



Homelessness in Focus: A Community Briefing

City of Charlottesville, Virginia

May 2025



Agenda Overview

Introduction

Blue Ridge Area Coalition for the Homeless / BRACH

The Haven

Shelter for Help in Emergency

Salvation Army

PACEM



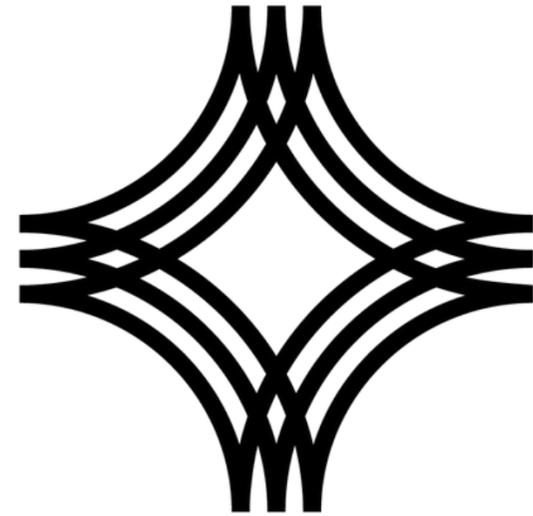
Unsheltered in Charlottesville

Homelessness remains a complex and pressing challenge in the City of Charlottesville, impacting individuals, families, and the broader community. While local partners have made significant strides in service coordination and outreach, housing affordability, economic instability, and gaps in supportive services continue to drive housing insecurity.

The City remains committed to advancing equitable solutions through collaboration with nonprofit providers, regional partners, and those with lived experience. This briefing workshop offers an opportunity to better understand current conditions, highlight ongoing efforts, and inform future strategies to address homelessness with compassion and accountability.

Presenters

- Shayla Washington, Executive Director - Blue Ridge Area Coalition for the Homeless (BRACH)
- Owen Brennen, Executive Director - The Haven
- Anna Mendez, Executive Director - Shelter for Help in Emergency (SHE)
- Major Mark VanMeter, Charlottesville Corps of the Salvation Army
- Cameron Moore, Interim Director & Cindy Chambers, Interim Deputy Director, PACEM



**Blue Ridge Area Coalition
for the Homeless**

Blue Ridge Area Coalition for the Homeless

The Blue Ridge Area Coalition for the Homeless aims to make homelessness rare, brief, and nonrecurring. At BRACH, we collaborate with communities to help individuals and families achieve housing stability, financial health, and improved quality of life.

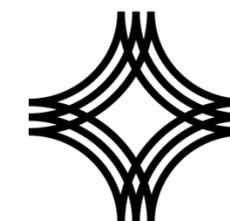
What is a Continuum of Care (CoC) & a CoC Lead Agency?

A Continuum of Care is a regional or local planning body coordinating housing and services funding for homeless families and individuals.

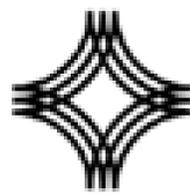
- **Continuum of Care (CoC) Lead Agency** is the primary organization within a CoC responsible for coordinating and administering the CoC's activities , especially the annual application process to the U.S. Department of Housing and Urban Development (HUD).

Services Provided by COC Lead Agency

- Coordination and Collaboration
- Data Management
- Grants Management
- Performance Improvement
- Policy Development



**Blue Ridge Area Coalition
for the Homeless**



**Blue Ridge Area Coalition
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Point In Time Count

Emergency Housing

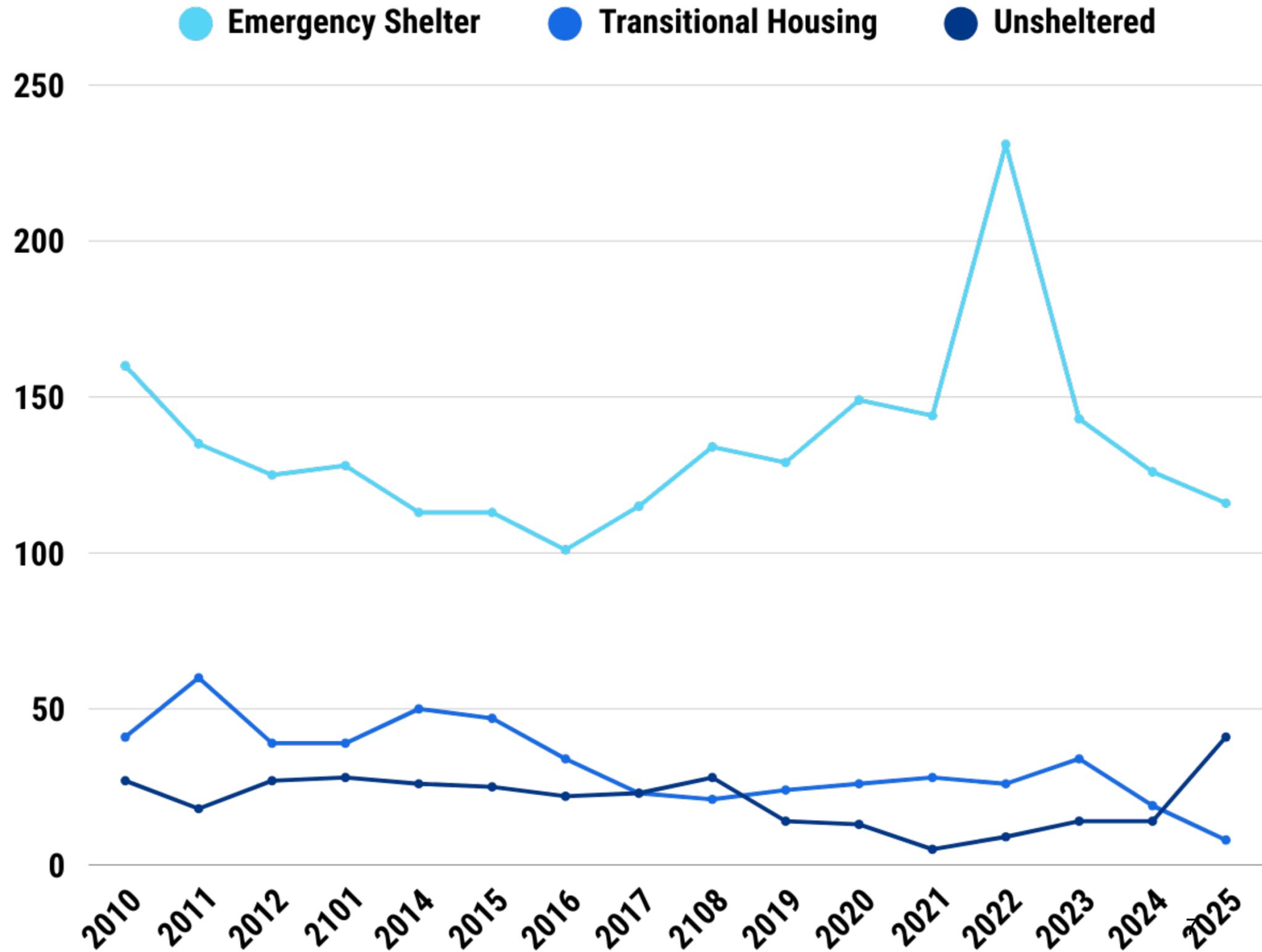
A facility that provides temporary, often overnight, housing for individuals and families experiencing homelessness.

