



COVID-19 Briefing for DHS Providers and Partners

Department of Human Services
September 4, 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 (9/4/20)

The District remains in Phase II of Re-Opening

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

\$36 million
in emergency allotments
issued to
39k households

ESA: P-EBT Update

- P-EBT covered: March 16 – June 19 (2019-2020 School Year)
- P-EBT Call Center is no longer staffed; families in need of assistance with accessing their P-EBT benefits can visit <https://dhs.dc.gov/p-ebt>
- P-EBT for September considerations

\$25 million
in P-EBT benefits to
over
43k families

ESA Operational Status

EBT Distribution Centers

Fully reopened July 13

Good Hope Road & H Street EBT Centers

- 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

SNAP/TANF/Cash Assistance

Interviews

- As of September 1, required

Recerts/Mid-Certs/Interim Contacts

- Required to continue receiving benefits
- Notices have been mailed 60 days in advance
- Encourage customers to complete these actions **ASAP** and to utilize the **mobile app** or **online application** for recertifications, mid-certifications, and verifications

Medical Programs

Interviews

- Waived

Recertifications

- Waived

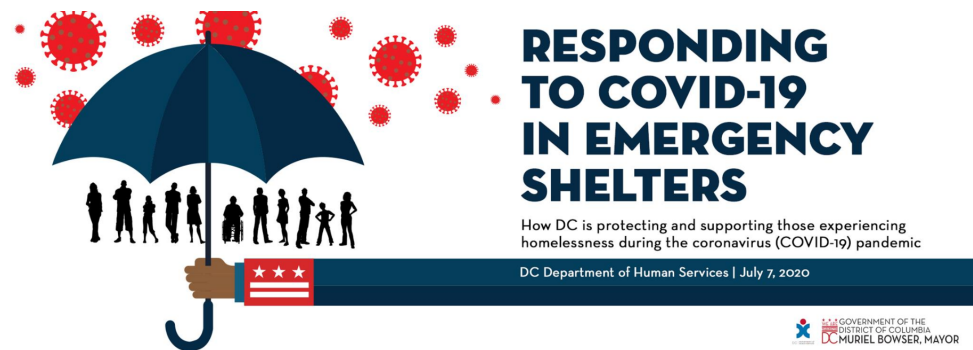
Human Services Data

Human Services Data as of September 3 at 5pm (posted daily on coronavirus.dc.gov):

- Number of individuals in shelter who have tested positive: 341
- Number of individuals in remote quarantine: 67
- Of individuals in remote quarantine, number of individuals from shelter: 63
- Total Number of Lives Lost Among Individuals in the Homeless Service System: 21

Follow our progress:

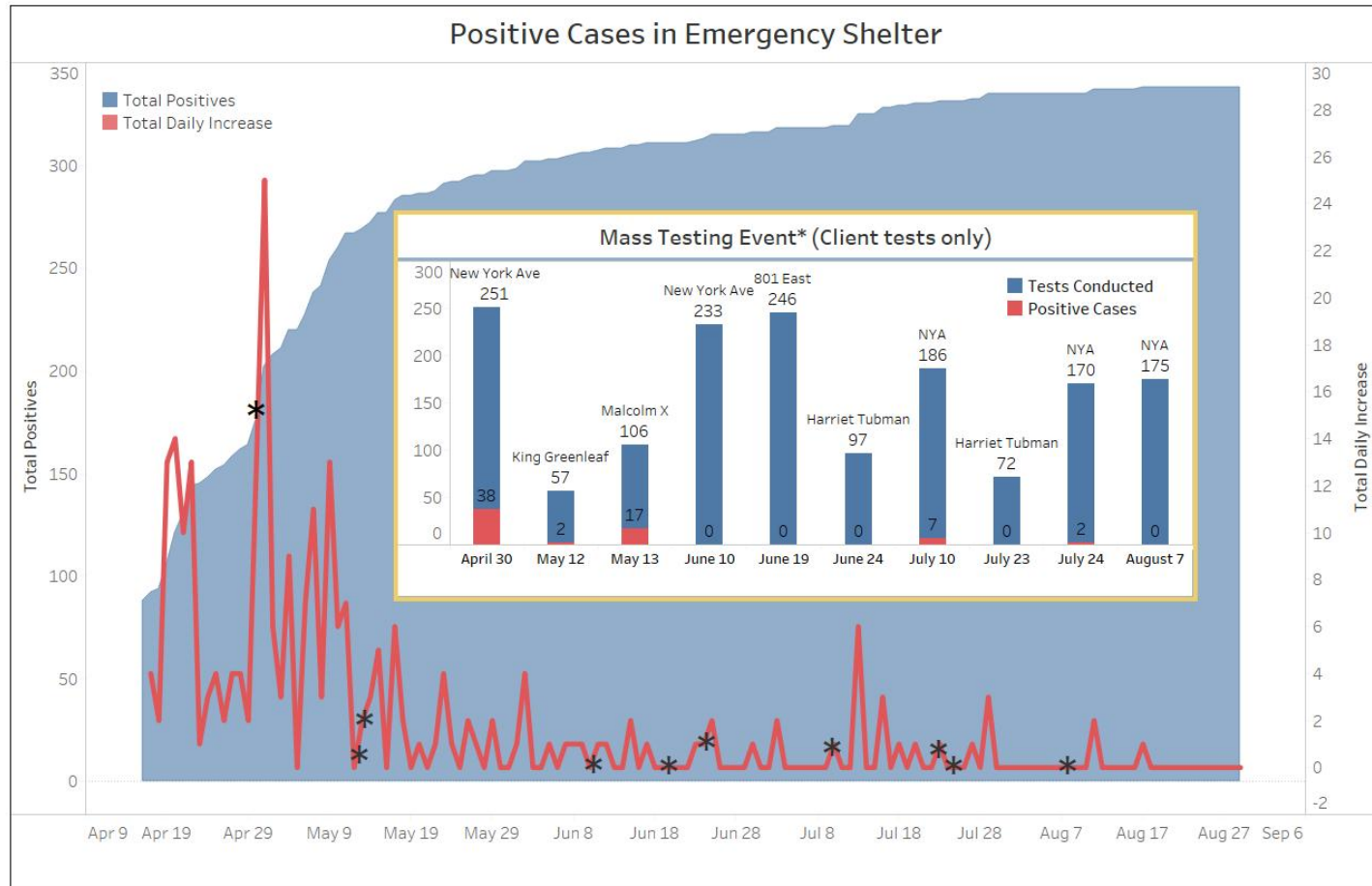
<https://dhs.dc.gov/storyboard>



Human Services Data – Past 7 Days

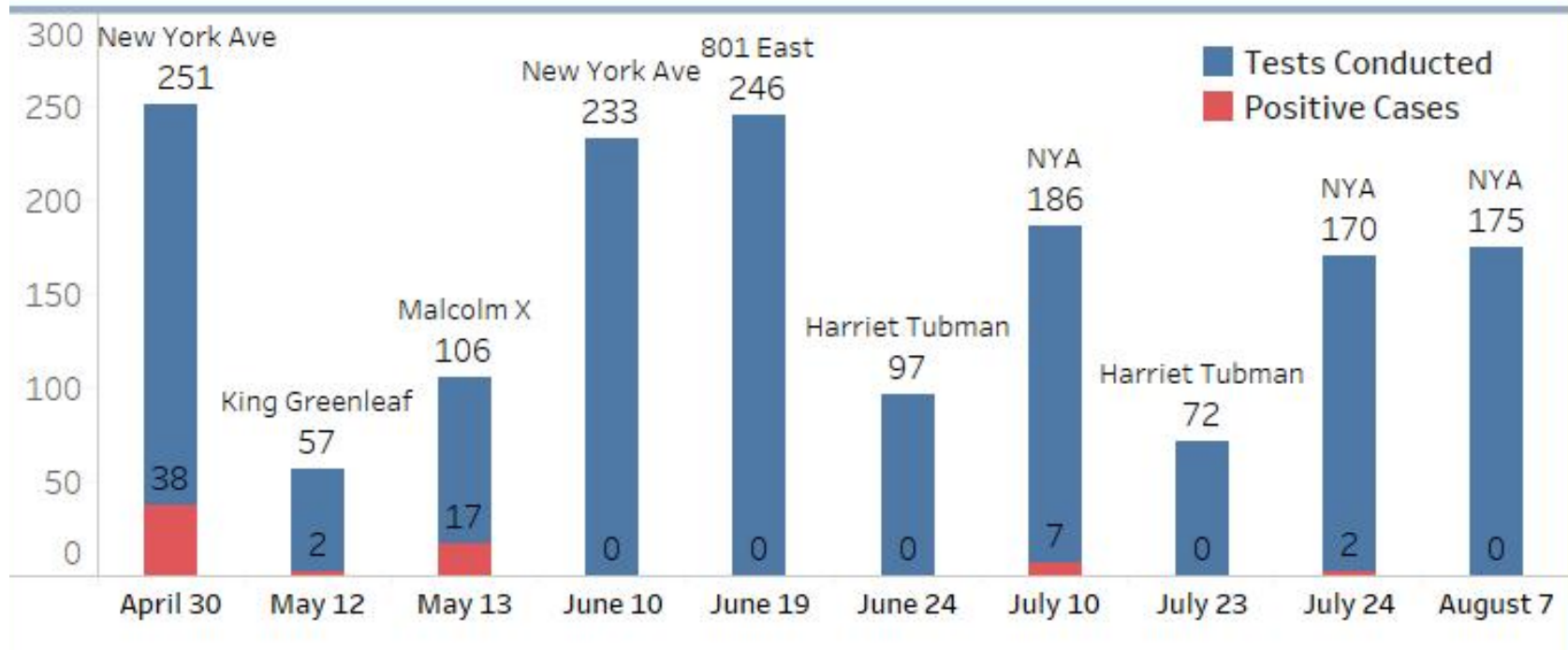
In Shelter Tested Positive (Cumulative)	28-Aug	29-Aug	30-Aug	31-Aug	1-Sep	2-Sep	3-Sep
801 East	49	49	49	49	49	49	49
CCNV	51	51	51	51	51	51	51
Harriet Tubman	13	13	13	13	13	13	13
New York Ave	104	104	104	104	104	104	104
Pat Handy	21	21	21	21	21	21	21
Unsheltered/other	35	35	35	35	35	35	36
Daily Increase	0	0	0	1	0	0	1
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, Quality Inn, and <i>The Brooks (added after PPT)</i>							

