

THE WINTER PLAN

Developed by the Interagency Council on Homelessness
(ICH) To Protect the Lives of Those Who Are Homeless
During the Winter of 2013-2014
In the District of Columbia



Important Telephone Numbers:

Shelter Hotline: 1 (800) 535-7252

or

Mayor's Call Center: 311

Those who are homeless may call these numbers to seek assistance, and the general public may call these numbers to get help for someone who is homeless and in need of assistance.

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INTRODUCTION

In compliance with the Homeless Services Reform Act of 2005 (HSRA), this Winter Plan for the 2013-2014 season has been developed by the District of Columbia's Interagency Council on Homelessness (ICH). The HSRA mandates that by September 1 of each year, a plan be in place describing how those who are homeless and cannot access other shelter will be protected from cold weather injury. The Winter Plan for the 2013-2014 season describes how District government agencies and providers within the Continuum of Care will coordinate to provide hypothermia shelter and other services for those who are homeless in the District of Columbia, consistent with the right of consumers to shelter in severe weather conditions.

Many of the services included in this Winter Plan are in place and operational regardless of temperature. Some additional services, including severe weather shelters, operate only whenever a "hypothermia alert" is called by the District government. A hypothermia alert is to be called when the actual or forecasted temperature, including the wind chill factor, is 32 degrees Fahrenheit (F.) or below.

For planning purposes, it is anticipated that the Winter Plan for 2013-2014 covers the period beginning November 1, 2013 and ending on March 31, 2014. In practice, the additional services provided as a result of the calling of a hypothermia alert may begin before November 1 or extend beyond March 31st if weather conditions warrant.

In addition to meeting the requirements of the HSRA, this Winter Plan is intended to carry out the directives of Mayor's Order 2001-161, dated October 31, 2001, which guides activities during hypothermia season, such as the notification of hypothermia alerts, the coordination of outreach efforts, and other life-saving activities. The order calls for coordination of outreach activities among the Department of Human Services (DHS), the Homeland Security and Emergency Management Agency (HSEMA), the Metropolitan Police Department (MPD), the Fire and Emergency Medical Services Department (FEMS), the Department of Behavioral Health (DBH), the Department of Health (DOH), and both public and private outreach programs.

SUMMARY OF ACTIVITIES AND OUTCOMES FOR THE WINTER OF 2012-2013

While the winter of 2012-2013 presented challenges, the District provided a system of shelter and outreach services that responded to the needs of those who were homeless. Shelters offered a warm place for those who came in from the cold, and for those who did not, outreach workers took food, blankets, and supplies into the streets. The major objective of activities and services during hypothermia season is to save lives.

During the winter of 2012-2013, DHS, The Community Partnership for the Prevention of Homelessness (TCP), and nonprofit and government partners worked collaboratively to create the shelter facilities and deliver the services that protected the lives of Washington DC's homeless population. Of the 151 days in the 2012-2013 winter season that extended from November 1, 2012 to March 31, 2013, there were hypothermia alerts on 95 (or 63%) of those days, and an additional four alert days were called in late October and early April. When alerts were called, additional shelter capacity was created, and all permanent shelters remained open during daytime hours so that clients would have warm and safe places to stay.

The hypothermia public information campaign was launched on November 1, 2012, and it continued throughout the season, using a variety of media to publicize the serious health effects of extreme cold and to ensure that there was widespread awareness of the shelter hotline. The campaign's efforts included announcements on radio and television stations soliciting the public's help in identifying persons at risk and the use of print media to advertise the shelter hotline telephone number. Flyers and business cards in both English and Spanish were distributed to increase awareness of how to access hypothermia shelters and services for persons who were homeless.

TCP coordinated daily hypothermia operations in concert with city agencies and providers. This included the distribution of a daily census showing capacity levels at all shelters so that the system could be monitored and adjusted to serve clients optimally. The United Planning Organization (UPO) operated the Shelter Hotline and deployed vans for outreach services and transportation.

PROCESS FOR CALLING A HYPOTHERMIA ALERT

Daily consultations are held between the District's Homeland Security and Emergency Management Agency (HSEMA) and meteorologists at the National Weather Service (NWS) in Sterling, Virginia to determine real time weather conditions and the likely conditions in the next 24 hours. Additionally, throughout each day HSEMA and DHS will monitor the NWS website for the published forecast.

By 7:00 am each day, HSEMA shall notify TCP, UPO, and DHS whether or not the actual or forecasted temperature, including wind chill, is or will be 32 degrees Fahrenheit (F.) or below prior to 6:59 pm. If so, DHS and HSEMA shall put a daytime hypothermia alert into effect until 7:00 pm or until the actual temperature rises above 32 degrees Fahrenheit.

HSEMA and DHS will continue to monitor the NWS weather forecast as published on the NWS website throughout the day. If by 2:30 -3:00 pm HSEMA and DHS determine the real time weather conditions and the likely conditions indicate a forecasted temperature for the 7:00 pm until 6:59 am overnight period that is 32 degrees Fahrenheit or below, including wind chill, DHS and HSEMA will put an overnight hypothermia alert in effect from 7:00 pm until 6:59 am or until the temperature including wind chill rises above 32 degrees Fahrenheit. If an alert is called off before 7:00 am, any hypothermia shelters will remain open until 7:00 am.

Once in effect, an alert stays on until it is called off by HSEMA. When HSEMA calls an alert, TCP, UPO, and DHS are notified. At that time, UPO shall immediately notify all shelter providers to open hypothermia shelters. Shelter providers are not permitted to require that clients exit until the alert is called off by HSEMA. Shelter providers may call the UPO Hypothermia Hotline at [\(202\) 588-5031](tel:2025885031) at any time to determine the alert status.

It is DHS's intent to send out an email alert twice a day on weekdays, at 7:00 am and then between 2:30 – 3:00 pm, to notify all interested persons and groups of the alert status whether or not that status has changed. On weekends and holiday, DHS intends for this alert email to go out between 2:30 – 3:00 pm. The information on the alert status will also be posted on DHS's website, at www.dhs.dc.gov, and will be available via in-person inquiries at any open Metropolitan Police Department stations, Fire and EMS stations, public libraries, and Department of Parks and Recreation centers.