Transitional Housing

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

Unsheltered

Individuals who do not regularly access shelters or transitional housing programs sleep in places not meant for human habitation.



By-Name List (BNL)

571

**TOTAL PEOPLE OVER ONE
YEAR**

(up from 498, June 2023-2024)

220

**TOTAL PEOPLE AT ANY GIVEN
TIME**

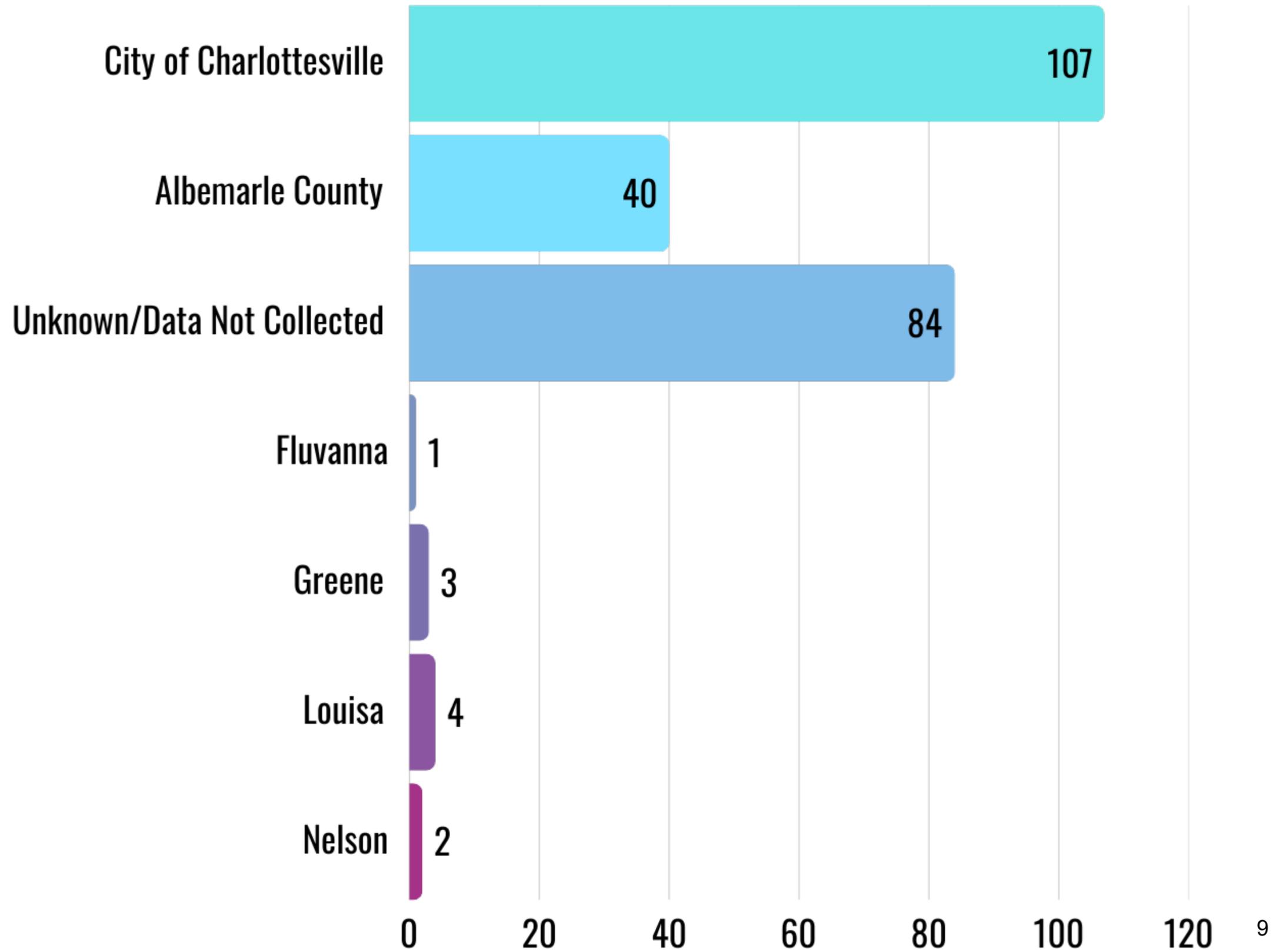
(Approximate numbers)

241

**DOCUMENTED INDIVIDUALS
ON THE LIST CURRENTLY**

WHERE ARE OUR UNSHELTERED FROM?

157 of 241 persons reported their locality of last permanent address



WHERE ARE OUR UNSHELTERED FROM:

A DETAILED LOOK



- 68% or 107 people on the By-Name List identify Charlottesville as the place of their Last Permanent Address



- 25.5% or 40 people on the By-Name List identify Albemarle County as the place of their Last Permanent Address

Our Work & Future Plans

NEW IN FY2025

- Lived Experience Advisory Council created
- Key outreach to fellow Continuum of Care Lead Agencies to establish a foundation for peer learning/best practice sharing
- Creating an Advocacy Platform
- Direct Service Expansion
 - Outreach Coordinator
 - Grant Funded - focus on the whole CoC catchment area
 - In Process

Summer 2025: Planning

- Engage in a strategic planning process for BRACH as an individual nonprofit
- Engage in a strategic planning process for the Continuum of Care

FY 2026 Future Look:

- Utilization of City Capacity Building Funding
 - Further staff expansions
 - Support strategic planning processes
 - Focus on creating best practices for duties exclusive to CoC Lead Agencies



Questions for BRACH

SCAN



<https://blueridgehomeless.org/>



THE HAVEN

The Haven

The Haven endeavors to end homelessness in the greater Charlottesville community. Motivated by radical hospitality, we strive to be the point of entry for people seeking stable housing. We open the doors wide for any and everyone, no matter their circumstances.

Haven Services: Day Shelter

Day Shelter

- Operating Hours
 - Monday-Friday
 - 7 am to 5 pm
 - (closed 12-1 pm M-Th)
 - Saturday & Sunday
 - 7 am to 12 pm
 - (closed 12-1pm Saturday)

Services Provided at Day Shelter

- Meals
 - Breakfast Daily
 - Lunch Friday & Sunday
- Hygiene Access
 - Showers
 - Laundry
- Mailing Address Access
- Referrals to other in-house and partner services
- In-house partnership with UVA Health



Day Shelter & Meals Guests

The Day Shelter and Food Programs saw the following guests from July 1, 2024, through March 30, 2025.

VISITORS TO THE DAY SHELTER	21,715
MEALS SERVED	20,044
UNIQUE GUESTS	412
MEALS SERVED	20,044

Haven Services: Housing Programs

Homeless Intake Hotline

- Homeless Intake Hotline (HIL) provides the first step into the coordinated entry system and the local Continuum of Care.

Housing First Programs

- Homeless Prevention: provides financial assistance for housing costs (up to \$3,500) for people who are going to lose their rental unit within 14 days and have no other resources
- Laura DeLapp Haven Housing Fund: provides financial assistance for housing costs to people who are homeless, or are about to become homeless, when no other resources are available and one-time support can be reasonably expected to prevent or end their experience of homelessness
- Rapid Re-Housing: provides financial assistance for housing costs and case management support for people who are literally homeless & on the by-name list

Homeless Information Line

The Haven received the following number of contacts to the Homeless Intake Line (HIL) and work completed by the Coordinated Entry Services (CES) from members of the community needing support.

