

2025-2026 Increment Weather Shelter Review

May 14, 2026



Agenda

- Inclement Weather Shelter Overview
 - Individuals
 - Families
- FY26 Homeless Services Sheltering Budget
- Inclement Weather
- Successes & Opportunities

To...



Agenda & Objectives



Inclement Weather Shelter Overview



Inclement Weather and Surge Shelters

- **Inclement Weather Shelter** is operated nightly by Salvation Army at 1900 Chamberlayne Avenue from **November 15 – April 15**
 - 106 beds: 66 men's beds, 40 women's beds
 - Typical operating hours are 5pm – 8am, with extended hours based on temperature
 - Dinner and breakfast provided
- Surge Shelter is operated by CARITAS at 2220 Stockon Street and **is eligible for activation December 1 – March 31** any night temperature is below 40 degrees for at least two consecutive hours **AND** IWS has reached capacity.
 - 60 beds
 - Typical operating hours are 5pm – 8am, with extended hours based on temperature
 - Dinner and breakfast provided
 - When Surge is activated, transportation is provided to Surge from IWS via GRTC



Inclement Weather and Surge Shelters Nightly Averages

Month	Avg # of IWS Guests	Avg # of Surge Guests	Avg Nightly Guest Total	# of Surge Activations
November	95	N/A	95	N/A
December	100	46	138	26 nights
January	105	55	173*	28 nights
February	104	67	156*	21 nights
March	95	49	114	12 nights
April	79	N/A	79	N/A
Totals:	Avg 96 IWS guests per night	Avg 54 Surge guests per night	Avg 151* guests served per night	87 nights

**Includes guest totals from Southside Community Center Emergency Shelter and Warming Centers active during Winter Storms Fern and Gianna*



Family Inclement Weather Shelter

During Inclement Weather Season, OHS provided emergency hotel placements for **47** unhoused and at-risk households with minor children.

Key Components of Family IWS Program

Aligned with Best Practices in Homeless Response Systems

- Prevention First:** Early intervention through resource navigation and targeted financial assistance to reduce housing loss
- Diversion-Focused:** Prioritize safe, immediate alternatives to shelter using natural supports and short-term solutions
- Pathways to Permanent Housing:** Connect families to rapid rehousing and other stable housing options through GRCoC and community partners

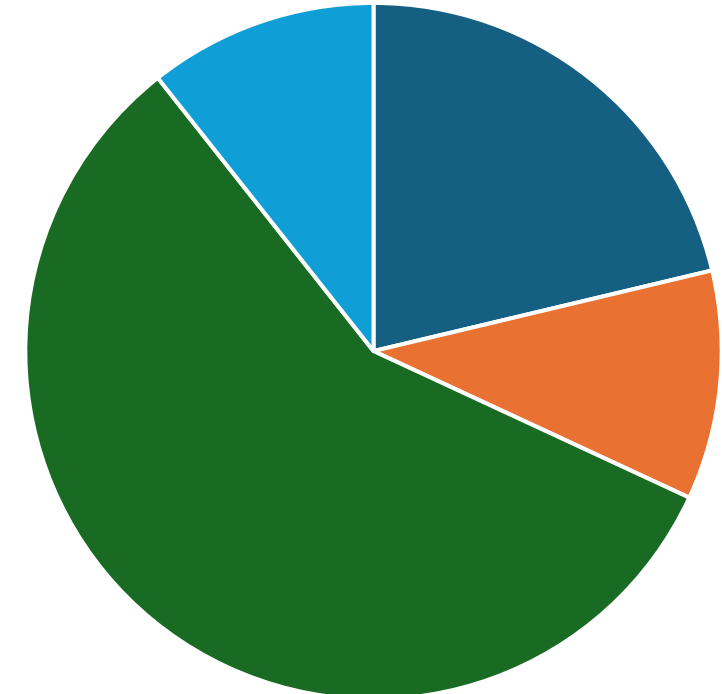
Notable Partners

Commonwealth Catholic Charities, Daily Planet, Homeward, Moments of Hope, Salvation Army, RRHA, Housing Families First, Blessing Warriors, Feedmore, Little Hands, Chesterfield and Henrico County DSS



Education & Human Services Standing Committee | May 14, 2026

Program Exits



■ Permanent Housing (10) ■ Friends/Family (5)
■ Family Shelter (27) ■ Other (5)

Winter Storm Response: Fern & Gianna (January 24th – February 9th)

City activated additional 24/7 emergency shelter and warming center capacity for 17 consecutive days

- Department of Social Services opened and operated an Emergency Shelter in the Southside Community Center
- Department of Neighborhood and Community Services operated two overnight warming centers

Highlights/Partnerships:

- **Richmond Public Libraries:** Served as daytime warming centers
- **GRTC & Blue Sky Fund:** Provided transportation between shelters and daytime/overnight warming centers
- **City Departments (DSS, OEM, NCS):** Coordinated safe transitions between sites
- **Community Partners (GRCoC, RPD, VCU, Blessing Warriors, etc.):** Outreach, transport, and connections to safety
- **Feedmore & Little Hands:** Provided essential food & baby items for Family IWS participants
- **Awaken Church:** Provided additional 24/7 shelter space for 16 individuals for 4 days



Winter Storms Fern + Gianna Data

Shelter	# of Nights Open	Avg # of Guests
Southside Community Center Emergency Shelter	7	62
Overnight Warming Centers	10	45
Awaken Church	4	16
Surge Shelter	17	72
Inclement Weather Shelter	17	110

Salvation Army Inclement Weather Shelter

Activates: November 15 each year (or earlier for lower temperatures).

Deactivates: April 15 each year (or late for lower temperatures).

CARITAS Surge Shelter

Activates: When Salvation Army IWS is at capacity and temperatures are below 40 degrees.

