

Update on Homeless Services in the City of Richmond

Education and Human Services Committee

Thursday, November 14, 2024



**CITY OF
RICHMOND**

Overview



Expanded Capacity Investments



Office of Homeless Services



Community Resource and Training Center



Next Steps



CITY OF
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Expanded Capacity Investments

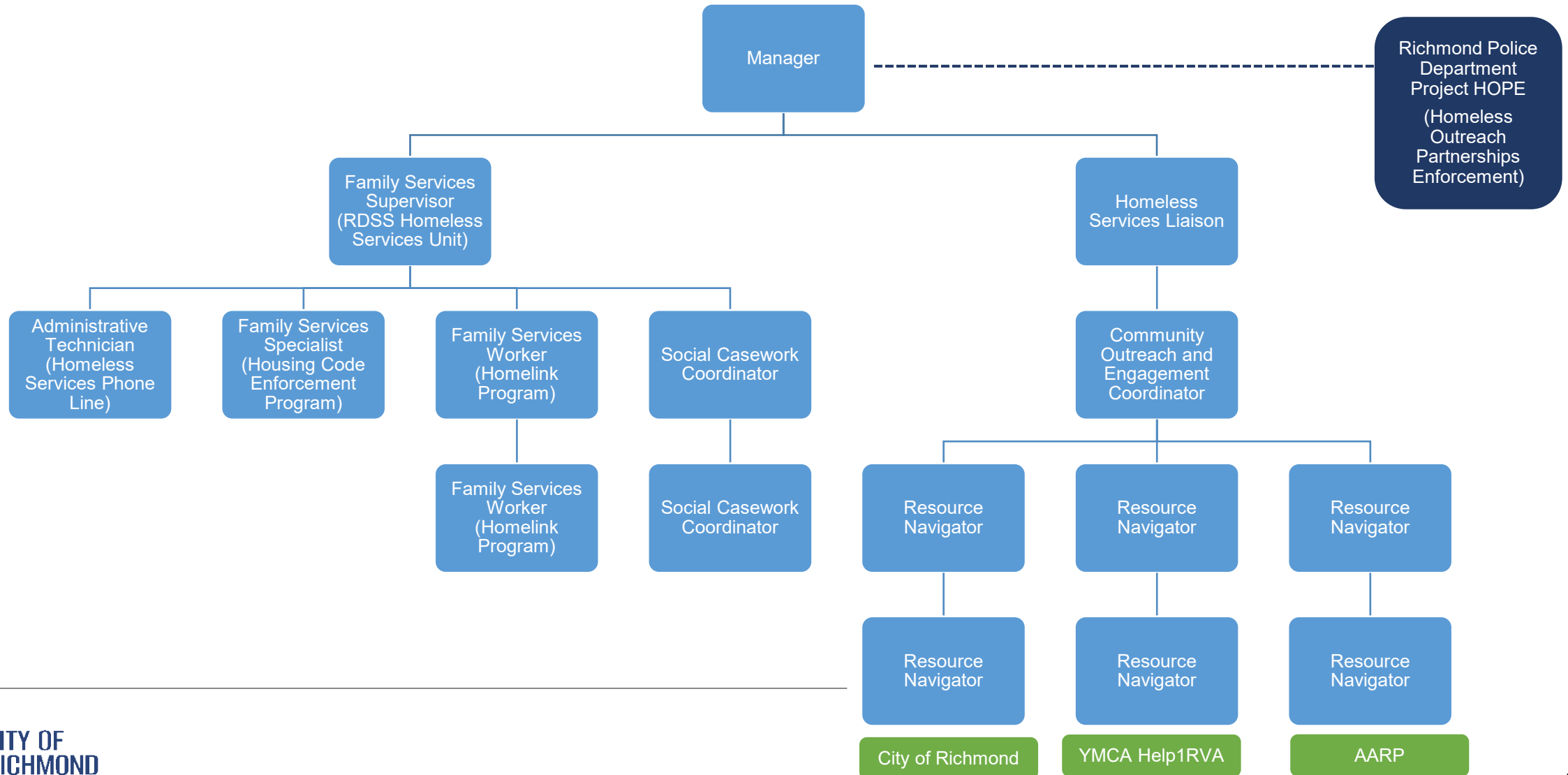
Recent City of Richmond Investments: Over the course of the past year, the City of Richmond has made significant *additional* investments in mitigating homelessness in the City and around the region by forging partnerships with The Salvation Army and Home Again to **add 200 additional beds to the region's shelter system.**

The Salvation Army Partnership: The City of Richmond has made additional significant investments—standing up a *new 100-bed inclement weather shelter for single adult men and women* and a *new year-round 50 bed shelter for single adult men* under the operation of The Salvation Army.

