>
OPERATION SAFE HOUSE \$130,000 OS	<b>\$130,000 OS</b>
PATH OF LIFE MINISTRIES \$260,000 ES	<b>\$260,000 ES</b>
SOCIAL WORK ACTION GROUP \$242,814 OS	<b>\$242,814 OS</b>
LUTHERAN SOCIAL SERVICES \$36,000 HP, RR, OS, HMIS	<b>\$36,000 HP, RR, OS, HMI</b>
DHS COMMUNITY TASK FORCE \$20,000 ES	<b>\$20,000 ES</b>
ESG-CV RESERVE FUND, PROGRAM ADMINISTRATION \$267,279	<b>\$267,279</b>

ES = Emergency Shelter  
 RR = Rapid Re-Housing  
 HP = Homelessness  
 Prevention OS = Outreach  
 HMIS = Reporting

UNITED LIFT  
RENTAL  
ASSISTANCE

Learn More at [UnitedLift.org](http://UnitedLift.org)

United Way  
Inland SoCal United Way

RIVERSIDE COUNTY

LIFT TO RISE

**\$33 Million**  
**to Keep 10,000 of our**  
**Riverside County**  
**Neighbors Housed**

**Key Priority#3 Reprogramming existing CDBG funding (if needed) under the “Urgent Need” provision established by HUD as directed by the BOS to meet critical needs within local communities.**

During this reporting period, the Community Solutions team also received the FY2020 CDBG allocation of \$8 million, as well as the \$641,710 ESG and \$2.5 million HOME allocation and ensured that all projects were fully obligated by the mandated deadlines.

It has been determined that the use of the “Urgent Need” National Objective for CDBG activities, in response to COVID19, has not yet been necessary. HHPWS has been able to reprogram and repurpose CDBG funding to respond to and mitigate COVID19 impacts through the standard Low/Moderate Income and Low/Moderate Area National Objectives. However, it still remains an option for the County.

**Key Priority#4 Preparing for new funding to respond to COVID-19 emergency and recovery flowing through CDBG and ESG programs.**

UPDATE: The Community Solutions team rapidly moved to obligate the CDBG-Cares Act funding of \$4.7 million as well as the ESG Cares funding of \$2.2 million.

The Board approved the use of CDBG-CV funds on May 19, 2020, and ESG-CV funds (Round I) on July 7, 2020. CDBG-CV funds were allocated to the County’s United/Lift Rental Assistance program (\$3.3 million) and \$500,000 to the Micro-Enterprise Loan Program. The \$2,212,793 of Round II ESG-CV funds were allocated to eleven (11) organizations.

Staff are currently developing funding priorities for the ESG-CV Round II NOFA – allocation \$6,352,897.



# CONTINUUM OF CARE

## Key Priority #1

**Providing relevant COVID-19 information to homeless residents, shelter operators and service providers to prevent the spread of the virus.**

UPDATE: The Continuum team has held weekly coordination conference calls with representatives from shelters, service provider agencies and city jurisdictions. These meetings have been facilitated every Monday from 11:00 am to 12:00 noon. These meetings began April 13, 2020 and allow for homeless service providers to stay in coordination with local health guidelines as well as facilitate discussion regarding common barriers and their corresponding solutions.





## CONTINUUM OF CARE

### **Key Priority #2**

**Ensuring that shelter and service providers have access to PPE, cleaning and sanitation supplies and food.**

UPDATE: The Continuum team has been an active participant at the Department Operations Center since February and has been able to ensure that emergency food and supply requests are easily coordinated through the Emergency Operations Center (EOC) logistics team. A supply of PPE goods were successfully secured through the California Department of Housing and Community Development (HCD) for both providers and consumers. All donations have been distributed to various public, private and non-profit agencies who administer direct homeless services.

### **Key Priority #5**

**Rapidly allocating new state and federal funding especially funding earmarked for COVID-19 homeless response.**

UPDATE: The Division has received a total of \$2.3M in federal and state COVID-19 funding that has been allocated to local subrecipients through the FEMA - Emergency Food and Shelter Program and HCD - COVID-19 Emergency Homelessness Funding. The Division submitted an application requesting \$1.4M in Emergency Solutions Grant (ESG) - COVID-19 funding to support rental assistance, street outreach, emergency shelter, and homeless prevention activities. A Request for Proposals (RFP) will be released upon official award notification of these funds.

***"Continuum of Care has received a total of \$2.3M in federal and state COVID-19 funding that has been allocated to local subrecipients through the FEMA - Emergency Food and Shelter Program and HCD - COVID-19 Emergency Homelessness Funding."***

### **Key Priority #3**

**Timely processing and payment of housing provider invoices to ensure continuity of homeless services.**

UPDATE: The Continuum of Care team is fully staffed to meet the current workload. Monthly invoices are processed within 45 days of receipt to allow for continuity of services.

For new projects, subrecipient requests for cash advances are processed immediately to ensure projects can start up quickly. The amount of the advance varies across different funding streams:

- U.S. Department of Housing and Urban Development (HUD) - Continuum of Care (CoC) grants: The Division will be increasing the 1/12th cash advance limit to 25%
- California Department of Housing and Community Development (HCD) grants - Homeless Emergency Aid Funding (HEAP), California Emergency Solutions and Housing (CESH), and Homelessness Housing, Assistance and Prevention (HHAP) grants: 25% advance
- Federal Emergency Management Agency (FEMA) - Emergency Food and Shelter Program (EFSP) grant: 50% advance

### **Key Priority #4**

**Making certain that all pending contracts are expedited to allow agencies to quickly draw down needed funding.**

UPDATE: Subrecipient contracts are routed for execution upon receipt of an official award letter and funds. The Division has set a goal to execute agreements with contracted agencies within 6- 8 weeks of award. The timeline may be extended depending on the type of the agreement (e.g. capital projects that are more complex).

### **Key Priority #6**

**Facilitating the reprogramming of Continuum of Care and ESG contract budgets to allow agencies the financial capacity to respond to COVID-19.**

UPDATE: While no specific reprogramming recommendations have been made since the start of the new fiscal year, the Division is working closely with subrecipients who received Homeless Emergency Aid Funding (HEAP) as their service periods are set to end on June 30, 2021. Reprogramming recommendations are expected to be presented to the Board of Governance sometime in October 2020.

## CONTINUUM OF CARE

### **Key Priority #7**

**Assessing and supporting the emergency shelter system which is operating at maximum capacity.**

UPDATE: Daily occupancy rates are collected and recorded for each emergency shelter. These occupancy rates are included in the Emergency Operations Center (EOC) daily updates and shared with the CoC's Coordinated Entry System (CES) Lead, Riverside University Health System (RUHS) – Behavioral Health. As the CES Lead for Riverside County, RUHS – Behavioral Health manages the County of Riverside's CES locally known as HomeConnect. HomeConnect is a collaborative effort of multiple agencies working cohesively in outreach and education. Weekly calls with providers and the administration of a 24/7 hotline, help facilitate client linkage to appropriate housing services.

