COVID-19 Briefing for DHS Providers and Partners

Department of Human Services

May 29, 2020

Please submit questions via WebEx chat

Agenda

I. Welcome and DHS Operational Status
II. FY21 DHS Budget
III. ESA SNAP and P-EBT Update
IV. ESA Operational Status
V. Human Services Data
VI. FSA Operational Status
VII. Housing Process
VIII. Re-Opening Plans
IX. Question and Answer

DHS Operational Status (5/29/20)

Phase I Re-Opening does not impact DHS services

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 – Limited Services
- 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

FY21 Budget Update

Presentations posted here: https://dhs.dc.gov/page/dhs-fy21-proposed-budget-presentations

ESA: SNAP Updates

- Requesting extensions of waivers/flexibilities due to extension of public health emergency through July
- Emergency Allotments continue for May; requesting permission to continue through June

$17 million
in emergency allotments issued to
34k households

ESA: P-EBT Update

- Pandemic EBT (P-EBT) implemented Wednesday, May 20
- P-EBT is a new temporary federal food benefit for families who have one or more children who receive free or reduced-price school meals under the National School Lunch Program (NSLP) at their school.
- P-EBT coverage: March 16 – **June 19**
- $5.70 per school day per child
- Only children who receive/attend schools that offer free/reduced meals under NSLP are eligible

P-EBT Call Center

(202) 868-6663

7:30 a.m.- 4:45 p.m.

Monday – Friday

ESA Operational Status

- Following Service Centers open only for pick up & drop off:
  - Taylor Street located at **1207 Taylor Street NW**
  - H Street located at **645 H Street NE**
  - Congress Heights located at **4049 South Capitol Street SW**
  - Anacostia Service Center & Fort Davis are temporarily closed
- DHS Call Center: **(202) 727-5355** open Monday through Friday, 7:30am-4:45pm
- Applications are accepted online, at one of the open service centers, or by mail (customers can also request an application be mailed by calling the DHS Call Center)
  - https://dhs.dc.gov/service/apply-benefits

Human Services Data – COVID-19

As of May 28 at 5pm:

- Number of individuals in shelter who have tested positive: 295
- Number of individuals in remote quarantine: 148
- Of individuals in remote quarantine, number of individuals from shelter: 125
- Total Number of Lives Lost Among Individuals in the Homeless Service System: 16

Updated Daily:

https://coronavirus.dc.gov/page/human-services-agency-covid-19-case-data

Unaccompanied Adults: PPE

- DHS has issued new PPE guidance for congregate settings
- Provides guidance on PPE needed for daily tasks by role
- PPE needed depends on tasks to be performed (e.g., if helping with testing/screening v. normal duties)
- Details how to use, store and care for PPE, and when to discard
- Each shelter must have designated POC to manage inventory of PPE/train staff on use
- All clients and staff must wear a mask at all times
- Reminder: shelters can request supplies through TCP – link provided in guidance doc

