



## About SVHC

The SVHC includes more than 40 member agencies and individuals working to address homelessness across 1,700 square miles and six jurisdictions: the cities of Norfolk, Chesapeake, Suffolk, and Franklin, as well as Isle of Wight and Southampton counties.

SVHC works to engage individuals, groups, and organizations throughout the community, including faith partners and members of the private sector that provide services to persons experiencing homelessness or have an interest in the process. Persons who have experienced homelessness are also encouraged to attend meetings and join committees.

SVHC serves as a regional Continuum of Care (CoC) organization, responsible for coordination and management of local, federal and state funding for homeless services. Facilitation and coordination is provided by The Planning Council. SVHC recognizes five committees: the Governance Board, Program Monitoring, HMIS & Data Collection, Singles Services Coordination and Families Services Coordination.

### Special support provided by:



## SVHC Mission

The mission of the SVHC is to develop, sustain, and coordinate a comprehensive continuum of care for its citizens at risk of, or experiencing, homelessness. To that end, the SVHC has adopted the following shared measures:

- Reduce the number who become homeless
- Reduce the length of homelessness
- Reduce returns to homelessness

## Annual Report

This report focuses on activities of the SVHC between July 1, 2018 and June 30, 2019. Data provided is sourced from the Hampton Roads HMIS (Homeless Management Information System) administered by The Planning Council. This report highlights populations served by partners as reported to the US Department of Housing and Urban Development (HUD) using System Performance Measures (SPMs).

## Hampton Roads HMIS

The Homeless Management Information System (HMIS) is data comprised of member agencies from GVPHC, Southeastern Virginia Homeless Coalition (SVHC), Virginia Beach CoC, Portsmouth CoC, and Central Virginia CoC. HMIS a repository for client level data, assisting with identifying gaps and understanding services among various populations. Participation is required for federally and state funded homeless service providers. Providers are listed online at <http://www.svhcva.org/hmis.html>

## SVHC Governing Board and Committees

Special thanks to the following people for providing guidance and oversight to SVHC:

**Board Chair:** Michael Stultz, Virginia Legal Aid Society

**First Vice Chair:**  
Michael Coffman, Community Advocate, Chesapeake

**Second Vice Chair:** Rob Gillikin, Rutter Mills, LLP

**Program Monitoring Committee Chairs:**  
Stacie Walls  
Kristen Pine








**HMIS & Data Collection Committee Chair:**  
Juanita Dowdy

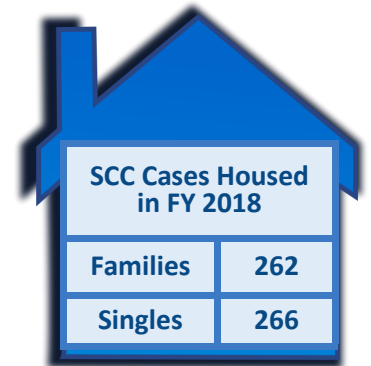
**Singles Services Coordination Committee Chairs:**  
John Guglielmino  
Carolsue McGehee

**Families Services Coordination Committee Chair:**  
Heather Barker

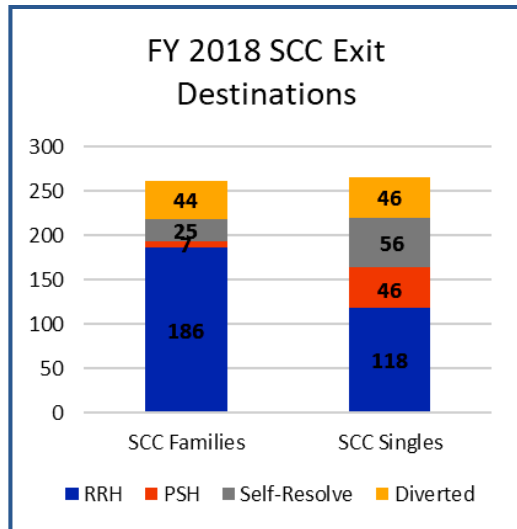
## How do people access services?

The SVHC has implemented a *No Wrong Door* approach to Coordinated Entry. Households experiencing homelessness access the Coordinated Entry System (CES) through access points such as the Regional Crisis Hotline, Coordinated Crisis Response (DV Hotline), the Norfolk Homeless Action & Response Team (HART), LGBT Life Center of Hampton Roads, outreach programs, Day Service Centers, as well as Emergency Shelters. The CES is a national best practice that effectively:

-  Prevents households experiencing homelessness from entering and exiting multiple programs before their needs are met.
-  Reduces the amount of research and phone calls households experiencing homelessness make before finding services.
-  Informs communities about their local service needs and gaps.
-  Increases collaboration between service providers.
-  Reduces new cases of homelessness through diversion and prevention.
-  Reduces or erases service provider wait lists.
-  Improves community performance toward meeting the goals set forth by the HEARTH Act.



