



GREATER RICHMOND CONTINUUM OF CARE CYCLE OF COMPASSION

Listen to people - Secure funding - Help people - Year-round regional collaboration



FY 2026

07/01/25 - 06/30/26

ANNUAL REPORT

COMPASSION, COOPERATION

ACCOUNTABILITY, COLLABORATION



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First publication: October 8, 2026

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FY 2026 GRCOC BOARD MEMBERS

Sherrina Sewell (Chair)

Virginia Department for Aging and Rehabilitative Services

Reginald Gordon (Vice Chair)

Richmond Memorial Health Foundation

Celeste Anderson

United Way of Greater Richmond and Petersburg

Robert Baez

New Life for Adults and Youth

Jovan Burton

Partnership for Housing Affordability

Katie Chlan

St. Joseph's Villa

Rev. Gwynn Crichton

St. Paul's Episcopal Church

Brian Davis

Capital Region Workforce Partnership

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Sheree Hedrick

Hanover Safe Place

Dr. Antionette Irving

Sheriff, City of Richmond

Fletcher Johnson

Liberation Veteran Services

Terra Jones

C&F Bank

Octavia King

The Salvation Army of Richmond

Kathleen Kramer

Enterprise

Margaret McQuail

Richmond Behavioral Health Authority

Amy Popovich

City of Richmond Human Services

Rob Rowley

Henrico Emergency Management and Workplace Safety

Jessica Sagara

Chesterfield County Community Enhancement

Clara Stokes

CARITAS

Hana Yun

ACTS

Members who completed their service in 2026:

Adrienne Cole Johnson

Matthew Leslie

Beth Vann-Turnbull

Shawntee Wynn

Irene Zolotorofe

Joining in August 2026:

Tyler Agee, Sheriff Karl Leonard, Audrey Trussell

KEY MILESTONES FOR GRCOC COMMUNITY GOVERNANCE

Mid 1990s - Community stakeholders come together to address homelessness

1997 - First regional application submitted to HUD

1998 - Homeward created to coordinate regional efforts

2003 - HMIS implemented

2005 - Early plans to address community gaps

2007 - First strategic plan released

2009 - Federal statutes on homelessness updated

2013 - GRCoC board established; MOU with Homeward; development of bylaws

2018 - Coordinated Entry system implemented, GRCoC Homeless Connection Line launched

2020-2023 - Coordinated pandemic response

2026 - Board composition expanded

"I've spent my career helping people with disabilities find and keep good jobs, and I've learned that a paycheck is about more than income. It brings stability, dignity, and a place in the community. Many of our neighbors experiencing homelessness are living with a disability, and too many have been shut out of work they're fully capable of doing. The Greater Richmond Continuum of Care is building stronger bridges between housing and employment, and we have more bridges to build." - **Sherrina Sewell**, GRCoC Board Chair; *District Director*, Virginia Department for Aging and Rehabilitative Services

A YEAR IN THE LIFE OF THE GRCoC

Teal= Service Coordination; Purple= Data; Green= Coordinated Funding; Red= Planning and Policymaking; Blue= Coalition Meetings. Daily activities include: GRCoC Homeless Connection Line support; connections to community resources; outreach engagements; referrals to programs; shelter and housing program operations; tenancy supports for housing program participants; and, HMIS data entry.

July 2025	August 2025	September 2025	October 2025
Community Outreach planning Summer Point-in-Time Count Virginia Homeless Solutions Program funding for FY26 begins Prioritization policies for housing programs serving survivors	CoC General Membership Meeting Family housing instability resources planning HCIS Policies updated Older Adults program planning	Review of Homeward MOU's with GRCoC Board GRCoC Board meeting Town of Ashland Task Force Winter services planning Coordinated Entry System MOU's updated	Regional Summit on Homelessness FY2024 - 2025 Annual Report released CoC General Membership meeting
November 2025	December 2025	January 2026	February 2026
Winter services coordination including services for unsheltered families and an expanded Emergency Transfer Plan Planning for HUD CoC FY25 funding GRCoC Board voting on FY25 funding issues	CoC Annual meeting and Board elections Stakeholder meeting on Family Homelessness and Case Conferencing on Targeted Prevention Coordinated Entry System Evaluation Shared Housing Pilot launched	Winter Point-in-Time Count Coordinated Ice Storm Response GRCoC Board meeting SPP Committee releases new policies for systems coordination Older Adults service coordination convening LSA report submitted	New case conferencing sessions launched including for Older Adults and Youth Formerly in Foster Care CoC General Membership meeting
March 2026	April 2026	May 2026	June 2026
GRCoC Board meeting Coordination with RRHA System Performance Measures Report submitted Planning for wind down of winter resources	Program standards updated for most project types Coordinated Entry System (CES) Policies updated Housing Inventory Count & PIT submitted Training for CES providers and written agreements Lived Expertise Council Launched Regional Public Sector planning begins	CoC General Membership Ranking Committee prepares for HUD FY2026 CoC competition GRCoC Bylaws updated HUD FY2025 CoC funding announced	GRCoC Board meeting FY 2026 Virginia Homeless Solutions Program funding application approved and submitted 2026 - 2027 Funding Priorities approved Launch of HUD FY2026 CoC funding competition

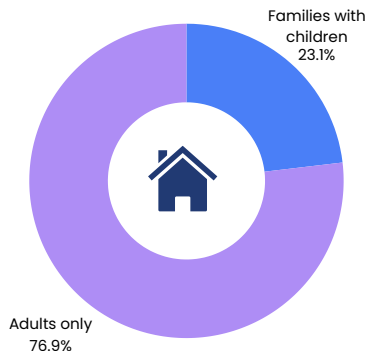
"Homelessness doesn't sit inside one department or one agency. It shows up in emergency rooms, jails, schools, and social services offices. As a community advocate for human services, I know how rare it is to have a partnership that connects those systems. The Continuum of Care is that connective tissue for our region, and it gives public and nonprofit partners a way to act together." - **Reginald Gordon**, GRCoC Board Vice Chair; President & CEO, Richmond Memorial Health Foundation

OUR NEIGHBORS EXPERIENCING HOMELESSNESS, 07/01/25 - 06/30/26

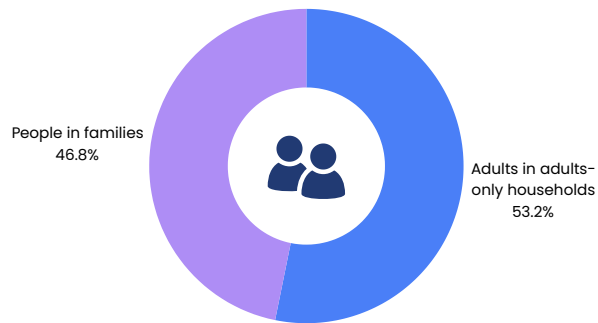
FAST FACTS

- 49.4% of people served this year had no previous connection to the GRCoC (during the past five years).
- 36% of adults served were chronically homeless (those with the longest histories of homelessness and a disability).

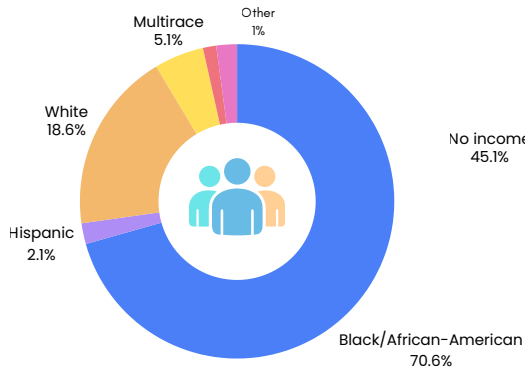
Households served



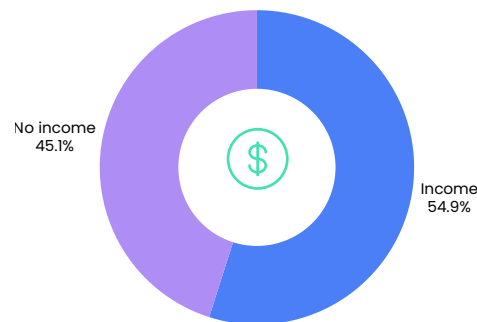
Number of people served



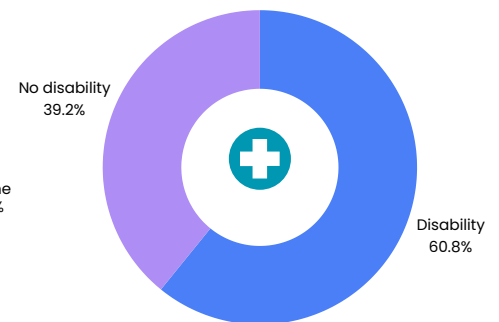
Races of clients served



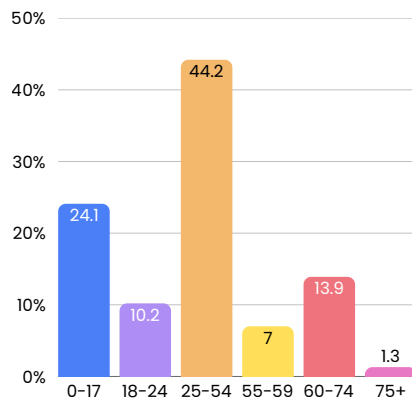
Adults with income



Adults reporting a disability

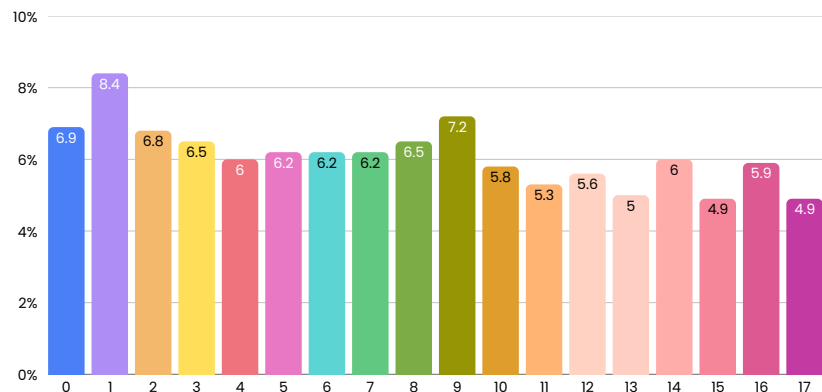


Ages Served in GRCoC, % of total



Ages of children under 18 (total served: 2,033)

