



COVID-19 Briefing for DHS Providers and Partners

Department of Human Services
July 10, 2020

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 (7/10/20)

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 – 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: SNAP Updates

- Emergency Allotments will continue through July
- Will request to continue in August if DC's Public Health Emergency is extended

\$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...
\$18.6 million to
over **28 families**
~70% of
eligible children

ESA Operational Status

EBT Distribution Centers

Fully reopened July 13
Good Hope Road EBT
H Street EBT

- Mondays – Fridays
- 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



Now accepting initial applications;
Beginning July 13, recertifications and changes accepted

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 70 minutes

Applications

Mobile, 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

Public Benefits

- The District has requested to waive interviews and recertification/mid-certification extensions through August
- In the interim, notices scheduled to go out next week for SNAP & TANF customers due to recertify in August
- We encourage customers to complete actions using the new mobile app and online portal functionality or via mail
- Interviews will only be conducted via phone
- We anticipate an increase in traffic in Service Centers and DHS Call Center

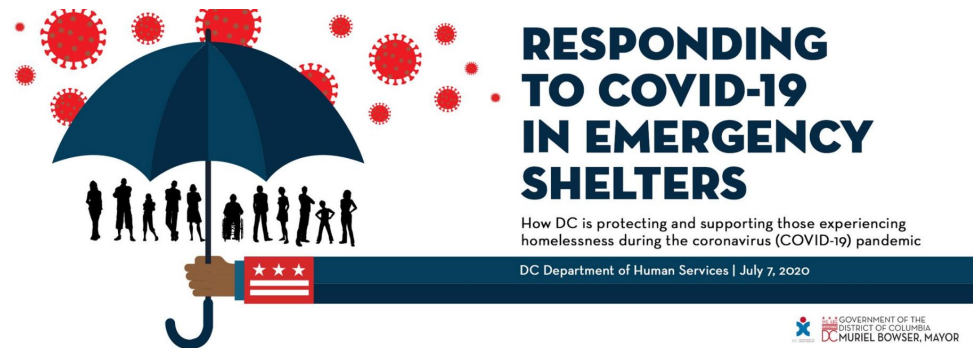
Human Services Data

Human Services Data as of July 9 at 5pm (posted daily on coronavirus.dc.gov):

- Number of individuals in shelter who have tested positive: 318
- Number of individuals in remote quarantine: 53
- Of individuals in remote quarantine, number of individuals from shelter: 44
- Total Number of Lives Lost Among Individuals in the Homeless Service System: 20

Follow our progress:

