



COVID-19 Briefing for DHS Providers and Partners

Department of Human Services
December 4, 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 (12/04/20)

*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 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

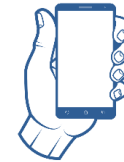
Monday through Friday
7:30am-4:45pm

(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

ESA: Updates

- **Emergency Allotments** continue through Dec
- **P-EBT** working on plan 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

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 December 3 at 5pm (posted daily on coronavirus.dc.gov):

- Number of individuals in homeless service system who have tested positive: 362
- Number of individuals in remote quarantine: 127
- Of individuals in remote quarantine, number from shelter: 103
- 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

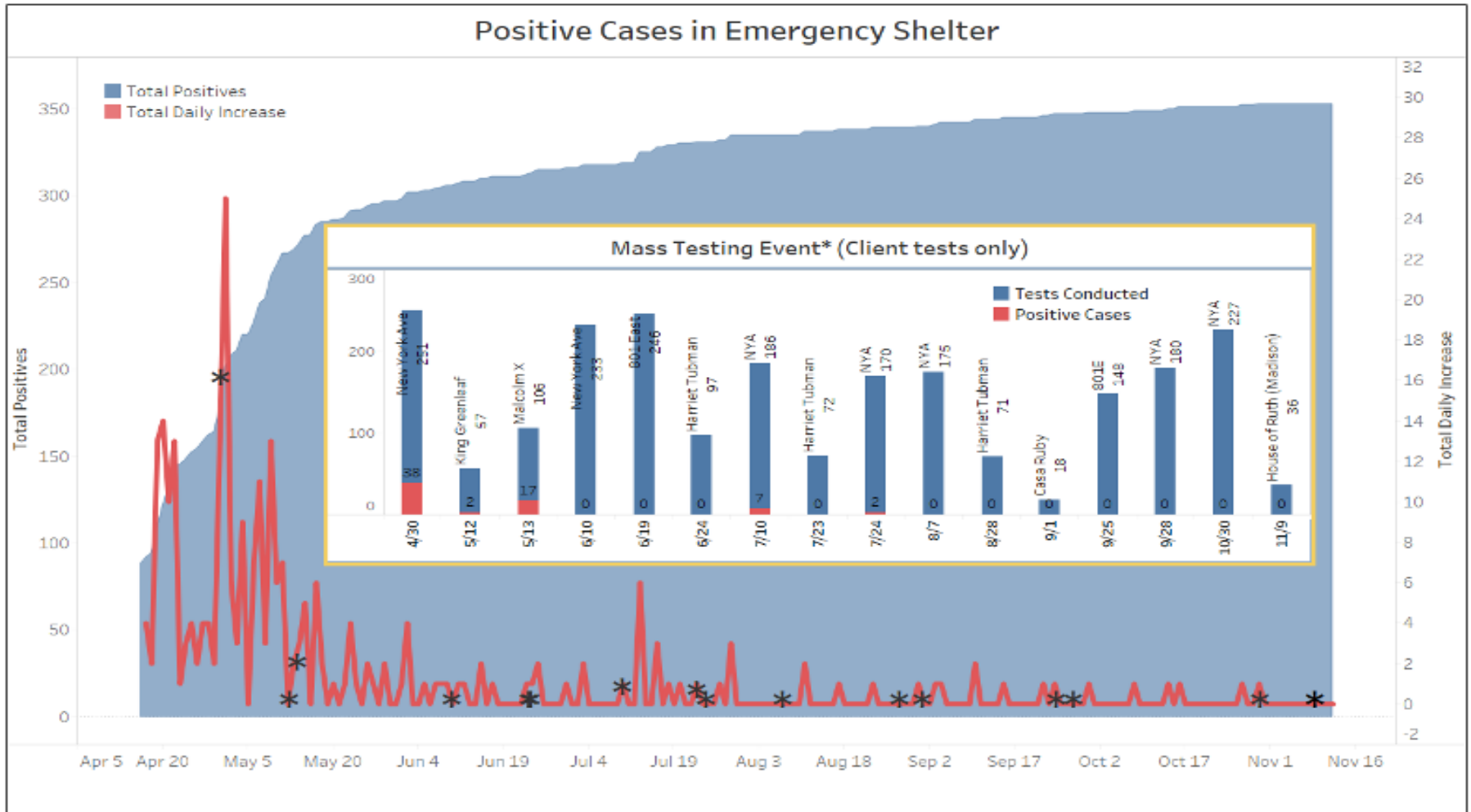
 GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

Human Services Data

In Shelter Tested Positive (Cumulative)	20-Nov	21-Nov	22-Nov	23-Nov	24-Nov	25-Nov	26-Nov	27-Nov	28-Nov	29-Nov	30-Nov	01-Dec	02-Dec	03-Dec
801 East	50	50	50	50	50	50	50	50	50	50	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	106	106	106	106	106	106	106	106	106	106	106	106	106	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	1	1	0	0	0	1	0	1	0	0	0	1	1	1

Shelters with at least 1 positive case but <10 positive cases: Adams Place, Calvary Transitional Housing, Casa Ruby, Covenant House, Davidson House, DC Doors, Jordan House Crisis Beds, La Casa, Naylor Road Family Shelter, Madison Shelter, New Transitions, Malcolm X (Spring 2020), Greenleaf Rec Center (Spring 2020 and Re-Opened), Sherwood Rec Center, The Kennedy, The Triumph, and The AYA.

