



COVID-19 Briefing for DHS Providers and Partners

Department of Human Services
March 19, 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. OD Updates
- VI. Question and Answer

DHS Operational Status (03/19/2021)

The District remains in Phase II of Re-Opening

Public Health Emergency Extended through May 20, 2021

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 First (formerly 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 Legislative Updates

- American Rescue Plan, 2021
 - Temporary SNAP Benefit Increase Extended (Jan – Sept 2021)
 - Through September 2021: Increase reflected in regular monthly benefit
 - P-EBT authority extended through summer
 - TANF Pandemic Emergency Assistance grant

ESA Food Access Updates

- **Emergency Allotments** continued through Feb
- **P-EBT** Submitted plan for SY 2020-2021
 - Families with questions on their P-EBT benefits can visit <https://dhs.dc.gov/p-ebt>

\$92 million

in emergency allotments issued
to over

47k households

\$35 million

in P-EBT issued to over

70k children

Public Benefits Update

- Recert process begins March 2021
- Remind customers to keep phone and address up-to-date with DHS

SNAP/TANF/Cash Assistance	Medical Programs
Interviews <ul style="list-style-type: none">• Waived through June 2021 Recerts <ul style="list-style-type: none">• Recerts for SNAP/TANF started for March, notices and reminders have been going out• IDA and GC recert process in effect Mid-Certs/Interim Contacts <ul style="list-style-type: none">• Waived through June 2021	Interviews <ul style="list-style-type: none">• Waived Recertifications <ul style="list-style-type: none">• Waived

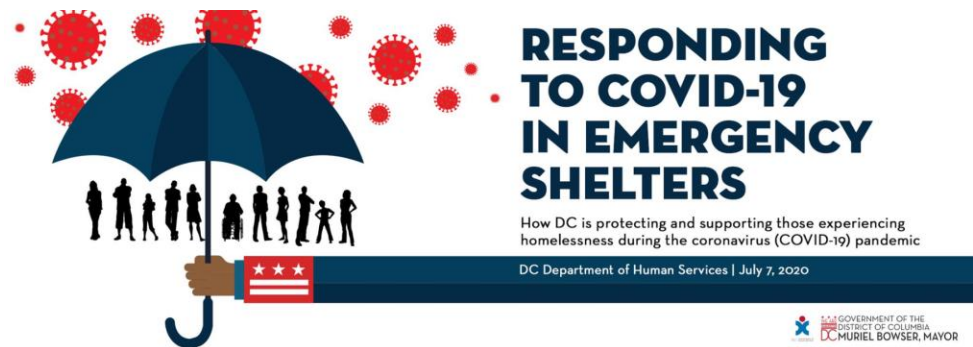
Human Services Data

Human Services Data as of March 18th at 5pm (posted daily on coronavirus.dc.gov):

- Number of individuals in homeless service system who have tested positive: 523
- Number of individuals in remote quarantine: 88
- Of individuals in remote quarantine, number from shelter: 63
- Total number of lives lost among individuals in the homeless service system: 25

Follow our progress:

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

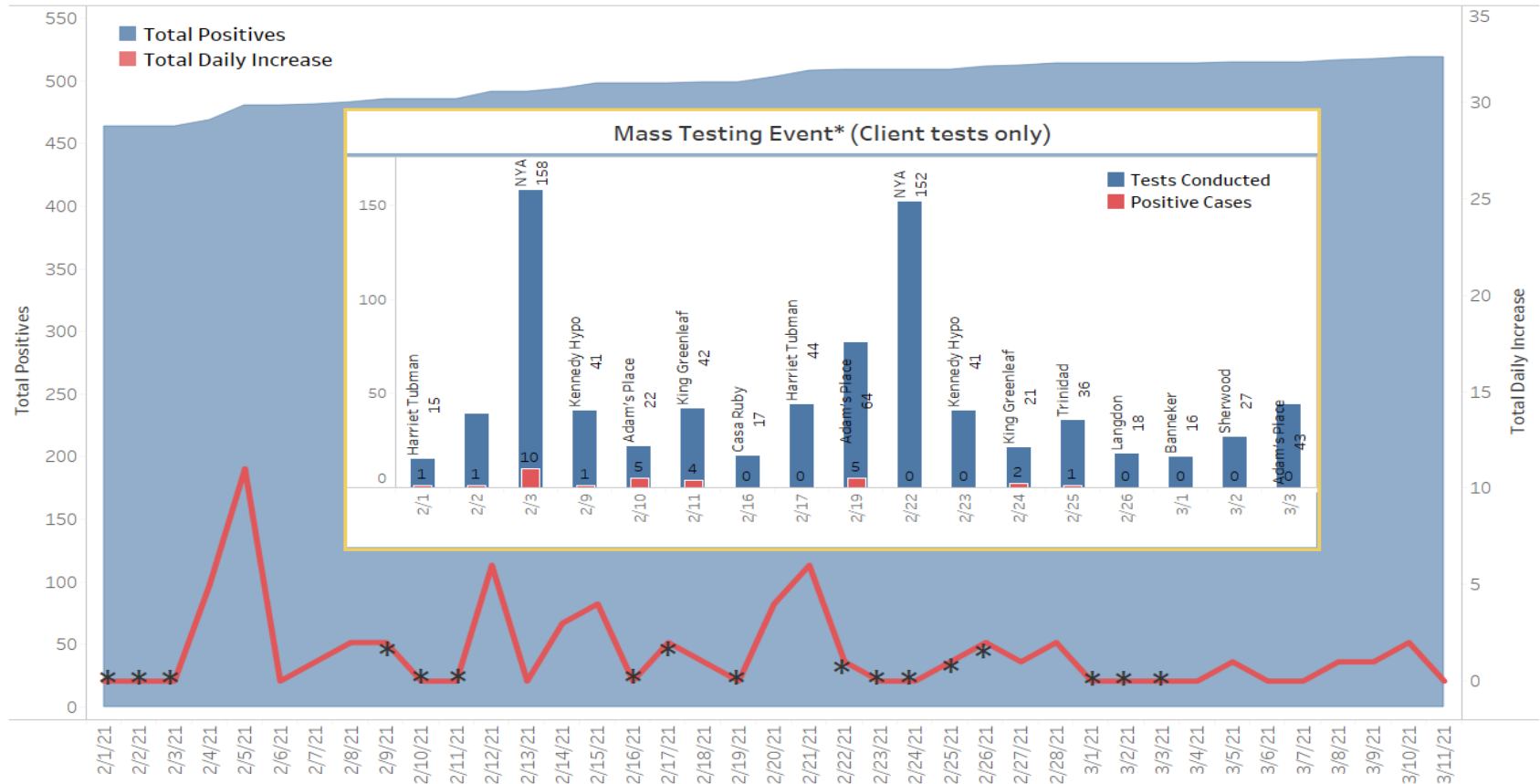


Human Services Data – Update

In Shelter Tested Positive (Cumulative)	05-Mar	06-Mar	07-Mar	08-Mar	09-Mar	10-Mar	11-Mar	12-Mar	13-Mar	14-Mar	15-Mar	16-Mar	17-Mar	18-Mar
801 East	64	64	64	64	65	66	66	66	66	66	66	66	66	66
Adams Place	29	29	29	29	29	29	29	29	29	29	29	29	29	29
Blair House	19	19	19	19	19	19	19	19	19	19	19	19	19	19
CCNV	64	64	64	64	64	64	64	64	64	64	64	64	64	64
Harriet Tub.	28	28	28	28	28	28	28	28	28	28	28	28	28	28
King. Greenleaf - Hypothermia	21	21	21	21	21	21	21	21	21	21	21	21	21	21
New York Ave	121	121	121	121	121	121	121	121	121	121	121	121	121	121
Pat Handy	22	22	22	22	22	22	22	22	22	22	22	22	22	22
Unsheltered	49	49	49	50	50	50	50	50	50	50	50	50	50	50
Daily Increase	1	0	0	1	1	2	0	0	0	0	0	0	0	0
Shelters with at least 1 positive case but <10 positive cases:	Adams Day Center/Eve's Place, Calvary Transitional Housing, Casa Ruby, 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, Rites of Passage, The Sanctuary, St. Josephine Bakhita, Sherwood Rec Center, Kennedy Rec Center, Trinidad Rec Center, The Kennedy, The Triumph, The Sterling, and The AYA.													

