

GLOSSARY
OF KEY TERMS &
CONCEPTS

HOMELESSNESS





HOMELESSNESS

FOUR TYPES ACCORDING TO HUD

FOUR CATEGORIES OF THE HOMELESS DEFINITION

Literally Homeless

Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

1. Has a primary nighttime residence that is a public or private place not meant for human habitation; or
2. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
3. Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Imminent Risk of Homelessness

An individual or family who will imminently lose their primary nighttime residence, provided that:

1. Residence will be lost within 14 days of the date of application for homeless assistance;
2. No subsequent residence has been identified, and
3. The individual or family needs more resources or support networks to obtain other permanent housing.

Note: Includes individuals and families who are within 14 days of losing their housing, including housing they own, rent, are sharing with others, or are living in without paying rent.

Homeless Under Other Federal Statutes

Unaccompanied youth under 25 years of age or families with Category 3 children and youth who do not otherwise qualify as homeless under this definition but who:

1. Are defined as homeless under the other listed federal statutes;
2. Have not had a lease, ownership interest in permanent housing during the 60 days prior to the homeless assistance application;
3. Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and
4. Can be expected to continue in such status for an extended period of time due to special needs or barriers

Fleeing/Attempting to Flee Domestic Violence

Any individual or family who:

1. Is fleeing, or is attempting to flee, domestic violence;
2. Has no other residence; and
3. Lacks the resources or support networks to obtain other permanent housing

Note: For the purposes of this category, "Domestic Violence" includes dating violence, sexual assault, stalking, and other dangerous or life-threatening conditions that relate to violence against the individual or family member that either takes place in, or they are afraid to return to, their primary nighttime residence (including human trafficking).



SHELTER

STYLES & TYPES



Shelter Types & Styles

Congregate

Location where individuals and households are provided space in a common area with limited or no privacy, such as a gymnasium

Semi-Congregate

Location where each individual or household has space that offers some level of privacy, such as smaller rooms with fewer individuals and/or partitions

Non-Congregate

A location where each individual or household has a private space with a door that separates them from other persons/households, such as a hotel room

Transitional

A program that provides a temporary residence, ranging from 6-24 months, that includes supportive services to improve employability

Low Barrier Shelter

Low-barrier shelters aim to provide shelter to individuals experiencing homelessness by using a harm reduction approach and removing or diminishing barriers to entry and continued residency. In this case, harm reduction refers to an evidence-based approach to providing supportive services and meeting people experiencing homelessness where they are rather than requiring them to meet the expectations of others.

Key Notes

Meeting people where they are and providing support around their goals

Remove historical barriers to shelter entry like sobriety, ID requirements, curfews, and complex intake processes



High Barrier Shelter

High-Barrier Shelters are locations that require guests to meet certain requirements in order to be allowed to stay. These requirements could focus on sobriety, curfews, church attendance, program participation, and identification.



Key Notes

High-Barrier Shelters can provide solutions for some individuals experiencing homelessness

High-Barrier shelters do place constraints against serving all unsheltered individuals.



KEY TERMS

AND ABBREVIATIONS

KEY TERMS

Area Median Income (AMI)

A metric established by the federal government indicating the annual income for the median or 'middle' household in a region.

By-Name List (BNL)

A comprehensive list of every person in our community experiencing homelessness and known to at least one service provider.

Chronically Homeless (CH)

A homeless individual with a disability who lives either in a place not meant for human habitation, a haven or an emergency shelter, or in an institutional care facility. The individual must have been living in any of the above-described places either continuously for at least 12 months or on at least 4 separate occasions in the last three years as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described.

Chronically Homeless Families (CHF)

Chronically homeless families are families with adult heads of households who meet the definition of a chronically homeless individual. If there is no adult in the family, the family would still be considered chronically homeless if the minor head of household meets all the criteria of a chronically homeless individual.

Continuum of Care (COC)

The group organized to carry out the responsibilities required under Federal law (24 CFR part 578) and is composed of representatives of organizations, including nonprofit homeless service providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless individuals to the extent these groups are represented within the geographic area and are available to participate—**led by BRACH in our community.**

Coordinated Entry

Process designed to coordinate program participant intake, assessment, and provision of referrals. The system covers the geographic area, is easily accessible, and should ensure that all people experiencing a housing crisis have fair and equal access and are quickly identified, assessed for, referred, and connected to housing and assistance based on their strengths and needs -- **led by The Haven in our community.**

KEY TERMS

Homelessness Management Information System (HMIS)

A local information technology system collects client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. Each CoC is responsible for selecting an HMIS software solution that complies with HUD's data collection, management, and reporting standards. **BRACH manages this in our community.**

Housing First

Housing First: Housing First is an approach to address homelessness. Housing First has become one of the most popular models for serving chronically homeless people in the last few years. This approach is based on the understanding that homelessness is primarily a lack of housing, and the fastest way to help a person out of homelessness is to provide that person with housing. The housing first approach focuses on providing housing as quickly as possible and subsequently providing services as needed and desired by the program participants. Permanent Supportive Housing and Rapid Rehousing programs are based on the Housing First Model.