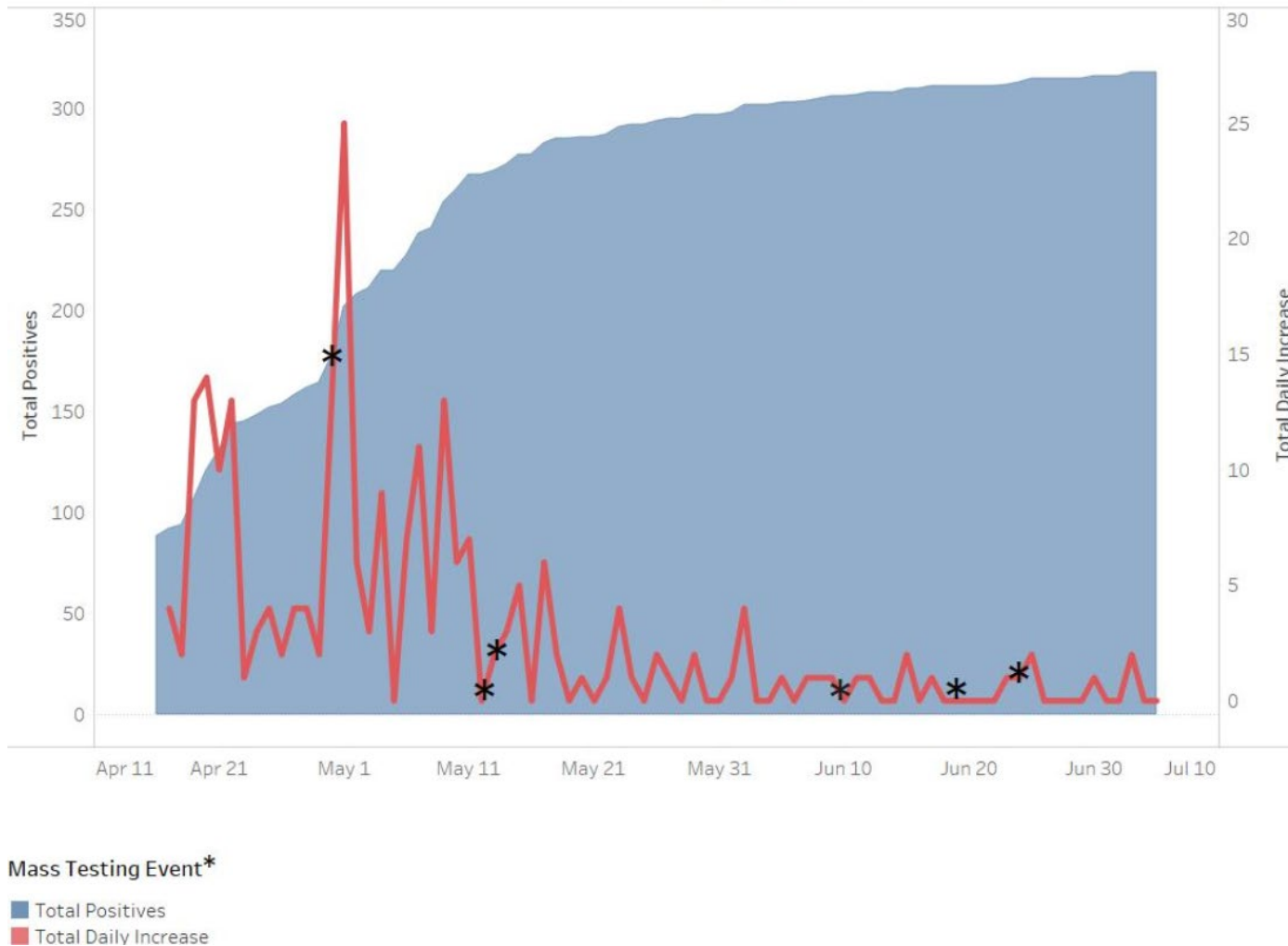
<https://dhs.dc.gov/storyboard>



Human Services Data – Past 7 Days

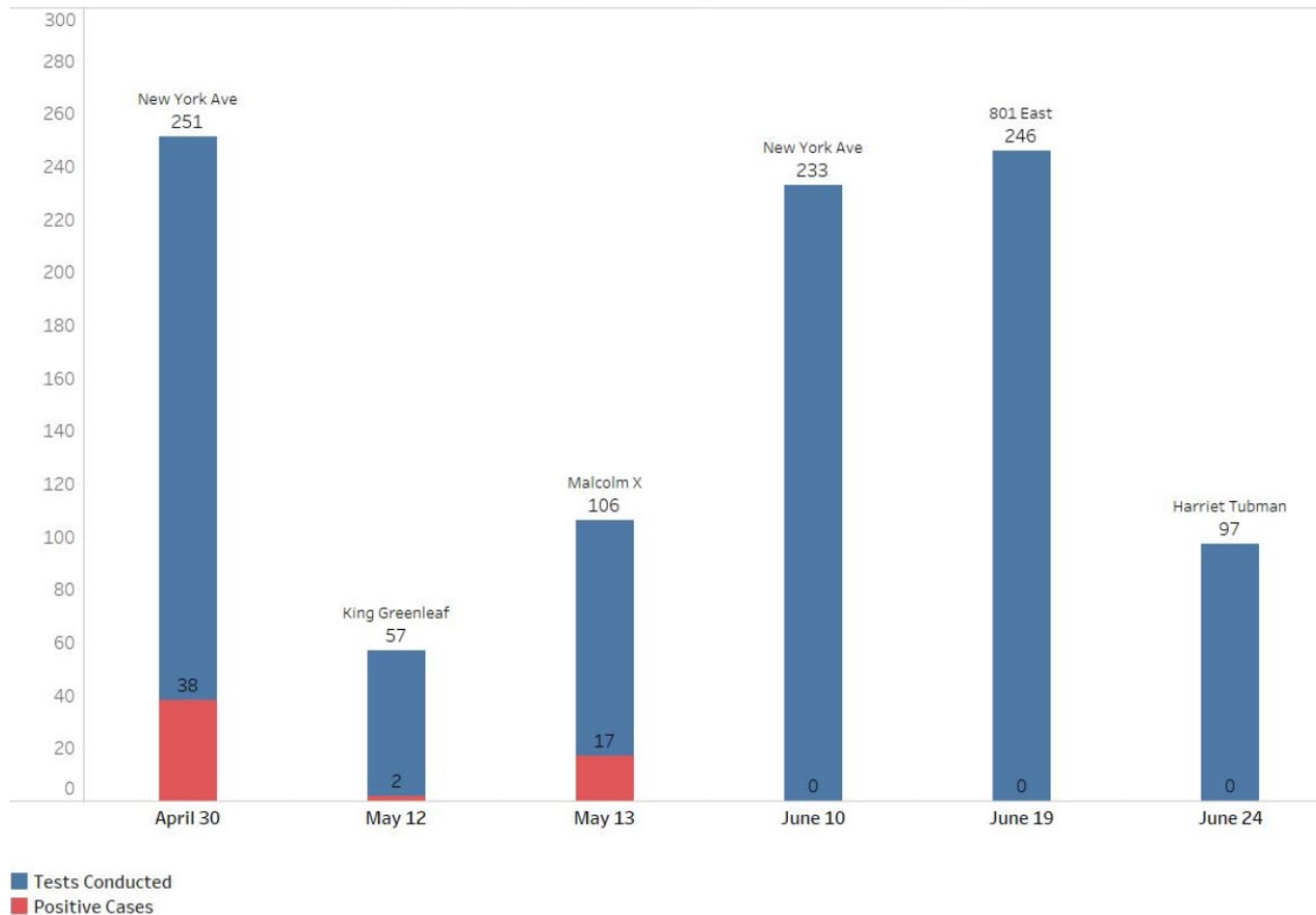
In Shelter Tested Positive (Cumulative)	1-Jul	2-Jul	3-Jul	4-Jul	5-Jul	6-Jul	7-Jul
801 East	49	49	49	49	49	49	49
CCNV	50	50	50	50	50	50	50
Harriet Tubman	12	12	12	12	12	12	12
New York Ave	93	93	94	94	94	94	94
Pat Handy	21	21	21	21	21	21	21
Unsheltered/other	27	27	28	28	28	28	28
Daily Increase	0	0	2	0	0	0	0
Shelters with at least 1 positive case but <10 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						

Tracking Cases in Emergency Shelter



Mass Testing Strategy

Mass Testing Event* (Client tests only)

