



COVID-19 Briefing for DHS Providers and Partners

Department of Human Services
October 30, 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 (10/30/20)

*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: Updates

- **Emergency Allotments** continue through November
- **P-EBT** awaiting FNS guidance for 2020-2021 SY
 - Families with questions on their P-EBT benefits can visit <https://dhs.dc.gov/p-ebt>

\$43 million

in emergency allotments issued to over

42k households

\$33 million

in P-EBT issued to over

45k 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

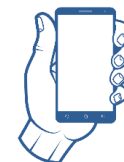
Monday through Friday
7:30am-4:45pm

(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
<i>As of Oct 1</i>	
<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

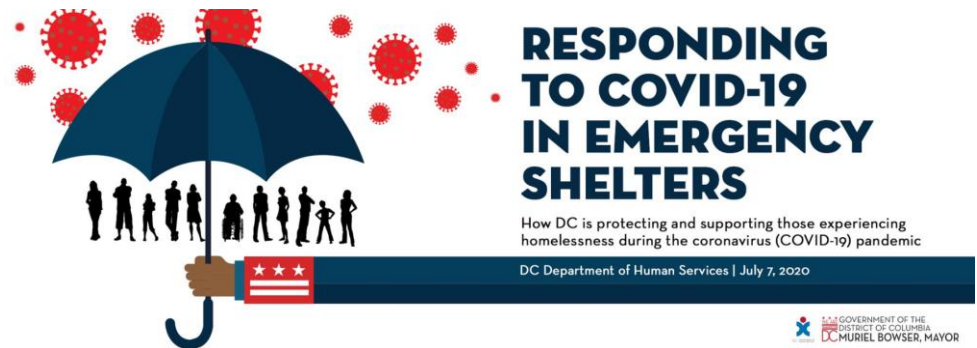
Human Services Data

Human Services Data as of October 28 at 5pm (posted daily on coronavirus.dc.gov):

- Number of individuals in shelter who have tested positive: 353
- Number of individuals in remote quarantine: 63
- Of individuals in remote quarantine, number from shelter: 37
- Total number of lives lost among individuals in the homeless service system: 21

Follow our progress:

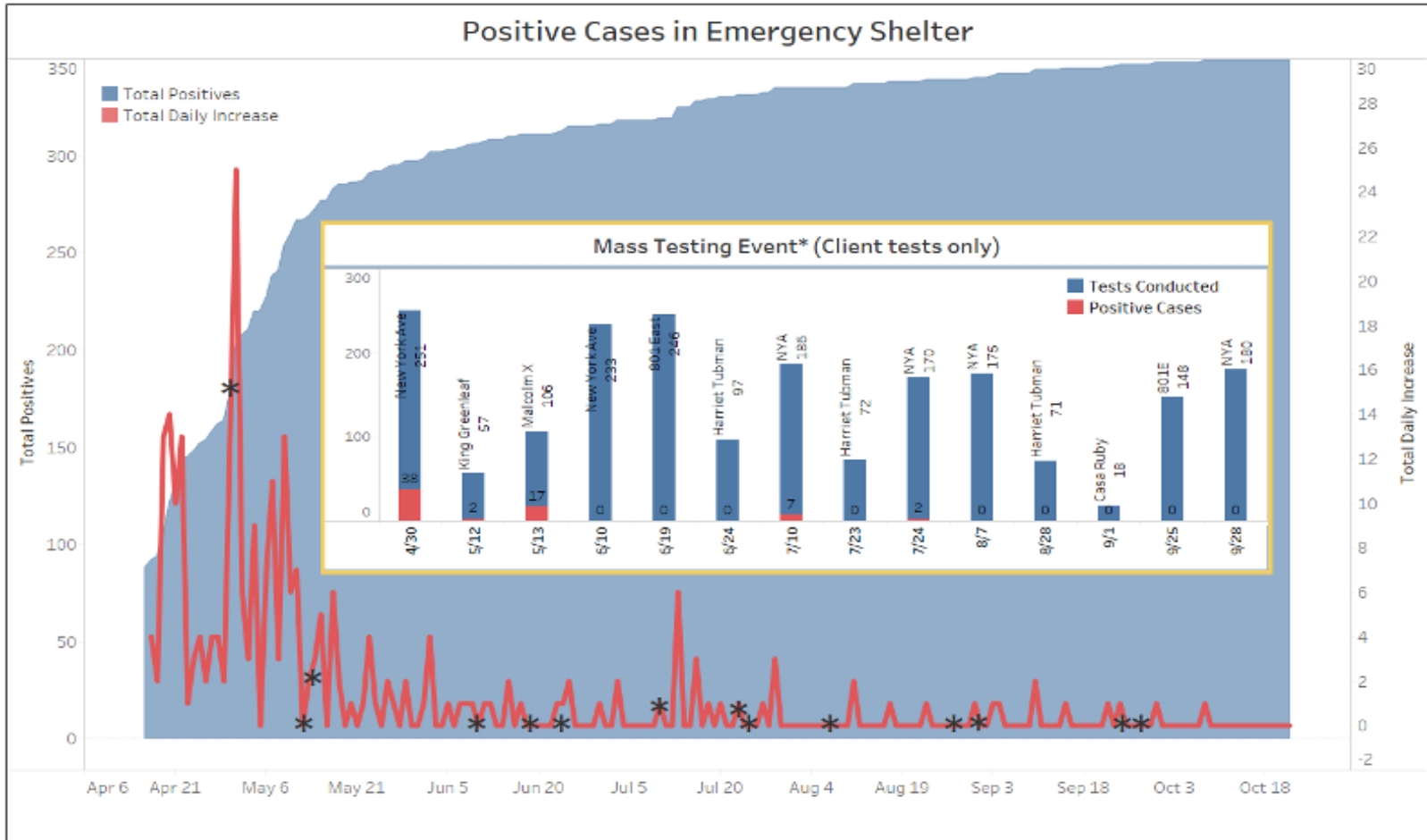
<https://dhs.dc.gov/storyboard>



Human Services Data – Past 14 Days

In Shelter Tested Positive (Cumulative)	14-Oct	15-Oct	16-Oct	17-Oct	18-Oct	19-Oct	20-Oct	21-Oct	22-Oct	23-Oct	24-Oct	25-Oct	26-Oct	27-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 Ave	105	105	105	105	105	105	105	105	105	105	105	105	105	106
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	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



Winter Planning – Update

Hypothermia season starts November 1. The ICH Winter Plan is posted online and can be found at: <https://ich.dc.gov/page/winter-plan>

Reminders: Major changes from last year:

- Modified COVID operations will include daily screenings, reduced bed capacity, open all day, “same shelter, same bed” policy, grab-and-go meals; enhanced staffing, PPE distribution, CDC cleaning protocols
- We will offer case management services to connect clients to housing and other resources
- Once opened, all hypothermia shelters will operate 24 hours a day, 7 days a week for the duration of hypothermia season.
- No scheduled transportation routes: on-demand transportation is available by calling the Shelter Hotline (202-399-7093 or 311) and clients newly seeking shelter will be prioritized.

Cold Weather This Weekend

Cold weather is forecasted for the coming days, so our first hypothermia alert may be called as early as this weekend.

Shelters available in addition to year-round sites through November 5 if alert is called:

- Adams Place Day Center (women) - open now
- Banneker Rec Center (co-ed)

If the pending cold snap warrants a Hypothermia Alert, we will open Banneker and may temporarily turn to “overflow” sites for additional capacity until other sites are available.

Winter Planning – Communications

The District will communicate Hypothermia and cold weather emergency alerts and services available through the following vehicles:

- **Email:** Sent 2x daily; 7 AM and between 2:30-3:00 PM
- **Alert DC:** Sent directly to mobile device; sign up to receive texts/emails at hsema.dc.gov/page/alertdc
- **Hope One Source:** Text messages sent directly to residents experiencing homelessness
- **Metro bus advertisements:** Posted throughout hypothermia season; November 15 – March 31
- **Social Media:** Twitter, Instagram and Facebook
- **Handouts:** Postcard size; distributed via outreach team

November 3 Election – Voting Access

Unaccompanied adults:

- Low-barrier shelter / PEP-V:
 - Board of Elections (BoE) provided information/posters on voting to our Low Barrier Shelters.
 - BoE went on-site to our Low Barrier Shelter locations and PEP-V sites to register consumers including during our four resource day events (cleaning initiative).
- Unsheltered
 - BoE registered voters at SOME and at a community resource fair outside of CCNV.
- Unsheltered/Housed:
 - Outreach providers and housing providers shared a letter written in partnership with the DC Board of Elections that explains how to register and vote
 - Outreach providers and Housing Providers received a staff user guide on voter registration

Families

- All Short Term Family Housing (STFH), Apartment-Style Family Shelters and FRSP participants received a letter written in partnership with the DC Board of Elections with a voter registration form that explains how to register and vote
- Many family shelter sites hosted registration drives

All Unaccompanied Youth Programs received a similar voter information letter

November 3 Election – Safety

- With guidance from agency partners, we are monitoring the potential impact of the election closely
- Conducting targeted outreach to unsheltered individuals
- Preparing for travel and service disruptions

