



COVID-19 Briefing for DHS Providers and Partners

Department of Human Services
August 7, 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 (8/7/20)

*The District remains in Phase II of Re-Opening
Public Health Emergency has been extended to October 9*

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 continue through September

\$29 million
in emergency allotments
issued to
38k households

ESA: P-EBT Update

- P-EBT coverage: March 16 – **June 19**
- 9,000+ children will receive EBT cards with P-EBT in the child's name; parents/guardians can still use the card
- 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...

**\$21 million to over
33k families**

~81% 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, recertifications mid-certifications, and changes

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**

DHS Call Center

(202) 727-5355

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

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

August Recerts/Mid-Certs/Interim Contacts

- FNS approved DC's request to extend certification periods and waiver interviews for August
- As notices were sent out prior to FNS' approval, DHS issued robo-calls indicating no action is required

September Recerts/Mid-Certs/Interim Contacts

- Customers due to recertify, complete mid-certifications or interim contacts in September were mailed notices August 3
- Encourage customers to complete these actions **ASAP** and to utilize the **mobile app** or **online application** for recertifications, mid-certifications, and verifications

DHS Social Media Push



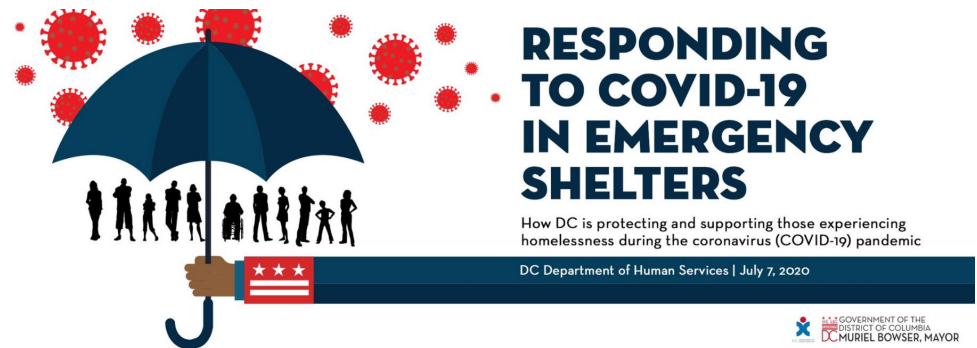
Human Services Data

Human Services Data as of August 6 at 5pm (posted daily on coronavirus.dc.gov):

- Number of individuals in shelter who have tested positive: 335
- Number of individuals in remote quarantine: 89
- Of individuals in remote quarantine, number of individuals from shelter: 84
- Total Number of Lives Lost Among Individuals in the Homeless Service System: 21

Follow our progress:

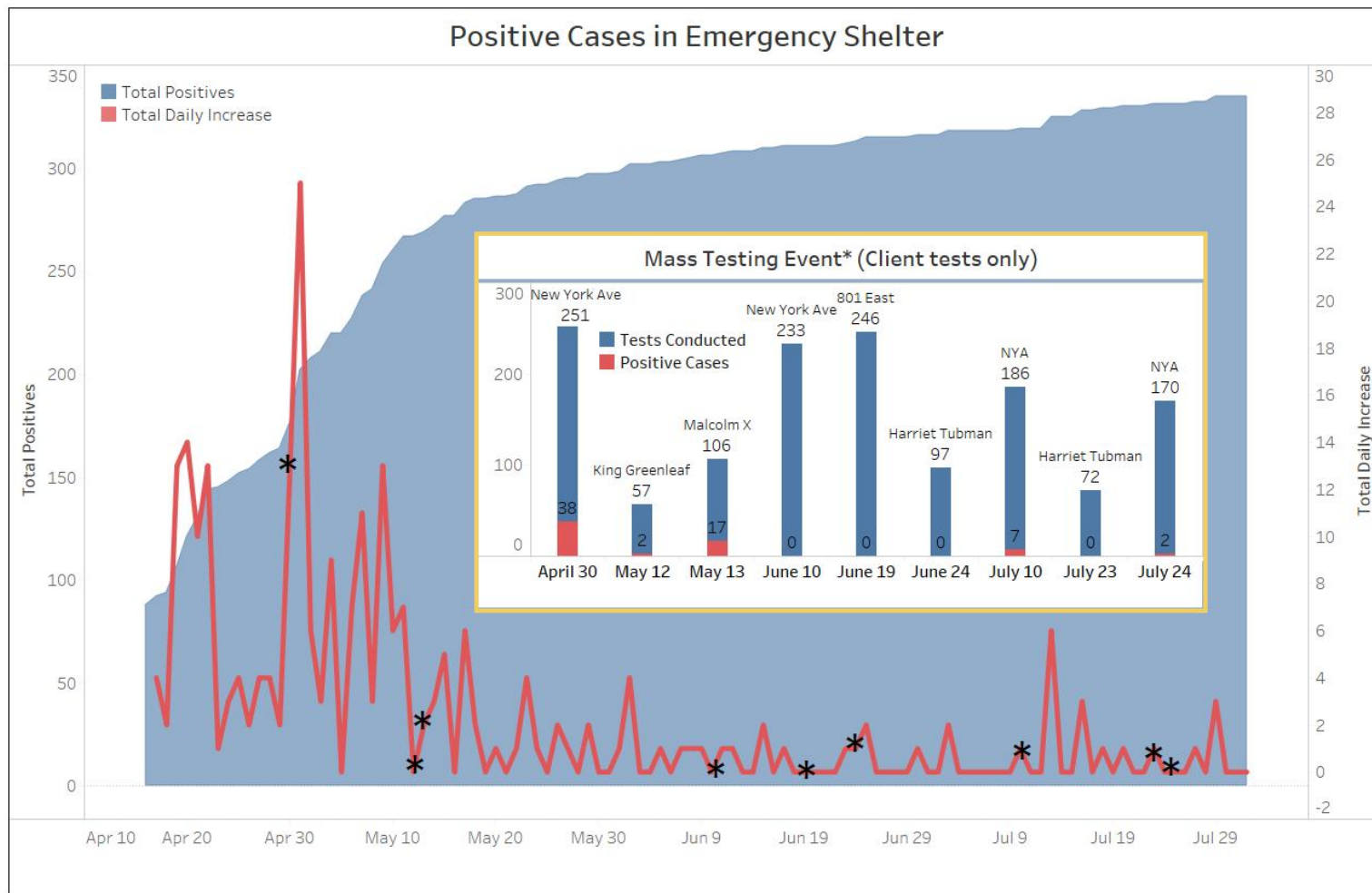
<https://dhs.dc.gov/storyboard>



Human Services Data – Past 7 Days

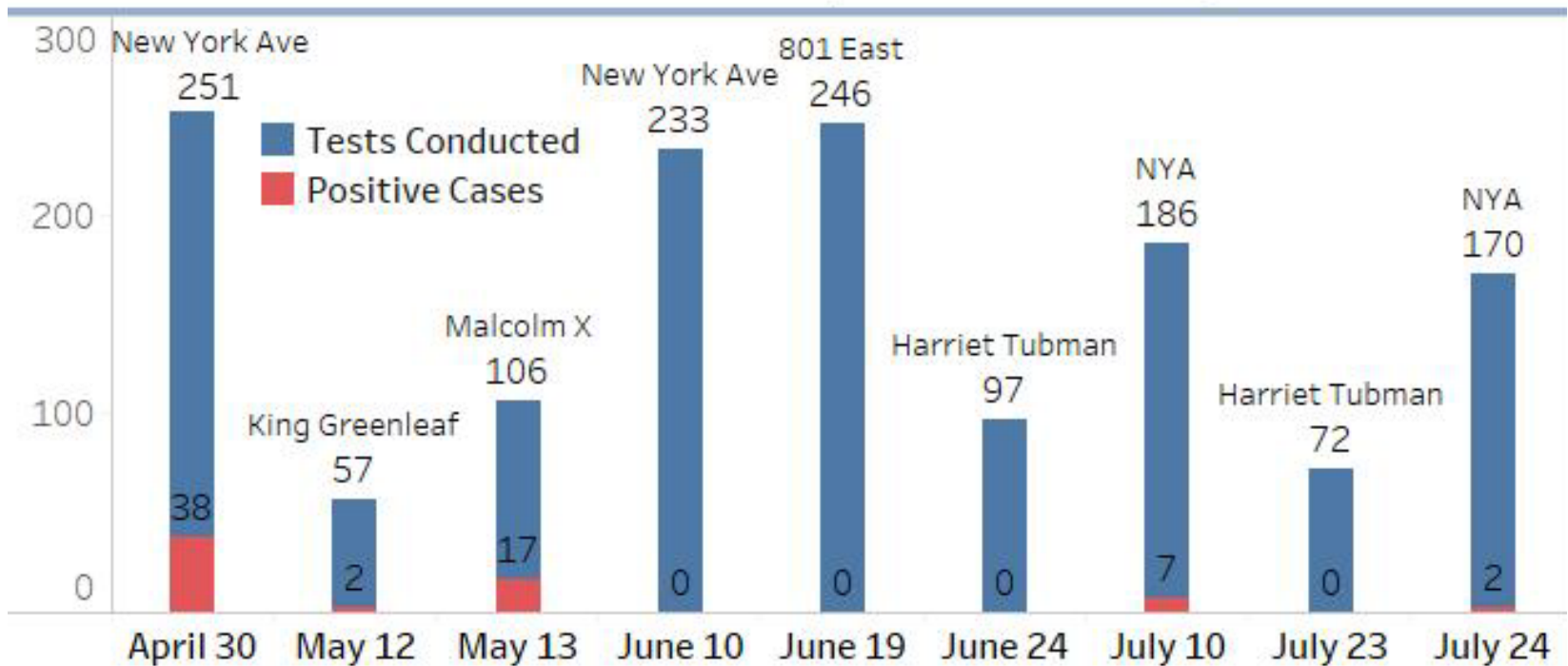
In Shelter Tested Positive (Cumulative)	31-Jul	1-Aug	2-Aug	3-Aug	4-Aug	5-Aug	6-Aug
801 East	49	49	49	49	49	49	49
CCNV	51	51	51	51	51	51	51
Harriet Tubman	13	13	13	13	13	13	13
New York Ave	104	104	104	104	104	104	104
Pat Handy	21	21	21	21	21	21	21
Unsheltered/other	32	32	32	32	32	32	32
Daily Increase	0	0	0	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)

