

DRAFT

DISTRICT OF COLUMBIA

FY22 WINTER PLAN



Important Telephone Numbers

DC Shelter Hotline: (202) 399-7093

Mayor's Call Center: 311

Sasha Bruce Youthwork Hotline (Minors): 202-547-7777

DC residents experiencing homelessness may call these numbers to seek assistance, and the general public may also call these numbers to request help for someone in need of assistance.

TABLE OF CONTENTS

Introduction	4
Plan Elements	5
1. Process for Developing, Publicizing, and Updating the Plan	6
1.1 FY20 Hypothermia Season Review	6
1.2 Publicizing the Plan	8
1.3 Process for Updating The Plan	10
2. Process for Calling Alerts	11
2.1 Hypothermia Alerts	11
2.2 Cold Weather Emergencies	12
3. Emergency Shelter	13
3.1 Shelter for Individuals: Access, Type and Hours of Operation	13
3.2 Shelter for Families: Access, Type and Hours of Operation	13
3.3 Estimating Shelter Capacity Need	14
3.3.1 COVID Capacity Levels	15
3.3.3 Capacity Needs: Adult Men	15
3.3.3 Capacity Needs: Adult Women	17
3.3.4 Capacity Needs: Families	18
3.4 Warming Sites Available During Cold Weather Emergencies	21
4. Transportation	22
4.1 Coordinating Transportation Resources and Outreach	22
4.2 Scheduled Transportation from Women’s & Men’s Shelter: Morning Schedules	23
4.3 Scheduled Transportation to Women’s & Men’s Shelter: Afternoon & Evening Schedules	25
4.4 Transportation For Minors and Transition Age Youth (TAY)	27
5. Services Coordination	28
DRAFT _ DO NOT DISTRIBUTE _ Updated October 2021	2

5.1 Meals	28
5.2 Street Outreach Services	28
5.3 Police and Outreach Providers Cooperation	29
5.4 Mental Health Services	29
5.5 Health Services and Detoxification Services	30
5.6 Services for Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ) Community	30
5.7 Services for the Latinx Community	31
5.8 Interpretation Services	31
5.9 Services for Survivors of Domestic Violence	31
5.10 Supplies	32
5.11 Training	32
6. Unaccompanied Minors and Transition Aged Youth	33
6.1 Unaccompanied Minors (<18 Years of Age)	33
6.2 Transition Aged Youth 18 to 24 years	34
6.3 Outreach & In-Reach Services for Youth	34
7. Complaints & Grievances	36
7.1 Homeless Services Monitoring	36
7.2 Complaints or Suggestions	36
Appendix A: Shelter Locations – Single Adults	37
Appendix B: Shelter, Drop-In and Outreach Locations – Youth	39
Appendix C: Winter Plan Phone Numbers	42
Acknowledgement	44

INTRODUCTION

In compliance with the Homeless Services Reform Act of 2005 (HSRA), this FY22 Winter Plan¹ has been developed by the District of Columbia's Interagency Council on Homelessness (ICH). The District of Columbia is one of only three jurisdictions in the country that provide a legal right to shelter in hypothermic weather conditions. The HSRA mandates that by September of each year, a plan be in place describing how District residents who are experiencing homelessness will be protected from cold weather injury.²

When is Hypothermia Season?

The Winter Plan generally covers the period beginning November 1 and ending on March 31. While many of the services included in this Winter Plan are in place and operational regardless of temperature, some additional services, including severe weather shelters, operate only when a "hypothermia alert" is called by the District government. (See Section 2 for more information.) In practice, the additional services provided under a hypothermia alert may begin before November 1 or extend beyond March 31 if the criteria for calling an alert is met.

It is important to note that the purpose of this plan is protection from cold weather injury. This plan is being implemented within the context of the broader systems change underway in the District to move from a shelter-based system to one focused on rapid stabilization and connection back to permanent housing. However, the strategies outlined in [Homeward DC 2.0](#) (the District's second strategic plan to address homelessness among single adults and families) and [Solid Foundations DC](#) (the District's plan to address homelessness among unaccompanied youth) will take years to fully implement. Accordingly, the District is committed to ensuring it has effective strategies in place to protect residents experiencing homelessness from cold weather injury.

The outbreak of the novel coronavirus (COVID-19) pandemic in the United States in early 2020 resulted in many changes to the District's homeless services system operations. The world's growing understanding of COVID-19 and the constantly changing landscape driven by this evolving knowledge base has required the Department of Human Services (DHS) and its provider network to demonstrate flexibility and nimbleness as it strives to keep individuals, families, and unaccompanied youth experiencing homelessness safe across the last year. The same will be true as we move into the second winter with COVID-19's continued presence.

¹ The District of Columbia government budgets by fiscal year, which starts on October 1 and ends on September 30. Fiscal year 2022(FY22) starts October 1, 2021 and ends on September 30, 2022. Unless noted as "winter FY22" or "hypothermia FY22," all references to "FY" in the plan refer to the entire fiscal year named versus just the winter months.

² Due to the public health emergency and its impact on homeless service system operations, the ICH recommended taking an additional month to ensure all known changes could be discussed with partners prior to finalizing the plan.

While this Winter Plan provides a framework for our hypothermia season operations in light of COVID-19, we know we will need to be flexible as the conditions around us continue to change. Because of the unpredictable nature of our current environment, the District will use the process described in Section 1.3 to gather partner feedback and share critical system updates as the winter progresses.

At the writing of the plan, the current COVID shelter protocols are as follows. Note: this guidance may be updated throughout the Winter Season based on new information on the virus, new variants, vaccination rates, and the community spread.