ELEMENTS OF THE WINTER PLAN FOR 2013-2014

COMMUNICATIONS

The success of the Winter Plan depends upon open and constant communications among all stakeholders, including the public, providers of shelter and other services, and those who are homeless. Important components of the communications effort are the Hypothermia Hotline and Emergency Assistance telephone numbers. These are as follows:

- Hypothermia Hotline (staffed by UPO) for Use by Service Providers: **(202) 588-5031**.
- Emergency Assistance Hotline Number for Persons who are Homeless and the General Public: **1 (800) 535-7252** (staffed by UPO) or **311** (Mayor's Call Center).

The 800 number and the 311 Mayor's Call Center line will be widely publicized. They will appear in advertisements in both print and electronic media, and they will be printed on business cards that will be distributed to those who are homeless by outreach agencies and other partners.

The District's Office of Unified Communications (OUC) will be notified of the 800 number to ensure coordination of service requests originating from law enforcement agencies. Police officers, including patrol officers of the MPD and the U.S. Park Police (USPP), will request services through the OUC for any citizen who is homeless and in need of assistance. Law enforcement agencies may also use the 311 line.

- All interested persons may register for emergency alerts through Alert DC, an emergency notification system that provides different ways to get real-time information to help prepare for and respond to emergencies and disasters. Sign up for Alert DC is available at the District of Columbia's website at dc.gov or at <https://textalert.ema.dc.gov>

The hypothermia media campaign is implemented and managed by the DC Department of Human Services (DHS). The campaign, which will begin no later than October 1, 2013, and continue throughout the season, will include the following activities:

- Metro Advertisements: DHS will request advertising space on Metro buses and in subway locations as available for the upcoming hypothermia season. Also, Metro drivers will be informed about the emergency assistance telephone numbers and when to call to assist someone who is homeless and in need of assistance.
- Social Media : Non-government partners will be encouraged to publicize the hotline number via their social media campaigns and email signatures tags. The District government will also encourage agencies utilizing Twitter to include information on alerts and the hotline as part of their communications.
- Public Service Announcements (PSAs): DHS will develop and release television and radio announcements featuring the hypothermia shelter hotline number and information designed to educate the public about the dangers of hypothermia. These announcements will publicize the emergency assistance telephone numbers and encourage District residents to call to seek help if they are homeless or to report the location of individuals who are homeless and possibly in need of assistance, especially in hypothermic weather conditions.

- Paid Advertising: DHS will purchase radio airtime for 30-second informational spots to air during peak coverage hours during hypothermia season. Informational announcements will also air on appropriate channels on local cable television during the season.
- Newspapers: Quarter-page hypothermia shelter hotline advertisements will be placed in community newspapers throughout the season. In the past, publications such as *Hill Rag*, *DC North*, *East of the River*, and *Street Sense* have been used.
- Business Cards: Pocket-sized business cards will be printed and distributed that will include the emergency assistance telephone numbers and a list of participating shelters. The cards will be available in both English and Spanish versions, and they will be distributed to the outreach community, to providers, and to those who are homeless so that they have the 800 number, the 311 number, and a list of shelter locations at hand in the event that assistance is needed.

SHELTERS FOR INDIVIDUALS – TYPES AND HOURS OF OPERATION

Low-barrier, temporary, and transitional shelters for individuals operate year round and provide a variety of services. A list of these sites is included as Appendix A. In addition to these existing year-round shelter facilities, there are three types of shelters that are available to serve those who are homeless during the winter season.

Hypothermia Shelters – open only on nights when a hypothermia alert has been called. If in a DC Recreation Center, the shelter will be open from 9:00 pm to 7:00 am, if in a church or other community site, will be open from 7:00 pm to 7:00 am. These shelters will not be open during the daytime hours, even if an Alert is still in effect, since most of these sites are within church buildings which are contracted for use as Alert-night shelter by the District government, and used for other purposes during the daytime hours.

Seasonal Shelters - will be open 7:00 pm to 7:00 am, beginning on the first night a hypothermia alert is called and then every night through March 31, 2013.

Overflow Shelters – will operate only when all other shelters are near capacity. These facilities have standby/on call staff that are called in to operate the overflow shelters as needed. When these shelters are activated, the Hotline provides transportation to these locations.

On days when the temperature with wind chill remains at or below 32 degrees F. and a hypothermia alert is in effect, single adults using shelters will be allowed to remain in their facilities with the exception of those who are in hypothermia-night only shelters. The hypothermia shelters close at 7 am, and on alert days transportation will be provided from those sites to sites that are open.

Shelter providers will include Catholic Charities (CC), the Community for Creative Non-Violence (CCNV), Coalition for the Homeless, and New Hope Ministries (NHM). Local churches will also serve as shelters, including Sacred Heart, Saint Luke's Mission Center, and New Covenant Baptist, and Community of Christ Church.

Locations of the hypothermia, seasonal, and overflow shelters are noted in Appendix B, and projected capacities are included in Appendix C.

SHELTER FOR FAMILIES – TYPES AND HOURS OF OPERATION

Between the hours of 8:00 am and 4:00 pm, Monday through Friday (except for holidays and days on which the District government is closed), families seeking emergency shelter should go to the Virginia Williams Family Resource Center at 33 N Street, NE, or to any other family intake sites that are opened in the future. After 4:00 pm and on weekends, during hypothermia alerts, families should call the Shelter Hotline, which will put the family in contact with staff from the Virginia Williams Family Resource Center or The Community Partnership for the Prevention of Homelessness, who will make a determination regarding authorization of shelter placement and transportation. Families placed in shelter after regular business hours will be required to go to the Virginia Williams Family Resource Center the following business day for assessment and verification of eligibility.

The DC General family shelter is the primary placement site for families seeking emergency shelter in the District of Columbia. In the event that DC General is full when a hypothermia alert is in effect, additional capacity (e.g., motel placements or other family shelter) will be added. All family shelter, including DC General and motel placements, is available 24 hours a day.

