

Good Morning!
We will start at 9:33.
While waiting, please
share your name & org
in the chat

**GRCoC Quarterly
Membership Meeting**

GRCoC Quarterly Membership Meeting

Tuesday, February 18, 2025

9:30 am

Zoom



GREATER RICHMOND CONTINUUM OF CARE

Greater Richmond Continuum of Care (GRCoC)

GRCoC seeks to prevent, reduce, and end homelessness through effective and coordinated community-wide efforts and services across the City of Richmond, and the counties of Charles City, Chesterfield, Goochland, Hanover (including the town of Ashland), Henrico, New Kent, and Powhatan.

Agenda

- 1. Welcome and introductions**
- 2. GRCoC Business**
 1. December Annual membership meeting notes
- 3. GRCoC Updates**
 1. Coordinated Funding/Advocacy Updates
- 4. Capacity Building**
 1. Access 101 Training
- 5. Member/Partner Announcements**

Introductions/Ice breaker

1. Introduce yourself and your organization. 2. Favorite snow day activity

GRCoC Business: Membership summary

GRCoC Annual Membership Meeting – December 2024

- Approved 2025 Board Slate
- Provided input on 2025 General Membership Meeting Dates and locations

GRCoC Updates

Updates on Coordinated Funding, Strategic Plan, and Upcoming Events

GRCoC Updates: Coordinated Funding

- [ACT NOW: Federal Homelessness Funding Still at Risk - National Alliance to End Homelessness](#)
- Infographic on Federal Funding to Address Homelessness :<https://www.homewardva.org/>
 - HUD Continuum of Care funding is the largest SINGLE source of funding targeted to solving homelessness.
 - All homeless service providers raise private funding (individuals, congregations and civic groups, foundations, corporations, etc) to support their mission.
 - Federal funding often requires a CASH MATCH
 - Federal funding for homelessness is allocated by Congress and often lags a year due to the processes required.
 - Our region competes for funding (up to a specified limit). This competitive process requires considerable data analysis and reporting and can take up to 4 months of local stakeholder time.
 - Once notified of the award for the region, successful applicants work with HUD staff to finalize a grant contract.
 - Funding is made available on a reimbursement basis after a thorough review of invoices and eligible expenses.
 - Larger agencies with significant experience with federal funding can receive funding for rental payments a few days in advance in order to maintain cash flow and support on-time payments of rental assistance.
 - Funded agencies submit audits and are monitored by federal agency staff and reviewed locally for performance and outcomes.

GRCoC Updates: Events and Trainings

- GRCoC Compassion in Action Tour
3/19/25 at SupportWorks Housing at 10am
- Homeless Services Access 101 Training
3/21/25 at 10 am

[Calendar](#)

SAVE THE DATE: 5/2/2025

Homeward's 18th Annual Best Practices Conference

- 5/2/25 from 9-3pm at The Westin
- Registration information coming soon!
- GRCoC agencies are able to register early.
- Homeward launched this annual conference in 2007 to provide an affordable shared learning experience for the Greater Richmond community to share proven program models, supportive services, and community partnerships to reduce the crisis of homelessness and to ensure that everyone in our community has a safe place to call home.

2025 GRCoC General Membership Meeting Dates

- **Feb 18, 2025** - Virtual
- **May 20, 2025**- CCC
- **Aug 19, 2025**- Virtual
- **October 21, 2025**- CARITAS
- **Dec 16 Annual Membership Meeting**- St. Joseph's Villa

Capacity Building

Brief Access 101 Training

Coordinated Entry System: A collaborative and targeted response to homelessness in Greater Richmond

Homeward, www.homewardva.org

Greater Richmond continuum of Care, www.endhomelessnessrva.org



Community Coalition: Greater Richmond Continuum of Care (GRCoC)



Map retrieved from
<http://www.richmondregional.org/>

Established in 1997 by community stakeholders to fight homelessness in the region. Homeward was created to support this effort.