NUMBER OF HIL CASES RECEIVED	3,687	COORDINATED ENTRY SERVICES (CES) ELIGIBILITY APPOINTMENTS CONDUCTED	375
REFERRALS MADE TO PREVENTION AND THE LAURA DELAPP HAVEN HOUSING FUND	148	CES APPOINTMENTS FOR CITY RESIDENTS	184 / 49%
		PROJECTED CES APPOINTMENTS FOR CITY RESIDENTS	499

2025 Winter Inclement Weather Support

In partnership with the City of Charlottesville Department of Social Services and Human Services, The Haven provided emergency placement and case management of unsheltered community members who would not normally access communal shelter during three inclement emergency weather events

JANUARY ~~22~~5

People Served: 28
Total Nights: 73

FEBRUARY-13

People Served: 12
Total Nights: 24

FEBRUARY-~~19~~

People Served: 20
Total Nights: 40



Questions for The Haven

SCAN



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



Shelter for Help in Emergency (SHE)

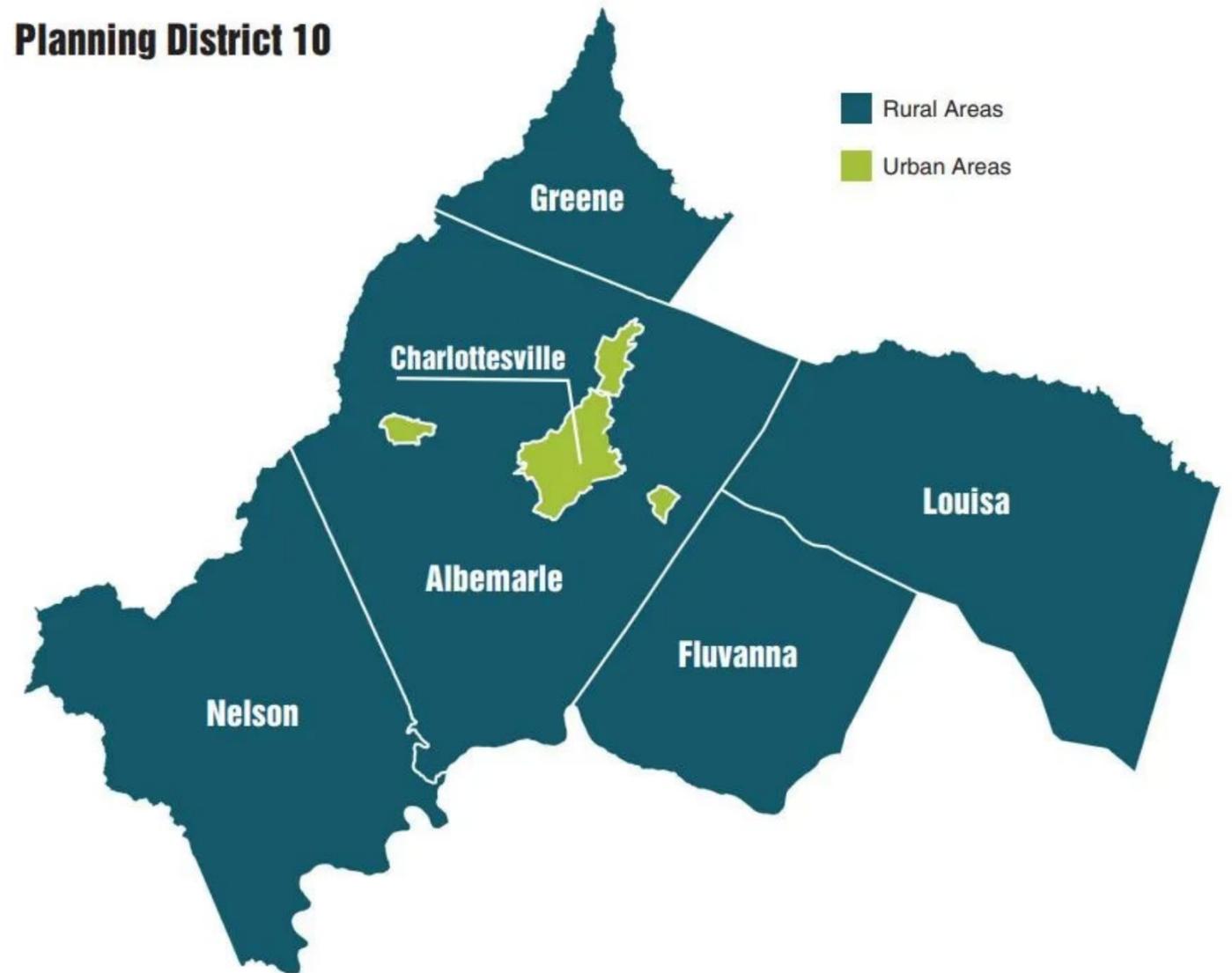
The Shelter for Help in Emergency is committed to providing a safe, supportive, confidential, and respectful environment in which survivors of domestic violence are empowered with the knowledge of personal and community resources as well as the skills needed to make informed decisions for themselves and their families.

Mission & Service Area



Working to end intimate partner violence in our community.

Planning District 10



Services Provided

- 24-hour crisis hotline
- Emergency shelter
- Resource assistance
- Information & referral services
- Legal advocacy
- Court accompaniment
- Programs for children and teens
- Spanish-speaking services
- Address Confidentiality Program
- Prevention and education programs
- Pet-safe program

2024 IN REVIEW



SHELTER NIGHTS PROVIDED TO SURVIVORS 6,099

WOMEN SUPPORTED IN RESIDENTIAL SHELTER

124

CHILDREN SUPPORTED IN RESIDENTIAL SHELTER

92

HOTLINE CALLS ANSWERED

1,464

ORDERS OF PROTECTION SECURED

100

EMERGENCY PROTECTIVE ORDERS (EPO)

65

FULL PROTECTIVE ORDERS

35

2024 IN REVIEW

REALTIME LETHALITY ASSESSMENT
SCREENINGS CONDUCTED

315

YOUTH EDUCATED ON PREVENTION

419

COMMUNITY MEMBERS EDUCATED

+ 4,000





Questions for SHE

IF YOU OR SOMEONE YOU KNOW IS A VICTIM OF DOMESTIC/INTIMATE PARTNER VIOLENCE, PLEASE CALL SHE'S 24 HOUR HOTLINE AT (434) 293 -8509

SCAN



<https://www.shelterforhelpinemergency.org>



The Charlottesville Corps of the Salvation Army

The Charlottesville Corps engages in “boots-on-the-ground” actions as those we help transition from crisis to community. The agency’s goal is that all who enter our program become part of a supportive community with a network of resources, family, and friends. We are the primary safety net for the greater Charlottesville area.

Salvation Army Services

Soup Kitchen

Open 365 days a year

- Meals Served to the Public
 - Breakfast | Monday-Sunday
 - Lunch | Sunday
 - Supper | Monday-Saturday

Emergency Shelter

- 58-bed shelter

Emergency Food

- Partner with Blue Ridge Food Bank's Rescue Program

Center for Hope Update

Year-Round Low -Barrier Emergency Shelter

A low-barrier shelter is housing-focused and designed to offer immediate service in a “no-judging” atmosphere. The goal is to get individuals who want to be off the street to a safe place.