SCC Cases Housed in FY 2018	
Families	262
Singles	266



Households are first triaged for diversion and prevention; if prevention efforts are unsuccessful, the households are assessed with the Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT) to determine the level of housing intervention necessary for them to become self-sufficient. Case managers present the household's history and assessment score to the Service Coordination Committees (SCC). The CoC prioritizes chronically homeless, veteran households, and the most vulnerable households for housing program vacancies.

The SCC committees processed a total of 980 cases. While there are still some cases pending at year's end, 528 housing placements were made, for a housing rate of almost 54%!

For more information on Coordinated Entry visit: <https://www.svhcva.org/providers.html>

## Highlights

In October 2018, the SVHC elected an expanded Governance Board, which includes equal regional representation from Norfolk, Chesapeake and Western Tidewater. There are approximately twenty-five members inclusive of homeless service providers, homeless or formerly homeless representatives, local government designees, and community advocates from each jurisdiction. The Board serves as a non-conflicted body that conducts business and makes decisions on behalf of the CoC.



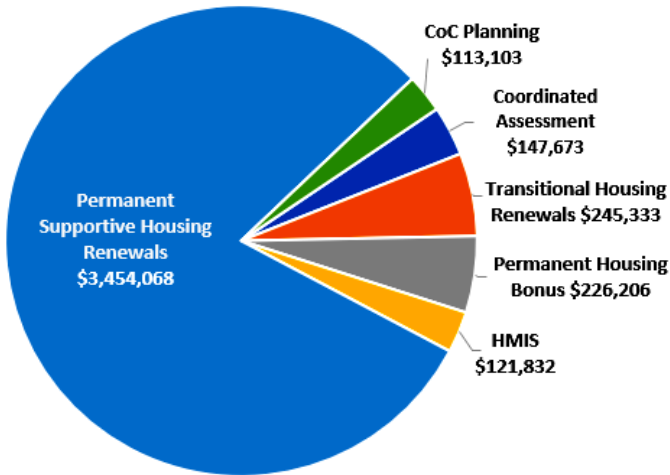
The City of Chesapeake received \$100,000 for a Rapid Rehousing project that targets homeless and disconnected youth ages 18-24. The City plans to develop a pilot project to begin building a culturally competent system for youth in need of services, with the goal of expanding the system to the other SVHC jurisdictions. In addition, The Hampton Roads Community Foundation and the United Way of South Hampton Roads each awarded The Planning Council \$25,000 to facilitate the development of a regionwide youth system. A Project Coordinator will ensure the system is developed with a focus on adaptation and expansion across the region, and will work to secure additional resources to fund other portions of the system including: short-term safe housing, robust outreach, positive youth development services, and housing for transition-aged youth of all populations (disconnected, LGBTQ, and parenting youth.) The goal is to make significant progress towards implementing key components of a youth-centric, culturally competent approach that identifies and assists youth who are at risk of or experiencing homelessness.

## Federal and State Funding Awards

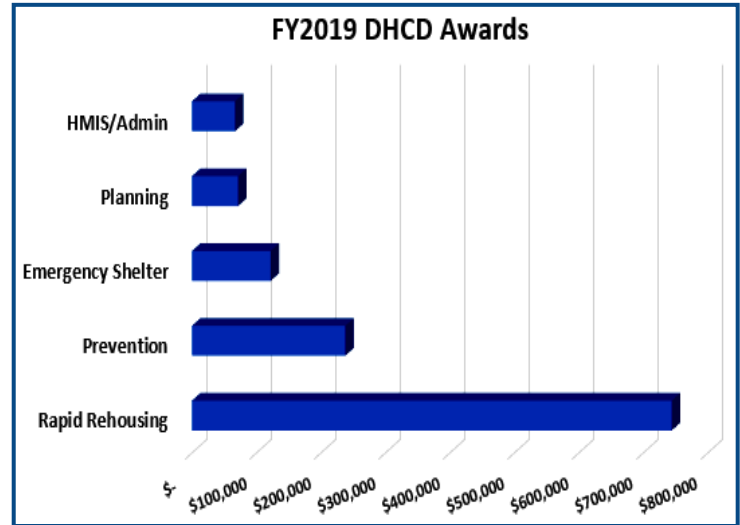
SVHC works to secure and maintain funding from a variety of sources, including federal, state, local, and private agencies. This funding is directed towards providing housing, case management, support services, database and other administration, and planning.

