



COVID-19 Briefing for DHS Providers and Partners

Department of Human Services
June 26, 2020

Please submit questions via WebEx chat

Agenda

- I. Welcome and DHS Operational Status
- II. Federal Update
- III. ESA Operational Status
- IV. Human Services Data
- V. FSA Operational Status
- VI. Housing Process
- VII. Re-Opening Plans
- VIII. Question and Answer

DHS Operational Status (6/26/20)

Phase II Re-Opening does not impact DHS services

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 – Returning to 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

CARES Act Funding - ESG

- The District has received a total of \$27.7 million in COVID-19 Emergency Solutions Grants (ESG).
- This can support a broad range of activities for individuals and families experiencing homelessness or who are at risk of homelessness, including outreach, emergency shelter, rapid rehousing, and homelessness prevention.
- First Award (\$4.6 million): This will cover the costs of access to overflow emergency shelter hotels for families during the pandemic.
- Second award (\$23 million): The majority will be used to meet the needs of the existing system, particularly in the Family Rehousing and Stabilization program (FRSP) and in emergency family hotels. ■

ESA: SNAP Updates

- Requesting extensions of waivers/flexibilities due to extension of public health emergency through July
- Emergency Allotments will continue through July

\$23 million
in emergency allotments
issued to
34k households

ESA: P-EBT Update

- P-EBT is a new temporary federal food benefit for families who have one or more children who receive free or reduced-price school meals under the National School Lunch Program (NSLP) at their school.
- P-EBT coverage: March 16 – **June 19**
- \$5.70 per school day per child
- Continue to process cases to ensure benefits are issued to families with eligibility children

P-EBT Call Center
(202) 868-6663
7:30 a.m.- 4:45 p.m.
Monday – Friday

Issued so far...
\$17 million to over
25k families

ESA Operational Status

EBT Distribution Centers

Good Hope Road EBT
(reopened)

- Tues: 7:30 am – 4:45 pm
- Thurs: 7:30 am – 4:45 pm

H Street EBT

- Mon: 7:30 am – 4:45 pm
- Wed: 7:30 am – 12 noon
- Fri: 7:30 am – 4:45 pm

More info:

<https://dhs.dc.gov/page/electronic-benefits-transfer-ebt-cards>

New Mobile Application

DC Access

Android and iPhone



Initial applications; working on
adding recertifications and
changes

Service Centers

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

DHS Call Center

(202) 727-5355

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

Wait-times around 20 minutes

Applications

Online, at open service centers, or by mail*

<https://dhs.dc.gov/service/apply-benefits>

*customers can also request an application be mailed by
calling the DHS Call Center

Human Services Data – COVID-19

As of June 25 at 5pm:

- Number of individuals in shelter who have tested positive: 315
- Number of individuals in remote quarantine: 76
- Of individuals in remote quarantine, number of individuals from shelter: 62
- Total Number of Lives Lost Among Individuals in the Homeless Service System: 20

Updated Daily:

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

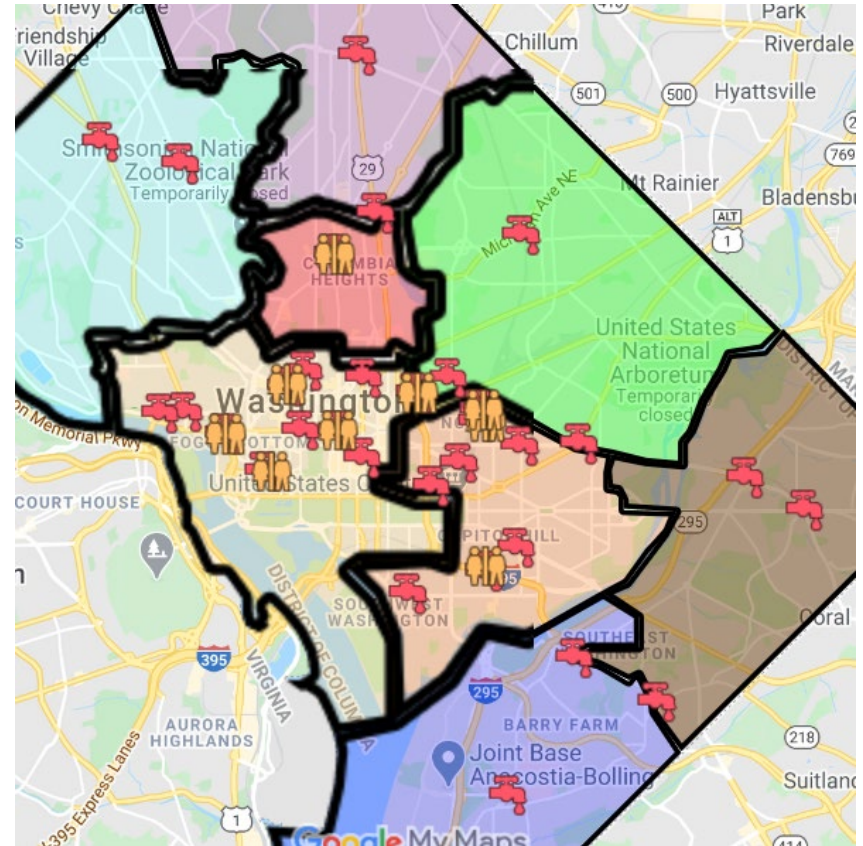
Human Services Data – Past 7 Days

In Shelter Tested Positive (Cumulative)	17-Jun	18-Jun	19-Jun	20-Jun	21-Jun	22-Jun	23-Jun
801 East	49	49	49	49	49	49	49
CCNV	49	49	49	49	49	49	49
Harriet Tubman	12	12	12	12	12	12	12
New York Ave	93	93	93	93	93	93	93
Pat Handy	21	21	21	21	21	21	21
Unsheltered/other	25	25	25	25	25	25	26

Shelters with at least one positive case but fewer than ten positive cases: Adams Place, Calvary Transitional Housing, Casa Ruby, Covenant House, Days Inn Hotel, DC Doors, Greenleaf, Jordan House Crisis Beds, La Casa, Naylor Road Family Shelter, SOME Shalom House, The Kennedy and Quality Inn.

Outreach and Support for Unsheltered Individuals

- Heat Planning: you can find all Cooling Centers at heat.dc.gov
- North Capitol Resource Fair
- Showers at Banneker
- Franklin Park Closure (construction starts July 1)



North Capitol Street Resource Fair

- Held on Thursday, June 26 with social distancing protocols
- Lunch and water provided
- 84 participants
- Services included:
 - COVID testing (mobile van)
 - Assistance applying for IDs and benefits
 - Youth and adult outreach
 - DCOR and substance use services
 - Housing assessments (VI-SPDATS)
 - Behavioral health services
 - Neighborhood Legal Services Program (via telephone)



Showers at Banneker

- As Phase II has started, DPR will soon be re-opening pool sites, including Banneker Rec Center
- Showers at Banneker will be open through Wednesday, July 1st, but will no longer be available starting July 2nd
- Appointments can still be made next week on Monday, Tuesday, and Wednesday from 9 a.m. until 4 p.m.
- Appointments can be scheduled by calling 202-673-6861

Franklin Park Renovations

- Renovation to begin on July 1, 2020 and expected to last one year (was previously scheduled for April, 2020)
- The District is committed to supporting individuals experiencing homelessness who use the park for recreation and to access services during the closure