Tracking Cases in Emergency Shelter

Positive Cases in Emergency Shelter



Update on Hypothermia Season

- We have had 92 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 90%
 - Women capacity averages 81%
- Langdon Recreation Center was closed on 3.08.2021
- Salvation Army remains open as overflow sites to support capacity
- The ICH Winter Plan is posted online and can be found at: <https://ich.dc.gov/page/winter-plan>

Pat Handy Renovations/Move to Swing (1009 11th Street)

- Shelter Provider and Operations Moved
in: 03/01/2021 - 03/02/2021
- Clients Moved in: 03/03/2021 - 03/04/2021
- Legacy Pat Handy Site Re-Opened as Hypothermia
Shelter

Support for Unsheltered Individuals

- **Warming Center Update**

- Operations
 - Averaging approximately 13 guests a day
 - Operations will end Wednesday, March 31st
- 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
- PEP-V / ISAQ referrals
- Vaccine encouragement and info sharing
- Community Response

- **Meal distribution continues**

- Just over **130,000** 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

   GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

District Vaccine Rollout Update

- Providers are encouraged to seek access for the vaccine at vaccinate.dc.gov

PHASE 1B TIER 3 AND PHASE 1C TIER 1

14

Beginning this week (week of 3/15), all essential workers in Phase 1B Tier 3 and Phase 1C Tier 1 are eligible for the vaccine.

This includes:

- Staff working in Courts and Individuals Providing Legal Services
- Frontline employees of public (mass) transit
- Employees of the U.S. Postal Service
- Staff working in food service
- Essential employees in local government agencies*
- Essential employees of public utilities
- Essential employees in health, human, and social services organizations/agencies who were not vaccinated as outreach workers
- Individuals working in commercial and residential property maintenance and environmental services

*Essential employees are unable to execute their job functions remotely/via telework and are required to report for duty in-person during the public health emergency.

CORONAVIRUS.DC.GOV

March 15, 2021



DC HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA

WE ARE DC GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

DHS Vaccine Distribution Update

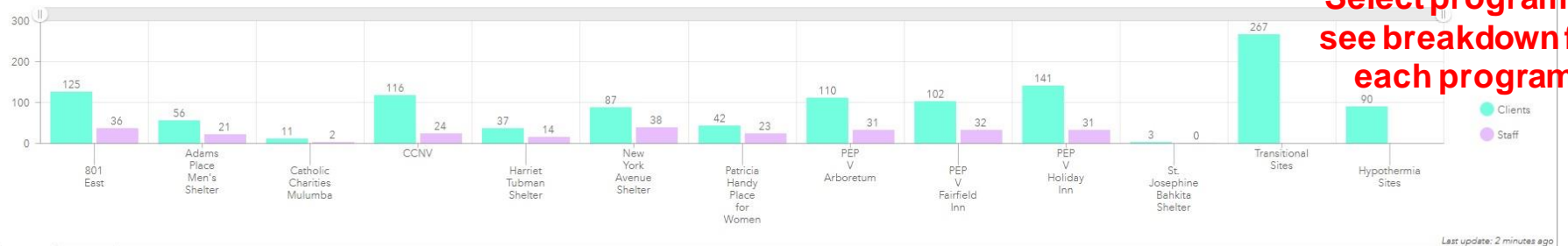
- Total Doses to date: 2612
 - 1st Doses in February: 1324
 - Additional 1st Doses in March: 510
 - 2nd Doses to date: 772
 - 72% of Doses to clients and 28% to staff
- 87% of 1st Doses have received their 2nd Dose
- No wasted vaccine
- No reported negative side effects thus far