PROPOSAL INCLUDES

- 50 year-round beds
- Flexible Space to Meet Demand
- Safe Environment

High -Barrier Emergency Shelter

High-barrier shelter is a family-friendly, kid-safe, longer-term emergency shelter option that requires guests to plan for obtaining secure, permanent shelter in the community. This often means finding employment and saving earnings while living at the shelter.

PROPOSAL INCLUDES

- 114 Beds
 - Including single occupancy rooms that have access to restrooms to support LGBTQIA/Non-Binary guests
- Community Dining Room
- Containment/Sick Bay Areas



By The Numbers: Service from 2024 Annual Report

CASES ASSISTED

1,917

UNIQUE INDIVIDUALS ASSISTED

4,510

NIGHTS OF LODGING PROVIDED

16,317

FAMILIES PROVIDED HYGIENE ORDERS

748

- The Salvation Army averages **10** individuals leaving their shelter services with housing and employment per month

FAMILIES PROVIDED GROCERIES

1,296

MEALS PROVIDED

54,282

VALUE OF THRIFT STORE VOUCHERS

\$17,776.25

Homelessness Insights: Health & Unsheltered

IN SEPTEMBER 2024, THE SALVATION ARMY COLLECTED DATA FROM STAFF THAT REVEALED A CLOSE CONNECTION BETWEEN THEIR SERVICE AND MEDICAL NEEDS.

**30-
35%**

OF SHELTER CLIENTS

ON AVERAGE WERE REFERRED FROM HOSPITALS AND REGION 10 TO THE SALVATION ARMY FOR UNHOUSED SERVICES

13

CALLS TO SALVATION ARMY

ON AVERAGE, 13 CALLS PER WEEK FROM HOSPITALS AND HEALTHCARE INSTITUTIONS (SUCH AS REGION 10, SUBSTANCE USE PROGRAMS, AND UVA

18%

OF SHELTER RESIDENTS

ON AVERAGE, WERE REFERRED TO THE SALVATION ARMY BY HOSPITALS OR REGION 10 ON SEPTEMBER 10, 2024 (7 GUESTS OUT OF 39 TOTAL)



Questions for the Salvation Army

SCAN



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



PACEM

PACEM is a grassroots organization that coordinates space and volunteers to shelter individuals in our community who are experiencing homelessness. They alleviate the challenges of homelessness through compassionate support, relationship building, and facilitation of services.

Mission, Purpose, Service

MISSION

- Provide emergency shelter and services in partnership with faith organizations and the community.

PURPOSE

- Alleviate the challenges of homelessness through compassionate support, relationship building, and facilitation of services.

SERVICE DELIVERY

- 5 year-round staff, 25 seasonal staff
- 100s of volunteers across 50 congregations, community groups, and UVA student groups
- Supportive services offered by community partners, including: The Haven, Region 10, UVA Medical School, UVA Center for Leading Edge Addiction Research, Charlottesville Dept. of Human Services, and City and County First Responders

PACEM Services: Low Barrier Shelter

Low Barrier Cold Weather Shelter

- Thermal Shelter – November – April Season
- Shelter Capacity (Men & Women are sheltered separately)
 - 30-45 Men
 - 15-16 Women
- Shelter Sites
 - Congregation sanctuaries
 - Fellowship Halls
 - Gyms
 - Congregation-Owned Locations
- Guests receive a hot dinner, a cot in a communal setting, access to case managers, connections to supportive services, and opportunities to socialize and decompress.

FYI: On Low Barrier Shelter Models

- Harm reduction approach
- Safety, not judgment
- Ample opportunities to seek support and problem-solve
- Access to housing resources

Low Barrier Shelters Mean:

- No ID Requirement
- No sobriety requirement
- No job/income requirement
- No legal history restrictions
- No case management requirement
- No pre-registration
- An amnesty box to hold weapons, tools, needles, or other possible safety hazards
- Transportation is offered when CAT is not available



- **298 Total Guests** used PACEM’s Emergency Thermal Shelter Services in FY2025



- **15.3%** of guests served over the past three years have accessed PACEM for **at least two seasons**
- **2.6%** accessed the shelter **every season for the past three years**

