

2024-2025

Greater Richmond Continuum of Care

Annual Report 7/1/2024 - 6/30/2025

Regional Collaborative Efforts to Solve Homelessness



Combining Compassion and Accountability

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October 8, 2025

Dear Partners,

The Greater Richmond Continuum of Care (GRCoC) represents a beacon of compassion, collaboration, and resilience in our region.

As this annual report highlights, this collective effort makes a difference in our region. Our network has an outsize impact because we work together and constantly evolve to meet the needs of individuals and families experiencing homelessness. In FY25, the GRCoC served 8,939 people, a 44 percent increase in capacity since 2019. The rise in the number of people served means an additional 2,752 people received trauma-informed care in the past year compared to just six years ago.

Our system's growth is a testament to our constant collaboration, data-informed strategies, and increased investments in proven solutions. Even though our system is helping more people than ever build pathways to a permanent home, we also know that the need is growing faster. Exponential increases in cost of living and housing coupled with economic stress are leading causes of housing instability. We see more of our neighbors pushed into homelessness because of these factors.

This important work is possible thanks to the commitment of hundreds of frontline homeless services professionals, the agencies that deliver proven solutions to homelessness, caring volunteers, and community partners that invest in this network, including private donors and philanthropic organizations, local governments, the Commonwealth of Virginia, and the federal government.

The GRCoC will continue to respond to and serve those experiencing homelessness. With continued community support and additional investments, we can solve homelessness together.

Thank you for your partnership,



Jovan Burton

Jovan Burton, GRCoC Board Chair
Executive Director
Partnership for Housing Affordability



Kelly King Horne

Kelly King Horne
Chief Executive Officer
Homeward

GRCoC Board Members

Celeste Anderson

United Way of Greater Richmond
and Petersburg

Robert Baez

Richmond Behavioral Health Authority

Jovan Burton, Chair

Partnership For Housing Affordability

Katie Chlan

St. Joseph's Villa

Adrienne Cole

Henrico County Public Schools

Rev. Gwynn Crichton (elected 6/25)

St. Paul's Episcopal Church

Brian Davis

Capital Region Workforce
Partnership

Reggie Gordon (elected 6/25)

Richmond Memorial Health Foundation

Fletcher Johnson

Liberation Veteran Services

Octavia King (elected 6/25)

The Salvation Army

Kathleen Kramer

Enterprise

Matt Leslie

Community Volunteer

Rob Rowley

Henrico County

Jessica Sagara

Chesterfield Community
Enhancement

Sherrina Sewell

Virginia Department for Aging
and Rehabilitative Services

Clara Stokes

CARITAS

Beth Vann-Turnbull

Housing Families First

Shawntee Wynn

YWCA Richmond

Hana Yun

ACTS

Irene Zolotorofe

VCU Medical Center

**Many thanks to the board members
who served during FY24-25:** Scott
Andrews-Weckerly, Stephen Batsche,
Dr. Patricia Cook, Traci DeShazor,
Christine Elwell, Fred Karnas, Kiva
Rogers, Matt Scaparro, Janna Weiner

Join us! To become a member of the GRCoC visit: endhomelessnessrva.org/become-a-grcoc-member

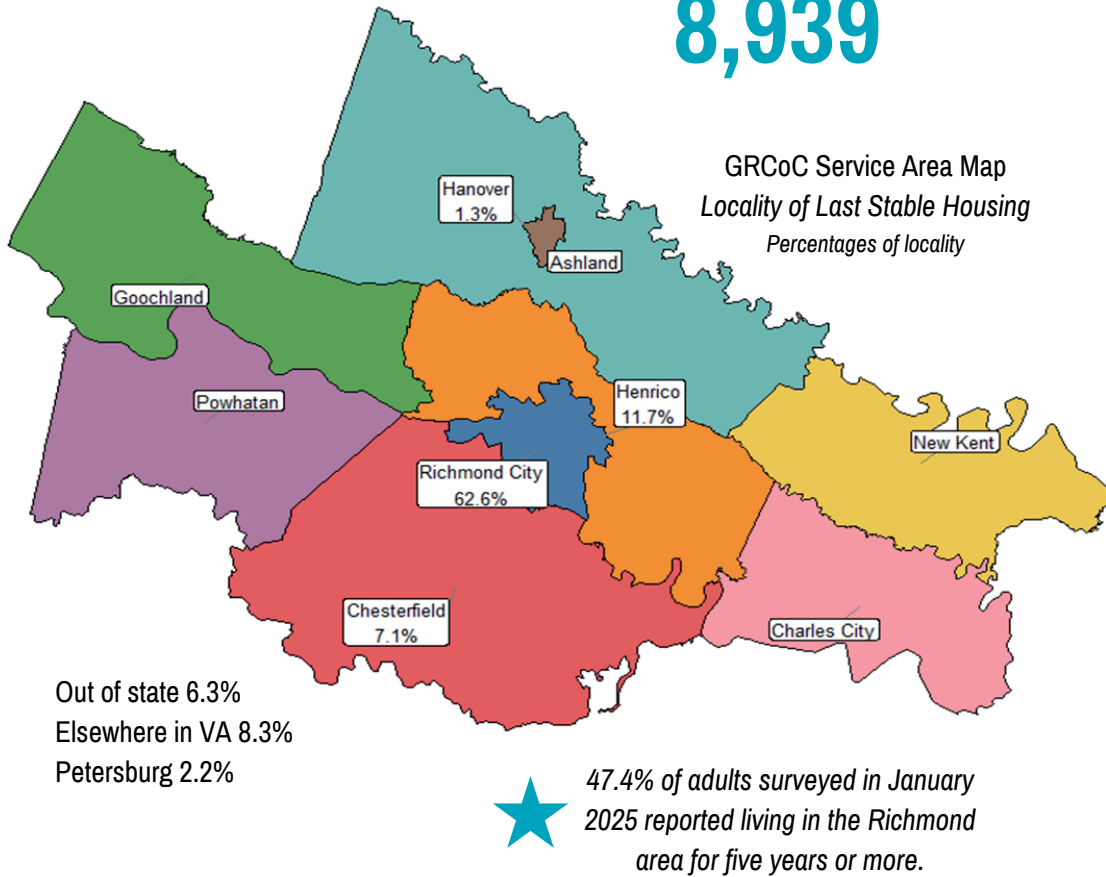
▶ REGIONAL NEEDS

Homelessness in the Greater Richmond Region, 07/01/2024 - 06/30/2025

The Greater Richmond Continuum of Care is a coordinated and compassionate network of homeless service providers in our region supporting our neighbors pushed into homelessness. These homeless service agencies develop and deliver trauma-informed programming, share data with system partners, provide extensive reports to federal and state funders, undergo audits and monitoring visits to ensure compliance, and commit to continuous quality improvement in order to meet the needs of our neighbors.

People experiencing homelessness or within three days of losing their housing who were served by the GRCoC in FY2025:

8,939



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).

Year in review



125,751

Shelter bed nights
(11.1% were in a seasonal winter shelter)



250,000

Meals served
(approximate) to program participants



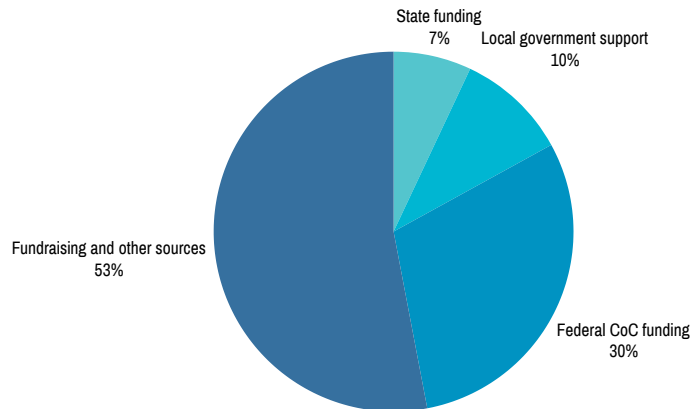
24,805

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

► REGIONAL RESPONSE TO HOMELESSNESS

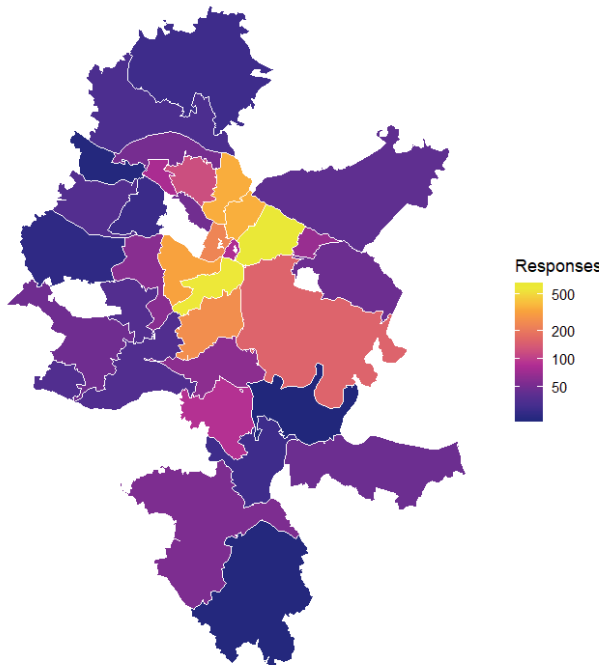
For more than 25 years, the GRCoC has worked to help neighbors experiencing homelessness rebuild their lives and find safe, stable housing. Through a network of 13 partner agencies funded through GRCoC coordinated funding programs, the community offers a wide range of targeted services: Triage and Assessment, 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 13 local agencies, offering a clear look at how public and local funds support homeless assistance programs. While this doesn't capture every detail, this summary provides a dependable starting point for understanding how our community works together to fund these vital services. Please visit endhomelessnessrva.org/funding-guidelines for the report.

