

**Application for SPECIAL USE PERMIT**

Department of Planning and Development Review
Land Use Administration Division
900 E. Broad Street, Room 511
Richmond, Virginia 23219
(804) 646-6304
<http://www.richmondgov.com/>

Application is hereby submitted for: (check one)

- ☐ special use permit, new
☐ special use permit, plan amendment
☒ special use permit, text only amendment

Project Name/Location

Property Address: 7 North 2nd Street Date: September 21, 2023
Tax Map #: W000-0047/027 Fee: \$1,800
Total area of affected site in acres: +/- 0.113 acres

(See **page 6** for fee schedule, please make check payable to the "City of Richmond")

Zoning

Current Zoning: B-4 District (Central Business) District

Existing Use: Hostel

Proposed Use

(Please include a detailed description of the proposed use in the required applicant's report)

Add use as "year-round emergency shelter for families" in addition to existing use as a Hostel

Existing Use: Hostel, shared room accommodation (non-residential) for occupancy by the traveling public for short-term stays

Is this property subject to any previous land use cases?

Yes

No



If Yes, please list the Ordinance Number: SUP Ord. No. 2011-114-144

Applicant/Contact Person: Henry Wixon for Applicant / Mandy Herbert, Executive Director, Home Again Richmond for Operator

Company: Home Again Richmond

Mailing Address: PO Box 5222

City: Richmond

State: VA

Zip Code: 23220-0222

Telephone: (804) 212-3429

Fax: (804) 212-3429

Email: mherbert@homeagainrichmond.org

Property Owner: Potomac Area Hostels, Inc.

If Business Entity, name and title of authorized signee: Henry Wixon, Secretary of the Board of Directors

(The person or persons executing or attesting the execution of this Application on behalf of the Company certifies that he or she has or have been duly authorized and empowered to so execute or attest.)

Mailing Address: Potomac Area Hostels, Inc., Attn: Henry Wixon, Secretary, c/o 10701 Marietta Street

City: Glenn Dale

State: MD

Zip Code: 20769

Telephone: (202) 253-0231

Fax: (301) 464-0890

Email: henry.wixon@gmail.com

Property Owner Signature: 

The names, addresses, telephone numbers and signatures of all owners of the property are required. Please attach additional sheets as needed. If a legal representative signs for a property owner, please attach an executed power of attorney. **Faxed or photocopied signatures will not be accepted.**

NOTE: Please attach the required plans, checklist, and a check for the application fee (see Filing Procedures for special use permits)



Helping families and individuals experiencing homelessness secure and maintain a **Home, Again.**

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To Whom It May Concern:

Through collaboration with the City of Richmond, HomeAgain aims to address the pressing issue of homelessness in our community. By proposing the expansion of Emergency Housing, specifically through the establishment of a Family Emergency Shelter, we hope to provide a safe and supportive environment for families experiencing homelessness. The property at 7 North 2nd Street, currently known as the HI Richmond Hostel owned by Potomac Area Hostels, Inc., presents an excellent opportunity for this endeavor. Its central location in Richmond makes it easily accessible for families in need, ensuring that they can access vital resources and support services within the city.

HomeAgain is a Richmond non-profit organization founded in 1979 by a group of concerned residents who observed the issue of homelessness in Richmond and the surrounding areas. This group consisted of people from area churches and human service agencies who sought funds to provide shelter for those in need. In 1980, the group became a 501(c)(3) non-profit agency under the name Emergency Shelter, Inc. and opened its first emergency shelter in a firehouse at 200 West Marshall Street. Over 483 individuals were served at the firehouse, which led to a major fundraising campaign to raise money for a building. In 1981, over \$52,000 had been raised and a building for shelter was secured at 2 East Main Street. This beautiful home serves homeless families today and remains a core program of HomeAgain. In 1994, Emergency Shelter Inc. purchased and renovated 11 West Grace Street for the Men's Emergency Shelter. Today this facility serves single men and veterans experiencing a housing crisis. Between 1996 and 2001, HomeAgain added transitional programs to include rapid rehousing and permanent supportive housing and in 2005, the agency's name changed to HomeAgain to better represent our mission within the community.

The proposed Family Emergency Shelter will be an extension of HomeAgain's current Family Emergency Shelter, the Espigh Family Shelter, located at 2 E. Main Street in Richmond, which currently houses up to 35 individuals daily. The added space within the new facility will allow the organization to increase our capacity and provide access to services and resources to more families in need. In the past three years, HomeAgain has successfully helped 465 individuals and 126 households within the Espigh Family Shelter. Of these families, 91% have exited our shelter into permanent housing. Each family that has found stable housing represents a life transformed, a child given a chance at a brighter future, and a community strengthened.

