



# COVID-19 Briefing for DHS Providers and Partners

Department of Human Services  
October 2, 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 (10/2/20)

*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 October

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

# ESA: P-EBT Update

## P-EBT Round 1

- Coverage: March 16 – June 19 (2019-2020 School Year)

**\$25 million**

in P-EBT benefits to over

**43k families**

## P-EBT Round 2

- Coverage: August – September (2020-2021 School Year)
- Benefits issued September 29

**\$7.8 million**

In P-EBT benefits to over

**38k families**

Families with questions on their P-EBT benefits can visit

<https://dhs.dc.gov/p-ebt>

- ESA examining CR language and awaiting Federal guidance to continue P-EBT during 2020-2021 School Year

# 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

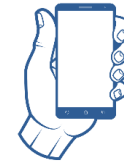
Monday through Friday  
7:30am-4:45pm

**(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](https://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
<i>As of Oct 1</i>	
<p><b>Interviews</b></p> <ul style="list-style-type: none"><li>• Waived</li></ul> <p><b>Recerts</b></p> <ul style="list-style-type: none"><li>• Required</li><li>• Encourage customers to complete <b>ASAP</b> and utilize the <b>mobile app</b> or <b>online application</b></li></ul> <p><b>Mid-Certs/Interim Contacts</b></p> <ul style="list-style-type: none"><li>• Waived</li></ul>	<p><b>Interviews</b></p> <ul style="list-style-type: none"><li>• Waived</li></ul> <p><b>Recertifications</b></p> <ul style="list-style-type: none"><li>• Waived</li></ul>

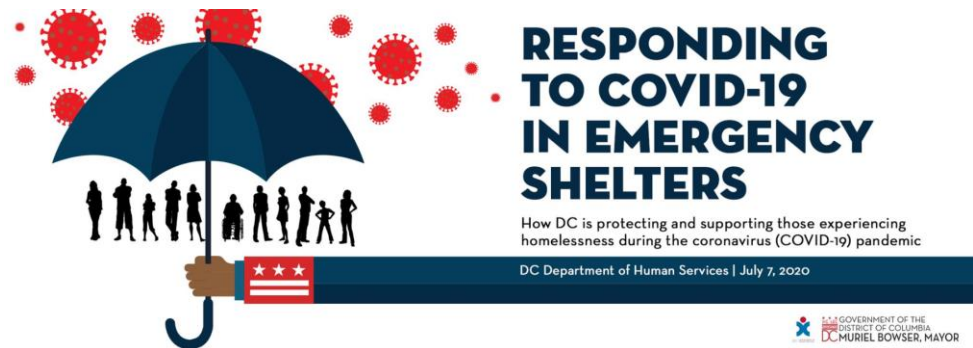
# Human Services Data

**Human Services Data as of September 30 at 5pm (posted daily on [coronavirus.dc.gov](https://coronavirus.dc.gov)):**

- Number of individuals in shelter who have tested positive: 348
- Number of individuals in remote quarantine: 85
- Of individuals in remote quarantine, number from shelter: 64
- Total number of lives lost among individuals in the homeless service system: 21

