

Greater Richmond Continuum of Care Collaborative Pandemic Response: Homeless Crisis Line, Emergency Shelter, and Rapid Rehousing Coordinated Services, 3/15/2020 – 5/16/2020

In response to the public health and economic crisis for people experiencing homelessness posed by COVID-19, the Greater Richmond Continuum of Care has expanded resources and programs to meet the increased needs. The Greater Richmond Continuum of Care (GRCoC) non-congregate shelter (located in scattered site motels) has provided safe, indoor accommodation to individuals and households with minor children to mitigate the risk of exposure to and transmission of COVID-19. Other programs in the GRCoC continue to work to meet the needs of households experiencing homelessness.

Data is collected by Homeward and other GRCoC partners using the Homeward Community Information System (HCIS) database. This data set excludes data from victim service providers as required by law. For more information on Homeward's data collection and analysis, please visit <http://www.homewardva.org/data>.

The information provided in this document includes:

- Exit destinations for the non-congregate shelter
- Homeless Crisis Line clients, including those seeking assistance who are unsheltered
- Clients served in congregate (year-round, housing-focused) shelters
- Clients served in non-congregate shelters (including those in isolation for symptoms or a positive COVID-19 test)
- Total people served in both congregate and non-congregate shelters, along with race and age breakdowns
- Rapid rehousing clients, including those who have secured stable housing and those seeking stable housing as part of the program

Exit destinations for the non-congregate shelter

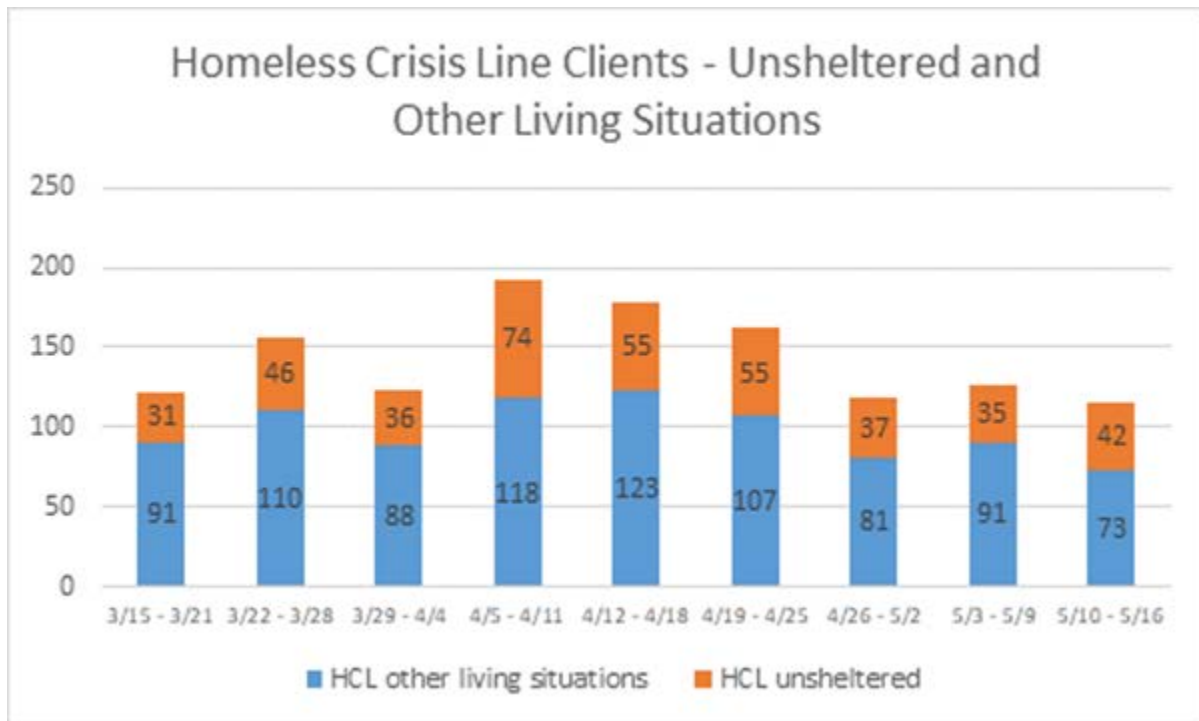
Of the 298 people served by the **non-congregate shelter** since the declaration of the pandemic in mid-March, 224 have exited. The shared goal of our coordinated system of care is to connect people experiencing homelessness to stable housing. Because one of the goals of the GRCoC pandemic non-congregate shelter is to connect people to other programs, exits to other homeless programs (e.g., emergency shelter with case management; substance abuse treatment programs) will enable people to get connected to needed services and are viewed as positive destinations.

The table below shows the number/percentage of clients exited to specific destination categories.