The proposed shelter will not be detrimental to the safety, health, morals, and general welfare of the community involved. In fact, it has the potential to bring about numerous positive impacts that can enhance the overall well-being of both the shelter residents and the community as a whole. Firstly, by providing a safe and secure environment for families facing emergencies or homelessness, the shelter ensures that vulnerable individuals have access to basic necessities such as food, shelter, and healthcare. This immediate support can help stabilize families in crisis situations and can prevent them from sinking deeper into despair or resorting to desperate measures to meet their needs.

By addressing these fundamental needs, the shelter contributes to improving the safety and well-being of its residents. Moreover, the presence of a Family Emergency Shelter can foster a sense of compassion and empathy within the community. It provides an opportunity for community members to come together and offer support to those in need. This collective effort not only strengthens social bonds but also promotes a culture of caring for one another. This can be seen and is true for HomeAgain's two existing emergency shelters just blocks from this new site (at 2 E. Main Street and 11 W. Grace Street). The presence of these two shelters nearby has undoubtedly made a positive impact on the community and the lives of many individuals who would otherwise be left exposed to the harsh realities of living on the streets.

Emergency shelter services will be eligible to Richmond residents, specifically families experiencing homelessness, in an effort to help assisted households meet housing and financial independence. The shelter will be staffed and operate 24 hours a day, 365 days a year. All referrals to the shelter will come from the Greater Richmond Continuum of Care (GRCoC) Coordinated Entry System (CES). Temporary shelter will be provided for a period of less than 90 days. All families will receive comprehensive intake and assessment services, a personalized Housing Stabilization Plan from an assigned Case Manager, and housing-focused case management. Support from HomeAgain will lead those who receive services to affordable and stable housing. The family shelter will serve up to 50 individuals on a nightly basis.

To ensure the safety of shelter clients and HomeAgain staff, HomeAgain will utilize our current partnership with the local police precinct. Additionally, HomeAgain will install security cameras throughout the shelter and secure all entrances. The building will be staffed 24 hours a day, 365 days a year to ensure operations do not adversely affect the area public. Our proposed Family Emergency Shelter will not create hazards from fire, panic, or other dangers. HomeAgain will utilize our current partnership with the City's Building Inspector and Fire Marshall to ensure the new facility is safe and free of any hazards. All recommendations will be implemented.

The proposed location where operations will take place is operational and can house up to 50 individuals per night. There is a lift in the rear entry (lower level) that we are able to utilize for clients with mobility disabilities. The first floor has a reception area and office, a utility room with functional washer and dryer, one handicap accessible bedroom and bathroom, a full kitchen and dining space, a small single restroom, and a main gathering area that can be used for a library, computer lab, play area, or combination of these. HomeAgain will purchase an additional refrigerator for the kitchen in order to meet the needs of our clients and USDA. Our food preparation for daily meals will be done both off-site by licensed caterers and in our commercial kitchen at the current family shelter located 2 E. Main Street. Meals will be transported to 7 North 2nd Street daily. HomeAgain will have full use of common areas including the kitchen, and free use of all existing kitchen utensils/supply items in building. The organization will bring in program supplies such as paper towels, toilet paper, plastic cutlery, paper plates, napkins, trash bags, etc. to use as well. Concerning bedding, towels, printers and computers, we have proposed to bring in our own. The current building owner has given us permission to use their bedding and towels but our families are encouraged to take bedding and towels with them when exiting the shelter to stable housing. HomeAgain prefers not to have to replace the owner's property. The washer and dryer will be rented and built into the lease and operating budget. The second floor has all remaining bedrooms. Each bedroom has two to three beds, lockers, and a private bathroom for each individual family unit. The current facility has an operating and updated HVAC system and provides heating and air conditioning year-round service. In partnership with our local fire department, we have confirmed that the appropriate smoke alarms, carbon monoxide alarms and fire extinguishers are installed.

Antonio Edgerton, Director of Emergency Shelter Programs, will be the emergency contact for the Family Emergency Shelter. He can be reached at 804-307-7135 in case of emergency.

The building lease will be between the City of Richmond and Potomac Area Hostels, Inc.. HomeAgain will sublease the facility from the City of Richmond and operations would be funded in full by the City of

Richmond. The lease and sublease will begin December 1, 2023 and be in effect for a period of two years. In the scenario that HomeAgain and the City of Richmond do not find another location for the Family Shelter six months out from the end of the lease agreement, Potomac Area Hostels, Inc. will extend the lease for a period of one additional year upon receipt of written notice. Potomac Area Hostels, Inc. understands HomeAgain's mission to support those experiencing homelessness. As part of the Richmond community, they fully support HomeAgain and the City of Richmond.