Tracking Cases in Emergency Shelter



Update on Hypothermia Season

- We have had 7 alert nights so far
- The District has opened all Phase I sites and most of Phase II sites
- We are closely monitoring capacity: have been able to ensure sufficient beds and are prepared to meet needs should demand grow
- DHS working with partners to finalize a warming location soon in the downtown area
- The ICH Winter Plan is posted online and can be found at: <https://ich.dc.gov/page/winter-plan>.

Support for Unsheltered Individuals

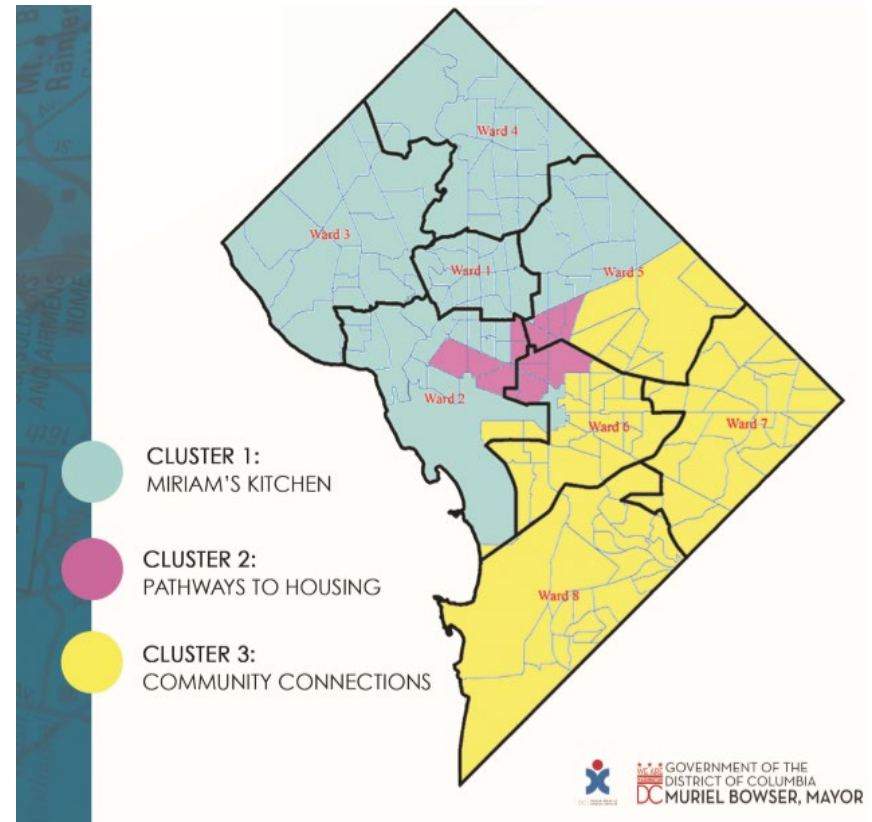
Client Engagement Continues

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

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

Meal distribution continues

- Just over **88,000** meals distributed



Update on PEP-V Capacity



PEP-V 1: Arboretum

Opened: March 2020

**Rooms for Client
Occupancy:**

109 Rooms

Census (as of 12/3):

160 people



PEP-V 2: Holiday Inn

Opened: May 2020

**Rooms for Client
Occupancy:**

193 Rooms

Census (as of 12/3):

269 people



PEP-V 3: Fairfield

Opened: Oct 12, 2020

**Rooms for Client
Occupancy:**

115 Rooms

Census (as of 12/3):

195 people

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

"A Home for the Holidays" Campaign

Annual campaign to accelerate lease-ups for District households experiencing homelessness into permanent housing.



- Mayor Bowser launched the 2020-2021 campaign on November 21, 2020; runs through January 15, 2021
- Goal is to place 500 households (singles and families)
- Engaging District landlord partners to identify 1,200 affordable and available units; housing of all sizes, units in compliance with the ADA are needed
- Landlords interested in partnering with the District and receiving more information, please write homefortheholidays@dc.gov.
- Weekly progress updates available at dhs.dc.gov/page/home-holidays

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

DIRECT ASSISTANCE TO HOUSING PROVIDERS

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\$10 MILLION FOR GRANTS

to cover up to \$2,000 per month since April

The program will pay **80% of delinquent rent** if the housing provider waives the remaining 20% and any unpaid fees.

[CORONAVIRUS.DC.GOV](https://www.coronavirus.dc.gov)

November 30, 2020

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DC MURIEL BOWSER, MAYOR

DIRECT ASSISTANCE TO HOUSING PROVIDERS

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WHO CAN APPLY?

Housing providers of
properties in the DHCD
and HFA portfolios

and

Housing providers with 20 or
fewer total rental units that
are not in the city's portfolio

The units must be currently occupied and housing providers must be registered with the Department of Consumer and Regulatory Affairs and have Clean Hands certification.

[CORONAVIRUS.DC.GOV](https://www.coronavirus.dc.gov)

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TIMELINE

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Applications open on Tuesday, December 1, close on Friday, December 11, and will be assessed on a rolling basis.

- **\$9 million** for the affordable housing portfolio
- **\$1 million** for small housing providers

Because the Housing Stabilization Grants are funded through the CARES Act, funds must be disbursed by December 31.

Learn more at coronavirus.dc.gov/rent

CORONAVIRUS.DC.GOV

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Eviction Prevention

- Interagency collaboration 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 and **Tenants Rights and Resources**, available at <https://ota.dc.gov/>
 - **Rental assistance programs** - 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>
- New Landlord Resource: **Housing Stabilization Grant**

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