Permanent Supportive Housing (PSH)

A CoC program component type providing indefinite leasing or rental assistance combined with supportive services for disabled persons experiencing homelessness so that they may live independently. **An example of PSH in our community is The Crossings & (in the future) Premiere Circle.**

Point In Time (PIT) Count

An unduplicated count of the people in a community experiencing homelessness, including both sheltered and unsheltered populations, on a single night within the last 10 days of January. **This is led by BRACH in our community, and we do the January count only (as of October 2024).**

Rapid ReHousing (RRH)

A permanent housing solution emphasizing housing search and relocation services and short- and medium-term rental assistance to move homeless persons and families (with or without a disability) as rapidly as possible into housing.

NOTE: In our community, chronically homeless individuals are the priority for Rapid ReHousing dollars, which The Haven administers.

Transitional Housing (TH)

Designed to provide homeless individuals and families with the interim stability and support to successfully move to and maintain permanent housing.

OUR COMMUNITY



WHAT ARE YOUR RESOURCES

Charlottesville Corps

Salvation Army



INFORMATION



Location: 207 Ridge Street | Charlottesville

Leadership: Majors Mark & Jennifer Van Meter

Website: <https://charlottesville.salvationarmypotomac.org/charlottesville/>

Phone: (434) 295-4058

Email: charlottesvilleVA@uss.salvationarmy.org

Services

SOUP KITCHEN

- Open 365 days a year, providing meals to the public
 - **Monday-Saturday**
 - 8a Breakfast
 - 5:15p Supper
 - **Sunday**
 - 9:15a Brunch
 - 4:00p Supper

EMERGENCY SHELTER

- 58 Bed Shelter
- High-Barrier [sobriety]
- Focus on helping transition guests to long-term stability

EMERGENCY FOOD

- Food Pantry available outside Soup Kitchen

PACEM

People & Congregations Engaged In Ministry



INFORMATION



Location: Shelter provided within the City and Albemarle County

Leadership: Cameron Moore - Interim Executive Director; (10/24); Cindy Chambers - Operations Manager

Website: <https://pacemshelter.org/>

Email: info@pacemshelter.org

Services

THERMAL OVERNIGHT SHELTER

- Open Fall to Spring - exact dates vary
 - **2024-2025 Season begins November 2, 2024** - guests are accepted from 5:30-7p
 - Low-Barrier Shelter
- Congregate shelter. Provided in partnership with local faith communities, separate shelters for men and women.
- Overflow Warm Room provided in partnership with Salvation Army
- **To access shelter, call the Men's Shelter Line at 434-465-1392 or the Women's Shelter Line at 434-465-7521**
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CASE MANAGEMENT/ADVOCACY

- PACEM staff provides case management of some shelter guests
- Focus on moving into housing, assisting with employment, helping with benefits through SOAR, and supporting medical and mental health needs
- Special Population Focus: Seniors Experiencing Homelessness & Women Experiencing Homelessness

Shelter

For Help In Emergency (SHE)



INFORMATION

Location: Outreach Center 1415 Sachem Place, Suite 101 | Charlottesville /
Shelter confidential to protect survivors

Leadership: Anna Mendez - Executive Director;

Website: <https://www.shelterforhelpinemergency.org/>

Phone: (434) 293-8509 (24-hour Hotline) | 434-963-4676 (community outreach center)

Email: info@shelterforhelpinemergency.org

Services

SHELTER SERVICES

- 24-hour hotline for victims and survivors - 434-293-8509
- Free individual and group counseling to residents of the shelter and community members
- Group and individual therapeutic sessions for child and adolescent victims

EMERGENCY SHELTER

- Offers emergency, temporary housing to victims of domestic violence
 - 25 beds available
 - Serves District 10: Charlottesville, Albemarle, Fluvanna, Green. Louisa & Nelson
- It also offers transitional housing.