% of all children by age



THE YEAR IN REVIEW, 07/01/2025 TO 06/30/2026



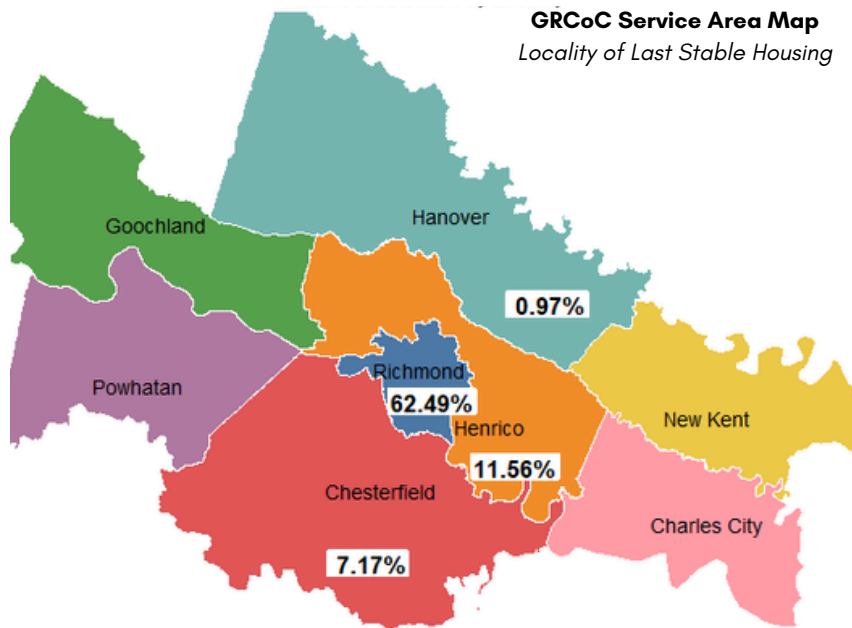
8,436

People experiencing homelessness or within three days of losing their housing were served by the GRCoC.



2,202

People served by GRCoC programs who exited homelessness to permanent housing.



Out of state: **7%**
Elsewhere in VA: **12%**
Elsewhere in GRCoC: **1%** (includes Charles City, Goochland, New Kent, and Powhatan)



From FY 2013 to FY 2026, we've housed **22,474** people, including those currently in GRCoC permanent housing programs.



108,900

Shelter bed nights



220,000

Meals served
(approximate)



24,009

One-on-one phone
conversations with
Homeless
Connection Line
staff

Definition of homelessness: As established by Congress, the federal definition of homelessness used by the GRCoC includes people staying in emergency shelters and those sleeping in places not meant for human habitation (such as outside, in cars, and in similar situations that do not meet basic safety and sanitation conditions).

ROLE OF HOMEWARD IN THE GRCoC



Created by community stakeholders in 1998 to facilitate a regional response to homelessness, Homeward fulfills three key roles in the GRCoC. These roles comply with federal regulations and are designated by the GRCoC board through an annual review process.

DATA - REPORTING - COMPLIANCE	COALITION SUPPORT - PLANNING - TECHNICAL EXPERTISE	SERVICE COORDINATION - RESOURCE MATCHING
Homeless Management Information System (HMIS) Lead	Collaborative Applicant	Coordinated Entry System Coordinator
Provides user training, reporting, data quality support, and help desk services to the 16 partner agencies in the GRCoC. <i>*Required under federal law, HMIS is a technology system used to collect individual and programmatic data on the delivery of homeless assistance programs.</i> homewardva.org/hcis	Supports the work of the GRCoC board and committees. Facilitates collaboration among GRCoC members and partners in other systems of care. Enables local decision- and policy-making based on person-centered data collection and gaps analysis. Staffs the funding and performance monitoring functions of the GRCoC. endhomelessnessva.org	Provides operational support of and training on the federally required and locally developed Coordinated Entry System in the GRCoC. Ensures fair and non-discriminatory connections to limited resources based on community needs. Facilitates collaborative housing and service plans. hclva.org

Homeward Board of Directors

John Apostle, Secretary
Prosperity Life Group

Michael Bowman, Treasurer
Capital One

William H. Carter
Community Volunteer

Harvey Chambers
Elevance Health

Jenny Friar
St. Joseph's Villa

Amy Gay
Berkadia

Kevin Hallock
University of Richmond

Mark Hickman, Board Chair
VCU Health Systems

Chandra Hurst, Vice Board Chair
J.P. Morgan Chase & Co.

Katherine O'Donnell
Richmond Region Tourism

Don Raikes
Community Volunteer

Courtney Turrin
XPonent21

Beth Vann-Turnbull
Housing Families First

Melvin Watkins
M&T Bank

Adrienne Whitaker
Virginia Housing

James Worsley
Chesterfield County

Homeward Staff

Keandra Davis
Director of Data and Policy

Choice East
Manager of Community Coordination and Lived Expertise

Elizabeth Handwerk
Development and Communications Coordinator

Kelly King Horne
Chief Executive Officer

Camille Johnson
Coordinator of Community Coordination

Jen Johnson
Director of Community Coordination

Latoshia Johnson
HMIS User Support Manager

Pam Kirby
Office and Grants Support Coordinator

Terri Lawson
Access Programs Director

Kavita Tiwari
HMIS Data Manager

Lark Washington
Chief Operating Officer

Vicki Wise
Community Engagement Manager

Homeless Connection Line Part-time Diversion Specialists:

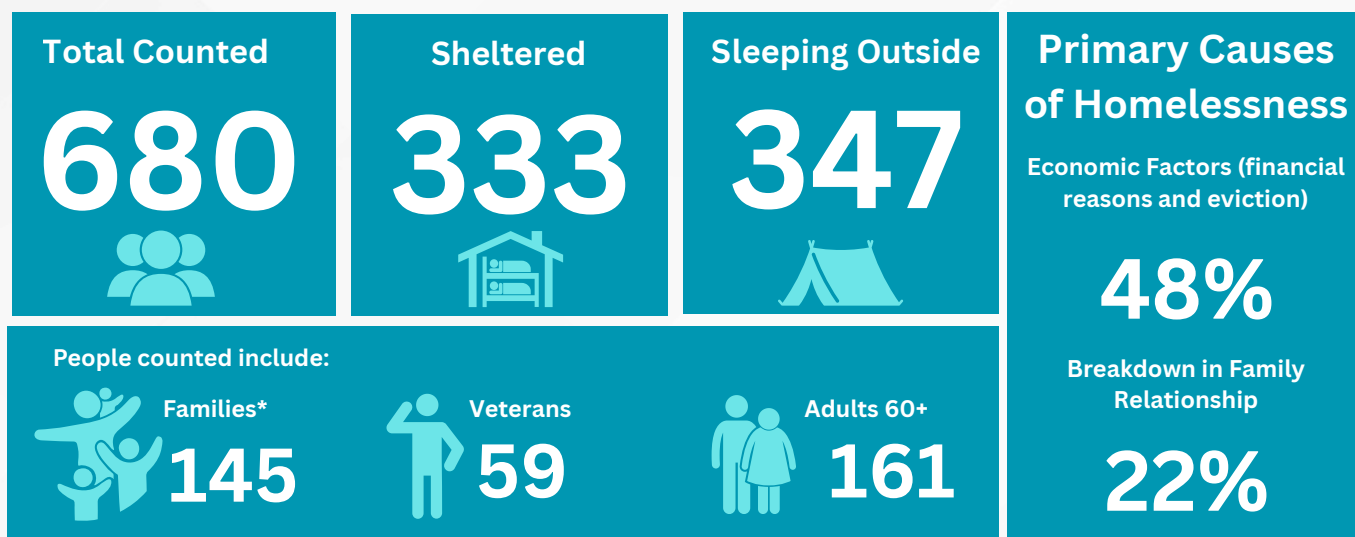
Sonya Giles, Tanita Joiner, Lynette Pauth, Rikeisha Tillman, JoLinda Underwood

www.homewardva.org

POINT-IN-TIME COUNTS

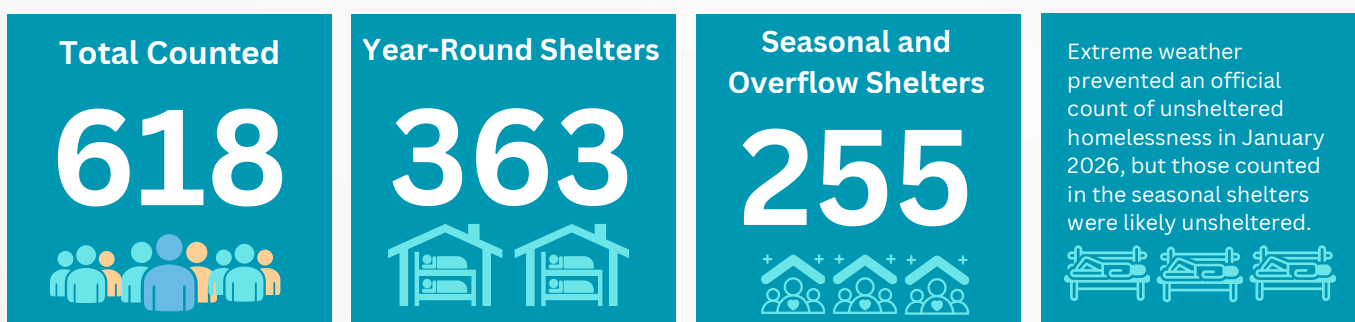
There are many definitions of homelessness and each of these represents real needs in our community as part of larger crises related to economic inequality and a lack of affordable housing. **The Point-in-Time (PIT) Count** provides a one-night snapshot of homelessness in our region. The GRCoC uses HUD's definition of homelessness to conduct the PIT Count. We use this definition because it is how the federal government sets policy and funding for community coalitions like the GRCoC.