Tracking Cases in Emergency Shelter



Mass Testing Strategy

Mass Testing Event* (Client tests only)



2020 Census Count

- The Census can be taken online or via phone in 13 languages:
 - Online: visit <https://my2020census.gov>
 - Phone: numbers here: <https://2020census.gov/en/contact-us.html>
- Reminder: will not ask about citizenship, cannot share info with law enforcement, answers cannot be used to impact eligibility for government benefits
- KEY DATES:
 - August 11: Door-to-door Census visits began
 - **September 22-24: DC shelter enumeration between; non-sheltered enumeration will take place the night of 9/24**
 - September 30: Last day to fill out the U.S. Census *moved up from October 31*
- DHS and ICH working with U.S. Census to support enumeration

Hypothermia Season and Winter Planning

- DHS and ICH have been developing a winter plan as we continue to navigate the public health emergency.
- Our desire is to continue operating at lower density levels and 24/7 hours – that has implications on the list of facilities we will be using this winter.
- We do not anticipate re-starting scheduled transportation routes but are working to identify different ways to support client transportation needs.
- We anticipate finalizing the plan in late September for delivery to the ICH Executive Committee in early October.

Economic Impact Payments (EIPs) - Stimulus Checks

- Economic Impact Payments (EIPs) are one-time direct payments from the federal government authorized in CARES Act
 - Provides up to \$1,200 for individuals or \$2,400 for married couples and up to \$500 for each qualifying child.
 - Distributed automatically to eligible tax-filers; non-filers are also eligible but must apply.
 - Also known as stimulus check or payment
- ICH leading effort to ensure access to EIP for clients at low-barrier shelters and other locations:
 1. Gather and verify client info by trained volunteers/staff through in-person events at shelters (September 2020)
 2. File necessary IRS forms on behalf of the clients (by tax experts)

Support for Unsheltered Individuals

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

Outreach and
meal distribution continue
(over **52,000** meals distributed)

400 cooling kits distributed to
unsheltered individuals



New PEP-V Site Planned

- Since mid-May, we have operated two PEP-V sites providing 307 rooms
- We reached full capacity in mid-July and have been accepting referrals and continuing to backfill as clients have exited
- We are planning to open a third PEP-V site in the fall and are still in the planning stages
- We continue to take referrals for clients staying in shelter or who are unsheltered, via the [PEP-V Referral Form](#)

Families

- **FRSP** – Families' rental assistance will not end during the public health emergency, which was extended until October 9
 - FRSP Task Force check in meeting was held to provide updates on completed and pending program enhancements
 - FRSP Advisory group will be finalized & initiated early Fall
- **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 <https://octo.quickbase.com/db/bfpwsjvh2/>

Update: Closure of Days Inn

- As a part of the Homeward DC plan and to achieve DHS' goal of reducing dependence on motels, DHS stopped using the Days Inn to provide shelter to families on August 28, 2020.
- Families who were in the lease up process moved to permanent housing and those who continue housing search transferred to STFH and Apartment Style shelters
- DHS is committed to maintaining access to shelter and if necessary will reopen overflow shelters

Destination	# of Families
STFH	50
Apartment Style	15
FRSP	11
HPP	6
Voucher (TAH/PSH)	5

Eviction Prevention

- DHS is working closely with our District agency partners to establish and implement a coordinated, interagency plan to mitigate housing instability and eviction, and to prevent a surge in homelessness due to the COVID-19 public health emergency.
- Tenant Resources:
 - Office of the Tenant Advocate (OTA) hotline, 202-719-6560
 - Tenants Rights and Resources document, available at <https://ota.dc.gov/>
 - Rental assistance programs, including DHS's Emergency Rental Assistance Program and DHCD's COVID-19 Housing Assistance Program (CHAP)
- Update on Eviction Moratoriums

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:

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