- Staff and clients (both vaccinated & unvaccinated) must continue to wear a mask at all times while in congregate shelter except for eating, drinking, bathing, and sleeping.
- Staff, volunteers, and clients who are fully vaccinated, or who have a history of confirmed COVID-19 and recovery within the past 90 days, are not required to quarantine or be excluded from work after exposed to a person with COVID-19.
- Staff, volunteers, and clients who were exposed to a person with COVID-19 should be tested for COVID-19 three to five (3-5) days after exposure and must monitor themselves for symptoms for 14 days, unless they have a history of confirmed COVID-19 and recovery within the past 90 days, regardless of vaccination status.

PLAN ELEMENTS

This plan builds on efforts from the past, incorporates new strategies, and responds to lessons learned from previous winters. The plan is organized as follows:

- Section 1 describes the process used to develop the plan;
- Section 2 describes the process for and the considerations involved in calling a hypothermia alert;
- Section 3 estimates shelter capacity needs as well as the plan for delivering the needed beds/units;
- Section 4 outlines the transportation services provided to ensure access to shelter and services;
- Section 5 describes the services provided to help clients access shelter;
- Section 6 discusses protocol and available resources for serving unaccompanied minors and transition aged youth (TAY); and
- Section 7 outlines resources in place to monitor shelter operations as well as the protocol for raising concerns and/or filing complaint

1. PROCESS FOR DEVELOPING, PUBLICIZING, AND UPDATING THE PLAN

The ICH Emergency Response and Shelter Operations (ERSO) Committee is responsible for supporting the developing of the District's Winter Plan. At the end of each Hypothermia Season, the process begins with a review of the previous season's operations so partners can help identify what worked well and where changes or improvements are needed. The Community Partnership for the Prevention of Homelessness (TCP) compiles data on shelter utilization trends for partners ahead of the discussion.

Following the review, the Shelter Capacity Workgroup convenes to more closely review shelter utilization from previous hypothermia seasons and to develop estimates for the number of bed/units needed for men, women, and families for the upcoming season. The Workgroup's recommendations were presented to the ICH ERSO Committee in July and are detailed in Section 3.3 of this plan.

After incorporating this feedback from partners and working in partnership with DHS to identify necessary modifications in response to COVID-19, ICH staff presented a draft to ERSO members in July. Additional edits were made in response to the July Committee meeting, and a final draft was presented to the ICH ERSO Committee in September.³ Following approval by ICH ERSO stakeholders, the Plan was presented to the ICH Executive Committee for adoption on October 12, 2021.

1.1 FY20 HYPOTHERMIA SEASON REVIEW

In the FY21 winter season, 114 hypothermia alerts were called. In past years when alerts were called, year-round and seasonal shelters remained open during daytime hours so that clients would have a warm and safe place to stay, and additional shelter capacity was created as needed. TCP coordinated daily hypothermia operations in concert with city agencies and providers. This included the distribution of a daily census showing capacity levels at all shelters so that the system could be monitored and adjusted to serve clients optimally. The United Planning Organization (UPO) operated the DC Shelter Hotline and deployed vans for outreach services and transportation. Last year, due to the pandemic, seasonal and year-round shelters were all open 24/7, regardless of the temperature or alerts called.

In contrast to [Homeward DC 2.0](#), where the ICH is tracking multiple outcomes towards our goal of preventing and ending homelessness, the most important measure we use to evaluate the success of winter plan operations is the number of hypothermia deaths among persons experiencing homelessness. As part of the FY16 winter planning process, a protocol was established to ensure that the Office of Chief Medical Examiner (OCME) immediately reports all deaths among persons experiencing homelessness to DHS so appropriate follow up actions can be determined. OCME then confirms information on cause of

³ Due to the public health emergency and its impact on homeless service system operations, the ICH recommended taking an additional month to ensure all known changes could be adequately reflected and discussed with partners prior to finalizing the plan.

death once it has been established. During the FY21 winter, there were four deaths in which the primary cause was Hypothermia.

The ICH and its member agencies continue to learn from past efforts with the goal of improving our hypothermia response from one year to the next. Over the past five years, the District has taken several additional measures in preparation for the winter season, including adding more vans/buses to reduce wait times, expanding outreach services, and developing a hypothermia outreach protocol. While many of these measures will remain in place for the FY22 hypothermia season, there will changes to past system operations in response to COVID-19. Those changes are discussed in the sections that follow.

Table 1: Hypothermia Deaths in the District Among Persons Experiencing Homelessness

Year	Hypothermia Deaths (Primary Cause of Death)	Hypothermia or Cold Exposure (Contributing Cause of Death)	Total Deaths Associated with Hypothermia or Cold Exposure
Winter FY16	2	0	2
Winter FY17	2	0	2
Winter FY18	2	0	2
Winter FY19	2	0	2
Winter FY20	0	0	0
Winter FY21	4	3	7

1.2 PUBLICIZING THE PLAN

The success of the Winter Plan depends upon open and constant communications among all stakeholders, including the public, providers of shelter and other services, and those who are homeless.

Individuals seeking help for themselves or on behalf of another individual may call either:

- The DC Shelter Hotline: 202-399-7093 (or)
- The Mayor's Call Center: 311
- The Sasha Bruce Youthwork Hotline (minors under 18): 202-547-7777

The DC Shelter Hotline and the 311 Mayor's Call Center line will be widely publicized. They will appear in advertisements in both print and electronic media, and they will be printed on business cards that will be distributed to those who are homeless by outreach agencies and other partners.

The District's Office of Unified Communications (OUC) will be notified of the Shelter Hotline number to ensure coordination of service requests originating from law enforcement agencies. Police officers, including patrol officers of the Metropolitan Police Department (MPD) and the U.S. Park Police (USPP), can request services through the OUC for any citizen who is homeless and in need of assistance. Law enforcement agencies may also use the 311 line.

All interested persons may register for emergency alerts through Alert DC, an emergency notification system that provides different ways to get real-time information to help prepare for and respond to emergencies and disasters.

