

HAC Minutes

February 3, 2021

Facilitator: Reggie Gordon

Welcome

I want to thank you all, this is our third session of the Homelessness Advisory Council and want to thank the members of the council as well our guest today.

The Mayor asked us to convene a group to take a look at our homelessness system and review what's working and what opportunities we have for growth. This work requires a period of education and today we welcome people who have first-hand experience as providers and/or people with lived experience.

Session 3: Wednesday, February 3 (4-5pm)

Process:

Each guest will provide access to information about their organization.

- The History and Mission
- Programs and Services for people experiencing the crisis of homelessness
- Number of staff dedicated to this work
- Annual operating budget for this work
- The source of most of your revenue
- Percentage of your revenue that comes from the city
- If applicable, address why you have barriers to entry like age or sexual orientation
** see PowerPoint, documents and websites for more information

Purpose:

Real Life in Richmond. Presentations by Providers and People with Lived Experiences.

Presenters:

1. **CARITAS:** Karen Stanley, President and CEO
2. **Commonwealth Catholic Charities:** Jay Brown, Executive Director
3. **Daily Planet:** Dr. Patricia Cook, Executive Director and Ms. Anita Bennett
4. **Housing Families First:** Beth Vann Turnbull, Executive Director
5. **Richmond Police Department – HOPE Unit:** Officer Jason Kuti
6. **The Salvation Army:** Stephen Batsche, Executive Director of Program Services
7. **Virginia Supportive Housing:** Alison Bogdanovic, Executive Director

Presentations:

1. CARITAS

Karen Stanley kstanley@caritasva.org
<https://www.caritasva.org/>

See ppt



CARITAS Center Tour
- Homelessness Advi

History and Mission

- CARITAS was established around since 1987.
- United by our compassion, CARITAS helps our most vulnerable neighbors break the cycles of homelessness and addiction to reclaim their dignity.
- To provide effective, permanent solutions to individuals and families dealing with the crisis of homelessness and/or addiction in the Metro Richmond area.
- Opening in late 2020, [the CARITAS Center](#) will bring all the solutions for breaking the cycles of homelessness and substance use under one roof. We can't wait to watch CARITAS transform another neighborhood and positively impact thousands of lives.

Programs and Services

- The Healing Place for Women – 120-bed peer-based recovery program.
- The Healing Place for Men – in a separate facility with 180 bed capacity.
- CARITAS Works – Expanded state-of-the-art classroom space.
- Furniture Bank – Warehouse space for Furniture Bank clients and volunteers.
- 47 Sober-Living Apartments – For program graduates and qualifying community members.
- Women's Emergency Shelter — A permanent location, providing a safe haven during crisis and a bridge to stability.
- CARITAS Administrative Offices – All located efficiently under one roof.
- Leased Office Space – For a community partner.

Staff, Budget and Statistics

- We have 48 part-time hourly workers, 20 full-time staff and six AmeriCorps members.
- Our annual budget is about 5 million dollars and the source of most of our Revenue is private funding which is about 50% that includes individuals congregation, foundations and businesses, about 25% is earned revenue and that's for program fees from the Furniture Bank Enterprises, our apartment rentals and then 20% is from Federal, State and Local government, our percentage of revenue that comes from the city of Richmond is about 3%.

2. Commonwealth Catholic Charities

Jay Brown Jay.Brown@cccovva.org

Jay Sean – Outreach Worker

Carson - Homeless Services Program supervisor

<https://www.cccovva.org/>

History and Mission

- Since 1923, Commonwealth Catholic Charities has provided life-changing human services to vulnerable individuals and families throughout the Commonwealth of Virginia, CCC offers quality and compassionate human services to all people, especially the most vulnerable, regardless of faith.

