



COVID-19 Briefing for DHS Providers and Partners

Department of Human Services
January 22, 2021

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 (1/22/21)

The District remains in Phase II of Re-Opening
Public Health Emergency Extended through 3/31/21

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

Customers can request an application be mailed

EBT Distribution Centers

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

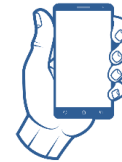
Good Hope Road

1649 Good Hope Road SE

H Street

645 H Street NE

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 Food Access Updates

- Implementation of the Consolidated Appropriations Act, 2021 (Act)
 - Temporary SNAP Benefit Increase (Jan – June 2021)
 - January: Supplement = to increase issued by Jan 12
 - Feb – June: Increase reflected in regular monthly benefit
 - Exclusion of Federal Pandemic Unemployment from SNAP and TANF
 - SNAP eligibility expansion for college students in-progress of implementation

ESA Food Access Updates

- **Emergency Allotments** continued through Jan
- **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>

\$65 million

in emergency allotments issued
to over

47k 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> Interviews <ul style="list-style-type: none">• Waived Recerts <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 –notices will be going out Feb 1 Mid-Certs/Interim Contacts <ul style="list-style-type: none">• Waived	Interviews <ul style="list-style-type: none">• Waived Recertifications <ul style="list-style-type: none">• Waived

Draft TANF State Plan posted on DHS website

- 45-day comment period

https://dhs.dc.gov/sites/default/files/dc/sites/dhs/service_content/attachments/TANF_Ann

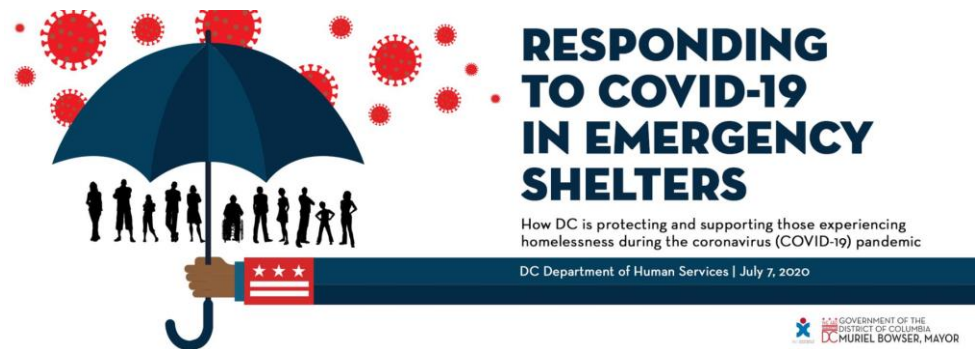
Human Services Data

Human Services Data as of January 21st at 5pm (posted daily on coronavirus.dc.gov):

- Number of individuals in homeless service system who have tested positive: 449
- Number of individuals in remote quarantine: 197
- Of individuals in remote quarantine, number from shelter: 127
- Total number of lives lost among individuals in the homeless service system: 23

Follow our progress:

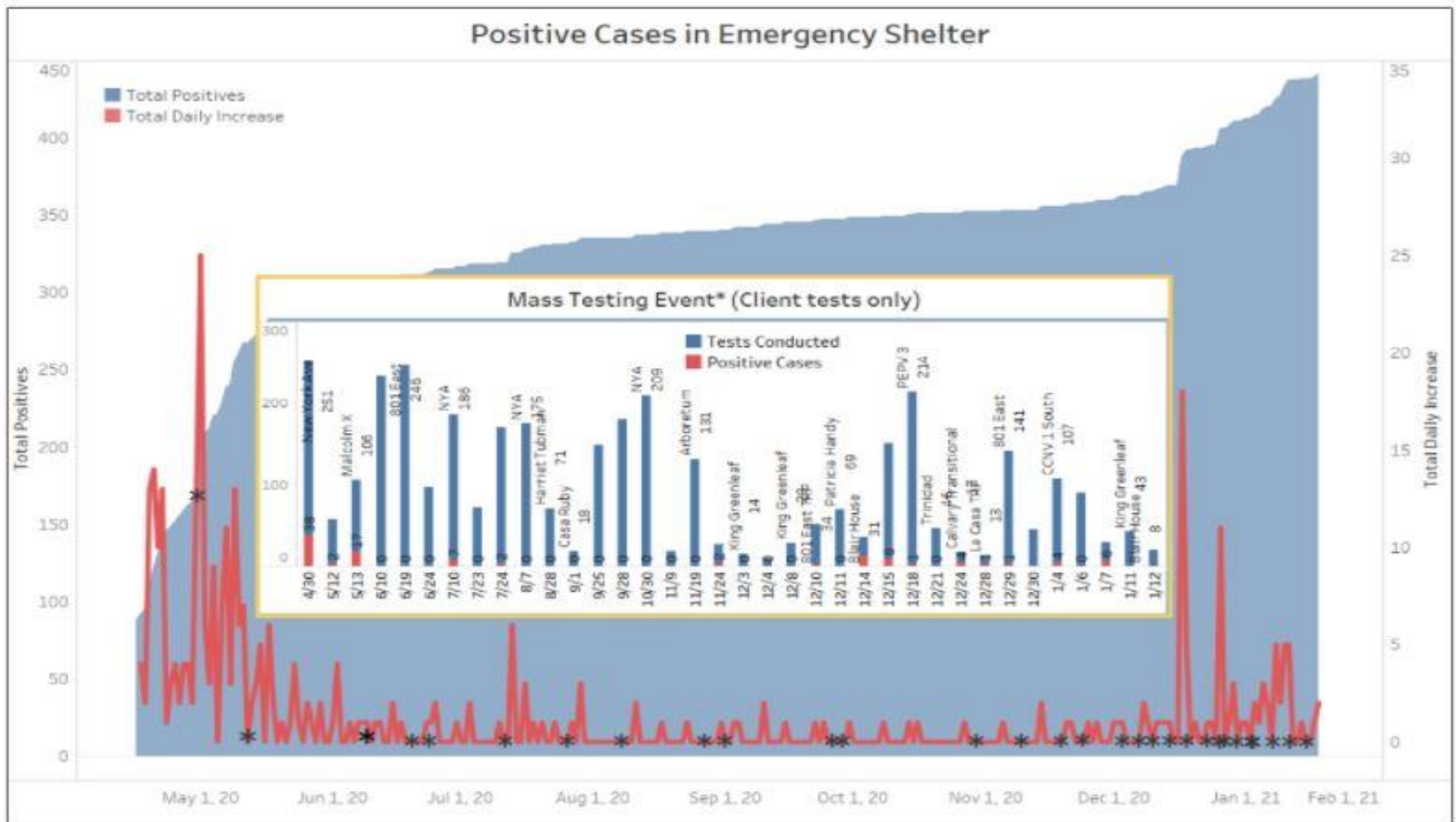
<https://dhs.dc.gov/storyboard>



Human Services Data – Update

In Shelter Tested Positive (Cumulative)	08-Jan	09-Jan	10-Jan	11-Jan	12-Jan	13-Jan	14-Jan	15-Jan	16-Jan	17-Jan	18-Jan	19-Jan	20-Jan	21-Jan
801 East	62	62	62	62	62	62	62	62	62	62	63	63	63	63
Adams Place	10	10	10	10	10	10	10	10	10	10	10	10	10	10
Blair House	18	18	18	18	18	18	18	18	18	18	18	18	18	18
CCNV	58	59	64	64	64	64	64	64	64	64	64	64	64	64
Harriet Tub.	14	14	14	14	14	14	14	14	14	15	16	16	23	23
King. Greenleaf - Hypothermia	11	11	11	11	11	11	12	12	12	12	12	12	12	12
New York Ave	106	106	106	106	106	106	106	106	106	106	106	106	106	106
Pat Handy	22	22	22	22	22	22	22	22	22	22	22	22	22	22
Unsheltered	46	46	46	46	46	46	46	46	46	46	46	46	46	46
Daily Increase	5	2	5	5	0	0	1	0	0	1	2	0	7	1
Shelters with at least 1 positive case but <10 positive cases:	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, Passages, Malcolm X (Spring 2020), Olaiya's Cradle, St. Josephine Bakhita, Sherwood Rec Center, Trinidad Rec Center, The Kennedy, The Triumph, and The AYA.													