Deactivates: When Salvation Army IWS is not at capacity or temperatures are not below 40 degrees.

Extreme Weather Warming Center

Activates: During extreme weather conditions, as defined by winter advisories from the National Weather Service and when other shelters are near capacity.

Deactivates: When extreme weather conditions resolve.

City Emergency Shelter

Activates: When there is a significant weather event (like a hurricane or tornado) and/or a possible threat to infrastructure (like power outages or downed trees).

Deactivates: When the event resolves, threats to infrastructure conclude, and guests can be safely transported.



FY26 Homeless Service Sheltering Budget Review



FY26 Homeless Services Sheltering Budget Review

Provider	Service Type	FY26 Planned Investment	FY26 Actual Investment	Variance
Salvation Army	Year-Round Shelter and Inclement Weather Shelter	\$1,722,306	\$1,722,306	\$0
CARITAS	Surge Shelter and Year-Round Shelter Operations	\$309,000	\$533,250	+\$224,250
HomeAgain	Year-Round Family Shelter	\$519,189	\$519,189	\$0
City of Richmond	Temporary Warming Centers During Weather Advisories	\$0	\$128,443	+\$128,443
City of Richmond	Temporary Shelter for Unhoused / At-Risk Families During Inclement Weather Season	\$60,000	\$293,203	+\$233,203
Total:		\$2,610,496	\$3,196,391	+\$585,895



Update on March 25, 2025 Special EHS Meeting



Update on Items from March 26, 2025 Special EHS Meeting

1: Expand shelter capacity during Inclement Weather Season for single adults and families with minor children.

Updates:

- Surge Shelter contract executed August 2025, which added 60 additional beds for surge events
- Family Inclement Weather Program implemented November 15, 2025

2: Create a roster of volunteers and stakeholders that are willing to support Inclement Weather Shelter activities.

Updates:

- Successfully mobilized internal and external partners during Winter Storms Fern & Gianna, including expanded shelter capacity, transportation, and communication channels
- Held partner meetings at beginning of IWS Season and throughout Winter Storms Fern & Gianna
- Currently in talks with providers to support staffing of warming centers in FY27



Update: Items from March 26, 2025 Special EHS Meeting

3: OHS Organizational Chart and Homeless Services website

Updates:

- Organizational chart shared
- 3 FT positions filled since March 2025, 2 FT currently posted
- OHS website updated, further changes under review

4: Better leverage partnerships and expand collaboration with partner providers in supporting the Community Resource and Training Center

Updates:

- Defined CRTC Core Services
- Increased # of walk-ins (956 walk-ins from November 2025 – April 2026)
- Strengthened coordination with on-site providers i.e. RBHA & YMCA
- Added new partners i.e. Truist Bank, Dominion Energy



CRTC Core Services

- **Resource Navigation** - Provide support to residents by responding to immediate needs, offering information, and facilitating access to community resources, services, and basic necessities.
- **Street Outreach** - Engaging unhoused individuals and families to provide safety checks, supplies, and service connections
- **RBHA Rapid Access** - In partnership with RBHA, CRTC provides on-site Rapid Access Assessments via a licensed clinician as an entry point to a range of RBHA services, including case management (available on-site), outpatient psychotherapy (available on-site), inpatient or outpatient substance use treatment, psychiatry services, mental health skill-building, withdrawal management, and crisis stabilization
- **Housing Stability Support** - Provides support to help residents access and maintain stable housing, which may include problem-solving, connection to resources, and, when eligible and available, limited financial assistance.
- **On-Site Community Partner Services** - CRTC hosts partner organizations such as the YMCA, Veterans Affairs, RBHA, VDH Vital Records, Daily Planet's mobile health unit, and more to provide additional services on-site. A monthly calendar is published to share availability.
- **Targeted Case Management Services** - Provides intensive, ongoing support to residents enrolled in specific programs or partner services, with eligibility determined by program criteria and availability.



Successes & Opportunities



Successes

- **Zero shelter turn-aways during Winter Storm Fern and Gianna**
- **20,223 total overnight stays**, including IWS, Surge, Southside Community Center Emergency Shelter & Overnight Warming Centers
- Improved coordination between IWS, Surge, City of Richmond, Henrico County, Inter-Con Security, and GRTC throughout IWS season. Established weekly meetings to encourage collaboration and troubleshooting
- Improved communication with homeless service partners on emergency shelter and warming center openings and closings
- Added new communication methods (311, Richmond Ready Alerts) to ensure quicker and easier access to information regarding shelter openings for both community members and individuals seeking shelter
- **59 adults** and **92 children** received emergency hotel placements to prevent unsheltered family homelessness
- Collaboration between OHS, RRHA, and GRCoC to expedite movement of families in year-round shelter into RRHA public housing units
- Flexible funding and housing navigation services enabled **16 Surge shelter residents** and **43 CARITAS year-round shelter residents** to exit shelter into permanent housing



Looking Forward

- Ensure all IWS and Surge staff receive **trauma-informed care training**
- Maintain strong **coordination and communication channels** between shelter providers, CoR, GRTC and Inter-Con Security
- Continue to evaluate **communications protocol** and mechanisms for announcing shelter openings to the general public and target population
- Adding an **Outreach Worker** role to IWS next year to facilitate service connections and permanent housing placements
- Exploring resources and partnerships for **serving older adults** in year-round shelters
- **Updating 2020 Strategic Plan to End Homelessness** in close partnership with Henrico, Chesterfield, Hanover, and the GRCoC
- Hiring for an **OHS Operations Coordinator** position that will work closely with all partners during IWS season to coordinate services and assist with activation of emergency shelter or warming centers during severe weather events and advisories



Questions?