Destination	Number (%)
Permanent destinations	22 (9.8%)
Emergency shelter	93 (41.5%)
Transitional program/Substance abuse treatment/Safe Haven	41 (18.3%)
Other temporary destinations	4 (1.8%)
Institutional settings (jail/hospital)	6 (2.7%)
Hotel paid by self	6 (2.7%)
Place not meant for habitation	11 (4.9%)
Other/don't know	41 (18.3%)

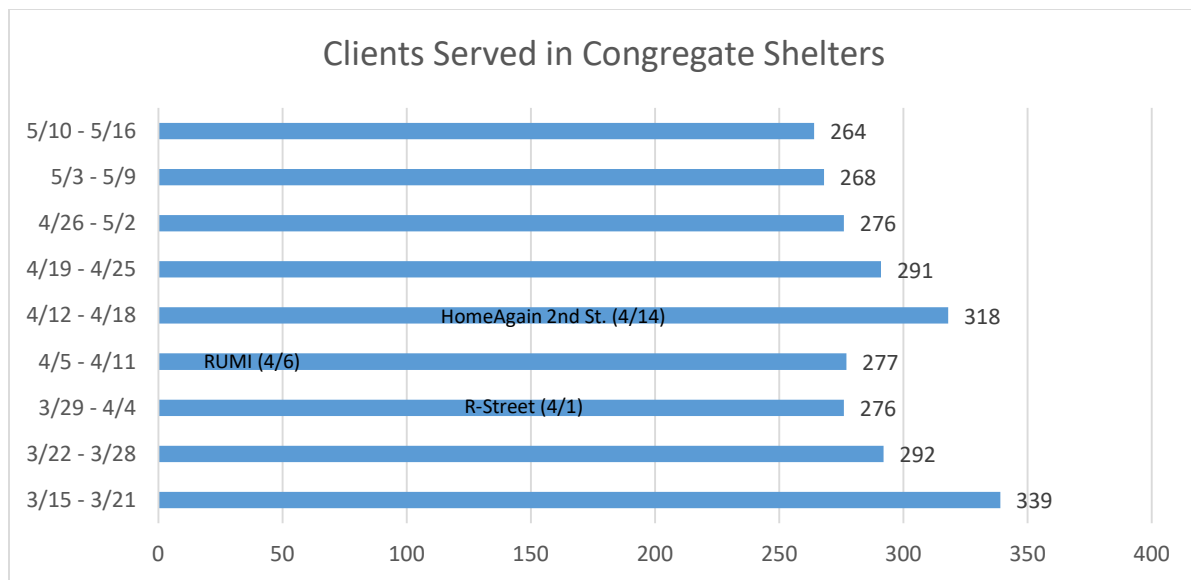
Homeless Crisis Line clients

The **Homeless Crisis Line** serves as the primary Access Point for households who are experiencing homelessness or within three days of losing their housing. Calls reflect the volume of people seeking assistance in the region. The table below shows the number of people who contacted the HCL and among those, how many were unsheltered, highlighting the need for additional shelter and services within the GRCoC.