DHS Vaccine Information

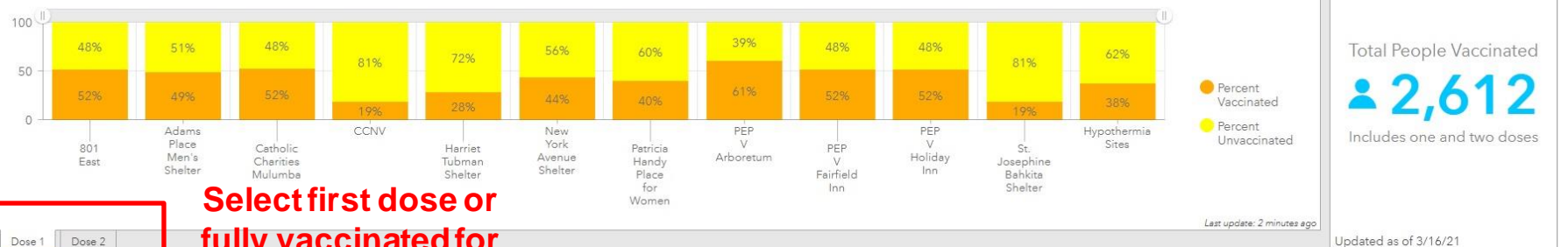
- Vaccine info available via dhs.dc.gov/storyboard

Shelter Vaccinations Dashboard

Dose 1 Received by Role



Percent Shelter Population Vaccinated (Dose 1)



Select first dose or fully vaccinated for more information

Timeline for vaccine rollout

Dependent on availability of vaccines and necessary supplies and staff, and subject to change

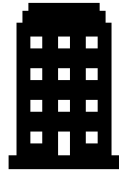
Week of 3/1	COMPLETED 1 st and 2 nd Doses: PEP-V sites (Holiday Inn, Fairfield, Arboretum)
Week of 3/8	COMPLETED 1 st and 2 nd Doses: 801 East, CCNV, Pat Handy 1 st Doses for various youth, transitional, and family programs
Week of 3/15	New York Avenue (COMPLETED), Harriet Tubman, St. Josephine, Sherwood, and Greenleaf 1 st Doses for various youth, transitional, and family programs
Week of 3/22	Adam's Place, Langdon, Trinidad, Kennedy, Banneker, Central Union Mission, and various transitional programs
Weeks of 3/29, 4/5, and beyond	Rollout to unsheltered individuals (weeks of 3/29 and 4/5). Semi-permanent location at 1 st and E St NW through the end of May.

COVID-19 Peer Educator Updates



- **Vaccine Outreach** – The Peer Educators continue to engage with shelter residents to share information about vaccination events and answer questions.
- **Listening Sessions** – The Peers are holding listening sessions at each shelter to collect feedback and are sharing recommendations on improving safety with DHS.
- **COVID-19 Bingo** – The Peers are starting to hold COVID-19 Bingo Games, as a fun and uplifting way to share information – and earn a cash prize.
- **COVID-19 Champions** – The Peer Educators will recognize shelter residents who have gone above and beyond to model protective measures and keep themselves and others safe. Each Champion will be publicly recognized for their efforts and get a gift card.

Isolation and Quarantine

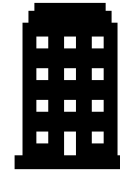


ISAQ - 1: Skyline

Opened: April 2020

Rooms for Client Occupancy:
69 Rooms

Census (as of 3/19/21):



ISAQ – 2: Hampton Inn

Opened: January 2021

Rooms for Client Occupancy:
16 Rooms

Census (as of 3/19/21):

Update on PEP-V Capacity



PEP-V 1: Arboretum

Opened: March 2020

**Rooms for Client
Occupancy:**

109 Rooms

Census (as of 3/18/21):

179 people



PEP-V 2: Holiday Inn

Opened: May 2020

**Rooms for Client
Occupancy:**

193 Rooms

Census (as of 3/18/21):

280 people



PEP-V 3: Fairfield

Opened: Oct 2020

**Rooms for Client
Occupancy:**

115 Rooms

Census (as of 3/18/21):