Approximately 380 Continuums of Care around the country; 16 in Virginia

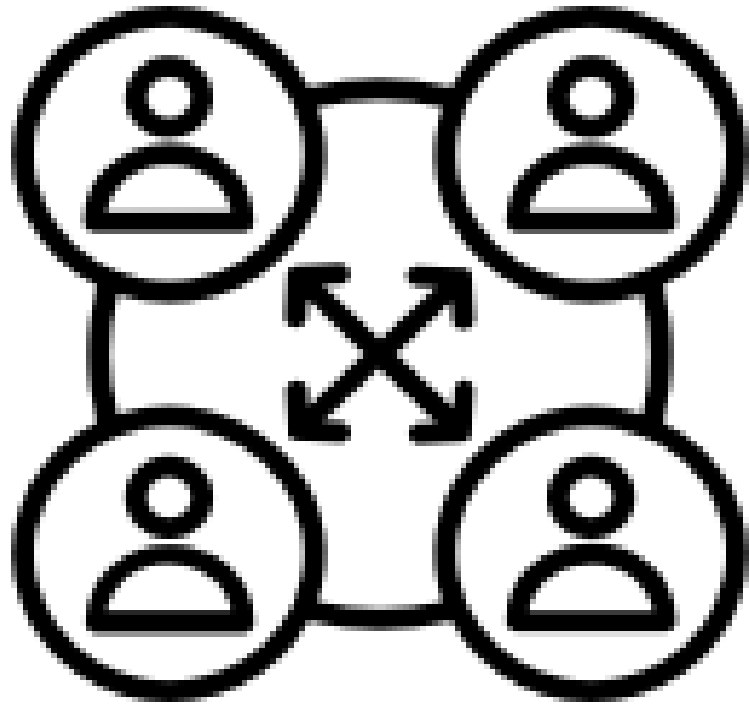
Numerous statutes and regulations guide and govern CoC's. The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009 is the guiding legislation:

- <https://www.federalregister.gov/documents/2012/07/31/2012-17546/homeless-emergency-assistance-and-rapid-transition-to-housing-continuum-of-care-program>

The GRCoC develops policies and procedures locally to maximize services for each household and resources.