Sign up for Alert DC at dc.gov or at <http://hsema.dc.gov/page/alertdc>

The hypothermia media campaign is implemented and managed by DHS. The campaign, which will begin no later than October 1, 2021, and continue throughout the season, will include the following activities:

- Metro Advertisements: DHS will request advertising space on Metro buses and in subway locations as available for the upcoming hypothermia season. Also, Metro drivers will be informed about the emergency assistance telephone numbers and when to call to assist someone who is homeless and in need of assistance.
- Social Media: Non-government partners will be encouraged to publicize the hotline number via their social media campaigns and email signature tags. The District government will also encourage agencies utilizing Twitter to include information on alerts and the hotline as part of their communications.
- Public Service Announcements (PSAs): DHS will develop and release television and radio announcements featuring the DC Shelter Hotline number and information designed to educate the public about the dangers of hypothermia. These announcements will publicize the emergency assistance telephone numbers and encourage District residents to call if they are homeless and in need of assistance or to report the location of individuals who are homeless and possibly in need of assistance, especially in hypothermic weather conditions.
- Newspapers: Quarter-page hypothermia shelter hotline advertisements will be placed in community newspapers throughout the season. In the past, publications such as Hill Rag, DC North, East of the River, and Street Sense have been used.
- Business Cards: Pocket-sized business cards will be printed and distributed that will include key emergency assistance telephone numbers. The cards will be available in both English and Spanish versions, and they will be distributed to the outreach community, to providers, and to those who are homeless.
- Hope OneSource: HopeOneSource is a text messaging application that allows District agencies and service providers to blast text messages to registered users. HopeOneSource, through partnering providers, can also help individuals experiencing homelessness register for a free phone with free, unlimited text messages. Through the HopeOneSource app, District partners send out daily updates to alert consumers to weather conditions, shelter availability, new programs and services, and how to access help they may need. To sign up for HopeOneSource text messages or to learn more, visit <https://www.hopeonesource.org/dc>.

An Important Message to Community Partners During Hypothermia Season

Community-based organizations, faith-based groups, and private citizens that have items to donate and/or who want to participate in providing survival items to clients on the street are asked to contact Tom Fredericksen at TCP at 202-543-5298 to allow the District to better coordinate these donations and activities. The District welcomes the partnership, but wants to ensure groups are working in coordination with trained outreach staff to safely deliver services to our vulnerable neighbors, especially in light of the public health emergency.

1.3 PROCESS FOR UPDATING THE PLAN

As discussed in the introduction, COVID-19 requires the District be flexible in its approach to delivering services to people experiencing homelessness to ensure we are being responsive to the changing landscape and using resources as strategically as possible. As we continue navigating the global pandemic throughout the fall and winter, the ICH ERSO Committee will continue to serve as a forum for identifying challenges, soliciting feedback from partners, and providing key updates. In addition, DHS will continue to provide agencywide updates to stakeholders through ICH Meetings, updated guidance, and other communications.

2. PROCESS FOR CALLING ALERTS

This section describes the process and considerations involved in calling hypothermia alerts and Cold Weather Emergency alerts. In past years, monitoring temperatures and communicating alert status were critical because of the impact on shelter operations (e.g., hypothermia alert night shelters opening, shelters remaining open during daytime hours). Because of the COVID-related modifications to shelter operations discussed in Section 3, the alerts will have less significance during the upcoming hypothermia season. However, DHS has determined that they will continue the process of monitoring the weather and calling alerts both to ensure staff have the information they need to support operations and to ensure the District has historical data to support future planning efforts.

2.1 HYPOTHERMIA ALERTS

Daily consultations will be held between the District's Homeland Security and Emergency Management Agency (HSEMA), DHS, and meteorologists at the National Weather Service (NWS) in Sterling, Virginia, to determine real time weather conditions and the likely conditions in the next 24 hours. Additionally, throughout each day, HSEMA and DHS will monitor the NWS website for the published forecast.

Hypothermia alerts will be called when either HSEMA reports or the NWS published forecast indicates that the actual or forecasted temperature, including wind chill, is or will be 32 degrees Fahrenheit or below. DHS will also call an overnight hypothermia alert when the temperature is forecasted to be 40 degrees Fahrenheit or below and the forecasted chance of precipitation is 50% or greater.

By 7:00 a.m. each day, HSEMA will notify DHS and UPO whether the actual or forecasted temperature, including wind chill, is or will be 32 degrees Fahrenheit or below prior to 7:00 a.m. If so, DHS and HSEMA will put a daytime hypothermia alert into effect until 7:00 p.m. or until the actual temperature including wind chill rises above 32 degrees Fahrenheit.

Once in effect, an alert stays on until it is called off by HSEMA. When HSEMA calls an alert, they notify DHS and UPO. Shelter providers may call the DC Shelter Hotline at (202) 399-7093 at any time to determine the alert status.

DHS will send out an email alert twice daily, at 7:00 a.m. and then by 3:00 p.m., to notify all interested persons of the alert status regardless of whether the status has changed. The information on the alert status will also be posted on DHS's website, at www.dhs.dc.gov, and will be available via in-person inquiries at open MPD stations, Fire and Emergency Medical Services (EMS) stations, public libraries, and

Department of Parks and Recreation (DPR) recreation centers. Alert status is also sent out to individuals experiencing homelessness who have signed up for alerts via the HopeOneSource free text messaging app.⁴

DHS will keep a daily record of forecasts and alert status. This data will be available upon request during the season (contact the ICH at ich.dmhhs@dc.gov) and reviewed by the ICH ERSO Committee during the debriefing session held after the season is completed. See *Section 1.3 Publicizing the Plan* for additional information on alert notifications.