EDUCATION & ADVOCACY

- Leads annual Domestic Violence Awareness Month Programing (October)
- Provides services for Spanish-speaking Community
- Prevention Programs like Safe Dates & Do YOU + Bystander Intervention Training
- Legal advocacy for survivors



INFORMATION

Location: 112 West Market Street | Charlottesville

Leadership: Owen Brennan - Interim Executive Director (10/24)

Website: <https://www.thehaven.org/>

Phone: (434) 973-1234

Email: operations@thehaven.org

Services

DAY SHELTER

- Open Hours
 - Monday-Thursday: 7a-12p/
1p-5p
 - Friday: 7a-5p (lunch served)
 - Saturday: 7a-12p
 - Sunday: 7a-12p (lunch served)

SHELTER SERVICES

- Breakfast
- Showers
- Mailing Address
- Laundry Services
- Computer Access
- Storage Bins (Full)

HOUSING ASSISTANCE

- Leads Homeless Information Line (HIL) at 434-207-2328 to support literally homeless persons, those at risk of homelessness within 14 days but have new housing prospects or are doubled up with friends/in a motel and have housing prospects
 - HIL will return calls within 3 business days between the hours of 8a-8p (as of 9/24)

BRACH

Blue Ridge Area Coalition for the Homeless



INFORMATION

Location: CitySpace| Charlottesville

Leadership: Shayla Washington - Executive Director

Website: <https://blueridgehomeless.org/>

Email: shayla@blueridgehomeless.org

CONTINNUM OF CARE LEAD

- BRACH is the HUD-Designated coordinator of the Continuum of Care for our Community
 - Focus on system improvement, collaboration, system implementation
 - Supports Service Provider Council
- **BRACH does NOT provide direct services to persons experiencing homelessness**

Services

Department of Human Services



INFORMATION

Location: 907 E Jefferson Street | Charlottesville

Leadership: Misty Graves - Director

Website: <https://www.charlottesville.gov/1099/Community-Resource-Hotline>

Phone: (833) 524-2904 for Community Resource Hotline

COMMUNITY RESOURCE HOTLINE

- Provides rental, mortgage, and utility bill assistance to eligible households in Charlottesville
- Call Monday-Friday
 - 9a-5p
 - 833-524-2904
 - Spanish Line: 434-373-0930

Services

Office of Social Equity

Home to Hope Program



INFORMATION

Location: 507 E Main Street | Charlottesville

Leadership: Roy Fitch, Jr. - Employment and Financial Opportunities Manager

Website: <https://www.charlottesville.gov/212/Home-to-Hope>

Phone: (434) 970-3601

Email: hometohope@charlottesville.gov

REENTRY SUPPORT

- **The program does not provide general emergency housing**
- The program serves participants using authentic, lived experience to impact and inspire “time-served” individuals by introducing resources, providing peer support, and advocating for fairness
- Participants must meet eligibility for support, including having been incarcerated, and support is tiered based on the time the participant has been back in the community
 - Support includes group sessions, employment search support, housing search support, financial support for critical items such as food and prescriptions
- **Must fill out an intake form online (<https://www.surveymonkey.com/r/HometoHopeIntake>) or in person at their office Monday-Friday from 9-5 pm**

Services

Additional Community Resources



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| <p>Region 10 Mental Health & Addiction Services</p> | <p>Website: https://regionten.org/ Phone Number: 434-972-1800</p> |
| <p>On Our Own Peer Support, Recovery Services</p> | <p>Website: https://www.onourowncharlotte.org/ Phone: 434-979-2440</p> |
| <p>Offender Aid & Restoration Re-Entry Services</p> | <p>Website: https://www.oar-jacc.org/ Phone: 434-263-2441</p> |
| <p>Network 2 Work Job Placement & Training</p> | <p>Website: https://www.n2work.org/ Network2Work@PVCC: https://www.pvcc.edu/community-business/network2work</p> |
| <p>Central Virginia Health Services Health care services</p> | <p>Website: https://cvhsinc.org/charlottesville Phone: 434-227-5624</p> |

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| <p>Charlottesville Free Clinic Health care services</p> | <p>Website: https://www.cvillefreeclinic.org/ Phone: (434) 296-5525</p> |
| <p>The Women's Initiative Women's Mental Health Services</p> | <p>Website: https://thewomensinitiative.org/ Phone: 434-872-0047</p> |
| <p>Virginia Employment Commission Income Development</p> | <p>Website: https://www.vec.virginia.gov/ Phone: 434-282-2594</p> |
| <p>COVID Street Sheet - Resources in Cville & Albemarle</p> | <p>Website for most up-to-date sheet: https://tinyurl.com/covidresourceguidecville Direct link to English pamphlet: https://drive.google.com/file/d/1LTtejo2fMpCBnsrmlhLbDiCTw36fT_tx/view (Last update July 2024)</p> |
| <p>2-1-1 Virginia</p> | <p>Website: https://www.211virginia.org Dial 2-1-1 or Text CONNECT to 247211</p> |