Learn more: www.endhomelessnessrva.org

Access to homeless assistance programs

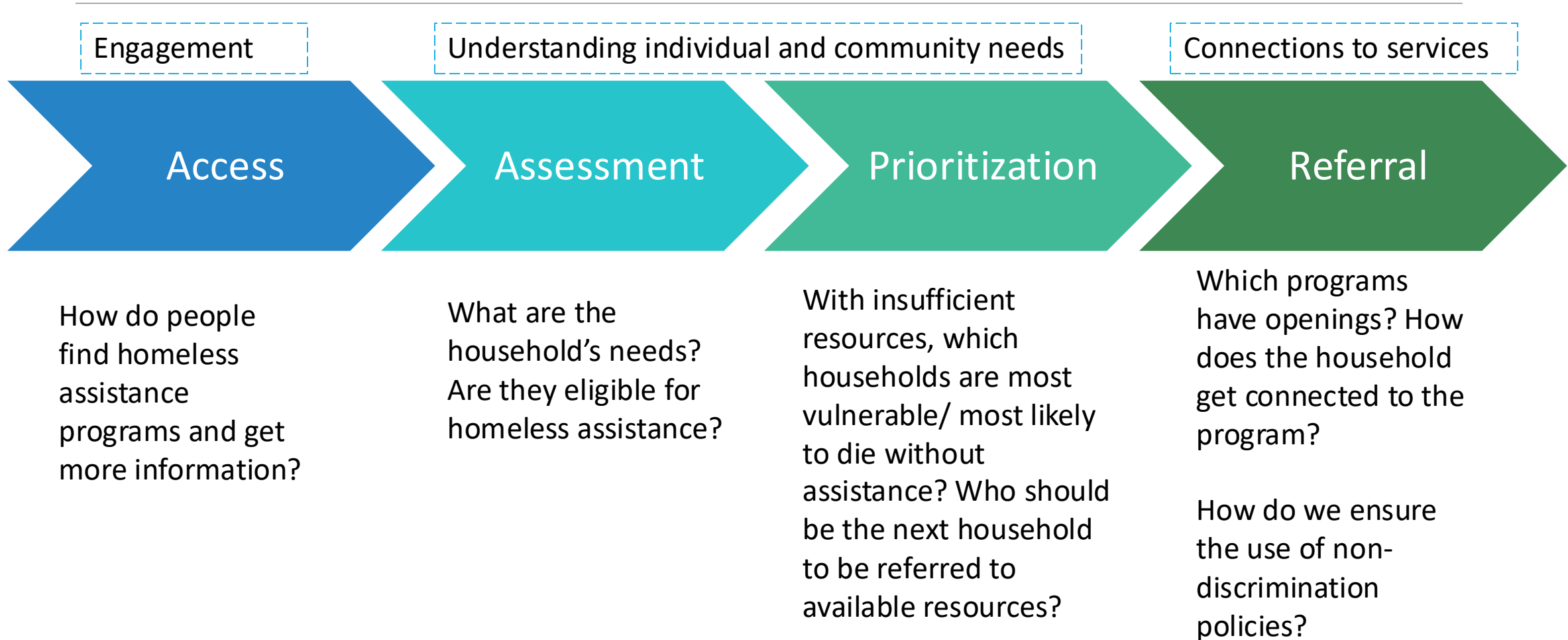


- There are not enough resources to serve everyone who is eligible.
 - There is not a right to shelter or housing assistance.
 - Some people can be successfully connected or reconnected to their natural support system to solve their homelessness.
- Access to programs with any public funding is coordinated.
- Referrals to shelter and housing programs are centralized and prioritized.
 - Say no a lot in order to strategically say yes.
- Individual choice.
 - People can turn down services—even housing.

Requirement for Coordination

- HUD introduced the concept of Coordinated Entry (or coordinated assessment) in 2012 regulations and defined as:
 - unified approach (policies and processes) that governs how people experiencing homelessness access the services available to them.
 - coordination and management of a crisis response system's resources that allows users to make consistent decisions...[and] to efficiently and effectively connect people to interventions that will rapidly end their homelessness.
 - Communities are required to have a Coordinated Entry System (CES) to receive federal and state funding targeted to address homelessness. (Provisions in the 2012 CoC Program interim rule at 24 CFR 578.7(a)(8) require CoCs to establish a CES - hudexchange.info/news/hud-publishes-coordinated-entry-requirements-and-checklist-of-essential-elements/)
 - GRCoC developed CES in the early 2000's and revised according to new HUD guidelines and requirements published in 2017 (following the introduction of the concept in 2012.)
 - The GRCoC Board designated the **Homeless Connection Line (HCL)** as the primary Access Point for the CES in 2018 as well Coordinated Street Outreach and the Empowernet Hotline.
- *Other Access Points across Virginia - dhcd.virginia.gov/sites/default/files/Docx/vhsp/crisis-assistance-directory.pdf