The additional Family Emergency Shelter will be staffed with the following personnel:

Executive Director (1 person)-

- Oversees the success of the emergency shelter program
- Monitors the program budget and financial reports
- Relays progress, goals and financial status to Board of Directors
- Manages the Director of Shelter Programs
- Implements and supports best practices in homeless services; oversees all programs, services, and activities to ensure that program objectives are met.
- Ensures compliance with funding sources and regulatory requirements.

Director of Shelter Programs (1 person)-

- Reports directly to the Executive Director
- Uses program data to monitor, evaluate and provide analysis and recommendations for existing and future shelter program operations
- Oversees the day-to-day operations of the emergency shelter
- Manages all shelter staff
- Provides clear direction and management accountability for delivering the agency mission with excellence
- Ensures a safe environment for all staff and clients

Program Manager (1 person)-

- Reports directly to the Director of Shelter Programs
- Monitors day-to-day activities to ensure program is adequately staffed and delivering shelter services with quality and consistency.
- Establishes and monitors staff performance
- Collaborates on the development, implementation and annual review of shelter policies
- Intervene with clients as needed, including providing crisis intervention.
- Facilitate case planning meetings as needed to address client progress and agency issues.
- Ensures safety and security of buildings and shelter programs.
- Coordinates with staff regarding all client program contact.
- Maintains and reports on client-level and shelter specific data and statistics necessary to meet internal and external stakeholder requirements.
- Using data to inform operational and service delivery decision-making.

Assistant Program Manager (1 person)-

- Reports directly to the Program Manager
- Responsible for keying resident information into HMIS (program database)
- Provides support to the Program Manager and Case Manager in assisting individuals experiencing homelessness in achieving self-support to permanent housing.
- Oversees maintenance requests, the safety and security of the facility and provides instruction and support with independent living skills.

- Works closely with support staff to ensure a seamless transition and consistent interpretation of the facility's health and safety guidelines.
- Performs weekly safety, security, and maintenance inspections of facility, conducting room inspections, ordering facility supplies, conducting fire drills, being a positive role model for residents.
- Fosters a cohesive community-setting, maintaining accurate and complete paperwork, ensuring adequate facility coverage by creating and maintaining a work schedule.
- Completes shelter intakes for families or individuals upon shelter entry.
- Reports availability of bed space in HMIS System
- Monitors clients' activities for compliance with the Health and Safety Guidelines.
- Attends various staff meetings, trainings and workshops.
- Record keeping of all facilities documents, report all work orders.
- Manages reception area, check in visitors, donors and volunteers, ensuring all phone calls are answered promptly and professionally.

Case Manager (1 person)-

- Reports to the Assistant Program Manager
- Responsible for keying resident information into HMIS (program database)
- Updates client case notes in HMIS/print out case notes to add to files on a monthly basis
- Reviews applications received for possible new clients
- Completes intake packet with a new client and goes over participant handbook (HUD HMIS entry assessment, HMIS ROI, general ROI, transportation ROI)
- Maintains data timeliness in HMIS
- Coordinates with Homeward to ensure no program data errors
- Attends case conferencing as necessary, informing Homeward of any program openings
- Conducts monthly in-person meetings with clients to:
 - Assist with connection to medical care, mental health treatment, substance use disorder treatment, employment resources, education resources (for program participant and children), food pantries, clothes, furniture, disability claims, older adult care/adult services, childcare, connection to benefits (SNAP, TANF, Medicaid, stimulus checks), transportation assistance, immigration/citizenship application assistance.
- Creates yearly individual service plans, reassessing progress every 90 days
- Collects yearly participation agreement
- Collects participant rent, submitting rent to finance
- Identifies available housing, recruiting new landlords

Team Lead (1 individual) and Shelter Monitors (8 individuals)-

- Report to the Assistant Program Manager
- Utilizes strengths perspective and positive working relationships working with diverse clients.
- Ensures a safe and manageable living environment for shelter residents.
- Monitors residential areas, is visible and continuously interacts with shelter residents.
- Assists residents within limits in processing issues and problem solving.
- Consults with direct supervisor or supervisor on-duty regarding residents' personal needs, behavior and service planning.
- Checks for contraband in facility through general observation.
- Attends staff meetings and trainings as directed.
- Maintains visitor protocol and follow daily log procedures.
- Follows appropriate critical incident protocol and accompanying documentation.
- Maintains a comprehensive and accurate written record of events that occur during shifts, as well as thorough incident reports