2.2 COLD WEATHER EMERGENCIES

Starting in the winter of FY14, the District government implemented a “Cold Weather Emergency” strategy, which will continue in practice this winter. This strategy is broader than the ICH Winter Plan in the sense that it is designed to “ensure *all* residents, workers, and visitors are protected from extreme cold weather,” though particular attention is given to the needs of residents experiencing homelessness.

A Cold Weather Emergency is called when the temperature falls, or is forecasted to fall, to:

- 1) 15°F or below (including wind chill) or
- 2) 20°F (including wind chill), and one or more of the following conditions exists:
 - Steady precipitation for 60 consecutive minutes
 - Snow accumulation of 3 inches or more
 - Other meteorological conditions or threats as determined by HSEMA

When the NWS predicts extreme cold weather conditions, HSEMA will convene a conference call with staff from DHS, DBH, the Department of Health (DOH), the Office of the City Administrator (OCA), the Deputy Mayor for Health and Human Services (DMHHS), and others as necessary in order to decide whether current or predicted conditions necessitate activating a Cold Emergency Alert and, if so, to determine whether specific interventions are necessary given the anticipated weather conditions. Interventions may include, but are not limited to, the operation of Warming Sites (utilized by anyone needing respite from the cold – e.g., people experiencing prolonged power outages), measures to protect unsheltered residents unwilling or unable to come inside, and coordination of services for other vulnerable populations (e.g., seniors).

⁴ To sign up for HopeOneSource text messages or to learn more, visit <https://www.hopeonesource.org/dc>.

3. EMERGENCY SHELTER

As noted in the introduction, the District of Columbia is one of just three jurisdictions in the country that provide a legal right to shelter in hypothermic weather conditions. This section describes the type of shelter available during hypothermia alerts, the process used to develop estimates for shelter capacity needs, and the plan for delivering the number of beds/units needed.

3.1 SHELTER FOR INDIVIDUALS: ACCESS, TYPE AND HOURS OF OPERATION

The District will use three types of shelter for adult individuals at the start of the winter months. A list of year-round and seasonal shelters is included in Appendix A. Overflow locations are not advertised in this plan to prevent individuals from presenting at locations that are not operational.

- Year-Round Low-Barrier Shelters for individuals operate year-round and provide a variety of services.
- Seasonal Shelters will be brought online in “Phase 2,” once year-round facilities approach maximum capacity. Once brought online, seasonal shelters will remain open throughout the rest of the season in the evening only. They will operate from 8pm to 7am.
- Overflow Shelters will be opened only when all other shelters are at or near capacity.

Due to the ongoing pandemic concerns, low-barrier and PEP-V for individuals will remain open 24 hours a day, 7 days a week to limit unnecessary movement among clients with the goal of reducing COVID-19 exposure and transmission. Exceptions may be required to facilitate deep cleaning and/or necessary maintenance and repairs. Planned daytime closures will be discussed with partners as described in Section 1.3 of this plan. Given the unprecedented nature of the pandemic, and our inability to predict with certainty how much additional shelter capacity may be needed in the months ahead, the District is prepared to open Seasonal Shelters, if needed, which will not be 24/7. Once brought online, seasonal shelters will remain open throughout the rest of the season operating from 8pm to 7am.

Together, DHS and TCP monitor capacity levels carefully and determine when and where additional sites need to be activated. These facilities have standby staff that are called in to operate the shelters as needed.

Individuals staying in low barrier shelter will be encouraged to remain at the same location and same bed throughout the season, although individuals can of course leave the shelter to take care of personal business.

Individuals experiencing homelessness can identify a shelter with availability and receive transportation assistance getting to that location by calling the DC Shelter Hotline at 202-399-7093.

3.2 SHELTER FOR FAMILIES: ACCESS, TYPE AND HOURS OF OPERATION

During the public health emergency, Virginia Williams Family Resource Center (VWFRC) closed to the public and all eligibility was conducted by VWFRC staff through the DC Shelter Hotline. As of July 12, 2021, VWFRC has reopened to the public and is conducting eligibility both by phone and in person with capacity limits on the number of people permitted to enter VWFRC at a time. As DHS continues to plan for Post-COVID operations, in-person services will be incrementally expanded and updates will be available at [COVID-19 Reopening Strategy](#).

3.3 ESTIMATING SHELTER CAPACITY NEED

As part of the District's preparation for hypothermia shelter needs, the ICH Shelter Capacity Workgroup – a Workgroup under the ICH ERSO Committee – develops estimates of the numbers of individuals and families anticipated to need shelter during the upcoming winter. To develop these estimates, the Workgroup usually looks at historical trends, including the numbers of individuals served during the past three years, noting overall trends, turnaways, seasonal spikes, etc. Due to the pandemic, and the challenges of predicting what shelter capacity will look like this year, this year the Workgroup focused their main analysis on last year's shelter numbers.

While the Workgroup attempts to account for the impact of any changes in policy, new resources coming online, and broader economic conditions that could lead to changes in the number of people experiencing homelessness, the COVID-19 pandemic, and associated economic fallout, has placed an unprecedented number of individuals and families at risk of homelessness. Examples of variables that could impact the number of people experiencing homelessness in our community in the months ahead include how many jobs are permanently lost as a result of the shutdown, whether the surrounding jurisdictions increase their shelter capacity to meet their residents' needs or if we see additional regional inflow, and the capacity of federal and local funding to support residents to remain in housing at the end of the eviction moratorium.