Parts of Coordinated Entry as defined by HUD



Focus of our homeless services network




Sleeping outdoors/in tent


Living in car

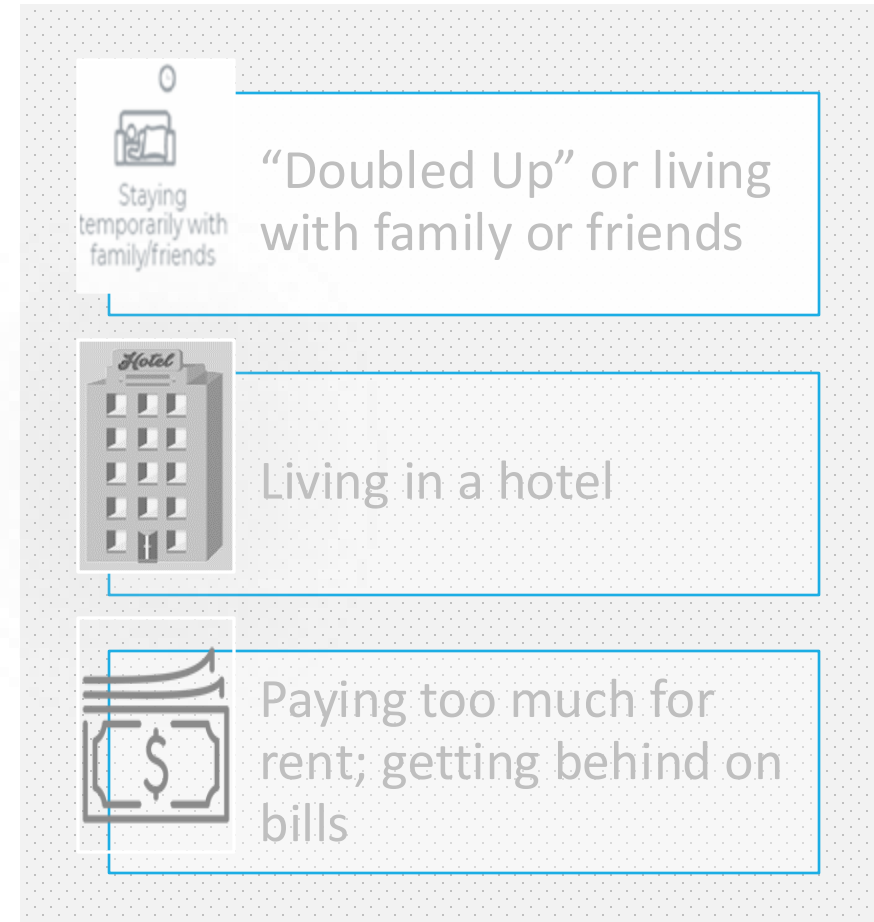
**Unsheltered;
nowhere safe to stay**



Fleeing domestic violence

**Fleeing sexual or
domestic violence**

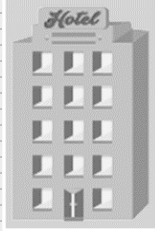


**No longer able to
stay where they are**





Staying temporarily with family/friends

**“Doubled Up” or living
with family or friends**


Hotel

Living in a hotel



**Paying too much for
rent; getting behind on
bills**

GRCoC Access Points

Homeless Connection Line = Primary

Coordinated Outreach = Those who are unsheltered or lack access to a phone

EmpowerNet Hotline = Those fleeing or attempting to flee sexual or domestic violence, human trafficking, or stalking

All Access Points:

- are collaborative projects with multiple partners.
- receive at least some public funding that triggers data, reporting, policy, and service coordination requirements.
- collect personal data. (HCL and Outreach use our CoC's shared database, HCIS.)
- make referrals to other community services.

EmpowerNet operates 24/7 (per state law) and is prohibited from using HCIS by federal law.

Access for people sleeping outside: Coordinated Outreach (frontline response; boots on the ground)



Notification of individual or family sleeping outdoors

Are you concerned about someone sleeping outdoors? Outreach and support services are available for people living on the streets and in other public places.

Please help us to assist people who are sleeping in places not meant for human habitation (such as cars, parks, woods, sidewalks, abandoned buildings) by letting us know where they are located. Our region's outreach team will attempt to make contact with the individual or family.

Please note that the outreach team works to build a relationship with individuals who may be uncomfortable seeking services. Making these connections takes time. Other individuals may already have somewhere to stay. Therefore, you may still see the individual or family after completing this form.

