

Homeless Services Update: Collaborative Response to Homelessness, Winter 2020 - 2021

10/01/2020

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GREATER RICHMOND CONTINUUM OF CARE

WWW.ENDHOMELESSNESSRVA.ORG

Summary

- Collaborative Action Planning to Address Homelessness: October 2020 to April 2021
- Collaborative Response to Homelessness: Key Considerations
- Access and Communications
- Shelter as a critical community response
- Emerging recommendations

Goals of the homeless services network



Unsheltered;
nowhere safe to stay



Fleeing sexual or
domestic violence



No longer able to
stay where they are




Stable or Permanent Housing

- Safe
- Affordable
- Meets or exceeds basic quality standards
- No time limits
- No required services in order to live there; but services can be offered



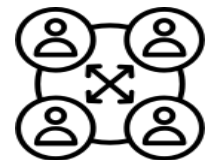
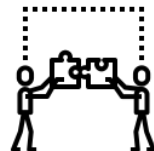
Connections to other services and resources as determined by the individuals served

- Focus on maintaining stable housing
- Individual choice (i.e. recovery or sober housing can be a great option for those who are interested in recovery)
- Connections to community-based resources




Collaborative Action Planning

<p>Goal</p> 	<p>Action planning to address Access/ Inflow; Program and System Capacity; and Exits to Housing from October 2020 – April 2021</p>
<p>Input</p> 	<p>September – October 2020 Service provider input: Directors and managers Access Point staff input Program participant feedback (conversation with program participants)</p>
<p>Review process</p> 	<p>GRCoC Board review recommendations, October 6 – 9 Publish recommendations for public comment/ feedback (using GRCoC newsletter)</p>

Key considerations

	<p>Homeless services providers are implementing COVID precautions to keep people experiencing homelessness and shelter staff safe (increased physical distancing, testing, symptom screening, PPE)</p>
	<p>People experiencing homelessness have complex needs. People experiencing homelessness have unique needs and services are customized to address those needs.</p>
	<p>Collaborating partners contribute based on their strengths, resources, and mission. Together, we maximize the supports available for each person and our limited resources.</p>
	<p>The solutions to homelessness are complex and require cross-sector and multi-agency coordination. No one agency can solve this complex human crisis.</p>

Key considerations, cont'd

	<p>Our goal is to connect households experiencing homelessness to Stable or Permanent Housing that is safe & affordable; meets or exceeds basic quality standards; and, has no time limits. No services are required in order to live there; but services can be offered.</p>
	<p>Our system operates to support the choices of each household, although these choices may sometimes be limited. Individuals may refuse shelter or other services.</p>
	<p>We do not offer shelter on demand. Our community prioritizes those most likely to die because of their homelessness. Resources are targeted to the most vulnerable.</p>

Accessing Homeless Assistance: “Coordinated Entry”

■ Homeless Crisis Line:
804-972-0813

■ Greater Richmond
Regional Hotline:
804-612-6126

■ Coordinated Outreach:
tgarrett@dailyplanetva.org;
bit.ly/RVAOutreach

Initiatives:

- Expanding outreach personnel
- Using technology to increase accessibility on DV Hotline and Homeless Crisis Line (text, chat, translation)
- Expanding hours of Homeless Crisis Line in mid-October 2020
- Homeless assistance is not an entitlement resource. Resources are targeted based on need and vulnerability.
- Access to services such as shelter and targeted housing programs are coordinated through these Access Points.

Access for people experiencing homelessness

Homeless
Crisis Line

804-972-0813

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If you are homeless or will lose housing within the next three days, call the Homeless Crisis Line for help and alternatives to emergency shelter.

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Partners are:

- ACTS
- HomeAgain
- Homeward
- Housing Families First
- Senior Connections

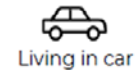
Monday – Friday, 8am to 6pm; working to expand hours for evening and weekend

Record needs for emergency shelter and provide problem-solving supports

Coordinated Outreach



Some people are outside because they are not interested in shelter at this time.



People experiencing homelessness may have complex needs.



Some people who panhandle are homeless, but not all.

Partner agencies

Daily Planet Health Services

Commonwealth Catholic Charities

McGuire VA Homeless Outreach

Richmond Behavioral Health Authority

Richmond Department of Social Services

St. Joseph's Villa

Coordinated Outreach: tgarrett@dailyplanetva.org;

bit.ly/RVAOutreach

Reaching people experiencing homelessness

Outreach proactively seeks out people living outdoors & responds to requests for wellness checks from members of the community.

Connection Points are community-based programs where people experiencing homelessness may gather.

- Connection Points make a phone available and provide information on accessing homeless resources.
- OAR
- Real Life Community Center
- RVA Light Café
- Virginia Career Works Centers

Homeward's Case Manager List-serve has over 400 members and allows homeless service providers and community-based organizations to share information and resources

Homeless Crisis Line staff connect with partner agencies (especially Richmond Department of Social Services) to connect households.