July 2025 Point-in-Time Count



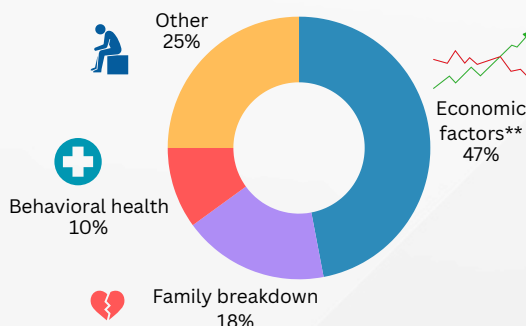
*Including 85 children, all in shelter

January 2026 Point-in-Time Count



homewardva.org/point-in-time

Primary causes of homelessness*



*Based on responses from those surveyed at the January 2026 Point-in-Time Count.

**Economic factors include eviction, costs of housing, and job loss.

OUR REGIONAL RESPONSE

For 29 years, the GRCoC has worked to help neighbors experiencing homelessness rebuild their lives and find safe, stable housing. Through a network of 14 GRCoC partner agencies, the community offers a wide range of targeted services:

Triage and Assessment, **Coordinated Street Outreach**, **Year-Round Housing-Focused Emergency Shelter**, **Seasonal Walk-in Shelter**, **Rapid Re-Housing**, **Joint Transitional and Rapid Re-Housing Programs**, and **Permanent Supportive Housing**. This snapshot brings together data and expert insights from these local agencies, offering a preliminary look at how public and local funds support homeless assistance programs.

Annual estimated cost of targeted GRCoC programs: **\$25 Million**



HUD CoC program is the largest **single** source of funding: approximately **35%** of total costs.



Approximately **30%** of all coordinated funding goes to rental assistance payment to local landlords.



Payments have been made to over **500 local landlords**.



VHSP funding program has remained flat, but grants from the Virginia Housing Trust Fund have increased.



Local public sector support has increased, especially for seasonal walk-in shelter programs.

"State and federal funding helps us meet growing needs with dignity-centered care while strengthening the regional safety net for our most vulnerable neighbors." – **Major Christine Kim**, Area Commander, The Salvation Army Central Virginia



Triage and Assessment

Connects people experiencing or at risk of homelessness with the right services and resources based on their individual needs.

See pages 14, 15, 20



Coordinated Street Outreach

Engages people experiencing unsheltered homelessness where they are, building trust and connecting them to shelter, housing, healthcare, and other supports.

See pages 14, 15



Emergency Shelter

Provides immediate, safe accommodation while helping people connect to housing and services.

See pages 19, 20



Seasonal Shelter

Provides temporary overnight accommodation during extreme weather.

See page 19



Rapid Re-Housing

Helps people quickly move into permanent housing through housing-focused case management and short-term rental assistance.

See page 22



Joint Transitional and Rapid Re-Housing

Combines temporary housing and supportive services with a focus on helping youth and young adults transition quickly to permanent housing.

See page 21



Permanent Supportive Housing

Provides long-term affordable housing paired with ongoing supportive services for people who need additional assistance to maintain housing.

See page 23

MEMORANDA OF UNDERSTANDING (MOU)

GRCOC AGENCIES AGREE TO



Protect client confidentiality



Minimize barriers to service



Focus on housing



Provide accurate information



Follow set policies



Maintain data quality



Comply with conflict-of-interest policies



Coordinate services



Each year, almost **100** written agreements in the GRCoC define how our region works together on homelessness, bringing nonprofits, local governments, and people who have experienced homelessness to the same table to solve a challenge no one can solve alone. By agreeing on shared roles, standards, and data, dozens of organizations act as one coordinated regional response, so people get help faster and every public dollar goes further.

Memoranda of Understanding (MOUs) formalize partnerships between GRCoC member organizations and community partners, establishing shared roles, responsibilities, and commitments. These agreements strengthen coordination across the homeless services system and support consistent, collaborative approaches to serving individuals and families experiencing homelessness.

The following agencies signed Coordinated Entry System MOUs with the GRCoC in FY 2026:

- ACTS
- CARITAS
- Commonwealth Catholic Charities
- Daily Planet Health Services
- Focused Outreach Richmond
- Hanover Safe Place
- HomeAgain Richmond
- Homeward
- Housing Families First
- Liberation Veteran Services
- Richmond Behavioral Health Authority
- St. Joseph's Villa
- SupportWorks Housing
- The Salvation Army
- The SPAN Center
- U.S. VETS
- Waypoint (Virginia Home for Boys and Girls)
- YWCA Richmond

PUBLIC SECTOR PARTNER SPOTLIGHT: THE TOWN OF ASHLAND

The Town of Ashland is part of the GRCoC's nine-jurisdiction service area. In 2025, alongside the Town Council's adoption of an ordinance dealing with homelessness, the Town established the Ashland Homelessness Task Force. The ordinance brought new community attention to homelessness, and residents wanted a more coordinated, compassionate response to housing instability. The Task Force is a community-led advisory group that meets bi-monthly and is open to residents and partners. It brings together nonprofits, service providers, government agencies, faith communities, and neighbors to improve pathways to services, strengthen coordination among providers, and align local efforts with county and regional systems, including the GRCoC. It does not provide direct services or duplicate existing programs. Its role is to connect Ashland to the regional response system.



That connection is formalized through a MOU among the Town, the Ashland Foundation, and Homeward, which provides flexible funding for homelessness diversion and resolution. The Town provides funding, the Ashland Foundation raises community support through the Kindness That Counts initiative, and Homeward coordinates services through the GRCoC. The partnership has already produced concrete results. It has built a compassionate communication and trauma-responsive referral system between the Ashland Police Department and trained outreach workers.

The town convenes local partners, invests local resources, and relies on the GRCoC for coordinated, accountable service delivery.

KEY STRATEGIES TO SOLVE HOMELESSNESS



Problem-solving support to address immediate housing needs



Connections to healthcare, employment, and safety net services



Shelter to provide safe, indoor accommodation



Flexible funding to resolve financial barriers



Housing navigation to help households find housing options



Reunification with family and friends



Warm handoffs to other systems of care



Long-term housing options such as permanent supportive housing programs

LISTENING TO LIVED EXPERIENCE YOUTH ACTION BOARD (YAB)

"As YAB members, we bring the perspective of young people who have faced housing instability and homelessness. For young people, it is too expensive to live in Richmond. Prices of rent, gas, groceries, utilities, are high. It is difficult to find jobs, as we are often denied before even getting an interview. When we do find work, the hours are often difficult. Most young people have to work multiple jobs, if they are able to find employment, and it still isn't enough. These issues are leading to youth homelessness." – *Excerpt from the Recommendation for GRCoC funding priorities*

YAB RECOMMENDATIONS BASED ON WHAT THEY ARE SEEING AND EXPERIENCING:

Prioritize services for youth and people with disabilities. Youth, especially, need extra support because the current economy and world situation is different than in the past. Young people have not had the chance to save money or get a head start.

Provide consistent, stable support for mental health. Nothing feels like enough in this economy, and it takes a toll on our mental health. We work hard every day, often to the point of exhaustion. Youth need consistent support that crosses programs, so they have someone to turn to, when they change programs or exit programs into stable housing.

Allow for longer periods of financial support. Helping out for three months is better than nothing, but it is not enough in this economy. We need support beyond the traditional program timeframes to help youth become independent.

LIVED EXPERTISE COUNCIL (LEC)

Launched in 2026, the Lived Experience Council brings together people with lived experience of homelessness to help inform GRCoC decisions and policies. The LEC currently includes five members who meet monthly and are led by **Choice East**, Homeward's Manager of Community Coordination and Lived Expertise. The council's first project was developing a survey for people who have previously participated in homeless services programs and have since found permanent housing. The survey asks about what went well and what could be improved about our region's programs and services.



GRCOC FY26 ACTIVE MEMBERS

- ACTS
- Capital Region Workforce Partnership
- CARITAS
- Central Virginia VA Health Care System
- Chesterfield County
- City of Richmond
- Commonwealth Catholic Charities
- Daily Planet Health Services
- DARS
- EmpowerNet
- Enterprise Community Development
- Hanover Safe Place
- Henrico County
- HomeAgain Richmond
- Homeward
- Housing Families First
- Liberation Veteran Services
- Moments of Hope
- Partnership for Housing Affordability
- Richmond Behavioral Health Authority
- Richmond Memorial Health Foundation
- Richmond Public Schools
- SupportWorks Housing
- The Salvation Army
- St. Joseph's Villa
- St. Paul's Episcopal Church
- United Way of Greater Richmond and Petersburg
- Vets First Life Management
- Virginia DBHDS
- Waymark Care
- Waypoint



DOING THE WORK TOGETHER

Several committees and workgroups facilitate the planning, policy-making, service coordination, and resource allocation functions of the GRCoC. **Thank you** to the FY 2026 committee members for working to solve homelessness in our community!

GOVERNANCE COMMITTEE

Review governance documents and recommends improvements to CoC structure and processes.

Members: Jovan Burton, Brian Davis, Reginald Gordon, Beth Vann-Turnbull, Hana Yun (Chair)

HCIS COMMITTEE

Advises on HMIS policies, data quality, reporting, and system performance.