Support for Unsheltered Individuals

Hypothermia Outreach Hours

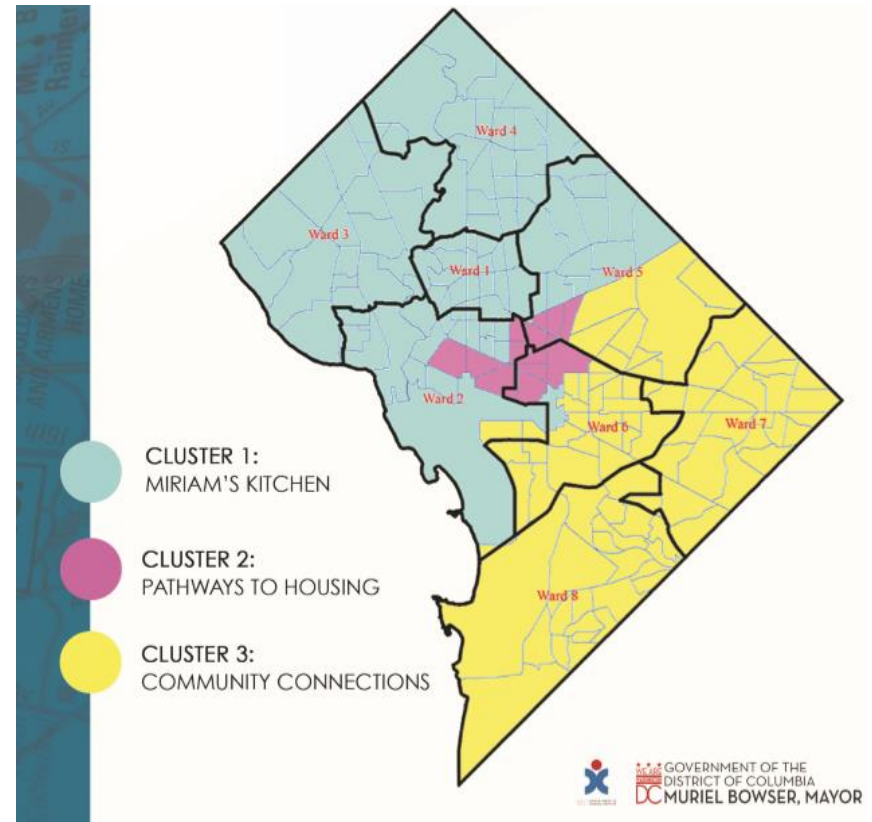
- Until 9pm on non-alert nights
- Until 11pm on alert nights

Meal distribution continues

- Nearly **77,000** meals distributed

Ongoing Client Engagement

- Voting/Election
- Flu shots
- Cold weather
- PEP-V/ISAQ referrals



IRS Economic Impact Payments

****Deadline has been extended to November 21**

Resources & Guidance:

- ❑ **Online:** EIP Step-by-Step Guide: <https://www.irs.gov/pub/irs-pdf/p5420b.pdf>
 - ❑ 11/10 “National EIP Registration Day” Activities
 - ❑ Follow IRS Social Media Account of your preference (<https://www.irs.gov/newsroom/irs-new-media-1>)

- ❑ **In-person:** Taxpayer Assistance Center (77 K Street NE). Call 844-545-5640 to schedule appointment.

- ❑ **Email:** Complete IRS privacy authorization form via Rep Eleanor Holmes’ Norton website (<https://norton.house.gov/services/help-with-a-federal-agency>)

ICH Support to access payments

Phase	Locations	Activities
I	Fixed mailing address &/or dedicated case management support	Development/distribution of information. TA support to providers to support clients complete IRS steps for non-filers
II	Low barrier shelters & meal locations (unsheltered individuals)	Safe access to the IRS Non-Filer Tool coordinated by the ICH, funded by DHS, with logistical support provided by TCP.

Phase II Outcomes	339 individuals engaged	232 EIP Non-Filer Forms successfully submitted
Locations Served	8 shelters:	<ul style="list-style-type: none"> • Co-Ed (CCNV, PEP-V1, PEP-V2) • Men (Adam's Place, New York Ave, 801 East) • Women (Harriet Tubman, Pat Handy)
	2 Meal Pick Up Sites:	SOME & Downtown Day Services Center (DDSC)
Staffed by	4 Agencies:	DHS (2 staff), DMHHS (2 staff), ICH (4 staff), & MOCRS (1 staff)
	1 Provider:	SOME (3 staff)
Additional Support (facilitated by DHS' Partner, Sponsor & Donor Coordinator)	7 Volunteers:	Airforce (6 individuals) & Pentagon (1 individual)
	Job Training Program:	DC Doors (5 Peers)

Update on PEP-V Capacity



PEP-V 1: Arboretum

Opened: March 2020

**Rooms for Client
Occupancy:**

109 Rooms

Census (as of 10/28):

116 people



PEP-V 2: Holiday Inn

Opened: May 2020

**Rooms for Client
Occupancy:**

193 Rooms

Census (as of 10/28):

143 people



PEP-V 3: Fairfield

Opened: Oct 12, 2020

**Rooms for Client
Occupancy:**

115 Rooms

Census (as of 10/28):

109 people

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

PEP-V Program Updates

- We have adapted onsite Health Services
- Double-occupancy:
 - Continued room sharing base on client preference, health conditions, substance use, behavioral history, and gender
 - Thus far, 91 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>

COVID Roundtable Next Week

- Public witnesses may testify on Wednesday, November 4. To sign up, call 202-724-8101 or email humanservices@dccouncil.us by COB today.
- DHS and ICH will testify on Friday, November 6.
- Watch Live
 - On the Council site, at <https://bit.ly/2ooL0l1>
 - On the OCTFME site, at <https://bit.ly/2JNZlro>
 - On TV, usually Channel 13

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-lowe@dc.gov