



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

EBT Distribution Centers

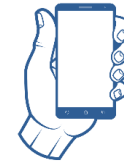
Good Hope Road

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

H Street (**Temporarily Closed**)

645 H Street NE

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

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

SNAP/TANF/Cash Assistance	Medical Programs
<i>As of Oct 1</i>	
Interviews <ul style="list-style-type: none">• Waived	Interviews <ul style="list-style-type: none">• Waived
Recerts <ul style="list-style-type: none">• Extended for all TANF and for SNAP customer• Recerts for SNAP expected to start back up in March 2021	Recertifications <ul style="list-style-type: none">• Waived
Mid-Certs/Interim Contacts <ul style="list-style-type: none">• Waived	

Draft TANF State Plan posted on DHS website

- 45-day comment period

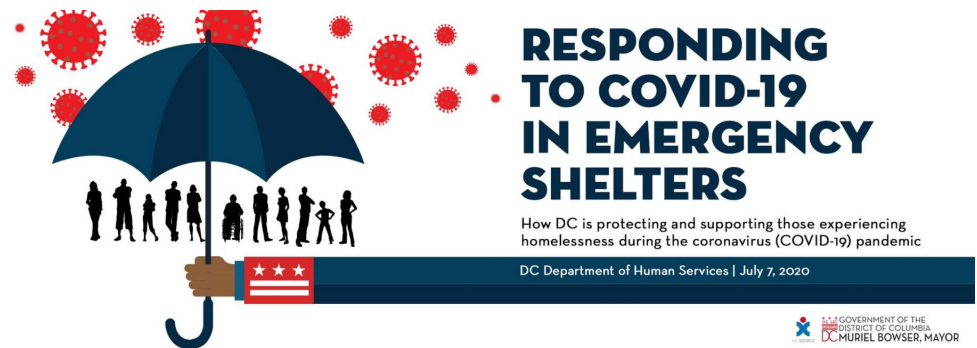
Human Services Data

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>



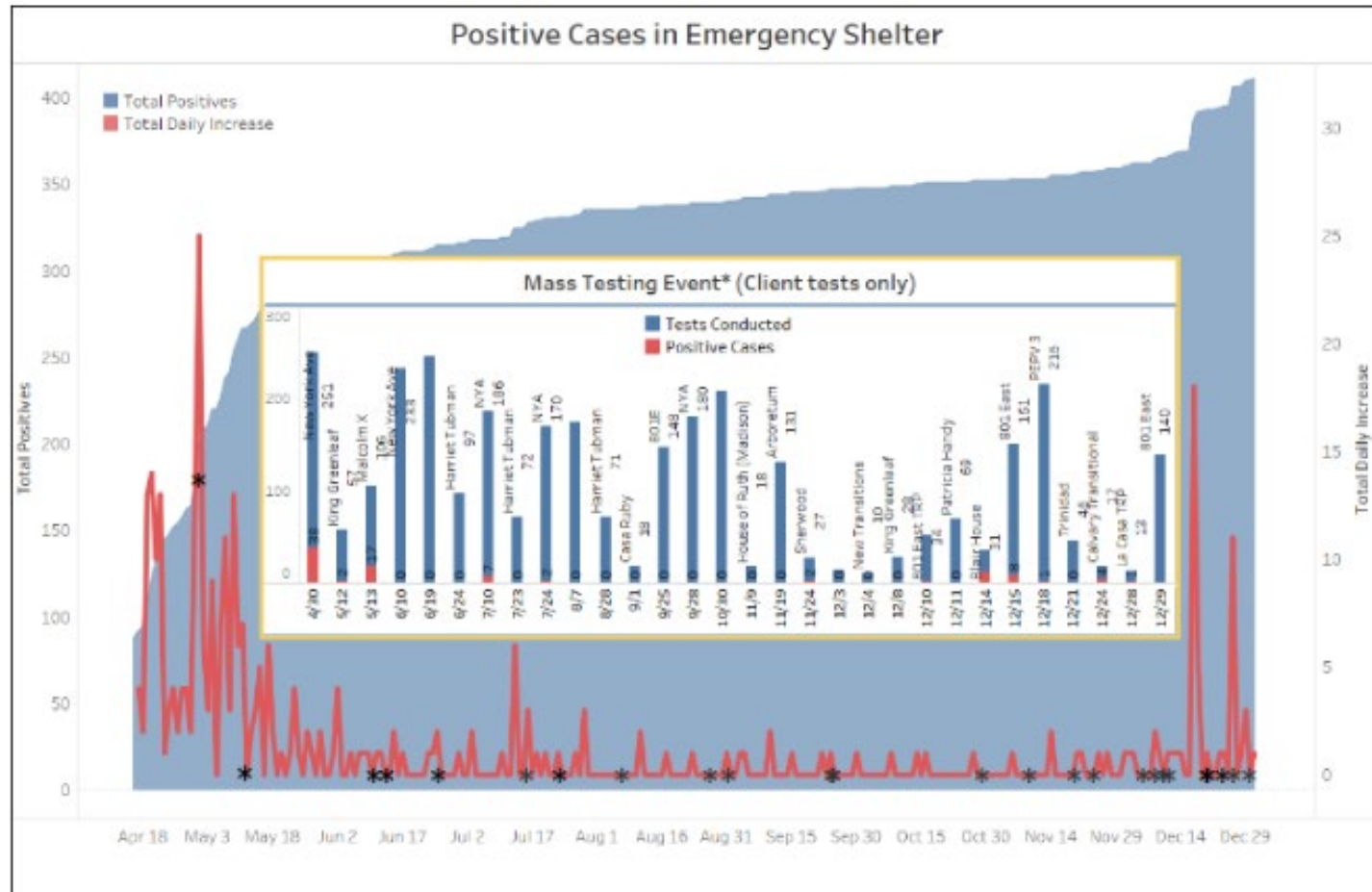
Human Services Data – Update

In Shelter Tested Positive (Cumulative)	25-Dec	26-Dec	27-Dec	28-Dec	29-Dec	30-Dec	31-Dec	01-Jan	02-Jan	03-Jan	04-Jan	05-Jan	06-Jan	07-Jan
801 East	60	61	61	61	61	61	61	62	62	62	62	62	62	62
Adams Place	9	9	9	9	9	9	9	9	9	10	10	10	10	10
Blair House	12	17	17	17	17	17	17	17	17	18	18	18	18	18
CCNV	52	52	52	52	53	53	53	53	53	53	54	54	54	54
Harriet Tub.	13	13	13	13	14	14	14	14	14	14	14	14	14	14
King. Greenleaf - Hypothermia	10	10	10	10	10	10	10	10	10	10	10	10	10	10
New York Ave	106	106	106	106	106	106	106	106	106	106	106	106	106	106
Pat Handy	22	22	22	22	22	22	22	22	22	22	22	22	22	22
Unsheltered	45	45	45	45	45	45	45	45	45	45	45	46	46	46
Daily Increase	0	11	0	1	3	0	1	1	0	2	1	3	2	0

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, and 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

WARMING CENTER

AT THE DOWNTOWN DAY SERVICES CENTER
1313 NEW YORK AVENUE, NW
9 AM – 5 PM | Monday - Friday



The DowntownDC BID in partnership with the Department of Human Services (DHS) is proud to offer unsheltered District residents a safe warm place to be during cold weather at the Downtown Day Services Center. **The warming center is open Monday through Friday, 9 AM to 5 PM.** To ensure proper social distancing, center capacity is limited to 50 people and entry is available on a first come, first serve basis.

RESTROOMS, WATER AND SNACKS AVAILABLE.

In an effort to decrease community spread of coronavirus (COVID-19), the warming center will implement the following safeguards:

- COVID-19 symptoms screenings prior to entering the warming center and, referring anyone experiencing symptoms to the isolation and quarantine program for further assistance.
- Individuals are required to wear a mask while inside the center.

District residents experiencing homelessness in need of assistance, warming items and transportation to shelter during cold weather may call the Shelter Hotline at **(202) 399-7093** or **311**. If in immediate danger, call **911**.

[DHS.DC.GOV](https://dhs.dc.gov)