Tracking Cases in Emergency Shelter



Update on Hypothermia Season

- We have had 48 alert nights so far
- We continue to closely monitor capacity to ensure sufficient beds and are prepared to meet needs should demand grow
 - Men capacity averages 93%
 - Women capacity averages 79%
- Langdon Recreation Center opened as overflow site
- The ICH Winter Plan is posted online and can be found at: <https://ich.dc.gov/page/winter-plan>

Support for Unsheltered Individuals

- **Warming Center Update**

- Operations
 - Averaging approximately 10 guest a day
 - Operations successful to date
- 9 a.m. to 5 p.m. Monday through Friday
- Unaccompanied homeless adults seeking an opportunity to warm themselves from the cold

- **Client Engagement Continues**

- Cold weather
- PIT preparations
- PEP-V / ISAQ referrals
- Community Response

- **Meal distribution continues**

- Nearly **108,000** meals distributed

WARMING CENTER

AT THE DOWNTOWN DAY SERVICES CENTER
1313 NEW YORK AVENUE, NW
9 AM – 5 PM | Monday - Friday



The DowntownDC BID in partnership with the Department of Human Services (DHS) is proud to offer unsheltered District residents a safe warm place to be during cold weather at the Downtown Day Services Center. **The warming center is open Monday through Friday, 9 AM to 5 PM.** To ensure proper social distancing, center capacity is limited to 50 people and entry is available on a first come, first serve basis.

RESTROOMS, WATER AND SNACKS AVAILABLE.

In an effort to decrease community spread of coronavirus (COVID-19), the warming center will implement the following safeguards:

- COVID-19 symptoms screenings prior to entering the warming center and, referring anyone experiencing symptoms to the isolation and quarantine program for further assistance.
- Individuals are required to wear a mask while inside the center.

District residents experiencing homelessness in need of assistance, warming items and transportation to shelter during cold weather may call the Shelter Hotline at **(202) 399-7093** or **311**. If in immediate danger, call **911**.

DHS.DC.GOV

 **DOWNTOWNDC**

 **GOVERNMENT OF THE DISTRICT OF COLUMBIA**
MURIEL BOWSER, MAYOR

Response to Inauguration Events

- Heightened security in response to the Inauguration led to focus on supporting the safety of neighbors experiencing homelessness
- Response in Shelter:
 - Shelters and hypo sites were open and removed some barriers that might have discourage access
 - Additional security was added to sites with potential for greatest impact
- Response for Unsheltered individuals:
 - Communication about events, closures, and potential impacts in advance
 - UPO and other District entities conducted welfare checks
 - Individualized safety planning and one-time approval of flexibility of resources: Outreach Teams supported the relocation 78 individuals out of harm's way
- Special thank you to Community Connections, Pathways to Housing, Miriam's Kitchen, DowntownDC BID, UPO, and DHS staff Judy Williams and Chicora Chapman and their teams

Economic Impact Payment (Stimulus Checks)

IRS & Treasury now delivering 2nd round of payments

- Most people will get payments automatically including:
 - Eligible taxpayers who filed a 2019 tax return
 - SSI/SSDI and VA beneficiaries who did not file returns
 - Anyone who successfully registered for 1st round using **Non-Filers** tool (at irs.gov)
- **Get My Payment** tool (at irs.gov) will confirm:
 - if 2nd payment is on its way
 - if 1st payment was sent &
 - type of payment: direct deposit or mail

ICH is working with DHS and homeless service providers to direct clients to the appropriate income tax help. Please contact ich.info@dc.gov with any recommendations/insights to free income tax help, particularly those focused on serving our population.

Vaccine Distribution Update

Multi-Phase Vaccine Distribution

- **Phase 1A:** Frontline and Health Care Workers
- **Phase 1B:** Essential and At-risk Populations
 - *Emergency shelter and other identified programs*
- **Phase 1C:** Other Essential Workers Outside of Sub-group Phase 1B
- **Additional Information:**
coronavirus.dc.gov/vaccine

UPDATED PHASE 1 COVID-19 VACCINE PRIORITIZATION GUIDANCE
UPDATED: 12/28/2020

PHASE 1A

DEFINITION

- Paid and unpaid people serving in healthcare settings who have the potential for direct or indirect exposure to patients or infectious materials and are unable to work from home, and
- District of Columbia residents within Long-Term Care settings.

ESTIMATED POPULATION

- 115,000 individuals

POPULATION GROUPS (NOT COMPLETELY INCLUSIVE)

- Workforce in acute care hospitals, specialty care hospitals, long-term care facilities, intermediate care facilities, Emergency Medical Services, Front-Line Public Health, Home Health Aides, Outpatient settings, Dental settings, and Pharmacy settings; and
- District of Columbia residents of Skilled Nursing Facilities, Assisted Living Facilities, and longer term psychiatry inpatient.

