



# Homeless Crisis Line Update: Coordinated Access to Homeless Services

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# Agenda

- Review of homelessness definition and leading causes of homelessness
- Data-driven coordinated network working to prevent and end homelessness in the community
- Changes to our coordinated response to homelessness
  - Coordinated Access: Homeless Crisis Line
  - Changing demographics
  - Serving the hardest to serve
- Ongoing need for housing that is affordable to people with low incomes and those with disabilities
- Questions & Comments

# HUD Definition of Homeless

A person is considered homeless when he/she:

- Resides in places not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings.
- Resides in an emergency shelter.
- Is fleeing a domestic violence housing situation and no subsequent residence has been identified.

# Leading causes of homelessness

- Lack of affordable housing
- Generational poverty/  
family instability
- History of substance  
abuse
- History of mental illness
- Sexual or domestic  
violence
- Other trauma
- Poor rental history
- Poor credit history
- Poor employment history  
(or under-employment)
- History of incarceration
- Lack of transportation



## Homeless Services in the Richmond Region

2/13/19

### 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

### Connection Points

Light-touch assistance and connection to Access Points

- Chesterfield DSS
- Goochland CARES
- OAR
- Powhatan Free Clinic
- REAL LIFE
- 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/Sheriffs
- 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

### Shelter

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

- CARITAS (24/7, men, women, family)
- Cold Weather Overflow Shelter (open on nights forecasted to be 40F or below for residents of Richmond City)
- 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

- 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

### 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

# Homeless Crisis Line

The Homeless Crisis Line (HCL) is the Richmond region's multi-agency, phone-based Access Point for homeless services.

Our community shifted the HCL to a collaborative model because the volume of calls was too high for any one agency.

- Partner agencies
  - ACTS
  - Home Again
  - Homeward
  - Housing Families First



# Access for people experiencing homelessness

Homeless  
Crisis Line

**804-972-0813**

.....  
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.  
.....

