



COVID-19 Briefing for DHS Providers and Partners

Department of Human Services
December 18, 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 (12/18/20)

*The District remains in Phase II of Re-Opening
Public Health Emergency Extended through 12/31/20*

Council approved 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 **(NEW: Warming Services)**, 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

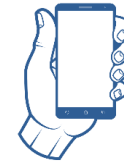
Monday through Friday
7:30am-4:45pm

(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 Food Access 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> | |
| Interviews <ul style="list-style-type: none">• Waived | 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 | Recertifications <ul style="list-style-type: none">• Waived |
| Mid-Certs/Interim Contacts <ul style="list-style-type: none">• Waived | |

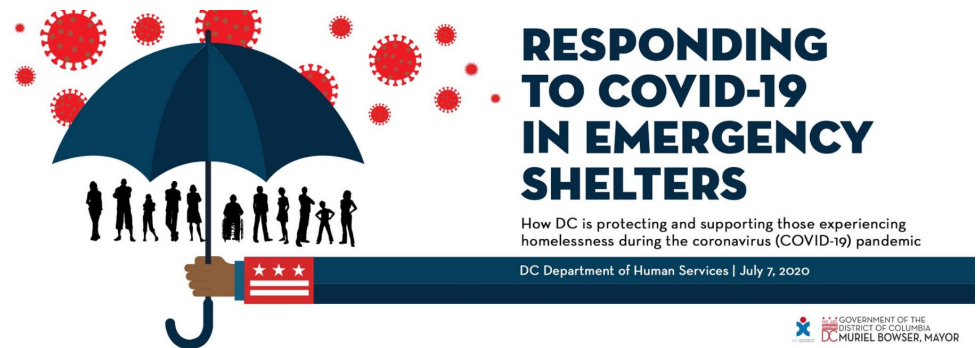
Human Services Data

Human Services Data as of December 17 at 5pm (posted daily on coronavirus.dc.gov):

- Number of individuals in homeless service system who have tested positive: 387
- Number of individuals in remote quarantine: 189
- Of individuals in remote quarantine, number from shelter: 126
- Total number of lives lost among individuals in the homeless service system: 22

Follow our progress:

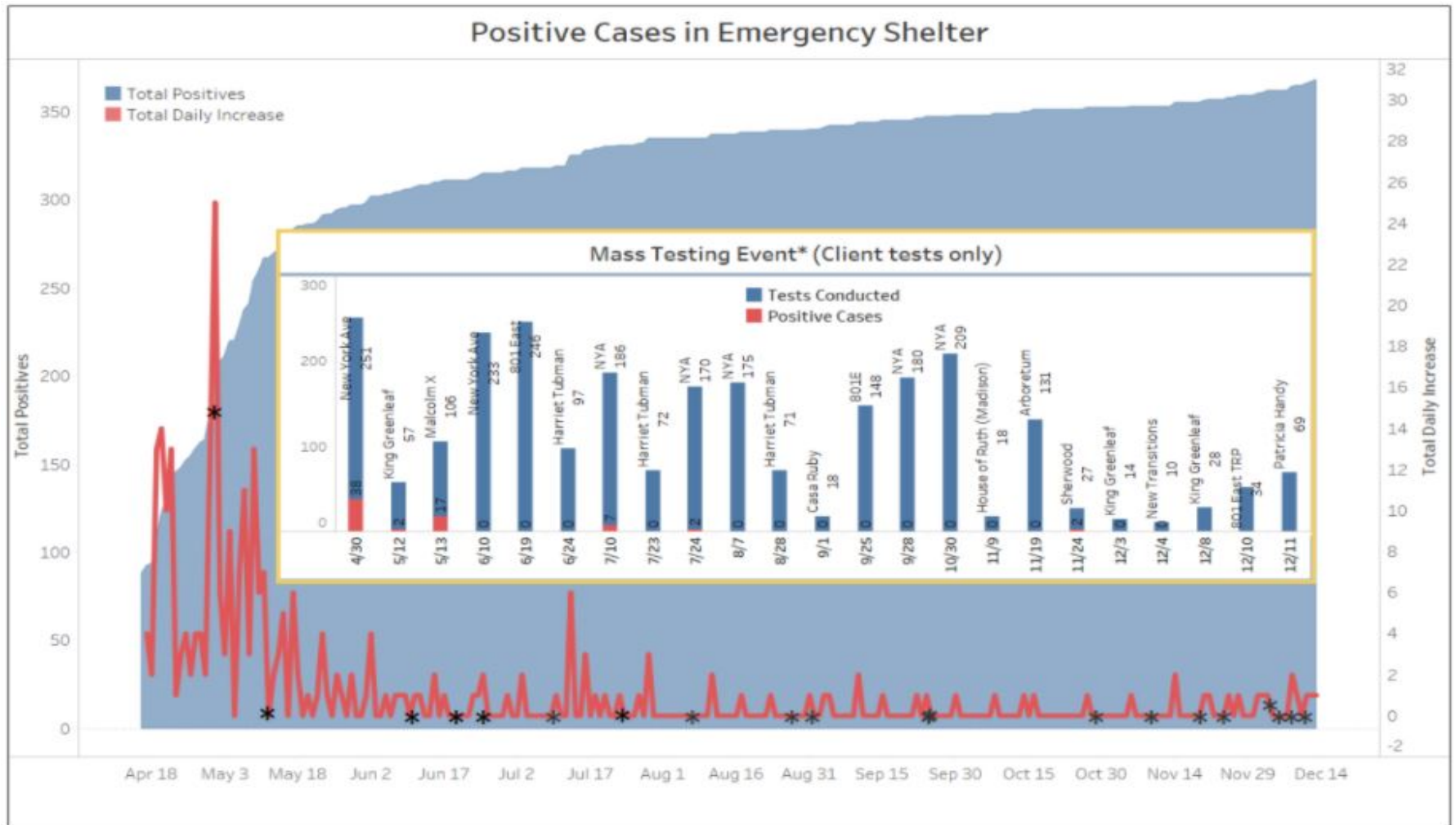
<https://dhs.dc.gov/storyboard>



Human Services Data – Update

| In Shelter Tested Positive (Cumulative) | 04-Dec | 05-Dec | 06-Dec | 07-Dec | 08-Dec | 09-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Nov | 14-Dec | 15-Dec | 16-Dec | 17-Dec |
|--|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 801 East | 50 | 50 | 50 | 50 | 51 | 51 | 51 | 51 | 52 | 52 | 52 | 52 | 52 | 57 |
| Blair House | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 12 |
| 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 |
| King. Greenleaf - Hypothermia | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 |
| New York Ave | 106 | 106 | 106 | 106 | 106 | 106 | 106 | 106 | 106 | 106 | 106 | 106 | 106 | 106 |
| Pat Handy | 21 | 21 | 21 | 21 | 21 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 |
| Unsheltered | 45 | 45 | 45 | 45 | 45 | 45 | 45 | 45 | 45 | 45 | 45 | 45 | 45 | 45 |
| Daily Increase | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 18 |
| 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, St. Josephine Bakhita, 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



Update on Hypothermia Season

- We have had 17 alert nights so far
- First snow:
 - Shelter capacity remained available throughout the storm period
 - The Shelter Hotline received over 130 calls for welfare checks and transportation request between 11pm (12/16) and 8am (12/17)
- We continue to closely monitor capacity to ensure sufficient beds and are prepared to meet needs should demand grow
- The ICH Winter Plan is posted online and can be found at: <https://ich.dc.gov/page/winter-plan>.
- New warming site now open!

NEW: Downtown Warming Site

- Opened today
- Radcliffe Room at New York Avenue Presbyterian Church – 1313 New York Avenue NW
- Operated by Downtown DC BID – Downtown Day Services Center
- 9 a.m. to 5 p.m. Monday through Friday
- Unaccompanied homeless adults seeking an opportunity to warm themselves from the cold
- Max of 50 clients served at a time—first in, first out—2-hour limit only if capacity is reached
- Security and COVID screenings will occur--referrals to ISAQ as necessary
- Minimal Services—warmth, restrooms, water/snack upon exit
- Socially distanced, masks required, regular cleaning throughout the day
- No limit to number of items

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.

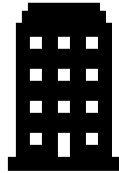
In an effort to decrease community spread of coronavirus (COVID-19), the warming center will implement the following safeguards:

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

Expanding Isolation and Quarantine

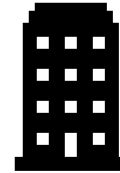


ISAQ - 1: Skyline

Opened: April 2020

Rooms for Client Occupancy:
194 Rooms

Census (as of 12/16):
143 people



ISAQ - 2

Plan to Open: December 20, 2020

Rooms for Client Occupancy:
130 Rooms

Census (as of 12/16):
0 people

Update on PEP-V Capacity



PEP-V 1: Arboretum

Opened: March 2020

**Rooms for Client
Occupancy:**

109 Rooms

Census (as of 12/17):

170 people



PEP-V 2: Holiday Inn

Opened: May 2020

**Rooms for Client
Occupancy:**

193 Rooms

Census (as of 12/3):

271 people



PEP-V 3: Fairfield

Opened: Oct 2020

**Rooms for Client
Occupancy:**

115 Rooms

Census (as of 12/17):

180 people

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

PEP-V Referrals

- All referrals are reviewed by Unity Health Care for PEP-V eligibility criteria
- Eligible referral sources are---
 - low-barrier, hypothermia or overflow shelters
 - outreach providers
 - Hospitals
 - **for individuals that were residing in a homeless shelter or were unsheltered immediately before their hospital stay*
 - Self-referrals
 - **individuals experiencing homelessness that are refer themselves*

"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**

PIT Count 2021

The District's 2021 Point-in-Time Count will be conducted on Wednesday, January 27th.

