

# Homeless Services | Community Resource and Training Center

Education and Human Services Committee

April 11, 2024



**CITY OF  
RICHMOND**

# Overview

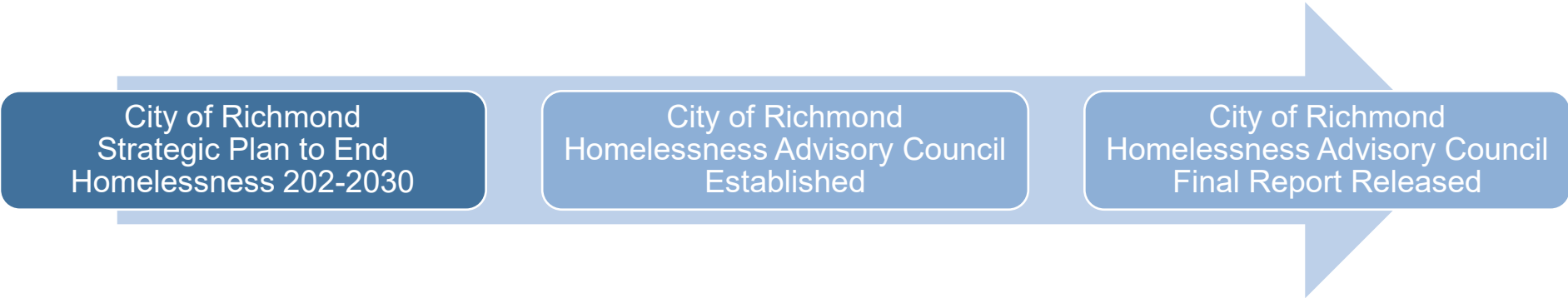
- Background
- Framework
- Planning
- Services
- Staffing
- Staff Training
- Timeline
- Questions

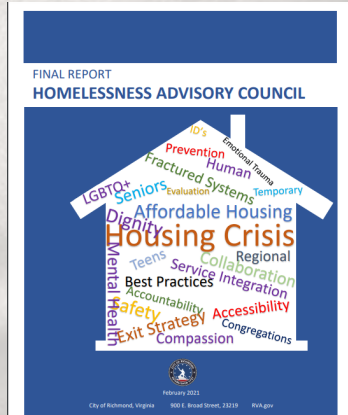


# Background

**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).





“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

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.

Direct Services

Resource  
Navigation

Case  
Management

Day Services



# Planning | Recent Homeless Services Efforts

- ✓ **Expanded year-round emergency shelter capacity**--once fully realized, this will represent a 43% increase in shelter bed capacity for the Greater Richmond region for single adult men.
- ✓ **Enlist an experienced emergency shelter provider** --The Salvation Army has been serving the City of Richmond for several decades.
- ✓ **Established a permanent location for inclement weather shelter** located at 1900 Chamberlayne Avenue in the 3<sup>rd</sup> Council District. Soon, the Salvation Army will redevelop this site into their, "The Center of Hope,"—offering expanded on-site services and resources, centralizing their administrative offices and year-round emergency shelter beds and services.
- ✓ **Identify a location for a Community Resource Center**—recommendation from the Homelessness Advisory Council

## **Contract: Concurrent with IWS**

Runs concurrently with the Salvation Army's inclement weather shelter operating contract.