SVHC was awarded \$4,308,215 in FY 2018 from the U.S. Department of Housing and Urban Development (HUD). The Virginia Department of Housing and Community Development (VDHCD) awarded \$1,242,324 to SVHC for FY 2019.

**FY2018 SVHC HUD Awards**



**FY2019 DHCD Awards**



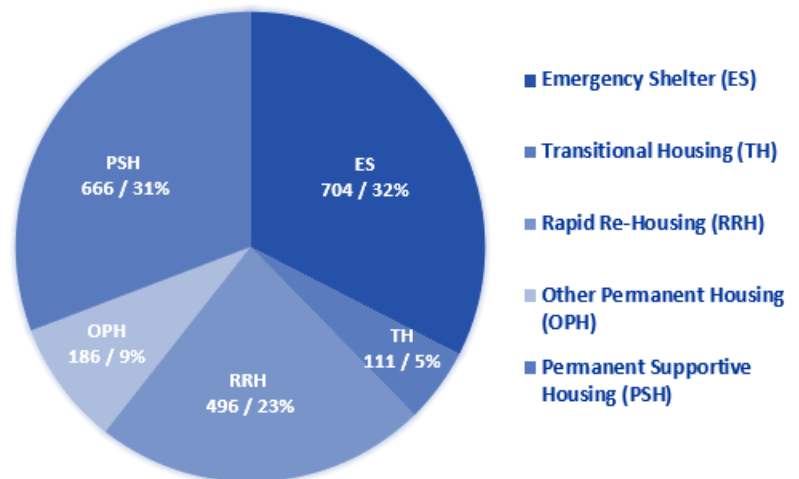
## Housing Inventory Resources

These are resources for housing services available within the CoC. The pie graph below illustrates the proportion of beds available by project type as reported for the 2019 Housing Inventory Count (HIC). The HIC is compiled each year in conjunction with the Point in Time (PIT) Count and is reported to HUD. The PIT Count seeks to identify the need in the local CoC on a given night; the HIC considers the housing services available to meet that need. It is important to remember that a variety of factors come into play when looking at Housing Inventory, such as utilization (the number of persons receiving services that night), turnover rates (the number of persons per bed, fluctuating household sizes, new report requirements), to name a few.

View the SVHC 2019 PIT Count Report online: <https://www.svhcva.org/homeless-data.html>

Project Type	Average HIC Utilization Rate
Emergency Shelter (ES)	79%
Transitional Housing (TH)	59%
Rapid Re-housing (RRH)	100%
Other Permanent Housing (OPH)	94%
Permanent Supportive Housing (PSH)	93%


**2019 SVHC TOTAL BEDS BY PROJECT TYPE**



## System Performance Measures Trend Report FY 2016-2018


Measuring performance evaluates progress towards meeting goals. The HEARTH Act requires HUD to grant funding based on competitive, measurable outcomes, or performance based selection criteria. HUD has defined seven System Performance Measures (SPM). These measures evaluate system-wide performance of both federally funded and non-federally funded agencies. The data is sourced from HMIS, with the exception of one measure that reports the Point in Time Count data. Below is the data reported for October 1, 2017 through September 30, 2018.

### Average Length of Time Persons Remain Homeless


Jurisdictions	FY16	FY17	FY18	Change
SVHC (Norfolk/Chesapeake/Western Tidewater)	65	63	98	

\*Emergency Shelter and Transitional Housing


### Returns to Homelessness From Permanent Supportive Housing Within 2 Years

Jurisdictions	FY16	FY17	FY18	Change
SVHC (Norfolk/Chesapeake/Western Tidewater)	56 / 7%	85 / 9%	134 / 14%	

### Number of Homeless


Jurisdictions	FY16	FY17	FY18	Change
SVHC (Norfolk/Chesapeake/Western Tidewater)	723	703	773	

### Percentage of Adults Who Increased Earned Income

Jurisdictions	FY16	FY17	FY18	Change
SVHC (Norfolk/Chesapeake/Western Tidewater)	43%	38%	40%	


\*For Adult System Leavers

### Percentage of Adults Who Increased Total Income

Jurisdictions	FY16	FY17	FY18	Change
SVHC (Norfolk/Chesapeake/Western Tidewater)	55%	50%	54%	

\*Includes both earned income and non-employment cash for Adult System Leavers

### Number of Persons Who Become Homeless for the First Time

Jurisdictions	FY16	FY17	FY18	Change
SVHC (Norfolk/Chesapeake/Western Tidewater)	1,442	1,644	1,766	

### Percent of Successful Permanent Housing Placements

Jurisdictions	FY16	FY17	FY18	Change
SVHC (Norfolk/Chesapeake/Western Tidewater)	98%	98%	98%	None

\*Includes both exits from and retention in Permanent Housing except PH-RRH