Annual estimated cost of targeted GRCoC programs: \$30 Million



► TOP ZIP CODES OF CALLERS TO THE HOMELESS CONNECTION LINE

HCL Callers' ZIP of Last Permanent Residence

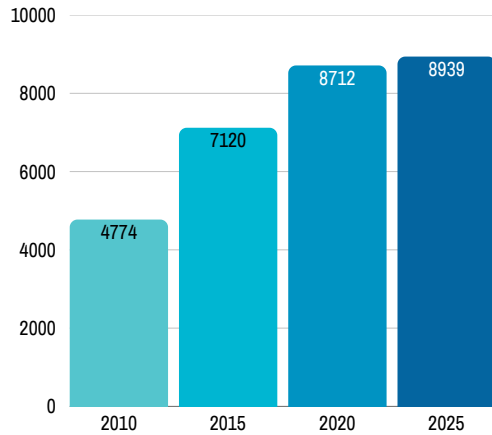


ZIP	Number of callers	Locality
23223	675	Richmond , Henrico
23224	583	Richmond , Chesterfield
23227	368	Henrico , Richmond
23222	359	Richmond , Henrico
23225	315	Richmond , Chesterfield
23234	253	Chesterfield , Richmond
23220	235	Richmond
23231	146	Henrico , Charles City
23228	115	Henrico , Goochland

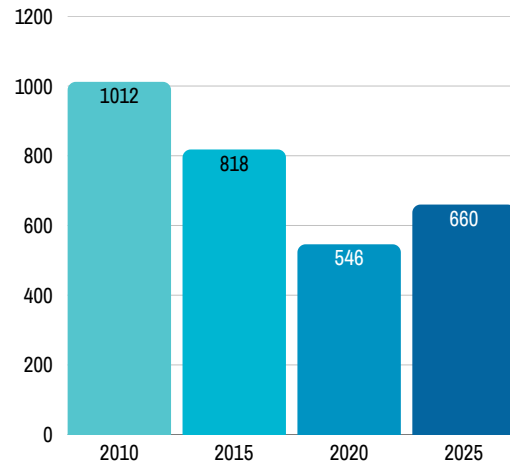
Where there are multiple localities covered by the same ZIP, the primary locality is bolded.

► FIVE-YEAR TRENDS

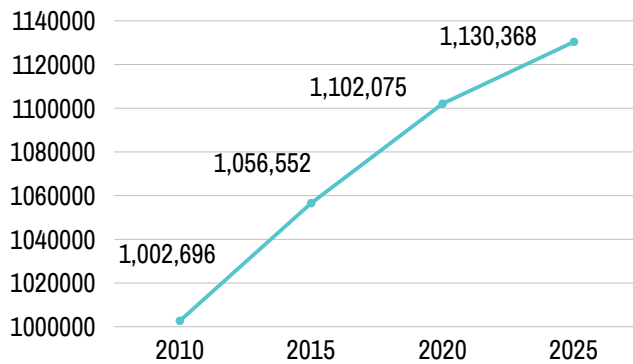
Total People Served by GRCoC Programs



January Point-in-time Counts



GRCoC Regional Population

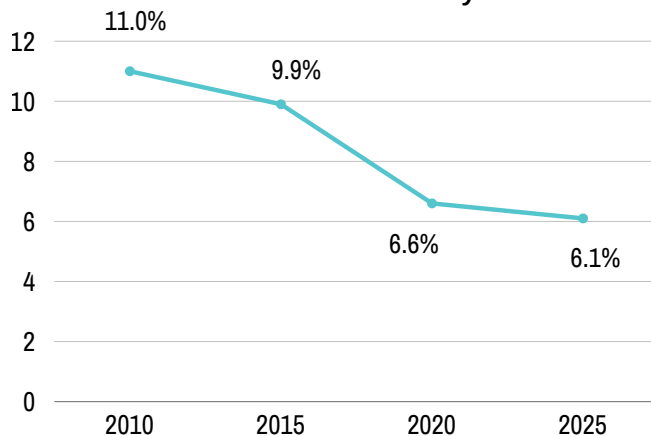


Average Rent

2010	\$883
2015	\$988
2020	\$1,141
2025	\$1,411



Rental Market Vacancy Rates

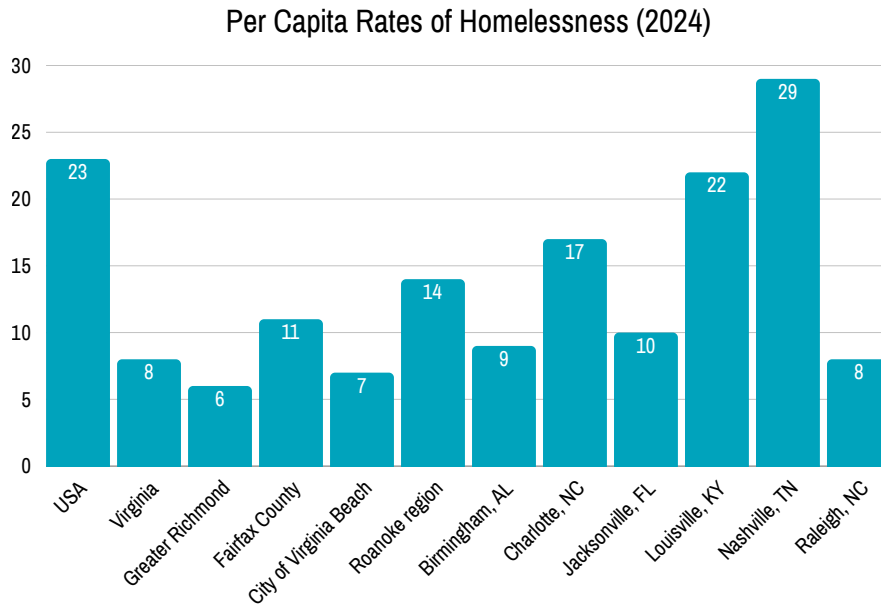


The charts on the left show that over the past fifteen years, the number of available rental homes has decreased while the population has increased. Additionally, housing is increasingly less affordable, with average rent prices jumping by **23.6%** between 2020 and 2025.

Please visit homewardva.org/data for sources.

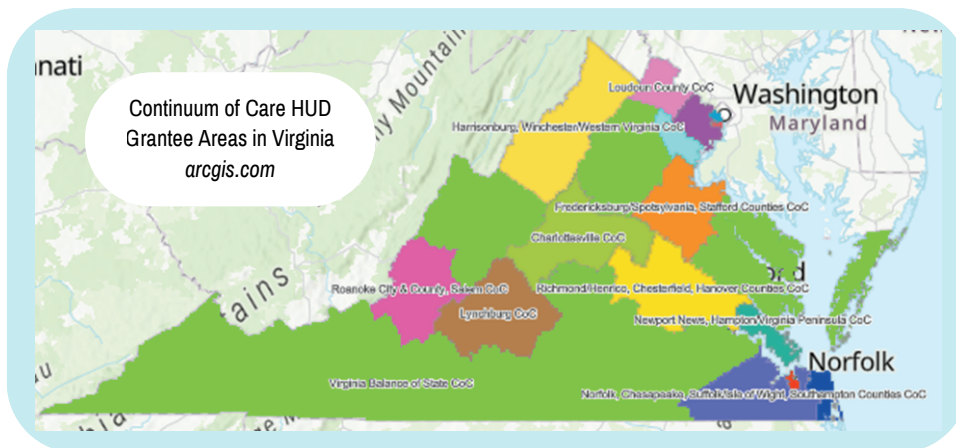
▶ PER CAPITA RATES OF HOMELESSNESS

The U.S. Department of Housing and Urban Development (HUD) requires communities to conduct periodic counts of people experiencing homelessness. This data is used both locally and nationally to inform programs, planning, and funding. The Point-in-Time Count includes individuals and families staying in shelters and living outside or in other places not meant for habitation. This single day count gives a snapshot of homelessness in communities and is the primary way Congress monitors homelessness in our country. Per capita rates are based on the Point-in-Time Counts.



The per capita rate shows the number of people experiencing homelessness per 10,000 people in a given community. This provides a comparison of the crisis of homelessness in communities and can reflect the impact of coordinated efforts to reduce this crisis and a number of other indicators including the cost of housing and the availability of resources to address homelessness and housing instability.

Retrieved from the National Alliance to End Homelessness: endhomelessness.org/resources/toolkits-and-training-materials/2025-homelessness-data-dashboards/state-pit-counts/



GRCoC Per Capita Rates of Homelessness (per 10,000 residents)

2010	10
2015	8
2020	5
2025	6



► COMMUNITY DECISION-MAKING

Last fiscal year, more than **40 different agencies** came together at meetings of the Greater Richmond Continuum of Care to inform and guide our collaborative efforts to reduce homelessness. Here are some highlights of these community meetings:



Inclusive planning

- Conducted 2 regional Point-in-Time Counts
- Determined regional funding priorities for federal and state funding programs
- Convened community partners
 - to address families sleeping in cars
 - to increase capacity during the winter season
 - to support older adults experiencing homelessness, and
 - to engage youth and young adults in the GRCoC



Strategic allocation of funds

- Submitted applications on behalf of the GRCoC for HUD Continuum of Care and Virginia Homeless Solutions Program (VHSP) funding
- Offered letters of support for local, regional, and state funding opportunities for housing and homeless services
- Provided technical assistance and support to homeless services providers in accessing public funds and implementing best practices
- Monitored performance and evaluated outcomes for federally funded programs



Continued learning and peer exchange

- Conducted **16** Connection to Homeless Services trainings and **7** trainings with local government partners
- Participated in process planning sessions to enhance emergency shelter staffing and operations

Join us!