While the shelter capacity estimates included in this section do include some buffer over past years, the full impact of the variables described in the paragraph above is, at this point, unknowable. It's also unknowable *when* the largest impacts may occur. Because there is a cost to leasing/maintaining empty buildings that may or may not be used – resources that are desperately needed in other parts of the homeless services system – the District will continue using the District Economic Recovery Team (DERT) Housing Monitoring Group⁵ to monitor key housing and labor market indicators to assist in planning how to best deploy eviction prevention resources and when additional shelter might be needed. The ICH will share any key updates

⁵ The DERT Housing Monitoring Group is a District government interagency group that was stood up at the beginning of the public health emergency to support interagency communication, coordination, and planning. Members include (but are not limited to) the Office of Planning, the Department of Housing and Community Development, the DC Housing Authority, the Office of the Tenant Advocate, DHS, and ICH.

with the ICH ERSO Committee to ensure nonprofit, private sector stakeholders, and representatives with lived experience also have access to this information.

3.3.1 COVID CAPACITY LEVELS

To reduce density and support social distancing within the District’s congregate shelters, in spring 2020, DHS took beds offline at each year-round shelter but added facilities (hotels) to maintain overall capacity within the system. While DHS will be increasing per shelter capacity over the “COVID Capacity”, each shelter occupancy limit will be lower than pre-COVID levels. DHS used these new capacity targets for the purposes of determining how many additional facilities will be needed this winter to meet needs within the system.

3.3.3 CAPACITY NEEDS: ADULT MEN

Based on the methodology described above, the ICH Shelter Capacity Workgroup recommended that DHS identify 1,500 beds for single adult men across hypothermia season, and then continue to monitor shelter utilization and other housing market indicators to determine if additional beds will be needed as the eviction moratorium is lifted and eviction cases begin making their way through the court system. The Workgroup acknowledged that the total recommended winter bed capacity may be rolled out in phases based upon need, like what was done last winter. *Table 1: Shelter Capacity Overview, Adult Men* shows where these beds will be located throughout our system and the capacity at each site.

Based upon the ICH Shelter Capacity Workgroup’s review, the highest reported usage for men in FY21 was 1,350, but the most frequently reported usage for men was 1,080. Peak shelter utilization typically occurs within the District in late January or early February. As of the drafting of this plan, the District’s eviction moratorium will begin to phase out. In a worst-case scenario – given the amount of time it takes for cases to move through the court system, and the prevention resources in place – we will likely not see immediate impacts on the shelter system. *Table 1: Shelter Capacity Overview, Adult Men* shows where these beds will be located throughout our system and the capacity at each site. If additional beds are needed at any point in the season, DHS will activate overflow beds.

Table 1: Shelter Capacity Overview, Adult Men

Name of Shelter	Provider	Year-Round Beds	Phase 2 Seasonal	Overflow	Total
New York Avenue	Catholic Charities	250			
801 East Shelter	Catholic Charities	315			
Adams Place Shelter	Catholic Charities	125			
Community for Creative Non-Violence (CCNV) Drop-In Center	CCNV	100			
Pat Handy Legacy	Catholic Charities	130			
Valley Place (Previously Apartment Style Family Shelter)		35			
Pandemic Emergency Program for Vulnerable Individuals (PEPV) Hotels (Double-Occupancy) ⁶	Multiple Providers	560 ⁷			
PEPV Backfill ⁸	Multiple Providers	63			
Banneker Recreation Center - Seasonal ⁹			30		
Men's Capacity		1,578	30	--	1,608
Overflow Capacity	DHS			As needed	

⁶ The PEPV sites were brought online as part of DHS' emergency response to the pandemic under DHS' mass care emergency support function. Although the sites are not part of the Continuum of Care, they are reflected in this table given the relationship between the PEP-V sites and overall system capacity.

⁷ Based on a 70/30 split between men and women

⁸ Based on a continued 45 person per month housing rate from PEP-V, and backfilling through November 1st, as well as the 70/30 men to women split.

⁹ Seasonal Shelters will be brought online in "Phase 2," once year-round facilities approach maximum capacity. Once brought online, seasonal shelters will remain open throughout the rest of the season in the evening only. They will operate from 8pm to 7am.

3.3.3 CAPACITY NEEDS: ADULT WOMEN

The ICH Shelter Capacity Workgroup recommended that DHS identify 625 beds for single adult women across hypothermia season, and then continue to monitor shelter utilization and other housing indicators to determine if and when additional beds might be needed for women. Based upon the ICH Shelter Capacity Workgroup’s review, the highest reported usage for women in FY21 was 540. *Table 2: Shelter Capacity Overview, Adult Women* shows where these beds will be located throughout our system and the capacity at each site. If additional beds are needed at any point in the season, DHS will activate overflow beds.

Table 2: Shelter Capacity Overview, Adult Women

Name of Shelter	Provider	Year-Round Beds	Phase 2 Seasonal	Overflow	Total
D.C. General Building 9-Harriet Tubman	Catholic Charities	155			
Patricia Handy Swing Space	N Street Village	140			
Saint Josephine Bakhita (formerly Nativity Shelter)	Catholic Charities	20			
Girard Street (Previously Apartment Style Family Shelter)		40			
Community for Creative Non-Violence (CCNV) Drop-In Center	CCNV	30			
Pandemic Emergency Program for Vulnerable Individuals (PEP-V) Hotels (Double-Occupancy) ¹⁰	Catholic Charities	240 ¹¹			

¹⁰ The PEPV sites were brought online as part of DHS’ emergency response to the pandemic under DHS’ mass care emergency support function. Although the sites are not part of the Continuum of Care, they are reflected in this table given the relationship between the PEPV sites and overall system capacity.

¹¹ Based on a 70/30 split between men and women

PEPV Backfill ¹²	Multiple Providers	27			
Sherwood Recreation Center - Seasonal ¹³			60		
Total Capacity		652	60		712
Overflow Capacity	DHS			As needed	

3.3.4 CAPACITY NEEDS: FAMILIES

The number of shelter units needed for families is based on BOTH shelter entries and exits per month. This is because once placed in shelter, a family remains until they find permanent housing. Once they exit the shelter unit, however, that unit becomes available for a new family experiencing homelessness. This cycle repeats itself throughout the season.

