Department of Human Services

HOUSING STABILIZATION
PLANNING BOOKLET

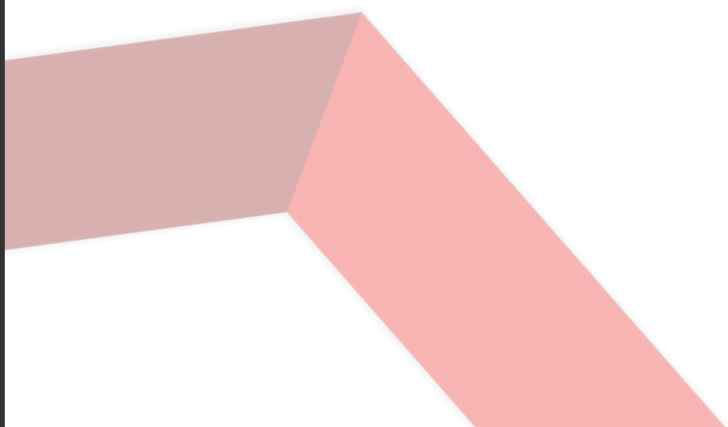DHS.DC.GOV

GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

DEPARTMENT *of*
HUMAN SERVICES

INTRODUCTION

When Mayor Bowser was elected in 2014, she promised to close the DC General Family Shelter and create new, dignified, service-enriched programs across all eight wards of the District to better serve families experiencing homelessness, and in need of short-term, emergency housing.

Mayor Bowser, along with the Department of Human Services (DHS) and other government agencies are committed to keeping this promise, and committed to helping your family and all the other families currently residing at DC General exit to a permanent, stable home. This booklet is a planning tool that includes:

- Key dates and reminders
- Suggested goals and actions
- Information about summer activities
- Frequently asked questions
- A checklist to help you remember key tasks
- Additional resources

KEY DATES & REMINDERS

DC GENERAL FAMILY SHELTER & SHORT-TERM FAMILY HOUSING PROGRAMS
The District will close the DC General Family Shelter in October 2018 and begin opening Short-Term Family Housing programs throughout the city beginning in October.

DC PUBLIC SCHOOL OPENING
The DC Public Schools' 2018-2019 school year will begin on **Monday, August 20**. The first day of Pre-K at most Traditional Year schools is **Thursday, August 23**.

HOUSING STABILIZATION PLANNING DINNER DISCUSSIONS
Join us for dinner discussions about housing stabilization planning in the DC General Family Shelter dining rooms on floors 2, 3 and 5. Discussions will be held on the following dates and begin at 6 PM.

- Thursday, June 21
- Monday, July 9
- Monday, July 23

CASE MANAGEMENT
If you don't know who your case manager is or you need a case manager to be assigned to you, please contact Parchelle Brooks, Shelter Director at **202.409.6290** or *pbrooks@community-partnership.org* or DHS Customer Hotline **202.673.4464 • OPRMI@dc.gov**

MY PLAN FOR TRANSITIONING TO PERMANENT HOUSING
Work with your case manager to develop a housing stabilization plan that will assist you with transitioning from the DC General Family Shelter to permanent housing.

PRIMARY GOALS & ACTION STEPS

ATTEND WEEKLY MEETINGS WITH YOUR CASE MANAGER

Track upcoming appointments with your case manager using the chart below.

Appointment Date	Time	Attended	
		Yes	No

PRIMARY GOALS & ACTION STEPS

UPDATE ON HOUSING SEARCH

Continue to conduct your housing search in the community and identify possible leasing options through your case manager and internet sources. Be sure to document your search using the chart below.

Name of Community & Location	Lease Application Submission Date	Date to Follow-up with Lease Application	Date to Follow-up with Lease Application	Additional Documents to Submit

CONNECT WITH YOUR TANF EMPLOYMENT PROVIDER

If you receive TANF and are not currently connected with a TANF employment provider, please call the Office of Work Opportunity at **202.807.0405** to schedule an assessment so that you may be assigned to a provider as soon as possible.