197 people

Please send questions about the PEP-V program to AskDHS.PEPV@dc.gov

PEP-V Intakes and Exits – Update

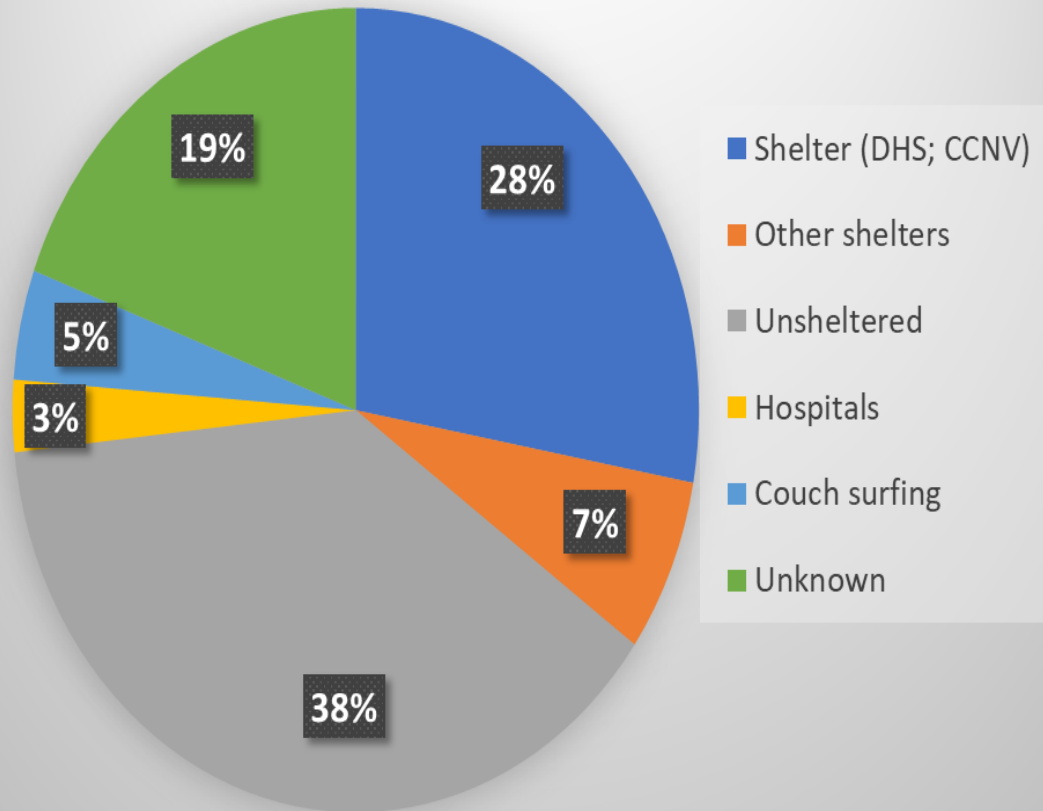
Since last partner call on February 17:

- Welcomed 79 persons into a PEP-V site
- 214 (33%) persons currently residing at PEP-V are matched to a permanent housing resource
- 24 PEP-V clients have leased-up and moved to their unit
 - Since start of PEP-V program on March 17, 2020, 182 PEP-V clients have leased-up & moved out of PEP-V to that unit through PSH and TAH

Additional Review of PEP-V Referrals *Housing Status*

- Reviewing referrals to confirm medical eligibility and homeless status
- Of the 656 referred persons meeting PEP-V medical eligibility criteria—
 - 73% currently reside in shelter or are unsheltered
 - Residence of 27% unclear; DHS staff calling the referral sources to gather more information

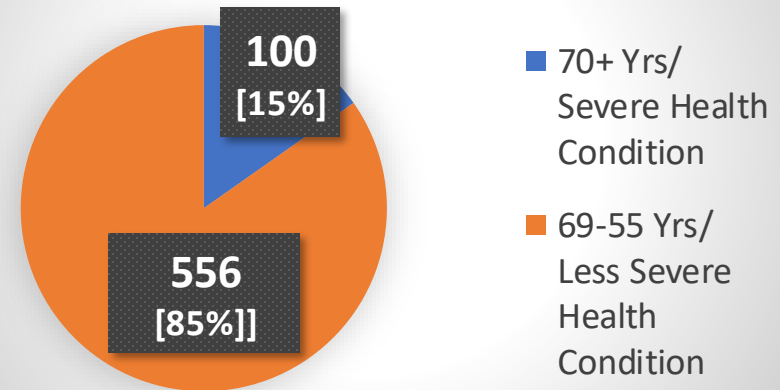
*Residence for Persons on PEP-V Waiting List
(N= 656)*