To estimate the number of shelter units needed for the FY22 hypothermia season, DHS began with a review of actual entries and exits for the past three hypothermia seasons (FY19, FY20, FY21). This is depicted in *Table 3: Actual Number of Families Served by Month, FY19, FY20, FY21 Hypothermia Season* below.

¹² Based on a continued 45 person per month housing rate from PEPV, and backfilling through November 1st, as well as the 70/30 men to women split.

¹³ Seasonal Shelters will be brought online in “Phase 2,” once Year-Round facilities approach maximum capacity. Once brought online, seasonal shelters will remain open throughout the rest of the season in the evening only. They will operate from 8pm to 7am.

Table 3: Actual Number of Families Served by Month, FY19, FY20, FY21 Hypothermia Season

	Oct. 18	Nov. 18	Dec. 18	Jan. 19	Feb. 19	Mar. 19	Oct. 19	Nov. 19	Dec. 19	Jan. 20	Feb. 20	Mar. 20	Oct. 20	Nov. 20	Dec. 20	Jan. 21	Feb. 21	Mar. 21
Families in shelter on last day of previous month	596	574	581	591	604	583	497	527	521	539	576	567	302	277	275	240	210	166
(+) Entries	76	90	78	99	66	68	107	78	104	114	61	69	53	58	53	50	47	50
(-) Exits	98	83	73	85	83	111	77	84	86	77	70	89	78	60	88	80	91	87
Total Families	575	581	591	604	583	540	527	521	539	576	567	547	277	275	240	210	166	129

This was an extraordinary year. During the pandemic, the District saw a reduction in the number of families seeking shelter placement. Among other reasons, fewer families sought shelter because of the eviction moratorium, a perception that shelters were unsafe because of COVID-19 and fewer referrals from other safety net services like domestic violence providers, CFSA and schools. The District also continued to build on successes from past years by continuing to prevent homelessness through the Homeless Prevention Program (HPP), offering year-round access to shelter (which has helped normalize shelter utilization throughout the year), shorter lengths of stay in shelter and increased housing resources to help families exit shelter to permanent housing. These systemic changes have resulted in continued declines in family homelessness.

Given the current public health and economic crisis, however, it is difficult to predict how many families will experience homelessness this year and how rapidly they will be able to exit to permanent housing. While the Federal government has allocated a significant amount of resources to the District’s STAY DC program to prevent evictions, we know that every eviction is not preventable. Therefore, DHS did not include the improvement factor this year and has instead planned for increases in inflow throughout the winter

months. As shown in Table 4, DHS assumes a 50% increase in inflow each month above the average from the last three years (beginning in August), resulting in an increase in the census by the end of the season. Since this is a more conservative projection, entry into the family system may not be as high as it is outlined below.

Table 4: Average Number of Entries and Exits over the Last Three Fiscal Years

	Oct. Average	Nov. Average	Dec. Average	Jan. Average	Feb. Average	March Average
<i>(+) Entries</i>	79	75	78	88	58	62
<i>(-) Exits</i>	84	76	82	81	81	96

Table 5: Projected Number of Families to be Served by Month, FY22 Hypothermia Season

	Oct. 2021	Nov. 2021	Dec. 2021	Jan. 2022	Feb. 2022	March 2022
Families in shelter on last day of previous month	182	216	253	288	339	345
<i>(+) Estimated Entries (based on three year average, plus a 50% surge due to COVID-19)</i>	118	113	118	132	87	94
<i>(-) Exits</i>	84	76	82	81	81	96
Total Families	216	253	288	339	345	343

Table 6: Capacity Retained by Month, FY22 Hypothermia Season

	Oct. 2021	Nov. 2021	Dec. 2021	Jan. 2022	Feb. 2022	March 2022
Short Term Family Housing Units ¹⁴	311	311	311	311	311	311
Apt Style Units ¹⁵	86	86	86	86	86	86
Total Capacity	397	397	397	397	397	397

When a family is referred from VWFRC to emergency shelter and needs a reasonable accommodation – e.g., a wheelchair-accessible unit or a placement with private bathrooms, eating or sleeping areas due to a disability of a household member – DHS will make every attempt to provide an appropriate placement on the day the family is determined eligible for such shelter.

3.4 WARMING SITES AVAILABLE DURING COLD WEATHER EMERGENCIES

During a Cold Emergency Alert, the District will continue operations in accordance with the annual Winter Plan but takes additional steps, as explained in *Section 2.2 Cold Weather Emergencies*, including the activation of Overnight Warming Sites.

Overnight Warming Sites are designated public buildings, including but not limited to public libraries, recreation centers (not otherwise being used as seasonal shelters for FY22), and senior wellness centers, serving as temporary respite from the cold. Overnight Warming Sites will be in operation from 7:00 p.m. to 7:00 a.m. Some sites may open later than 7:00 p.m. based on regularly scheduled business operations. Sites may be opened prior to 7:00 p.m. and close later than 7:00 a.m. based on the severity of the weather and as determined by the Cold Emergency Steering Committee.

By November 1 of each year, DHS, in coordination with DGS, will update the list of available Warming and Overnight Warming Sites. This information will be available on <https://snow.dc.gov/>.

¹⁴ Thirty-five units of Short-term Family Housing meet the HSRA definition of “apartment-style.”

¹⁵ This includes the following locations: Hope Apartments (10), Park Road (43), Naylor Road (28) and five (5) single family homes operated by Everyone Home DC.

4. TRANSPORTATION

Transportation is an important resource for those who are homeless, especially during the winter months. Due to the COVID-19, however, there will be changes to transportation services during the FY22 hypothermia season.