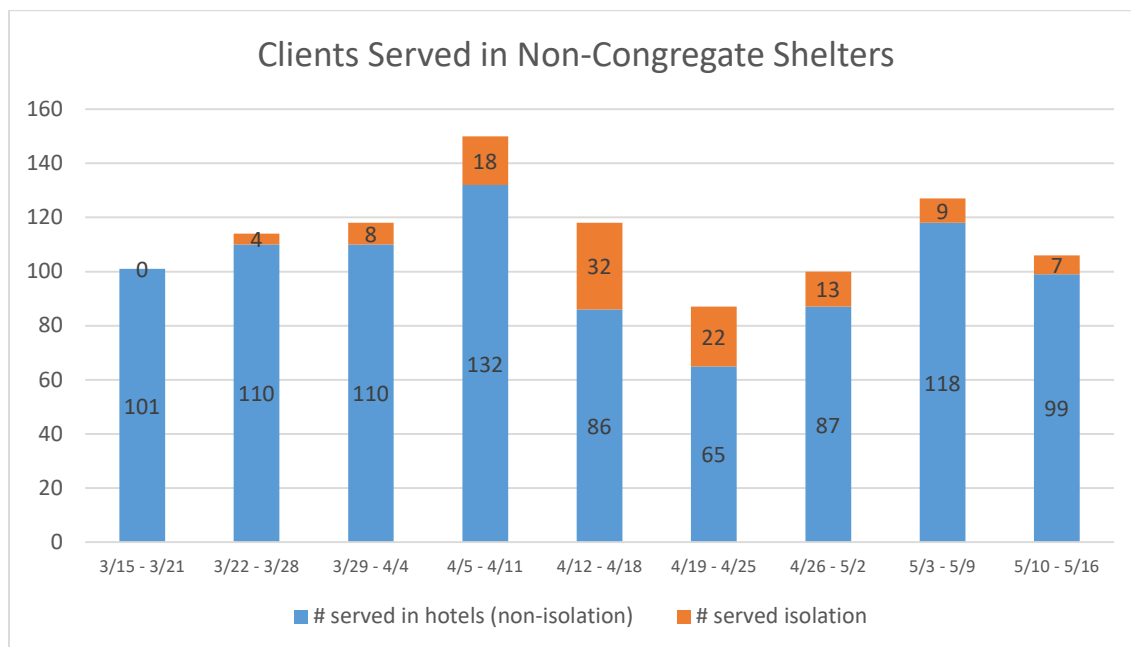
Clients served in congregate shelters

The number of people served in **shelters** has fluctuated, reflecting year-round, housing-focused shelter programs adapting to enable safe distancing in their facilities and the closure of the Cold Weather Overflow Shelter for the season, as well as the very quick addition of new beds and programs to the system (i.e., Salvation Army R-Street Shelter, HomeAgain's 2nd St. facility, and the RUMI residential workforce program).



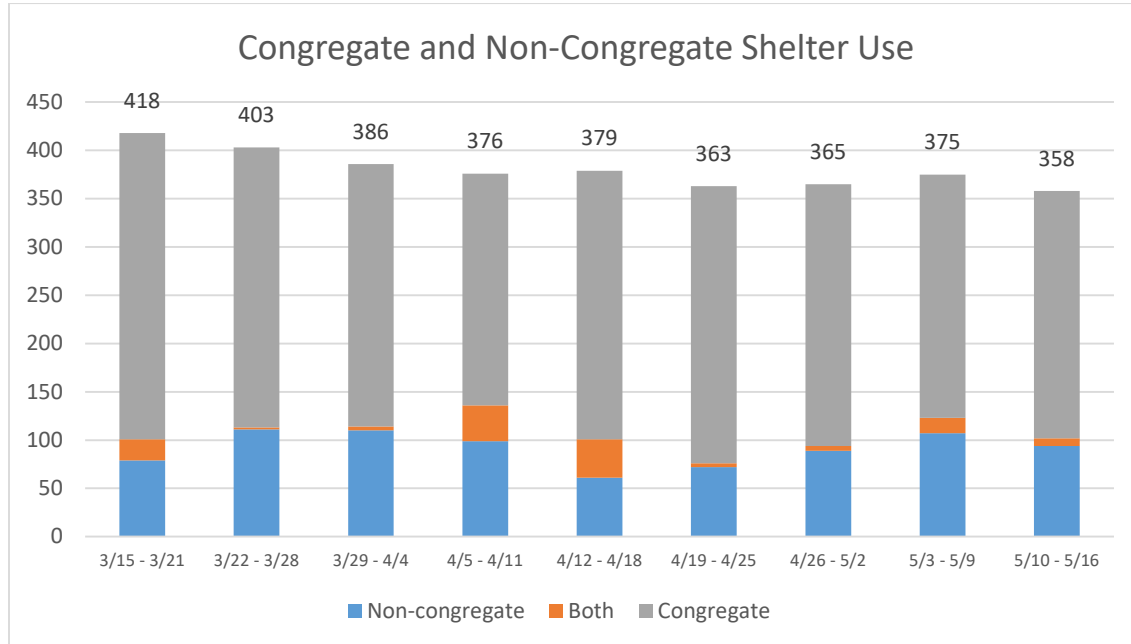
Clients served in non-congregate shelters

People served in **non-congregate shelter** (motels) are grouped into two categories: isolation and non-isolation. Those in isolation are people being provided with the opportunity to self-isolate because they are positive or symptomatic and reflect to a certain extent how the pandemic has affected people experiencing homelessness. People staying in the non-congregate shelters may also be there to self-isolate after being tested prior to entering shelter or to address other needs. The table below shows the number of people served in isolation and non-isolation units.