- We provide quality, compassionate human services to all people, especially the most vulnerable, regardless of faith.
- We envision a world without poverty where people of all races and faith are treated with respect, and all are inspired to serve.
- We have been part of the Homeless Services System since about 2004 when we started our Central intake program, now known as the Homeless Point of Entry. We operated the Conrad Center or the warm weather shelter.

Programs and Services

- Since Oct. of 2019 we have been located in the Housing Resource Center at 809 Oliver Hill Way. At that time partnered with advocates for Richmond Youth School VCU Social work and the United Way to offer a drop-in/Youth Hub for youth who are experiencing housing instability. Ages of 18 and 24. So some of the things that we do provide include first and foremost having a Lobby on where anyone can drop in at any point during the day readily have care packages snack supplies available to anyone. We provide book clubs for youth, movie nights all in an effort to build a social support for those young people.
- We identify individuals experiencing homelessness in the city of Richmond as well as surrounding counties and connect them to resources that will end their homelessness
- We are targeting our efforts in wraparound services for those who have historically been a disconnected, such as youth experiencing homelessness and housing instability as well as the unsheltered population.
- We are able to advocate for them and help them navigate the system and through a wide range of services to people experiencing the crisis of homelessness.
- We also have a housing navigator who works with anybody who comes looking for housing we help get people into shelter through the Homeless Crisis Line, but we also help with finding housing.
- We have no barriers to accessing our services and that includes anybody with a different ability or disability. And of course no barriers based on gender identity or sexual orientation
- We also currently provide housing Focus case management to over a hundred households that are currently sleeping outside utilizing the safety net shelters are option or the non-congregate shelter option, which is the hotels.
- We also continue to provide case management to some people that move under shelter if we've had kind of a long-standing rapport with them.
- So we are moving a lot of people from those programs into permanent housing destination such.

Staff, Budget and Statistics

- Our operating budget is around seven hundred and fifty thousand dollars a year. 5 % of that comes from state government another 17 percent comes from local governments 14 percent comes from the city of Richmond, 23% comes from private foundations and the bulk of it over 54% is from individual fundraising efforts that we operate throughout the year.
- So since our street outreach program began in 2018. We have served 1411 unique Individuals, this total included a 128 military veterans and 455 chronically homeless adults. Since 2018, 70% of clients have exited from Street homelessness, emergency shelter or permanent housing destinations in the kind of framed in the context of COVID, 2020 is obviously going to be a challenging year.

- However we served 731 unique household through, 591 of those individuals have exited from our services. Some went into permanent housing and 310 were connected with emergency shelter options within our city. So that means that nearly 20% of our unsheltered clients who were sleeping on the street moved on to permanent housing and over 50% exited to emergency shelter. So they were safe and able to isolate from COVID, they were able to get tested and connected to other options, like some of the providers so we've had really great success even though there's been a lot of challenges over the last year.

3. Daily Planet

Dr. Patricia Cook pcook@dailyplanetva.org

Anita Bennett abennett@dailyplanetva.org

<http://www.dailyplanetva.org>



Daily Planet
Homeless Advisory Co

History and Mission

- Daily Planet Health Services envisions a community where ALL are empowered to live healthy, enriched and stable lives. To that end, Daily Planet provides accessible, comprehensive, and integrated quality health services to anyone regardless of their housing, financial, citizenship or insurance status.
- 1969- Many young adults “dropping out” of society. Jewish Family Services (JFS) sends social workers to work with population.
- 1975- Took the name of The Daily Planet
- 2004- Opened Safe Haven, transitional housing for veterans and Ryan White clients
- 2009- Renovations to 517 W. Grace St. to double the capacity of primary care and dental services
- 2014-Opened Southside Health Center and co-located Medical Respite Program
- 2017- Adopted “Daily Planet Health Services” with geographic references for facilities
- 2020- Opened DPHS COVID Clinic

Programs and Services

- We offer comprehensive, integrated healthcare to all in need with the ultimate goal of individual positive health outcomes, self-sufficiency and independent living.
- Primary Care, Oral Health, Behavioral Health, Case Management & Outreach, Safe Haven and Medical Respite.