Homeless Services in the Richmond Region

8/17/20

Access Points
Coordinated entry points into the region's network of homeless services

- Homeless Crisis Line
- Domestic Violence Hotlines
- Coordinated Outreach: RBHA, Daily Planet Health Services, Commonwealth Catholic Charities, Richmond DSS, St. Joseph's Villa (youth)

Connection Points
Light-touch assistance and connection to Access Points

- Chesterfield DSS
- Goochland CARES
- OAR
- Powhatan Free Clinic
- REAL Life Community Center
- Richmond Public Library, Main Branch
- Virginia Career Works Centers

Connected Agencies and Groups
Mainstream resources provided to community members including persons experiencing homelessness

- Departments of Social Services
- Public School Systems
- Community Services Boards
- Police Departments/Sherrifs
- Community Meal Programs/Congregations
- Free Clinics

Community-based outreach & services
Additional agencies providing homeless services

- Moments of Hope Outreach
- Focused Outreach Richmond
- Veteran Affairs Medical Center
- VETLINK

Pandemic Response Programs

- Daily Planet (COVID-19 testing)
- Homeward (non-congregate shelter)
- RUMI (residential workforce program)

Shelter
Emergency shelter for families and individuals experiencing homelessness. Families and individuals are referred to emergency shelter through Access Points.

- CARITAS (men, & women)
- Daily Planet (Medical, Mental Health)
- Hanover Safe Place (domestic violence)
- HomeAgain (men, family, vets)
- Housing Families First (family)
- Goochland Cares
- Liberation Veteran Services
- Safe Harbor (domestic violence)
- RBHA Transitional Units
- Salvation Army (men, family)
- YWCA (domestic violence)

Homeward
Lead agency for Greater Richmond Continuum of Care

Rapid Rehousing
Permanent housing for families/individuals who need assistance in securing and maintaining stable housing

- Hanover Safe Place
- HomeAgain
- Housing Families First
- St. Joseph's Villa
- Virginia Supportive Housing (for veterans)

Permanent Supportive Housing
Permanent housing for families/individuals who need long-term housing that is connected to on-going supportive services

- HomeAgain
- HUD-VASH (for veterans)
- Richmond Behavioral Health Authority
- Virginia Supportive Housing

Targeted Recovery Services
Substance Use Disorder recovery providers with an emphasis on persons experiencing homelessness

- The Healing Place
- Good Samaritan Ministries
- Daily Planet Health Services
- Salvation Army ARC

- Collaborative applicant for federal & state funding
- Provides technical support and best practices to CoC member organizations
- Manages Homeward Community Information System (HCIS)
- Coordinates bi-annual Point-in-Time Counts
- Hosts Best Practices Conference & Project Homeless Connect
- Coordinates 15+ local workgroups and committees
- Cross-sector partnership development

Agencies represented here participate in the GRCoC through the point-in-time count, the Housing Inventory Count, or a committee. If your agency is not shown, please contact Michael Rogers at mrogers@homewardva.org. If you are experiencing homelessness and need help, call the **Homeless Crisis Line at 804-972-0813**.

Emergency shelters

Entry to shelters is coordinated to maximize supports for each family and individual and to maximize available beds.

Some shelters target specific groups:

- Households with minor children
- Those who served in the military
- LGBTQ+ youth and young adults (new)
- Individuals with medical vulnerabilities
- Survivors of domestic and sexual violence

Increase in staffing and operational support are allowing shelters to serve more people by

- Providing more case management hours to help shelter residents plan for and access housing, employment, benefits, treatment, and other services.
- Reducing the length of time someone stays in shelter. Shorter shelter stays mean more people can be served.

Emerging recommendations to address capacity for the winter

- Continue to offer the non-congregate shelter to provide safe, indoor accommodations.
- In partnership with community-based organizations, develop a Safety Net Shelter during times of extreme weather. **Working with partners on this plan now. Anticipate a full plan by mid-October with implementation later this month.**
- Expand outreach and case management supports to assist people experiencing homelessness.
- Increase housing supports.
 - Request for significant increase in rapid re-housing funding
 - Partnership with Permanent Supportive Housing providers
 - Partnership with Richmond Department of Social Services to address needs of older adults
 - Flexible funding to help shelter residents exit to stable housing

Connections to rent relief programs and eviction diversion programs to help people stay in their housing.

Funding provided through CARES Act ESG-CV and CDBG-CV funding (Richmond, Henrico, Chesterfield, Virginia Department of Housing and Community Development) and the City of Richmond Affordable Housing Trust Fund.

How to connect and learn more

Need help?

Call the Homeless Crisis Line at 804-972-0813.

Want to learn more or request a speaker?

Email Homeward at info@homewardva.org

Regional data: <http://www.homewardva.org/data>

GRCoC newsletter: Sign up here

<http://endhomelessnessrva.org/contact-us>

Homeward newsletter: Sign up here

<http://www.homewardva.org/news/e-newsletter>

Know of a housing option?

Email housing@homewardva.org

Interested in providing services as part of our housing-focused collaborative effort?

Email Michael Rogers at mrogers@homewardva.org.

Interested in volunteering?

<https://www.handsonrva.org/> and

<https://www.rvastrong.org/housingstability>

Interested in supporting these efforts financially?

<https://www.rvastrong.org/housingstability>

Find out more at www.endhomelessnessrva.org



www.homewardva.org
www.endhomelessnessrva.org

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