**Follow our progress:**

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





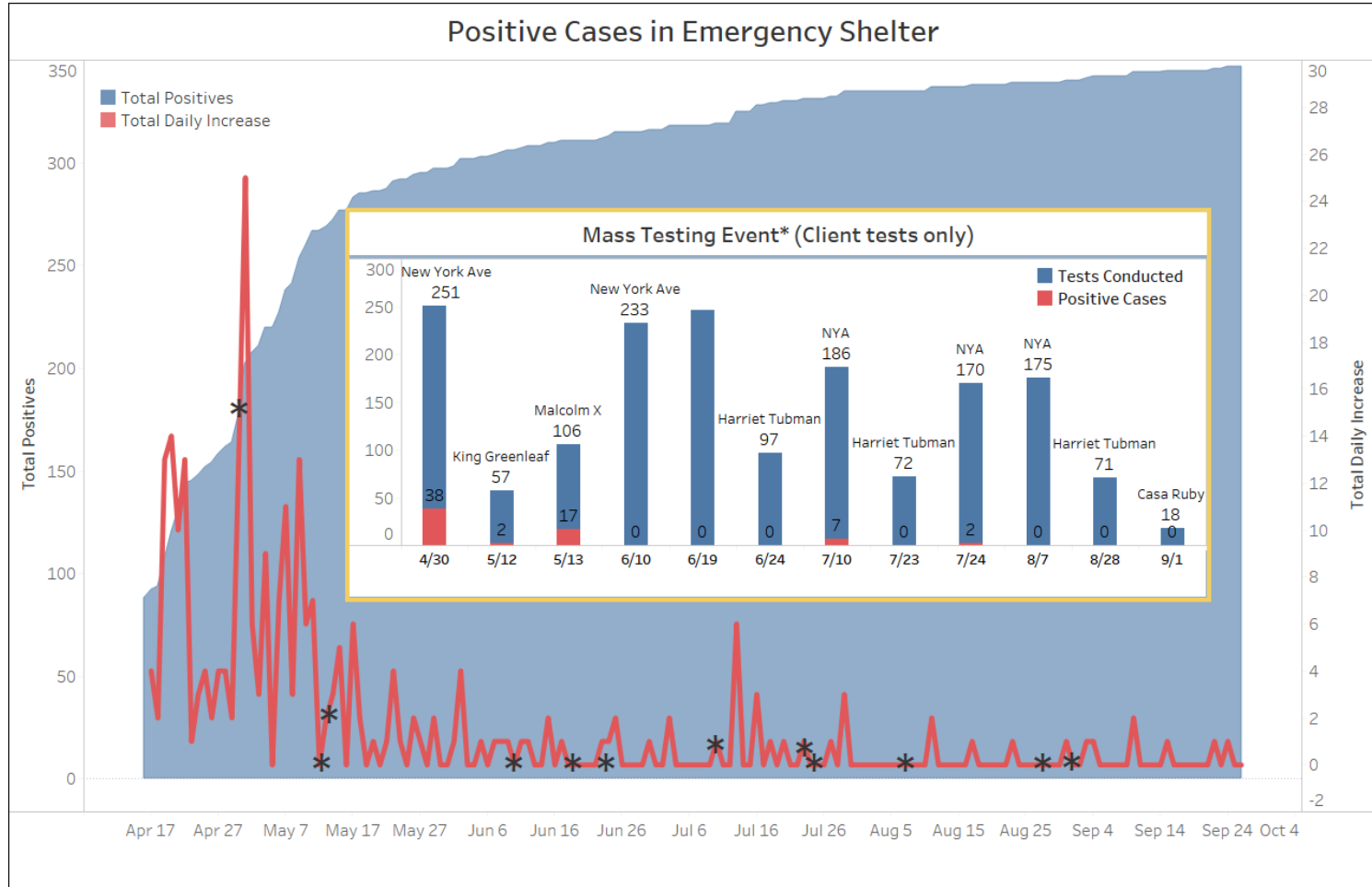
# Human Services Data – Past 14 Days

In Shelter Tested Positive (Cumulative)	17-Sep	18-Sep	19-Sep	20-Sep	21-Sep	22-Sep	23-Sep	24-Sep	25-Sep	26-Sep	27-Sep	28-Sep	29-Sep	30-Sep
801 East	49	49	49	49	49	49	49	50	50	50	50	50	50	50
CCNV	51	51	51	51	51	51	51	51	51	51	51	51	51	51
Harriet Tub.	13	13	13	13	13	13	13	13	13	13	13	13	13	13
New York Av	104	104	104	104	104	104	104	104	104	104	104	104	104	104
Pat Handy	21	21	21	21	21	21	21	21	21	21	21	21	21	21
Unsheltered	39	39	39	39	39	40	40	40	40	40	40	40	40	41
Daily Increase	0	0	0	0	0	1	0	1	0	0	0	0	0	1

**Shelters with at least 1 positive case but <10 positive cases:**

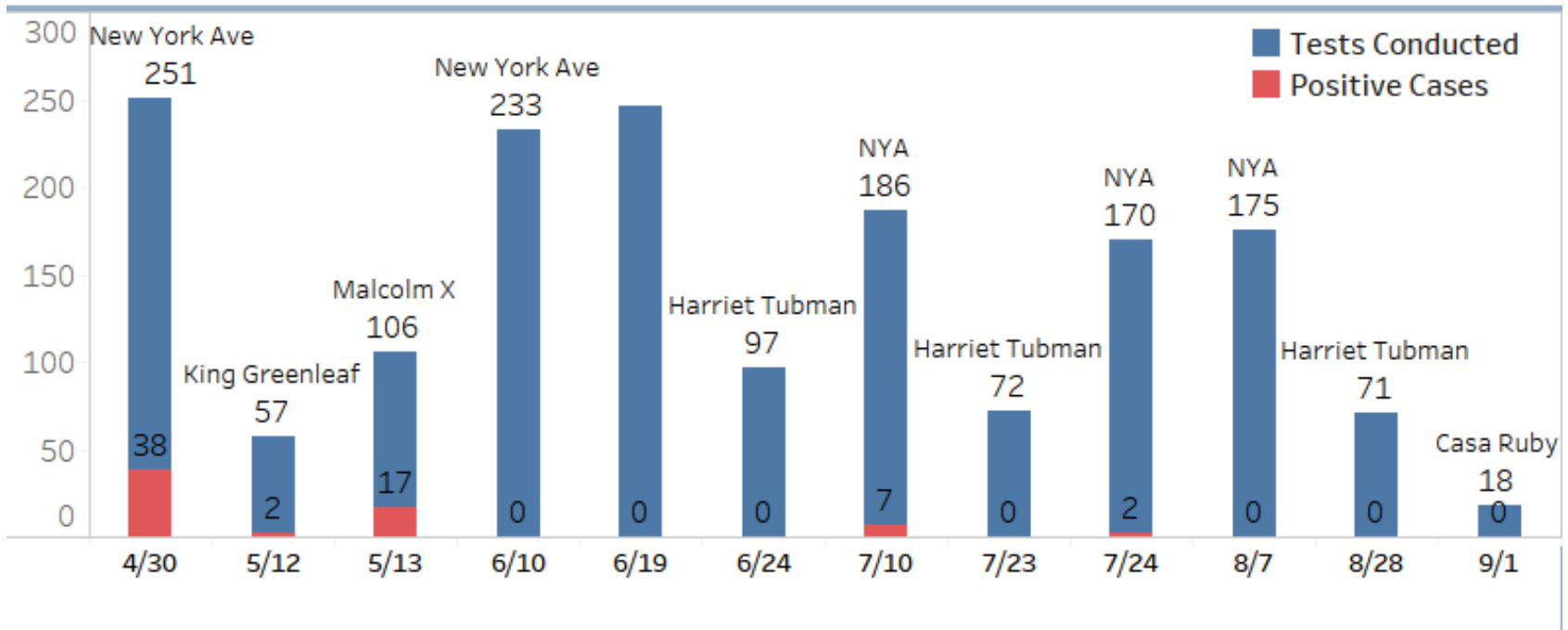
Adams Place, Calvary Transitional Housing, Casa Ruby, Covenant House, Davidson House, Days Inn Hotel, DC Doors, Greenleaf, Jordan House Crisis Beds, La Casa, Naylor Road Family Shelter, SOME Shalom House, The Kennedy and Quality Inn, The Brooks

