



COVID-19 Briefing for DHS Providers and Partners

Department of Human Services
February 19, 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. OD Updates
- VI. Question and Answer

DHS Operational Status (02/19/2021)

The District remains in Phase II of Re-Opening

Public Health Emergency Extended through 03/31/21

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

Customers can request an
application be mailed

EBT Distribution Centers

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

Good Hope Road

1649 Good Hope Road SE

H Street

645 H Street NE

Applications & Verifications



Mobile Phone

DC First (formerly 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 in-progress of implementation

ESA Food Access Updates

- **Emergency Allotments** continued through Feb
- **P-EBT** Submitted plan for 2020-2021 S
 - Families with questions on their P-EBT benefits can visit <https://dhs.dc.gov/p-ebt>

\$65 million

in emergency allotments issued to over

47k households

\$33 million

in P-EBT issued to over

45k families

Public Benefits Update

- Recert process begins March 2021
- Remind customers to keep phone and address up-to-date with DHS

SNAP/TANF/Cash Assistance	Medical Programs
<i>As of Oct 1</i> Interviews <ul style="list-style-type: none">• Waived through June 2021 Recerts <ul style="list-style-type: none">• One-time 6-month extension for all SNAP and TANF customers<ul style="list-style-type: none">• Recerts for SNAP/TANF start back up in March 2021 – notices sent Feb 1• IDA and GC recert process in effect Mid-Certs/Interim Contacts <ul style="list-style-type: none">• Waived through June 2021	Interviews <ul style="list-style-type: none">• Waived Recertifications <ul style="list-style-type: none">• Waived

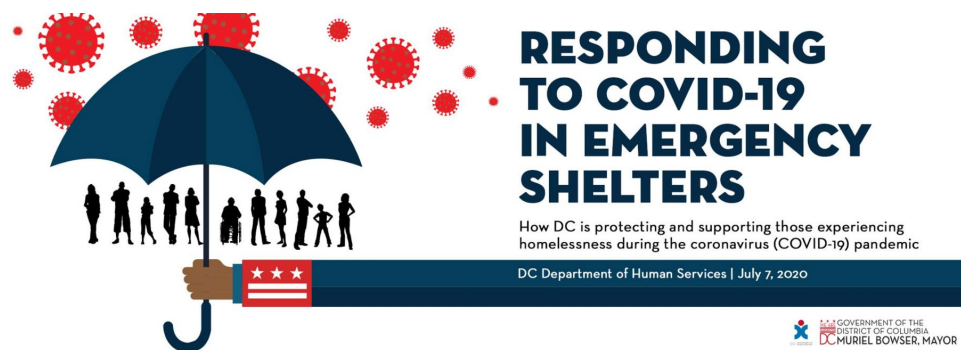
Human Services Data

Human Services Data as of February 18th at 5pm (posted daily on coronavirus.dc.gov):

- Number of individuals in homeless service system who have tested positive: 501
- Number of individuals in remote quarantine: 205
- Of individuals in remote quarantine, number from shelter: 167
- Total number of lives lost among individuals in the homeless service system: 24

Follow our progress:

<https://dhs.dc.gov/storyboard>



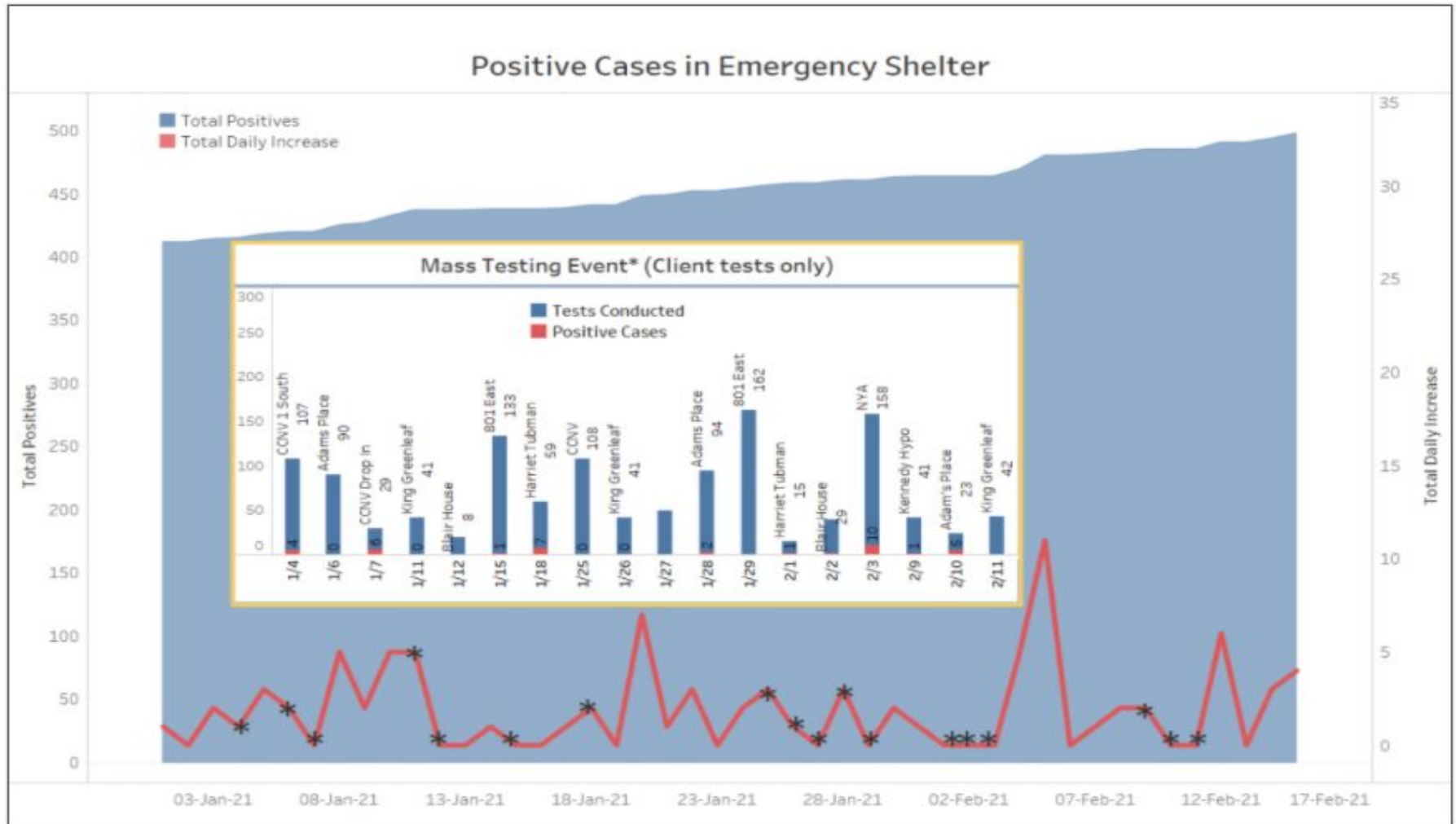
Human Services Data – Update

In Shelter Tested Positive (Cumulative)	05-Feb	06-Feb	07-Feb	08-Feb	09-Feb	10-Feb	11-Feb	12-Feb	13-Feb	14-Feb	15-Feb	16-Feb	17-Feb	18-Feb
801 East	63	63	63	63	64	64	64	64	64	64	64	64	64	64
Adams Place	14	14	14	14	14	14	14	19	19	19	20	20	20	21
Blair House	19	19	19	19	19	19	19	19	19	19	19	19	19	19
CCNV	64	64	64	64	64	64	64	64	64	64	64	64	64	64
Harriet Tub.	27	27	27	28	28	28	28	28	28	28	28	28	28	28
King. Greenleaf - Hypothermia	12	12	13	13	13	13	13	13	13	15	17	17	17	17
New York Ave	118	118	118	119	119	119	119	119	119	120	120	120	120	120
Pat Handy	22	22	22	22	22	22	22	22	22	22	22	22	22	22
Unsheltered	47	47	47	47	48	48	48	48	48	48	49	49	49	49
Daily Increase	11	0	1	2	2	0	0	6	0	3	4	0	2	1

Shelters with at least 1 positive case but <10 positive cases:

Adams Day Center/Eve's Place, Calvary Transitional Housing, Casa Ruby, 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, Rites of Passage, The Sanctuary, St. Josephine Bakhita, Sherwood Rec Center, Kennedy Rec Center, Trinidad Rec Center, The Kennedy, The Triumph, and The AYA.