FRANKLIN PARK RENOVATION

Coming Summer 2021

PARK WILL BE CLOSED STARTING JULY 1, 2020 FOR PERIOD OF 12 MONTHS

A PARTNERSHIP BETWEEN THE NATIONAL PARK SERVICE
AND THE DISTRICT OF COLUMBIA

MURIEL E. BOWSER, MAYOR

The project includes restoring and replacing the tree canopy, restoring the soil and curbing rodent infestations, significant regrading and relocation of paths, rain-gardens for on-site surface storm-water management, restoration of central flag-stone plaza with a redesigned interactive fountain, restoration and augmentation of historic light fixtures, benches and fencing, creation of a new 'children's garden' informal play area, and a Cafe-Pavilion, deck and plaza located at the southern edge of the site. Scope of the project includes utilities, streetscapes and sidewalks continuous with the park-block beyond the parcel property.

Individuals experiencing homelessness may receive services Monday-Friday from 9am-5pm at the Downtown Day Services Center, located in the basement of the New York Avenue Presbyterian Church (1313 New York Ave, NW).

Individuals may call the Shelter Hotline at 202-399-7093 to receive transportation to shelter.

Once the park is closed, the DowntownDC BID will provide the infrastructure to enable community partners to continue to provide vital services for individuals experiencing homelessness Saturday and Sunday from 10am-4pm on Vermont Avenue between H and I Streets NW.



Park Rendering



Pavilion Rendering



Franklin Park – Timeline

- 6/17: District began outreach to residents and community
- 6/29: DGS does pre-work of fence installation
- 6/30: National Park Service, with support from DMHHS, will lead Clean Up at 11:00am
- 7/1: DGS puts up fence, officially closing the park
- 7/4 & 7/5: Weekend Meal Service continues at DDSC/Triangle Park
- 7/11: DowntownDC BID begins operating new space for weekend services at Vermont Ave site

Franklin Park – Services

- **Outreach:** Continued efforts to connect residents to critical supports like food, water, sanitizer, and welfare checks as well as housing-first services
- **Shelter Resources:** The District will work to provide shelter resources for individuals and we encourage residents to avail themselves of services.
- **Access to meals:** Triangle park outside the New York Ave Presbyterian Church (1313 New York Ave NW), which serves bagged lunches “to go” 7-days a week from 11:00am-1:00pm.
- **Weekend Services:** Starting Saturday July 11, the District is partnering with the DowntownDC BID to set up an alternate outdoor site on Vermont Ave for weekend services

PEP-V: Update on Referral Process

Please use this link to refer clients who are staying in shelter or unsheltered to PEP-V:

- [Referral Form](#); Broader eligibility for PEP-V aligned with new CDC guidance
- Please make sure to have all information filled out before submitting the referral form
- Please allow up to 48 hours for Unity Healthcare's review of the referrals & for DHS to coordinate transportation of approved clients to PEPV site
- Persons residing at PEP-V can leave the site for work & other essential functions



For questions, please email Christian Howard (Christian.Howard@dc.gov)

FSA: Families

- **FRSP** - No new notice of cessation will be issued for families in FRSP for the month of June. We will start case reviews in July.
- **ERAP** – Online application up and running. District residents can access scheduling app at dhs.dc.gov under ERAP page
 - DHCD launched the COVID Housing Assistance Program that supplement ERAP
- **VWFRC** - continued to provide shelter placement via telephone screening
- **HPP** - continued to provide services remotely
- **SHELTER**: we are working to exit Quality Inn by mid-July

