



NON-CONGREGATE SHELTER UPDATE:

March 15, 2020 – November 30, 2020

Goal: The primary goal of the non-congregate shelter is to provide safe, indoor accommodations that meet or exceed CDC pandemic shelter guidelines with sanitation and with supportive services and limited case management as part of a larger, comprehensive housing focused strategy to address the needs of people experiencing homelessness. This program will be operational through the first half of 2021 and may be extended, depending on community resources and needs.

Basic Needs	Case management and supportive services	Health and Safety
<p>Meals delivered safely</p> <p>Access to sanitation/ indoor restrooms and showers</p> <p>Laundry</p> <p>In kind donations of needed supplies</p>	<p>Multi-agency case conferencing</p> <p>Shelter support staff</p> <p>Mental health assessments as needed</p>	<p>COVID testing and follow up (Daily Planet Health Services)</p> <p>Symptom screening</p>

The pandemic response shelter allows for existing GRCoC shelters to operate at a reduced capacity, thereby adhering to CDC social distancing guidelines. Additionally, the program has the unique attribute of expandable capacity, allowing for an increase in available units when shelter demand increases during extreme weather (known as the Safety Net Shelter).

RUMI is the shelter operator – (<https://www.where-we-help.com>)

People served from 3/15/2020 to 11/30/2020:

974 people served: 684 single adults; 84 family households with a total of 290 people

- Adults 55 years old + = 285
- Youth/ young adults (18 – 24) = 62

Funding Sources and Approximate Costs:

Approximate cost per person served:
\$2,000 - \$2,500 (depending on length of stay)

Funding Sources:

CARES Act HUD funding from the City of Richmond
Henrico County
Chesterfield County
Virginia Department of Housing and Community Development
Coronavirus Relief Fund
City of Richmond Affordable Housing Trust Fund
COVID-19 Response Fund
Other Private Funders



FUNDING FOR COORDINATED HOMELESS SERVICES: Pandemic Response

Background: The U.S Department of Housing and Urban Development and the Virginia Department of Housing and Community Development make funding available to communities annually, through a data-driven, coordinated process known as the Continuum of Care. The Continuum of Care funding process provides limited funding for specific types of programs and sets up expectations of strategic resource allocation, system coordination, and system-level performance. The GRCoC Board recognizes that many more programs contribute significantly to the work of addressing homelessness in our community and that the federal and state funding resources allocated through the GRCoC are not sufficient to meet the needs in the community. All agencies receiving public funding must raise private funds as a “match” and follow stringent reporting and compliance requirements.

Funding Priorities:

Each year, the Greater Richmond Continuum of Care (GRCoC) establishes local priorities for allocating these funds to programs working to fight homelessness in the region. GRCoC funding priorities for the Continuum of Care and Virginia Homeless Solutions Program reflect local needs and are based on priorities established in the federal HEARTH Act and the Virginia Homeless Solutions Program guidelines.

The GRCoC 2020 funding priorities and performance measurements can be found here:
<http://endhomelessnessrva.org/funding>



FUNDING FOR COORDINATED HOMELESS SERVICES: Pandemic Response

Sources of Funding for Pandemic Response Programs to Address Homelessness:

In March 2020, Congress appropriated additional funding to mitigate the impact of the coronavirus pandemic on people experiencing homelessness. The GRCoC and homeless service providers have been working to secure funding to address the community needs and to maximize the services available in our community from the following sources:

- FEMA reimbursement for hotel costs for eligible individuals (2020)
- City of Richmond Affordable Housing Trust Fund (by application)
- CARES Act Coronavirus Relief Fund (ends December 30, 2020)
- Private funding: foundations, corporations, individual
- CARES Act funding from U.S. Housing and Urban Development (by application; funding available for programs from 3/2020 – 9/2022) from Richmond, Henrico, Chesterfield, and the Virginia Department of Housing and Community Development.
 - *Emergency Solutions Grant- CV (ESG-CV)*
 - *Community Development Block Grant- CV (CDBG-CV)*

HUD Funding:

Most existing HUD requirements for Emergency Solutions and Community Development Block Grants remain in place; other restrictions were waived for COVID. Requirements include:

Sources of Funding for Pandemic Response Programs to address homelessness:

In March 2020, Congress appropriated additional funding to mitigate the impact of the coronavirus pandemic on people experiencing homelessness. The GRCoC and homeless service providers have been working to secure funding to address the community needs and to maximize the services available in our community from the following sources:

- Use of Homeless Management Information System (HMIS); shared database for coordinated services & outcomes measurement.
- Coordination with the Greater Richmond Continuum of Care and the Coordinated Entry System.
- Compliance with regulatory requirements on eligible uses and data collection.

For more information, please visit:

<http://endhomelessnessva.org/funding>
or <https://www.hud.gov/hudprograms>



GREATER RICHMOND CONTINUUM OF CARE

Collaborative Action Plan for Winter 2020 – 2021

Background: In February 2020, the Greater Richmond Continuum of Care Board solicited stakeholder and public input to set funding and action priorities for 2020.