FOOD AND CASE MANAGEMENT SERVICES FOR FAMILIES AND INDIVIDUALS

For families, the District shall establish and, by October 1, 2013, submit to the ICH a protocol to ensure that each family that is served during hypothermia season in an emergency shelter placement, e.g., DC General, short-term community-based units, and, if applicable, hotel or motel placements, has access to adequate food resources and effective case management services.

Food service for families at the DC General shelter will, at a minimum, include two meals a day. In the event that the District places families in motel(s) or other family shelter, such placements will be made, to the extent possible, at locations that provide each room with a microwave and refrigerator; gift cards and/or other forms of financial assistance and/or other emergency food resources will be provided as needed on a case-by-case basis. Information regarding provision of meals and emergency food resources shall be provided at the time of placement. For individuals, meals are provided nightly at the year-round and seasonal shelters, as well as the Sacred Heart and St. Luke's Mission Center alert night shelters. No additional meals are provided on days when a hypothermia alert is in effect. Additional meals are provided to sites which are open during the daytime when a snow emergency is in effect.

Case management for families placed at DC General shelter will be provided by on-site case management staff. Families placed in motel(s) or other family shelter will receive case management services from their assigned specialists at the Virginia Williams Family Resource Center. In addition, any family placed in an emergency shelter placement other than DC General during hypothermia season will be eligible to participate in all additional program services that are available to families in emergency shelter placements at DC General.

OUTREACH AGENCIES

The agencies listed in the table below have contracted with the District government to develop strategies and means for providing outreach services during hypothermia season and extreme weather conditions. These agencies provide an array of services that may include street outreach, crisis intervention, transportation, and referrals to hypothermia shelter and services. Additionally, sleeping bags, blankets, food, water, and essential items to guard against the effects of the cold such as hats, gloves, scarves, socks, and thermal underwear are distributed.

Calls for information regarding outreach providers or outreach services should be directed to the Shelter Hotline at **1 (800) 535-7252** or the Mayor's Call Center at **311**. The Mayor's Call Center staff will link callers to the appropriate outreach providers based on the caller's location.

HYPOTHERMIA 2013-2014 OUTREACH PROVIDER	AREA
Neighbors' Consejo (emphasis on the Latino population)	Ward 1
Rachael's Women's Center	Ward 2
Salvation Army Grate Patrol	Ward 2 (Downtown and Mall area)
Georgetown Ministry Center	Wards 2, 3
Friendship Place	Ward 3
First Seventh-Day Adventist Church (No street outreach is available.)	Ward 4
Capitol Hill Group Ministries	Ward 6
DC Central Kitchen's "First Helping" Program	Wards 7, 8
Unity Health Care Medical Outreach (includes medical attention and referrals to emergency medical care or hypothermia shelter and services)	Wards 1, 2, 3, 4, 5, 6, 7, 8
United Planning Organization (vans provide items to guard against the effects of the cold, transportation, and information about hypothermia and shelter locations)	Wards 1, 2, 3, 4, 5, 6, 7, 8

In addition to the outreach providers contracted by the District government, there are several Business Improvement District (BID) organizations that have a focus on providing outreach to persons who are homeless. The Downtown BID will use its Safety and Maintenance Ambassadors (SAMs) to identify and assist persons in need of shelter this winter in its 138 block (one square mile) designated area in portions of Wards 2 and 6, and the Downtown BID also contracts with Pathways to Housing DC to mobilize a clinically focused outreach team who work with the most vulnerable individuals living on the street. The Mt. Vernon Triangle BID also operates in Ward 6.

The NoMa BID covers the 35 block area north of Massachusetts Avenue in the Capitol Hill North neighborhood, and it has outreach ambassadors who work daily with those who are homeless.

The Capitol Hill BID has specially trained Homeless Outreach/Safety Ambassadors, and covers an area from Union Station to Barney's Circle at Pennsylvania Avenue and 15th Street, SE, which includes the U.S. Capitol, the Library of Congress, Eastern Market, and Barracks Row.

The Golden Triangle BID covers 43 blocks of public space in the central business district, roughly within the boundaries of the White House to Dupont Circle and 16th

Street, NW to New Hampshire Avenue, NW. They also contract with Pathways to Housing DC to mobilize a clinically focused outreach team who work with the most vulnerable individuals living on the streets of the Golden Triangle BID.

TRANSPORTATION

Transportation is a scarce resource for those who are homeless, especially during the winter months, and the transportation system outlined in the 2013-2014 Winter Plan is designed to serve the largest number of those who are homeless in the most efficient and effective way. Except where there is an emergency situation, the transportation system will operate on a rational, scheduled basis to serve both those who are homeless and the shelter providers optimally. As with any other “public” transportation system, an attempt to provide customized or individualized service decreases the availability of the service to others and is disadvantageous to the general ridership.

Generally, transportation is available to and from shelters to selected locations only. Ideally, those who are homeless should be enabled to utilize the comprehensive and convenient public transportation system in the District of Columbia (Metrorail and Metro bus) in cases where it is cost effective to do so.

There will be both scheduled and unscheduled (on-demand) transportation. The scheduled transportation is limited and is designed to provide general transportation in the mornings and evenings from and to specific locations for groups of individuals that are homeless, as listed later in this section. DHS will engage in community outreach in advance of November 1, 2013 to ensure that the plans for both scheduled and unscheduled (on-demand) transportation are communicated widely.

On Alert days, the scheduled transportation system should be the primary means for persons to get to shelters, and persons seeking shelter should plan to be at one of the designated pickup locations at the designated times. The District’s homeless van transportation system has very limited capacity to provide unscheduled (on-demand) transportation. Unscheduled (on-demand) transportation will be provided only when the alert is in effect:

- (a) Before the time frames for scheduled transportation, provided shelter is open,
or
- (b) After the time frames for scheduled transportation

Note that at all times, priority for unscheduled (on-demand) will be given to persons (individuals and families) who have a need for reasonable accommodation or cannot reasonably get to one of the designated pickup locations.