### **Key Priority #10**

**Ensuring that homeless individuals with COVID-19 receive medical and recuperative care.**

UPDATE: Homeless individuals who test positive for COVID-19 or are pending results are provided with medical and recuperative care through RUHS – Public Health's housing program. Additional beds are made available by the Housing Authority Division in coordination with RUHS – Public Health when RUHS – Public Health's housing program reaches occupancy.

**Key Priority #13 Preparing for additional funding that may flow through the Continuum of Care, ESG or EFSF to address the COVID-19 emergency.**

UPDATE: The Continuum of Care Division is positioned to aggressively respond and coordinate funding earmarked to mitigate the current COVID-19 health crisis. The CoC Governance Charter allows for its Board of Governance to call for special or emergency meetings at any time. This access, flexibility and the use of virtual meetings ensures additional funding that is made available (e.g. HUD Continuum of Care, ESG, and EFS funds) to address the COVID-19 emergency is quickly allocated to service providers who can help their communities. Technical assistance is made available to service providers to increase capacity building. The Division is utilizing client-level data captured through its Homeless Management Information System (HMIS) to help guide decisions on where resources are needed most county-wide.

### **Key Priority #8**

**Assessing and supporting the county-wide outreach effort during the COVID-19 emergency.**

UPDATE: A data-driven approach is used to coordinate responses during the COVID-19 emergency. Daily reporting of shelter occupancy rates as well as calls to a 24 hour, 7 day operated homeless hotline (CES HomeConnect), and Point in Time Count data are used to direct service delivery and new funding to areas of highest service needs.

### **Key Priority #11**

**Preventing the spread of COVID-19 within the sheltered and unsheltered homeless population through education and the rapid identification of symptomatic individuals.**

UPDATE: The Continuum of Care Division in its role as the Lead Agency facilitates regular coordination and planning meetings in response to COVID-19 with over 190+ homeless key stakeholders. Resources, tools, and information on reducing and preventing the spread of COVID-19 Public Health and Centers for Disease Control and Prevention for both providers and consumers are shared during collaborative calls and email exchanges. Materials prescribing a step by step process have also been developed and distributed through the CoC network.

### **Key Priority #9**

**Establish an emergency motel/hotel voucher program through the EMD response to house unsheltered homeless individuals who are at-risk of contracting COVID-19**

UPDATE: The County launched Project RoomKey on March 24th to provide non-congregate shelter housing to safely house high-risk individuals to reduce the risk and spread of COVID-19. To date, over 830 high-risk individuals have been assisted through the program. The program is expected to continue through December 31, 2020.

### **Key Priority #12**

**Siting and operating the State granted travel trailers to provide emergency housing to COVID-19 affected homeless (as approved by Governor's office) and at risk individuals**

UPDATE: 15 State-issued trailers are being utilized to provide emergency housing to individuals who are experiencing homelessness and reduce the spread of COVID-19. 9 of the 15 trailers are currently occupied and sitting in the following supervisorial districts: District 4 has seven trailers and District 2 has two trailers. The remaining 6 trailers are being allocated to the County's Housing for Harvest program and supporting farmworker families who have tested positive for COVID-19.

County of Riverside Department of Housing, Homelessness Prevention & Workforce Solutions

**HomeConnect Riverside County**

**1-800-498-8847**



**IT'S  
OKAY  
TO ASK  
FOR  
HELP**

## **HOMECONNECT RIVERSIDE COUNTY**

If you are homeless and in need of housing, please call HomeConnect. You will be enrolled in the program and connected with a staff member from an agency in Riverside County who will assist you in the process of securing housing. Contact HomeConnect at 1- 800-498-8847. Referrals for housing are received through the County of Riverside Coordinated Entry System, HomeConnect program.

April 2, 2020

You don't have to  
fight your battle  
alone. Talk to us.





# Riverside County Housing for the Harvest

## COVID-19



### Free Hotel Rooms for Workers Who Have or Might Have COVID-19

If you are a farmworker or food processing worker who has COVID-19 or has been around someone who has COVID-19, you may be able to receive quarantine support and stay in a free hotel room.

By staying in a hotel away from others, you can protect your family and co-workers from getting COVID-19.

**Quarantine support includes:**

- ✓ A hotel room for up to 14 days
- ✓ Free meals
- ✓ Free transportation
- ✓ Free wellness checks
- ✓ Financial Assistance



You won't be asked about your immigration status.

Call to see if you can get a free hotel room.

**CONTACT:**

TODEC Legal Center (888) 863-3291 or [campo@todec.org](mailto:campo@todec.org)  
(English, Spanish and Purepecha)



Visit [COVID19.ca.gov/housing-for-agricultural-workers](https://COVID19.ca.gov/housing-for-agricultural-workers) for more information



# MULTIDISCIPLINARY APPROACHES TO ENDING HOMELESSNESS

A County of Riverside Continuum of Care Webinar Series

Contact [TiNelson@rivco.org](mailto:TiNelson@rivco.org) for more information.

## WORKFORCE SOLUTIONS FOR PEOPLE EXPERIENCING HOMELESSNESS & DISABLED ADULTS

**THURSDAY  
AUGUST 27TH  
11:30 -  
12:30 PM**

[CLICK HERE TO JOIN!](#)



**Workforce Development for Riverside County\*:**  
Offers workforce services to people experiencing homelessness.

Speakers: Stephanie Adams, Principal Development Specialist & Leslie Trainor, Deputy Director

\*This WIOA Title I financially assisted program or activity is an equal opportunity employer/program. Equal Opportunity Notice. Auxiliary aids and services are available upon request to individuals with disabilities. Please call 951.955.3100, 951.955.3744 TTY. CA Relay 711, or ADACoordinator@rivco.org 5 to 7 days in advance.



**Work Incentives Planning & Assistance (WIPA):**  
A free service that helps Social Security beneficiaries who receive benefits based on disability make informed choices about their employment.

Speaker: Aleyda Toruno, WIPA Project Director

## INCREASING ACCESS TO INCOME BENEFITS

**THURSDAY  
SEPTEMBER 24TH  
10:00 -  
11:00 AM**

[CLICK HERE TO JOIN!](#)



**HomeConnect Coordinated Entry System (CES):**  
Riverside County's CES can assess and refer individuals in need to available resources and assistance programs.

Speakers: Marcus Cannon, Behavioral Health Administrator & Christine Shield, Behavioral Health Supervisor



**The Housing & Disability Advocacy Program (HDAP):**  
Assists disabled individuals who are experiencing homelessness to apply for disability benefit programs.