GENDER



- 70% (209/298) OF ALL GUESTS IN FY25 IDENTIFIED AS MALE

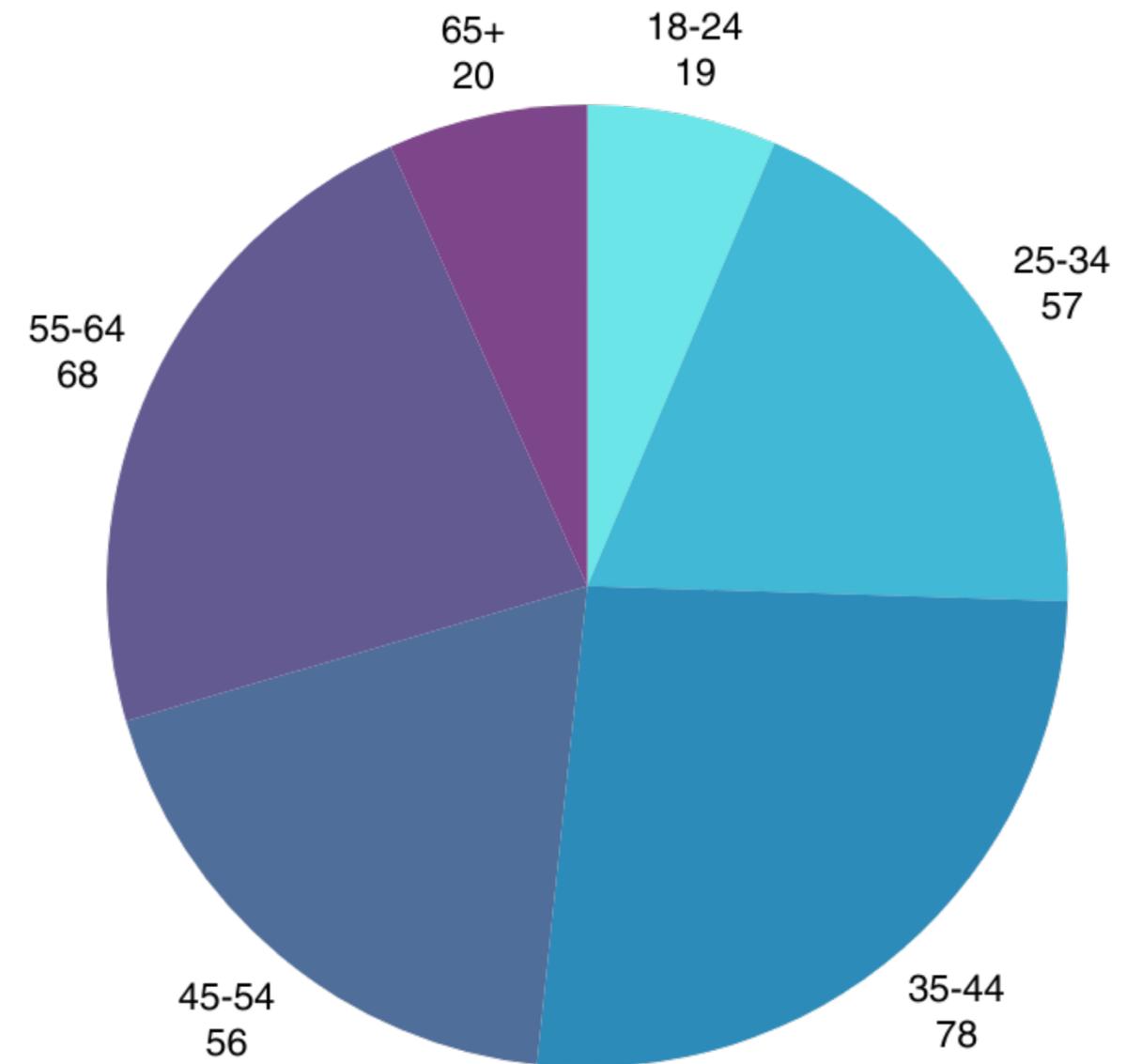


- 29% (87/298) OF ALL GUESTS IN FY25 IDENTIFIED AS FEMALE



- 0.67% (2/298) OF ALL GUESTS IN FY25 IDENTIFIED WITH OTHER GENDER IDENTITIES

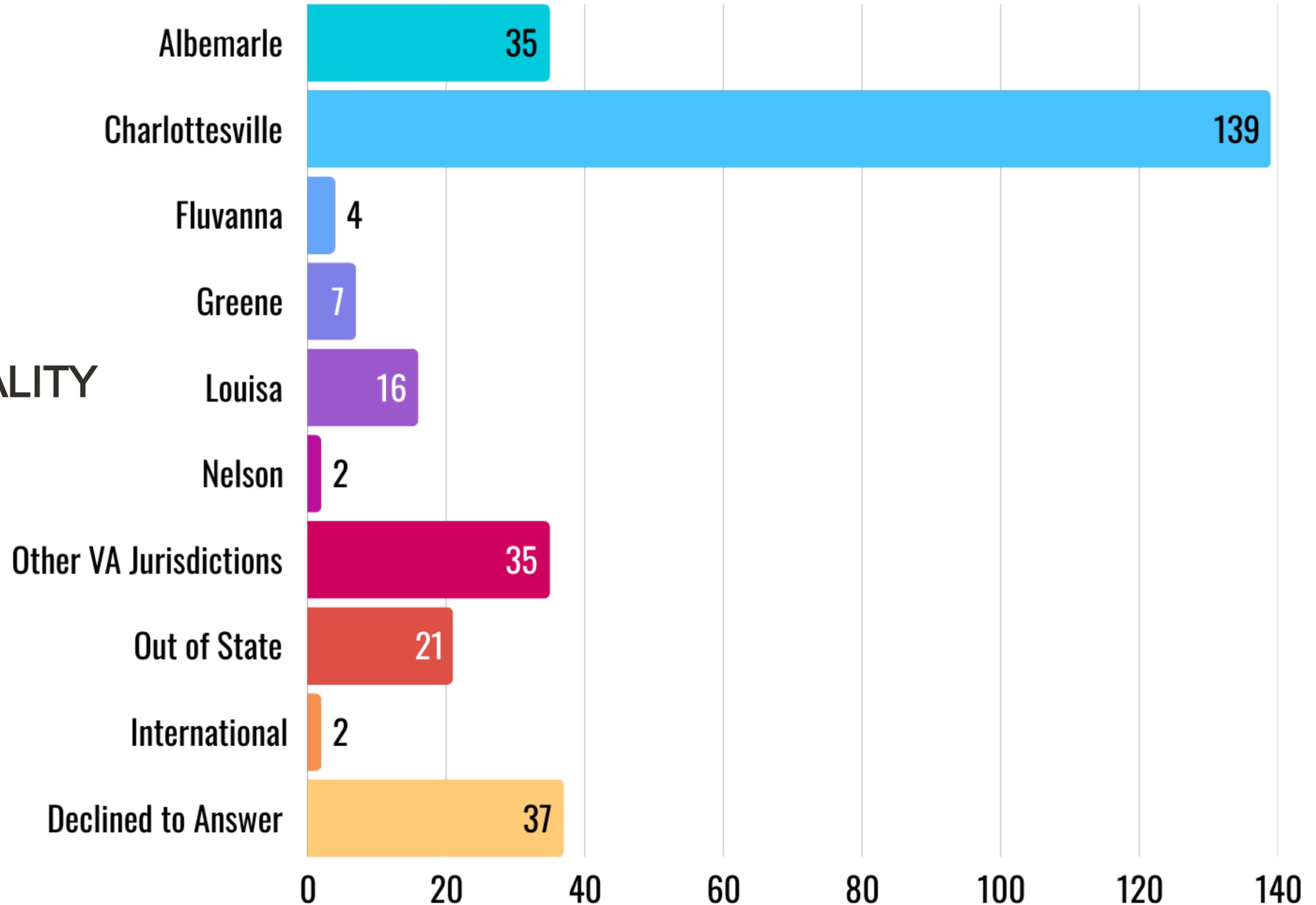
AGE BREAKDOWN OF ALL GUESTS IN FY25 SEASON





**NOVEMBER 2024
APRIL 2025
GUESTS BY LOCALITY**

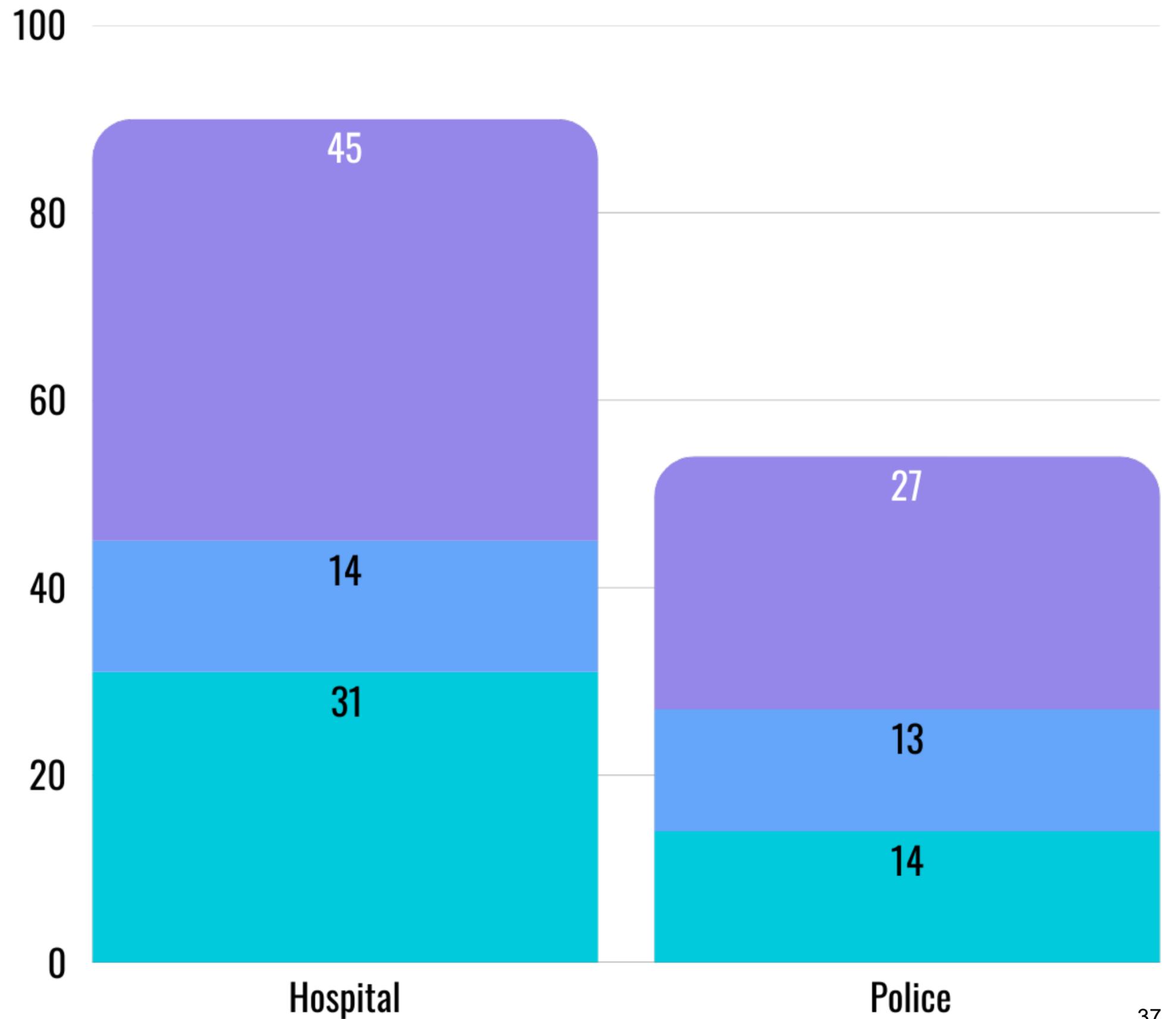
PACEM guests served by
locality of origin from
November 2024 through
April 19, 2025