Home Again Partnership: The City of Richmond has made significant investments—standing up a *new 50-bed for families* under the operation of Home Again.



Office of Homeless Services



Community Resource and Training Center

The Human Services Community Resource and Training Center will support Richmond residents experiencing hardship and housing insecurity by connecting them to **services, resources, and case management to support their path to stabilization.**

Additionally, **residents will receive support navigating existing housing and human services resources.** The walk-in center will provide a safe environment for anyone to tell their story to a well-informed human services navigator and receive a warm referral to the system of care in the region that is best equipped to help them with their unique needs, including coordinated homeless services, affordable housing resources, and eviction prevention and diversion programs.

Resource Center Navigators will also host and/or work collaboratively with an **adjunct corps of case managers and service providers** from the behavioral health, social services, healthcare, employment, and homeless services systems to provide a rotating array of services and training opportunities.



Background

Homelessness Advisory Council: In 2021, the Homelessness Advisory Council (the Council) was created as a special Advisory Council to provide advice to the Mayor and City Council about issues related to the homeless services system in the Richmond community. The Council was charged with providing a final report and set of recommendations. The Council convened between January and February 2021, and released a final report with three recommendations in February 2021.

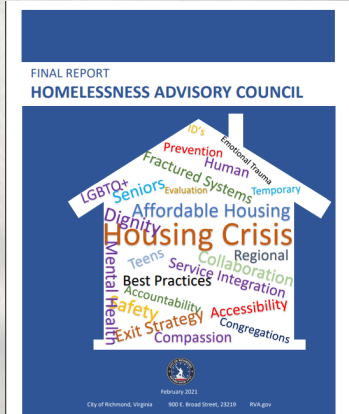
- 1 Recommendation 1: Establish a walk-in Community Resource Center
- 2 Recommendation 2: Formally Recognize Permanent Supportive Housing (PSH) as a funding priority.
- 3 Recommendation 3: Institute a Memorandum of Understanding (MOU) with the Greater Richmond Continuum of Care (GRCoC).

City of Richmond
Strategic Plan to End
Homelessness 2020-2030

City of Richmond
Homelessness Advisory Council
Established

City of Richmond
Homelessness Advisory Council
Final Report Released





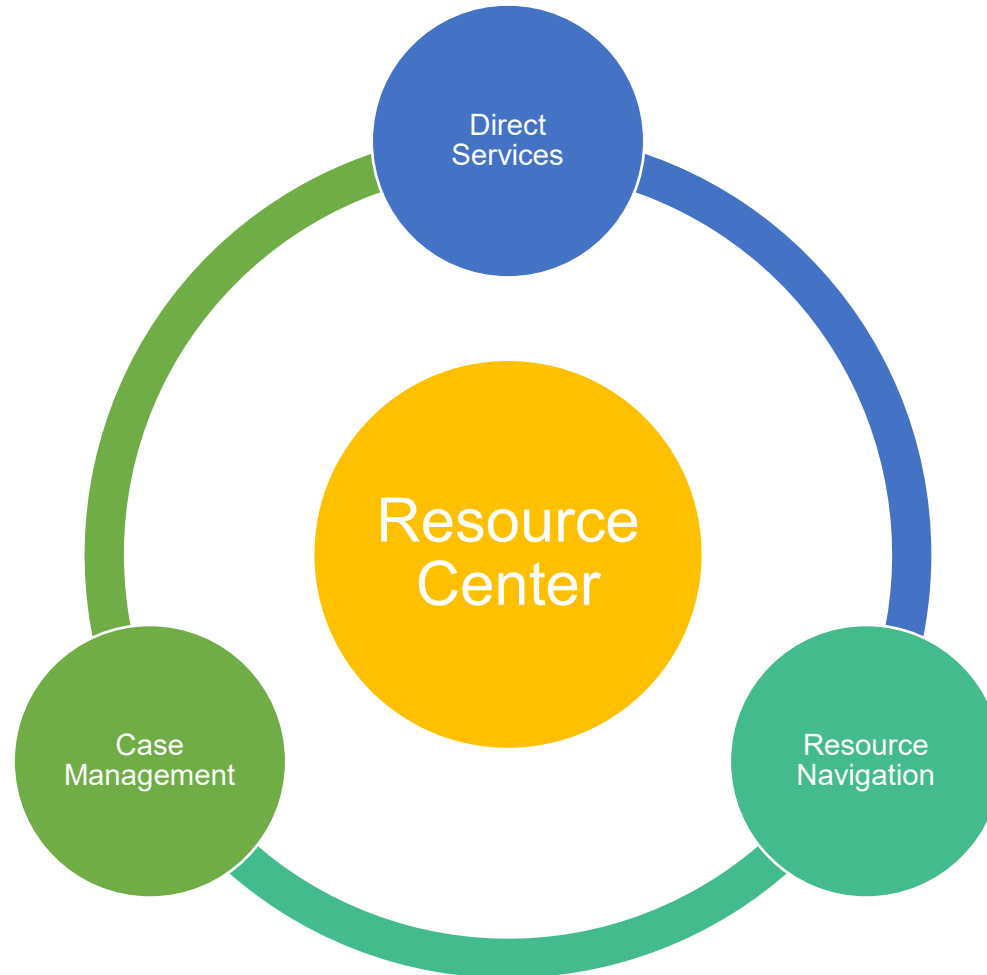
“The City of Richmond should **establish a walk-in Community Resource Center** where Richmond City residents, whether housed or experiencing a housing crisis, can connect with **triage, case management, and mainstream resources and services** to meet their identified needs.