GRCoC membership is open to both organizations and individuals. Anyone not affiliated with a member agency may join as an individual, and people who are currently or formerly homeless are especially welcome.



Sign up for the GRCoC Newsletter for announcements and upcoming meetings. Membership is open to all and there are no membership fees. Come to a meeting or email info@homewardva.org for more information.



▶ COALITION: 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 FY2025 committee members for working to solve homelessness in our community!



The System Policy and Process Committee (SPP) reviews and updates system and project policies as required by HUD and DHCD and based on needs within the GRCoC.

Chair: Katie Chlan, St. Joseph's Villa; **RRH:** Kristin Riddick, Housing Families First; **Vets:** Brooke Pendleton, Veterans Affairs; **DV:** Shawntee Wynn, YWCA; **Shelter:** Antonio Edgerton, CAPUP; **Outreach:** Diana Martinez, Daily Planet Health Services; **PSH:** Sharonita Cousin, SupportWorks Housing; **Coordinated Entry:** Jen Johnson, Homeward



The HCIS Committee provides guidance to the GRCoC related to the implementation of HCIS. They ensure that the GRCoC's implementation of HCIS meets or exceeds all federal and applicable regulations.

The HCIS Committee is comprised of data and HCIS professionals: Margot Ackermann, Kavita Tiwari, Katie Chlan, Kaitlin Heatwole, Breanna Green, Dr. Darl Wilburn, Sam Shoukas, Megan Samples, Latosha Johnson, Tamara Mason, Paige Eshler, Cindy Moussavou, Brandon Raymond, Desiree Taylor



The Ranking Committee reviews the CoC application to HUD as well as other funding programs. They evaluate the performance of CoC member agencies applying for these funds.

Kathleen Kramer (Chair), Enterprise; Jessica Sagara, Chesterfield County; Amanda Wrinkle, City of Richmond; David Sacks, Henrico County; Antonio Edgerton, CAPUP; Scott Andrews-Weckerly, Community Foundation of Greater Richmond



The Quality Improvement Leadership Workgroup (QIL) is a peer exchange with a focus on quality improvement across project types. Leadership from providers funded by HUD, VHSP, and ESG can participate.

CARITAS, Commonwealth Catholic Charities, Daily Planet Health Services, Hanover Safe Place, HomeAgain, Homeward, Housing Families First, RBHA, St. Joseph's Villa, SupportWorks Housing, The Salvation Army, YWCA Richmond



The Governance Committee ensures board organizational effectiveness: Hana Yun, ACTS (Chair); Jovan Burton, Partnership for Housing Affordability; Annette Cousins, Volunteer; Beth Vann-Turnbull, Housing Families First



The Youth Action Board (YAB) has been a standing committee of the GRCoC since 2021. Its goals are to provide youth-centered guidance to the CoC board on funding, evaluation, data collection, community resources, and to address community needs for youth experiencing homelessness.

GRCoC FY2025 Active Members

Acceptance Housing
ACTS
Better Housing Coalition
Capital Region Workforce Partnership
CARITAS
Central Virginia VA Healthcare
Chesterfield County
City of Richmond
Commonwealth Catholic Charities
Daily Planet Health Services
Eden Village
EmpowerNet Hotline
Enterprise
Hanover Community Services Board
Hanover Safe Place
Henrico County
HomeAgain
Homeward
Housing Families First
Moments of Hope
Partnership for Housing Affordability
Richmond Behavioral Health Authority
Richmond Public Schools
Sentara
St. Joseph's Villa
SupportWorks Housing
The Community Foundation
The Salvation Army
United Way of Greater Richmond and Petersburg
Virginia Dept. of Behavioral Health and Developmental Services
Virginia Home for Boys and Girls
Vets First Life Management
Waymark Care
YWCA Richmond



Community decision-making meetings in FY2025!

► HOW TO SOLVE HOMELESSNESS

Components of a community system 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



Long-term housing options such as permanent supportive housing programs



Warm handoffs to other systems of care



“Through the GRCoC, HomeAgain has been able to walk alongside families and individuals, connecting them not only to housing but also to the wraparound support that helps them truly rebuild their lives. Every partnership is a reminder that when we come together as a community, we don’t just change circumstances —we change futures.”

—**Mandy Herbert**, Executive Director,
HomeAgain Richmond



“The GRCoC brings together individual programs for a strategic, data-driven community solution to homelessness. Collectively we are more effective and can help more people experiencing homelessness.”

—**Allison Bogdanovic**,
Executive Director,
SupportWorks Housing

► SHARED VALUES AND USE OF BEST PRACTICES

For more than 25 years, the GRCoC has delivered proven results to help our neighbors pushed into homelessness rebuild their lives and find a safe place to call home. Starting in 2012, members of the GRCoC established shared values for transforming our informal collegial network of homeless service providers to a **robust collaborative system** working together to solve homelessness.

Values that guide this work:



Transparency



Data-driven collaboration



Client-focused



Ease of access



Prioritize the most vulnerable



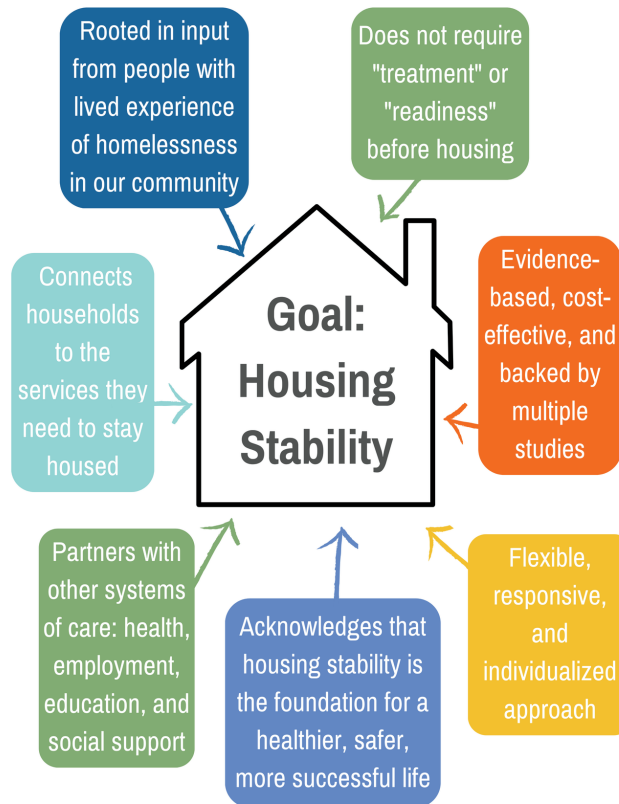
Housing-focused



Continuous improvement



Individualized services



The following agencies signed a Coordinated Entry System MOU in FY2025:

ACTS; CARITAS; Commonwealth Catholic Charities; Daily Planet Health Services; Hanover Safe Place; HomeAgain; Homeward; Housing Families First; Liberation Veteran Services; Richmond Behavioral Health Authority; The Span Center; St. Joseph's Villa; SupportWorks Housing; The Salvation Army; Virginia Home for Boys and Girls; YWCA Richmond

These values are embedded in all governing and operational policies of the GRCoC, available at endhomelessnessrva.org/policy.

GRCoC participating agencies agree to:



Protect client confidentiality



Minimize barriers to service



Focus on housing



Provide accurate information



Follow community policies



Maintain data quality



Comply with conflict-of-interest policies



Coordinate services

▶ 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 a review process.



Data - Reporting - Compliance

Homeless Management Information System (HMIS) Lead

Provides user training, reporting, data quality support, and help desk services to the 16 partner agencies in the GRCoC.

**Required under federal law, HMIS is a technology system used to collect individual and programmatic data on the delivery of homeless assistance programs.*

homewardva.org/hcis



Coalition Support - Planning - Technical Expertise

Collaborative Applicant

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.

endhomelessnessrva.org



Service Coordination - Resource Matching

Coordinated Entry System Coordinator

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.

hclrva.org

Homeward Staff

Margot Ackermann, Ph.D.
Director of Research and Evaluation

Trinity Bowens
CoC Support Coordinator

Choice East
System Referral & Lived Expertise Coordinator

Elizabeth Handwerk
Program Support Coordinator

Kelly King Horne
Chief Executive Officer

Camille Johnson
System Referral Coordinator

Jen Johnson
Director of CoC Operations

Latosha Johnson
HMIS User Support Manager

Pam Kirby
Office & Event Support Coordinator

Terri Lawson
Access Programs Director

Melanie McDonald
Grants and Compliance Manager

Frances Marie Pugh
Director of Coordinated Funding

Kavita Tiwari
HMIS Reporting Coordinator

Vicki Wise
Community Engagement Manager

Homeless Connection Line Part-time Diversion Specialists:

Sonya Giles, Tanita Hancock-Anderson, Lynette Pauth, Nicole Short, Gia Short-Smith, JoLinda Underwood

Homeward Board Members

John Apostle, Secretary
Community Volunteer

Michael Bowman, Treasurer
Capital One

William H. Carter
Community Volunteer

Guy Chapman
Archaea Energy

Kevin Hallock, Ph.D.
University of Richmond

Mark Hickman, Board Chair
VCU Health Systems

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

Katherine O'Donnell
Richmond Region Tourism

Donald Raikes
Community Volunteer

Beth Vann-Turnbull
Housing Families First

Adrienne Whitaker
Virginia Housing

James Worsley, Ph.D.
Chesterfield County



www.homewardva.org

▶ SPOTLIGHT: TARGETED PREVENTION PROGRAMS

Targeted homelessness prevention programs help people who are about to lose their housing by providing support and resources so they can stay safely housed or find stable housing without entering the homeless assistance system. Funding for these programs is critical, but is not included in funding coordinated through the GRCoC.