DPHS Initiatives

- Expanded case management and outreach team (4 street outreach employees and 1 new housing navigator)
- Outreach Team provides food and clothing when needed (donated items)
- Medical Outreach –grant funded pilot to provide primary care and case management to patients in the hotel setting
- Evaluating the use of a mobile medical vehicle
- Providing COVID testing and vaccinations

Staff, Budget and Statistics

- 126 DPHS Employees across all service lines dedicated to serving Richmond’s most vulnerable patients
- Over 11,000 unique patients in CY2020
- Over 50,000 patient visits from 2009-2020
- Budget FY2021: \$9,645,861
- Government 45%: Federal, State and Local 1%
- Program and Patient income: 33%
- Contributions: 14%
- MOA’s and Contracts: 13%

4. Housing Families First:

Beth Vann Turnbull beth@housingfamiliesfirst.org

Denise Thomas Brown, Family Housing Case Manager - Rapid Rehousing

<https://housingfamiliesfirst.org/>



Housing Families
First Richmond Home

History and Mission

- Founded in 2000 as Hilliard House. Housing Families First gives families facing homelessness the opportunity to build a legacy for their families by providing a path to a permanent home.
- Housing Families First is committed to leading the way in functionally ending family homelessness in the Richmond region.
- Richmond will have ended family homelessness when the number of households experiencing homelessness is less than the number of households a community has proven it can house in a month.

Programs and Services

1. We follow a Housing First approach, meaning that we provide housing counseling, help with housing search, and move-in funds for any and all families that pursue a permanent home.
- Hilliard House Emergency Shelter is the largest emergency shelter for families with children in the region, housing up to 40 children and adults at one time – each with their own bedroom and bath. Due to its physical layout, it is the only shelter in the region that did not have to reduce capacity during the pandemic. 91% of families that spent time at Hilliard House in 2020 moved directly into a permanent home.
 - Building Neighbors Rapid Re-Housing o Building Neighbors is a permanent housing program that helps families, as well as single women, find suitable housing and move into a permanent home, then provides additional case management and connections to the supportive services needed to sustain it. 98% of households that pursued RRH with Housing Families First in 2020 moved into permanent housing.
 - Bringing Families Home School Partnership. Bringing Families Home is a partnership with Richmond Public Schools to move highly-mobile, precariously-housed families out of motels and doubled-up situations into permanent homes. These families do not meet HUD guidelines to receive typical homeless services, but are in great need of housing counseling and move-in assistance. This partnership was launched in late April 2020 with funding from the Robins Foundation.

Staff, Budget and Statistics

- Number of Staff: 20
- Annual Operating Budget:
About \$1.43 million without CARES Act - About \$1.86 million with CARES Act
Source of Most Revenues - Roughly 46% private funds (Foundations, United Way, congregations, individuals, community groups);
54% public funds (mostly HUD and HUD pass-through, plus Henrico non-departmental funds)
Percentage of FY21 Revenue that Comes from the City - 5.2% without CARES Act –
13.9% with CARES Act
- People Served Annually across our 3 Programs:
Over 500 children in adults living in more than 150 households.
66% of our 2020 clients became homeless in the City of Richmond.
- The Hilliard House is the only fully handicapped-accessible shelter for families in the region. - In our shelter, we accept all individuals and families referred to us, including not only any family with minor children but also pregnant women and couples (with no children yet) and all-adult families in which one or more adults is a dependent. - Our school partnership accepts any family with an RPS student referred to us. - Our rapid re-housing program accepts families of any composition as well as single women.

We provide ER for families with children in the region. Thanks to the generous support of our community, Housing Families First continues to lead the way in helping Richmond-area families have a safe place to call home.