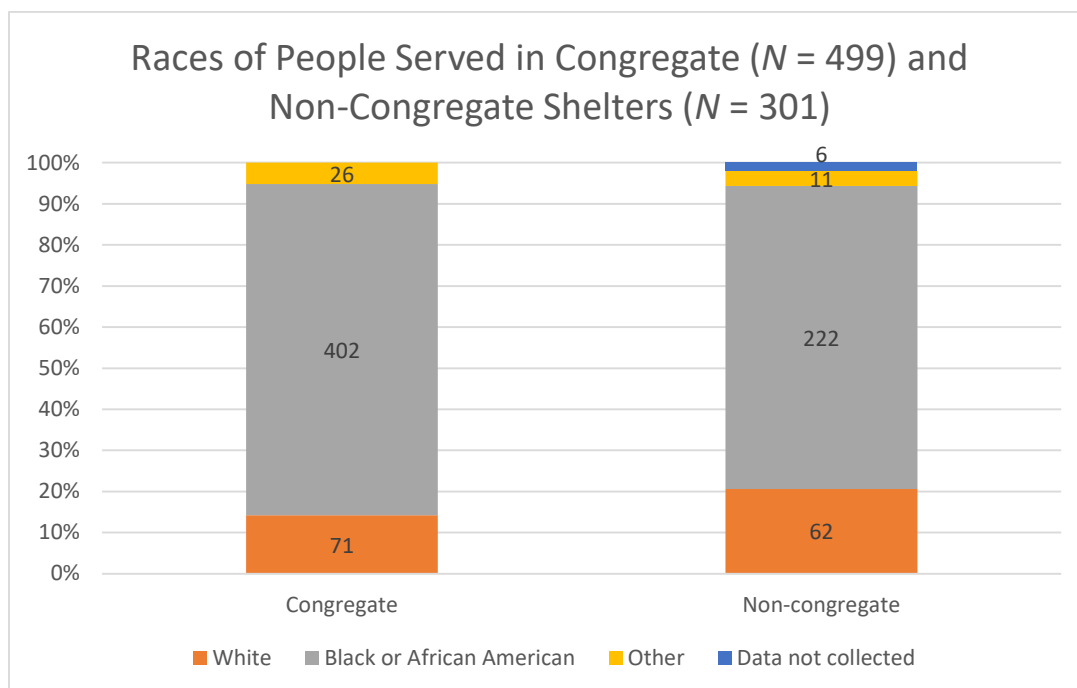
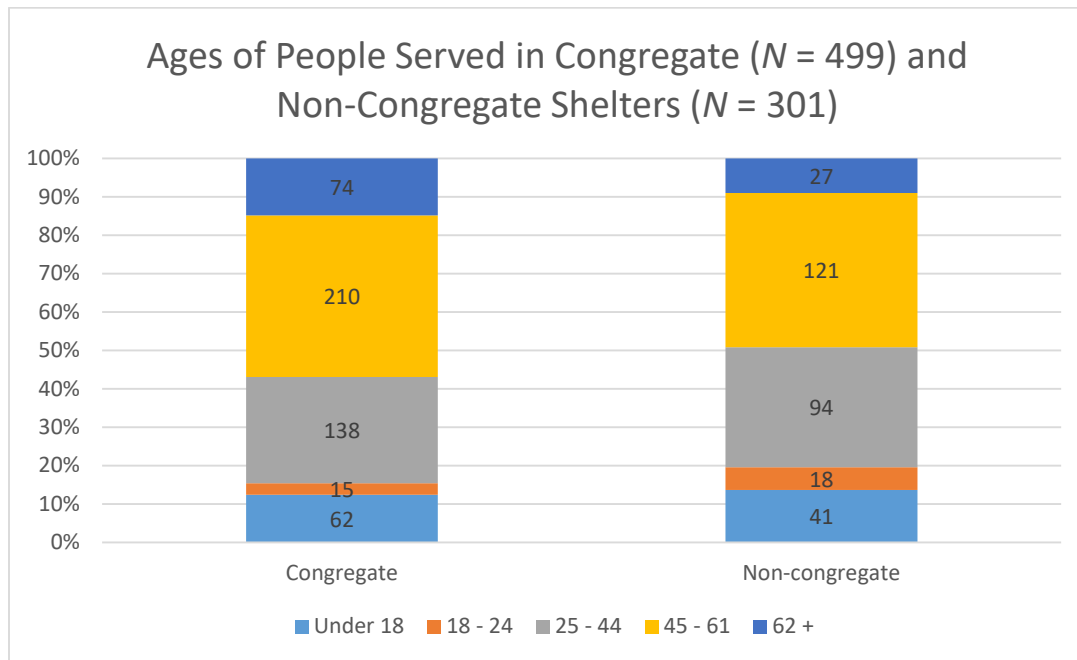


Clients served in both congregate and non-congregate shelters

Because there is significant overlap in the clients served in **congregate and non-congregate shelters**, the numbers are broken out below to reflect people who stayed in congregate shelter, non-congregate shelter, and both to provide weekly totals for the two month time period.



Additional demographic information (age and gender) is broken down for the congregate and non-congregate shelters below.



Clients served in rapid rehousing programs

Rapid rehousing programs offer people the opportunity to obtain housing with initial supports. Most people in rapid rehousing programs are currently housed and are receiving case management and other supports, as shown in the chart below.