Bringing Families Home: A Housing Families First Program



Learn more about
Housing Families First:
housingfamiliesfirst.org



Bringing Families Home was awarded Best Housing Program or Service at the 2024 Virginia Governor's Housing Conference.

Housing Families First's **Bringing Families Home** program helps unstably housed students in Richmond and Chesterfield. Families are referred by community partners and receive housing counseling, help with move-in costs, and supportive services. With stable housing, students are more likely to attend school regularly, do better academically, and thrive socially.



Since program launch in 2020,
**256 student families with 962
family members have been
served.**

"Bringing Families Home supports families with school-aged children when stable housing feels just out of reach. Through community and school partnerships, the program removes housing barriers and provides move-in assistance so students can return home and focus on thriving in school and life." – **Cindy Moussavou**, Deputy Director of Programs, Housing Families First

Data provided by Beth Vann-Turnbull, Executive Director, Housing Families First



Hotels to Home & Henrico CDBG for Homeless Prevention and Transition



Learn more about
Commonwealth
Catholic Charities:
cccova.org

Hotels to Home: 8 households housed in FY2025

This program focused on households living in hotels for 90+ days due to lack of permanent housing. Identified by Henrico County, CCC staff provided outreach, assessments, and relocation plans, helped address housing barriers, and connected families with local landlords. Households also received grant-funded assistance for deposits, rent, and utilities, supplemented by an additional CCC grant.

Henrico CDBG for Homeless Prevention & Transition: 10 families housed between 9/1/24 and 4/1/25

Funded by Henrico County, this Community Development Block Grant (CDBG) program focuses on families referred by the Henrico Public School system as homeless or lacking a permanent residence. CCC staff provide housing and financial counseling that includes developing a budget, managing income and addressing credit issues, referrals to a CCC workforce program where needed, and financial assistance to cover security deposits and rent.

Data provided by Anita Wallen, Chief Operating Officer, Commonwealth Catholic Charities



Many thanks to
our local
government
partners!

► SPOTLIGHT: TARGETED PREVENTION PROGRAMS

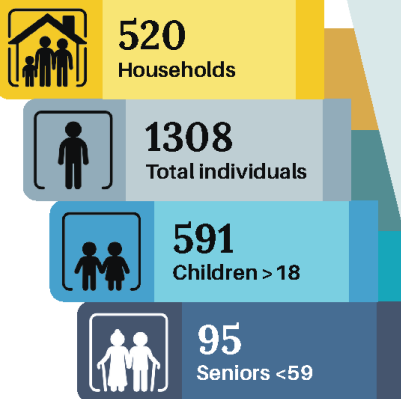


ACTS: Emergency Financial Assistance Program



Learn more about ACTS:
actsrva.org

Emergency Financial Assistance Program



Community Impact

Children are particularly sensitive to the negative effects of an eviction, which threatens their health, education, and long-term well-being. By preventing eviction and promoting housing stability, ACTS helps protect children from the trauma of homelessness, giving them a stronger foundation to learn, grow, and thrive.



"During the past fiscal year, ACTS provided a total of \$964,096 in direct client services. Of that amount, \$874,229 was dedicated specifically to rent and mortgage assistance—reflecting the critical need for housing stability in our community."

- Lynn B. Williams, Director of Development, ACTS



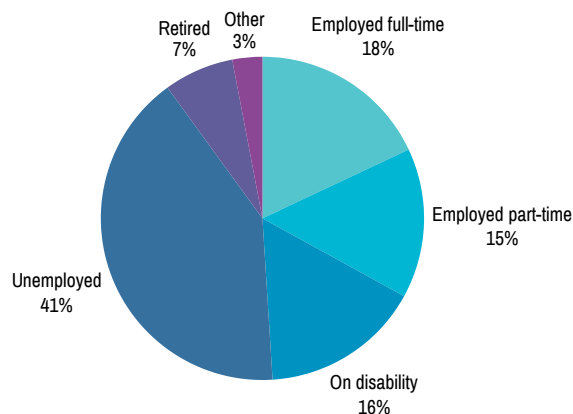
Partnership for Housing Affordability: Housing Resource Line



Learn more about
PHA:
pharva.com

The Housing Resource Line (HRL) is a phone-based resource service that was created to assist residents in their search for resources to address their housing needs with targeted, up to date resource information, before they face imminent homelessness. It is modeled after the region's Homeless Connection Line, and is designed to complement, rather than duplicate, the services the HCL provides.

Employment Status of HRL Callers



The HRL served 7,449 households in FY2025. 203 of those were connected with \$301,982.42 in rental, utility, mortgage, and security deposit assistance.

► CONNECTION POINTS: EQUIPPING OUR COMMUNITY WITH INFORMATION ON HOMELESS ASSISTANCE



What are Connection Points?

Connection Points are community organizations or public facilities that provide a welcoming, safe place for those facing homelessness or a housing crisis. They provide accurate information about available services and resources.

Our Region's Connection Points

- Chesterfield DSS
- Commonwealth Catholic Charities
- City of Richmond Community Resource Center
- Moments of Hope
- OAR of Richmond
- Richmond Public Library - Main Branch
- RVA Light
- U.S. Vets
- Virginia Career Works Centers (locations in Chesterfield, Henrico, & Richmond West)

Benefits of Connection Points



Welcoming

They are community or public sector organizations that offer a wide array of services to people experiencing homelessness and many others in our community.



Connecting

They can help people learn more about resources and services.



Accurate

They can provide accurate information about available homeless services in our region so that people can make informed decisions about their situations.



"The Capital Region Workforce Partnership operates three workforce centers in the region that support the employment and training needs of job seekers and employers. Our connecting with the GRCoC network of providers affords powerful opportunities to map pathways to self-sufficiency in more holistic ways."

-Brian Davis, Executive Director, Capital Region Workforce Partnership



Interested in becoming a GRCoC Connection Point? Apply here: endhomelessnessrva.org/connection-points

▶ COLLABORATIVE COMMUNITY RESPONSE: TRIAGE AND ASSESSMENT

Defined by the U.S. Department of Housing and Urban Development, “**Access Points**” are starting points for people facing homelessness to get the assistance they need. They make referrals and coordinate services with other Access Points in the region. Approved by the GRCoC Board, local Access Points are:

- GRCoC Homeless Connection Line
- Coordinated Street Outreach
- 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, Homeward, Housing Families First, and The Span Center.
www.hclrva.org

Reducing Barriers to Services

Our approach for accessing homeless services allows people to connect with us without arranging for transportation, taking time away from work, or finding a safe place to store valuables.

Coordinated Street Outreach

A collaborative staffed by Commonwealth Catholic Charities, Daily Planet Health Services, Richmond Behavioral Health Authority, St. Joseph's Villa, and 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.

EmpowerNet Hotline

The 24/7 regional **EmpowerNet Hotline** is available to all. They offer free crisis intervention services including safety planning, emergency shelter, case management, adult and youth counseling, employment navigation, and more. They have a language line available for Spanish speakers. It doesn't matter when the abuse occurred: the EmpowerNet team can help callers figure out their next steps.
Call or text: **804-612-6126**

► TRIAGE AND ASSESSMENT IN THE GRCoC

EmpowerNet Hotline

24/7 EmpowerNet Hotline – Call or Text 804-612-6126

- Safety plan creation
- Information on leaving a dangerous situation
- Referrals to Emergency Shelter
- Hospital accompaniment
- Mental health counseling
- Case management
- Legal advocacy
- Workforce navigation
- Referrals and resources

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.

In FY2025, the EmpowerNet Hotline received **11,244** calls:



2,663 were domestic violence calls



993 callers identified themselves as homeless

GRCoC Homeless Connection Line

GRCoC Homeless Connection Line – Call 804-972-0813

- Real-world, problem-solving strategies
- Information on accessing local resources like temp employment, free meals
- Personal information is gathered for connection to the best available options
- Compassionate help without judgement

The **GRCoC Homeless Connection Line (HCL)** is a collaborative effort of five organizations in the Richmond region (ACTS, HomeAgain, Homeward, Housing Families First, and The Span Center) that provides compassionate listening and problem-solving strategies to people who are currently homeless or within three days of becoming homeless.



HCL staff at the 2025 Annual Best Practices on Preventing & Ending Homelessness Conference organized by Homeward



5,441
total served



1,836
Under 18



418
Older adults (60+)



181
Veterans

Coordinated Street Outreach

Coordinated Street Outreach

- **1,321 adults** engaged, including 221 youth/young adults 18-24 and 290 older adults aged 60+
- **490 people** in families, including 279 children under age 18

GRCoC Coordinated Street Outreach connects with people living unsheltered to build trust, assess needs, and link them to housing, healthcare, and supportive services. Outreach teams work collaboratively across agencies to ensure people experiencing homelessness are engaged quickly and compassionately.



Concerned about someone you've seen sleeping outdoors? Fill out this form to connect them to an outreach worker: bit.ly/RVAOutreach.

▶ SERVING SURVIVORS

GRCOC-funded homeless assistance programs targeted to serving households fleeing sexual and domestic violence

Hanover Safe Place



Hanover Sexual & Domestic Violence
Toll Free Hotline:
804-752-2702

hanoversafeplace.com

"Hanover Safe Place's Rapid Re-Housing program helps survivors of sexual and domestic violence move from emergency shelter into safe, stable homes of their own. The photo below captures the powerful moment when a client receives the keys to their new home—a fresh start filled with hope. With housing supports, survivors can begin healing, regain independence, and create a secure foundation for themselves and their families." -**Sheree Hedrick**, Executive Director, Hanover Safe Place

In FY2025, Hanover Safe Place shelter served **88 individuals**, including households with children.