5. Richmond Police Department – HOPE Unit:

Officer Jason Kuti Jason.Kuti@richmondgov.com

History and Mission

- H.O.P.E. (Homeless Outreach Partnership and Enforcement) The HOPE Unit is designed to enforce the laws of the Commonwealth of Virginia and perform outreach to educate and direct homeless individuals to the appropriate place for assistance. HOPE also partners with service providers and businesses to assist Sector Officers with issues or concerns centered on homeless individuals.
- In 2008 Chief Durham wanted to know more about the homeless community and about the homeless people, Homeward and about activism and services. He established the Homeless Outreach Partnership and Enforcement (HOPE) unit with four officers and a Sergeant.
- We originally partnered with the Department of Social Services, and we had a social worker that was assigned to us. We would go out at least three or four times a week on a weekly basis to do Outreach for the homeless. We don't have any specific Outreach Workers at this time, although we think the city is attempting to hire someone.

Programs and Services

- We have worked with all the different homeless organizations: The Daily Planet' Catholic Charities, RBHA, Social Services, and Supportive Housing. If there's a homeless organization in the city, we probably have worked with them or had somebody do a ride along.
- We receive complaints, concerns and outreach requests from the community, the different Precincts, Councilmembers, organizations, citizens and businesses.

- Instead of calling 911, they feel more comfortable calling the HOPE unit. We can spend a little more time with the person and figure out exactly what they need.
- We provide a triage. It is easier when we had an Outreach worker, DSS, or someone from RBHA who know more about mental health services, or if someone just needs to go to the safety net shelter or if they just need to know what to do to get food stamps or Social Services.
- We will occasionally give rides to people when in need to get to the hospital or to get to the safety net shelter.

Staff, Budget and Statistics

- There are only two of us citywide - so we aren't 24/7 but we do adjust our schedules to specific requests or complaints.
- After a couple of years of being pulled back to other patrol assignments, the HOPE Unit is now back full time.

We have a good understanding of those who are sleeping on the streets in Richmond. We get calls from all the precincts when there's anyone around and looking for shelter. We were on and off for a while and we go back to patrol, but this is now our job full time role. So we're out there every day talking to people in camps and various places. If a complaint comes up, we are at least familiar with who the person is, so they are not afraid to talk with us, and we can keep them safe and hopefully point them in the right direction.

6. The Salvation Army Central Virginia Area Command

Stephen Batsche Stephen.Batsche@uss.salvationarmy.org

<https://salvationarmypotomac.org/richmondva/>



Homelessness
Advisory Council_The

History and Mission

- The Salvation Army Central Virginia, headquartered in Richmond, was founded in 1885.
- The mission: To preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

Programs and Services

Scope of services for people experiencing the crisis of homelessness:

- TSA operates a low barrier, congregate, emergency shelter at 2 West Grace St.
- The shelter has 33 beds for single men and up to 25 beds for families with children.
- Case managers help shelter residents find permanent housing as quickly as possible.
- Case managers work through barriers contributing to residents' homelessness. These include substance abuse, unemployment, mental illness, or a criminal record.
- Case managers assist residents in developing realistic goals to overcome these barriers.

Staff, Budget and Statistics

- The Salvation Army emergency shelter has operated at 50% capacity since April 2020.
- CY2019 TSA served 207 homeless men and 27 homeless families/131 persons.

- Number of staff dedicated to this work: • 22 employees / 12 FTE
- Annual operating budget for this work: • \$562,133
- The source of most of your revenue:
Individual contributions from the general public
Percentage of your revenue that comes from the city: • Emergency Shelter - 0% prior to the COVID 19 pandemic / 0.8% with ESG-CV funding • All other Salvation Army programs – 0% city funding
- If applicable, address why you have barriers to entry like age or sexual orientation:
The one barrier to entry is the configuration of the building. There is no elevator to the second floor, where the shelter is located.
Persons who have a permanent disability or injury that prevents them walking a flight of stairs is a barrier to entry.