TIMELINE

- Week of Dec 14th: Access to Acute Care and Specialty Care Hospital Network, DC Fire & EMS, and Front-Line Public Health
- Week of Dec 21st: Launch of Long-Term Care Partnership and access to Intermediate Care workforce, Home Health Aides, Urgent Care workforce, FQHC workforce, and pharmacy workforce
- Week of Dec 28th: Access to all other healthcare workers in Phase 1a including those in outpatient and ancillary care settings

PHASE 1B

DEFINITION

- District workers who are in sectors essential to the functioning of society and are at substantially higher risk of contracting COVID-19, and
- District of Columbia residents who are 75 years and older

ESTIMATED POPULATION

- 110,000 individuals

POPULATION GROUPS (NOT COMPLETELY INCLUSIVE)

- Law enforcement, public safety, school teachers and staff, childcare providers, grocery store workers, community outreach workers, correction workers, public transit workers, manufacturing, U.S. Postal Service workers, and those in agriculture; and
- District of Columbia residents who are 75 years and older and District of Columbia residents in Intermediate Care Facilities, Group Homes, or other higher risk congregate settings.

TIMELINE

- This phase will begin once the majority of Phase 1a has been vaccinated and/or demand decreases.

#GetVaccinatedDC

DC HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

Vaccine Distribution Update

- DHS working with Unity Healthcare to rollout vaccinations in congregate programs and hotels
 - Unity will provide medical direction and clinics at each shelter
 - Subject to vaccine availability and DC Health requirements
 - DHS will support as necessary
- Intent is to begin vaccination the week of 2/1 within the Low Barrier Shelter system
- The vaccine will NOT be mandatory for clients or staff at this time
- Communication is crucial

Vaccine Distribution – Communication

Key Messaging

- Helpful tool in stopping the pandemic
- Protect yourself and others
- It's safe, effective & free

Engagement & Outreach Materials

- How The Vaccine Works Information Flyer
- Client-focused Flyers, Posters and Social Media

HOW DOES THE COVID-19 VACCINE WORK?

It is important to know that scientists had a head start on these vaccines. For years, scientists at the National Institutes of Health and the University of Pennsylvania have been working to create this type of vaccine, following outbreaks of other coronaviruses like SARS and MERS. Here's how the COVID-19 vaccine works:

Scientists isolated one part of the virus - the spike - that they could use to teach our bodies what to look out for.

The Spike

When we receive the vaccine, our bodies do as they're instructed and build examples of that.

COVID-19 CORONAVIRUS VACCINE

The vaccine is basically instructions for our bodies to make an example of that spike (NOT an actual coronavirus - just the spike). You might hear these instructions referred to as "mRNA."

Without the vaccine, when the coronavirus enters your body, your immune system does not recognize quick enough that it is bad, and that gives the virus plenty of time to spread through your system and make you sick. Without the vaccine, your immune system is left desperately trying to play catch up as the virus spreads through your body.

With the vaccine, your body already knows to be on the lookout for that spike. If you are vaccinated, when the coronavirus enters your system, your body immediately gets to work destroying it.

The vaccine does NOT involve injecting you with COVID-19 and it does NOT change your DNA or your genetic code.

PROTECT YOURSELF.

Get the COVID-19 vaccine.

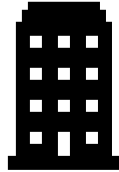
The COVID-19 vaccine is an important tool for reducing your risk of infection and stopping the pandemic.

IT'S SAFE, EFFECTIVE AND FREE!