Rapid Re-Housing:



88 people obtained permanent housing



47 people sheltered for **2,803** nights



342 adults received **3,561** hours of domestic or sexual violence advocacy services.



YWCA Richmond

eliminating racism
empowering women
ywca

ywarichmond.org/

"YWCA Richmond's domestic violence team works tirelessly to combat barriers that survivors of violence face. Access to safe, deeply affordable housing is the biggest issue our team works to solve before counseling, work force navigation, and connections to supportive services can begin."

- **Rupa Murthy**, CEO of YWCA Richmond



In FY2025, the YWCA shelter served **449 individuals**, including **196 households** with children.

Rapid Re-Housing:



182 individuals obtained permanent housing



1,436 shelter bed nights (number of nights multiplied by residents)

EMERGENCY SHELTERS

Program Standards

In order to receive limited public funding, Emergency Shelter providers agree to:

- Collaborate to serve the most vulnerable members of our community as identified through a shared database
- Implement non-discrimination policies and practices
- Measure and report shared outcomes

General Shelter Services



Safe physical environment



Access to food

Year-Round Resources



Access to housing-focused case management



Housing stability plan



Housing barriers assessment



Connection to mainstream resources

GRCoC Emergency Shelter Providers (receiving coordinated funding through the GRCoC)



CARITAS
HomeAgain
Housing Families First
The Salvation Army



Domestic Violence Shelters

Hanover Safe Place
YWCA Richmond



Medical Respite

Daily Planet Health Services

Funding Sources (vary by agency)

- Virginia Homeless Solutions Program (VHSP)
- HUD Emergency Solutions Grant
- Agency private fundraising
- United Way of Greater Richmond and Petersburg
- Local foundations
- Local non-departmental grants

Available Beds

284

Coordinated year-round

64

Domestic Violence Shelters

106

Seasonal Inclement Weather Beds



Total People Served in FY2025



Year-round shelter programs:
1,252 (751 single adults and 501 people in families)



Domestic Violence Shelter Programs: 251

People served by the Inclement Weather Shelter: (Nov 2024 - Apr 2025)

- 61 youth, ages 18-24
- 528 adults, ages 25-54
- 253 older adults, ages 60+








► CASE CONFERENCING

Bringing together the skills and knowledge of GRCoC partners to support households experiencing homelessness

Case conferencing sessions are collaborative meetings where service providers from different agencies come together to work as a team. The goal is to make sure individuals and families get the help they need without delays, and that everyone is on the same page as they move through the housing and support system.

Key objectives of case conferencing include:

-  Making sure people get the right help on time
-  Identifying and removing service delays or barriers for program participants
-  Collaboratively problem-solving with peers to overcome challenges and improve outcomes
-  Sharing information that highlights program participants' strengths and supports their success
-  Discussing new opportunities and deciding how to maximize limited services

104 total sessions conducted including 42 MCO sessions!

Case Conferencing Session	Members	Meeting Frequency	Purpose
Access Points	Staff from the Homeless Connection Line, Coordinated Street Outreach, and EmpowerNet Hotline	Biweekly	Helping people seeking homeless assistance, coordinate referrals to emergency shelter, and bridge efforts of the Triage and Assessment programs
Single Adults	Outreach, shelter, and housing program staff serving single adults	Biweekly	Supporting single adults with long histories of homelessness, long stays in shelter, or searching for housing in a Rapid Re-Housing program
Families	Outreach, shelter, and housing program staff serving households with minor children	Biweekly	Supporting families with long stays in shelter or searching for housing in a Rapid Re-Housing program
Community Outreach	Community outreach organizations that do not use the shared HMIS data system	Monthly	Helping people who are staying outside to connect to GRCoC and community resources
Medicaid Managed Care Organization (MCO) Partners	MCO staff with a signed data sharing agreement	Biweekly	Coordinating healthcare needs and ensuring that MCO members can navigate homeless assistance

▶ REFERRALS

How people get connected to homeless assistance programs

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

"I truly enjoy helping people navigate through different circumstances and creating a space for them to be seen and heard."



**-Terri Lawson, Access Director,
Homeward**

Homeward's service coordination team checks in daily on openings in homeless assistance programs.



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



▶ MAXIMIZING LIMITED HOUSING INTERVENTIONS

Prioritizing resources to solve homelessness

Rapid Re-Housing (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: HomeAgain, Housing Families First, St. Joseph's Villa, SupportWorks Housing, and U.S. VETS.



"This year has brought new challenges in homeless services, but it has also reminded us that lasting change is only possible when we stand together. By joining forces, we turn obstacles into opportunities and move closer to ensuring every person has a safe place to call home."

-Katie Chlan, Senior Director, Flagler Housing and Homeless Services, St. Joseph's Villa

neverstopbelieving.org

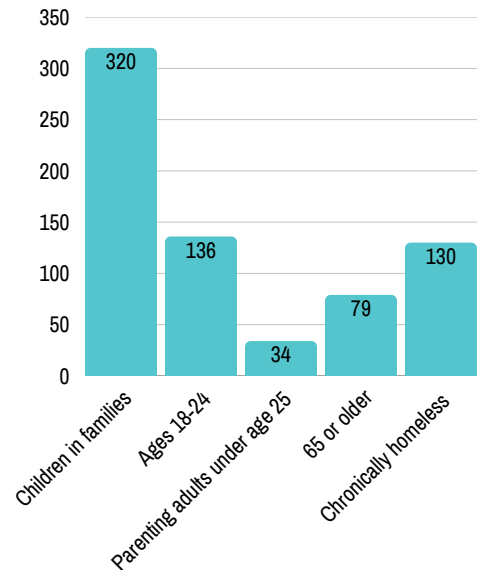
Total number of people served: 918



81%
Exited to a permanent destination



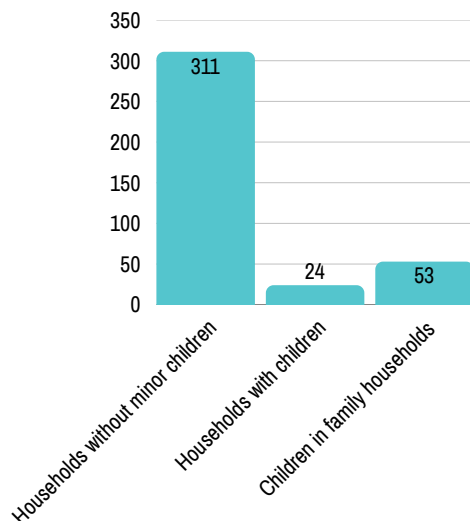
215
Veterans served
(22 veteran households had minor children)



Permanent Supportive Housing (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 Behavioral Health Authority, St. Joseph's Villa, and SupportWorks Housing.

Total number of people served by PSH programs coordinated through the GRCoC:

422



RBHA RICHMOND BEHAVIORAL HEALTH AUTHORITY



"RBHA fearlessly champions the health, wellness, and recovery of individuals and families in our community."

Learn more about Richmond Behavioral Health Authority: rbha.org

► SPOTLIGHT: FAMILIES WITH MINOR CHILDREN

Families in GRCoC Emergency Shelter in FY2025



138 families (494 people) were served by GRCoC Emergency Shelters.

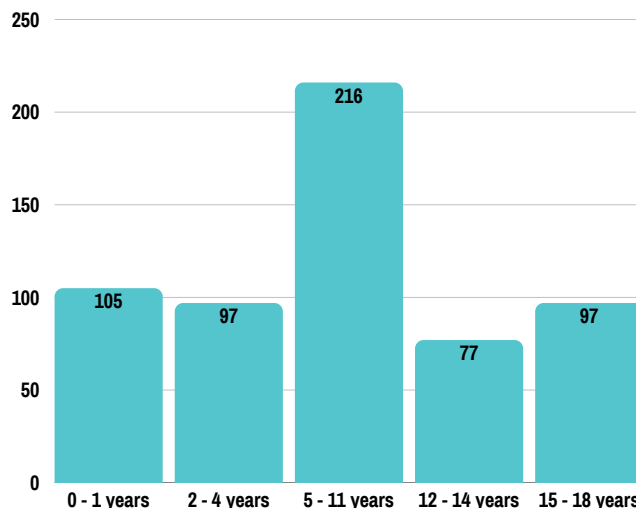


Of the 302 children served, 38.1% were age 5 and under. (Over half were age 7 and under.)



The average number of children in families is 2, though 40.6% of families have one child.

Ages of minor children served by all GRCoC Programs



SPOTLIGHT: YOUTH AND YOUNG ADULTS, 18 - 24



Total number of youth and young adults served by GRCoC programs in FY2025: 886



23.8% of youth reported spending time in foster care (January 2025 PIT count).