SUMMER ACTIVITIES FOR CHILDREN

If you are a family experiencing homelessness in the District and are seeking local summer recreational activities for your child, please contact Quameice Harris at *quameice.harris2@dc.gov* or **202.671.4473**. Also, following is information about District summer camps and family-friendly summer activities in the city.

FREEDOM SCHOOL SUMMER CAMP AT DC GENERAL
June 25 – August 2 | 9 AM – 3 PM | Monday – Friday
Create, play and learn during this summer camp, which includes educational workshops and fun activities for kids. For more information, contact **202.905.4104**.

DC SUMMER ENRICHMENT CAMP
June 25 - August 3 | 8:30 AM - 6 PM | Monday - Friday
Arts and crafts, games, sports, field trips and more. Transportation is provided from the DC General Family Shelter, the Days Inn Motel and the Quality Inn Motel to the summer camp.
PICKUP: 7:30 AM | **DROP OFF:** 6:30 PM

DC DEPARTMENT OF PARKS AND RECREATION
Visit DPR.Events to view a calendar of upcoming community events, youth activities, outdoor activities and programs being held this summer throughout the City.

SMITHSONIAN INSTITUTION
View the Smithsonian's events calendar at www.si.edu/events/calendar to learn more about summer activities for kids and adults including talks, tours, films and performances at local museums, the National Zoo and DC art galleries. Many of the events are free and open to the public.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) AND SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) INFORMATION

If you are unemployed or underemployed and have not done so already, you can apply or be recertified for one or more of the following assistance programs:

- Financial assistance/TANF
- SNAP (formerly known as Food Stamps)
- Medical assistance

Get the application at:
http://dhs.dc.gov/publication/combined-application-benefits.
All application forms must be signed and dated, and submitted at one of five DHS service centers.

FREQUENTLY ASKED QUESTIONS (FAQS)

1. **Who is my case manager?**
   If you do not know who your family's assigned case manager is, please contact:

   Parchelle Brooks
   Shelter Director
   202.409.6290
   pbrooks@community-partnership.org

   OR

   DHS Customer Hotline
   202.673.4464
   OPRMI@dc.gov

2. **When is the DC General Family Shelter Closing?**
   The DC General Family Shelter will close this fall and dignified, neighborhood-based Short-term Family Housing programs will open in Wards 4, 7 and 8.

3. **How do I transition into permanent housing?**
   Families are encouraged to participate in housing tours and lease-up workshops currently being conducted by DC General staff, or you may identify an available, affordable apartment unit on your own. You may also visit *DCHousingSearch.org* to find available apartments to lease.

   After a family has chosen and is approved for a unit, the apartment is inspected and the landlord submits a leasing packet to obtain approval to receive a subsidy to assist the family with the rental payments. The District also provides furniture and moving assistance for families.

4. **What is the Rapid Re-Housing Program?**
Rapid Re-Housing is a research-based intervention designed to help individuals and families quickly exit homelessness and return to permanent housing. Rapid Re-Housing assistance and the resources and services provided are tailored to the unique needs of the household.

BENEFITS TO FAMILIES/APPLICANTS:

- First month's rent and security deposit
- Furniture assistance
- Housing search assistance
- Connections to job training
- Temporary rental subsidy up to 12 months
- Moving assistance

5. **What happens if I do not locate permanent housing by the shelter's closing date?**
The District will ensure that you and your family have a safe place to stay.

6. **What if I have past evictions?**
The District has made a series of programmatic improvements to strengthen relationships with landlords and promote housing stability, including the Landlord Partnership Fund, to encourage landlords to relax their screening criteria for families currently experiencing homelessness. As a result, there are many landlords who are willing to give families a second or even third chance. Check with your case manager for assistance in identifying these opportunities.

7. **What if I have poor credit?**
Learn how to protect and improve your credit, and review your credit report with a housing counselor. Housing Counseling Services (HCS) provides free credit counseling but, there is a nominal charge if it's necessary to pull your credit report. Please be sure to ask about pricing when you register and registration is required. Contact HCS at **202.667.7606** or info@housingetc.org, or visit *Housingetc.org* for more information.