Speaker: Luis Lopez, Program Specialist



**BROUGHT TO YOU BY THE DEPARTMENT OF HOUSING, HOMELESSNESS PREVENTION & WORKFORCE SOLUTIONS**

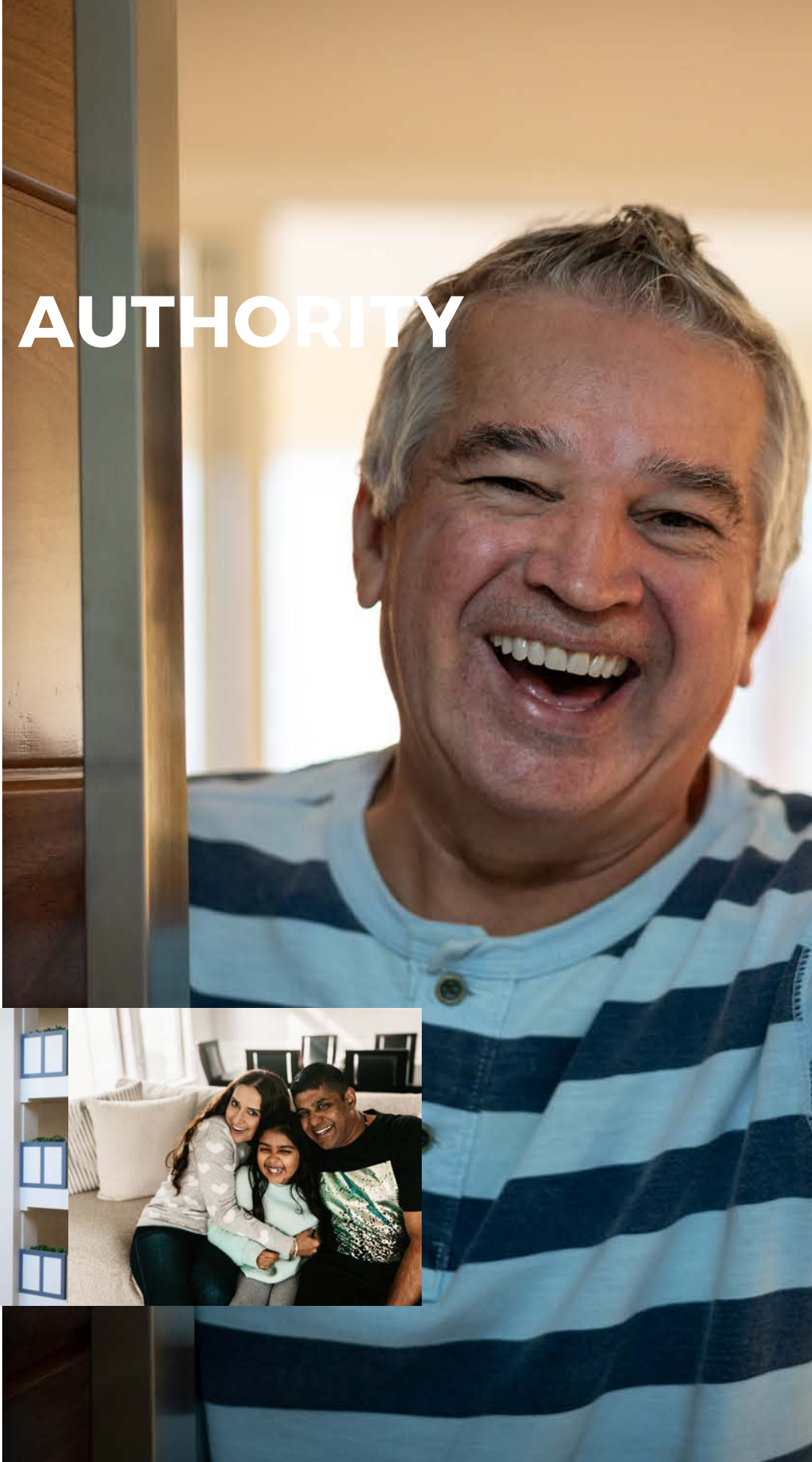


# HOUSING AUTHORITY

## Key Priority #1

**Providing relevant COVID-19 information to landlords and tenants to prevent the spread of the virus.**

Update: The Housing Authority team members regularly communicate with the 10,000 + families that participate in our programs, in addition to the 5,000 + property owners that provide the needed housing. To keep our stakeholders informed throughout the pandemic we regularly post updates on COVID-19 relevant information on the HACR website as well as via the various social media channels. This is in addition to the in-person services that are regularly provided.



# HOUSING AUTHORITY

## **Key Priority #2**

**Ensuring timely payment to all Section 8 landlords. The Housing Authority issues approximately \$6.3M in rental assistance on behalf of 8,500+ households each month. Landlords and tenants must be assured that these payments will be made on time.**

UPDATE: The Housing Authority throughout the pandemic has continued to make timely rental assistance payments ensuring property owners received the full payment of rent.

## **Key Priority #5**

**Providing accurate information to the public on renter protections for COVID-19 affected residents and eviction/foreclosure prevention measures.**

UPDATE: Regular updates on renter and owner protections for COVID-19 is provided on the Housing Authority's website and is posted at our various properties. Team members are also trained to share information as they communicate with the public. Finally, this team collaborates with the Fair Housing Council as well as other community-based nonprofits working within the housing field to ensure this information is reaching the intended audience. Of greater importance has been the dissemination of information related to the County's Rental Assistance Program or United Lift, which has also been shared widely.

***"Additionally, more than 1,400 families over this time period completed their annual re-examinations which ensures their continued participation in the rental assistance program."***

## **Key Priority #3**

**Processing income decreases for tenants who have suffered a reduction in earnings due to the impacts of COVID-19. This will allow the rental assistance payments to be increased accordingly and will ensure that landlords are appropriately compensated.**

UPDATE: The Housing Authority team has aggressively encouraged families who have experienced a loss of employment or wages to report those losses and have, as a result, processed more than 375 changes in tenant income information which essentially lowered the family's share of the rent. Additionally, more than 1,400 families over this time period completed their annual re-examinations which ensures their continued participation in the rental assistance program.

## **Key Priority #6**

**Confirming that elderly, disabled and special needs tenants are safe and have access to food, medical and other needed services during shut-in periods.**

UPDATE: The Housing Authority's Special Programs team is providing outreach to those that were permanently housed through their various programs. Additionally, the property managers at the various apartment complexes are following up with tenants to ensure they have safe access to food, medical and other needed services.

## **Key Priority #4**

**Responding to emergency work orders and 24-hour inspection notices to maintain Housing Quality Standards for assisted units.**

UPDATE: The Housing Authority Maintenance Crew is responding to emergency work orders and 24-hour inspections to ensure that its properties are meeting and exceeding standards.

## **Key Priority #7**

**Educating and ensuring the well-being of residents residing in Housing Authority owned properties.**

UPDATE: Housing Authority staff and its property management companies (Riverside Housing Development Corporation and Hyder Property management Professionals) have regularly provided outreach to the residents at our various properties.

## **Key Priority #8**

**Providing critical resources to tenants including employment resources and other needed social services via the Resident Services team.**

UPDATE: The Housing, Homelessness Prevention and Workforce Solutions (HHPWS) Department through the divisions of the Housing Authority, Workforce Development, Community Action Partnership and Continuum of Care are working together to connect tenants to employment options and other resident services. These teams are coordinating the Pathways to Employment, Youth Community Corps, and other programs to ensure that clients of housing programs receive an opportunity to participate. Finally, the Housing Authority is working to bring free-high speed internet to its various properties so residents will have better access to resources.