<http://bit.ly/RVAOutreach>

Partners

- Commonwealth Catholic Charities
- Daily Planet Health Services
- McGuire VA Homeless Outreach (vets)
- Richmond DSS
- RBHA
- VHBG

Access for most people experiencing homelessness: Greater Richmond Continuum of Care Homeless Connection Line



Partners:

- ACTS
- HomeAgain
- Homeward
- Housing Families First
- Senior Connections

Monday – Friday, 8am to 12pm; 1pm to 9pm

Saturday and Sunday, 1pm to 9pm

Provide problem-solving supports and records needs for emergency shelter and other homeless assistance programs

What happens when you call the HCL?

Automated greeting provides community information for callers

If all DS are busy, the caller leaves a message which is returned within 24 hours, usually the same business day.

DS enters required data elements into the shared CoC database.

The need for emergency shelter or other programs for callers who cannot be diverted is captured in the database.

Callers experiencing homelessness select the option to speak to a Diversion Specialist (DS.)

DS engages in a problem-solving conversation to understand the needs of the caller.

DS sends community resources by email or text if needed.

“Diversion” or Compassionate Problem-Solving Conversations: Focus of HCL

- **Diversion**

- A person-centered approach to assist callers.
- Begun in the GRCoC in 2015/2016 as a way to make the best use of limited shelter beds while still meeting the needs of households who needed assistance but not necessarily a shelter stay.
- Helps mediate conflicts with family or friends connected to housing
- Assists in identifying resources and natural supports to retain or access housing

- Strategy that empowers people facing imminent homelessness to identify safe and appropriate housing options, thereby assisting them to avoid emergency shelter.
- Diversion is not a barrier to other resources, rather, a first step in assistance that may make other interventions unnecessary.

To learn more, visit

[usich.gov/resources/uploads/asset_library/Prevention-Diversion-Rapid-Exit-July-2019.pdf](https://www.usich.gov/resources/uploads/asset_library/Prevention-Diversion-Rapid-Exit-July-2019.pdf)

HCL Call Volume

HCL receives 7,000 to 10,000 incoming calls every month.

Our coordinated system serves approximately 1,200 people each & every day in coordinated shelter and housing programs.

Types of calls HCL receives:

1. People within three days of losing housing
2. People who are not currently experiencing homelessness, but needing resources and support related to housing
3. People experiencing unsheltered homelessness
4. People who live outside of our region
5. Concerned citizens and community partners

Maximizing limited emergency shelter capacity to serve the most vulnerable households

- Households are prioritized for shelter based on their length of homelessness and other factors as determined by GRCoC.
- Access Navigator coordinates shelter referral and housing interventions.
 - Receives confirmation of available shelter beds by 8:30am each weekday
 - Pulls information from HMIS database. Households that have been prioritized are identified on the report and placed on a “match list” for referrals which is emailed to providers and partners that meet locally-developed confidentiality requirements.
 - Contacts households to inform and offer shelter placement.
- Referrals are coordinated based on what best fits client’s needs and available shelter beds
 - Accommodations/Adjustments
 - Physical space limitations
 - Safety Regulations
 - Background
- Access Navigator may reach out to additional households throughout the day to fill emergency shelter beds.
- Shelter programs prepare for arrival and completion of intake and (minimal) necessary documentation.
- Housing-focused planning begins.

CES Referral Partners

Shelters:

- CARITAS (Men)
- CARITAS (Women)
- HomeAgain (Families)
- HomeAgain (Men)
- Salvation Army (Families)
- Salvation Army (Men)
- Housing Families First (Families)



Housing Interventions (including youth programs):

- HomeAgain
- Housing Families First
- St. Joseph's Villa
- RBHA (HUD-funded units)
- SupportWorksHousing
- Virginia Home for Boys and Girls (VHBG)

Member Announcements

Opportunity for agencies to share updates

Thank you!

Questions?

Email Vicki Wise at vwise@homewardva.org

Next Meeting:

Tuesday, May 20, 2025 at 9:30