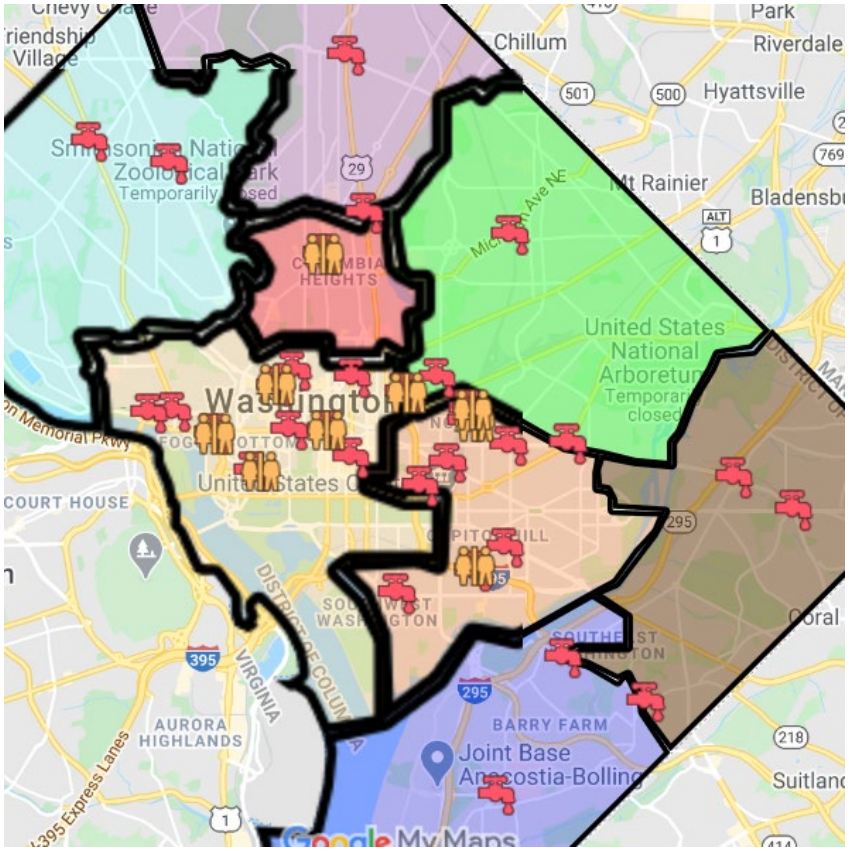
Unaccompanied Adults: PEP-V

- Second PEP-V site opened
- For referrals, please email Christian Howard (Christian.Howard@dc.gov) about potential clients
- Services and amenities include:
  - Onsite medical support
  - Three meals a day delivered to room
  - Onsite social work staff, support groups, connections to behavioral health services
  - Transportation to attend appointments
  - “Cantina” menu for purchase of snacks, soda, cigarettes, etc.
- ***Focus on matches to permanent housing***

Support for Unsheltered Individuals

Access to food, showers, laundry, charging stations

Handwashing Stations and Porta Potties



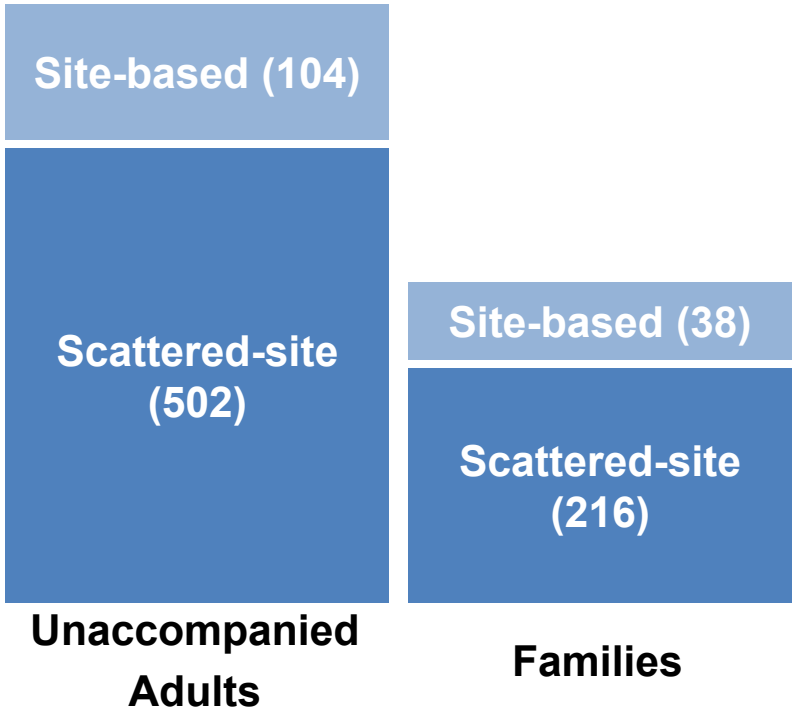
FSA: Families and Youth

- **FRSP** - No new notice of cessation will be issued for families in FRSP for the month of June
- **ERAP** – Online application up and running. District residents can access scheduling app at dhs.dc.gov under ERAP page
  - DHS is working with DHCD to supplement ERAP services
- **VWFRC -** continued to provide shelter placement via telephone screening
- **SHELTER:** we adjusted the lease up business process to support families in shelter transition to housing whenever possible