# Are you – or someone you know – impacted by COVID-19 and having trouble paying your rent?

Riverside County is providing \$33 million in rental assistance, funded by the CARES Act and CDBG. Eligible residents in Riverside County can apply for \$3,500 in rental assistance. Rental assistance is open to all residents regardless of immigration status.



**Applications are open.**

Apply today online at [UnitedLift.org](https://UnitedLift.org) or in-person at one of our upcoming pop-up application events.



**LIFT TO RISE**



## Weekly mobile pop-up applications events are scheduled throughout the Coachella Valley:

**Thursday, September 17** | 2:00 PM - 8:00 PM  
Indio Recreation Center  
45871 Clinton Street, Indio, CA 92201

**Saturday, September 19** | 8:00 AM - 6:00 PM  
Indio Recreation Center  
45871 Clinton Street, Indio, CA 92201

**Wednesday, September 23** | 4:00 PM - 9:00 PM  
Arroyo de Paz I & II  
66765 Two Bunch Palms Trail,  
Desert Hot Springs, CA 92240

**Saturday, September 26** | 8:00 AM - 6:00 PM  
Brisas de Paz  
65921 Flora Avenue,  
Desert Hot Springs, CA 92240

**Wednesday, September 30** | 4:00 PM - 9:00 PM  
Reyes Market  
98960 70th Avenue, Mecca CA 92254

**Saturday, October 3** | 8:00 AM - 6:00 PM  
Reyes Market  
98960 70th Avenue, Mecca CA 92254

**Wednesday, October 7** | 4:00 PM - 8:00 PM  
Agua Caliente Elementary School  
30800 San Luis Rey Drive,  
Cathedral City, CA 92234

**Saturday, October 10** | 8:00 AM - 6:00 PM  
Agua Caliente Elementary School  
30800 San Luis Rey Drive,  
Cathedral City, CA 92234

**Wednesday, October 14** | 4:00 PM - 9:00 PM  
Coachella Branch Library  
1500 6th Street Coachella, CA 92236

**Saturday, October 17** | 8:00 AM - 6:00 PM  
Coachella Branch Library  
1500 6th Street Coachella, CA 92236

At the pop-up application events, Riverside County residents will be able to apply for rental assistance and have their eligibility determined on the spot with the following:

- Form of identification
- Copy of a current lease agreement
- Proof of COVID-19 impact or related loss of income
- Landlord's phone number and email address





## UNITED LIFT RENTAL ASSISTANCE



LIFT TO RISE

## Rental assistance applications are open.

### Here's what's new:

- Applications open through November (no more 10 day windows)
- More staff to help with questions and process applications
- Regular application status updates
- Outreach and advertising to communities across Riverside County

Apply at **www.UnitedLift.org** or by calling **2-1-1**.

Dial 2-1-1  
to apply  
for rental  
assistance  
today.

Learn More at [UnitedLift.org](http://UnitedLift.org)



LIFT TO RISE

## What happens when I dial 2-1-1?

- 1** Listen to the greeting message: "For rental assistance Apply online at [www.unitedlift.org](http://www.unitedlift.org) or **Press 5**"
- 2** Select your preferred language: "**For English Press 1, for Spanish Press 2**"
- 3** Review Eligibility Requirements: *An automated message will share the eligibility requirements.*
- 4** **If you need assistance with the application, stay on the line for the next available application assistant.**

# HOUSING AUTHORITY

## Key Priority #9

Taking steps to implement a large-scale homeless prevention program for the recovery period which will include identifying funding sources, projecting need; and scoping the program. The Housing Authority previously administered the Homeless Prevention and Rapid Rehousing Program (HPRP) during the Recession and is prepared to launch a similar program to provide assistance to renters with arrears due to COVID-19.

UPDATE: Starting in March of 2020 the Housing Authority launched Project Roomkey. Project Roomkey is an innovative program that involves identifying persons experiencing homelessness who are also: 65+, pregnant mothers, and those with underlying health conditions and places them into hotels to allow them to isolate. This team effort consists of teams from the Housing Authority, the Community Action Partnership, Behavioral Health, Office on Aging, Adult Protective Services, and other nonprofits that receive referrals, provide case management, and provide food and housing navigation services. To date, more than 800 individuals have been housed, and 137 individuals have transitioned into some form of permanent housing. The team is now transitioning its efforts to primarily exiting those that are currently residing in hotels into permanent housing options.



**RIVERSIDE COUNTY PROJECT ROOMKEY**  
100-DAY CHALLENGE

## THE BEGINNING OF THE END FOR SENIOR HOMELESSNESS IN RIVERSIDE COUNTY

### HOW LANDLORDS CAN HELP

Since the beginning of the COVID-19 Pandemic, over 140 seniors experiencing homelessness have been placed in safe and secure temporary shelter through Riverside County's Project RoomKey Program. To ensure our most vulnerable community members do not return to homelessness, we need your participation in our local 100-Day Challenge to End Senior Homelessness. We must come together as a community to do our part to support and permanently house 140 seniors by September 3, 2020. If you have any available units or rooms for rent, please consider renting them to a senior.

### BENEFITS FOR LANDLORDS

- **Guaranteed Income:** Receive reliable payments through the Housing Authority of the County of Riverside and other local programs.
- **Annual Property Re-certifications:** Third-Party inspections help preserve the quality of your units.
- **Supportive Services for Tenants:** All 100-Day Challenge participants will be linked to supportive services as appropriate.
- **Security Deposit:** Set your own security deposit based on local standards.

FRONT

### BECOME A 100-DAY CHALLENGE LANDLORD IN JUST 5 STEPS

- 1) Contact Lindsay Sisti at the Housing Authority of the County of Riverside at (951)343-5605 or email [LSisti@rivco.org](mailto:LSisti@rivco.org) and provide information on the location, size, cost, and type of available units.
- 2) Project Roomkey participants will be matched to available units and referred to a property manager or landlord to complete application /screening process.
- 3) Landlords will need to complete a Landlord Packet for tenants receiving rental assistance.
- 4) Once program receives the needed paperwork from owners, an inspection will be scheduled to make sure your property meets housing quality standards.
- 5) Have your tenant review and sign your lease. Initial lease terms are generally 12 months and can't be broken without owner's approval. Ask when these circumstances do not apply to learn more.

BACK



### GET AHEAD ON YOUR HOUSING INSPECTION

#### Make sure your unit has:

- Working Smoke & Carbon Monoxide Detector
- Proper Ventilation in Bathrooms (window or fan)
- Connected Utilities
- A functional stove and refrigerator
- A window in every bedroom that can stay open without props
- A working water heater with earthquake straps and discharge line
- Handrails for steps

#### Make sure your unit does not have:

- Broken or missing locks
- Broken or missing windows
- Bugs or vermin
- Tripping hazards on the floor
- Exposed electrical wiring
- Chipping or peeling paint inside or outside the house



## 100-Day Challenge to End Senior Homelessness \$500 Signing Bonus



Riverside County is using State HEAP funds to launch an incentive program for new and current property owners who lease to seniors assisted through the 100-Day Challenge which ends on 8/31/20.