Free credit counseling sessions are available as follows:

- Every 1st Monday of the month at 2:30 PM
- Every 3rd Tuesday of the month at 2:30 PM

8. **What if a landlord does not know about the Rapid Re-Housing Program?**
If you are interested in a unit and the landlord or leasing agent is not aware of the Rapid Re-Housing process you should offer to connect the leasing staff with a member of your case management team at DC General Family Shelter.

9. **What if I need help paying fees for lease applications?**
Please contact your case manager to obtain assistance with payment of leasing application fees. Your case manager will work with you to review and complete your application and will coordinate a request for application fees to be submitted to the landlord. If you do not know who your family's assigned case manager is, please contact:

Parchelle Brooks, Shelter Director
202.409.6290 • *pbrooks@community-partnership.org*

OR

DHS Customer Hotline
202.673.4464 • *OPRMI@dc.gov*

Please note that funding will be based on availability.

HOUSING STABILIZATION CHECKLIST

Use this helpful checklist to keep track of your progress and goals during your transition to permanent housing.

ACTIVITY	DAILY	WEEKLY	MONTHLY
Meet with my Case Manager			
Look for Permanent Housing			
Meet with my TEP Provider			
Increase my Income			

RESOURCES

- **CREDIT**

  Learn how to protect and improve your credit and review your credit report with a housing counselor. Housing Counseling Services (HCS) provides free credit counseling but, there is a nominal charge if it's necessary to pull your credit report. Please be sure to ask about pricing when you register and registration is required.

  Free credit counseling sessions are available as follows:

  - Every 1st Monday of the month at 2:30 PM
  - Every 3rd Tuesday of the month at 2:30 PM

  To learn more about counseling sessions and to register for counseling, contact HCS at **202.667.7606** or *info@housingetc.org* or visit *Housingetc.org.*

- **ID AND BIRTH CERTIFICATE**

  ID

  District residents experiencing homelessness are eligible for a free Department of Motor Vehicles Non-Driver's Identification Card. The Social Service Proof of Residency Form, when certified by an approved DHS Social Service Provider, may be used to obtain a No Fee Identification Card or a For Fee Driver's License. All necessary documentation for proof of identity and social security card are still required from the applicant to receive an Identification Card or Driver's License.

Birth Certificate

The District's No-Fee Birth Certificate Program, in partnership with DC Health, helps District-born residents who have or currently are experiencing homelessness receive a free copy of their birth certificate. To obtain a copy of your birth certificate:

- Ask your case manager to complete the automated electronic form provided by DHS to request a No-Fee Birth Certificate voucher. Once completed and submitted to DHS, the electronic form can be printed and returned in hard copy, so that you may present it to DC Health upon successful completion of DC Health's identity verification process. The voucher is used to provide the birth certificate at no cost to you.

- Visit a self-service kiosks at the DC Health's Office of Vital Records to submit your form and obtain your birth certificate.

- **EMPLOYMENT**

  The District of Columbia's American Job Center network, is available to assist all job-seekers with developing solid career plans that lead to satisfying careers. Planning your job search and developing short and long-term employment goals are central to any good career plan. To be eligible for programs, you must be at least 18 years of age, a District resident and meet Workforce Investment Act income requirements. All residents will be required to submit proof of the following:

  - Proof of birth
  - Proof of social security number
  - Proof of DC residency
  - Proof of family income

If you receive TANF and are not currently connected with a TANF employment provider, please call the Office of Work Opportunity (OWO)at **202.807.0405** to schedule an assessment so that you may be assigned to a provider as soon as possible.

If you receive SNAP (food stamps) but do not receive TANF, please call **202.535.1178** to enroll in the SNAP Employment & Training program.

- **RENTAL AND AFFORDABLE HOUSING SOLUTIONS**
  For help in your housing search, visit *RootstoRoofsDC.com*, which provides information on District housing programs, events and rental assistance. You may also visit *DCHousingSearch.org* to find available homes for rent.

Notes

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Notes

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____