During hypothermia season, DHS provides two types of transportation assistance:

- Scheduled Transportation. Scheduled transportation is designed to provide direct transportation in the mornings from shelters to specific locations throughout the District, and in the evening from those designated pick-up locations back to the shelters.
- Unscheduled Transportation. Unscheduled (or “on demand”) transportation is provided outside of scheduled transportation hours to assist vulnerable individuals in accessing shelter when an alert is in effect.

Because of the added COVID-19 exposure and transmission risks associated with moving large numbers of people in and out of shelter each day via passenger vans, DHS eliminated scheduled transportation routes in the spring when they transitioned to 24/7 shelter operations. The scheduled routes will return for the FY22 hypothermia season.

4.1 COORDINATING TRANSPORTATION RESOURCES AND OUTREACH

UPO personnel conduct outreach, offering safety checks, warming items, and unscheduled transportation to shelter for clients in unsheltered locations. On each shift, at least one of the vans deployed by UPO will be accessible for people who have disabilities. Additionally, UPO will operate an internal radio communications system on a 24-hour schedule to coordinate hypothermia services on the streets.

Van drivers will have hand-held radios with them at all times to facilitate effective communications between UPO vans and their central office. Outside of the scheduled transportation, if a person needs assistance, a van will be dispatched and a shelter assignment may be made, based on bed availability and the person’s needs. The FEMS Department will be notified to provide emergency medical care and possible transportation to a medical facility whenever a person appears to be suffering from hypothermia or any other medical issues.

Regarding safety checks and the distribution of warming items, UPO vans will focus their outreach efforts in areas that have the largest concentrations of individuals experiencing homelessness. As part of their outreach activities, UPO personnel will offer transportation to shelter and distribute blankets and other supplies to persons who decline to come into shelter. In addition, the vans will transport individuals from shelters that have exceeded capacity to shelters that have available beds. Outreach and transportation

services, as necessary, will also be provided to those who have called an emergency assistance number for service.

In instances of extreme weather when roads are impassable, DHS will coordinate with the HSEMA to provide vital transportation for persons in need.

4.2 SCHEDULED TRANSPORTATION FROM WOMEN’S & MEN’S SHELTER: MORNING SCHEDULES

In the morning, transportation will be provided for both women and men from various shelter locations. Details are included in the tables below. Note the following limitations when reviewing the schedule:

- All listed times are estimates, subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern;
- Destinations for morning transportation are subject to change based on availability of the site and/or actual numbers of persons seeking to go to a specific destination;
- Accessible transportation for persons with disabilities is provided upon request; and
- Unscheduled (on-demand) transportation outside of the schedule is limited, and subject to traffic conditions and winter weather challenges noted above.

Table 7: Scheduled Transportation for Women

Pick Up Location(s)	Time	Drop Off Destination(s)
Harriet Tubman @ DC General (Building 27) Saturday/Sundays ONLY	6:30am - 9:30am 9:30am	SOME @ 71 O St Adams Day Center Downtown Day Center@ 1313 NYA 800 Vermont Ave. NW
Pat Handy (swing) Saturday/Sundays ONLY	6:30am - 9:30am 9:30am	SOME @ 71 O St Adams Day Center Downtown Day Center@ 1313 NYA 800 Vermont Ave. NW
St. Josephine Saturday/Sundays Only	6:30am - 9:30am 9:30am	SOME @ 71 O St Adams Day Center Downtown Day Center@ 1313 NYA 800 Vermont Ave. NW

Table 8. Scheduled Transportation from Men (Morning)

Pick Up Location	Time	Drop Off Destination(s)
Adams Place Men’s Shelter @ 2210 Adams Place NE	6:30 am -8:30 am	SOME @ 71 O St NW Adams Day Center
	9:30 am	Central Union Mission @ 65 Mass Ave Downtown Day Center@ 1313 NY Ave Other Day Programs as available
Saturday/Sundays ONLY	9:30 am	800 Vermont Ave. NW
801 East Men’s Shelter @ 2700 MLK, Jr. Ave SE	6:30 am -9:30am	SOME @ 71 O St NW Adam’s Day Center @ 2210
	9:30am	Central Union Mission @ 65 Mass Ave NW Downtown Day Center@ 1313 NY Ave NW
	8:30 am (Mon, Wed & Fri only)	Thrive DC @ 1525 Newton St NW
Saturday/Sundays ONLY	9:30 am	800 Vermont Ave. NW
New York Ave. Men’s Shelter @ 1355 New York Ave. NE	6:30 am -8:30am	SOME @ 71 O St NW Adams Day Center @ 2210 Adams
	9:30 am	Central Union Mission @ 65 Mass Ave Downtown Day Center@ 1313 NY Ave
Saturday/Sundays ONLY	9:30 am	800 Vermont Ave. NW

Pat Handy Legacy @ 810 5 th St. NW	6:30am-8:30am	SOME @ 71 O St, NW Adams Day Center
	9:30 am	Central Union Mission @ 65 Mass Ave NW Downtown Day Center@ 1313 NY Ave NW Adam's Day Center @ 2210 Adams PI NE
Saturday/Sundays ONLY	9:30 am	800 Vermont Ave. NW

4.3 SCHEDULED TRANSPORTATION TO WOMEN’S & MEN’S SHELTER: AFTERNOON & EVENING SCHEDULES

The women’s and men’s evening transportation details are included in the table below. When reviewing the schedule, please note the following limitations:

- All listed times are estimates, subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern;
- Accessible transportation for persons with disabilities is provided upon request; and
- Unscheduled (on-demand) transportation outside of the schedule is limited, and subject to traffic conditions and winter weather challenges noted above.

Table 9. Scheduled Transportation for Women (Afternoon & Evening)

Pick Up Location(s)	Time	Drop Off Destination(s)
SOME @ 71 O St NW	Mon-Friday ONLY 2:00 pm	Downtown Day Center @1313 NY Ave NW Pat Handy Swing @ 1009 11th St NW Harriet Tubman @ DC General Adams Day Center @ 2210 Adams PI NE St. Josephine No pick up on Saturdays and Sundays unless Alert is on.