Property owners that make a new commitment to rent a safe, quality affordable housing unit will get a signing bonus of \$500.00 for lease contracts executed between August 14, and August 31, 2020.

### To Participate:



#### CONTACT

Laura Lucio,  
Housing Specialist  
(760) 863-2840  
or LLucio@rivco.org



#### DEED

Copy of Grant  
deed to verify  
ownership



#### AGREEMENT

Executed  
Lease  
Agreement



#### BONUS

Invoice for  
\$500 Holding  
Fee

In Partnership with: 



List a spare room, backhouse, casita, home or other rentable space with Riverside County for free!



Follow these three easy steps:

1. **The Rental Listing:** Provide the following information: unit type and size, address, asking rent, and your contact information to Housing Specialist, Laura Lucio at (760) 863-2840 or [LLucio@rivco.org](mailto:LLucio@rivco.org)
2. **Initial Contact:** Accept referrals and coordinate time to connect with potential renters before selecting your tenant.
3. **Finalize Agreement:** Collect security deposit and rental payment and have tenant sign a lease agreement.

County of Riverside

# HHPWS

Housing, Homelessness Prevention and Workforce Solutions

## IVY PALM MOTEL VIRTUAL INFORMATIONAL MEETING

September 21, 2020

5:30PM

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JOIN US VIA ZOOM!

<https://tinyurl.com/IVYPALM>

Meeting ID: 95631321708    Passcode: 92504

Toll Free: 888-788-0099 US





# WORKFORCE DEVELOPMENT

## Key Priority #1

**Providing relevant COVID-19 information to workers and employers to prevent the spread of the virus.**

UPDATE: A page on Workforce Development's (WD) website, [www.RivCoWorkforce.com](http://www.RivCoWorkforce.com), was dedicated specifically to COVID resources for workers and employers. Within that section, several links are provided regarding mitigation efforts to stop the spread of COVID in the workplace, disease (health) resources, and State and County press releases. In addition, WD's COVID-19 web page provides links for Unemployment Insurance, job fairs, general business assistance, food pantries, a variety of food and financial assistance programs, partner statuses, and more.



# WORKFORCE DEVELOPMENT

## Key Priority #2

**Establishing a call center to provide unemployment insurance and paid leave information to impacted residents, employers and the general public.**

UPDATE: At the onset of the pandemic and the Governor's stay at home order, WD collaborated with EDD to create a dedicated phone line for each Workforce Development Center. The phone numbers were posted on the Center doors and manned by EDD staff to respond to Unemployment Insurance questions.

Similarly, WD created a dedicated email address (workforcehelp@rivco.org) that is manned by WD staff to respond to inquiries not directed to EDD's phone lines.

WD is currently working with RCIT to establish a virtual call center. This will ensure calls are responded to timely and by a live operator to the greatest extent possible. The system will also allow for WD staff to field calls even if teleworking.

## Key Priority #3

**Coordinating online services for disconnected youth who are unable to access the Youth Opportunity Centers due to the shut-in order.**

UPDATE: The County's six Youth Opportunity Centers (YOC) have continued to provide services to youth throughout the pandemic. Services such as educational classes, workshops, one-on-one counseling, and related appointments are available virtually via Google classroom, Zoom, Microsoft Teams, phone, email, and other platforms. In addition, the YOCs have kept their doors open for limited in-person services. They have followed social distancing protocols, limiting the number of people inside the facilities and utilizing personal protective equipment. Many youths seem to appreciate this access and have continued to utilize services provided at the YOCs.



This program is an equal opportunity employer/program.

## WORKFORCE DEVELOPMENT

### **Key Priority #4**

#### **Assisting with unemployment insurance applications including facilitating access to computers within social distancing parameters**

UPDATE: Throughout the pandemic, WD staff have provided assistance with Unemployment Insurance (UI) applications to customers. Historically however, EDD has specifically requested that WD staff not provide advice or assistance related to UI. Centers have been available for customers to access computers and access UI online in a self-serve manner. Since the pandemic and the unprecedented level of UI claims, WD self-trained on UI in order to help customers trouble shoot basic UI issues. While the Workforce Development Centers were closed to the public, that help was provided by phone and email. In general, WD staff have no more information or access to UI's system than the general public; however, many staff have become highly knowledgeable about the system simply by helping customers navigate issues.

In the lobby areas of each Career Center, customers can access information kiosks that contain pamphlets, brochures, and other information on a variety of topics. Unemployment Insurance materials are made consistently available at those kiosks.

***"Since the pandemic and the unprecedented level of UI claims, WD self-trained on UI in order to help customers trouble shoot basic UI issues. While the Workforce Development Centers were closed to the public, that help was provided by phone and email."***

WD prepared its Workforce Development Centers for the September 8, 2020 limited re-opening to the public. Opening the Centers allows customers to access computers and internet service free of charge for the purpose of applying for Unemployment Insurance or checking the status of a claim. WD's efforts to safely facilitate access to its Centers and computers includes:

- Glass and plexiglass barriers have been installed in all main lobbies, self-service career resource areas and computer skills labs
- Plexiglass partitions and clear screens have been installed in Career Coach cubicles to allow customers to receive eligibility services, career counseling and job search assistance
- Restaurant style pagers with a 1000' signal have been obtained to allow customers to wait outside or in their vehicles until they are ready to be served
- Signage and floor decals have been installed to promote social distancing in lobbies, career resource areas and computer skills labs
- A full-time day porter has been hired to sanitize public spaces after each use and to sanitize restrooms, employee breakrooms, elevators, and other public areas
- Hands free sanitizer stations have been installed in all public areas
- Masks and face shields are available for customers who need them to access services
- Computer technology including video cameras with microphones have been installed on all staff computers to allow virtual appointments and workshops to be conducted
- Staff are telecommuting on a staggered schedule to allow for both onsite and virtual appointments while promoting social distancing measures
- Additional security guards have been hired to assist with social distancing, customer screening for COVID and safety





## Calling all Riverside County NPOs!

Second Round of COVID Relief Funds  
Available through 9/30

**Have you heard about the second round of funding from the Riverside County Nonprofit Assistance Fund? If your Riverside County organization is experiencing significant financial strain because of COVID-19, there is still help.**

Applications for the second round of the Riverside County Nonprofit Assistance grants are now open through September 30, 2020.

On June 9, the Riverside County Board of Supervisors approved \$5 million in financial support to the nonprofit community using CARES Act funding. Funds are being dispersed through the Riverside County Nonprofit Assistance Fund that is administered by IECF, in partnership with the Riverside County Homeless Solutions and Workforce Department and the Inland Empire Funders Alliance.