Members: Katie Chlan, Keandra Davis, Paige Eshler, Breanna Green, Kaitlin Heatwole, Latosha Johnson, Tamara Mason, Samantha Shoukas, Desiree Taylor, Kavita Tiwari, and Darl Wilburn

LIVED EXPERTISE COUNCIL

Ensures people with lived experience of homelessness help inform CoC decision-making.

Members: Choice East, Melody Moore, Jayden Strand, Kevin Williams, and Avis Winston

QUALITY IMPROVEMENT LEADERSHIP

Supports continuous improvement efforts across the homeless response system.

Participating Agencies: CARITAS, Commonwealth Catholic Charities, Daily Planet Health Services, Hanover Safe Place, HomeAgain Richmond, Housing Families First, Richmond Behavioral Health Authority, St. Joseph's Villa, SupportWorks Housing, the Salvation Army, and YWCA Richmond

RANKING COMMITTEE

Reviews and scores project applications during funding competitions.

Members: Annette Cousins, Antonio Edgerton, Kathleen Kramer (Chair), Jessica Sagara, Joshua Smoot, Amanda Wrinkle

SYSTEM PROCESS AND POLICY COMMITTEE

Develops and oversees policies and procedures that guide the homeless response system.

Members: Robert Baez, Carson Cuppett, Eric Dugan, Emily Lehmann, Brooke Pendleton, Kristin Riddick (Chair), Adrian Turner, Shawntee Wynn

YOUTH ACTION BOARD

Elevates youth perspectives and informs efforts to prevent and end youth homelessness.

Members: Tiiana Barnes, Janah James, LaTecia Maduzia, Sara McCoy, and Amber Perez

OVER 40 COMMUNITY DECISION-MAKING MEETINGS HELD IN FY 2026!

TRIAGE AND ASSESSMENT: AN OVERVIEW

Defined by the U.S. Department of Housing and Urban Development, Coordinated Entry provides a starting point for people facing homelessness to get the assistance they need. They make referrals and link to services offered by other partners in the region. Approved by the GRCoC Board, local Access Points are the **GRCoC Homeless Connection Line**, **Coordinated Street Outreach**, and the **EmpowerNet Hotline** for households fleeing sexual and domestic violence



GRCoC Homeless Connection Line

804-972-0813

A multi-agency collaborative staffed by trained Diversion Specialists from ACTS, HomeAgain Richmond, Homeward, Housing Families First, and The Span Center.
www.hclrva.org



Coordinated Street Outreach

GRCoC Coordinated Street Outreach connects people who are living unsheltered to housing, healthcare, and supportive services.
bit.ly/RVAOutreach



EmpowerNet Hotline

804-612-6126

EmpowerNet Hotline offers free crisis intervention services including safety planning, emergency shelter, case management, adult and youth counseling, employment navigation, and more.

A DAY IN THE LIFE



Diana Martinez

Outreach Coordinator
Daily Planet Health
Services

My day normally starts with a pulse check- what's the weather look like for the next several days? Do we need to start spreading information on potential flood zones, emergency shelter or disseminate information on what hyperthermia looks like? There's follow up on any on-going situations like large encampments or multi-agency efforts to support a highly vulnerable individual. Then there's daily collaboration with our lead worker, Anooj Patel- he's got his eyes and ears on the request form and the goings on, on the street. By this time I'm on my 3rd cup of coffee, and I'm calling folks back- a parking attendant may have overnight insight about a person we have a hard time finding during the day, Henrico CARE team may be calling about an EMS high utilizer that needs a connection to care. We spend a lot of time cultivating relationships with those folks who spend their day engaging with our population because they are there during periods we can't be! In between calls, I'm probably following up with a participant on the street or in the clinic catching up with the folks who have been housed over the years but still come to DPHS for services.

Outreach recognizes that housing isn't "one-size-fits-all". We're meeting folks where they are and are tailoring interventions that are best representative of their needs. At the same time, outreach is translating those experiences into advocacy to improve service delivery, connections to interventions and access to deeply affordable housing.

I love leading this team because where others say "that's not my job," this team says "let's figure it out."

TRIAGE AND ASSESSMENT IN THE GRCCOC

The GRCCoC Homeless Connection Line, Coordinated Street Outreach, and EmpowerNet Hotline help ensure that people have a pathway to support, whether they reach out by phone, are connected in the community, or access services through a coordinated network of providers.

GRCCOC HOMELESS CONNECTION LINE (HCL) 804-972-0813

The HCL is a phone-based service operated by multiple nonprofits in the Richmond region that offers compassionate help for individuals and families experiencing homelessness or within three days of losing their housing. The phone system was established in 2018 as an efficient and low-barrier option to support as many people as possible. Callers are connected to a real person trained to help them.

4,702
total people
served



1,480
Under 18



2,003
Single adults



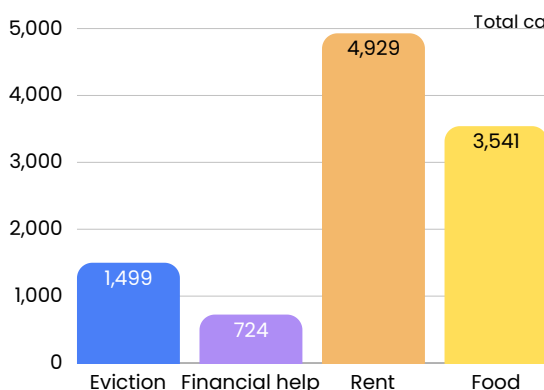
403
Adults 60+



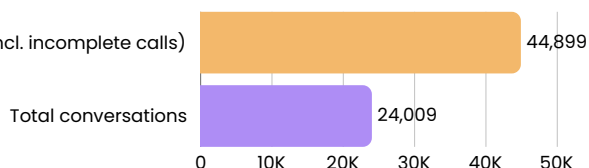
151
Veterans



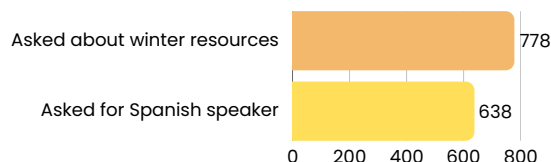
Highlighted Caller Needs



Calls to the HCL, FY25-26



Caller requests of note



EMPOWERNET HOTLINE 804-612-6126

Founded in 2009, the EmpowerNet Hotline is a collaborative effort of six organizations in the Greater Richmond region (Goochland Cares, Hanover Safe Place, James House, Safe Harbor, Thrive Virginia, and the YWCA) that provide comprehensive crisis support and recovery services for survivors of domestic and sexual violence to transform their lives.



14,637
EmpowerNet
hotline calls
received and
connected to
appropriate
resources

COORDINATED STREET OUTREACH

A collaborative staffed by Commonwealth Catholic Charities, Daily Planet Health Services, Richmond Behavioral Health Authority, Richmond City, and Waypoint (formerly Virginia Home for Boys and Girls). If you know of someone sleeping outside, please complete the form found here: bit.ly/RVAOutreach. Our region's outreach team will attempt to connect and provide support services as needed.



1,421
adults engaged in
street outreach
support
391
Outreach requests
submitted through
community form

REFERRALS: HOW PEOPLE GET CONNECTED TO HOMELESS SERVICES

Homeless services agencies in our region work together to make the best use of emergency shelter and other homeless assistance because we do not have enough resources to serve everyone experiencing a housing crisis. We prioritize how those limited resources are used through a community-led referral process.

A DAY IN THE LIFE



Camille Johnson
Coordinator of
Community Coordination
Homeward

Every morning, I call individuals and families who have completed the triage and assessment process with the Homeless Connection Line and who are matched with the next available opening at shelter or housing programs.

Recently, I called a mother who matched for an opening for a rapid re-housing program. As we talked through the referral process, I learned that she was pregnant with twins. She felt overwhelmed by everything she was facing. As a mother of twin toddlers, I felt a connection to what she was describing. Although I typically keep these calls focused on the immediate next steps, I spent more time talking with her because I sensed that she needed more than information. She needed someone to remind her that she did not have to navigate these moments alone.

Another conversation involved a gentleman in his late 60s who was nervous about navigating public transportation to a shelter. I stayed on the phone with him, looked up bus stops and schedules, and helped him plan his journey. He called me back after reaching each point along the way to make sure he was headed in the right direction. When he arrived safely at the shelter we both felt a sense of relief and accomplishment.

These experiences remind me that connecting people to homeless assistance programs is more than knowing what programs have an opening. It is about understanding that every person has a different set of circumstances, fears, strengths, and barriers. Sometimes the most meaningful part of my day is simply taking a few extra minutes to listen, problem-solve, and help someone believe that the next step is possible.

Triage and Assessment

The pathway from homelessness to stable housing starts with a housing problem-solving conversation.



Weekly review

of the names and needs of regional residents seeking assistance.



Personal outreach

to connect those in greatest need to available openings.

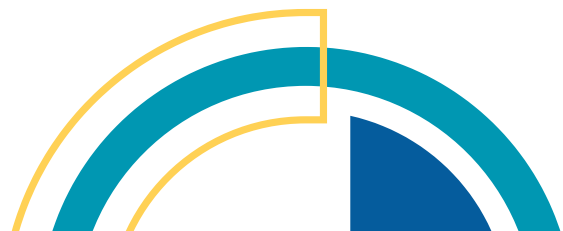


Referral and intake

at homeless assistance programs, as well as instructions on next steps for program participants.



Housing and service connections



CASE CONFERENCING

What is case conferencing?

Community providers collaborate to identify housing options and service connections for households experiencing homelessness and housing instability.

Who participates?

Homeward, homeless assistance providers, cross-system public and nonprofit service providers, healthcare and hospital systems, Medicaid Managed Care Organizations, faith-based partners, local government providers

What happens in case conferencing?