During hypothermia season, transportation will include moving people to and from shelters, transporting individuals from over-crowded shelters to less-crowded shelters, and moving supplies to the street for those who do not accept shelter.

Transportation Resources and Outreach

Beginning on November 1, 2013, UPO will provide five (5) vans from 8:00 am to 4:00 pm and seven (7) vans from 4:00 pm to 8:00 am. On each shift, one of the vans deployed by UPO will be accessible for people who have disabilities. Additionally, UPO will operate a radio communications system on a 24-hour schedule to coordinate hypothermia services on the streets.

Van drivers will have hand held radios with them at all times to facilitate effective communications between UPO vans and their central office. Outside of the scheduled transportation listed later in this section, if a person needs assistance, a van will be dispatched and a shelter assignment may be made, based on bed availability and the person's needs. The District of Columbia Fire and Emergency Medical Services Department (FEMS) will be notified to provide emergency medical care and possible transportation to a medical facility whenever a person appears to be suffering from hypothermia or any other medical issues.

The UPO vans will focus their outreach efforts in areas that have the largest concentrations of individuals who are homeless. As part of their outreach activities, UPO personnel will offer transportation to shelter to those living on the streets, and will distribute blankets and other supplies to persons who decline to come into shelter. In addition, the vans will traverse the city to pick up individuals from shelters that have exceeded capacity to take them to shelters that have available beds. Outreach and transportation services, as necessary, will also be provided to those who have called an emergency assistance number for service.

In instances of extreme weather, DHS will coordinate with the Homeland Security and Emergency Management Agency (HSEMA) to provide vital transportation for persons in need.

Scheduled Transportation from Women's Shelters - Morning Schedules

It is important to note that all times listed on the schedules are estimates and are subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern, especially during the winter season.

In the morning, women who are shelter residents at Nativity Shelter receive Metro tokens for transportation. Women who are residents at the Harriet Tubman shelter and the New Covenant Baptist Church will be transported to programs as shown in the following schedule. Note that all destinations for morning transportation are subject to change based on availability of the site and/or actual numbers of persons seeking to go to a specific site.

Pick Up Time	Location	Destination(s)
6:30 am	New Covenant Baptist Church 1301 W Street, SE (hypothermia night shelter only)*	Rachael's Women's Center; Bethany Women's Center at N Street Village
6:30 am 7:15 am 8:15 am	Harriet Tubman at DC General, Building 9	Union Station; So Others Might Eat (SOME) (71 O Street, NW); Rachael's Women's Center; Bethany Women's Center at N Street Village

* This site does not remain open after 7 am during daytime hypothermia alerts, so transportation from the New Covenant Baptist Church is provided only during daytime hypothermia alerts. On alert mornings, the Hotline will call this site to determine if service is needed. Pickups are made only when there are women at this site who request transportation.

Accessible transportation for persons with disabilities is provided upon request.

Unscheduled (on-demand) transportation outside of the schedules listed above is limited, and is subject to the conditions noted earlier in the Transportation section.

Scheduled Transportation to Women's Shelters - Evening Schedules

It is important to note that all times listed on the schedules are estimates and are subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern, especially during the winter season.

In the evening, women who are shelter residents at Nativity Shelter will be transported to Nativity Shelter from the Sacred Heart Church. Additionally, women will be transported from the corner of 4th and E Streets NW to Harriet Tubman, and to the New Covenant Baptist Church.

Pick Up Time	Location	Destination(s)
2:00 pm (Alert nights ONLY)	Rachael's Women's Center; Bethany Women's Center at N Street Village	Open Door, John Young Center, Harriet Tubman at DC General
2:00 pm (Alert nights ONLY)	SOME	Open Door, John Young Center, Harriet Tubman at DC General
6:30 pm .	Sacred Heart Church 16 th Street and Park Road, NW	Nativity Shelter
6:30 pm . 7:15 pm . 8:15 pm	9 th & G Streets, NW (MLK Library)	Open Door, John Young Center, Harriet Tubman at DC General; New Covenant Baptist*

*Transportation to the New Covenant Baptist Church is provided only during hypothermia alerts.

Accessible transportation for persons with disabilities is provided upon request.

Unscheduled (on-demand) transportation outside of the schedules listed above is limited, and is subject to the conditions noted earlier in the Transportation section.

Scheduled Transportation from Men's Shelters - Morning Schedules

It is important to note that all times listed on the schedules are estimates and are subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern, especially during the winter season.

In the morning, men will be picked up from the Adams Place, 801 East, and New York Avenue shelters and dropped off at various locations in the downtown area. Additionally, men will be picked up in the morning from the Banneker Recreation Center and Saint Luke's Mission Center and dropped off at SOME during hypothermia alerts only. Note that all destinations for morning transportation are subject to change based on availability of the site and/or actual numbers of persons seeking to go to a specific site.

Pick Up Time	Location	Destination(s)
6:30 am 7:15 am 8:15 am	2210 Adams Place, NE	SOME (71 O Street, NW);
6:30 am 7:15 am 8:15 am	801 East Shelter, 801 Making Life Better Lane, St. Elizabeth's Hospital Campus, 2700 Martin Luther King, Jr. Ave., SE	Union Station; SOME; 9 th & G Streets, NW (MLK Library)
6:30 am 7:15 am 8:15 am	1355-57 New York Avenue, NE	SOME
6:30 am	Banneker Recreation Center* 2500 Georgia Avenue, NW	SOME
6:30 am	Saint Luke's Mission Center* 3655 Calvert Street, NW	SOME
8:30 am	MLK Library at 9 th & G Streets, NW	Thrive DC - St. Stephens 1525 Newton Street, NW

* These sites do not remain open after 7 am during daytime hypothermia alerts, so transportation from the Banneker Recreation and Saint Luke's Mission Center is provided only during daytime hypothermia alerts.

Accessible transportation for persons with disabilities is provided upon request.

Unscheduled (on-demand) transportation outside of the schedules listed above is limited, and is subject to the conditions noted earlier in the Transportation section.