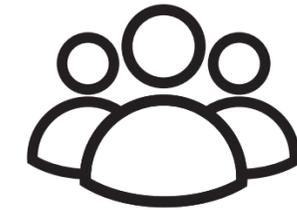
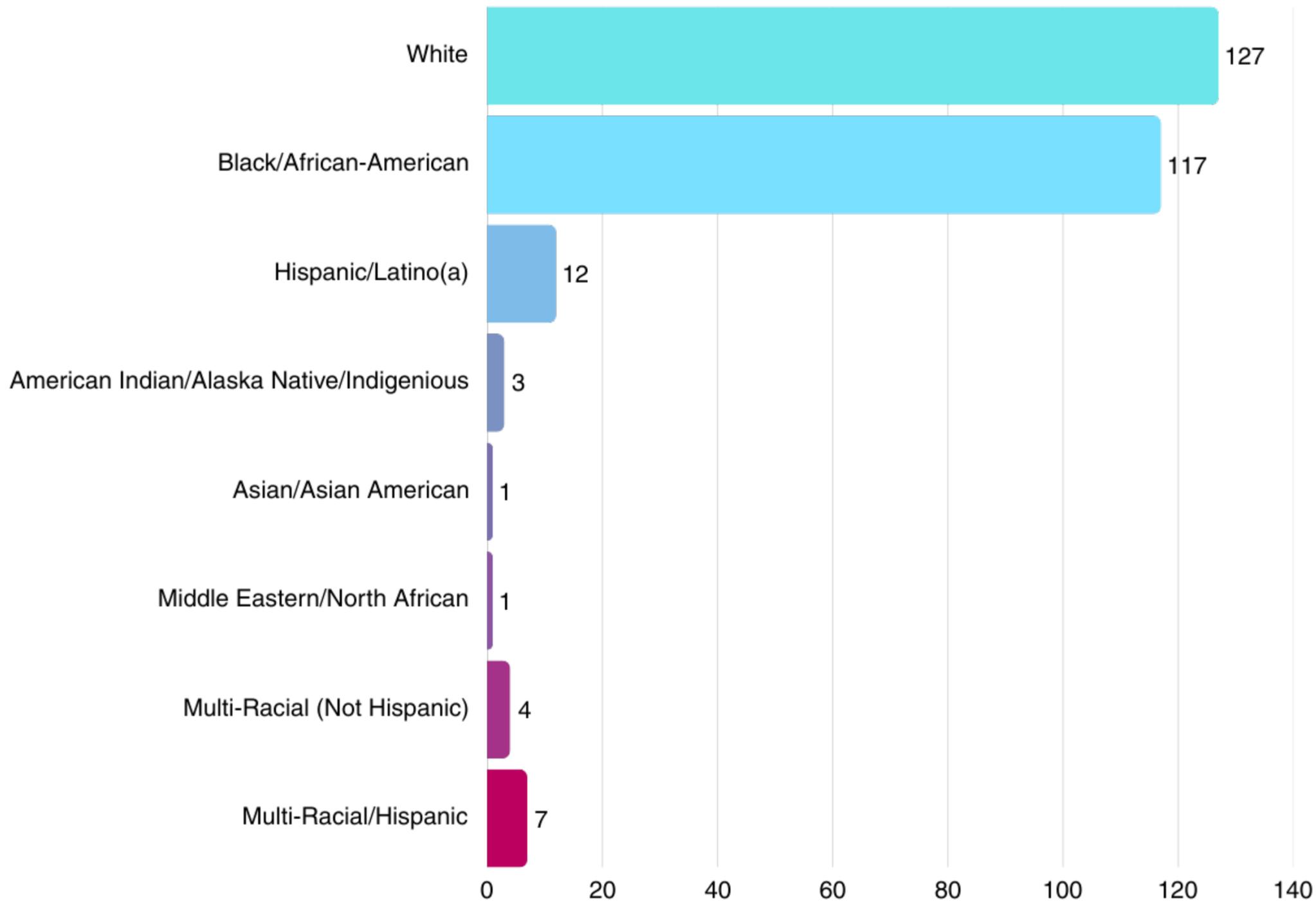


GUEST REFERRALS

PACEM received several referrals from our local hospital or local police departments in the FY2025 season



