



COVID-19 Briefing for DHS Providers and Partners

Department of Human Services
September 18, 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 (9/18/20)

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>
- Working with USDA-FNS on P-EBT approval for September

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

ESA Operational Status

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**

Call Center

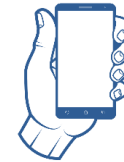
Monday through Friday
7:30am-4:45pm

(202) 727-5355

Lowest wait times:
Wednesdays & Thursdays

Customers can request an
application be mailed

Applications & Verifications



Mobile Phone

DC Access Mobile App
iPhone & Android



Online

dcbenefits.dhs.dc.gov



Mail

Department of Human Services
Economic Security Administration
Case Record Management Unit
P.O. Box 91560
Washington, DC 20090



In Person

Pick-up or drop-off at one of
three open Service Centers

Public Benefits Update

SNAP/TANF/Cash Assistance	Medical Programs
<p>Interviews</p> <ul style="list-style-type: none">• Required <p>Recerts/Mid-Certs/Interim Contacts</p> <ul style="list-style-type: none">• Required• 60-day reminder notices mailed• Encourage customers to complete these actions ASAP and to utilize the mobile app or online application for recertifications, mid-certifications, and verifications• Customers required to complete Interim Contact must call DHS Call Center	<p>Interviews</p> <ul style="list-style-type: none">• Waived <p>Recertifications</p> <ul style="list-style-type: none">• Waived

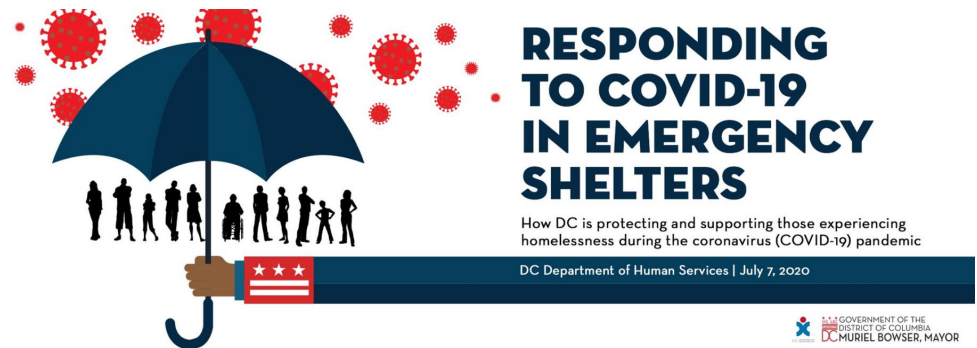
Human Services Data

Human Services Data as of September 16 at 5pm (posted daily on coronavirus.dc.gov):

- Number of individuals in shelter who have tested positive: 345
- Number of individuals in remote quarantine: 79
- Of individuals in remote quarantine, number of individuals from shelter: 56
- Total Number of Lives Lost Among Individuals in the Homeless Service System: 21

Follow our progress:

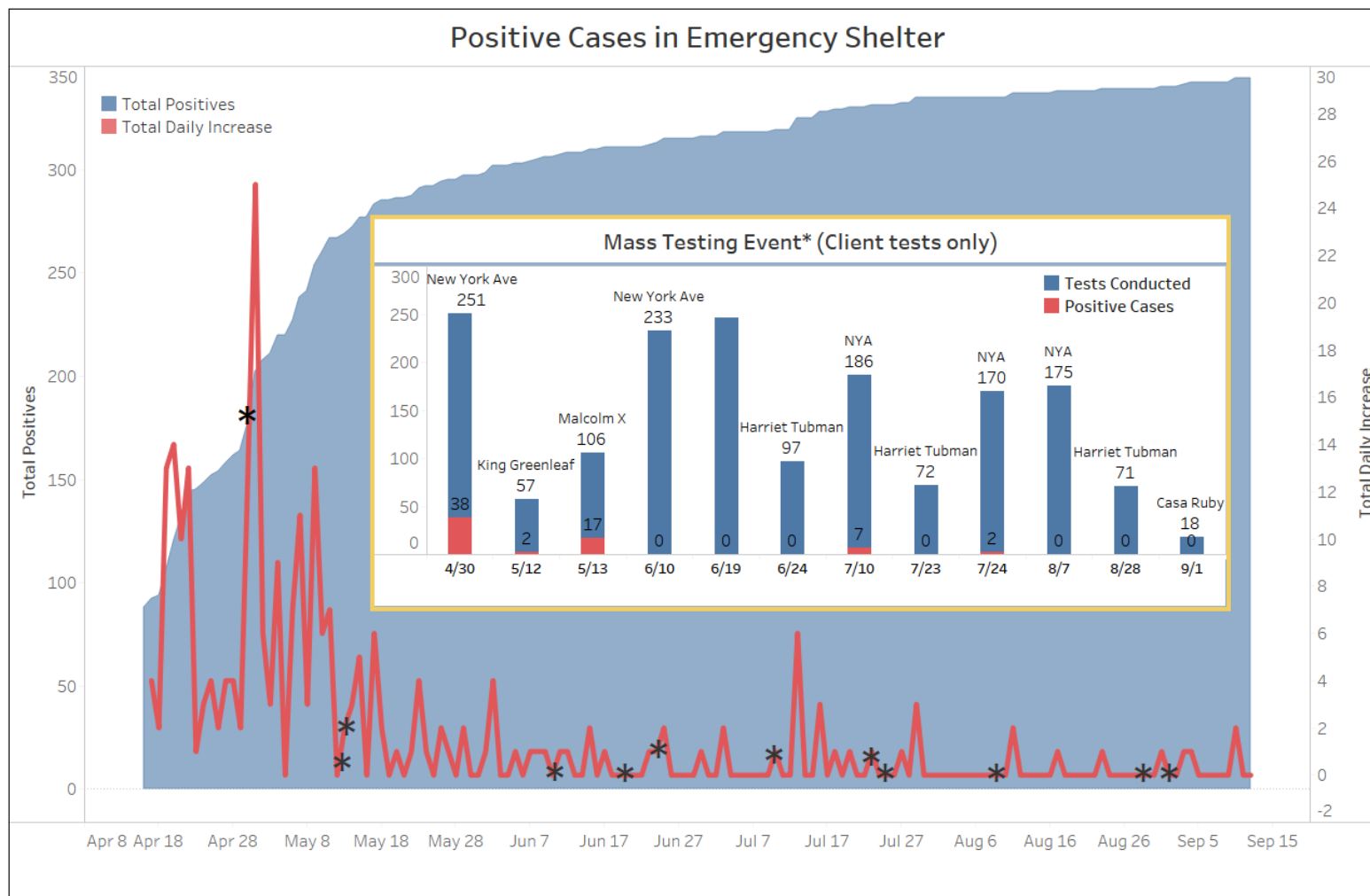
<https://dhs.dc.gov/storyboard>



Human Services Data – Past 7 Days

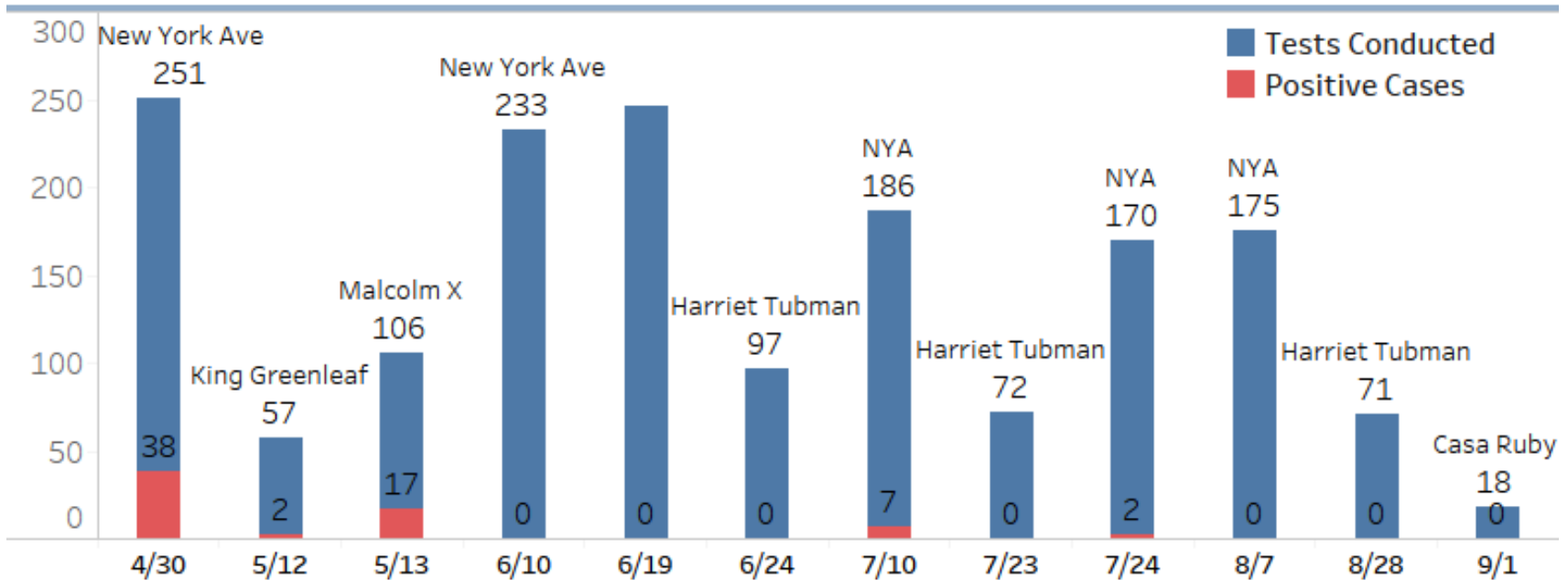
In Shelter Tested Positive (Cumulative)	10-Sep	11-Sep	12-Sep	13-Sep	14-Sep	15-Sep	16-Sep
801 East	49	49	49	49	49	49	49
CCNV	51	51	51	51	51	51	51
Harriet Tubman	13	13	13	13	13	13	13
New York Ave	104	104	104	104	104	104	104
Pat Handy	21	21	21	21	21	21	21
Unsheltered/other	38	38	38	38	38	39	39
Daily Increase	0	0	0	0	0	1	0
Shelters with at least 1 positive case but <10 positive cases:	Adams Place, Calvary Transitional Housing, Casa Ruby, Covenant House, Davidson 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, The Brooks						