Additionally, the Community Resource Center can **assist in making connections to other systems of care** located throughout the region, including coordinated homeless services, affordable housing resources, and eviction prevention/diversion programs.”

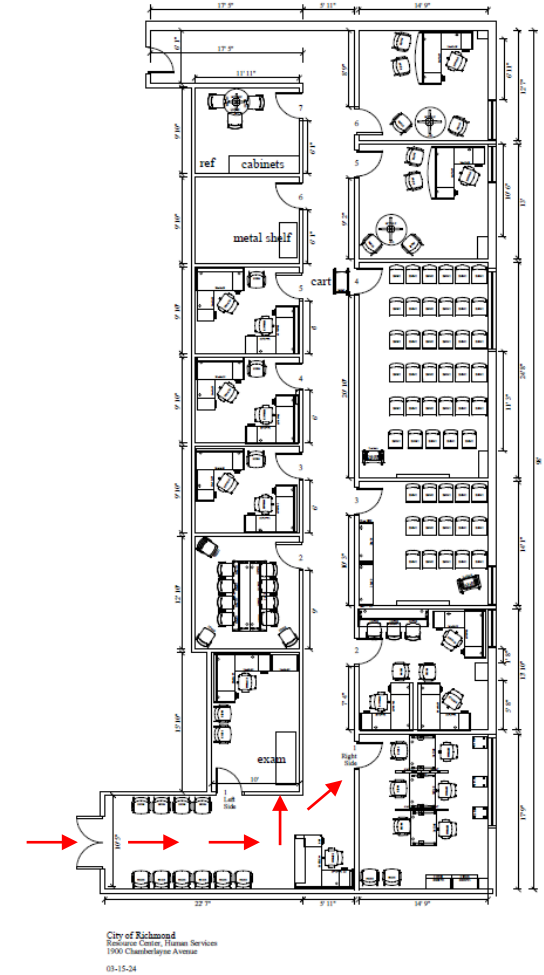
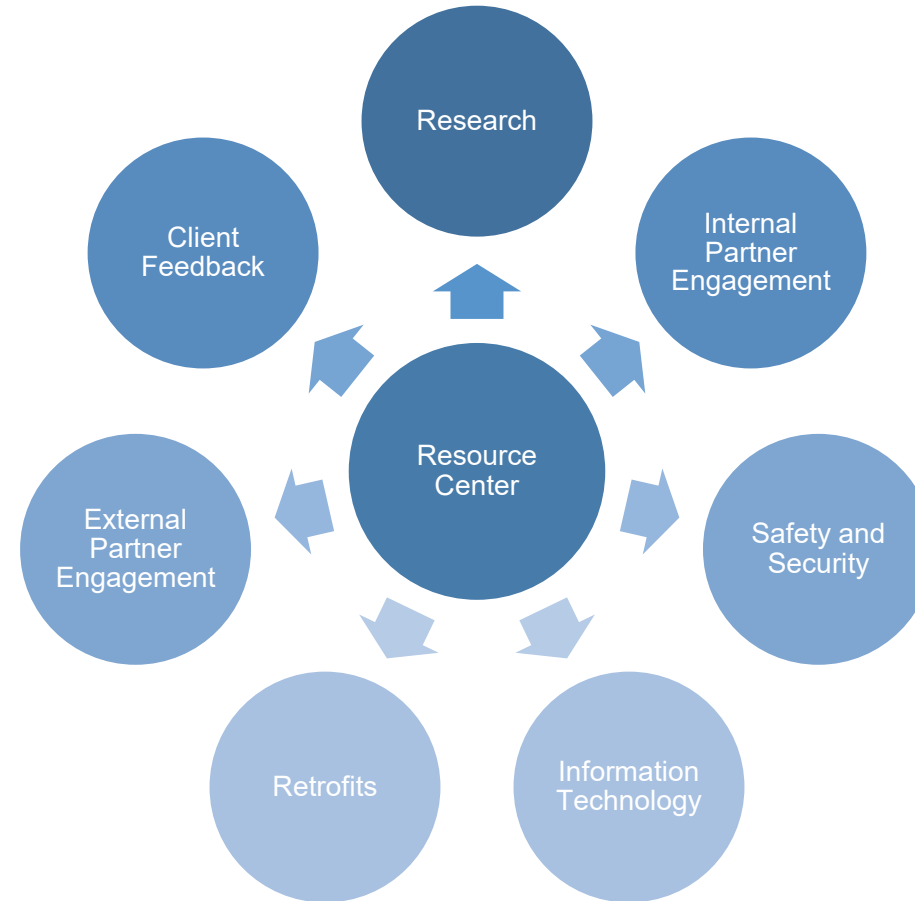
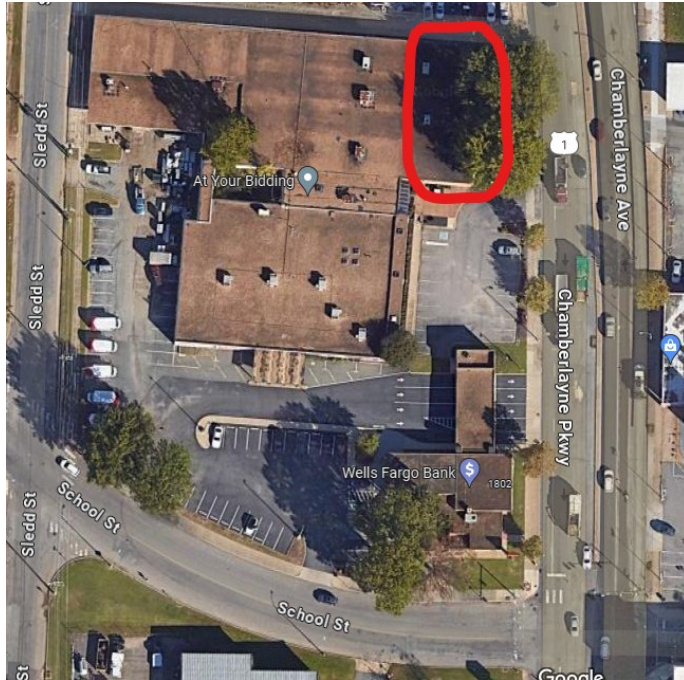
Source: Final Report | Homelessness Advisory Council (February 2021)