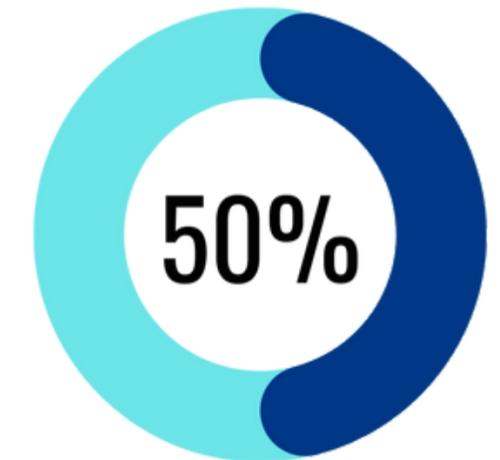
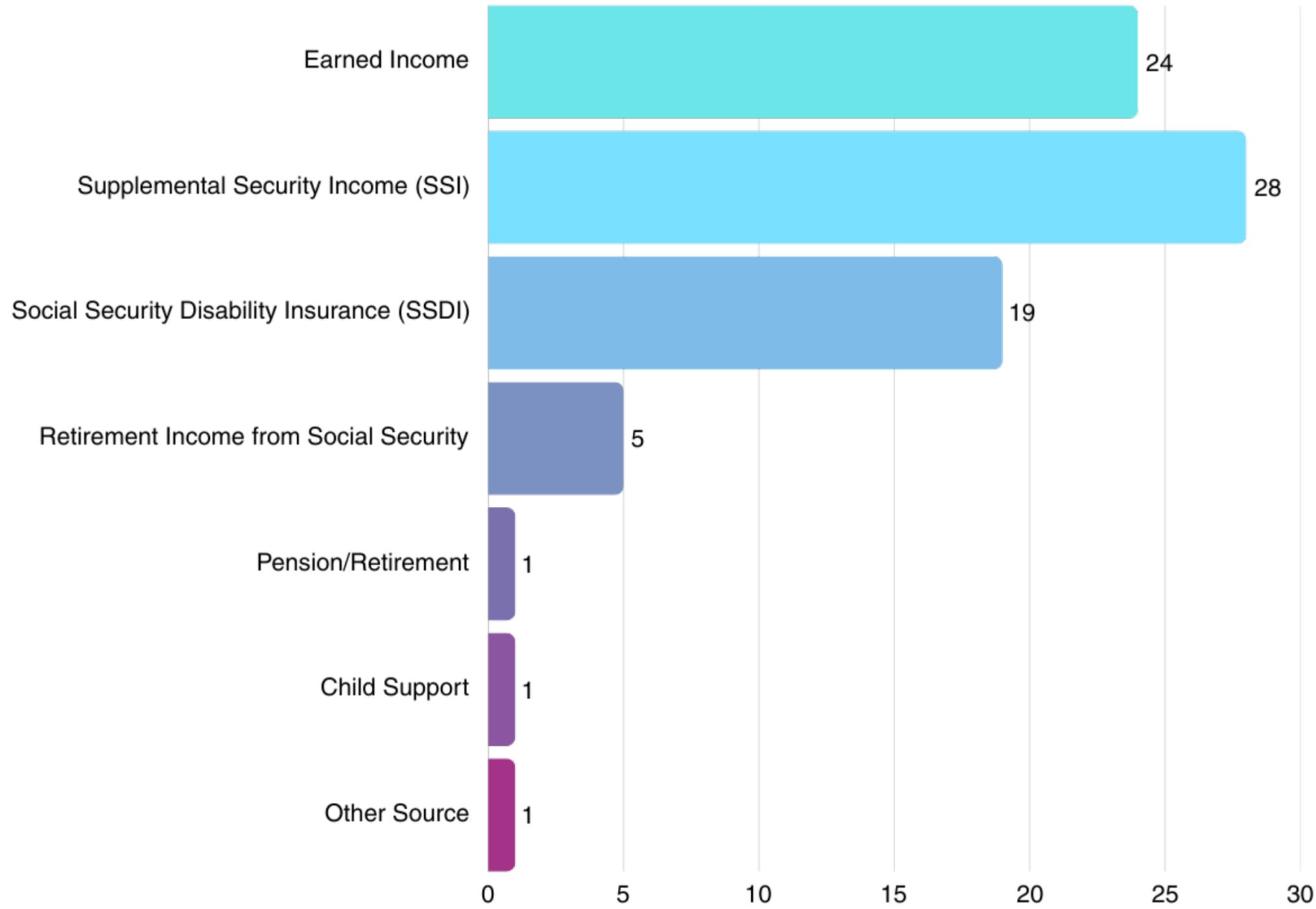
PACEM FY25 Service Breakdown: Race & Ethnicity



TOTAL GUESTS

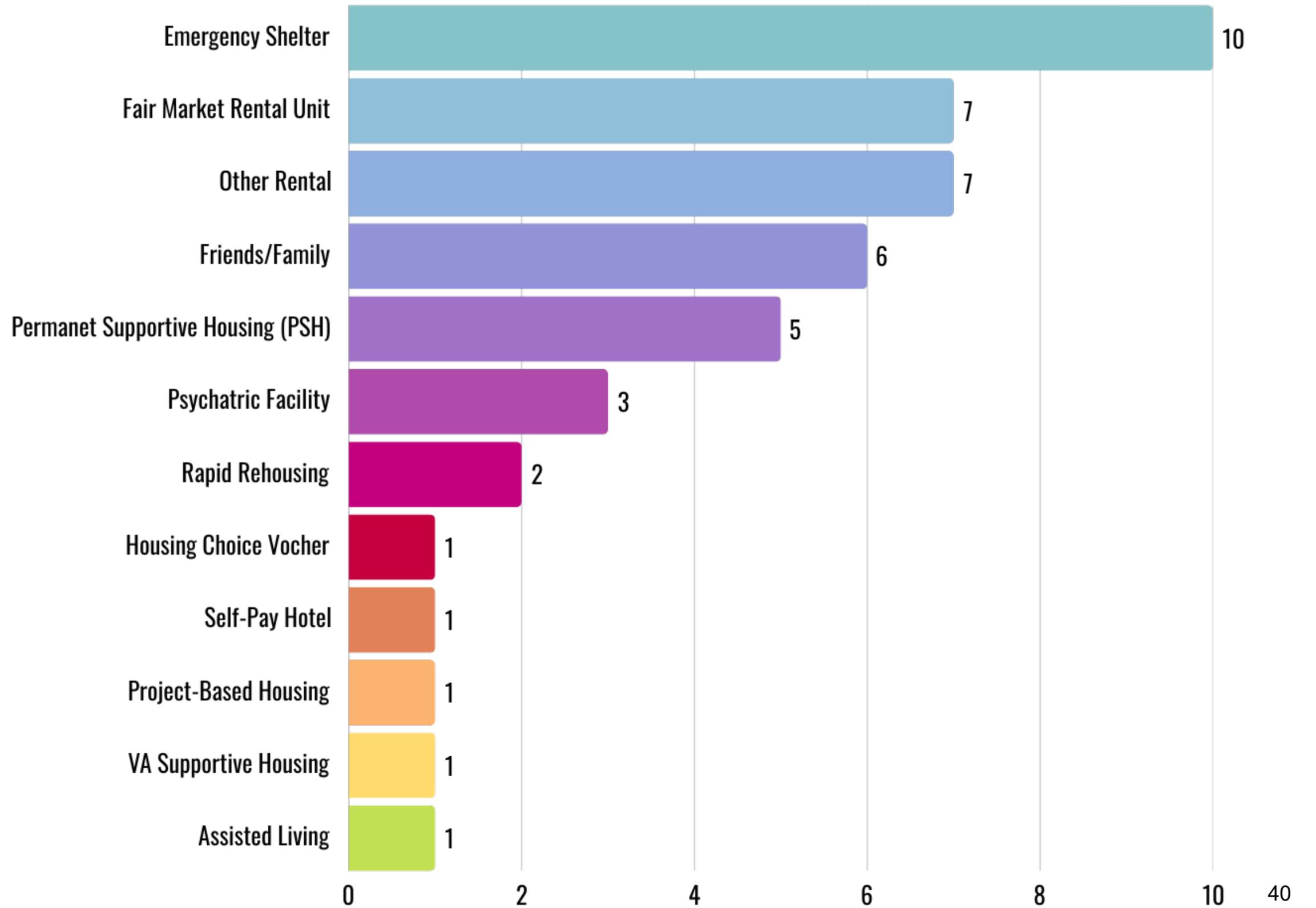
298

PACEM FY25 Service Breakdown: Income



50% of season guests
had no income
(149/298)