Tracking Cases in Emergency Shelter



Mass Testing Strategy

Mass Testing Event* (Client tests only)



2020 Census Count

- Key Dates:
 - **Sept 22-24:** DC low-barrier shelter enumeration
 - **Night of Sept 23 into Sept 24:** Unsheltered enumeration
 - **Sept 30:** Last Day to fill out the U.S. Census
- DHS and ICH working with U.S. Census to support enumeration
 - Census Bureau has a list of other supportive housing programs in the District that will be surveyed directly (e.g. Community Residential Facilities, reentry housing).
 - The District has requested that we "team" outreach workers with Census Bureau workers to facilitate the count.
- Census Bureau digital billboards will start next week in English and Spanish to push participation for an accurate count.

Hypothermia Season and Winter Planning

- DHS and ICH have been developing a winter plan as we continue to navigate the public health emergency.
- We will discuss the plan at ICH ERSO Meeting next week for delivery to the ICH Executive Committee in early October
- Plan will include a combination of facilities used in previous years as well as new sites.
- We will continue operating at lower density levels and on a 24 hours / 7 days a week schedule.
- We do not anticipate re-starting scheduled transportation routes but are working to identify different ways to support client transportation needs. |

Upcoming LBS Deep Cleaning and Resource Fairs

- Standard process to properly clean facilities: will impact residents this year due to 24-hour operations
- Resource Fair and activities planned for all residents at each location (including stimulus checks support)
- Locations/Dates
 - Harriet Tubman—9/22
 - Adams Place—9/24
 - New York Ave—9/29
 - 801 East—9/30

DEEP CLEAN & RESOURCE DAY

The Department of Human Services will be performing a deep clean and pest prevention treatment which will:

REQUIRE THE SHELTER TO CLOSE
FROM 9am to 5pm|
on
TUESDAY, SEPTEMBER 22nd

Directly outside the shelter there will be a tented resource fair from 9am to 1pm

Grab and go lunches will be provided at 1pm
Activities will be available from 2pm to 4:30pm

RESOURCES

- ▶ Assistance accessing your Stimulus Check—up to \$1,200!
- ▶ VI-SPATS (Housing Assessments)
- ▶ Linkages to Behavioral Health Services
- ▶ Registration to Vote
- ▶ Job Training Resources
- ▶ And More...



GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

Recap of Heat Alerts

- 44 Heat Alerts this summer
- Breakdown by month:
 - June—6 days
 - July—26 days
 - Aug—10 days
 - Sept—2 days
- Cooling center data – DPR:
 - 1316 total visits
 - Highest use: Randall Rec and New York Ave Rec
 - Highest day: 65 visitors
- 400 cooling kits provided to unsheltered individuals



Additional PEP-V Capacity

- Since mid-May, we have operated two PEP-V sites providing 307 rooms
- We will open a third PEP-V site in the next 30 days – hotel contract still pending
- We continue to track lessons-learned and best practices from other states and using expansion as opportunity to make changes to program
- 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
- **VWFR & HPP**- continued to provide shelter placement and case management virtually

Eviction Prevention

- DHS is working closely with our 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):
more info here: <https://dhs.dc.gov/service/eviction-prevention>

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