COVID-19 Briefing for DHS Providers and Partners

Department of Human Services
January 8, 2021

*Please submit questions via WebEx chat*
Agenda

I. Welcome and DHS Operational Status
II. ESA Updates
III. Human Services Data
IV. FSA Updates
V. Question and Answer
DHS Operational Status (1/8/21)

The District remains in Phase II of Re-Opening
Public Health Emergency Extended through 3/31/21
State of Emergency through 1/22/21

DHS continues to deliver essential services:

- Low Barrier and Emergency Shelters – Open, extended hours
- Call Center – Open
- ESA Service Centers – Limited Services, varied by site
- Outreach – Full staffing with limited hours
- Day Centers – DDSC limited, Zoe’s Doors & Sasha Bruce open
- Virginia Williams Family Resource Center – Open, intake via telephone / Shelter Hotline
- FRSP case management, HPP, and ERAP: via telephone
ESA Operational Status

Service Centers
Pick-up/Drop-off only

Taylor Street
1207 Taylor Street NW

H Street
645 H Street NE

Congress Heights
4049 South Capitol Street SW

Anacostia Service Center & Fort Davis are temporarily closed

Call Center
Monday through Friday
7:30am-4:45pm

(202) 727-5355

Lowest wait times:
Wednesdays & Thursdays

Customers can request an application be mailed

Applications & Verifications

Mobile Phone
DC Access Mobile App
iPhone & Android

Online
dcbenefits.dhs.dc.gov

Mail
Department of Human Services
Economic Security Administration
Case Record Management Unit
P.O. Box 91560
Washington, DC 20090

In Person
Pick-up or drop-off at one of three open Service Centers

EBT Distribution Centers

Good Hope Road
Mon-Fri, 7:30 a.m. – 4:45 p.m.
1649 Good Hope Road SE

H Street (Temporarily Closed)
645 H Street NE
ESA Food Access Updates

• Implementation of the Consolidated Appropriations Act, 2021 (Act)
  – Temporary SNAP Benefit Increase (Jan – June 2021)
    • January: Supplement = to increase issued by Jan 12
    • Feb – June: Increase reflected in regular monthly benefit
  – Exclusion of Federal Pandemic Unemployment from SNAP and TANF
  – SNAP eligibility expansion for college students pending FNS implementation guidelines
ESA Food Access Updates

- Emergency Allotments continued through Jan

- P-EBT working on plan for 2020-2021 SY
  - Families with questions on their P-EBT benefits can visit https://dhs.dc.gov/p-ebt

$58 million in emergency allotments issued to over 43k households

$33 million in P-EBT issued to over 45k families
## Public Benefits Update

<table>
<thead>
<tr>
<th>SNAP/TANF/Cash Assistance</th>
<th>Medical Programs</th>
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<tbody>
<tr>
<td><strong>As of Oct 1</strong></td>
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<td><strong>Interviews</strong></td>
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<td><strong>Recerts</strong></td>
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<td>• Extended for all TANF and for SNAP customer</td>
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<td>• Recerts for SNAP expected to start back up in March 2021</td>
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<td><strong>Mid-Certs/Interim Contacts</strong></td>
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**Draft TANF State Plan posted on DHS website**
- 45-day comment period
Human Services Data

Human Services Data as of January 7th at 5pm (posted daily on coronavirus.dc.gov):

- Number of individuals in homeless service system who have tested positive: 420
- Number of individuals in remote quarantine: 163
- Of individuals in remote quarantine, number from shelter: 86
- Total number of lives lost among individuals in the homeless service system: 23

Follow our progress: https://dhs.dc.gov/storyboard
### Human Services Data – Update