38.1% indicated they had been a victim of violence in their lifetime.



vhbg.org

"At VHBG, Youth Outreach and Housing Services are central to our mission of filling critical gaps in the continuum of care for young people facing housing insecurity. Through collaboration with GRCoC partners and the support of federal and state funding, we are able to meet urgent needs, provide stability, and help youth build pathways toward independence and brighter futures." - **Dave Martin**, Director of Marketing and Communications, Virginia Home For Boys and Girls

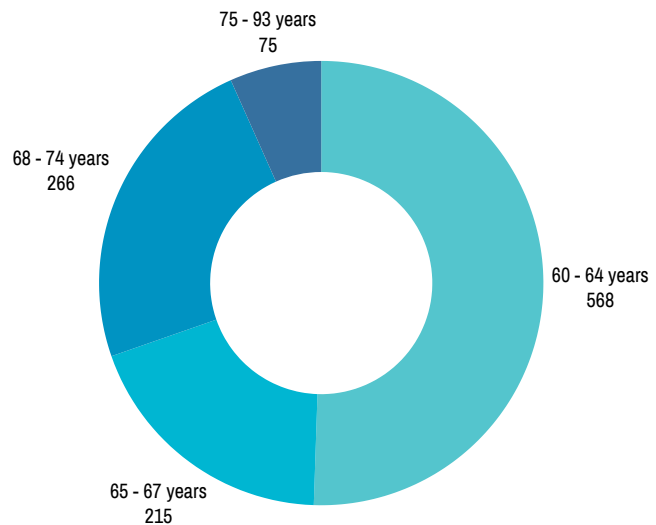
▶ SPOTLIGHT: OLDER ADULTS (60+)

THE SPAN CENTER

"The Span Center's mission is to provide support, connection, and advocacy so that older adults, people with disabilities, and caregivers can live with dignity and opportunity. This work is deeply personal, and we know we can't do it alone."

-Amy Strite, President & CEO, The Span Center

Ages of older adults served



From 2020 to 2025, there was a 22% increase in the number of older adults calling the HCL.



47.3% of adults aged 65 or older were sleeping outside at some point last year.



1,124 adults aged 60 - 99 were served in FY2025.

SPOTLIGHT: VETERANS



855 veterans served in GRCoC programs in FY2025



Over half of veterans in shelter were age 60+



61.7% of veterans served in FY2025 have a history of being unsheltered

*Veterans, thank you
for your service!*

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

A 'KEY' WIN

"The Salvation Army helped me get back on my feet, bring balance to my life and refocus. At 66, a retired Vietnam-era vet, this place has been a true blessing."



HAROLD



salvationarmycentralva.org

► SPOTLIGHT: UNSHELTERED HOMELESSNESS

In November 2024, our outreach teams spoke directly with individuals experiencing unsheltered homelessness to better understand their challenges and perspectives. Here are a few of their words, shared in their own voices. (Names have been changed.)

What do you wish people understood about your experiences?



"You think that homeless people need money – that's an issue, yes, – but people also need support and encouragement that they can do something. They give up. They need someone to say, 'don't give up.' "

– Charles



"The stigma about homeless people. People think all homeless people are bums and crackheads and want money. Every homeless person is different."

– Bex



"What it's like to lose everything. Then they wouldn't judge so much."

– Tina



"Mental health. What it's like to have mental health issues. I have had so many issues with my medications. I can't take them. I try. But I have to focus on my mental health, and I wish people understood that."

– Kenny



"People assume that people who are homeless are lazy, but we have to work more ... we are scrambling all night long."

– Z

Top 3 reasons

given for causes of unsheltered homelessness:



46%

Financial reasons (costs of housing, unemployment)



37%

Family/relationship breakdown



18%

Health problems (physical and mental)



"CARITAS depends on the strong partnerships of the Greater Richmond Continuum of Care in order to provide emergency shelter and connect participants to the full range of community resources, supporting them as they rebuild their lives and achieve stability."

–Clara Stokes, Chief Advancement Officer, CARITAS

caritasva.org

DATA HIGHLIGHT: HEALTH AND DEMOGRAPHICS OF HOMELESSNESS

73.3%



of people served said they receive Medicaid.

29.7%



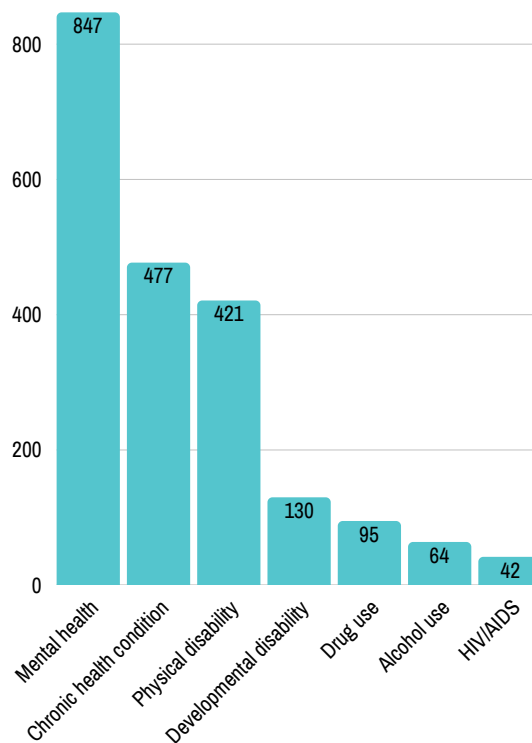
of people receiving Medicaid are aged 60+

33.7%

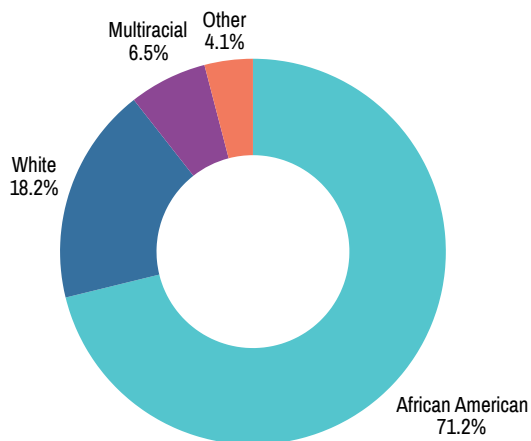


of heads of household served by the GRCoC report having earned income.

Disabilities reported by adults, FY2025



Racial Composition, FY2025



The GRCoC reviews the racial and ethnic composition of people seeking homeless assistance to identify and address gaps in access. The most striking finding in our review is the increased likelihood that people of color had of experiencing homelessness.



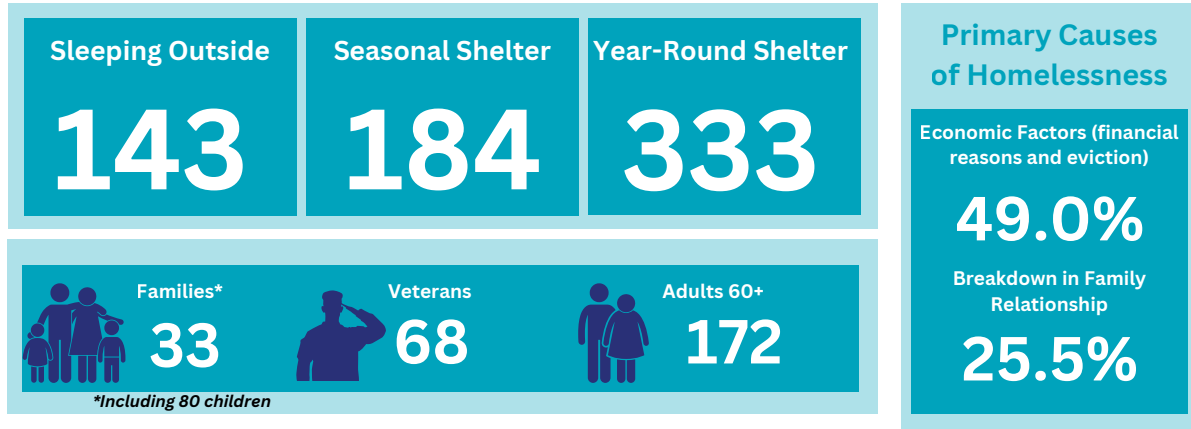
"Daily Planet Health Services expanded their operations with the opening of East Cary Health Center in the Spring of 2025, increasing access to medical and dental care as well as case management services."

-Sarah Tunner, Director of Development, Daily Planet Health Services

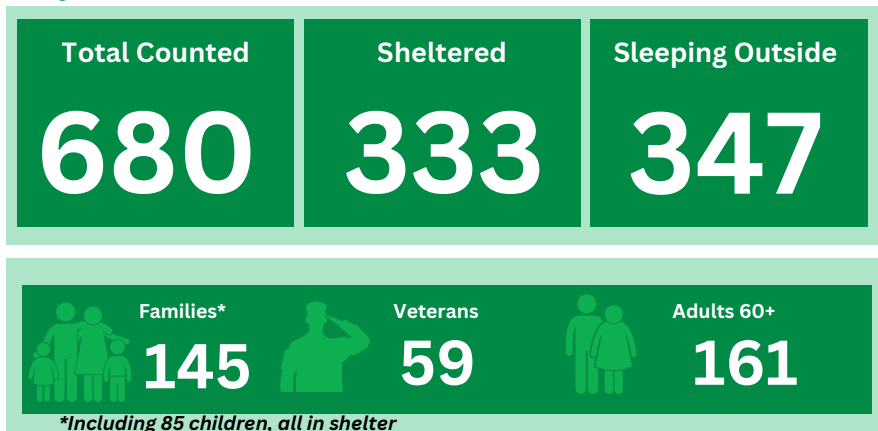
► POINT-IN-TIME COUNTS

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. HUD defines homelessness as people staying in area shelters and individuals staying outdoors or in a place not meant for human habitation. We use this definition because it is how the federal government sets policy and funding for community coalitions like the GRCoC.

