

GRCoC Homeless Connection Line (HCL)

History

2015

GRCoC family providers explored the need for problem-solving support beyond waiting for shelter.

2016-2017

Pilot shelter diversion line

2018

Multi-agency collaborative line launched to reduce barriers for people in need and to meet new federal requirements

2020

Hours and partners expanded

Funding Support:

- Virginia Homeless Solutions Program
- US HUD Continuum of Care
- Homeward grant funding
- City of Richmond ARPA (7/22 - 12/24)

Goals:



Offers people seeking homeless assistance in the Richmond region a place to start



Delivers accurate information on available community resources



Provides problem-solving support from trained and compassionate staff



Fulfills data collection requirements so that our region can apply for public funding to address homelessness

The HCL does *not*:

- Make referrals to emergency shelters
- Provide financial assistance
- Address all housing needs (such as eviction support)

To learn more visit hclrva.org

To request info on trainings, please email: info@homewardva.org



Partners



Staffing: Multi-agency team

- 1 Director, 1 Operations Coordinator, 5 full time Diversion Specialists and 5 part time Diversion Specialists (including a Spanish speaker)

Hours of Operation

12 hours a day during weekdays
Monday - Friday, 8am - 12pm & 1pm - 9pm

8 hours a day on weekends
Saturday & Sunday, 1pm-9pm