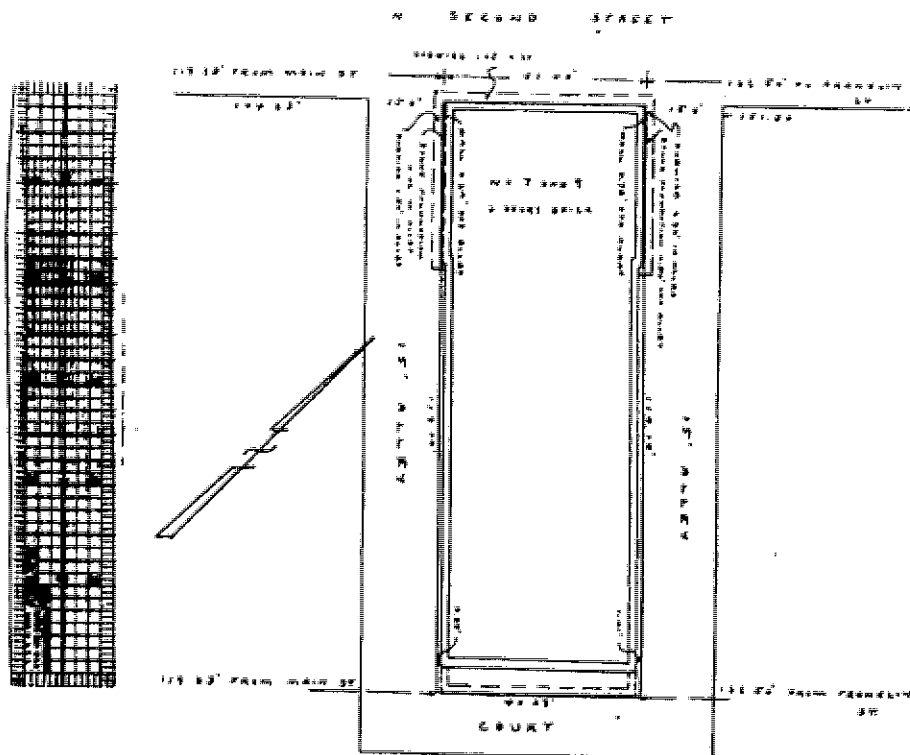
- Maintains resident sign-in/out log as well as all other logbooks and records.
- Conducts periodic inspections of the facility and grounds through periodic rounds
- Enforces periodic fire drills and perform other safety duties as directed to ensure safety of residents, including implementing emergency evacuation protocol.
- Answers telephone and route calls or messages to appropriate staff.
- Respond to in-person and telephone inquiries from the public.
- Receives, accounts for and secures all donations received during the shift, as well as provide donation receipts to donors upon request.

Facility Manager-

- Reports directly to the Program Manager
- Maintains a current inspection roster.
- Coordinates inspections with Program staff.
- Inspects the shelter regularly, reports findings and performs follow-up as needed.
- Identifies needs for specific furniture/fixture replacement. Works to get replacement items from agency approved sources.
- Identifies and reports needed repairs to walls, floors, kitchen appliances, etc. Reviews work-orders and has items repaired and follow-up as needed.
- Reviews/approves/processes janitorial supply orders within approved guidelines.

A certified cleaning service will be hired to ensure cleaning, including COVID sanitation. Services will be done weekly with a deep cleaning once a month. Trash is picked up weekly by Waste Management. Those who exhibit any type of illness will be housed off site in a nearby hotel, to manage the risks of spreading communicable diseases, and cared for by a Case Manager and/or Shelter Monitor.

Intake will be done at the Family Emergency Shelter, separate from the sleeping, dining, and entertainment areas. Collaborating with Feed the Streets RVA, Family Insight, the Office of Community Wealth Building, and others will allow us to provide nutrition education and classes, workforce development, and mental health and substance use disorder counseling, if needed, for our guests. HomeAgain will participate in the Greater Richmond Continuum of Care coordinated entry system. We have budgeted for the purchase of laptops for our intake staff.



Plat of lots 7 and 9 on Second Street,
situated on the Eastern line of Second
Street, between Main and Franklin
Streets, Richmond, Va.
Sept. 20, 1943

Area 1.1400'

Chas. H. S. S. S.

Certified true copy.

City of Richmond, to-wit:

In the Office of the Court of Chancery for said City
the 1st day of October 1943

This deed was presented, and with the Certificate, Resolution & Plat annexed
admitted to record at 10:45 o'clock P. M.

Walter A. T. August, Clerk.

*Examined
m. h. d. for G.*