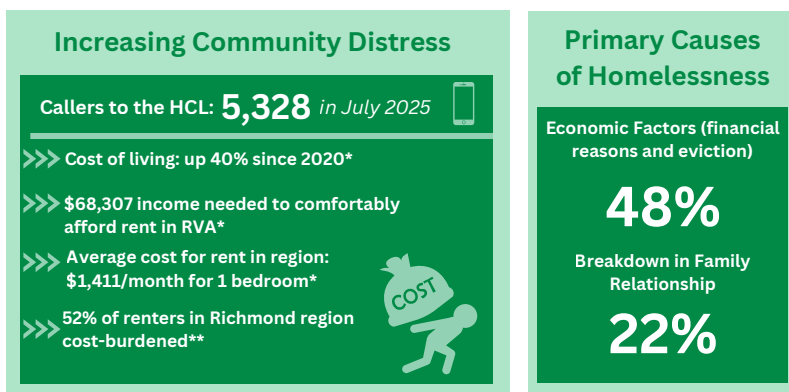
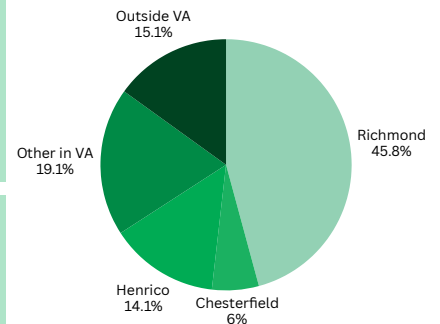
January 2025 PIT count



July 2025 PIT Count



Locality of Last Stable Housing



*zillow.mediaroom.com/2025-05-12-Number-of-markets-where-renters-need-to-earn-100K-to-afford-rent-has-doubled-since-2020

**jchs.harvard.edu/arh-2024-cost-burden-share

► HOMEWARD COMMUNITY INFORMATION SYSTEM (HCIS)

**Regional Implementation of the federally-required Homeless Management Information System (HMIS)*

HCIS is a secure online database designed to coordinate services for households experiencing homelessness across multiple agencies, track program outcomes, **identify gaps** in needed services, and determine which interventions have the **biggest impact**. Through reporting, it also ensures **accountability and compliance** for publicly funded programs. Homeward leads a multi-region implementation of HCIS for four regional CoCs and is the designated HCIS lead for the GRCoC.

HCIS Client Records of Needs and Services in the Richmond Region, FY2025

New client needs
assessments in FY25

4,046

+

Existing client needs
assessments in FY25

4,852



8,898

Client needs
assessments

>>>

Generated

37,028

HCIS data
entries



Homeward as HCIS Lead

Supports providers by providing 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

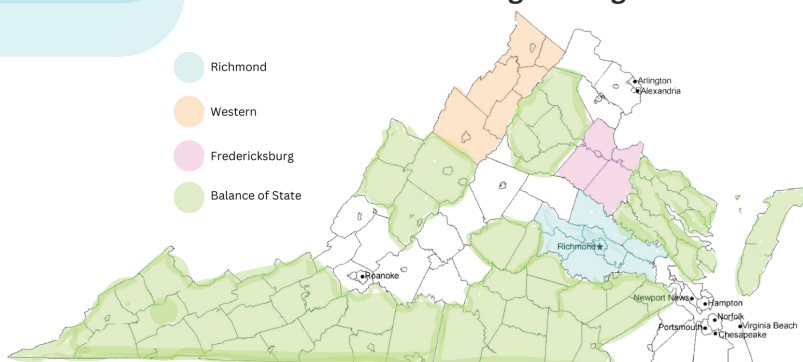
● Users ● Agencies

GRCoC

141

16

HCIS Coverage in Virginia



Learning Management System: Innovative User Training in the Richmond Region

Launched in FY25, the Learning Management System (LMS) is an on-demand training platform designed for HCIS users. This self-paced system brings a new level of flexibility and customization to learning by making training more accessible, efficient, and personalized. LMS meets users where they are, whether they are new to HCIS or need to refine their knowledge.

88



Registered users

453



Courses completed

Number of Licensed HCIS Users and Agencies in Other CoCs

● Users ● Agencies

Western

52

5

Fredericksburg

48

18

Balance of State

127

29



The use of an HMIS system is required by the US HEARTH Act (2009) at 24-CFR/578.76. Additional details are laid out in Housing and Urban Development regulations. The HMIS Policy Committee oversees our local implementation.

► GAPS ANALYSIS: 2025 UPDATE

As the designated Collaborative Applicant for the GRCoC, Homeward provides an annual gaps analysis to identify strategic opportunities to ensure that everyone in our community has a safe place to call home. The 2024 Gaps Analysis report can be found at homewardva.org/data. As a community, we must keep the topic of deeply affordable housing at the forefront of a discussion of gaps in the homeless services system. We should also include conversations about poverty, wages, access to healthcare, and other barriers that contribute to pushing individuals and families into homelessness. The following are recommendations based on our experiences, observations, and conversations with service providers and people experiencing homelessness.



Invite new partners to the table to strengthen and expand our work.

Ending homelessness requires the collaboration of not just homeless service providers, but also healthcare organizations, workforce development programs, schools, faith communities, landlords, and local businesses. By engaging new partners, we can expand the scope of resources available to individuals and families experiencing homelessness and build innovative solutions that address the full range of needs.



Support current programs and staff.

Our region's providers are doing critical, high-impact work every day. However, programs remain under strain due to staffing shortages, high caseloads, and limited resources. Continued investment in staff support, professional development, and organizational capacity is necessary to ensure that services remain effective, sustainable, and person-centered.



Increase the supply of Permanent Supportive Housing (PSH) units.

PSH remains one of the most effective interventions for individuals with the most significant barriers to housing stability, particularly those with chronic health conditions, disabilities, or long histories of homelessness. Expanding the number of PSH units in our region will allow us to provide long-term stability and support to more people who need it most.



Provide more flexible funding to assist individuals and families in resolving their homelessness.

Every situation of homelessness is unique, and rigid funding restrictions often limit the effectiveness of our response. Flexible funding can help cover critical gaps such as rental deposits, transportation, childcare, or other immediate needs that make the difference between remaining homeless and achieving stability.



Fund deeply affordable housing for individuals earning less than 30% of the Area Median Income.

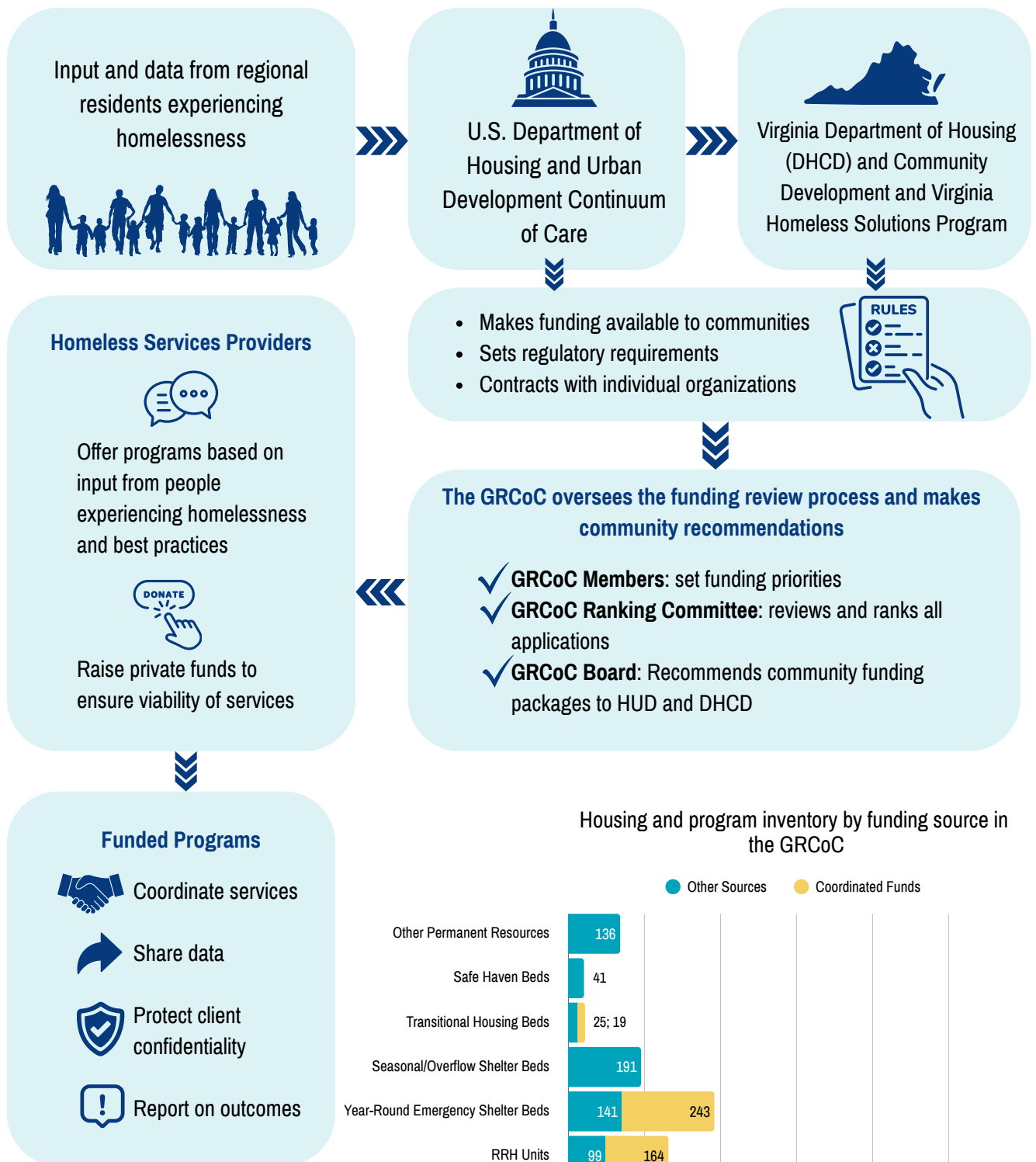
The lack of deeply affordable housing is one of the most significant drivers of homelessness in our region. Individuals and families with extremely low incomes cannot access housing in the current market, even with rental assistance. Dedicated investment in affordable housing units targeted to this income level is essential for reducing homelessness long-term.