Cross-system providers collaborate to identify a household's strengths, barriers, and opportunities, connecting them to available resources to resolve their housing crisis.

During the first half of the fiscal year (July -December 2025), Homeward facilitated **12 singles case conferencing sessions, 11 family sessions, and 23 MCO sessions**. In January 2026, we expanded our case conferencing model* to better address the diverse needs of households experiencing homelessness. From January through July 2026:



Singles in shelter

11 Sessions

350 cases reviewed



Families

19 Sessions

500 cases reviewed

60+

Older adults

4 Sessions

30 cases reviewed



MCOs

12 Sessions

36 cases reviewed



26 Sessions

Problem-solving support (as needed)



Community Outreach

6 Sessions

50 cases reviewed

18-24

Youth

3 Sessions

60 cases reviewed



Targeted prevention

5 Sessions

100 cases reviewed

1,500 + cases reviewed!

*In March 2026, **Choice East, Manager of Community Coordination and Lived Expertise** and **Camille Johnson, Coordinator of Community Coordination** of Homeward implemented standardized case conferencing recap reports. These reports significantly improved the consistency and accuracy of our data collection, allowing us to better capture case review participation and outcomes.



"Being able to participate in case conferencing has been extremely beneficial in helping our agency navigate the needs of clients experiencing housing insecurity, many of whom are transient across multiple localities and who fall concurrently into the classifications of families with minor children, aging adults, and individuals with disabilities. It has provided opportunities for collaboration with community partners and local Departments of Social Services." - **Cassandra Maye, BSW**, Henrico County Department of Social Services

MAKING THE CASE TO SOLVE HOMELESSNESS



A significant accomplishment in FY2026 was the launch of the **Collaborative Agency Support Exchange (CASE)**, a quarterly convening that brings together 30 organizations and over 80 individual staff from all of the GRCoC Case Conferencing Sessions. CASE provides the opportunity to build relationships, learn from partners in other service sectors, and explore new ways to support individuals experiencing homelessness. (Pictured: The very first CASE convening held in 2026.)



"Attending the family case conferencing and older adults case conferencing sessions has helped me to network and build relationships with providers in the area. The sessions are instrumental in serving families and older adults in need of services. This is a great collaboration and a good way to serve those in need." - **Edan Griffin, BSW**, Lead Family Services Specialist, Chesterfield County Department of Social Services

LIST OF PARTICIPATING AGENCIES

CARITAS	Richmond Police Community Outreach
Chesterfield County	Richmond Public Schools
City of Richmond	The Salvation Army
Commonwealth Catholic Charities	The SPAN Center
Communities in Schools of Richmond	St. Joseph's Villa
Daily Planet Health Services	Street Plus
First Baptist Church of Richmond	SupportWorks Housing
Hanover Safe Place	VCU Health
Henrico County	WayPoint (Virginia Home for Boys and Girls)
Homeward (Facilitator)	YWCA Richmond
HomeAgain Richmond	
Housing Families First	
Moments of Hope	
Richmond Baptist Association	
Richmond Behavioral Health Authority	



EMERGENCY AND SEASONAL SHELTER

GRCoC Emergency Shelter providers collaborate to serve the most vulnerable members of our community as identified through our coordinated referral process. To maximize the services that can be offered, shelter providers agree to implement non-discrimination policies and practices and measure and report shared outcomes. General services provided include a safe physical environment and access to food. They may also offer housing-focused case management that includes making a housing plan, a barriers assessment, and connections to other resources. GRCoC emergency shelter providers are CARITAS, HomeAgain Richmond, Housing Families First, and The Salvation Army.

A DAY IN THE LIFE



Matthew Tucker
Shelter Director
CARITAS

My role as Director of Shelter is to oversee the programmatic, operational, and supportive services aspects of all homeless services functions. I support and empower the staff and participants within the year-round and seasonal shelters to move from crisis to stability. I carry out this work by focusing on training, program and partnership development, creation of best practices, and creative problem-solving.

Day-to-day, this looks like helping case managers problem-solve participant-focused concerns, coordinating with outside partners to enhance services in the shelter, and ensuring operations run smoothly so that all participants can feel as safe, warm, fed, and comfortable as possible. Most of the time is spent in planning interventions and identifying solutions to our participant's complex needs.

I try to be as accessible as possible to the participants and the staff alike. For instance, if a case manager needs help navigating housing barriers, I will sit in on the participant meeting to brainstorm ideas. If a program manager is facing challenging behaviors from participants, I will help identify additional support. If we are short on staff, I will fill in to do anything from mopping the floors to completing intakes. I do my best to support where it is needed.

This work is often challenging, defeating, and discouraging. We come to work everyday embracing individuals in their suffering. But, the passion that others have and their affinity towards wanting to support others keeps me hopeful.

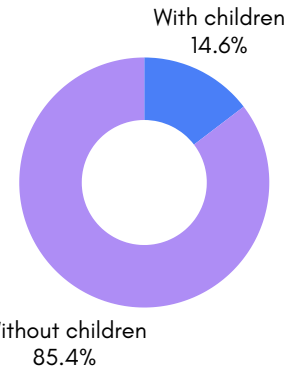


Total served
1,126

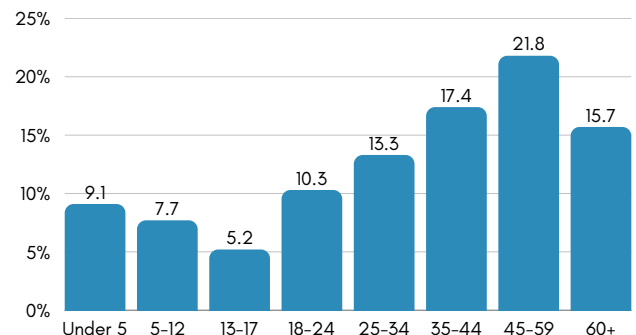


42
Veterans

827 Households



Ages of shelter participants, % of all served

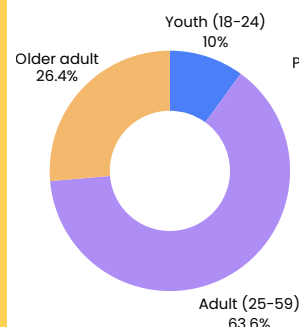


INCLEMENT WEATHER SHELTER

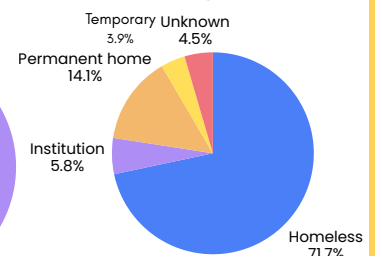


1,126 individuals served

Ages



Prior living situation



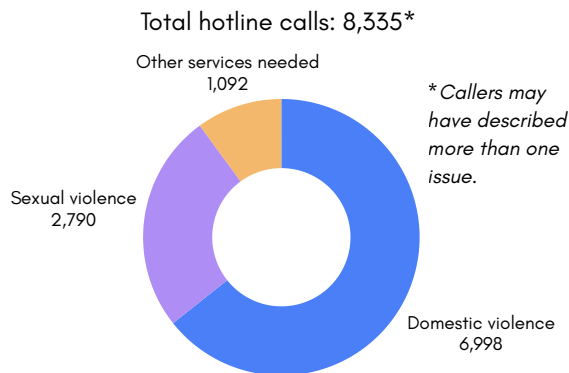
NEW Resource: CARITAS Surge Shelter
671 individuals served, 12/2025 - 4/2026

SERVING SURVIVORS

Our region's programs targeted to serving households fleeing sexual and domestic violence are operated by Bridges of Change - New Kent, Chesterfield County Domestic & Sexual Violence Resource Center, Goochland Cares, Hanover Safe Place, Latinos en Virginia Empowerment Center, Powhatan Department of Social Services, Safe Harbor, and YWCA Women's Advocacy Program (RVA). All data is from VAdata, Virginia's primary repository of information on the experiences of survivors of sexual and domestic violence and the services they receive, courtesy of Tamara Mason.



3,934 individuals received domestic violence advocacy services in FY26



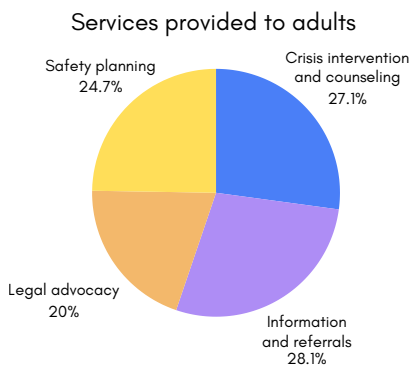
95% of hotline callers reported the services they received were helpful.



8,520 nights of emergency shelter and **9,482** nights of transitional housing provided to children and adults.



24% of people receiving advocacy services had to relocate or became homeless as a result of domestic violence.



In addition to services provided to adults, children received group counseling, academic support, and therapeutic recreational activities.

"At the YWCA Richmond, we work to make the lives of women, children, and families better. I'm so thankful for our team who works at the intersection of violence, poverty, and racism to move our mission forward." - **Rupa Murthy**, CEO, YWCA Richmond

A DAY IN THE LIFE



Stacie Francis

Director of Development and Communications
Hanover Safe Place

I oversee grant writing and management, fundraising, donor and foundation relationships, communications and marketing, community engagement, and special events at Hanover Safe Place. I also help identify new opportunities for the organization, build partnerships, tell the story of our impact, and support strategic planning and organizational growth.

What makes this work meaningful to me is knowing that the resources I help bring into the organization have a very real impact on people's lives. Our housing work is about so much more than putting a roof over someone's head. It can be the first step toward safety, independence, and a future that looks different from the one they've been living.