Scheduled Transportation to Men's Shelters – Evening Schedules

It is important to note that all times listed on the schedules are estimates and are subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern, especially during the winter season.

In the evening, men will be picked up from the MLK Library and transported to Adams Place, 801 East, and New York Avenue shelters.

Pick Up Time	Location	Destination(s)
1:00 pm (Alert nights ONLY)	SOME	2210 Adams Place, NE; 1355-57 New York Avenue, NE; 801 East Shelter
6:45 pm .	Sacred Heart Church 16 th Street and Park Road, NW	9 th & G Streets, NW (MLK Library)
6:30 pm . 7:15 pm . 8:15 pm	MLK Library at 9 th & G Streets, NW	2210 Adams Place, NE
6:30 pm . 7:15 pm . 8:15 pm	MLK Library at 9 th & G Streets, NW	801 East Shelter
6:30 pm . 7:15 pm . 8:15 pm	MLK Library at 9 th & G Streets, NW	1355-57 New York Avenue, NE

Accessible transportation for persons with disabilities is provided upon request.

Unscheduled (on-demand) transportation outside of the schedules listed above is limited, and is subject to the conditions noted earlier in the Transportation section.

Scheduled Transportation for Families

Note that all destinations for scheduled transportation for families are subject to change based on availability of the site and/or actual numbers of persons seeking to go to a specific site.

Pick Up Time	Location	Destination(s)
2:00 pm	33 N Street, NE	Varies depending on designated placements for each family (e.g., shelter, housing, hotels, etc.)
5:00 pm	33 N Street, NE	Varies depending on designated placements for each family (e.g., shelter, housing, hotels, etc.)
8:00 pm	33 N Street, NE	Varies depending on designated placements for each family (e.g., shelter, housing, hotels, etc.)
10:00 pm	33 N Street, NE	Varies depending on designated placements for each family (e.g., shelter, housing, hotels, etc.)

*This transportation is only provided on days/evenings when a hypothermia alert has been called and only for families who have been determined to be Priority One and given a placement referral and for whom a specific placement designation has been determined/given.

If they are in need of transportation, families who have been given a placement referral and are awaiting a placement designation may remain at 33 N Street, NE, until transportation is provided.

Accessible transportation for persons with disabilities is provided upon request.

POLICE AND OUTREACH PROVIDERS COOPERATION

The Metropolitan Police Department (MPD) is committed to assisting homeless outreach agencies and workers who wish to enter a vacant building to engage a person who is homeless whenever there is a safety risk, in the opinion of the outreach representative. Assistance from MPD may be obtained by calling the 311 non-emergency number to request an officer. In an emergency situation, the 911 number should be used.

MENTAL HEALTH SERVICES

If a service provider is concerned about a client's mental health stability, a request may be made to the Homeless Outreach Program (HOP) of the Department of Behavioral Health (DBH). If appropriate, the HOP will link or re-link the consumer to mental health services or provide a crisis assessment and initiate the appropriate intervention. DBH staff will provide outreach workers with orientation, training, and written materials to increase their understanding of psychiatric impairments and how to make an initial determination whether DBH involvement is needed. The overarching goal is to protect the health and safety of the consumer, especially during severe weather conditions. HOP services are available on Monday through Friday from 8:30 am until 9:00 pm. The telephone number for the HOP is **(202) 673-9124**. DBH also has a Mobile Crisis Service (MCS) that is available seven days per week from 9 am until 1 am. The MCS telephone number is **(202) 673-9300**.

HEALTH SERVICES AND DETOXIFICATION SERVICES

Unity Health Care (UHC) is under contract with the Department of Health (DOH) to operate year-round clinics at various shelter locations. It also operates a mobile medical outreach van for non-sheltered persons that are homeless. Persons in need of non-emergency medical care or treatment who are able to wait until the clinics open the next day, will be referred to UHC for follow-up. Persons needing more serious or emergency health care will be referred to the DC Fire and Emergency Medical Services Department for pick-up and transport to a hospital. DOH will provide medical consultation to shelter providers, as deemed necessary. Additionally, DOH will disseminate hypothermia fact sheets throughout the community to educate the public, with the intention of preventing hypothermia-related deaths and illnesses among the homeless population.

DOH will offer in-service training for shelter providers and staff members to raise awareness about the medical aspects of hypothermia and to educate them in how to help someone who may be hypothermic.

Detoxification at a DOH facility, as listed below, will be available for those requiring it.

Name of Center	Location	Telephone
Seton House	1053 Buchanan St., NE	(202) 269-7649
Psychiatric Institute of Washington	4228 Wisconsin Avenue NW	(202) 885-6510

The Metropolitan Police Department (MPD) is responsible for transporting persons in need of detoxification facilities.

SERVICES FOR THE LATINO COMMUNITY

Printed material will be provided in Spanish for distribution to Latino organizations. The District's Office of Latino Affairs (OLA) will be requested to assist in the distribution of these materials. Two (2) bilingual (English-Spanish) outreach workers will work from Neighbors' Consejo to conduct outreach in the Columbia Heights and Mt. Pleasant areas in Ward One. The UPO Hotline will seek to have bilingual staff at the Hotline office, and it will seek to hire a bilingual driver to operate one (1) of the vans that will be on the street this winter. UPO will have access to interpretation services for Spanish-speaking callers through Language Line Services at **1 (800) 367-9559**.

INTERPRETATION SERVICES

Interpreters are available through Language Line Services, a professional, telephone-based interpretation service that provides interpreter assistance in over 140 languages, seven days a week, 24 hours a day. UPO has access to Language Line Services through a toll free number made available by DHS, **1 (800) 367-9559**.

SUPPLIES

TCP works closely with volunteers and nonprofit agencies to secure supplies for distribution and use during the hypothermia season. The District and its partners will distribute blankets beginning on November 1, 2013, per a written protocol, and an ample inventory of other supplies will be on hand, namely, sleeping bags and essential items to guard against the effects of the cold such as hats, gloves, scarves, socks, and thermal underwear. TCP and the UPO hypothermia staff will coordinate the retrieval and storage of all supplies. Any provider seeking supplies should contact the Shelter Hotline directly.