Remaining CAHP Resources

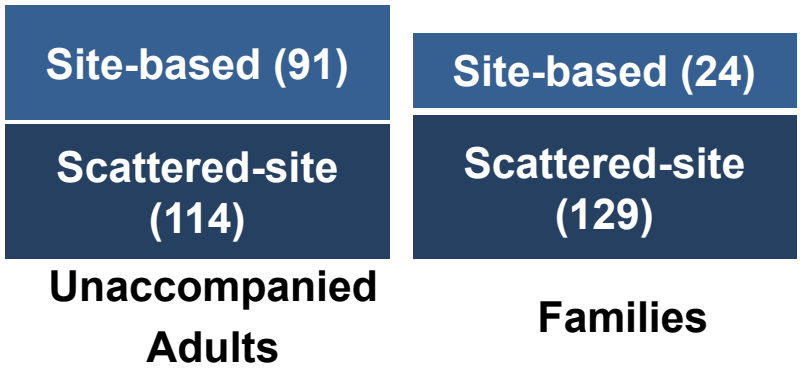
In the housing process:

860



To be matched in FY20:

368



DC Health Metrics for Re-Opening

Metric		Phased Reopening	Where we are today (data as of 5/24)
COVID-19 Case Decline			
	Sustained decrease in community spread	14-day decrease	13 day decrease
	Low transmission rate (R_t)	R_t < 1 for 3 days	R_t = 0.95 (<1 for 14 days)
Testing Capacity			
	Ability to test all 1) symptomatic, 2) at-risk healthcare workers, 3) essential workers, and 4) close contacts of all new positive cases	Ability to test all four groups	Ability to test all four groups
Health Care System Capacity			
	Sufficient healthcare capacity without surge	<80% over 7 days	74% occupancy (over 14 days <80%)
Public Health System Capacity			
	Sufficient contact tracing capacity for all new cases and their close contacts	Contact tracing attempt of new cases within 1 day and their close contacts within 2 days	Currently contact tracing priority populations and their close contacts

Learn more: https://coronavirus.dc.gov/reopendc

Phases of Re-Opening

	Stage 1	Stage 2	Stage 3	Stage 4
What is the nature of the pandemic?	Declining virus transmission	Only localized transmission	Sporadic transmission	Effective vaccine or cure
What is the nature of our city's activities?	Key low-risk activities with strong safeguards (e.g., parks)	Additional activities with strong safeguards (e.g., indoor dining)	Higher-risk activities, with safeguards (e.g., pools)	A "new normal" for DC, likely with all activities as close to normal as possible
How should we gather[11]?	Up to 10 people	Up to 50 people	Up to 250 people	All gatherings
Should we work remotely[11]?	Strongly recommended	Strongly recommended	Encouraged	New normal
Can we travel[12]?	Discouraged	Discouraged	Can resume	All travel

We strongly recommend that DC's universal safeguards apply through the conclusion of Stage 3.

11 While maintaining all universal safeguards and protocols, including 6 ft of physical distance and mask use
12 Refers to non-essential travel outside of the National Capital Region

Phased Re-Opening Recommendations

Activity	Stage 1	Stage 2	Stage 3
Human Services	• Continue expanded shelter and food access • Continue remote eligibility assessments • Maintain emergency housing protections • Continue online applications for benefits • Plan for the safe resumption of in-person CM visits, prioritizing high-risk • Prepare for a surge in services to address increased needs	• Continue expanded hotel capacity • Begin resuming normal shelter hours and procedures • Continue to prepare for a surge in services • Begin re-opening in-person services • Continue to resume in-person CM visits based on risk • Enhance capacity for connectivity	• Continuation of Stage 2 Guidelines and safeguards

Recommended Workplace Safeguards

- Physical distancing of at least 6 ft for employees and patrons (or other safeguard measures when not possible)
- Regular cleaning and strict sanitation standards
- Use of health screenings and protective equipment
- Protections and accommodations for workers to care for themselves or family members
- Address trauma and fatigue among frontline staff
- Explore modifying building flow or layouts to create more physical distancing
- Eliminate crowding in waiting areas
- Use technology to facilitate communication when possible

Question & Answer

DHS modified operations:
https://dhs.dc.gov/page/dhs-modified-operations-during-covid-19

Web portal for homeless service providers:
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