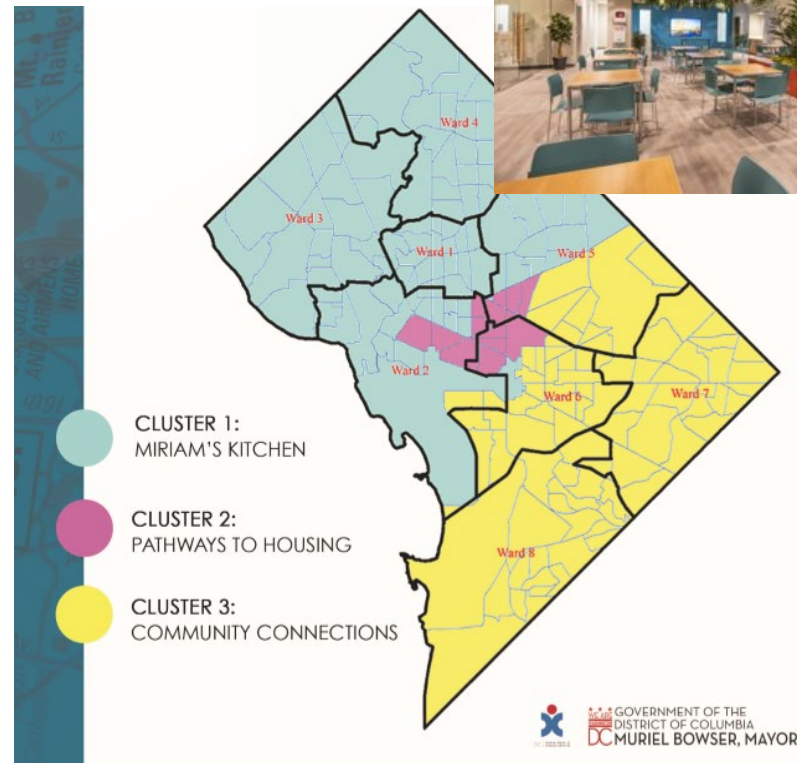


Support for Unsheltered Individuals

Street Outreach teams back to full staff capacity

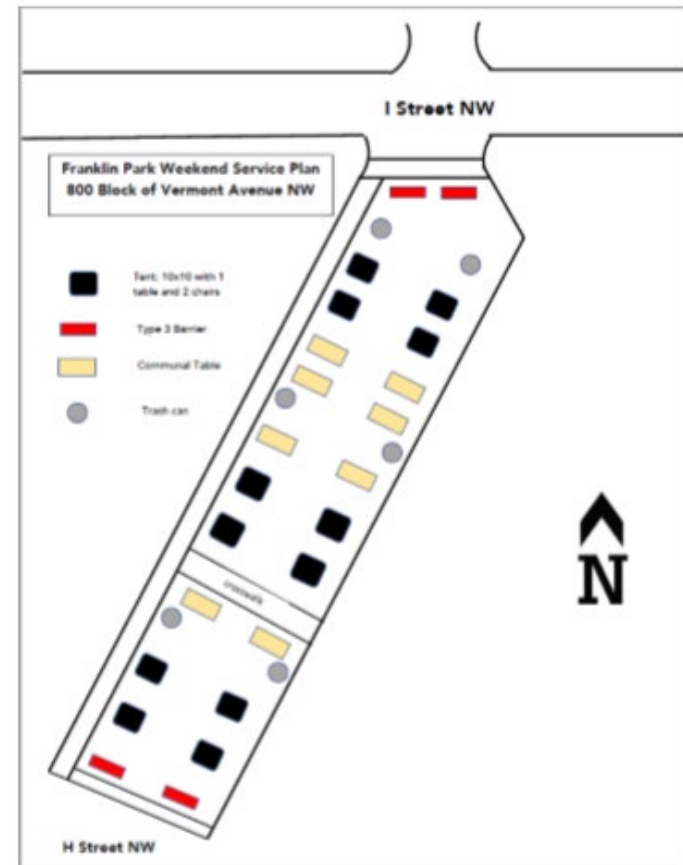
Heat Planning: you can find all Cooling Centers at heat.dc.gov

Over 33,000
meals distributed to
unsheltered individuals



Support for Unsheltered Individuals

- Starting Saturday, July 11th, The DowntownDC BID will begin the DowntownDC Weekend Community Services Program
- Services will be offered on the 800 block of Vermont Avenue NW (between H and I streets NW) on Saturdays and Sundays from 10am-4pm.