TRAINING

Hypothermia training for outreach workers and shelter providers will be conducted by TCP in conjunction with DHS, and it is currently scheduled to begin in the third week of October 2013, and no later than November 1, 2013. All agency directors or designated staff directly involved in the provision and management of hypothermia-related services will be asked to attend an initial review of protocols, processes, communications, and responsibilities related to the upcoming hypothermia season.

Ongoing hypothermia-related training opportunities, including training on customer service topics and the Homeless Services Reform Act (HSRA), will be offered during the season at times and places that are convenient for staff members involved in the provision of hypothermia services.

HOMELESS SERVICES MONITORING

DHS monitors shelter operations year round to ensure that clients are being served well and to note any corrective actions that must be taken. When necessary, these actions must be accomplished within a given time, and DHS will confirm that they have been completed. The Homeless Services Monitoring Unit may be contacted with specific concerns at its customer service number, **(202) 673-4464**.

YOUTH SERVICES

Homeless minor children and young adults are a unique and vulnerable population that requires developmentally appropriate services. Therefore, the District has established the following strategy to meet demand for this population.

Young Adults aged 18 to 24 years

The Continuum of Care has expanded its ability to serve young adults aged 18 to 24 years by adding 24 transitional beds to 801 East Shelter's year-round capacity; these new beds will exclusively serve unaccompanied young men aged 18 to 24 years. Additionally, unaccompanied young adults can access shelter at all Low Barrier and Severe Weather Shelters that serve adults aged at least 18 years. Families headed by a young adult can access shelter and other housing crisis resources at the Virginia Williams Family Resource Center.

Unaccompanied Minor Children aged 0 to 17 years

Unaccompanied Minor Children can access emergency shelter or housing via Sasha Bruce Youthwork Bruce House and the Latin American Youth Center host homes. It is important to note that capacity at these programs is limited and slots are filled quickly. In instances where space is not available at a youth-specific site, providers should still encourage youth to connect with these organizations for additional wrap around services and to obtain wait-list status.

Youth Outreach

Youth-focused outreach is conducted year-round by Sasha Bruce Youthwork, Covenant House Washington, Latin American Youth Center, and StandUp for Kids. For additional information on the respective catchment areas and hours of operation, please contact each organization directly. In addition to the catchment areas covered by youth-focused outreach providers, there are street outreach organizations that cover catchment areas across the city – these outreach providers engage with all persons experiencing street homelessness in their respective catchment areas regardless of age.

APPENDIX A - YOUTH PROVIDERS

Outreach and Hotlines

Agency Name	Program Name	Contact Information
Latin American Youth	Street Outreach	(202) 319-2624 - Jorge Cabrera
Sasha Bruce	Emergency Hotline	(202) 547-7777
Sasha Bruce	Street Outreach	(202) 675-9340 - Dan Davis
StandUp for Kids	Street Outreach	(202) 905-3898
Covenant House Washington	Outreach	(202) 610-9600/9670

Emergency Shelter for Youth

Agency Name	Program Name	Address and Contact Information
Covenant House Washington	Crisis Center	2001 Mississippi Avenue SE, (202) 610-9600/9670
Sasha Bruce	Bruce House	1022 Maryland Avenue NE, (202) 546-4900
Sasha Bruce	Respite and Family Preservation	741 8 th Street, SE, (202) 547-7777

Other Services

Agency Name	Service Provided	Contact Information
Sexual Minority Youth Assistance League	Counseling and related support services and referrals for LGBTQ Youth.	(202) 546-5940
DC Public Schools McKinney Vento Homeless Children Liaisons	Provides school based resources and assistance to homeless children in DC including uniform assistance, transportation, and enrollment support for any child or young adult enrolled in DCPS. Liaisons can be contacted at the school directly, or via Ms. Lee-Mwandha. A list of DCPS McKinney Vento Liaisons is available via the DCPS Website.	Contact at DCPS Central Office Nicole Lee-Mwandha (202) 442-5885 nicole.lee-mwandha@dc.gov McKinney Vento Liaisons: Each school in DCPS has one identified Liaison who is managed by Ms. Lee-Mwandha.
Charter Schools McKinney Vento Homeless Children Liaisons	Transitory Services/McKinney Vento Program for Homeless Students Office of the State Superintendent of Education (OSSE) provides District-wide resources, assistance and support to McKinney Vento Homeless Liaisons at each local education agency and school (including DC Public Schools and all DC Charter Schools). All local education agencies are required to have an identified homeless liaison. A list of LEA McKinney Vento Liaisons is available via the OSSE Website.	Contact at OSSE JaSent Brown (202) 727-6436 jasent.brown@dc.gov McKinney Vento Liaisons : Each charter school is required to have one identified Liaison who is overseen at the Office of the State Superintendent of Education (OSSE) by Ms. Brown

APPENDIX B – SHELTER LOCATIONS

Men’s Shelters - 12–Hour Low Barrier Sites

Name of Shelter	Location	Telephone	Accessible
New York Avenue Shelter	1355-57 New York Ave., NE	(202) 832-2359	
801 East Shelter	801 Making Life Better Lane, SE	(202) 561-4014	Yes
Adams Place Shelter	2210 Adams Place, NE	(202) 832-8317	

Women’s Shelters - 12–Hour Low Barrier Sites

(Information on Accessibility Pending)

Name of Shelter	Location	Telephone	Accessible
Open Door	425 2 nd Street, NW (at E St.)	(202) 639-8093	
Nativity Shelter	6010 Georgia Avenue, NW	(202) 487-2012	
DC General Building 9-Harriet Tubman	1900 Massachusetts Avenue, SE	(202) 547-1924	
John Young	117 D Street, NW	(202) 639-8469	

Men’s Shelters - Hypothermia, Seasonal, and Overflow Shelters:

Name of Shelter	Location	Telephone	Accessible
Sacred Heart Church	16 th Street and Park Road, NW	TBA	
801 East Shelter	801 Making Life Better Lane, SE	(202) 561-4014	Yes
Community for Creative Non-Violence (CCNV)	425 Second Street, NW	(202) 393-1909	Yes
Saint Luke’s Mission Center	3655 Calvert Street, NW	(202) 333-4949	
Banneker Recreation Center	2500 Georgia Avenue, NW	TBA	
Adams Place Shelter	2210 Adams Place, NE	(202) 832-8317	
Kennedy Recreation Center	1401 7 th Street NW	TBA	
Community of Christ Church	3526 Massachusetts Avenue NW	TBA	
Overflow Shelter Site	To Be Determined		

Women's Shelters -- Hypothermia, Seasonal, and Overflow Shelters

Name of Shelter	Location	Telephone	Accessible
Open Door	425 2 nd Street, NW (at E St.)	(202) 639-8093	
New Covenant Baptist	1301 W Street, SE	(301) 728-8307	
Nativity Shelter	6010 Georgia Avenue, NW	(202) 487-2012	
Community for Creative Non-Violence (CCNV)	425 2 nd Street, NW	(202) 399-2359	Yes
Overflow Shelter Site	To Be Determined		

Family Shelter

Name of Shelter	Location	Telephone	Accessible
DC General Main Building	1900 Massachusetts Avenue, SE	(202) 547-5702	Yes

APPENDIX C - Hypothermia Season 2013-2014 Capacity Tables

CAPACITIES OF SHELTERS FOR MEN WHO ARE HOMELESS

Capacities shown in this table reflect the best estimates of demand for shelter in the upcoming hypothermia season for men who are homeless. The Government of the District of Columbia is committed to protecting individuals who are homeless from cold weather injury by meeting the demand for shelter during hypothermia season. Should the need for shelter exceed levels of capacity identified in this plan, the District will open additional facilities to meet the need for shelter including but not limited to overflow capacity in the DC General cafeteria.

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Alert Night Beds	Over-flow	Total	Accessible
New York Avenue	CC	360				360	
801 East Shelter	CC	380	52			432	Yes
Adams Place Shelter	CC	150	30			180	
CCNV 3 South ¹	CCNV		44			44	Yes
Saint Luke's Mission Center	CC			30		30	
Banneker Recreation Center	CC			50		50	
Community for Creative Non-Violence (CCNV) Drop-In Center	CCNV			135		135	Yes
Community of Christ Church	CC			25		25	
Sacred Heart Church	CC			50		50	
Kennedy Rec Center	CC				40	40	
Overflow Capacity	TBD				30		
Subtotal of Available Capacity		890	126	290	70	1,376	
TOTAL						1,376	

Key: CC = Catholic Charities

¹ The 44 seasonal beds at CCNV (3 South) will operate as 24 hour low barrier beds.

APPENDIX C, cont.

CAPACITIES OF SHELTERS FOR WOMEN WHO ARE HOMELESS

Capacities shown in this table reflect the best estimates of demand for shelter in the upcoming hypothermia season for women who are homeless. The Government of the District of Columbia is committed to protecting individuals who are homeless from cold weather injury by meeting the demand for shelter during hypothermia season. Should the need for shelter exceed levels of capacity identified in this plan, the District will open additional facilities to meet the need for shelter.

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Alert Night Beds	Over-flow	Total	Accessible
DC General Building 9-Harriet Tubman	CC	100				100	
John Young	NHM	85				85	
Open Door	NHM	108		10		118	
Nativity Shelter	CC	20	5			25	
Community for Creative Non-Violence (CCNV) 2 South ¹	CCNV		48			48	Yes
New Covenant Baptist	CC			25		25	
Overflow Capacity	TBD				25	25	
Subtotal of Available Capacity		313	53	35	25	426	
TOTAL						426	

Key: NHM = New Hope Ministries, CC = Catholic Charities

¹ The 48 seasonal beds at CCNV (2 South) will operate as 24 hour low barrier beds.

APPENDIX C, cont.

PLACEMENTS REQUIRED FOR FAMILIES WHO ARE HOMELESS

To ensure that all District families who are homeless and cannot access other shelter are protected in severe weather conditions, the 2013-2014 Winter Plan is based upon the number of placements needed rather than, in years past, an estimate of anticipated demand for shelter. The District expects to use a variety of resources to provide placements for families referred for shelter during the 2013-2014 Winter season. The District will be providing placement to families through some or all of the following locations and resources:

- DC General Family Shelter
- Emergency Rental Assistance Program (ERAP)
- Rapid Rehousing Program / Family Re-Housing and Stabilization Program (FRSP)
- Permanent Supportive Housing Program (PSH)
- Local Rent Supplement Program (LRSP)
- Temporary placements in Motels

The projected number of placements needed during the 2013-2014 winter season reflects an estimate based on the month-by-month experience of the past three winters.

	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Total
Projected Unduplicated Number of Families Referred for Shelter, Motel or Housing Placements	67	104	135	151	52	509
Projected Unassisted Exits from DC General Hospital	8	10	8	8	8	42
Projected Net Unduplicated Number of Shelter, Motel and Housing Placements Needed	59	94	127	143	44	467

These projections are based on the following numbers and assumptions:

- The number of families expected to be referred for shelter during the 2013-2014 winter season is estimated to increase by 10% increase over the 2012-2013 winter season (**509** families in 2013-2014 up from 463 in 2012-2013).
- Approximately two families per week (or **42** families in total) are expected to leave the DC General Family Shelter without assistance from the District's Department of Human Services – the same rate at which families exited the shelter without assistance during the 2012-2013 winter season.
- The projected net number of placements needed is the difference between these two totals (509 families referred for shelter MINUS 42 families making unassisted exits from DC General = **467** net placements needed)