# Tracking Cases in Emergency Shelter



# Mass Testing Strategy

Mass Testing Event\* (Client tests only)



# November 3 Elections

- DHS is committed to ensuring that people experiencing homelessness are aware of the myriad of ways they can register and vote this year.
- In the next several days, individuals and families staying in shelter will receive a letter drafted in partnership with the DC Board of Elections with a voter registration form that explains:
  - How to register to vote;
  - How to update your address on your voter registration; and
  - The closest Ballet Drop Box, Early Vote Center & Election Day Vote Center to the shelter site where they are staying
- DHS is also doing outreach and distributing information to individuals and families in DHS housing programs and those that are unsheltered.

# Hypothermia Season and Winter Planning

- Will include a combination of facilities used in previous years as well as new sites.
  - COVID precautions same as low-barrier
  - Hypothermia sites will add services designed to facilitate connections to housing and other resources and to engage residents during daytime hours
  - We do not anticipate re-starting scheduled transportation routes but are working to identify different ways to support client transportation needs
- Adams Place Day Center will provide 30 additional beds for women – projected opening is October 15
- Formalized emergency response process to deploy additional resources to adapt to rapidly changing conditions and meet presenting needs

# Update: 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)
- Harriet Tubman and Adams Place completed on 9/22 and 9/24
  - Nearly 200 engagements between the two locations
- Upcoming Locations/Dates
  - 801 East—10/2 (Today)
  - New York Avenue—10/7



# PEP-V: Opening a new site

- In partnership with Unity and our providers, DHS will open a third PEP-V site at Fairfield Inn and Suites this month
- This will add 115 rooms for client occupancy, bringing total number of rooms available to 417
- DHS will begin making new placements to PEPV on October 12
- We continue to take referrals for clients staying in shelter or who are unsheltered, via the [PEP-V Referral Form](#)

# PEP-V: Adapting the model

- Continue to incorporate lessons-learned & best practices from other jurisdictions, and from managing PEP-V sites since March 2020
- PEP-V is a short-term resource dedicated to protecting medically vulnerable clients from contracting COVID – that can also help facilitate clients' transition to permanent housing, support social distancing in congregate shelter and connect clients to health services
- Starting this fall:
  - Persons staying at a PEP-V site will share a room with another person, unless they have certain medical conditions or other factors that would make sharing a room with another person difficult
  - On-site alcohol will be limited to two, 12-ounce bottles of beer or wine
  - On-site medical services available 2-5 days per week (vs daily) to better reflect clients' health needs (MBI will remain on-site daily)
- Next week, DHS will use multiple channels to communicate and collect input regarding PEP-V changes to clients and providers



# Families

- **FRSP** – Families’ rental assistance will not end during the public health emergency, which was extended until October 9
  - If the public health emergency is extended, DHS will provide additional guidance about exits from the program
  - We are working with providers to ensure that all families are connected to case management services
- **VWFRC & HPP-** continued to provide shelter placement and case management virtually

# Eviction Prevention

- DHS continues to work 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](mailto:dhs.covid19@dc.gov)

Share tips, experiences, and photos to post:

[dora.taylor-lowe@dc.gov](mailto:dora.taylor-lowe@dc.gov)