For more information on how District residents experiencing homelessness can receive the COVID-19 vaccine, visit dhs.dc.gov/vacinatedc.gov

DC HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

Isolation and Quarantine



ISAQ - 1: Skyline

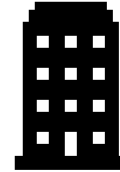
Opened: April 2020

Rooms for Client Occupancy:

194 Rooms

Census (as of 1/21/21):

110 people



ISAQ – 2: Hampton Inn

Opened: January 2021

Rooms for Client Occupancy:

125 Rooms

Census (as of 1/21/21):

87 people

Update on PEP-V Capacity



PEP-V 1: Arboretum

Opened: March 2020

**Rooms for Client
Occupancy:**

109 Rooms

Census (as of 1/20/21):

179 people



PEP-V 2: Holiday Inn

Opened: May 2020

**Rooms for Client
Occupancy:**

193 Rooms

Census (as of 1/20/21):

267 people



PEP-V 3: Fairfield

Opened: Oct 2020

**Rooms for Client
Occupancy:**

115 Rooms

Census (as of 1/20/21):

186 people

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

PEP-V Intakes and Exits – Update

Since last partner call on January 8:

- Welcomed 22 persons to a PEP-V site
- 223 (35%) persons currently residing at PEP-V are matched to a permanent housing resource
- 15 more PEP-V clients have leased-up and moved to their unit; 36 since December
 - Since start of PEP-V program on March 17, 108 PEP-V clients have leased-up & moved out of PEP-V to that unit through PSH and TAH
- 219 new PEP-V referrals

PEP-V Intakes Prioritization Criteria*

Tier 1: Increased Risk (<i>Very high priority</i>)	Tier 2: Increased Risk (<i>Next Priority</i>)
<p>Over 70 years old, <u>or</u></p> <p>Severe conditions at any age:</p> <ul style="list-style-type: none">• Severe lung disease (e.g. frequent, severe COPD exacerbations)• Significant physical disability requiring assistance w/ADLs• ESRD Cr>4 or on dialysis• End stage liver disease• Heart failure with EF <30%• Severely immunocompromised (e.g. AIDS with CD4<350; active cancer treatment)• Significant cognitive disability that limits self care	<p>55 years old and over, <u>or</u></p> <p>Any age that meets diagnostic criteria from CDC “<i>Are at increased risk</i>” list</p> <ul style="list-style-type: none">• Cancer – current or recent• Chronic kidney disease• COPD• Heart conditions (e.g. heart failure, coronary artery disease, cardiomyopathies)• Immunocompromised due to solid organ transplant• Sickle cell disease

* *Per CDC guidance (December 29, 2020)*

"A Home for the Holidays" Campaign Update

Annual campaign to accelerate lease-ups for District households experiencing homelessness into permanent housing concluded on January 15.



- Successfully transitioned **278 households** (singles and families) into a home of their own
- Special thanks to our District landlords and community partners for their help identifying affordable and available units, and donations of new household items

Reminder: 2021 PIT Count

- PIT Count 2021: Wednesday, January 27
- Volunteers and count teams have been assigned
- DHS/TCP will post social media/send text messages to raise awareness about the count and residents experiencing homelessness being approached for the count

Family System Updates

- **FRSP –**
 - Based on the extension of the public health emergency through March 31, rental subsidy for families who were scheduled to exit the program is extended until the end of the public health emergency
 - 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

Given the Mayor's extension of the public health emergency until March 31; the eviction moratorium is extended through May (60 days post PHE).

- ***New Resources***

- **COVID Relief Bill** - includes \$25 billion nationally in emergency rental assistance.
- President Biden extended the Federal eviction moratorium until the end of March
- **Eviction Prevention Hotline** - residents in need of rental assistance or information about mortgage relief due to COVID-19 can call 1-888-349-8323 or visit gethelp.dc.gov to complete a referral tool to find resources that might help.
- **FAQ** - DHS worked with OTA, DHCD and ICH to develop an FAQ to help answer questions about rental assistance. The FAQ can be found at: <https://dhs.dc.gov/service/emergency-rental-assistance-program>

- **Ongoing 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>

Impact of Federal Transition

- Federal Eviction Moratorium Extended through March 2021
- Extension of FEMA supports for non-congregate shelter
- President Biden is urging all Americans to wear face masks for 100 days from inauguration.
- Other Executive Orders include:
 - Requiring a face mask for interstate travelers in the United States
 - Protecting the federal workforce and requiring mask-wearing

DHS Executive Team Transition

Thank you Larry Handerhan & welcome David Ross as Chief of Staff!



David has served DHS for 16 years. During that time, he has served as a Grants Management Specialist, Chief, and most recently, Deputy Administrator.

David values lifelong learning, and since the beginning of the COVID-19 health pandemic, has obtained a Master of Science in Administration in Leadership and Organizational Development from Trinity-Washington University.

David is a Returned Peace Corps Volunteer (RPCV) who enjoys cooking, reading, and travel.

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