Eviction Prevention Resources

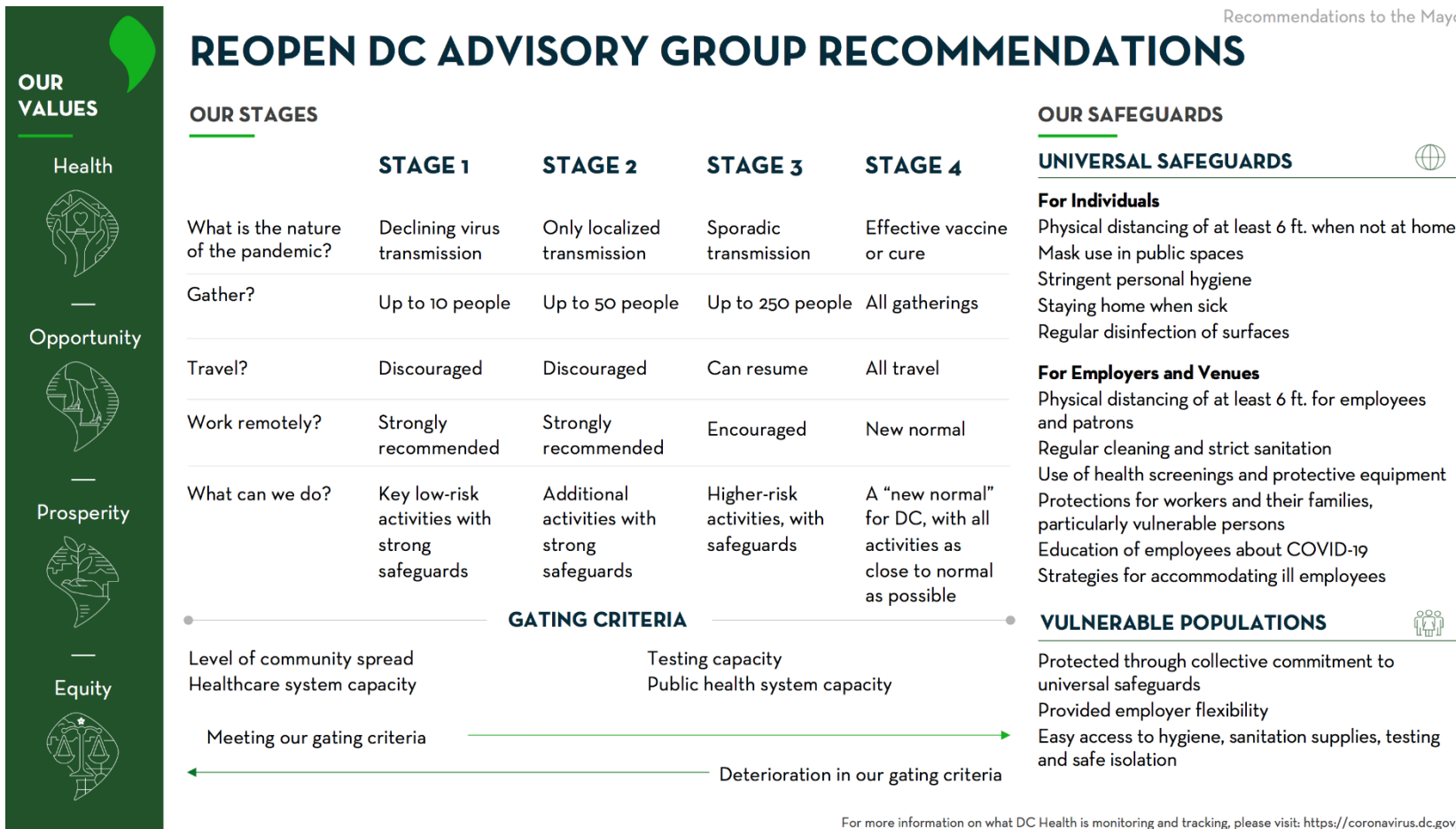
- DHCD has launched COVID-19 Housing Assistance Program (CAHP)
- Specifically targeting households impacted by the pandemic
- Can provide up to three months of back rent