Tracking Cases in Emergency Shelter



Update on Hypothermia Season

- We have had 77 alert nights so far
- We continue to closely monitor capacity to ensure sufficient beds and are prepared to meet needs should demand grow
 - Men capacity averages 96%
 - Women capacity averages 84%
- Langdon Recreation Center and Salvation Army remains open as overflow sites to support capacity during wintry weather
- The ICH Winter Plan is posted online and can be found at: <https://ich.dc.gov/page/winter-plan>

Pat Handy Renovations/Move to Swing (1009 11th Street)

- Client Messaging: 02/04/2021 - 02/26/2021
- Completion of Swing Space Renovations: 02/04/2021 - 02/26/2021
- Final Cleaning of Swing Space: 02/27/2021 - 02/28/2021
- Shelter Provider and Operations Move: 03/01/2021 - 03/02/2021
- Client Move-in: 03/03/2021 - 03/04/2021
- Legacy Pat Handy Site Re-Opens as Hypothermia Shelter (early March)
 - Langdon Rec closes

Support for Unsheltered Individuals

- **Warming Center Update**
 - Operations
 - Averaging approximately 12 guest a 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
 - PEP-V / ISAQ referrals
 - Community Response
- **Meal distribution continues**
 - Just over **117,500** 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)

District Vaccine Rollout Update

- Providers are encouraged to seek access for the vaccine at coronavirus.dc.gov/vaccinatedc

VACCINE DISTRIBUTION

DC IS NOW VACCINATING:

As of 2/17/21

- Individuals who work in health care settings*
- Members of the Fire and Emergency Medical Services Department
- Residents of long-term and intermediate care facilities and residents of community residential facilities/group homes
- DC residents who are 65 years old and older*
- Individuals experiencing homelessness
- Members of the Metropolitan Police Department
- Teachers and staff who are, or will be, working in person at a DCPS school or a DC public charter school
- Department of Corrections Employees & Residents
- Continuity of Government Operations personnel
- Licensed Child Care Providers & Teachers and Staff of Independent Schools in DC
- Grocery Store Workers*
- Health and human services and social services outreach workers*
- Individuals working in manufacturing*
- Individuals working in food packaging*

*populations that are able to make appointments through vaccinate.dc.gov or by calling the Coronavirus Call Center (when appointments are available)