Monday – Friday, 8am to  
6pm

Problem-solving or  
diversion conversation

Extremely limited flexible  
funding

Record needs for  
emergency shelter

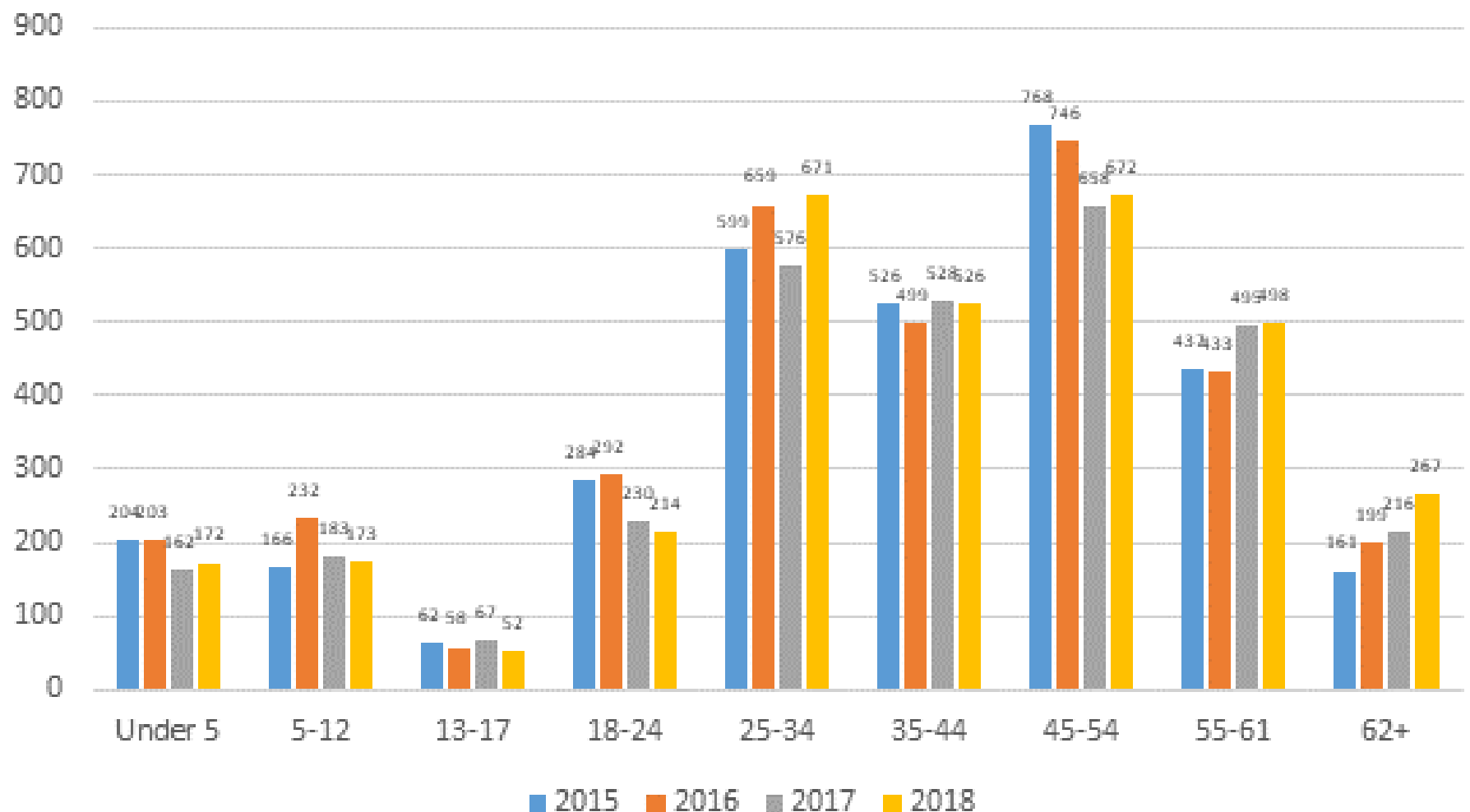
# 2018 Summary of Homeless Crisis Line

In 2018, the HCL recorded:

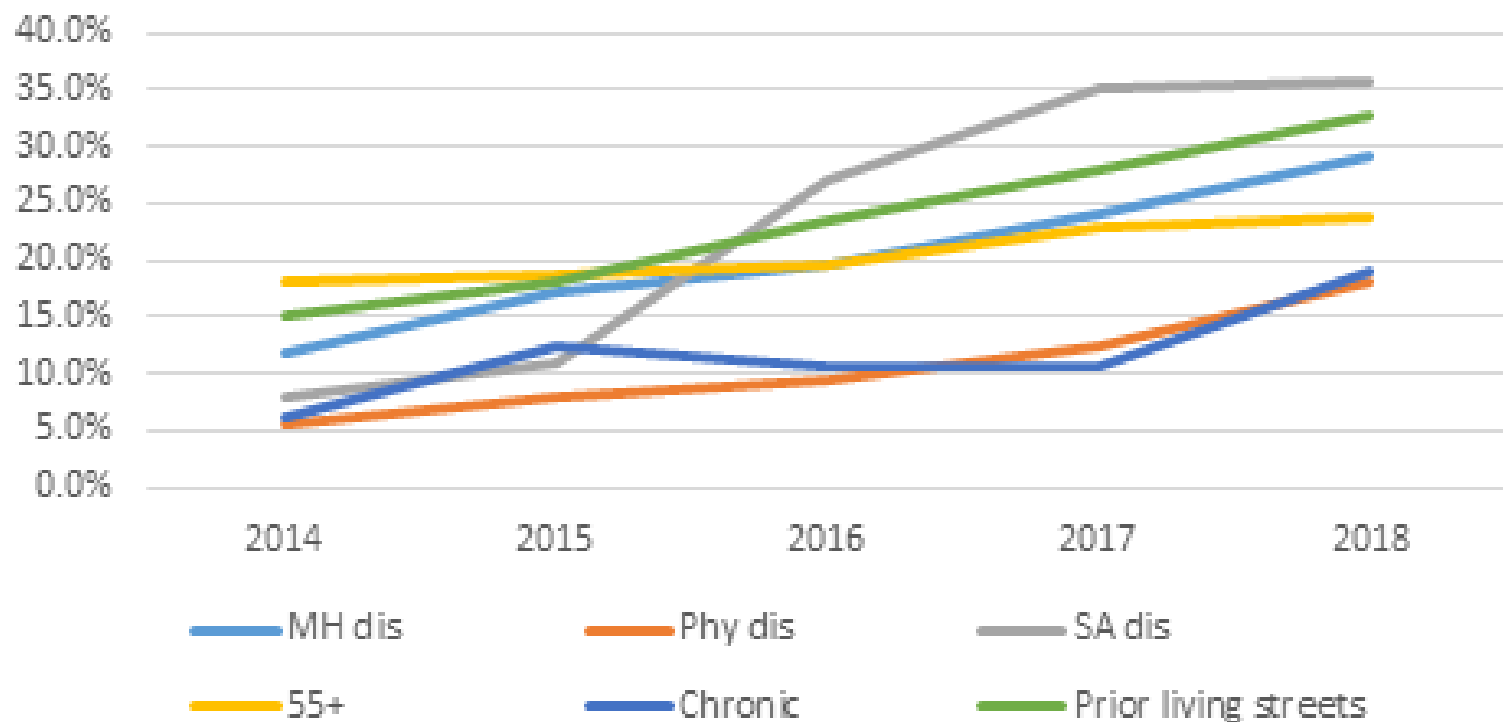
- 6,351 unique clients (note – this includes children, which is why the word “calls” doesn’t exactly apply)
- 14,097 HMIS (Homeless Management and Information System) entries in the HCL homeless projects (includes duplicated people)
- 1,940 referrals were made for emergency shelter (by Homeward shelter and housing coordination staff) – 1,434 unique people
- Approximately 4,500 calls per month



## Clients Served in Emergency Shelter, Transitional Housing, and Safe Haven: 2015 - 2018



## Characteristics of Clients Served in Shelter: 2014 - 2018



# Contact info

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