7. Virginia Supportive Housing

Alison Bogdanovic abogdanovic@virginiassupportivehousing.org

<https://www.virginiassupportivehousing.org/>



Virginia Supportive
Housing Presentation

History and Mission

- Virginia Supportive Housing's (VSH) mission is to end homelessness by providing permanent housing and supportive services. Founded in 1988, VSH was the first non-profit organization in Virginia to develop and provide permanent supportive housing for homeless single adults. Since then, VSH continues its tradition of Making Homelessness History.
- Affordable housing where people pay at least \$50.00 per month, no more than 30% of their income and they sign a lease and they can stay as long as they wish and then Supportive Services are voluntary and they are provided at their discretion.

As an affordable housing developer, we seek innovative solutions and partnerships that have resulted in several "firsts:"

- VSH was the first in the nation to develop regionally funded, permanent supportive apartments for formerly homeless individuals. The New Clay House opened in Richmond in 1992 as Virginia's first studio apartments with support services for 47 formerly homeless residents.
- In 2000 we launched the first affordable rental housing program in Virginia for homeless families moving from shelters and transitional housing.
- Our first mixed-income apartment community serving formerly homeless as well as low-income individuals, The Crossings, opened in Charlottesville in 2012.

Programs and services

- As Virginia's largest supportive housing organization, we developed and we manage more than 650 housing units in 17 communities, and we serve hundreds of additional clients in permanent housing with private landlords.
- Buildings, we provide Management in these apartment buildings and we provide the Supportive Services and we also have we can't build communities fast enough.\
- We also partner with landlords and about half the program participants. We serve are served in apartments in the communities and there's mobile case management that that is taken to them.

- Our latest project is in Eastern Henrico, a partnership with Henrico and Richmond in redeveloping the Seven Hills Nursing Home into Cool Lane a 90, one bedroom apartment complex for people who experience chronic homelessness. We know that those who have been on the streets for a long time period and have at least one disability, their life expectancy is 20 years less than what we would experience. They have complex long-term health conditions mental illness substance use disorders and physical disabilities and they typically cost a community 30 to 50 thousand dollars per person per year. That said, this pretty much covers our average length of stay for a resident or program participant.

Staff, Budget and Statistics

- Our annual operations are approximately 10 million dollars, 75 % comes from government contracts.
- We also have 17 apartment buildings that we have we own and manage and that's another 6 million dollars in operations and we have 70 property management team members who provide 24-hour service in in those buildings Property Management Services are So up that 10 million dollar annual operations
- We receive Federal and State funding and the remaining part of our budget comes from Fundraising and fees for services. We receive 3% of funding from the city of Richmond, through the [Housing Trust Fund](#) and non-departmental funds.
- Staff includes: 50 Supportive Service team, 25 Administration team and 70 Property Management team. These are not included in the 10 million budget.
- We serve 1720 people a year, and a little more than half of that goes to the Greater Richmond Area.
- We have a 96% success rate in people we work with not returning to chronic homelessness.

We don't have barriers to housing clients. We provide them with the supportive services that they need to help them maintain and sustain. It takes a person about four and a half years to get them stable, to be confident with themselves to go on with the program and to be able to sustain it without support services. Our clients are the fastest at and able to identify and achieve their goals.

We support recovery. We assist with socialization and recreational activities.

We manage their crisis situations. We build in activities of daily living skills with them and we assist with medication and management, and we also deal with the community.

Conclusion:

Thank you to our guests from Caritas, Catholic Charities, Daily Planet, Housing Families First, Richmond Police Department - HOPE unit, Salvation Army and the Virginia Supportive Housing.

Thank you for your work, thank you for being a part of the collaborative effort to find Pathways to housing stability for our neighbors.

If there are questions that HAC would like to have answered, please include them in your workbook and send them to Khilia so we can have them answered in a future session.

That concludes our session everybody. Have a great afternoon.

Ends: 4:05 pm