PEP-V: Update on Criteria & Protocols

Link to refer clients staying in shelter or unsheltered to PEP-V:

- [Referral Form](#): Please make sure to have all information filled out before submitting the referral form
- Broader eligibility for PEP-V aligned with new CDC guidance
- Persons residing at PEP-V can leave the site for work & other essential functions

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



Families

- **FRSP** - We started case reviews in July. After assessing totality of circumstances some families who stayed more than 18 months in the program may exit in August.
- **VWFRC** - continued to provide shelter placement via telephone screening
- **HPP** - continued to provide services remotely
- **SHELTER** – exited Quality Inn as a family shelter as of July 9
- **ERAP** – working with DHCD's COVID Housing Assistance Program that supplement ERAP
 - District residents can access scheduling app at dhs.dc.gov under ERAP page

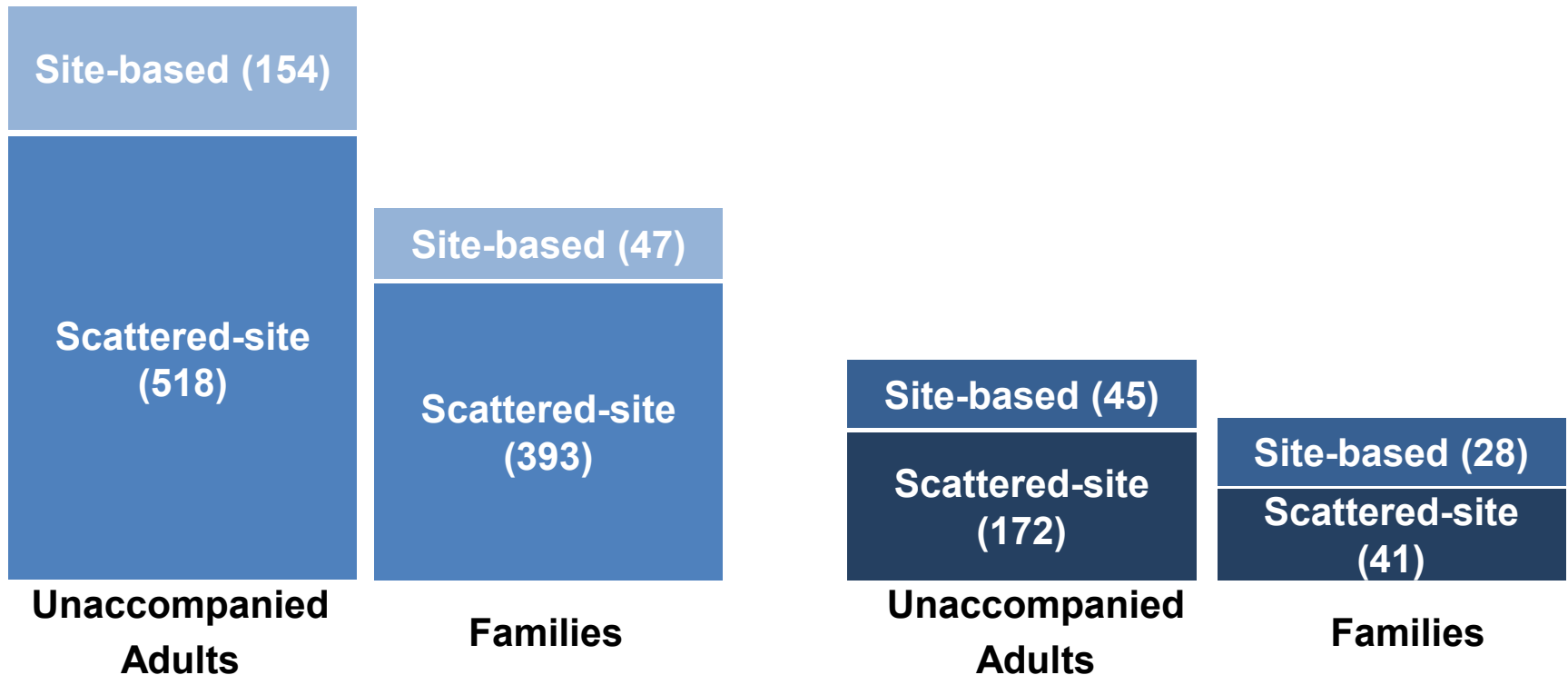
Remaining CAHP Resources

In the housing process:

1,112

To be matched in FY20:

286



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