Key goals from this community work include:

- Focusing on permanent housing through housing-focused case management in all program types
- Increasing permanent supportive housing for those experiencing chronic homelessness
- Addressing the needs of older adults and persons with disabilities
- Supporting the Homeless Crisis Line and the coordination of all 3 Access Points: Homeless Crisis Line, Coordinated Outreach, and Regional Domestic Violence Hotline
- Targeting street outreach to those least likely to be able to navigate services on their own
- Leveraging community-based prevention resources

The full document can be found here:

http://endhomelessnessrva.org/images/Funding/Priorities/2020_Community_Priorities_for_Action_and_Funding_Approved_2720.pdf

Funding Priorities:

In order to address the unique needs of people experiencing homelessness during the public health and economic fallout from the COVID-19 pandemic, the GRCoC Board reviewed client, program, and system level data from GRCoC providers and pandemic. Homeward conducted interviews and focus groups with people experiencing homelessness and hosted input sessions with front line homeless services staff and program leadership among GRCoC providers. Homeward also solicited broader community input through a community member survey. The GRCoC will revisit progress on these goals and next steps in March 2021.

Planning for the winter:

The Collaborative Action Plan for Winter 2020 - 2021 fills out our community's collective response to homelessness during this time of significant economic and health stress and builds on our previous collective efforts.

The Collaborative Action Plan can be found here:

<http://endhomelessnessrva.org/funding>



GREATER RICHMOND CONTINUUM OF CARE

Collaborative Action Plan for Winter 2020 – 2021

Key Goals

Equity-based planning

Engage people with lived experience of homelessness

Review data and programming for racial inequities and other disparities

Program and System Capacity

Implement a Safety Net Shelter for expanded capacity during inclement weather
Increase Rapid re-housing services
Prepare for changes in the housing market
Support homeless services staff

Access

Expand staffing and hours at the Homeless

Crisis Line and Coordinated Outreach

Develop a Diversion strategy for those experiencing homelessness for the first time

Provide community education on accessing our network

Exits to Housing

Self-resolution programming to help more households exit to housing

Partner with Assisted Living Facilities

Increase landlord engagement through the Community Housing Coordination Advisory Council

Develop partnerships with housing providers



SAFETY NET SHELTER:

Expanded Non-congregate Shelter Capacity
Winter 2020-2021

Goal: The primary goal of the Safety Net Shelter is to expand our community's capacity to provide safe, indoor accommodations during inclement weather that meet or exceed CDC pandemic shelter guidelines with sanitation and with connections to community resources.

Basic Needs	Connections to resources	Health and Safety
Meals delivered safely	Intake and assessment	COVID screening
Access to sanitation/ indoor restrooms and showers	Connections to community resources	
In kind donations of needed supplies	Shelter management	

This pandemic response shelter expands the capacity of the community to meet the increased needs for emergency shelter during cold weather and other situations. This program builds on previous hypothermia shelter programs and works to reduce exposure to and transmission of COVID-19.

RUMI is the shelter operator – (<https://www.where-we-help.com>)

Access:

Homeless Crisis Line (804-972-0813) and Coordinated Street Outreach; activated by a public-private team during cold & other inclement weather. Advertised on the Case Manager's List-serve and Homeward conducts targeted outreach to key community partners. Shelter is offered to individuals and households with minor children who:

- Are unsheltered or staying outdoors or in a car or similar place not designed for housing.
- Have no safe place to be on the night(s) the Safety Net Shelter is open.
- Are not enrolled in another emergency shelter or homeless program.
- Do not have a lease or another place to live.
- Are safely able to be served in this setting.



SAFETY NET SHELTER:

Expanded Non-congregate Shelter Capacity Winter 2020-2021

People served from 10/30/2020 to 11/29/2020:

432 people served: 364 single adults; 17 family households with a total of 61 people

- Adults 55 years old + = 101; Youth/ young adults (18 – 24) = 23

Worth noting:

31.2% of Safety Net Shelter clients are newly homeless (compared to 22% of Cold Weather Shelter clients during the same period last year.) Just under 13% of clients also used the Cold Weather Shelter last year.

Funding Sources:

CARES Act HUD funding from the City of Richmond, Henrico County, Chesterfield County, Virginia Department of Housing and Community Development; Coronavirus Relief Fund; COVID-19 Response Fund; other private funders.

Next step in planning: March 2021 for Winter 2021 – 2022

Impact of pandemic programs; Sustainability of efforts; Federal policy changes and direction



Homeless Crisis Line Update:

804-972-0813

Goal: The Homeless Crisis Line serves as the primary Access Point for the Greater Richmond Continuum of Care. The Homeless Crisis Line provides phone-based diversion and problem-solving supports, conducts assessments, and makes referrals to other homeless services or other resources. The Homeless Crisis Line serves households who are unsheltered or within 3 days of losing their housing.

Partners:

The Homeless Crisis Line is a multi-agency collaborative partnership. The partners on the Homeless Crisis Line are ACTS, Home Again, Homeward, Housing Families First, and Senior Connections.

Response to pandemic:

In response to increased needs during the COVID-19 pandemic, the Homeless Crisis Line has expanded hours and increased staffing. The Homeless Crisis Line provides intake for the Safety Net Shelter.

Hours of Operation:

Monday – Friday 8am to 9pm; Saturday and Sunday 1pm to 9pm

Funding sources: Virginia Homeless Solutions Program; CARES Act funding for expansion; Private funding.

Call volume and metrics:

October and November 2020

October 2020 Highlights:

3,834 calls handled by the Homeless Crisis Line

November 2020 Highlights:

- On Monday, 11/30, the Homeless Crisis Line handled 458 calls. The Safety Net Shelter is open and that leads to more calls.
- The peak call volume on 11/30 was at 10am.
- The peak number of calls coming in at the same time ranges from 9 or 10.
- Mondays are the busiest days (with a few exceptions). In the month of November, the average call volume for Mondays was 358 calls.
- The average volume for Saturdays in November is 59 calls.