CORONAVIRUS.DC.GOV

February 17, 2021



DC HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA

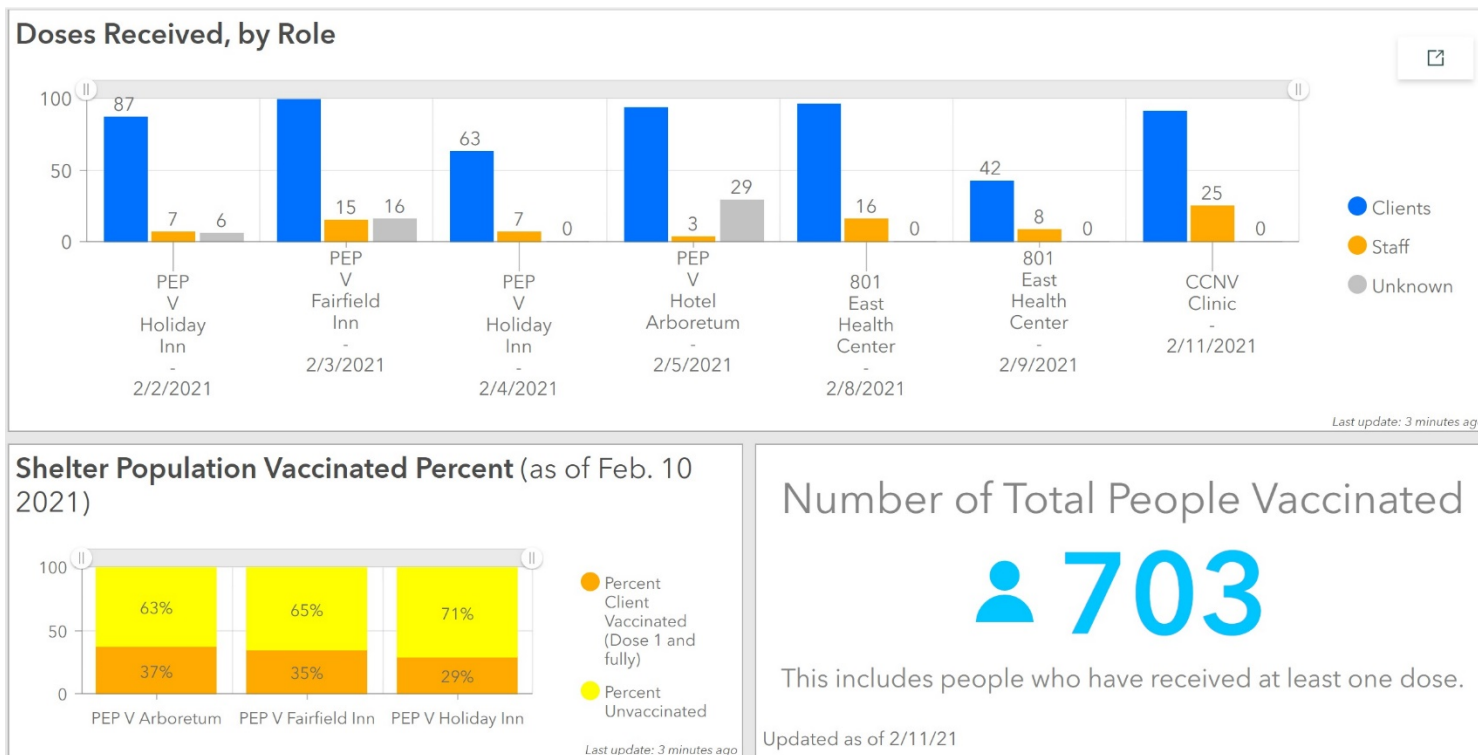
WE ARE WASHINGTON
GOVERNMENT OF THE DISTRICT OF COLUMBIA
DC MURIEL BOWSER, MAYOR

DHS Vaccine Distribution Update

- PEP-V: 425 doses distributed
- Low-Barrier Shelters: 464
- As of 2/16, 889 Vaccines distributed and 0 wasted vaccine

DHS Vaccine Information

- Vaccine info now available via dhs.dc.gov/storyboard



Timeline for vaccine rollout

*Dependent on availability of vaccines and necessary supplies and staff,
and subject to change*

Week of 2/1	COMPLETED: PEP-V sites (Holiday Inn, Fairfield, Arboretum)
Week of 2/8	COMPLETED: 801 East, CCNV, Pat Handy
Week of 2/15	New York Avenue (COMPLETED), Harriet Tubman Residents from: St. Josephine, Sherwood, and Greenleaf
Week of 2/22	Adam's Place Residents from: Langdon, Trinidad, Kennedy, Banneker
Weeks of 3/1 to 3/29	Schedule repeats for rollout of 2 nd dose

Vaccine Engagement Efforts

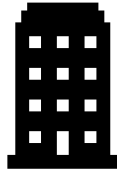
- **Town halls**
 - Client education and pre-registration
- **Provider Calls**
 - Sharing vaccine information
 - Addressing vaccine misconceptions
 - Preparing for vaccine events
 - Discussing provider roles
- **Focus groups**
 - Working to better understand client needs/concerns
- **Peer Educators**
 - Credible messengers to support communication efforts
 - <https://dhs.dc.gov/page/resources-homeless-service-providers>

COVID-19 Peer Educator Program



- Paid short-term employment opportunity for shelter residents.
- Peer educators will
 - *Complete a 20-hour training with DC Health on COVID-19;*
 - *Share information and resources on COVID-19 protective measures and encourage vaccine participation among shelter residents; and*
 - *Promote compliance with COVID-19 guidance and make recommendations on how to keep shelters safe.*
- 1st Cohort: launched February 5th. 23 Peer Educators completed the training.

