



Social Work Action Group
Proposed Scope of Homeless Services
City of Rialto

Serving Humanity
Innovation + Accountability + Responsibility
Community Involvement

Social Work Action Group Proposal Addressing Homeless in the City of Rialto

Purpose

Social Work Action Group (SWAG) will coordinate efforts with the City of Rialto, Rialto Police Department, faith-based groups, nonprofits, businesses and community members to effectively address and reduce the homeless population. SWAG will provide homeless prevention activities to individuals and families at-risk of homelessness. SWAG will provide consistent and intensive case management services to individuals living on the streets. Assisting these most vulnerable and service resistant individuals will result in a direct savings to city facilities and staff, law enforcement, paramedics/fire, business and improve the overall quality of life for the City of Rialto.

About Us

The SWAG team is made up of individuals who have a solid foundation in social services. Our expertise is in program design and implementation of direct services to those at-risk of becoming homeless and the chronically homeless. SWAG team members have extensive experience dealing with homelessness at the city, county and federal level. Team members have direct street outreach experience, program supportive housing case management and management of homeless housing programs such as Tenant-Based Rental Assistance, Emergency Solutions Grants, Rapid Rehousing for families and Permanent Supportive Housing for individuals and families. Additionally, all staff has participated in mental health first responder and substance abuse training. Our innovative and systematic approach towards addressing homelessness is not geared towards the services themselves, but rather the ultimate outcome of measurable success.

Key Activities

1. **Outreach to individuals and families at-risk of being homeless population**

Collaboration between local school district(s), law enforcement, Department of Public Social Services, faith-based organizations, youth centers, senior centers, etc. will help to locate those at-risk of becoming homeless. Once identified, we will provide support, connection and navigation to those at-risk of being homeless so that they may access the appropriate resources within their community and the City of Rialto.

2. **Outreach/ Case Management to the unsheltered homeless**

Street outreach/ case management must be intensive, consistent, strategic and needs the partnership of city staff and law enforcement to identify and locate those living on the streets and most vulnerable. When meeting an individual on the street, we complete an intake assessment that addresses the individual's issues and behaviors that resulted in their homelessness. We then develop an action plan that directs our activities and interactions with the individual to achieve specific outcomes both short and long term. Quite often, this includes linkage to mental health and substance abuse treatment services and ultimately a permanent housing solution.

3. **Outreach to the community at-large**

SWAG will develop informational content, which will include material for an anti-panhandling/ compassionate giving campaign and disseminate it throughout the community, as we believe coordination of efforts is essential. The campaign will encourage stakeholders, faith-based groups, community groups, businesses, and concerned residents to discourage well-intended activities that enable the chronically homeless to remain on the streets and focus their efforts on long-term solutions. This will be done through the distribution of posters, flyers and electronic format. SWAG

will begin with addressing community partners, which include first responders, service providers, faith-based organizations, non-profits, community groups and businesses.

4. Census of unsheltered homeless

In every community, it is vital to conduct a thorough and comprehensive census of the unsheltered homeless population. City staff, Rialto Police Department and SWAG will work together to accurately locate, identify, survey and track, through the creation of a by-name list. A comprehensive assessment will provide an in-depth look at the individual, the circumstances and incidents that led to homelessness such as severe trauma(s). We will also detail one's connections and support systems in the city to leverage those individuals and incorporate those resources. This information be used to develop an individualized action plan. This will be done on an ongoing basis as new individuals enter the city.

5. Housing Navigation

Housing Navigation bridges the gap between homelessness and stable housing by connecting individuals and families to permanent housing solutions. The SWAG team will connect our clients with addressing individual and structural barriers to housing, supporting the clients and maintaining strong, sustainable relationships with landlords, property owners and leaders in the Rialto community.

6. Measurable Outcomes

SWAG's programs are all designed with an ultimate goal of obtaining true measurable outcomes. Traditionally, social service programs are centered around the delivery of services. We start with a measurable outcome and then devise a series of activities and services to support and obtain the measurable outcome.

Unsheltered Homeless Individuals/Families

- Reduce the homeless population by a minimum of 20% of the approximate 133 individuals counted (based on 2019 Point-In-Time Count) which equals 27 individuals per year.

At-risk of becoming Homeless Individuals/Families

- 100% of at-risk individuals and families who are contacted/ located by SWAG will be tracked and connected to mainstream benefits and housing prevention resources.

Community Outreach

- Outreach to a minimum of 5 businesses per month to educate them on homeless services. SWAG will generate a tracking log of all businesses encountered and provide information to the City of Rialto.
- Outreach to a minimum 2 of faith-based organizations as identified by the City of Rialto and community asset strategic mapping activities.

* SWAG is actively and concurrently working to secure a partnership with a local university to serve as an intermediary to ensure program success as in a "Pay for Success" program.

Scope of Services

Social Work Action Group (SWAG) will work in conjunction with the City of Rialto to facilitate and lead the overall scope of homeless services. One (1) Full-time Equivalent (FTE), Homeless Outreach Coordinator and one (1) Full-time Equivalent (FTE), Homeless Outreach Crisis Response Case Manager. The SWAG Rialto Homeless Services Team will be overseen by both the SWAG Director of Programs and Programs Manager to ensure program efficiency and success and to provide the City of Rialto with additional community support. The SWAG homeless services team will follow a Monday-Friday, 8am-5pm schedule and will be available on Saturday and Sunday when necessary to meet the needs of the community. Full time, **40 hours per week** services will be provided with flexibility of schedule to meet the needs of the community at **\$14,708 per month, beginning July 1, 2020 – June 30, 2021**. SWAG will provide the following activities and services:

- Assist with the organization and facilitation of the Point-in-Time Count for January 2019.
- Respond to homeless service requests made to and by the City of Rialto in a timely manner.
- Homeless Street Outreach/ Case Management will be conducted to address specific “hot spot” areas as identified by SWAG, City of Rialto staff and the Rialto Police Department.
- All individuals encountered will be included in the by-name specifically for the City of Rialto.
- Individuals found living on the streets will be assessed and provided intensive case management services to exit life on the streets, which includes but are not limited to: obtaining admittance and transportation to emergency shelter options, alcohol and drug treatment, linkage to mental and physical health providers, appropriate housing solutions, etc.
- Provide strategic outreach services in partnership with City of Rialto and Rialto school district to identify individuals and families, who are homeless and at-risk of becoming homeless, and connect them to applicable services.
- Facilitate community asset mapping for strategic coordination and alignment of community resources that serve at-risk/homeless population.
- Assist with coordination and facilitation of Homeless Outreach Community Coalition meetings.
- Provide support to the City of Rialto through trainings, presentations and sharing updates related to trends in regional homeless efforts.
- Data collection of key activities and results, community partners/businesses engaged will be reported to the City of Rialto on a monthly and quarterly basis.
- Attend and participate in City Council meetings and city sponsored events, as requested.