Offer targeted prevention programs for people at risk of losing their housing.





Preventing homelessness can be more cost-effective than resolving it after it occurs. Investing in services such as case management, legal aid, utility assistance, mediation, and targeted financial supports, can stabilize households before they fall into homelessness. This not only reduces trauma for families and individuals but also alleviates pressure on emergency shelters and housing programs.

► COMMUNITY-LED INVESTMENTS TO ADDRESS HOMELESSNESS

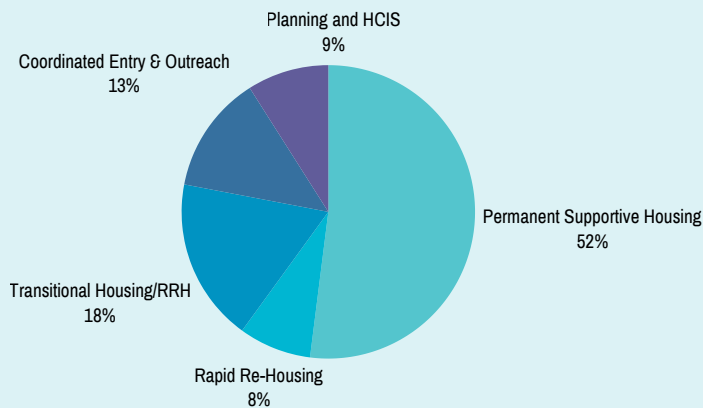


STRATEGIC ALLOCATION OF RESOURCES

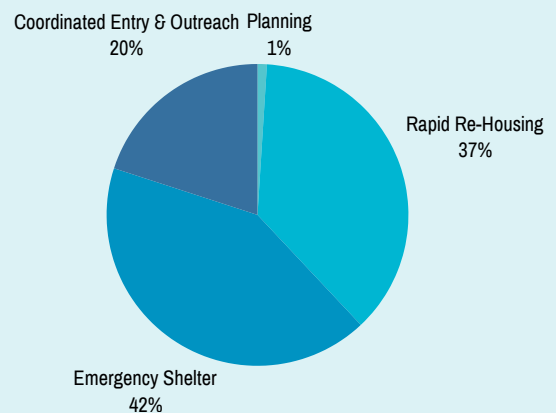
Coordinated Public Funding Targeted for GRCoC Programs

-  Coordinated funds represent the **largest single source of funding** for homeless services in the region, but they are not the only source of funding that supports homeless services. Coordinated funding requires a collaborative, community-based, decision-making structure to plan and effectively allocate limited resources to solve homelessness.
-  Coordinated programs include Triage and Assessment (Coordinated Entry); Coordinated Street Outreach; Year-Round Emergency Shelter; Rapid Re-Housing; Joint Transitional/Rapid Re-Housing; and Permanent Supportive Housing.
-  Coordinated funds are competitive at a local, state, and national level, meaning that programs which receive coordinated funding are regularly evaluated and monitored for performance and impact.
-  All homeless service providers also raise significant private funding from local supporters, including individual donors, public and private foundations, local businesses, civic groups, and special events.

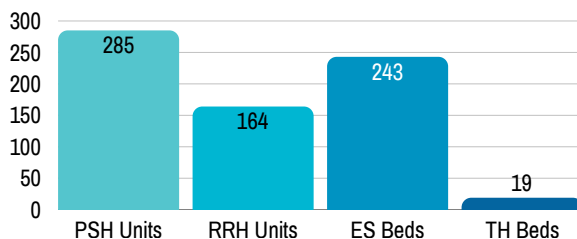
HUD Continuum of Care (Federal; Annual) \$7,853,520



Virginia Homeless Solutions Program (State; Annual) \$1,697,316



GRCoC Resources Supported By Coordinated Public Funds



Rapid Re-Housing: Pairs short-term rental assistance (1 - 24 months) with housing-focused supports and connection to other community supports such as employment or childcare

Permanent Supportive Housing: Pairs long-term, stable housing with ongoing supportive services for people with long histories of homelessness and a disability

Transitional Housing/Rapid Re-Housing: Pairs short-term crisis housing with support to access stable housing through the RRH program model

These charts are not a comprehensive list of all private or public funding dedicated to addressing homelessness in our region.

▶ ACCOUNTABILITY AND REPORTING (QUANTIFIED)

Projects receiving coordinated funding through partnership with the GRCoC are **highly accountable** to their funders and regional partners. See homewardva.org/our_partners for more information.



Accountable to Partners

- HCIS agency meetings for data quality and program performance review
- Peer sharing through case conferencing and implementation of best practices
- Ranking Committee oversight of funding allocation and program performance



Accountable to Funders

- Quarterly and annual reports on project performance and financial management to funders
- Competitive funding for annual applications including project renewals
- New funding is conditional on program and system performance

System-Level Reporting submitted by the GRCoC annually (federally required):

Longitudinal Systems Analysis (LSA) – Tracks trends in homelessness and service provision over time.

Housing Inventory Count (HIC) – Annual count of all beds and housing units available for people experiencing homelessness.

Point-in-Time (PIT) Count – One-night count each January and July of everyone experiencing homelessness, sheltered and unsheltered.

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



Project-Level Reporting by the Numbers

✓ **30**

mid-year and annual performance reports submitted to Virginia Dept. of Housing and Community Development

✓ **55**

quarterly and annual performance measures submitted to HUD

✓ **1,000+**

individual data points submitted in each quarterly and annual report



▶ A CALL TO ACTION FOR US ALL



As this annual report demonstrates, our region has the biggest impact when we incorporate a variety of solutions – Permanent Supportive Housing, Rapid Re-Housing, Housing Problem-Solving, Coordinated Street Outreach, Emergency Shelter, Targeted Homelessness Prevention, and more – and work together.



Homelessness is a complex and challenging issue, but we know the solutions that work and can have a bigger collective impact if we invest in those proven programs.



We recognize that people are pushed into homelessness for a variety of reasons. The leading causes, though, are connected to breakdowns in relationships and economic hardship. We'll never stem the tide of people losing their housing if we don't address broader economic forces.



Finally, we need to expand our coalition of awareness and action around homelessness. The GRCoC is a prime example of how effective public-private partnerships can be in addressing homelessness. We invite you to join us in this effort!

- **Join the GRCoC:** Information on joining the regional effort to solve homelessness can be found here: endhomelessnessrva.org/become-a-grcoc-member.
- **Connect with GRCoC Agencies:** A list of local nonprofit organizations that are funded by the GRCoC or are partners on the HCL is here: homewardva.org/our-partners.
- **Volunteer:** To find opportunities to volunteer either remotely or in-person, visit cfengage.org.
- **Support Affordable Housing:** Learn how you can list affordable rental properties at virginiahousingsearch.com
- **Financial Support:** Make a financial gift to GRCoC agencies: homewardva.org/our-partners
- **Request a Speaker:** Are you part of a local group that would be interested in learning more about the GRCoC and how you can help address homelessness in our region? Email grcoc@homewardva.org to request a speaker and presentation.
- **Educate policymakers:** To learn more about policy and advocacy opportunities to ensure that everyone in our community has a safe place to call home, please visit these resources:
 - Virginia Housing Alliance vahousingalliance.org
 - National Alliance to End Homelessness endhomelessness.org
 - National Low Income Housing Coalition nlihc.org



LIST OF COMMONLY USED ACRONYMS

CE/CES – Coordinated Entry System: The process through which people experiencing homelessness are triaged, assessed, and referred to housing and services.

CoC – Continuum of Care: A regional planning body that coordinates housing and services funding and programs for homeless families and individuals.

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

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

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

GRCoC – Greater Richmond Continuum of Care

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

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 housing programs, including CoC funding.

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.

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 short-term rental assistance and housing-focused supportive services.

SSVF – Supportive Services for Veteran Families: A VA 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.

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 work to advise the CoC on priorities to end youth homelessness.

Everyone has a role in solving homelessness in our community:



Community-Based Financial Assistance, Hospitality Ministries, and Basic Needs Supports

Community-based organizations offer immediate assistance to low-income households at risk of losing their housing.



Housing Problem-Solving and Outreach

GRCoC Triage and Assessment programs including the Homeless Connection Line and Coordinated Street Outreach engage people experiencing homelessness to help connect them to homeless assistance programs and other services.



Coordinated and Prioritized Connections

GRCoC service providers develop community priorities and work together to maximize our limited homeless assistance resources to serve our most vulnerable neighbors.



GRCoC Homeless Assistance Programs

GRCoC providers collaborate to provide housing-focused programs and measure their shared impact using HCIS and other reporting tools.



Connections to Community-Based Supportive Services

People are connected to services to support their housing stability, to address health-related needs, and to achieve their hopes and dreams.



Affordable Housing Development

Nonprofit and private sector developers build or renovate deeply affordable units to provide housing options for people experiencing homelessness and to prevent more at-risk households from falling into homelessness.



Community-Based Housing: Everyone has a safe place to call home

Households receive support to secure stable housing in the community, which can include safely reconnecting to friends and family, finding a roommate, or securing a lease on an apartment.

Content Lead: Kelly King Horne

Design Lead: Elizabeth Handwerk

Data Leads: Margot Ackermann, Kavita Tiwari

Project Lead: Frances Marie Pugh

Editing: Pam Kirby

Contributors: Trinity Bowens, Jen Johnson, Latosha Johnson, Terri Lawson, Andrew Ryan, Vicki Wise, and GRCoC Partners

Learn how to get involved:



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To learn more, contact
grcoc@homewardva.org