CHAP		ERAP	
Governing District Agency	DC Department of Housing and Community Development (DHCD)	Governing District Agency	DC Department of Human Services (DHS)
Eligibility	<ul style="list-style-type: none"> • Must be a District resident • Must demonstrate rent payment delinquency (example) • Must have leased unit since February 29, 2020 • May not earn more than 80% of Median Family Income (MFI) or (dollar amount) • Must have tested positive for COVID-19, OR required to quarantine due to suspected COVID-19 infection or interaction with someone infected with COVID-19, OR experienced a reduction of income due to the COVID-19 public health emergency 	Eligibility	<ul style="list-style-type: none"> • Must be a District resident • Income must be below 125% of the monthly Federal poverty level accordingly to household size • For rental arrears, you must be 30 days delinquent
How to Apply	<ul style="list-style-type: none"> • Visit the web address: https://octo.quickbase.com/db/bfpwsjv12?a=nwr 	How to Apply	<ul style="list-style-type: none"> • Visit the web address: https://octo.quickbase.com/db/bfpwsjv12?a=nwr
Documents Needed	<ul style="list-style-type: none"> • Income Verification (pay stub, W2) • Documented income loss or proof of increased expenses (unexpected medical bills or expenses) 	Documents Needed	<ul style="list-style-type: none"> • Valid Photo ID • Income information • Birth certificates of all minors • Bank Statements • Documentation of the emergency • Lease • SSN Card (Required unless you are a refugee, Asylee, undocumented) • Bills (paid and unpaid) • Rental ledger • Statement and proof of payment going forward • Court documents (if applicable) • Threat of homelessness or proof of homelessness (if applying for security deposit and/or first month's rent)
Financial Assistance	<ul style="list-style-type: none"> • Up to three months of past due rent or \$4,250 (whichever is lower) 	Financial Assistance	<ul style="list-style-type: none"> • Up to five months of past due rent or \$4,250 (whichever is lower) • Up to \$6,000 for households with a disability or more than seven children • Up to \$900 for security deposits and first month's rent