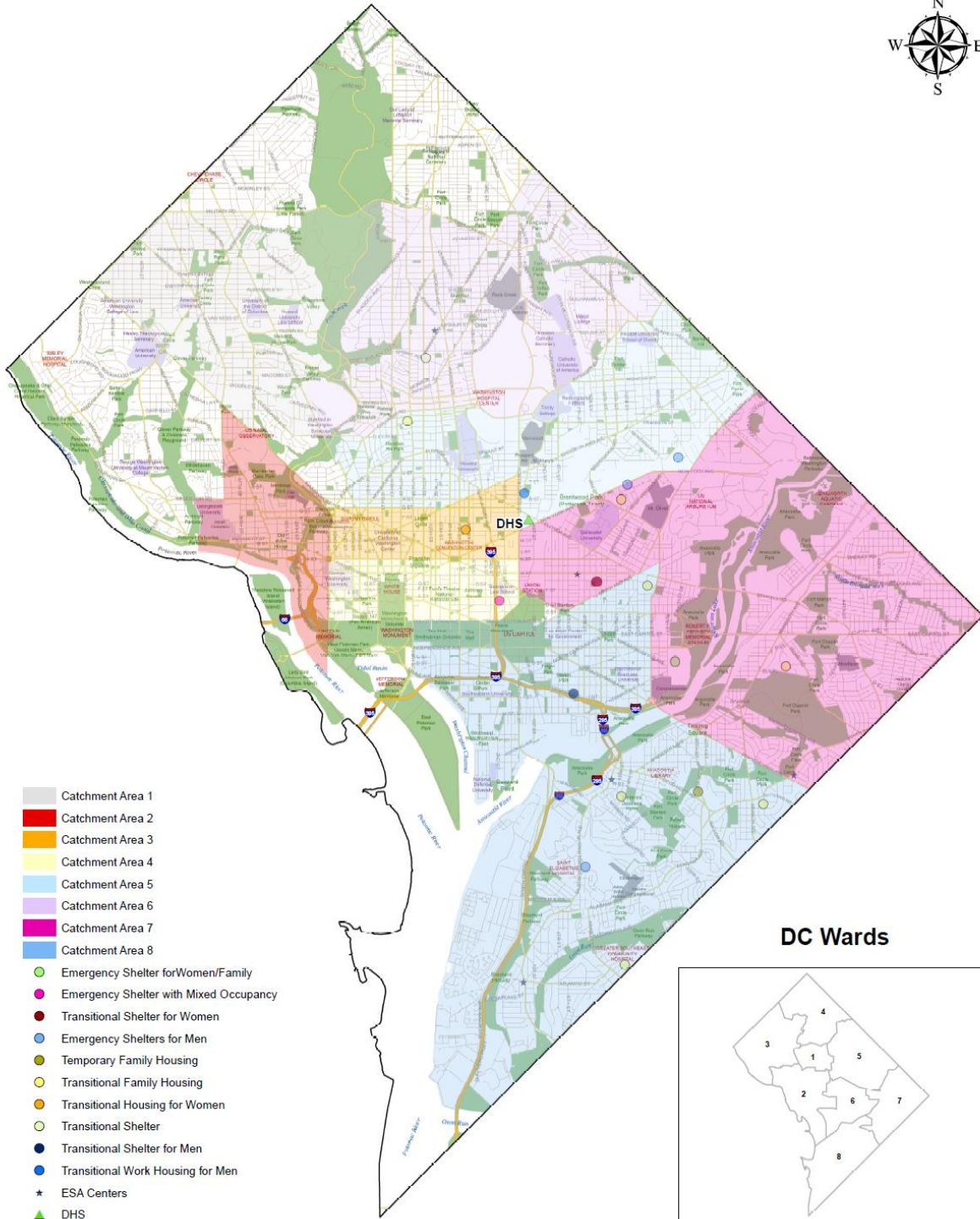
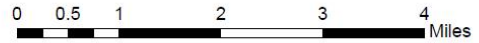
Note: These projections assume that the DC General Family Shelter will be at the maximum capacity of 271 families on November 1, 2013; whatever the actual number of families at D.C General on this date, however, the projected number of families referred for shelter during the 2013-2014 season (509) will remain unchanged.

Families who are referred to emergency shelter and who need a reasonable

accommodation – e.g., a wheelchair-accessible unit or a placement with private bathrooms, eating or sleeping areas due to a disability of a household member – will be provided an appropriate placement the day they are found eligible for such shelter.

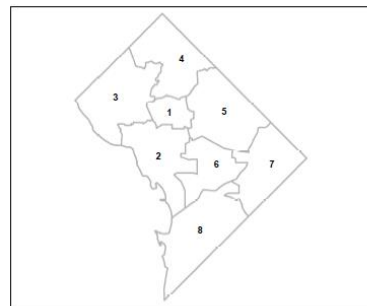
APPENDIX D – Map of Outreach Catchment Areas

**Homeless Services Catchment Area Map for 2013 Winter Plan
Family Services Administration, DC DHS**



- Catchment Area 1
- Catchment Area 2
- Catchment Area 3
- Catchment Area 4
- Catchment Area 5
- Catchment Area 6
- Catchment Area 7
- Catchment Area 8
- Emergency Shelter for Women/Family
- Emergency Shelter with Mixed Occupancy
- Transitional Shelter for Women
- Emergency Shelters for Men
- Temporary Family Housing
- Transitional Family Housing
- Transitional Housing for Women
- Transitional Shelter
- Transitional Shelter for Men
- Transitional Work Housing for Men
- ★ ESA Centers
- ▲ DHS

DC Wards



Data Sources: DHS FSA Homeless Services/U.S. Census

Map Designed by Han Lee, Policy Analyst, OD, DHS



Those who are homeless may call the numbers for assistance, and the general public may call the numbers to seek assistance for someone who is homeless and in need of help.



SHELTER HOTLINE

1 (800) 535-7252

OR 311

Important Telephone Numbers:

The Homeless Services Monitoring Unit's Customer Service Number is 1-(202) 673-4464, or you may call 311 with specific customer service concerns.

For assistance, especially during cold weather, call:

**Shelter Hotline: 1 (800) 535-7252 or the Mayor's Call Center:
311**

Those who are homeless may call these numbers to seek assistance, and the general public may call these numbers to get help for someone who is homeless and in need of assistance.

###

ACKNOWLEDGEMENT

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