With over 7,500 organizations countywide, the current program will assist nonprofits headquartered in or who have an office in Riverside County who have experienced a loss of revenue following the COVID-19 crisis.

Under the current program, grants will be made in the amounts of \$2,500 - \$10,000 to support nonprofit operations during COVID. Nonprofits interested in applying for a grant are encouraged to review the grant guidelines and application process [here](#). Organizations with a 501(c)3 or 501(c)6 status are encouraged to apply. *Current grantees of the Riverside County Nonprofit Assistance Fund are not eligible to apply.*

For help with applying, [register](#) for our online information sessions: September 17, 5:00pm and September 24, 5:00pm. If you cannot attend, all sessions will be recorded and uploaded on the website.

**For more questions about the fund, email us at [rivconpaf@iegives.org](mailto:rivconpaf@iegives.org) or visit [iegives.org](http://iegives.org).**

Please note, as IECF's offices are closed, the best way to ask a question about this opportunity is at [rivconpaf@iegives.org](mailto:rivconpaf@iegives.org).



## WORKFORCE DEVELOPMENT

### **Key Priority #5**

#### **Providing an electronic resource toolkit for unemployed workers**

UPDATE: WD leveraged its website, [www.RivCoWorkforce.com](http://www.RivCoWorkforce.com) to act as an electronic resource toolkit for unemployed individuals. A new page was added with resources for COVID-impacted workers. The homepage was also updated to include a fresh banner, video with information, and link to flyer regarding status and access to center services.

To facilitate a completely electronic process for enrolling in services, the website's home page also links to Job Seeker Services, where the electronic application process is explained. Additional videos about services and training are also available on the website in English and Spanish.

WD is in the process of rolling out an on-line job board that specifically lists available positions in Riverside County. The job board is user-friendly and will always be kept current so that residents in Riverside County have up to date information on job opportunities.

WD is implementing a virtual job fair platform where we can host multiple employers that are hiring and connect them to job seekers. Using the platform, job seekers will be able to communicate in live time with employers.

***"WD is in the process of rolling out an on-line job board that specifically lists available positions in Riverside County. The job board is user-friendly and will always be kept current so that residents in Riverside County have up to date information on job opportunities."***

### **Key Priority #6**

#### **Providing rapid response and layoff aversion services to employers**

UPDATE: During the pandemic WD has been notified by over 220 companies that they would be experiencing layoffs, affecting over 30,000 residents. Each employer was contacted by WD staff and were provided resources on how to apply for unemployment benefits and how to access workforce development services. Employers were offered WD services that include On-the-Job-Training and we offered to help them conduct their hiring when they reopen. Their employees were also offered to receive WD services such as resume writing assistance, career coaching, and registering in CalJOBS to post resumes and receive job opening notifications. WD is also providing referrals to other agencies to assist with immediate needs of impacted workers, such as food and housing assistance.

WD also follows up and attempts to make second contact with the affected employers to determine if lay-offs were temporary or permanent. During that follow up conversation, WD once again offers our services.

As a form of layoff aversion, WD also contacted manufacturers of COVID-related products to offer support. In one example, WD staff facilitated an introduction between the Governor's Office on Business and a ventilator manufacturer that was having supply chain issues with international suppliers. GO-Biz offered to help troubleshoot those issues. As another form of employer support, WD compiled a list of manufacturers of COVID-related products and provided that list to County Public Health, County Purchasing, the EOC, the Governor's IE Field Office, Chambers of Commerce, and the County Economic Recovery Task Force. The intent was to connect supply with demand and increase sales/activity for Riverside County businesses. On a related note, Manufacturers who were not currently manufacturing COVID-related products were offered assistance in repurposing their operations to do so.

# WORKFORCE DEVELOPMENT

## Key Priority #7

### Providing a temporary employment and re-employment program that services both impacted workers and businesses

UPDATE: In collaboration with Community Action Partnership, WD launched the Pathways to Employment Program. This program is funded by \$4M in CARES Act funding to assist Riverside County residents (age 18+) with paid stipends to work at community-based organizations and municipalities assisting with the COVID pandemic. To date we have enrolled over 350 residents in this program.

In addition, WD launched the Riverside County Youth Community Corps (YCC). Funded with \$2M in CARES Act monies, the YCC provides youth ages 16-24 with a paid stipend to work at community-based organizations and municipalities that are assisting with the COVID pandemic. This paid work experience is available for either a six- or eight-week term. To date, a total of 946 youth throughout Riverside County have submitted inquiries about participating in the YCC. Youth inquiries are broken out by Supervisorial District as follows:

DISTRICT 1	<b>151</b>
DISTRICT 2	<b>192</b>
DISTRICT 3	<b>147</b>
DISTRICT 4	<b>185</b>
DISTRICT 5	<b>271</b>
<b>TOTAL</b>	<b>946</b>

Of those youth who inquired, 322 have been connected with a worksite with the balance of the inquiries still being in process. Youth placed on worksites with community-based organization or municipalities are broken out by Supervisorial District as follows:

DISTRICT 1	<b>72</b>
DISTRICT 2	<b>54</b>
DISTRICT 3	<b>79</b>
DISTRICT 4	<b>66</b>
DISTRICT 5	<b>51</b>
<b>TOTAL</b>	<b>322</b>



## ON-THE-JOB TRAINING

A BUSINESS INCENTIVE TO HIRE AND TRAIN NEW WORKERS

WHAT IS OJT?

On-the-Job Training (OJT) is a FREE program that allows a business to hire and train a new employee while actually performing the job

HOW IT WORKS

The OJT program matches qualified job seekers with businesses who are in need of full-time skilled workers. OJT will reimburse a business **50%** of the employee salary up to 480 hours of training

WHAT IS REQUIRED?

- Business located in Riverside County
- 32 hrs/week minimum
- Trainee must be covered by Worker's Compensation
- Job may not be temporary or seasonal
- Wage must be prevailing rate within the company
- Wage may not be commission or piecework based
- Position must be in a high-demand industry /occupation

### CONTACT US ABOUT ON-THE-JOB TRAINING TODAY!

RIVERSIDE	HEMET	INDIO
1325 Spruce Street, Suite 110 Riverside, CA 92507 951-955-3100	749 North State Street Hemet, CA 92543 951-791-3500	44-199 Monroe Street, Suite 8 Indio, CA 92201 760-863-2500

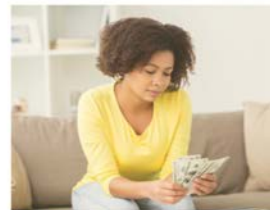
This WIOA Title I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Please call 951-955-3100, 951-955-3744 TTY, CA Relay 71, or ADACoordinator@rivco.org 5 to 7 days in advance

[www.RivCoWorkforce.com](http://www.RivCoWorkforce.com)

## Supportive Services Program for COVID-19 Impacted Workers

Riverside County residents whose employment was affected by the COVID-19 pandemic may receive **up to \$800** in assistance thanks to a state grant received by the Riverside County Workforce Development Division

The funding is available to help provide supportive services for jobseekers enrolled in the agency's various workforce assistance programs.