Re-Open Planning

District Phases of Re-Opening

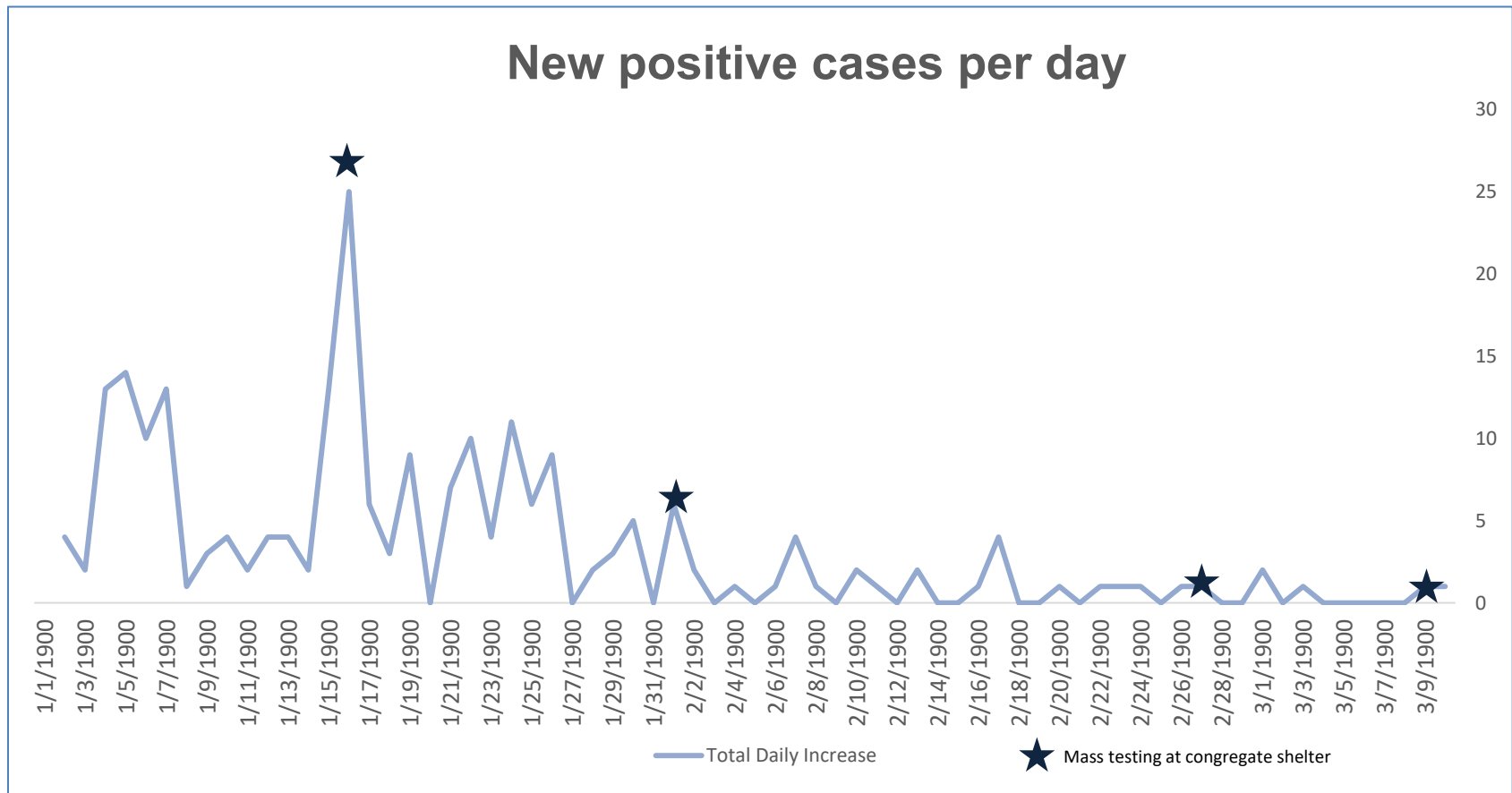
Recommendations to the Mayor



CoC Re-Opening – Guiding Principles

- Phasing out modified operations for homeless services not directly tied to District's Phases.
- We are in this together. Continued input from key stakeholders (Health, community partners, providers, ICH) important to making decisions about when and how to safely resume “normal” operations
- Universal safeguards – PPE, social distancing, rigorous hygiene practices – are critical as activities increase
- Testing, screening and contact tracing remain key to continuing to curb infection rate
- Continued federal funding to maintain modified operations will be a constraint.

CoC Re-Opening - Closely Monitoring Cases in Low Barrier Shelters



CoC Re-Opening – Low Barrier Shelters

New Testing Strategy – Mass Testing

- Identifies asymptomatic positive staff and clients
- Initially triggered by one positive case at a shelter site
- Follow up testing will recur until no positives
- Extent of testing may vary depending on layout of site

Shelter capacity will remain at reduced levels

- LBS currently operating at 58-68% capacity
- DHS developing metrics for when to increase capacity
- Working to identify sites to add capacity this fall/winter

Extended hours, meals and reduced transportation

- Strategies to reduce movement will remain in place for now

CoC Re-Opening – Testing

Date	Total Specimens Collected	Positives	Negatives	Tests Pending
June 17-23	37	1	11	25
June 10-16	306	2	302	2
June 3- 9	35	2	33	COMPLETE

Note: Results are subject to change. Includes updates with results pending for all specimens collected as of June 25, 2020.

DHS is only able to report on the subset of testing that is administered or ordered through our contracts. Therefore, the number reported should not be interpreted as a full representation of access to testing among persons residing in shelter, ISAQ, or PEP-V sites.

CoC Re-Opening - Case Management and Housing Process

Case Management

- In-home/in-person visits limited and with adequate safeguards
- Focus on planning for phasing in more in-person case management

Housing Process

- CAHP restarted matches for individuals in May and families/youth in shared living spaces in June
- DHS, DCHA and the ICH have developed virtual housing and lease-up processes (e-signatures, virtual voucher briefings, unit viewings and inspections)
- Additional protocol being developed to clarify roles, responsibilities, and expectations

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