PACEM FY25 Service Breakdown: Positive Exits

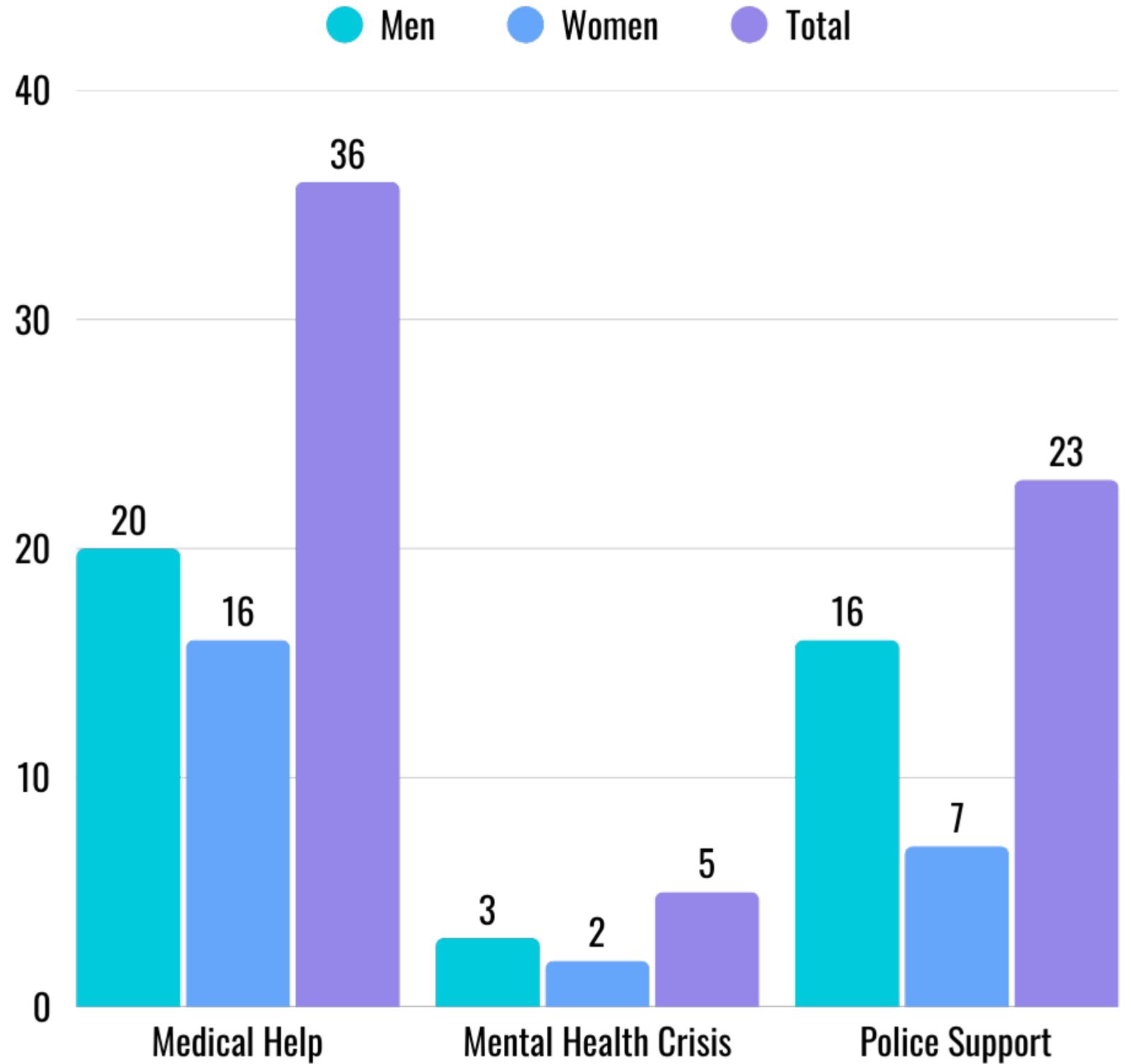




FY2025 SEASON DATA: MEDICAL & COMMUNITY SAFETY

PACEM staff called for emergency services most often seeking medical support for guests (36 times), while the lowest number of calls were made due to a mental health crisis (3).

- 24%** OF GUESTS ACKNOWLEDGE HAVING A CHRONIC HEALTH CONDITION
- 17%** OF GUESTS ACKNOWLEDGE HAVING A PHYSICAL HEALTH CONDITION
- 40%** OF GUESTS ACKNOWLEDGE HAVING A MENTAL HEALTH DIAGNOSIS



PACEM Services: Secure Housing

Services provided include housing navigation and a full year of case management after move-in

Funding available to support:

- Security Deposits
- First Month's Rent
- Move-In Costs
- Incentives to Support Stability

ELIGIBLE PARTICIPANTS

- Stayed at the shelter at least 8 nights/month,
- Have a steady income
- Identifies as a woman, trans woman, or nonbinary OR
- Identifies as a man, trans man, or nonbinary who is aged 50+

Secure Housing: FY2025 Service Numbers

Fiscal Year 2025

- Served 25 participants (12 guests still being supported)

End of Season:

- 10 participants completed the program

BEST PRACTICES– LANDLORD Engagement

- PACEM is currently working with several landlords
 - Attain on 5th
 - DM Rothwell
 - Community Services Housing
 - Casa Alma
 - Private landlords (2)

PACEM Services: Case Management & Outreach

- The program serves any shelter guest during the thermal shelter season
- Support “change talk” and build trust with clients
- Help participants manage crises, connect with supportive services, navigate systems, and meet their individual housing goals
- Recruit landlords and seek creative housing solutions

FY2025 Service Numbers

83

Shelter guests engaged with case management

3

Shelter guests engaged with Social Service Adult Protective Services (APS)

Summer 2025

- PACEM staff will work to continue to serve unsheltered adults around Charlottesville and Albemarle during the summer



Questions for PACEM



<https://pacemshelter.org/>

Key Contact Information



The Haven

- Location: 112 West Market Street | Charlottesville
- Leadership: Owen Brennan - Executive Director
- <https://www.thehaven.org/need-help>
- Phone: (434) 973-1234
- Email: operations@thehaven.org



Shelter for Help In Emergency

- Location: Outreach Center 1415 Sachem Place, Suite 101 | Shelter confidential to protect survivors
- Leadership: Anna Mendez - Executive Director
- <https://www.shelterforhelpinemergency.org/contact>
- Phone: (434) 293-8509 (24-hour Hotline) | 434-963-4676 (community outreach center)
- Email: info@shelterforhelpinemergency.org



Salvation Army

- Location: 207 Ridge Street | Charlottesville
- Leadership: Majors Mark & Jennifer Van Meter
- <https://charlottesville.salvationarmypotomac.org/charlottesville/>
- Phone: (434) 295-4058
- Email: charlottesvilleVA@uss.salvationarmy.org



PACEM

- Location: Shelter provided within the City and Albemarle County
- Leadership: Cameron Moore - Interim Executive Director; Cindy Chambers - Operations Manager
- <https://pacemshelter.org/>
- Email: info@pacemshelter.org



**If you are experiencing homelessness, please
call the Homeless Information Line at
(434) 207-2328**



Thank You



H O P E