## **Lease Cost: \$0**

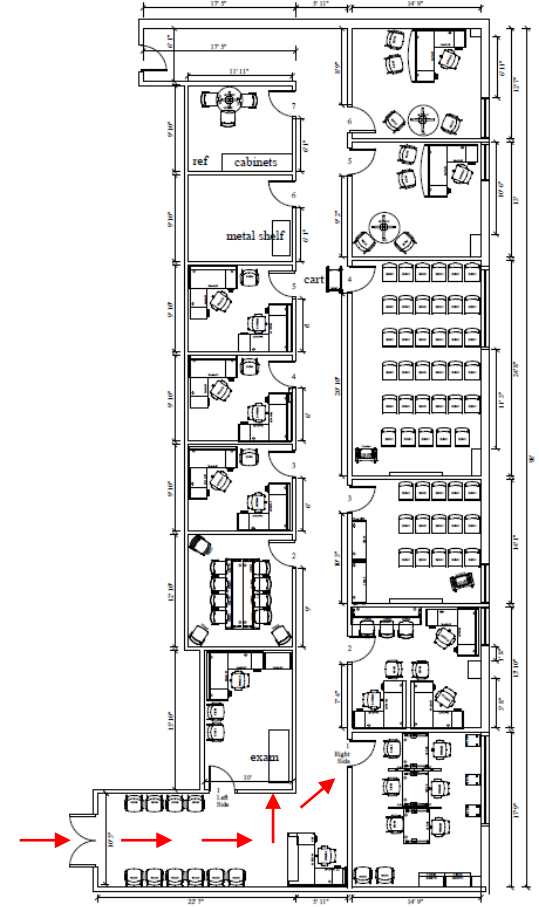
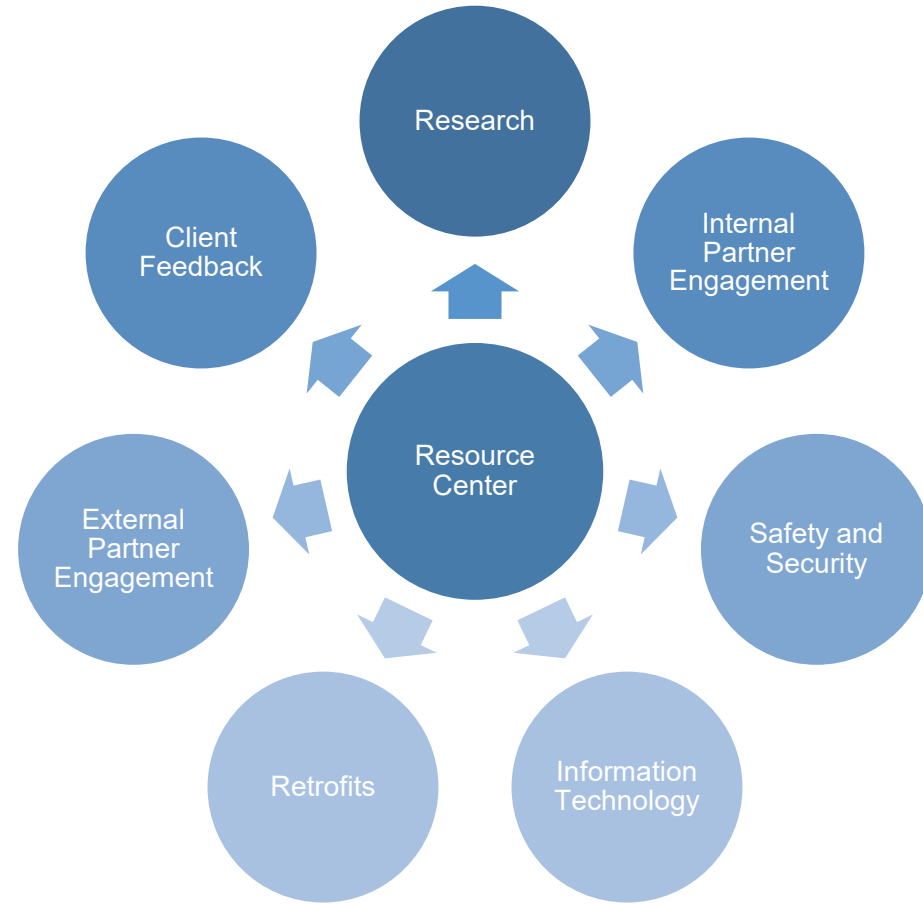
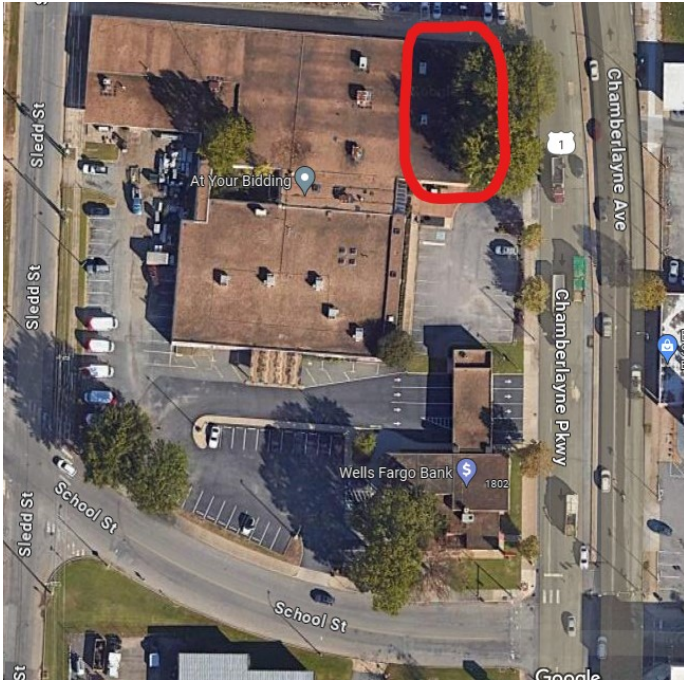
There is no additional cost for the Community Resource and Training Center as the cost is included in Salvation Army Inclement Weather Shelter operating contract. Operating and personnel costs are included in the Human Services' Homeless Services budget.