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<tr>
<th>In Shelter Tested Positive (Cumulative)</th>
<th>25-Dec</th>
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### Shelters with at least 1 positive case but <10 positive cases:
- Calvary Transitional Housing
- Casa Ruby
- Covenant House
- Davidson House
- DC Doors
- Jordan House Crisis Beds
- La Casa
- Naylor Road Family Shelter
- Madison Shelter
- New Transitions
- Passages
- Malcolm X (Spring 2020)
- Olaiya's Cradle
- St. Josephine Bakhita
- Sherwood Rec Center
- Trinidad Rec Center
- PEPV Sites
- The Kennedy
- The Triumph
- The AYA
Tracking Cases in Emergency Shelter – Update
Update on Hypothermia Season

- We have had 34 alert nights so far
- We continue to closely monitor capacity to ensure sufficient beds and are prepared to meet needs should demand grow
- Ensuring safety during first amendment protests:
  - Downtown Day Center and Warming Center were closed
  - Unsheltered residents:
    - Extensive outreach to warn of pending protest
    - Providers and UPO conducted wellness checks
  - Residents residing in shelter:
    - Each site initiated Emergency Preparedness Plan
- The ICH Winter Plan is posted online and can be found at: https://ich.dc.gov/page/winter-plan.
Support for Unsheltered Individuals

• Warming Center Update
  – Operations
    • Averaging approximately 10 guest a day
    • High use day of Christmas Day
    • Operations successful to date
  – 9 a.m. to 5 p.m. Monday through Friday
  – Unaccompanied homeless adults seeking an opportunity to warm themselves from the cold

• Client Engagement Continues
  – Cold weather
  – Civil Unrest
  – PEP-V / ISAQ referrals
  – Community Response

• Meal distribution continues
  – Nearly 102,000 meals distributed
Multi-Phase Vaccine Distribution

- **Phase 1A**: Frontline and Health Care Workers
- **Phase 1B**: Essential and At-risk Populations
  - *Emergency shelter and other identified programs*
- **Phase 1C**: Other Essential Workers Outside of Sub-group Phase 1B

**Additional Information:** [coronavirus.dc.gov/vaccine](https://coronavirus.dc.gov/vaccine)
Vaccine Distribution Update

• DHS working directly with DC Health

• Vaccination access and prioritization based on best practices

• Partnership with a third-party approved DC Health partner and vaccine distributor
  – Partner will provide medical direction and clinics
  – Subject to vaccine availability and DC Health requirements
  – DHS will support as necessary

• Efforts being made to be as mobile as possible

• The vaccine will NOT be mandatory for clients or staff at this time

• Communication is crucial
Vaccine Distribution – Comms

• **Key Messages**
  – Stop the Pandemic
  – Protect Yourself and Others
  – Reasons to Get the Vaccine

• **Key messengers**
  – Peers and those with lived experience
  – Non-government healthcare providers such as Unity Healthcare
  – Government leaders: Mayor Bowser, Director Zeilinger, DC Health
  – Religious and community leaders
Vaccine Distribution – Comms

• Key Stakeholder Takeaways
  – Validate the distrust of people of color associated with vaccines in this country
  – Peer model well received
  – Credible messengers are important
    • Specifically, those relatable to the population and the areas being served
  – Ensure strong language access to materials
Isolation and Quarantine

ISAQ - 1: Skyline

Opened: April 2020

Rooms for Client Occupancy: 194 Rooms

Census (as of 1/7/21): 163 people

ISAQ - 2

Opened: December 20, 2020

Rooms for Client Occupancy: 130 Rooms

Census (as of 1/7/21): 0 people
Update on PEP-V Capacity

PEP-V 1: Arboretum  
Opened: March 2020  
Rooms for Client Occupancy: 109 Rooms  
Census (as of 1/7/21): 177 people

PEP-V 2: Holiday Inn  
Opened: May 2020  
Rooms for Client Occupancy: 193 Rooms  
Census (as of 1/7/21): 275 people

PEP-V 3: Fairfield  
Opened: Oct 2020  
Rooms for Client Occupancy: 115 Rooms  
Census (as of 1/7/21): 173 people