Last winter, I answered a hotline call from a woman who feared for her life and needed a ticket out of town. I connected her with my co-worker for immediate safety tips, and got on the phone to donors. Within 5 minutes and 2 phone calls, I was purchasing a train ticket for this woman to join her family on the west coast, away from her abuser and the danger she was used to every day. A few weeks later, we received a letter in the mail from her, thanking us for saving her life. While I never met her, and was on the phone with her for only 10 minutes, my behind the scenes work and community connections played a part in changing her life.

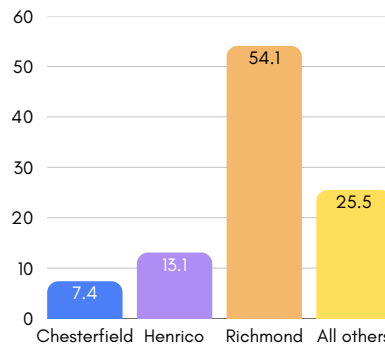
After 18 years in this work, I think what keeps me hopeful is the possibility of what can happen when people have safety, support, opportunity, and someone who believes in them.

FAMILIES WITH MINOR CHILDREN



Total people in families with minor children served by GRCoC programs: **3,467**

Last locality of residence, %



Families served by the Homeless Connection Line: **732**

Children under 18 served by the HCL: **1,480**



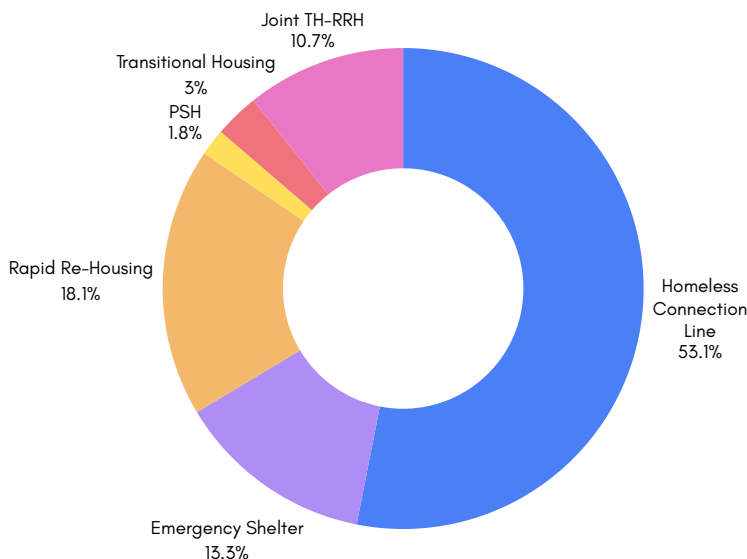
Children served by GRCoC Emergency Shelters: **249**

41% of children served in Emergency Shelters were under age 5

"Success in our programs can be measured in many ways, but for me, when I witness a family experiencing normalcy, joy, and the comfort of a kid simply being a kid, even in the midst of transition, that is what defines the true success of our work." (Pictured above: Housing Families First's Holiday Open House.) -**Jasmine Snead**, Community Engagement and Communications Manager, Housing Families First

YOUTH AND YOUNG ADULTS, AGES 18–24

Total youth and young adults served by GRCoC programs: **861**



Commonwealth Catholic Charities

**Commonwealth
Catholic Charities
Youth Hub**

CCC's Youth Hub supports young adults, ages 18–24, and their families, who are experiencing homelessness or housing insecurity. The Youth Hub is a safe space to spend the day and access resource such as:

- Access to the homeless services system in the Greater Richmond Area
- Case management
- Snacks and supplies
- Phone charging
- Computers
- Entertainment
- Weekly programming
- Resource connection
- Benefit application assistance
- Employment resources
- Assistance obtaining IDs

HOUSING INTERVENTIONS: RAPID RE-HOUSING

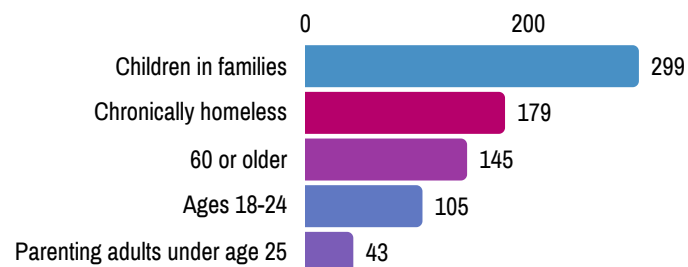


Rapid Re-Housing (RRH)

RRH helps people quickly move out of homelessness and into housing by providing short-term rental assistance and supportive services until they can sustain housing on their own. Agencies with RRH projects include: HomeAgain, Housing Families First, St. Joseph's Villa Flagler, SupportWorks Housing, and US Vets.

Total number of people served in RRH programs: 975

Subpopulations served in RRH



83% exited the RRH program to permanent housing.



"Flagler Housing and Homeless Services at St. Joseph's Villa officially implemented the Rapid Re-Housing model in 2012. Over the years, Flagler has been leveraging partnerships with organizations like The Giving Wall Foundation, CARITAS Furniture Bank, Dominion Energy, Atlantic Union Bank, Capital One, United Health Care, Bon Secours, Sentara, etc. These collaborations are crucial in providing essential support such as housing, food, clothing, workshops, transportation, and medical assistance to the most vulnerable communities." – **Adrian Turner**, Program Manager, St. Joseph's Villa

HOUSING INTERVENTIONS: PERMANENT SUPPORTIVE HOUSING



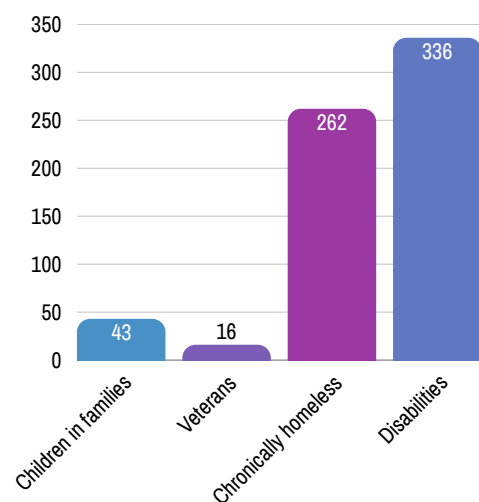
Permanent Supportive Housing (PSH)

PSH is long-term, affordable housing combined with supportive services that help people who have experienced chronic homelessness or have disabilities to maintain stable housing and improve their health and well-being. PSH providers in the GRCoC are Commonwealth Catholic Charities, HomeAgain Richmond, Richmond Behavioral Health Authority, and SupportWorks Housing.

Total number of people served by PSH projects coordinated by the GRCoC: 407

Subpopulations served in PSH

People may fall into more than 1 category



A DAY IN THE LIFE



Denise Bavaro
Program Manager
SupportWorks Housing

If you spent an afternoon with me, you would probably quickly realize that there really is no typical day in PSH. A case manager may call because someone received a lease violation. A landlord may be frustrated and ready to move forward with an eviction. A program participant may be struggling, and their case manager doesn't know what else to try. My first thought is usually, "Okay, what can we do? Who do we need to call? Is there something we can work out with the landlord? Is there another resource we have not tried?" Sometimes there is a solution, and sometimes there isn't an easy one.

People sometimes look at PSH and think we find someone an apartment, provide case management, and that's it. It is definitely not that simple. Getting someone housed is one part of the job. Helping them stay housed is where a lot of our work happens. We are working with people who have sometimes been homeless for years. Then we hand them keys and expect them to adjust to having a lease, paying their portion of the rent, dealing with neighbors, and following property rules. There is a lot that goes into helping someone make that adjustment.

One of the harder parts of my job is finding the balance between being supportive and holding people accountable. Sometimes I have to have difficult conversations and make difficult decisions. But then you have the moments that remind you why you do this work. Someone finally gets their keys after being homeless for years. Someone who has struggled in housing starts doing really well. A landlord calls us before taking action because we have built a good relationship with them. Or someone gets to the point where they really do not need us as much anymore. Those are big wins. At the end of the day, we are trying to figure out what we can do to help someone get housed and stay housed.

HONORING THOSE WHO HAVE SERVED



VetLink is a group of providers working together to assess and serve veterans experiencing homelessness. Agencies participating in VetLink include:

- Central Virginia VA Health Care System
- Focused Outreach Richmond
- Homeward
- Liberation Veteran Services
- Richmond Department of Social Services
- River City Comprehensive Counseling Veteran Employment Program
- SupportWorks Housing
- U.S.VETS



273 Veterans were served by Rapid Re-Housing programs.



189 Veterans were served by emergency shelter and transitional housing programs.



151 Veterans were served by the Homeless Connection Line.

"Through compassionate, comprehensive case management, we connect Veterans with the resources and services needed to address the complex, multilayered challenges that can contribute to homelessness. By pairing compassion with measurable results, LVS has become a trusted leader in ending Veteran homelessness in our region." – **Jay Patrick**, *Leader and Founder*, Liberation Veteran Services

INCOME

National Low Income Housing Coalition, 2026 Out of Reach Report

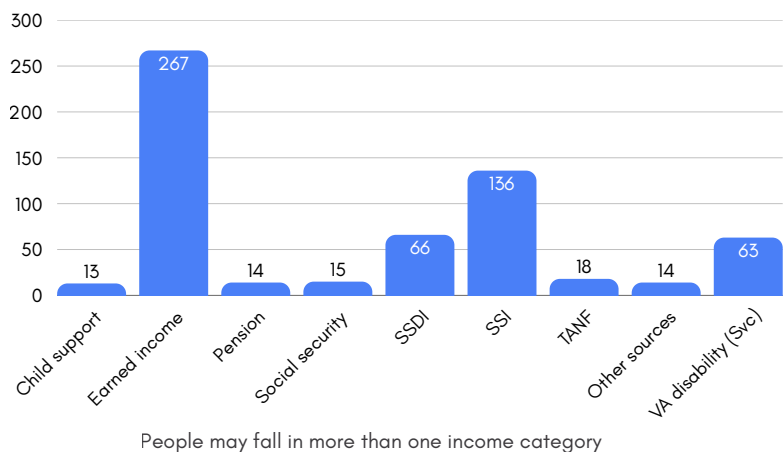
Data for Richmond, VA

nlihc.org/oor

- Minimum wage: \$12.77/hour
- Need-based payments for older adults and persons with disabilities (SSI): \$994/ month
- Fair Market Rent for 1 Bedroom Unit: \$1,507/ month
- Income needed to pay no more than 30% of household income for rent of 1 Bedroom (Housing Wage): \$28.98/hour
- Hours need to work at minimum wage to afford rent for 1 bedroom: 91 hours per week (2.3 FT jobs)
- Rent affordable to someone on SSI: \$298/ month

Reported income sources of Emergency Shelter participants

*Includes Transitional Housing and Safe Haven



A common myth is that people experiencing homelessness don't work, but the numbers tell a different story. More people in shelter reported earned income than any other category of income.