### Type of Assistance Available

- One-time assistance between \$400 and \$800, depending on participant's income
- Funds may be used to pay for
  - Costs to return to work; including telework equipment (e.g., computer), childcare, or transportation
  - Housing expenses
  - Utility expenses

### Eligibility

1. Must be a Riverside County resident who, due to COVID-19, has been laid off, is experiencing a significant reduction in hours, or is unable to work due to other COVID-19 related reasons
2. Meets income requirements

Contact us for details about eligibility requirements

*Under-served populations and jobseekers who suffered a permanent job loss due to economic impacts of COVID-19 will be prioritized for assistance.*

### For More Information and to Apply:

Contact Stephanie Macias  
Phone: (951) 955-0513  
Email: [stmacias@rivco.org](mailto:stmacias@rivco.org)

Equal Opportunity Employer/Program auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternative formats need to be made prior to the event by calling 1-800-669-4000 (Voice). TTY users, please call the California Relay Service at 711.

# WORKFORCE DEVELOPMENT

## Key Priority #8

Providing current data on job related losses including unemployment rate, number of unemployment insurance claims filed, company closures, layoffs, etc.

UPDATE: Starting in May of 2020, WD has created and widely distributed a weekly Workforce Data Dashboard. The Dashboard provides data on unemployment rates, unemployment insurance claims, and WD activity levels.

Copies of the Dashboards can be found on WD's website: <https://rivcoworkforce.com/Dashboard.aspx>

WD is currently negotiating a contract with Dr. Johannes Moenius to conduct an Economic Impact Report. The objective of the report is to describe the impact of COVID on workers and employers in Riverside County.

WD launched a County-wide needs survey of COVID-impacted businesses in partnership with the Workforce Development Board, Chambers of Commerce, Cities, and Community Colleges. The purpose of the survey is to better understand businesses' challenges related to training, process improvements, hiring, removing barriers, pivoting, and other factors. The ultimate objective of the survey is to develop and/or implement solutions to address the needs of COVID-impacted businesses to strengthen Riverside County's workforce development ecosystem. The survey received 345 responses, results for which are being prepared for wide distribution.

**How to Become a Member**

**Getting Started -**  
Take the following steps, then contact your nearest AJCC to schedule a virtual appointment with a Career Development Specialist

- How to Register in CaJOBS - [English](#) | [Spanish](#)
- How to enter Employment History in CaJOBS - [English](#) | [Spanish](#)
- Documents required to receive services - [English](#) | [Spanish](#)

Watch our **Information Session** video to learn more about our services - [CLICK HERE](#) | [HAGA CLIQ](#)

- [Information Session FAQs](#)
- [Sesión Informativa PMFs](#)

Watch our **Training Orientation** video to learn more about training options - [CLICK HERE](#)

- [Training Orientation FAQs](#)
- [Orientación para los Entrenamientos PMFs](#)

Ready to **Apply to Become a Member**? Complete the application:

- [English](#)
- [Spanish](#)

List of [AJCC Partners](#)

**AJCC Workforce Development Centers**

- Riverside – [951-955-3100](tel:951-955-3100)
- Indio – [760-863-2500](tel:760-863-2500)
- Hemet – [951-791-3500](tel:951-791-3500)
- Moreno Valley – [951-413-3920](tel:951-413-3920)
- Email [workforcehelp@rivco.org](mailto:workforcehelp@rivco.org)

Due to COVID-19, we can assist you with most services through a combination of over the phone, email, internet web meetings, and the CaJOBS Message Center. The Message Center is a secure system for sending documents. Do not send your personal information, such as your social security number, via email.

Additional services at our Hemet, Indio and Riverside AJCCs are available by appointment only. Learn more:  
[English](#) | [Español](#)

**Basic Online Workshops:**

- [Resume Essentials](#)
- [Essential Computer Skills and Navigations](#)
- [Essential Computer Skills and Navigation Spanish](#)
- [Educational Alternatives & Finance](#)
- [Educational Alternatives & Finance Spanish](#)
- [Labor Market Information overview](#)
- [Labor Market Information overview Spanish](#)
- [Universal Quick Interviewing Tips](#)
- [Universal Quick Interviewing Tips Spanish](#)

**Interviewing Resources:**

- [50 Common Interview Questions & Answers](#)
- [How to Dress for an Interview](#)
- [Job Interview Tips & Advices](#)
- [Thank You Notes and Follow-Up Letters](#)

**Job Search Sites:**

- [CaJobs](#)
- [IE Job Search](#)
- [Indeed](#)
- [Monster](#)
- [State of California Personnel Board](#)
- [USA Jobs](#)

**Occupational and Labor Market Information:**

- [Bureau of Labor Statistics](#)
- [Career One Stop Labor Market Information Center](#)
- [EDD Labor Market Information](#)
- [O\\*NET Online](#)

**Resume Resources:**

- [44 Resume Writing Tips](#)
- [Emurse](#)
- [Hloom](#)
- [Top Ten Resume Writing Tips](#)
- [VisualCV](#)
- [Difference between chronological and functional resume](#)
- [How to Write a Cover Letter](#)
- [Cover Letter: Types and Samples](#)
- [Resume Tips – Top Resumes Tips](#)

**Staffing Agencies:**

- [AppleOne](#)
- [Arrow Staffing](#)
- [Employment Solutions](#)
- [Kimco Staffing](#)
- [Labor Finders](#)
- [Manpower](#)
- [Select Staffing](#)
- [Volt](#)

**Unemployment Resources :**

- [Apply for Unemployment](#)
- [Unemployment Eligibility](#)
- [Overview: Unemployment Insurance](#)
- [Video: How to Apply for Unemployment](#)

**Education and Training Resources:**

- [Eligible Training Provider List \(ETPL\)](#)
- [IE Students](#)
- [Federal Student Aid \(FAFSA\)](#)
- [Scholarships](#)
- [Fin Aid](#)
- [I Can Afford College](#)
- [My Skills My Future](#)
- [Career Zone](#)
- [Reality Check](#)

## WORKFORCE DEVELOPMENT

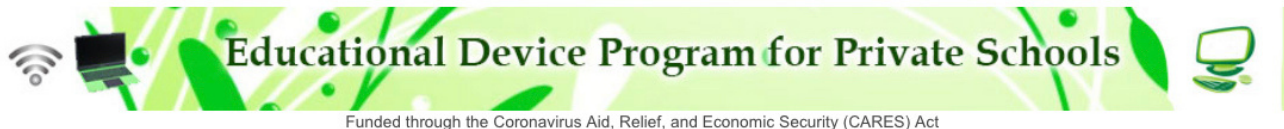
### Key Priority #9

#### **Ramping up workforce services and operations to service the large number of displaced workers.**

UPDATE: The State awarded WD a supportive services grant to help residents that have been displaced from their jobs due to COVID. Participants are provided up to \$800 for rent, utilities and transportation. This grant is estimated to serve approximately 450 residents.