Framework



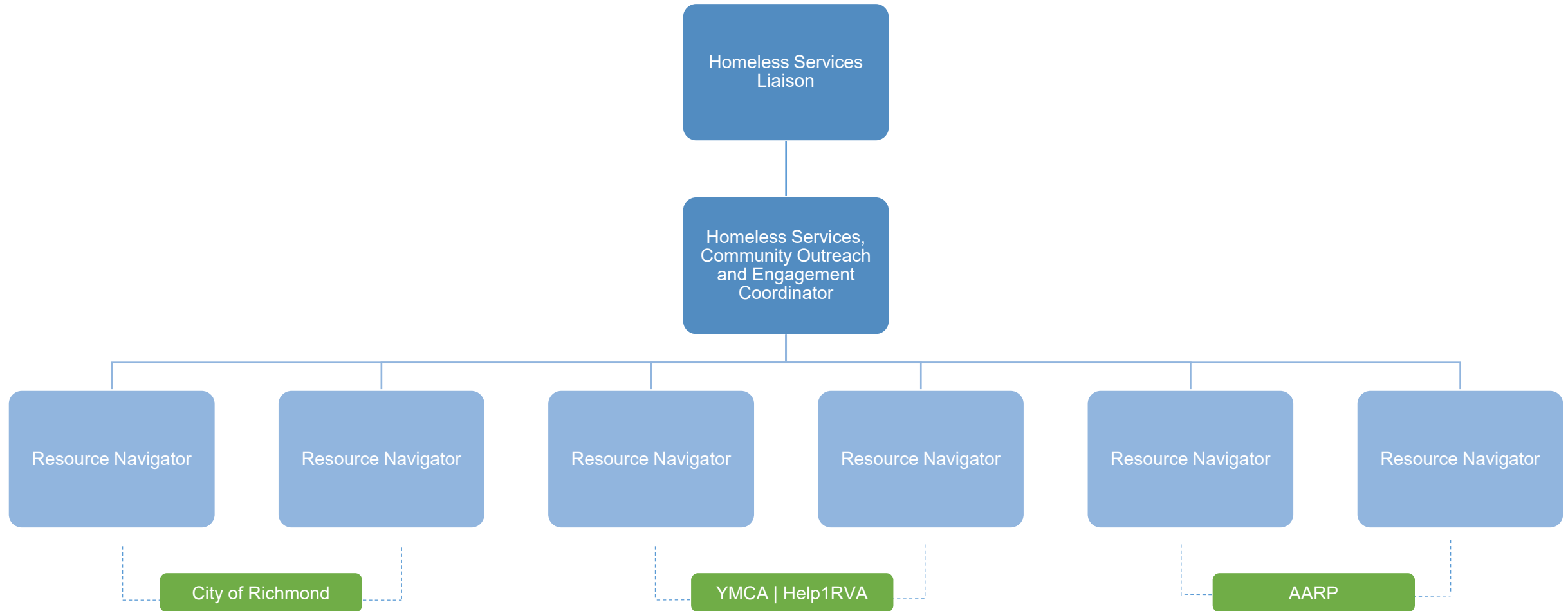
Community Resource and Training Center



Additional Services



Resource Center Staffing



Next Steps



Getting Assistance



City of Richmond's Community Resource and Training Center: 804.646.3111 - Homeless@rva.gov

Co-located with the newly formed Office of Homeless Services, the City of Richmond's Community Resource and Training Center supports Richmond residents experiencing hardship and housing insecurity - especially the unsheltered - by connecting them to services, resources, and navigation to support their path to stabilization. Resource Center Navigators work collaboratively with an adjunct corps of case managers and service providers from the behavioral health, social services, healthcare, employment, and homeless services systems to provide a rotating array of services and training opportunities. The Resource Center is a Greater Richmond Continuum of Care Connection Point.

Emergencies: 911

To report non-emergency crime or suspicious incidents: 804-646-5100 and press option 1.

Homeless Connection Line: 804-972-0813

Managed by the Greater Richmond Continuum of Care, the Homeless Connection Line (HCL) facilitates access to resources and shelter alternatives for those who are three days or less away from losing their housing. This line is also available for those already experiencing homelessness. The HCL hours are 8:00 a.m.–9:00 p.m. Monday through Friday and 1:00 p.m.–9:00 p.m. on Saturday and Sunday.

Housing Resource Line: 804-422-5061

Managed by the Partnership for Housing Affordability, the Housing Resource Line (HRL) is a centralized access point to connect residents to programs and services that will help address their housing needs. The HRL is open Monday through Friday from 8:30 a.m.–4:30 p.m. The HRL directs residents to resources and services. The line does not, however, provide direct resources and services.

EmpowerNet Hotline: 804-612-6126

A collaborative effort of six organizations, the 24/7 EmpowerNet Hotline offers access to free, confidential, live trauma-specialists that connect residents to crisis intervention, emergency shelter, counseling, case management, and hospital-based services.

Eviction Diversion Program:

Managed by Southside Community Development and Housing Corporation, the Eviction Diversion Program assists qualified Richmond residents facing eviction who have a pending court date that is no less than 10 days away. For more information visit: scdhc.com/eviction-diversion-program.



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Questions

City of Richmond
Office of Homeless Services
homeless@rva.gov
(804) 646-3111