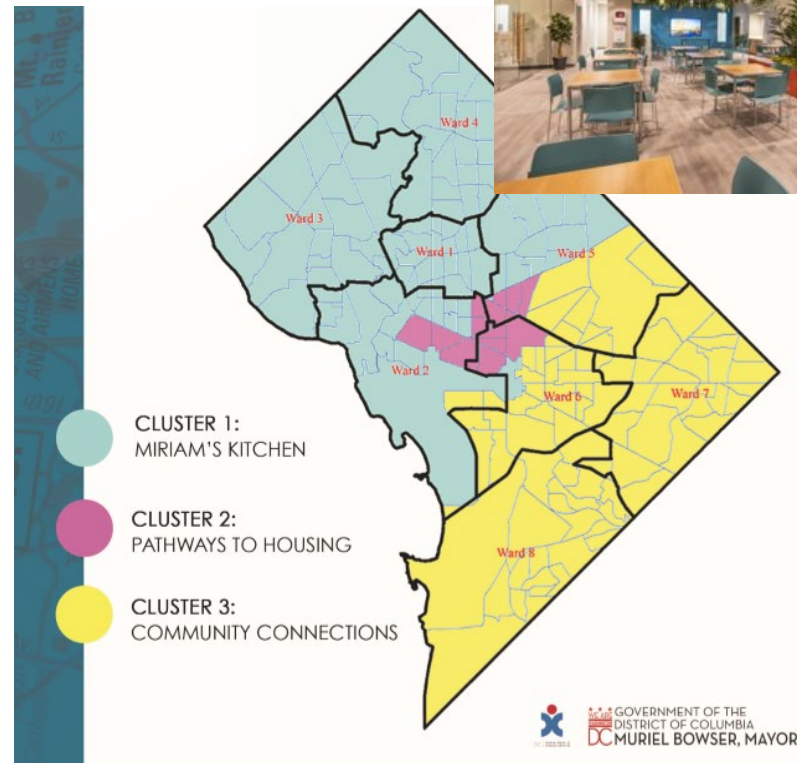


Support for Unsheltered Individuals

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

Outreach and
meal distribution continue

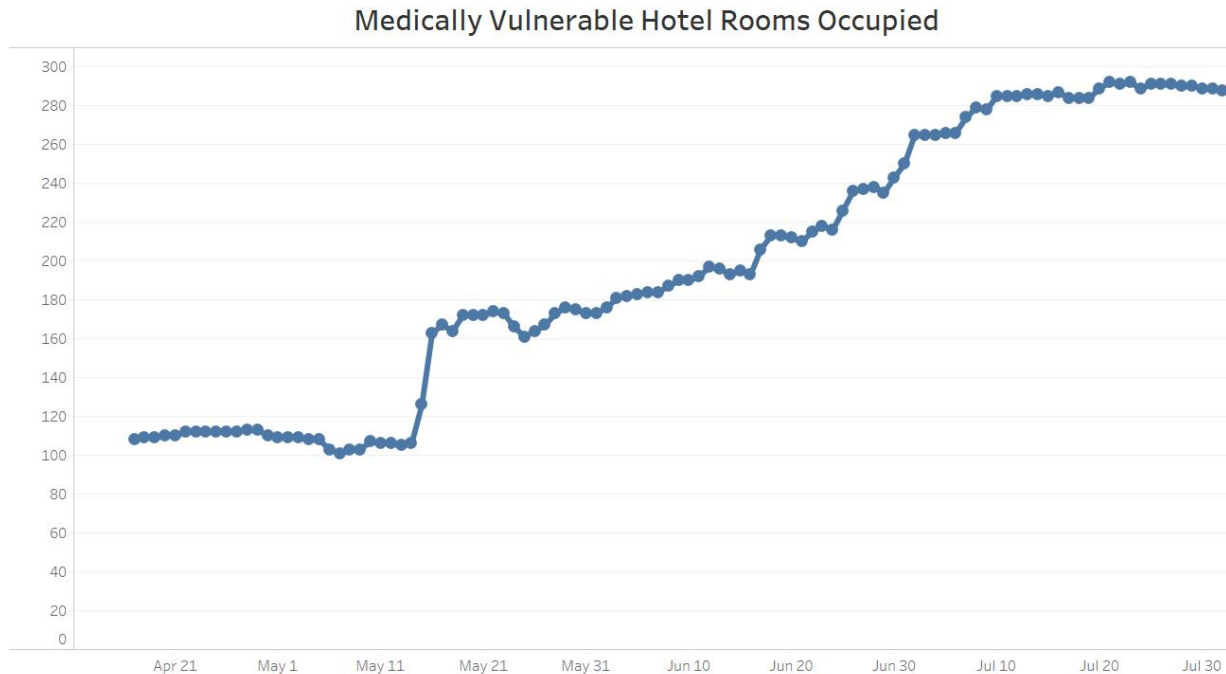
Severe weather



Updated Screening Guidance

- DHS issued updated screening guidance for congregate shelters on August 4.
- Adds screening question about travel from "high risk areas" per Mayor's Order.
 - List of high-risk areas posted at <https://coronavirus.dc.gov/>
- Clients traveling from high risk areas in last 14 days should be referred to ISAQ
- Staff and visitors traveling from high risk areas should be advised to quarantine/not allowed in shelter

PEP-V Census

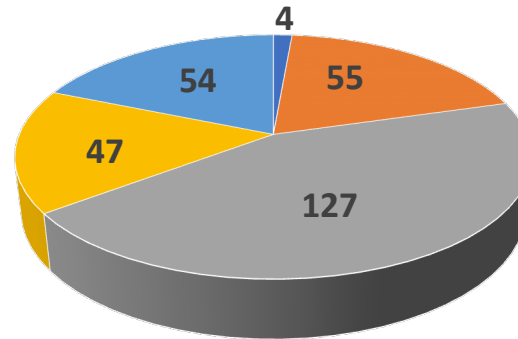


We continue to take referrals for clients staying in shelter or who are unsheltered, via the [PEP-V Referral Form](#)

- **Total capacity:** 307 rooms, 2 hotels
- **Census (8/6/20):** 287
- **Matches to permanent housing (8/6/20):** 218
- **Client exits to permanent housing (8/6/20):** 15

PEP-V Client Stats

Age Distribution of PEP-V Clients



■ > 80 & over

■ 70-79

■ 60-69

■ 55-59

■ 54 & younger

Chronic Health Conditions

High Blood Pressure (68%)

Substance Use Disorder (9.5%)

ESRD (2 %)

Mental Illness (30%)

Congestive Heart Failure (8.5%)

HIV (10%)

Diabetes (28%)

Coronary Artery Disease (7.5%)

Hepatitis C (7%)

Lung Disease [Asthma/COPD] (28%)

Active Cancer Diagnosis, undergoing treatment (5%)

Families

- **FRSP** – Families' rental assistance will not end during the public health emergency, which was extended until October 9
 - We are looking at best ways to allocate case management
- **VWFRC & HPP**- continued to provide shelter placement and case management virtually
- **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

Closure of Days Inn

- DHS plans to exit the Days Inn (2700 New York Ave NE) as a family shelter by the end of August 2020
- Part of Homeward DC plan to replace DC General with an eight ward Short Term Family Housing programs and reduce dependency on motels
- Families who are in the lease up process will move to permanent housing and those who are looking for units will be transferred to STFH and Apartment Style shelters
- DHS committed to maintaining access and will re-open overflow shelters as needed

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