OLDER ADULT HOMELESSNESS (60+)

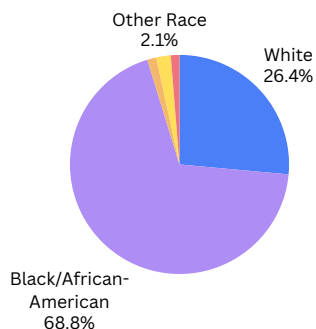
One clear trend that has been emerging over the past few years is an increase in the number of adults over 60 years old experiencing homelessness in our region. Total number of older adults served in FY 2026: **1,279**

Do you struggle with:*

Shopping, cooking, feeding self? – **14%**
Accessing healthy foods? – **76%**



Racial demographics, older adults



Adults age 60+ reported having

Medicaid **53%**

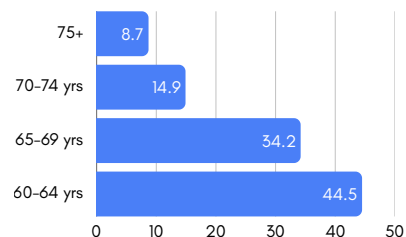
Medicare **61%**

Do you often feel isolated?*

Hardly ever – **50%**
Sometimes – **38%**
Often – **13%**

"Our partnership with the GRCoC brings together two systems that have long served the same older adults, often separately. By working together, we can close gaps and better connect older adults experiencing homelessness with the housing and supports they need and choose, while honoring their dignity and what matters most to them." – **Amy Strite**, President & CEO, The Span Center

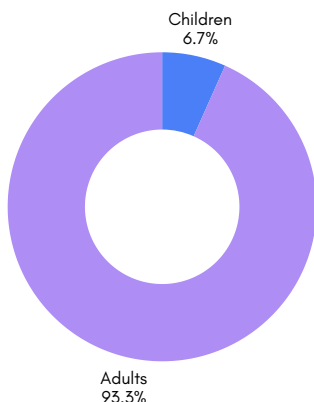
Age Distribution of Clients 60+, %



*Survey questions from the summer 2026 PIT Count

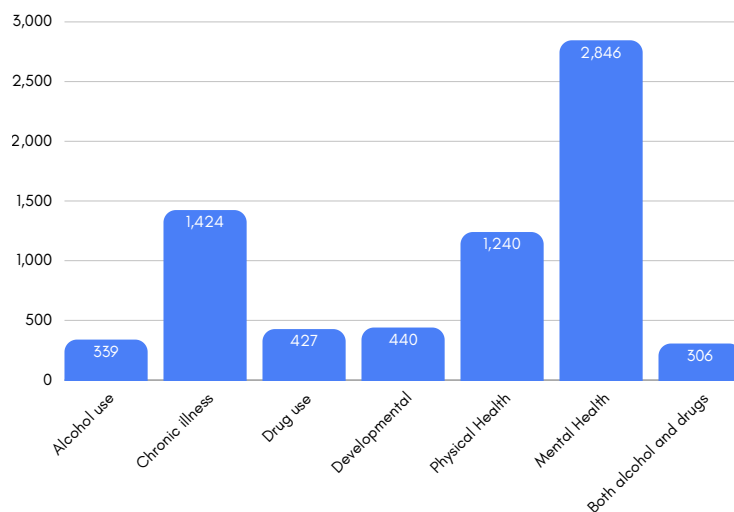
DISABILITIES REPORTED BY GRCoC PROGRAM PARTICIPANTS

Total clients with disabilities served: 4,179



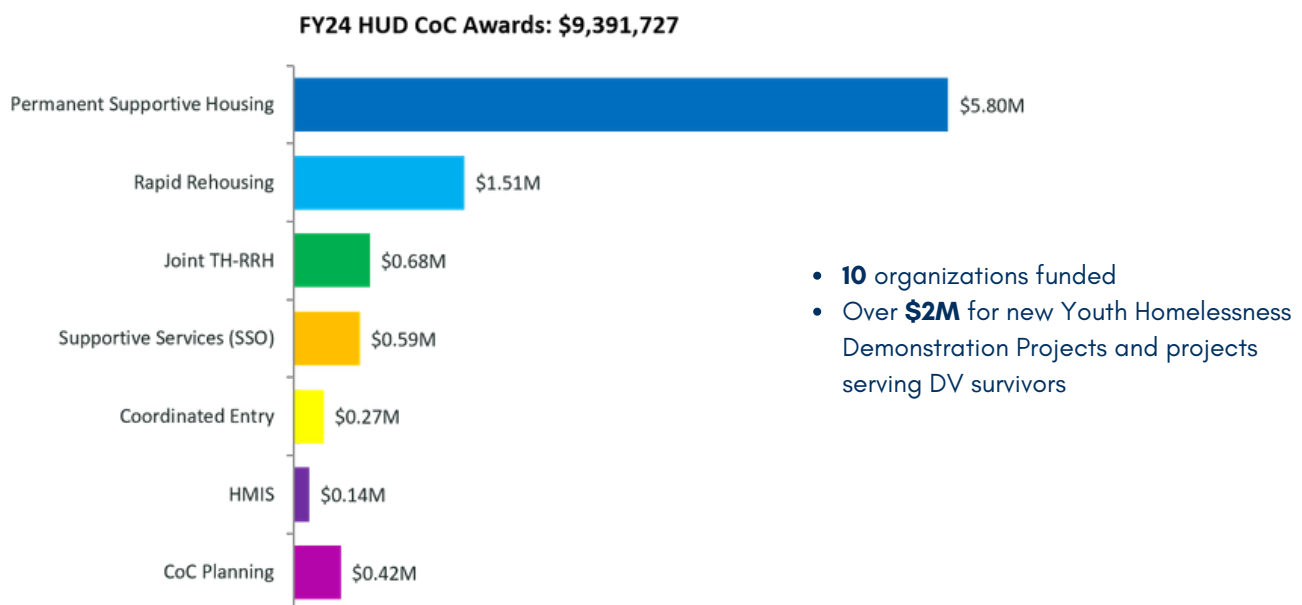
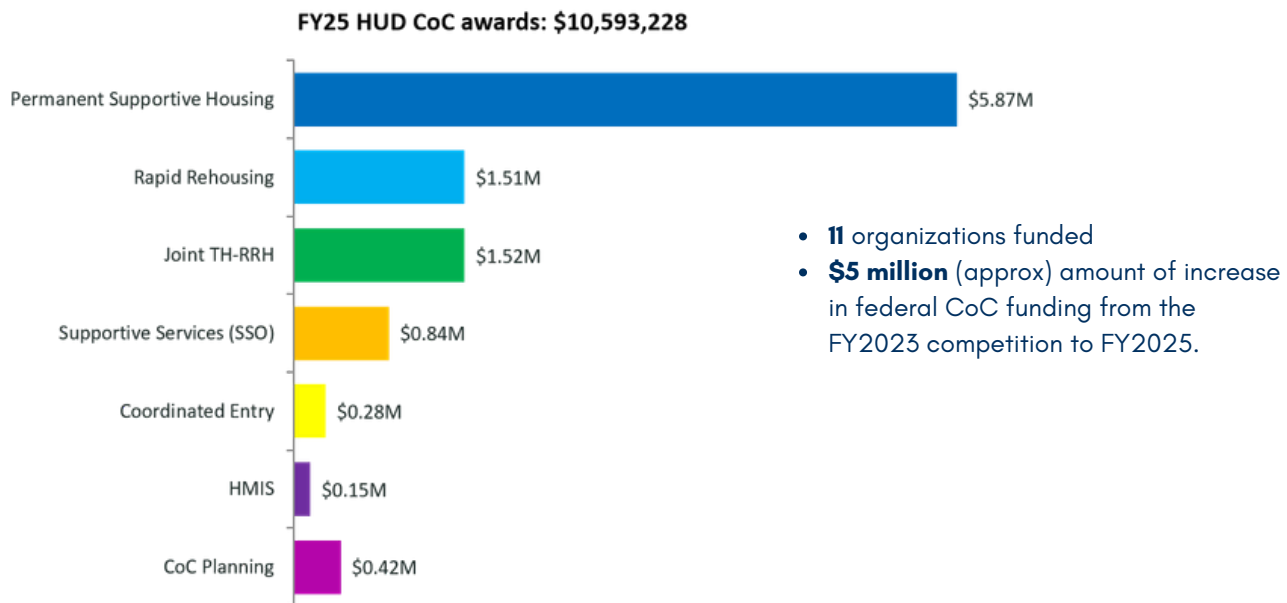
Disabilities reported among adults

People may fall in more than one category.



