



COVID-19 Briefing for DHS Providers and Partners

Department of Human Services
October 16, 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 (10/16/20)

*The District remains in Phase II of Re-Opening
Public Health Emergency Extended through 12/31*

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
- Request submitted to FNS for November

\$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 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



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><i>As of Oct 1</i></p> <p>Interviews</p> <ul style="list-style-type: none">• Waived <p>Recerts</p> <ul style="list-style-type: none">• Required for SNAP customers who have previously been extended<ul style="list-style-type: none">• Encourage customers to complete ASAP and utilize the mobile app or online application• Extended for all TANF and for SNAP customer who have not been previously extended <p>Mid-Certs/Interim Contacts</p> <ul style="list-style-type: none">• Waived	<p>Interviews</p> <ul style="list-style-type: none">• Waived <p>Recertifications</p> <ul style="list-style-type: none">• Waived

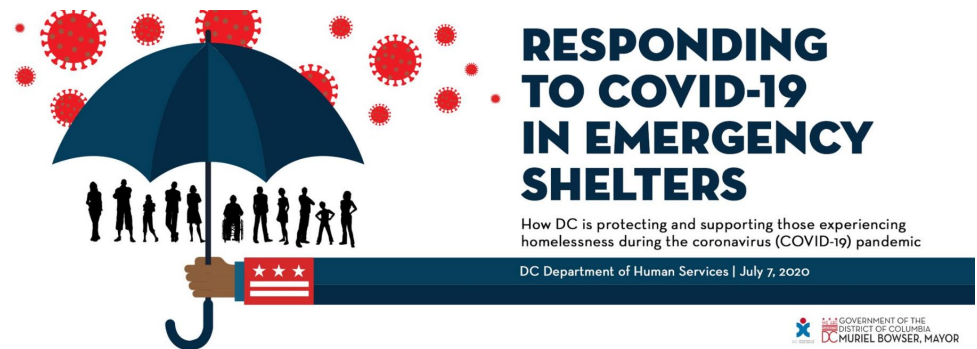
Human Services Data

Human Services Data as of October 14 at 5pm (posted daily on coronavirus.dc.gov):

- Number of individuals in shelter who have tested positive: 349
- Number of individuals in remote quarantine: 41
- Of individuals in remote quarantine, number from shelter: 41
- Total number of lives lost among individuals in the homeless service system: 21

Follow our progress:

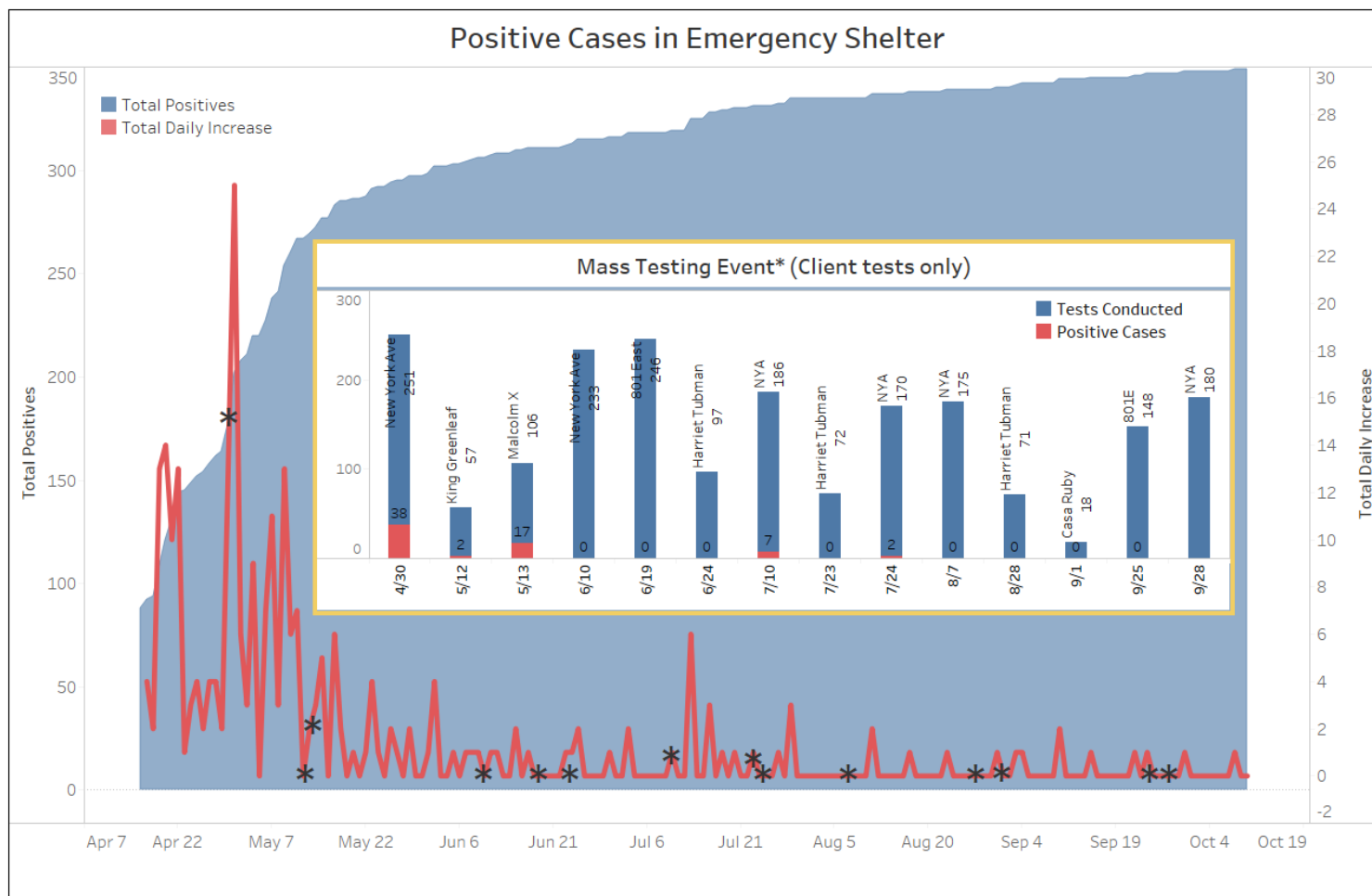
<https://dhs.dc.gov/storyboard>



Human Services Data – Past 14 Days

In Shelter Tested Positive (Cumulative)	1-Oct	2-Oct	3-Oct	4-Oct	5-Oct	6-Oct	7-Oct	8-Oct	9-Oct	10-Oct	11-Oct	12-Oct	13-Oct	14-Oct
801 East	49	49	49	49	49	49	49	49	49	49	49	49	49	49
CCNV	52	52	52	52	52	52	52	52	52	52	52	52	52	52
Harriet Tub.	13	13	13	13	13	13	13	13	13	13	13	13	13	13
New York Av	105	105	105	105	105	105	105	105	105	105	105	105	105	105
Pat Handy	21	21	21	21	21	21	21	21	21	21	21	21	21	21
Unsheltered	41	41	41	41	41	41	41	42	42	42	42	42	42	42
Daily Increase	0	0	0	0	0	0	0	1	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, 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



Winter Planning

The Winter Plan was approved by ICH Executive Committee this week

Shelters available at the beginning of hypothermia season (Phase I):

- CCNV (beds for men and women) - open now
- Adams Place Day Center (women) - opened this week
- Kennedy Rec Center (men)*
- Sherwood Rec Center (women)*
- Banneker Rec Center (Co-Ed)

**Rec Centers being used as election sites available after 11/5*

Additional sites (Phase II) will open when initial sites reach capacity

Pat Handy Temporary Relocation



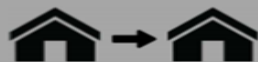
- The Patricia Handy Place for Women (PHPW) will undergo renovations in the coming months
- To ensure safety, all residents will be temporarily relocated while system upgrades and renovations are completed
- Temporary location for the low-barrier program will be former Youth Hostel at 1009 11th Street NW
- Renovations are expected to take approximately one year

Fall 2020*



- Residents prepare for temporary relocation (packing of personal belongings - 2 bag maximum)

Fall 2020*



- PHPW - including all services and supports - relocates to 1009 11th Street NW in Ward 2
- Residents move into temporary replacement shelter

Winter 2021*



- Renovations begin at PHPW
- Residents continue to be supported in temporary replacement shelter, and engage in key social services and housing assistance to transition into permanent housing

Winter 2022*



- Renovations complete at PHPW
- PHPW reopens

*Dates are estimates and may change

Recap: LBS Deep Cleaning and Resource Fairs

- Standard process to deep clean facilities: Resource Fairs and activities planned for residents during cleaning
- Completed at:
 - Harriet Tubman on 9/22
 - Adams Place on 9/24
 - 801 East on 10/2
 - New York Avenue on 10/7
- Engagement highlights:
 - 111 Stimulus Check engagements resulting in over 40 applications
 - 76 voter registrations completed



PEP-V Capacity Expansion



PEP-V 1: Arboretum

Opened: March 2020

**Rooms for Client
Occupancy:**

109 Rooms

Census (as of 10/15):

100 people



PEP-V 2: Holiday Inn

Opened: May 2020

**Rooms for Client
Occupancy:**

193 Rooms

Census (as of 10/15):

154 people



PEP-V 3: Fairfield

Opened: Oct 12, 2020

**Rooms for Client
Occupancy:**

115 Rooms

Census (as of 10/15):

15 people

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

PEP-V Evolution

- **Onsite Health Services**
 - Starting Monday, 10/19, Unity will be on site 2-5 days per week (vs daily) to better reflect clients' health needs
 - MBI will remain on-site daily
- **Housing-focused Case Management:** Every client is assigned a case manager
- **Double-occupancy:**
 - Multi-disciplinary team supports PEP-V clients in determining who they will share a room with at PEP-V; Clients have begun to share who they'd like their roommate to be
 - Thus far, 8 PEP-V clients share a room with another client

Families

- **FRSP** – Families’ rental assistance extended until 12/31
 - If the public health emergency is extended, DHS will provide additional guidance about exits from the program
 - Focus on connection to case management services for families as program grows
- **VWFRC & HPP**- continued to provide shelter placement and case management virtually

Eviction Prevention

- Interagency collaboration to establish and implement a coordinated, plan to mitigate housing instability and eviction and to prevent a surge in homelessness.
- The Mayor extended the public health emergency until the end of the year; the eviction moratorium remains through February (60 days post PHE).
- 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>

ERAP Emergency Legislation

- Amends eligibility criteria, including setting income limit to 40% AMI
- Increases maximum allowable payment
- Grants DHS authority to waive restriction on number of months funds may cover rent arrearages during public health emergency
- DHS is working on rulemaking to clarify implementation details

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