Isolation and Quarantine



ISAQ - 1: Skyline

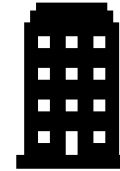
Opened: April 2020

Rooms for Client Occupancy:

194 Rooms

Census (as of 2/17/21):

123 people



ISAQ – 2: Hampton Inn

Opened: January 2021

Rooms for Client Occupancy:

125 Rooms

Census (as of 2/17/21):

82 people

Update on PEP-V Capacity



PEP-V 1: Arboretum

Opened: March 2020

**Rooms for Client
Occupancy:**

109 Rooms

Census (as of 2/17/21):

180 people



PEP-V 2: Holiday Inn

Opened: May 2020

**Rooms for Client
Occupancy:**

193 Rooms

Census (as of 2/17/21):

274 people



PEP-V 3: Fairfield

Opened: Oct 2020

**Rooms for Client
Occupancy:**

115 Rooms

Census (as of 2/17/21):

198 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 – Update

Since last partner call on February 5:

- Welcomed 57 persons into a PEP-V site
- 226 (36%) persons currently residing at PEP-V are matched to a permanent housing resource
- 10 more PEP-V clients have leased-up and moved to their unit
 - Since start of PEP-V program on March 17, 143 PEP-V clients have leased-up & moved out of PEP-V to that unit through PSH and TAH

Additional Review of PEP-V Referrals

- Reviewing referrals to confirm medical eligibility and homeless status
- Of the 555 persons accessed to meet medical eligibility criteria, about half (N=250) have no record of homelessness in HMIS
- Of the 250 referrals meeting medical eligibility criteria with no HMIS record, we found—

PEP-V REFFERAL SOURCE	Count	%
Mental Health Service Provider	163	65%
Shelter; Outreach Provider	44	18%
Govt (DBH, DHS, DCPL)	10	4%
Healthcare Entity	20	8%
Other	16	6%

HOMELESS STATUS WHEN REFERRED TO PEPVI	Count	%
Unsheltered	130	53%
Unknown	41	17%
DHS-Managed Shelter and CCNV	35	14%
Couch Surfing; Living with Friend/ Family	19	8%
Non-DHS Managed Shelter	11	4%
Healthcare Site	10	4%
Other	7	3%

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).

- **COVID Relief Law** - includes \$200 million in emergency rental assistance for DC.
 - Per the US Treasury guidance, 90% of the fund will be used to provide direct financial assistance, including rent, rental arrears, utilities and home energy costs, utilities and home energy costs arrears, and other expenses related to housing for low-income households.
 - Up to 10% of the overall funds can be used for housing services and other housing expenses.
 - DHS will administer a single-entry point for emergency rent and utility assistance and collaborate with partners such as DOEE and DHCD, as well as ERAP providers to facilitate connection to needed supports.
 - DMPED will have oversight over communication and outreach.

Eviction Prevention

- **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. <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>

Improving the DHS website

DHS is seeking your input -

Our goal: provide accurate, timely, and useful information to residents.

- Gathered feedback from customers via dedicated focus groups.
- Please respond to our survey and provide feedback by 3/15/21: [Survey link here](#)

DHS Change Team

- The purpose of the Change Team is to look at how institutional racism has shown up internally and externally at DHS.
- Change Team members are all DHS employees.
- Together the Change Team will develop and execute short- and long-term goals that focus internally on our employees, and externally on the clients, partners, and community we serve.

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