TCP is seeking volunteers among Continuum staff.

COVID safety protocols planned:

- Every volunteer surveyor and Team Leader will be provided a complete PPE kit and other safety gear
- Individual survey teams will be meeting outside in the neighborhood where they will survey with team members and their Team Leaders on the night of PIT. The maximum size of survey teams will be determined based on DC guidance.
- TCP is advising all surveyors and Team Leaders to stay outside for the duration of the surveying.

DHS Website Refresh

DHS wants to ensure our website is **clear, accessible, and updated**. To do that, we need feedback from **customers, stakeholders, and agency staff**.

That is where you come in!



**WE WANT
TO HEAR
FROM YOU!**

Please follow the link below to submit comments and feedback to improve the DHS website.

<https://forms.gle/nu7bp6KVXqAS4SkJA>

Family System Updates

- **FRSP –**
 - Council voted to extend the public health emergency through March 31
 - We will provide additional guidance about exits from the program following the Mayor's declaration
 - Focus on connection to case management services for families as program grows
- **VWFRC & HPP-** continued to provide shelter placement and case management virtually

Family Shelter: The Rolark

- When The Rolark Shelter opened, we committed to using it as Short-term Family Housing for two to three years prior to transitioning it to Permanent Supportive Housing.
- August 2021 is the two-year mark, and we will transition families out of the shelter program at the end of March 2021.
- We will stop making placement at the site starting January 1, 2021

ERAP Application & Rent Assistance

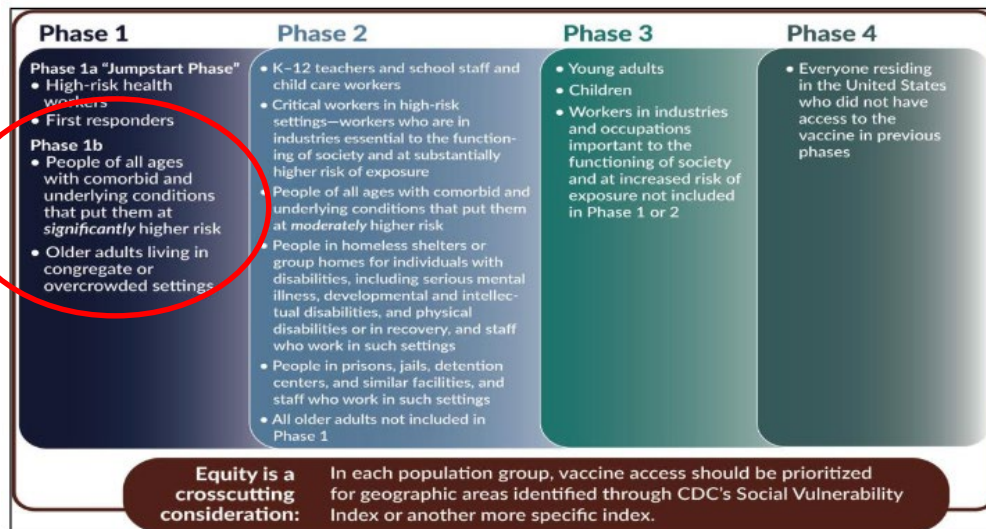
- New Changes to ERAP Application
 - Can now submit application directly online, or drop off a paper application
 - Applications will be processed in the order they are received
 - Removed the requirement to schedule an appointment
 - Updated eligibility and assistance caps to meet the current need:
 - 40% of (AMI)
 - Up to five months of funding, up to \$10,205.00
 - May apply twice within a 12-month period
 - Finalizing the legal sufficiency review to publish the regulation, will update stakeholders.
- Launching an online eviction prevention resource tool and hotline
 - Refers resources for back rent, legal protections, and landlord and mortgage assistance
 - Helps get rental assistance to residents faster by helping to complete the applications and answering questions about online application
- More information is available at <https://coronavirus.dc.gov/rent>

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).
- Update: DC Superior Court's ruling on DC's eviction moratorium
- 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**

Planning for Vaccine Distribution

- DHS is working with DC Health on plan for vaccine delivery
- Residents experiencing homelessness are included in Phase 1B



More information
available at:

<https://coronavirus.dc.gov/vaccine>

- Will host separate call to discuss outreach/engagement plan

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