



COVID-19 Briefing for DHS Providers and Partners

Department of Human Services
November 20, 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 (11/17/20)

*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 Nov; request submitted for Dec
- **P-EBT** received and reviewing initial FNS guidance for 2020-2021 SY
 - Families with questions on their P-EBT benefits can visit <https://dhs.dc.gov/p-ebt>

\$51 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

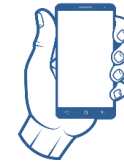
Monday through Friday
7:30am-4:45pm

(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">• Extended for all TANF and for SNAP customer• Recerts for SNAP expected to start back up in March 2021 <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 November 19 at 5pm (posted daily on coronavirus.dc.gov):

- Number of individuals in homeless service system who have tested positive: 355
- Number of individuals in remote quarantine: 86
- 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>



RESPONDING TO COVID-19 IN EMERGENCY SHELTERS

How DC is protecting and supporting those experiencing homelessness during the coronavirus (COVID-19) pandemic

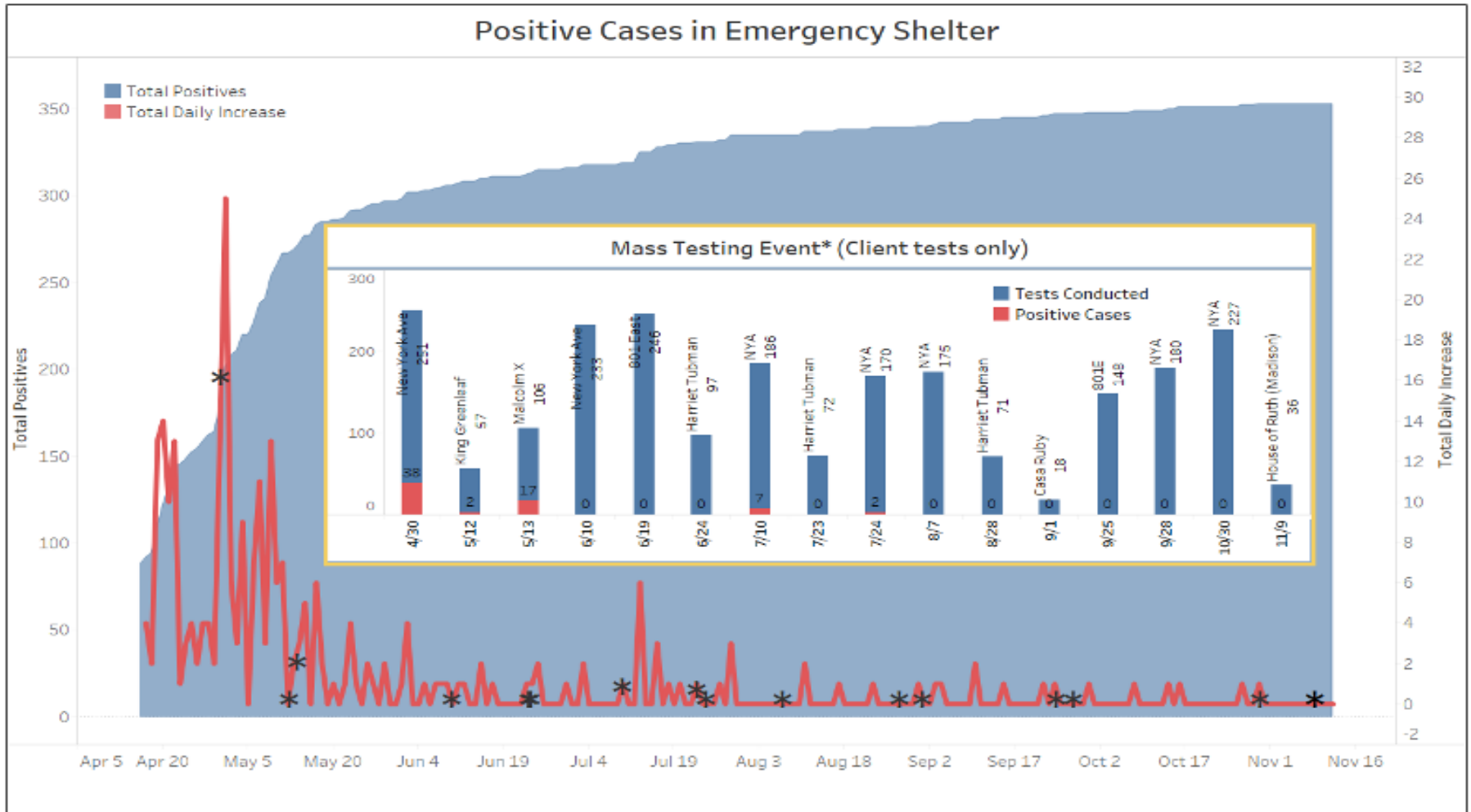
DC Department of Human Services | July 7, 2020

 GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

Human Services Data

In Shelter Tested Positive (Cumulative)	4-Nov	5-Nov	6-Nov	7-Nov	8-Nov	9-Nov	10-Nov	11-Nov	12-Nov	13-Nov	14-Nov	15-Nov	16-Nov	17-Nov
801 East	49	49	49	49	49	49	49	49	49	49	50	50	50	50
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	44	44	44	44	44	44	44	44	44	44	44	44	44	44
Daily Increase	0	1	0	0	0	0	0	0	0	0	2	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, Madison (House of Ruth), Malcolm X, Naylor Road Family Shelter, SOME Shalom House, The AYA, The Kennedy, Quality Inn, and The Brooks													

Tracking Cases in Emergency Shelter



Welcoming New FSA Leaders

- **Rachel Pierre** will be joining DHS as FSA Administrator on December 7th
- **Johnathan Davis** joined DHS as FSA Deputy Administrator for Single Adults on November 9th

Welcome Rachel and Johnathan!

Winter Planning Update

Hypothermia season started November 1. The ICH Winter Plan is posted online and can be found at: <https://ich.dc.gov/page/winter-plan>. We have had 5 alert nights so far.

Site	COVID Capacity	Population	Timeframe
Banneker	30	Co-Ed	Opened 11/1
Kennedy	70	Men	Opened 11/5
Sherwood	60 (was 30, capacity for 100)	Women	Opened 11/5
King Greenleaf	70	Men	Opened 11/17
CCNV – Seasonal beds (M)	70	Men	Continuing
CCNV – Seasonal beds (W)	24	Women	Continuing
Adams Place Day Center	30	Women	Continuing

DHS is monitoring capacity closely and will open additional sites as needed

Support for Unsheltered Individuals

Hypothermia Awareness Event held today outside DDSC

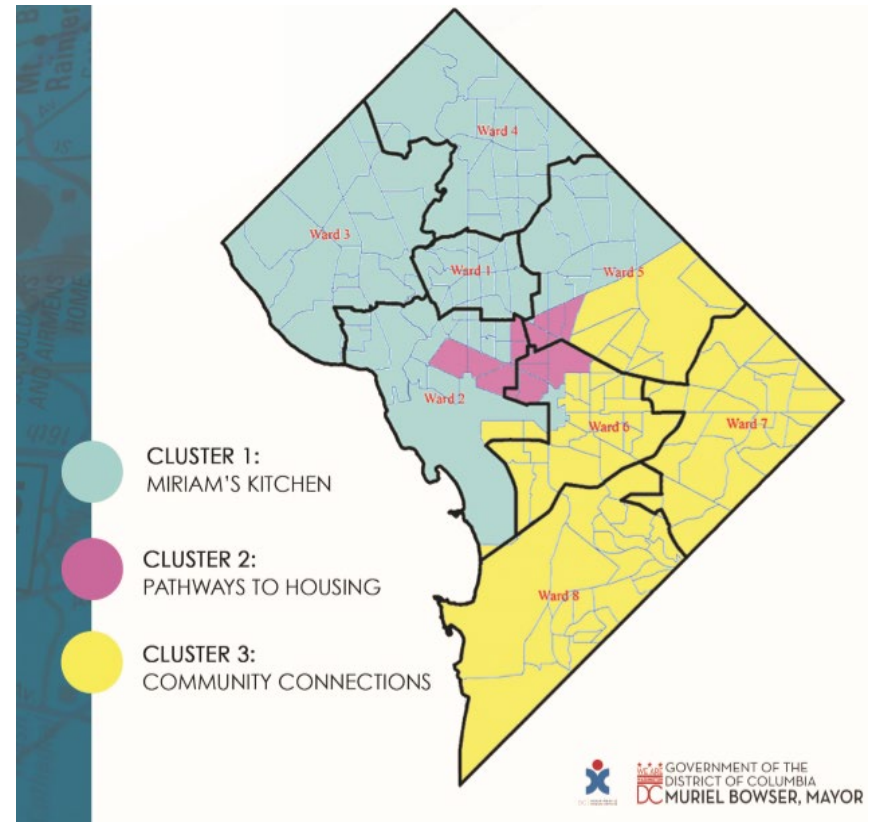
Reminder: Hypothermia Outreach Hours extended until 9pm on non-alert nights, 11pm on alert nights

Meal distribution continues

- Nearly **85,000** meals distributed

Ongoing Client Engagement

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



Update on PEP-V Capacity



PEP-V 1: Arboretum

Opened: March 2020

**Rooms for Client
Occupancy:**

109 Rooms

Census (as of 11/19):

155 people



PEP-V 2: Holiday Inn

Opened: May 2020

**Rooms for Client
Occupancy:**

193 Rooms

Census (as of 11/19):

160 people



PEP-V 3: Fairfield

Opened: Oct 12, 2020

**Rooms for Client
Occupancy:**

115 Rooms

Census (as of 11/19):

193 people

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 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>

Emergency Rental Assistance Updates

- Emergency and Proposed ERAP Regulation finalized to reflect the changes on the ERAP Amendment Act
- DHS and DHCD are working to address challenges around scheduling
- DHS & DHCD developing a joint application for ERAP and CHAP
- Finalizing preparation to launch rent assistance hotline for District residents

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