WD has enhanced technology to reach a larger audience with virtual services that include resume writing workshops and career enhancement skills. WD is working with vocational training providers to conduct virtual instructional workshops to educate residents on vocational training certificate programs that are available.

WD launched the Educational Device Support Program for K-12 public and private schools. The programs are CARES Act funded and provide for the purchase of computer devices and mobile hotspots to facilitate distance learning for underserved County residents. A similar program that targets Riverside County public adult schools is pending approval by the Board of Supervisors. This proposed program will support the upskilling of displaced workers.



**WHAT:** The County of Riverside will be launching an educational device program to benefit underserved students in Riverside County. The program will provide direct grants to eligible private schools in Riverside County to purchase computer devices and hotspots for students who are residents of Riverside County.

Applicants must be private primary or secondary schools located in Riverside County and demonstrate the need for devices. Eligible schools may be awarded up to \$10,000.

**PURPOSE:** The program's objective is to facilitate access to online learning and educational support services for underserved Riverside County students in private primary or secondary schools. Proposed funding allocations will provide digital devices and hotspots for those students and will expand access to online service. This will ensure that all students have the necessary tools to continue their education during the COVID-19 pandemic.

**HOW TO APPLY:** Applications now being accepted through September 30, 2020. See application below for all requirements,

- [Application](#)

**ADDITIONAL INFORMATION:** Riverside County Board of Supervisors [Motion for Approval](#)

**QUESTIONS:** Email - [DeviceSupport@rivco.org](mailto:DeviceSupport@rivco.org)  
Phone - [951-955-2203](tel:951-955-2203)


## WORKFORCE DEVELOPMENT

### Key Priority #10

**Taking steps to implement a large scale employment recovery program which will include assistance to businesses who are re-starting operations, job training, career coaching and employment placement.**

The WD has actively engaged in the recovery efforts by undertaking the following activities:

- WD has been providing webinar presentations to cities, chambers of commerce and other industry groups about Unemployment Insurance resources and workforce services.
- WD has collaborated with Department of Labor to provide free seminars on the Families First Coronavirus Response Act targeting the agriculture sector. Grow Coachella Valley and the Farm Bureau are also partnering for the first seminar.
- WD has collaborated with the Division of Adult Parole Operations to adopt a new automated referral system to the appropriate Workforce Development Center.
- The Valley-wide Employment Expo, which takes place annually in Indio, will continue in a virtual format this year thanks to the recent purchase of virtual conference software. There is no cost for employers to participate and planning is underway for the event, which is scheduled for October 15th. For businesses that have recently opened or are expanding, WD is offering and implementing On-the-Job-Training program assistance. This program reimburses employers for up to 50% of a new employee's wages for up to 480 training hours.
- WD has made its Workforce Development Centers available on a limited basis to employers conducting hiring events. As an example, two new businesses in the Coachella Valley have conducted scheduled interviews and staff orientations at the Indio Center.
- As a County-wide sector strategy, WD conducted outreach to over 100 manufacturers in Riverside County. Assistance was provided to those that wanted to repurpose to manufacture PPE equipment. Manufacturers were given resources to the County purchasing website as well as the state's procurement website.
- WD conducted e-mail outreach to over 9,000 businesses in Riverside County offering our services including our On the Job training program.
- From April 8 through June 4, 2020, the WD outreached to employers and multiple Chambers of Commerce via a series of conference calls that took place biweekly and then weekly. During these calls, we provided information about workforce development services and connected employers to related resources.




**Riverside County Residents Impacted by COVID-19**

Due to the Coronavirus (Covid-19) outbreak, the Riverside County America's Job Centers of California are currently closed to all in-person services until further notice. However, the Workforce Development Center, State of California Employment Development Department (EDD), and partner staff are committed to providing services via phone, e-mail, and online.

Please refer to [www.rivcoworkforce.com/COVID-19Resources.aspx](http://www.rivcoworkforce.com/COVID-19Resources.aspx) for additional resources pertaining to Unemployment Insurance (UI) and other benefit information, resources for impacted employers and businesses, and additional partner contact information.

[www.rivcoworkforce.org](http://www.rivcoworkforce.org) | @gorivcowdc



County of Riverside Department of Housing, Homelessness Prevention & Workforce Solutions

America's Job Center  
**WORK FORCE**  
DEVELOPMENT CENTERS

**IT'S NORMAL TO FEEL SAD, STRESSED, CONFUSED, OR SCARED AFTER A LAYOFF.**

LAI D OFF DUE TO COVID19? CAREER COACHES ARE AVAILABLE AT THIS TIME TO HELP YOU WITH YOUR NEXT STEPS. CONTACT OUR CENTER!

[www.rivcoworkforce.com](http://www.rivcoworkforce.com)



# UPDATE ON OPERATIONAL ACTIVITIES

HHPWS consists of five divisions: Community Action Partnership, Community Solutions (ESG/CDBG), Continuum of Care, the Housing Authority, and Workforce Development. All divisions have effectively maintained operations and public services from March to present. This was achieved through staggered work schedules, telecommuting and enhancements to virtual service delivery to maintain public services. As of September 8th, all public offices for our divisions are open to the public. The attached 90 day report provides comprehensive information on each division's activities and deliverables.



# CURRENT SIGNIFICANT ISSUES & OPPORTUNITIES

- The ramp down of Project Roomkey by December 31st and the transition of current clients (over 460) to other transitional and permanent housing opportunities.
- The mounting housing instability of low-income renters and preparing for a spike in need for assistance in early 2021 when the eviction moratorium expires.
- Meeting the workforce development needs of displaced workers in the retail, hospitality and service sectors. To meet this need, the Workforce Development Division is developing training and job placement pipelines for these workers.



# PLANS FOR CALENDAR YEAR 2021

The department is focused on carrying out our CARES programming for the remainder of 2020. As the team prepares for 2021, our top priority is to support the local recovery efforts through our housing, workforce and antipoverty initiatives. A brief description of this workplan can be found below.

## **Housing/Homelessness**

- Initiate encampment response team and holistically address large encampments countywide in collaboration with city partners.
- Establish a foreclosure and eviction prevention program through partnerships with Inland Counties Legal Services, the Fair Housing Collaborative and other key stakeholders.
- Increase the supply of affordable housing and permanent supportive housing earmarked for homeless residents.

## **Workforce**

- Assist with the economic recovery by helping put people back to work through retooled training programs, earn and learn opportunities, career coaching and job placements in growing industries.
- Assist existing businesses with bringing workers back, hiring and expansion efforts.
- Directly collaborate with the Economic Recovery Taskforce and the Chambers of Commerce to provide workforce services to small businesses.
- Launch tailored workforce programs for the manufacturing and healthcare sectors.

## **Poverty**

- Transition from managing poverty to economic mobility initiatives.
- Host community brainstorming sessions to learn about community-driven innovative ideas.

