



IF YOU ARE UNSHELTERED:

Individuals or families currently experiencing homelessness or within three days of losing their housing may contact the **Homeless Connection Line** at **804-972-0813** to seek shelter and access to services and resources. This is the primary access point for the region's network of homeless services and emergency homeless shelters.

Additionally, between November 15, 2024 and April 15, 2025, individuals may also seek shelter at the City of Richmond's Inclement Weather Shelter operated by The Salvation Army at 1900 Chamberlayne Avenue, Richmond, Virginia 23222. The shelter hours of operation are 5:00 p.m. – 8:00 a.m.

IF YOU ARE CONCERNED ABOUT SOMEONE SLEEPING OUTDOORS:

You can assist people who are sleeping in places not meant for human habitation (such as cars, parks, sidewalks, abandoned buildings) by letting our region's outreach team know where they are located. Visit **tinyurl.com/streetrva** to fill out the linked form. The team will attempt to make contact with and provide support for the individual or family.

IF YOU ARE EXPERIENCING DOMESTIC AND SEXUAL VIOLENCE:

Individuals seeking shelter, counseling, and crisis assistance related to domestic and sexual violence may contact the 24/7 **EmpowerNet Hotline** at **804-612-6126**.



IMPORTANT NUMBERS

CITY OF RICHMOND - Community Resource and Training Center: 804.646.3111 - Homeless@rva.gov

Co-located with the newly formed Office of Homeless Services, the City of Richmond's Community Resource and Training Center supports Richmond residents experiencing hardship and housing insecurity - especially the unsheltered - by connecting them to services, resources, and navigation to support their path to stabilization. Resource Center Navigators work collaboratively with an adjunct corps of case managers and service providers from the behavioral health, social services, healthcare, employment, and homeless services systems to provide a rotating array of services and training opportunities. The Resource Center is a Greater Richmond Continuum of Care Connection Point.

Emergencies: 911

To report non-emergency crime or suspicious incidents: 804-646-5100 and press option 1.

Homeless Connection Line: 804-972-0813

Managed by Homeward, the Homeless Connection Line (HCL) facilitates access to resources and shelter alternatives for those who are three days or less away from losing their housing. This line is also available for those already experiencing homelessness. The HCL hours are 8:00 a.m.–9:00 p.m. Monday through Friday and 1:00 p.m.–9:00 p.m. on Saturday and Sunday.

Housing Resource Line: 804-422-5061

Managed by the Partnership for Housing Affordability, the Housing Resource Line (HRL) is a centralized access point to connect residents to programs and services that will help address their housing needs. The HRL is open Monday through Friday from 8:30 a.m.–4:30 p.m. The HRL directs residents to resources and services. The line does not, however, provide direct resources and services.

EmpowerNet Hotline: 804-612-6126

A collaborative effort of six organizations, the 24/7 EmpowerNet Hotline offers access to free, confidential, live trauma-specialists that connect residents to crisis intervention, emergency shelter, counseling, case management, and hospital-based services.

Eviction Diversion Program:

Managed by Southside Community Development and Housing Corporation, the Eviction Diversion Program assists qualified Richmond residents facing eviction who have a pending court date that is no less than 10 days away. For more information visit: scdhc.com/eviction-diversion-program.