We continue to take referrals for clients staying in shelter or who are unsheltered, via the PEP-V Referral Form.
PEP-V Intakes and Exits
(Since Last Partner Call on 12/18)

• Welcomed 32 persons to a PEP-V site
• Continue to match clients for room sharing
• 241 (39%) of persons currently residing at PEP-V are matched to a permanent housing resource
• 23 PEP-V clients have leased-up and are preparing to move to their unit.
  – Since start of PEP-V program, 89 PEP-V clients have leased-up & moved out of PEP-V to that unit through PSH and TAH
"A Home for the Holidays" Campaign Update

Annual campaign to accelerate lease-ups for District households experiencing homelessness into permanent housing.

- Goal is to place 500 households (singles and families)

- Engaging District landlord partners to identify 1,200 affordable and available units of all sizes, units in ADA compliance are needed

- Landlords interested in partnering with the District, email: homefortheholidays@dc.gov

- Weekly progress updates: dhs.dc.gov/page/home-holidays
2021 PIT Count Update

- PIT Count 2021: Wednesday, January 27
- TCP is seeking volunteers among Continuum of Care Staff
  - To learn more about volunteering, email pit@community-partnership.org
  - COVID-19 safety protocols in place to ensure the safety of volunteers
    - PPE kit and other safety gear provided
    - Individual survey teams to meet outside and the maximum size of survey teams is based on DC guidance.
Family System Updates

- FRSP –
  - Based on the extension of the public health emergency through March 31, rental subsidy for families who were scheduled to exit the program is extended until the end of the public health emergency
  - Focus on connection to case management services for families as program grows

- VWFRC & HPP - continued to provide shelter placement and case management virtually
ERAP Application & Rent Assistance

• New Changes to ERAP Application
  – Can now submit application directly online, or drop off a paper application
    • Applications will be processed in the order they are received
    • Removed the requirement to schedule an appointment
  – Updated eligibility and assistance caps to meet the current need:
    • 40% of (AMI)
    • Up to five months of area fair market rent for the zip code, up to $10,205.00
    • May apply twice within a 12-month period
  – Finalizing legal sufficiency review to publish regulation, will update stakeholders.
• Launching an online eviction prevention resource tool and hotline
  – Refers resources for back rent, legal protections, and landlord and mortgage assistance
  – Helps get rental assistance to residents faster by helping to complete the applications and answering questions about online application
• More information is available at https://coronavirus.dc.gov/rent
Eviction Prevention

Given the Mayor's extension of the public health emergency until March 31; the eviction moratorium is extended through May (60 days post PHE).

- **New Resources:**
  - **COVID Relief Bill** - extends the CDC’s eviction moratorium through January 31 and includes $25 billion nationally in emergency rental assistance.
  - **Eviction Prevention Hotline** - residents in need of rental assistance or information about mortgage relief due to COVID-19 can call 1-888-349-8323 or visit gethelp.dc.gov to complete a referral tool to find resources that might help.
  - **FAQ** - DHS worked with OTA, DHCD and ICH to develop an FAQ to help answer questions about rental assistance. The FAQ can be found at: [https://dhs.dc.gov/service/emergency-rental-assistance-program](https://dhs.dc.gov/service/emergency-rental-assistance-program)

- **Ongoing Tenant Resources:**
  - **Rental Assistance Programs** - DHS’s Emergency Rental Assistance Program and DHCD’s COVID-19 Housing Assistance Program (CHAP): more info here: [https://dhs.dc.gov/service/eviction-prevention](https://dhs.dc.gov/service/eviction-prevention)
Question & Answer

DHS modified operations:

Portal for homeless service providers (Partner PPTs posted here):
https://dhs.dc.gov/page/resources-homeless-service-providers

Central inbox for requests and inquiries: dhs.covid19@dc.gov

Share tips, experiences, and photos to post:
dora.taylor-lowe@dc.gov