



# COVID-19 Briefing for DHS providers and partners

Department of Human Services  
April 24, 2020

*\*Please submit questions via Webex chat\**

# Agenda

- I. Welcome and DHS-wide updates
- II. Federal Updates
- III. Update on ESA operations
- IV. Human Services Data
- V. Update on FSA operations
- VI. Question and Answer

# DHS Operational Status

**\*\*As of 4/24/20 Subject to change\*\***

Continue to deliver essential services:

- Low Barrier and Emergency Shelters – Open with extended daytime hours
- Call Center – Open
- ESA Service Centers – Limited Services, varied by site
- Outreach – Limited Services
- Day Centers – Closed, except Zoe’s Doors & Sasha Bruce  
**\*NEW: Limited Services to be made available at DDSC**
- Virginia Williams Family Resource Center – Open, intake via telephone / Shelter Hotline
- Case management, HPP, ERAP: via telephone

# Sharing Information

- DHS modified operations:  
<https://dhs.dc.gov/page/dhs-modified-operations-during-covid-19>
- Web portal for homeless service providers:  
<https://dhs.dc.gov/page/resources-homeless-service-providers>
- Central inbox for requests and inquiries: [dhs.covid19@dc.gov](mailto:dhs.covid19@dc.gov)
- We encourage you to share your tips, experiences, thoughts, and photos with us, and we will post. Please send your submissions to [dora.taylor-lowel@dc.gov](mailto:dora.taylor-lowel@dc.gov).

# Federal Relief Updates

- New stimulus bill (H.R. 266)
- SNAP Updates

# ESA Operations

- Following DHS Service Centers are open only for picking up and dropping off public benefits applications and documents:
  - Taylor Street located at **1207 Taylor Street NW**
  - H Street located at **645 H Street NE**
  - Congress Heights located at **4049 South Capitol Street SW**
  - Anacostia Service Center & Fort Davis are temporarily closed
  - DHS Call Center at (202) 727-5355
- EBT mailing started Monday
  - Good Hope Rd EBT Distribution center closed
  - H St EBT Distribution center open under modified hours:
    - Mondays: 7:30am – 4:45pm
    - Wednesday: 7:30am – 12 noon
    - Fridays: 7:30am – 4:45pm

# Human Services Data – COVID-19

As of April 24 at 5pm:

- Number of individuals in shelter who have tested positive: **145**
- Number of individuals in remote quarantine: **253**
- Of individuals in remote quarantine, number of individuals from shelter: **213**
- Total Number of Lives Lost Among Individuals in the Homeless Service System: **9**

Updated Daily:

<https://coronavirus.dc.gov/page/human-services-agency-covid-19-case-data>

# FSA Operations – Coordinated Entry

Singles CAHP system will resume making matches to DHS permanent housing resources.

- Site based resources will be the first resources matched.
- Due to their extreme medical vulnerability and literal homelessness status, PEP-V Site residents will be prioritized for these resources.
- Of these individuals, those who are experiencing chronic homelessness will be prioritized.
- In partnership with the DC Housing Authority, the application and lease up process can now be completed virtually, including voucher briefings, unit inspections, and electronic signatures for application documents.
- Finalizing modified processes with DC Health and DMV to assist individuals experiencing homelessness with becoming “document ready” during COVID-19.



# FSA Operations – Staffing Guidance

- **DHS Issued guidance on April 19th, you can find it [HERE](#).**
- **Screening employees.** Providers should screen employees before work (See guidance [HERE](#)).
- **Employees with fever and/or new or worsening cough should be sent home *immediately* and directed to reach out to their health care provider.**
  - **Any employees who are sent home should be issued a letter** – The email sent out on April 19 included a template from DC Health that you can adapt and use.
  - **IF the employee worked in a congregate shelter setting – the employee can be prioritized for testing.** See <https://coronavirus.dc.gov/covid19-testing> for more info.

# FSA Operations – Staffing Guidance (cont.)

- For employees who are confirmed positive & were working directly with clients- providers should notify DHS *immediately*. DHS will work with the provider and DC Health to determine next steps.
- For employees who had close contact with someone who tested positive for COVID-19
  - DC Health defines close contact as:
    - Being within approximately 6 feet of a COVID-19 case for a prolonged period of time; OR
    - Having direct contact with infectious secretions of a COVID-19 case (e.g. being coughed on).
  - ANY symptoms → sent home immediately
  - NO symptoms → providers have discretion
- Reminder – make sure all staff are wearing PPE.
- Continue to reporting staffing shortages.

# FSA Operations – Unaccompanied Adults

- Existing Shelters:
  - De-Densifying, Testing, Reducing exposure
- Isolation and Quarantine Sites
- PEP-V Site

# FSA Operations – Unsheltered Individuals

DDSC re-opening on 4/27 with limited, appointment only services

Initial referrals will be identified through Pathways only as this is piloted

Service	Capacity	Logistics
Showers	<ul style="list-style-type: none"> <li>• 14 guests per day</li> <li>• 70 a week</li> </ul>	<ul style="list-style-type: none"> <li>• Towel, wash cloth, and hygiene provided</li> <li>• Cleaned and sanitized after each use</li> </ul>
Laundry	<ul style="list-style-type: none"> <li>• 10 guests per day</li> <li>• 50 a week</li> </ul>	<ul style="list-style-type: none"> <li>• DDSC staff will assist with washing/drying process</li> <li>• Scrubs provided while laundry is completed</li> <li>• Social distancing practiced</li> <li>• Cleaned and sanitized after each use</li> </ul>
Charging	<ul style="list-style-type: none"> <li>• Guests utilizing shower and laundry services</li> </ul>	<ul style="list-style-type: none"> <li>• Outlets available for individual charging needs</li> </ul>
Additional Resources	<ul style="list-style-type: none"> <li>• Guests utilizing shower and laundry services</li> </ul>	<ul style="list-style-type: none"> <li>• Restroom use, emergency clothing</li> </ul>

# FSA Operations – Families and Youth

- Families
  - **FRSP** - No new notice of cessation will be issued for families in FRSP for the month of May
  - **ERAP** – Online application up and running. District residents can access the link to the scheduling app at [dhs.dc.gov](https://dhs.dc.gov) under ERAP page
  - **Shelter** - Closing our call for today with a good news – The Brooks, our W-3 STFH site, is scheduled to receive families starting Monday, 4/27/20. The site has 50 units

# Question and Answer

DHS modified operations:

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

Web portal for homeless service providers:

<https://dhs.dc.gov/page/resources-homeless-service-providers>

Central inbox for requests and inquiries:

[dhs.covid19@dc.gov](mailto:dhs.covid19@dc.gov)