



COVID-19 Briefing for DHS Providers and Partners

Department of Human Services
May 8, 2020

Please submit questions via WebEx chat

Agenda

- I. Welcome and DHS Operational Status
- II. FY21 Local Budget Timeline
- III. Federal Relief Updates
- IV. ESA Operational Status
- V. Human Services Data
- VI. FSA Operational Status
- VII. Question and Answer

DHS Operational Status

*****As of 5/08/20 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 – DDSC limited, Zoe's Doors & Sasha Bruce open
- Virginia Williams Family Resource Center – Open, intake via telephone / Shelter Hotline
- Case management, HPP, ERAP: via telephone

FY21 Local Budget Timeline

- May 12: Mayor Releases FY21 Budget
- May 15: DCFPI/DHS Budget Briefing
- May 18: CNHED Budget Briefing
- May 22: Public Witnesses Provide Testimony for DHS, CFSA, and DDS
- May 26: Government Witnesses Provide Testimony for DHS, CFSA, and DDS

Federal Relief Updates

- District's Amendment to FY 2020 HUD Annual Action Plan on CARES Act Funding for
 - Emergency Solutions Grant (\$4.6 million)
 - Community Development Block Grant (\$9.1 million)
 - Housing Opportunity for People with Aids (HOPWA) (\$1.6 million)

Federal SNAP Updates

- SNAP Online Purchasing
 - Go-live target: Wednesday, May 13
 - Only USDA-authorized retailer for DC: Amazon
 - Details: <http://www.amazon.com/snap-ebt>
 - Supporting retailers/farmers markets in becoming USDA-authorized, contact: DCSNAP.Retailer@dc.gov
- Emergency Allotments for May
- Pandemic EBT (P-EBT) close to implementation

ESA Operational Status

- Following DHS Service Centers open only for picking up and dropping off 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: (202) 727-5355 – open Monday through Friday, 7:30 – 4:45
- EBT Cards Mailing
 - 5 – 7 days for EBT cards to arrive
 - EBT Call Center: 888-304-9167; card activation requires head of household date of birth and last 4-digits of SSN
 - Address updates made by calling DHS Call Center
 - Only H Street EBT Card Distribution Center open under modified hours:
 - Mondays: 7:30am – 4:45pm
 - Wednesday: 7:30am – 12 noon
 - Fridays: 7:30am – 4:45pm
 - Remind families to keep their EBT card secure and address up-to-date to avoid delays

Economic Impact Payments (Stimulus Check)

Federal COVID-19 stimulus package provides one-time payments of up to \$1,200 per adult and \$500 per child for eligible individuals

ICH and DHS are working together to develop a phased approach to assist people that need help filing.

- Phase I: Development and issuance of guidance materials and FAQs to programs and partners across the community.
 - Target: Clients with a fixed address who may need help filing (e.g., previously homeless individuals now in housing, seniors, TANF/SNAP beneficiaries)
 - Timeline: Release of guidance/training by mid-May.
- Phase II: Development of a more comprehensive in-person support process for individuals without a fixed address who may be residing in shelter or on the streets.
 - Target: Clients in shelter programs or on the street.
 - Timeline: Mid-summer
 - Key questions still being considered:
 - If we can use volunteers or if we need to use people with HMIS access
 - How to manage/track application information (many clients will need help setting up an email address and may need help later logging into that account)
 - Where to have paper checks sent
 - How to efficiently track/distribute checks

Human Services Data – COVID-19

As of May 7 at 5pm:

- Number of individuals in shelter who have tested positive: **237**
- Number of individuals in remote quarantine: **360**
- Of individuals in remote quarantine, number of individuals from shelter: **270**
- Total Number of Lives Lost Among Individuals in the Homeless Service System: **10**

Updated Daily:

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

FSA Operational Status – Unsheltered Individuals

Downtown Day Services Center has re-opened for appointment-only essential services

- Limited shower access, laundry services and phone charging available from 9:00am to 5:00pm
- To schedule services, contact Pathways to Housing at 202-674-2365 (9am - 5pm) or email ddsc@pathwaysdc.org

FSA Operational Status – Unaccompanied Adults

- Low Barrier Shelters:
 - Screening and updated guidance
 - Update on Testing
- Isolation and Quarantine Sites
- Medically vulnerable Site

FSA Operational Status – Families and Youth

- **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 under ERAP page
- **VWFRC** - continued to provide shelter placement via telephone screening
- **SHELTER:** in cases where families choose to stay with their support system, families are being connected to Prevention Program
 - We continue to explore optimal use of the limited shelter beds to sustain year-round access to shelter for families

Important Resources & Question & Answers

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

We encourage you to share your tips, experiences, thoughts, and photos with us, and we will post. Please send your submissions to

dora.taylor-lowe@dc.gov