## **Space:**

- 13 rooms (2,400 ft<sup>2</sup>)
- Separate entrance and access to the Salvation Army's common areas and parking lot.



# Community Resource and Training Center



City of Richmond  
Resource Center, Human Services  
1950 Chamberlayne Avenue  
03-15-24



# Services

## Health, Behavioral Health, and Wellbeing

Richmond Behavioral Health Authority

Richmond Henrico Health District

Daily Planet

City of Richmond Department of Social Services

YMCA | Help1RVA

Central Virginia VA Health Care System

AARP

New Life for Adults and Youth

## Education and Jobs

City of Richmond Office of Community Wealth Building

Richmond Public Schools CFIT-McKinney Vento

Richmond Public Library

Virginia Department of Veterans Services

Humankind

## Housing

Virginia Supportive Housing

Partnership for Housing Affordability

Tenant Landlord Resource Center

Richmond Redevelopment Housing Association

HOME

## Accessibility

Office of Aging and Disability Services

Office of Immigrant and Refugee Engagement

GRTC Transit System

## Safety, Wellness, and First Aid

Richmond Police Department

Richmond Fire Department

City of Richmond Department of Parks, Recreation, and Community Facilities

American Red Cross

## Food and Clothing

Blessing Warriors

## General Services

Virginia Department of Motor Vehicles

Virginia Department of Health | Office of Vital Records

OAR

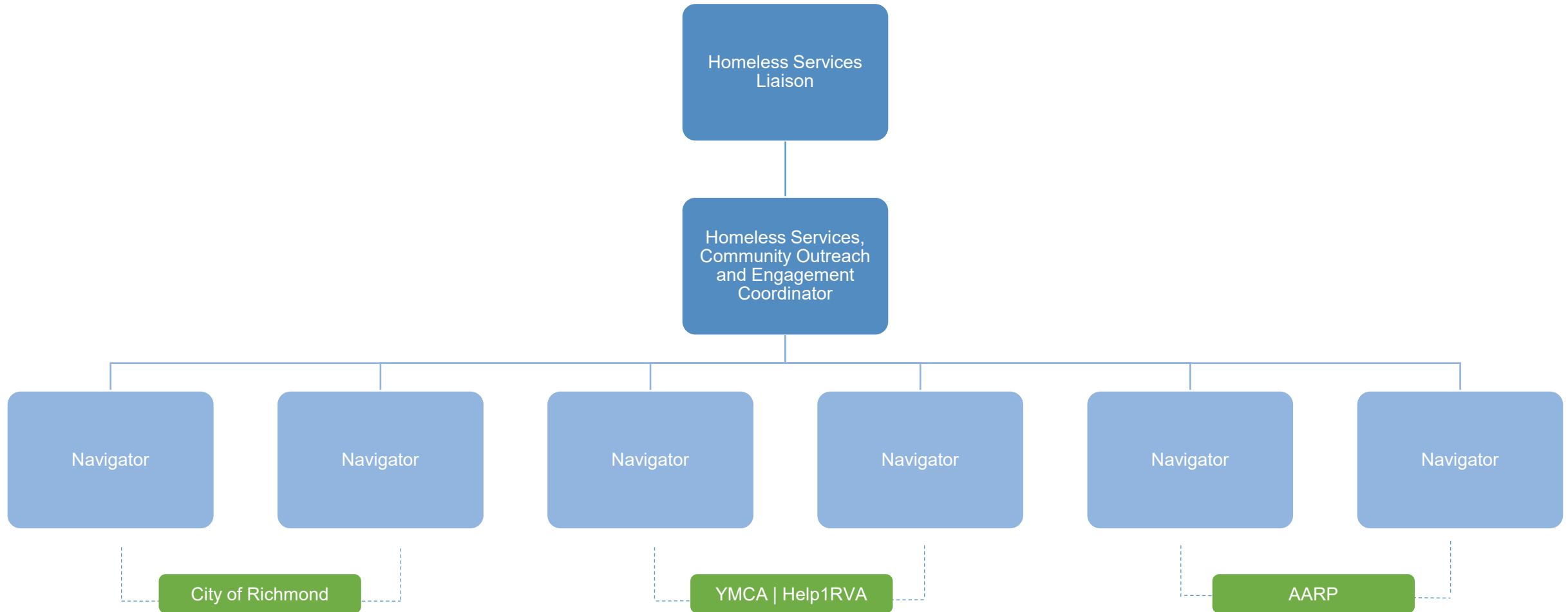
Help Me Help You



# Additional Services



# Staffing



# Staffing Training

## Phase I Introductory

Overview  
City of Richmond  
Homeless Services

Overview  
Greater Richmond  
Continuum of Care

## Phase II Social Needs Navigation

Social Needs  
Navigation

Human Services  
Non-Profit  
Ecosystem

## Phase III Serving Residents In Crisis

Mental Health First  
Aid

Trauma-informed  
Care

Conflict Resolution  
and De-escalation

First Aid

CPR

Naloxone

## Phase IV City Services

311

Human Services

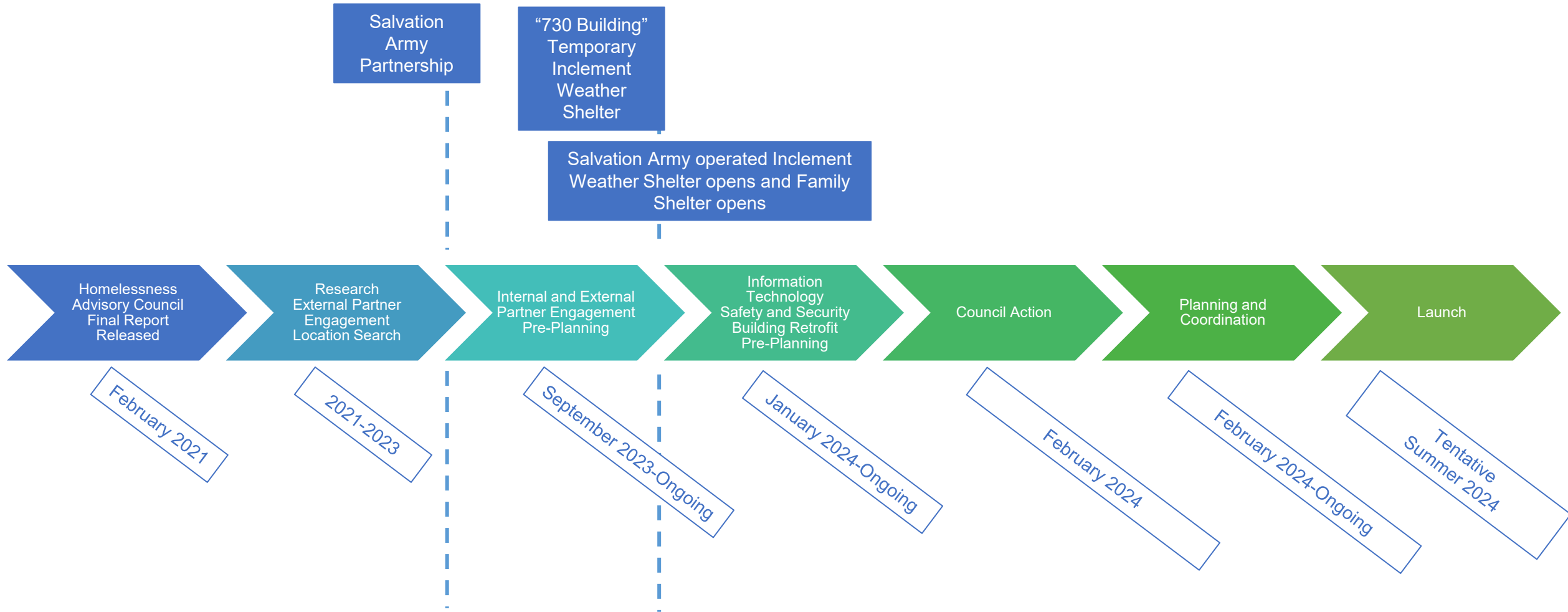
Family Crisis Fund

Eviction Diversion  
Program

Accessibility +  
Language Access



# Timeline



# Questions

City of Richmond  
Homeless Services  
[homeless@rva.gov](mailto:homeless@rva.gov)  
(804) 646-1196

**Dianne Wilmore**  
City of Richmond  
Homeless Services Liaison