Vaccine Distribution Update

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

UPDATED PHASE 1 COVID-19 VACCINE PRIORITIZATION GUIDANCE
UPDATED: 12/28/2020


PHASE 1A

 **DEFINITION**


- Paid and unpaid people serving in healthcare settings who have the potential for direct or indirect exposure to patients or infectious materials and are unable to work from home, and
- District of Columbia residents within Long-Term Care settings.

 **ESTIMATED POPULATION**

- 115,000 individuals


 **POPULATION GROUPS (NOT COMPLETELY INCLUSIVE)**

- Workforce in acute care hospitals, specialty care hospitals, long-term care facilities, intermediate care facilities, Emergency Medical Services, Front-Line Public Health, Home Health Aides, Outpatient settings, Dental settings, and Pharmacy settings; and
- District of Columbia residents of Skilled Nursing Facilities, Assisted Living Facilities, and longer term psychiatry inpatient.


 **TIMELINE**

- Week of Dec 14th: Access to Acute Care and Specialty Care Hospital Network, DC Fire & EMS, and Front-Line Public Health
- Week of Dec 28th: Launch of Long-Term Care Partnership and access to Intermediate Care workforce, Home Health Aides, Urgent Care workforce, FQHC workforce, and pharmacy workforce
- Week of Dec 28th: Access to all other healthcare workers in Phase 1a including those in outpatient and ancillary care settings


PHASE 1B

 **DEFINITION**


- District workers who are in sectors essential to the functioning of society and are at substantially higher risk of contracting COVID-19, and
- District of Columbia residents who are 75 years and older

 **ESTIMATED POPULATION**


- 110,000 individuals

 **POPULATION GROUPS (NOT COMPLETELY INCLUSIVE)**

- Law enforcement, public safety, school teachers and staff, childcare providers, grocery store workers, community outreach workers, correction workers, public transit workers, manufacturing, U.S. Postal Service workers, and those in agriculture; and
- District of Columbia residents who are 75 years and older and District of Columbia residents in Intermediate Care Facilities, Group Homes, or other higher risk congregate settings.

 **TIMELINE**

- This phase will begin once the majority of Phase 1a has been vaccinated and/or demand decreases.

#GetVaccinatedDC  **DC HEALTH** DEPARTMENT OF THE DISTRICT OF COLUMBIA
GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

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

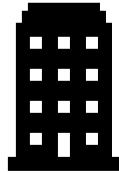
- **Key messengers**

- 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

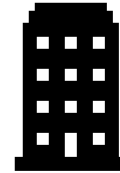


ISAQ - 1: Skyline

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>

- **Ongoing Tenant Resources:**

- **Office of the Tenant Advocate (OTA) hotline** - 202-719-6560 and Tenants Rights and Resources, available at <https://ota.dc.gov/>
- **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>

Question & Answer

DHS modified operations:

<https://dhs.dc.gov/page/dhs-modified-operations-during-covid-19>

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-lowel@dc.gov