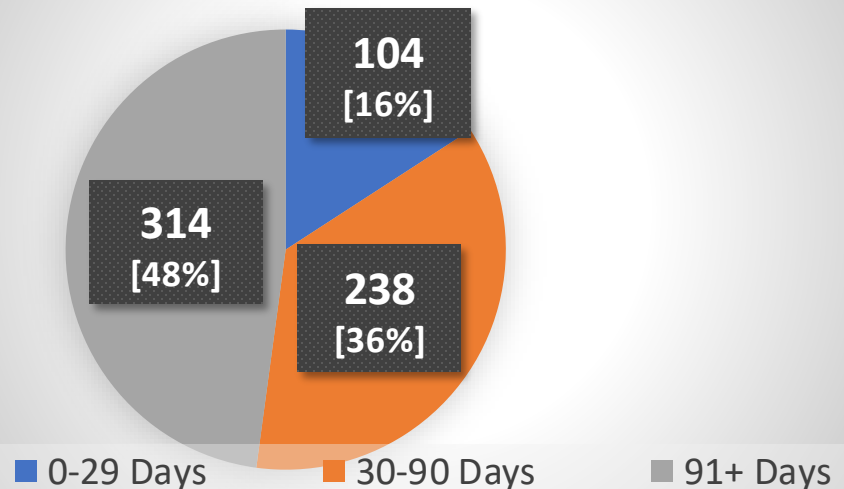
Additional Review of PEP-V Referrals *Age/Health Condition Severity and Time on List*

- Persons of advanced age or with most severe chronic health conditions, living in shelter or unsheltered, are prioritized for PEP-V placement
- Almost half of persons on awaiting PEP-V placement have been waiting for over 90 days

PEP-V Waiting List by Age/ Health
Condition Severity (N=656)



Time on PEP-V Waiting List (N=656)



FRSP Update

- Rental subsidy will be extended to all families in the program until June 30, 2021
- DHS is planning the implementation details of the FRSP Task Force recommended pathways:
 - Connection to TAH/PSH
 - Integrated Case Management (ESA/FSA)
 - Career Mobility Action Plan
- DHS will work with providers to conduct needs assessment to determine level of support needed to support families and advocate for resources

Local ERAP

- The new ERAP application platform launched on March 8, 2021 - <https://erap.dhs.dc.gov/>
- Residents can:
 - Create an account
 - Complete application
 - Submit documents
 - Check the status of applications

Eviction Prevention

- The new federal Emergency Rental Assistance (ERA) program is anticipated to go live by the end of March or the beginning of April
- Continued to provide support through CHAP and ERAP until the new program is launched
- DHS, in partnership with stakeholders, is working with Deloitte to finalize the requirements for the ERA program
- Continued conversations with CBOs about their role.
- Continue to build out communication and marketing plan.
- Implement feedback sessions after “go live” to collect thoughts and make necessary adjustments.

Eviction Prevention

- **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. <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>

Improving the DHS website

Reminder: DHS is seeking your input for web site overhaul

Our goal: provide accurate, timely, and useful information to residents.

- Gathered feedback from customers via dedicated focus groups.
- Please respond to our survey and provide feedback. Deadline extended to 3/22/21:

[Survey link here](#)

New DHS Provider & Partner Engagement Strategy

- Bi-weekly COVID-19 DHS Provider & Partner Call
 - Pivoting to a monthly cadence
 - Every third Friday of the month
 - Next Call: ***Friday, April 16, 2021 @ 2:00 PM***
- ESA Advocate Call
 - ***Immediately after this call @ 3:15 PM***
 - Email Brian.Campbell@dc.gov for link

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