REGIONAL COORDINATED FUNDING: FEDERAL

In FY 2024, the GRCoC secured \$9,391,727 in HUD Continuum of Care (CoC) Program funding. The GRCoC was awarded \$10,593,228 from FY 2025 HUD CoC Program funding as part of Congressional action requiring renewals of FY 2024 awards with slight increases based on rents in the region and cost of living adjustments for service costs. The FY 2026 HUD CoC application submitted in September 2026 implemented a different framework for eligible projects and scoring criteria.



Notes on HUD CoC Funding:

- There is often a delay in HUD funding due to the annual appropriations process and national competition. GRCoC agencies are currently implementing FY25 CoC projects.
- The GRCoC submits a regional consolidated application for funding. Each funded project signs a contract directly with HUD and selects the grant performance period. While many grants align with the GRCoC fiscal year, some grants start in the third and fourth quarters of the calendar year.

COORDINATED STATE FUNDING: VIRGINIA HOMELESS SOLUTIONS PROGRAM

SECOND YEAR RENEWAL FOR PERIOD 07/01/25 – 06/30/26

Alongside federal awards, the GRCoC coordinated a \$1.65 million Virginia Homeless Solutions Program request for FY 2026 supporting ten partner organizations. Every application moved through a rigorous community process: projects were reviewed and ranked against locally established priorities and performance measures, and final recommendations were approved by the GRCoC Board before submission. Funded projects must meet strict federal and state eligibility requirements and carry significant data reporting and accountability obligations, giving the region a clear picture of how each dollar helps people move into stable housing.

Project type	Total request	% of total request	# of organizations
Outreach	\$36,587	2.20%	1
Coordinated entry	\$306,438	18.30%	2
Emergency shelter	\$663,035	39.60%	7
Rapid Re-Housing	\$628,256	37.60%	4
Subtotal - program	\$1,634,316	97.70%	
<i>Planning, HMIS, administration</i>			
CoC planning	\$25,000	1.50%	1
Administration	\$13,000	0.80%	2
Subtotal - planning	\$38,000	2.30%	
TOTAL REQUEST	\$1,672,316	100.00%	10

"Over the past year, HomeAgain Richmond's programs and partnerships have been a lifeline — helping more than 1,000 people and families find safety, stability, and hope through emergency shelter and community housing services. Continued state and federal support, alongside committed philanthropic partners, is essential to preserve these gains, deepen our impact, and ensure every family in our community has a place to call home." – **Mandy Herbert**, Executive Director, HomeAgain Richmond

ACCOUNTABILITY AND REPORTING USING SHARED DATA

Homeward leads a multi-region implementation of the required Homeless Management Information System (HMIS) for four regional CoCs. HCIS is GRCoC's regional implementation that enables standardized reporting for accountability and compliance for programs with public funding. HCIS is a secure online database designed to track program outcomes, coordinate services for households experiencing homelessness across multiple agencies, and determine which interventions have the biggest impact.

HCIS records of needs and services in the Richmond region, FY26

4,174 new needs assessments + **4,262** existing needs assessments = **Generated 34,969 entries in HCIS**

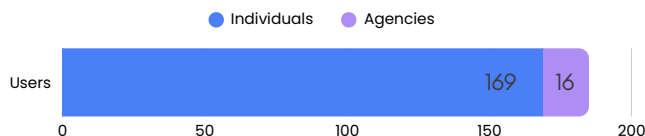
*GRCoC Homeless Connection Line staff entered **68%** of new individual assessments*

HOMEWARD, HMIS LEAD



Homeward supports providers by offering training and technical assistance, secures funding for HCIS, and provides reports to federal and state funders and policy makers.

Number of licensed HCIS users and agencies



79 new users in FY 2026!

PROJECT- AND SYSTEM-LEVEL REPORTING

Projects receiving coordinated funding through partnership with the GRCoC are highly accountable to their funders and regional partners.

System level reporting submitted by the GRCoC annually (federally-required)



90 quarterly reports for providers

Longitudinal system analysis (LSA) – tracks trends in homelessness and service provision over time.



110 additional project reports

Housing inventory count (HIC) – annual count of all beds and housing units available for people experiencing homelessness.



75 system-level reports to state and federal funders

System Performance Measures (SPMs) – key numbers showing how well certain programs help people move into housing and avoid returning to homelessness.

In HUD's FY 2024 national Continuum of Care competition, **42%** of available points were based on data: operating the HCIS, submitting federal reports on time, and system outcomes such as how long people remain homeless. The GRCoC earned 76.8% of those points. Overall, the regional application scored 171 of 200, 19.5 points above the national median and 14.5 points below the highest-scoring community in the country. With this score, we received funding for 3 new projects!

ANNUAL GAPS ANALYSIS, FY 2026

As the designated Collaborative Applicant for the GRCoC, Homeward provides an annual gaps analysis to identify strategic opportunities to mitigate the crisis of homelessness. The following strategies to fill gaps are recommendations based on year-round conversations with people experiencing homelessness, homeless service providers, and community partners as well as a review of the data presented elsewhere in the FY 2026 Annual Report.



STRENGTHEN SAFETY NET SERVICES

- Poverty mitigation strategies that ease the economic pressures putting household stability at risk
- Support to help people keep Medicaid coverage and access care
- Greater capacity in partner systems, including foster care, hospitals, behavioral health, and corrections, so people exiting these systems have the housing options and resources they need to avoid homelessness
- Expanded prevention for the lowest-income households
- Stabilization services that help people who have exited homelessness stay housed



SUSTAIN GRCoC PROGRAMS AND CAPACITY

- Targeted prevention to reduce first-time homelessness and resolve housing crises early
- Ongoing, dedicated funding for triage and assessment, including the GRCoC Homeless Connection Line
- Specialized support for the growing number of older adults, a GRCoC priority since 2017
- Stronger connections to employment, including supported employment
- Increased operational support for existing GRCoC programs
- Competitive wages and manageable caseloads to retain experienced staff in GRCoC programs



TARGET HOUSING AFFORDABILITY AND AVAILABILITY

- Add units affordable to the extremely low-income households identified in GRCoC data
- Address rising rents that limit options for these households
- Prioritize development of deeply affordable housing suited to older adults and people with disabilities
- Expand Permanent Supportive Housing for people experiencing chronic homelessness

"ACTS began when Richmond's congregations asked what to do when a neighbor one step away from homelessness knocks on the door, and today more than 60 partners help answer that question together. Keeping people housed is the most humane and practical investment our region can make, because housing stability is the foundation for health, work, and education." – **William Poarch**, CEO, ACTS

"No one organization or system can solve homelessness on its own. We have to listen to the people experiencing these challenges, be willing to look critically at where our systems are falling short, and work together as a region to do better. That means investing in affordable housing, prevention, and the supports that help people remain stably housed and keep a housing crisis from becoming homelessness – **Alyson Saylor**, Manager, City of Richmond Office of Homeless Services

COMMONLY USED ACRONYMS

CE/CES – Coordinated Entry System: a unified approach including policies and processes that guide how people experiencing homelessness access the services available to them.

CoC – Continuum of Care: A regional homeless coalition that coordinates housing and services funding and programs for homeless families and individuals. There are 16 in Virginia and over 370 in the US.

DHCD – Virginia Department of Housing and Community Development: State agency that oversees state-funded homeless assistance funding.

DV – Domestic Violence: Refers to programs and protections for survivors of sexual and domestic violence, stalking, and human trafficking.

ESG – Emergency Solutions Grant: Federal funding program that supports Coordinated Street Outreach, Emergency Shelter, and Rapid Re-Housing.

GRCoC – Greater Richmond Continuum of Care, a regional coalition celebrating 29 years of working together in 2026. www.endhomelessnessva.org.

HCIS – Homeward Community Information System: The regional implementation of a federally mandated Homeless Management Information System (HMIS). HUD and DHCD, the primary funding sources for homeless services, require the use of an HMIS for providers and localities receiving federal and state homeless assistance funds.

HCL – GRCoC Homeless Connection Line– the regional Triage and Assessment program created in 2018 to provide housing problem-solving supports and to meet federal requirements for a CES.

HMIS – Homeless Management Information System: A database used to collect client-level data and services related to homelessness. Also known as HCIS, the Homeward Community Information System.

HUD – U.S. Department of Housing and Urban Development: Federal agency that oversees federal housing programs, including CoC funding, our region's largest single source of funding to address homelessness.

HUD-VASH – HUD-Veterans Affairs Supportive Housing: A joint HUD and VA program combining rental assistance with case management for homeless veterans.

NOFO – Notice of Funding Opportunity: HUD's annual competition for CoC program funding.

PIT Count – Point-in-Time Count: A census of people experiencing homelessness on a single night, conducted semi-annually in the GRCoC. This is one of the primary ways Congress tracks homelessness.

PSH – Permanent Supportive Housing: Long-term housing with supportive services for people with disabilities or chronic homelessness.

RRH – Rapid Re-Housing: A housing program that provides housing-focused case management, short-term rental assistance, and supportive services to assist households exiting homelessness.

SSVF – Supportive Services for Veteran Families: A Veterans Administration program that provides services to prevent veteran homelessness and rapidly rehouse veterans who become homeless.

Unsheltered Homelessness -- GRCoC uses HUD's definition of unsheltered homelessness, which includes individuals staying outdoors or in a place not meant for human habitation, such as a car, a tent in the woods, or on the streets.

VA – U.S. Department of Veterans Affairs: Federal agency providing services for veterans, including housing support.

VHSP – Virginia Homeless Solutions Program: The competitive funding program of the Virginia Department of Housing & Community Development to support CoC's and homeless assistance programs across the state.

YHDP -- Youth Homelessness Demonstration Program: A sub-set of HUD CoC funding that is targeted to ending youth & young-adult homelessness

YAB -- Youth Action Board: An interagency committee of young leaders with lived experience of homelessness who advise the CoC on strategies to address youth and young adult homelessness.





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Together, we can solve homelessness.