Downtown Day Center @1313 NY Ave NW 9th & G St NW North Cap & Mass Ave NW	4:30pm -8:30pm	Harriet Tubman @ DC General Pat Handy Swing @ 1009 11th St St. Josephine Opened Seasonal Shelters
North Capitol & Mass Ave. NE Covenant House North Cap/NYA NE side	6:30pm -8:30pm	Harriet Tubman @ DC General Pat Handy Swing @ 1009 11th St St. Josephine Opened Seasonal Shelters
Adams Day Center @ 2210 Adams Pl NE	4:30pm -8:30pm	Harriet Tubman @ DC General St. Josephine Opened Seasonal Shelters

Table 10. Scheduled Transportation for Men (Afternoon & Evening)

Pick Up Location(s)	Time	Drop Off Destination(s)
SOME @ 71 O St NW SOME @ 71 O St NW	2:00pm Mon-Friday ONLY 2:00 pm	No pick up on Saturdays and Sundays unless Alert is on. Adam's Day Center @ 2210 Adams Pl NE Downtown Day Center @ 1313 NY Ave NW
Adam's Day Center @ 2210 Adams Pl NE	4:30pm-8:30pm	New York Ave Men's Shelter 801 East Men's Shelter Pat Handy Legacy 810 5 th St NW Salvation Army Opened Seasonal Shelters

North Capitol & Mass Ave. NE Covenant House North Cap/NYA NE side	4:30pm -8:30pm	New York Ave Men’s Shelter Adams Place Men’s Shelter Pat Handy Legacy 810 5 th St NW Salvation Army Opened Seasonal Shelters
Downtown Day Services Center@ 1313 New York Ave NW	4:30pm- 8:30pm	801 East New York Ave/Adams Place Men’s DCG Legacy 810 5 th St NW Opened Seasonal Shelters

4.4 TRANSPORTATION FOR MINORS AND TRANSITION AGE YOUTH (TAY)

Transportation protocols for minors and Transition Age Youth (TAY) differ depending on the age of the youth or young adult:

- Minors. UPO does not transport minors. For unaccompanied **minors under the age of 12**, please contact the DC Child and Family Services Agency Hotline at 202.671.7233 or MPD by calling 911. These agencies coordinate closely, and either may be contacted for assistance.

For unaccompanied **minors between the ages of 12 and 17**, the best number to call is the Sasha Bruce Youthwork Hotline at 202.547.7777. This hotline is operated out of Bruce House and staffed 24 hours a day. If a young person does not have access to transportation and calls the Sasha Bruce Youthwork Hotline, an outreach worker or taxi (depending on the time of day and availability of staff) will be dispatched to bring the youth to a safe location.¹⁶

- Transition Age Youth. For Transition Age Youth (TAY) between the ages of 18 and 24, contact the DC Shelter Hotline at 202.399.7093.

¹⁶ Sasha Bruce works closely with District Government agencies, including DHS, MPD, and the Child and Family Services Agency (CFS), to get young people home safely. We know young people may be intimidated if immediately referred to the government or picked up by police, so the District works closely with its nonprofit partners to make sure young people have a safe and welcoming place to go when they need help.

5. SERVICES COORDINATION

5.1 MEALS

With schools re-opening for in-person learning in August 2021, food service for families at District-owned temporary shelter locations will include two meals a day. Information regarding provision of meals and food resources is discussed with families at the time of placement.

For unaccompanied individuals, three meals a day will be provided at all year-round shelters and two meals a day will be provided at seasonal shelters, as they will not be open 24/7.

5.2 STREET OUTREACH SERVICES

The District government contracts with several agencies to provide outreach services during hypothermia season and extreme weather conditions. The ICH facilitates the ICH Street Outreach Workgroup composed of these District-funded outreach providers, privately funded outreach teams, and the outreach specialists at DHS and DBH to ensure that community resources are strategically deployed and effectively coordinated.

The outreach agencies provide a vital function in our homeless services system, working to engage vulnerable individuals and connect them to shelter and housing resources. Through this engagement process, the teams provide an array of services, including routine safety checks and the provision of essential survival items (e.g., food, water, blankets, hats, gloves, socks, thermal underwear) for clients who are not yet willing or able to come into shelter, connection to shelter and support services for clients willing and able to accept assistance, and crisis evaluation to determine when additional measures (e.g., involuntary hospitalization evaluation) are needed to protect individuals from cold weather injury.

Additionally, while every effort will be made to secure client cooperation with voluntary transport to a warm and safe setting, if an individual refuses to go inside and conditions are such that the individual's wellbeing is believed to be at risk, community outreach teams may call on DBH's Community Response Team (CRT) or MPD for assistance executing an involuntary hospitalization, known in the District as an FD-12. It is important to note the following about the FD-12 process:

- Individuals authorized to complete the FD-12 form include a DBH officer-agent, an MPD officer, a physician, or a licensed psychologist.
- Regardless of who executes the FD-12 paperwork, MPD should be called to assist with transport. It is important to note that DBH policies prohibit DBH staff from providing transport for an involuntary hospitalization.
- When an FD-12 is executed by an authorized agent other than MPD, and MPD is called to assist with transport, *MPD does not need to witness the behavior directly* to proceed with transport.

Individuals will be taken to the Comprehensive Psychiatric Emergency Program (CPEP) or to other local emergency departments for emergency physical and mental health evaluation in accordance with provisions of the Ervin Act (78 Stat. 944; D.C. Official Code § 21-521).

Calls for Information Regarding Outreach Services

Calls for information regarding outreach services should be directed to the DC Shelter Hotline at 202-399-7093 or the Mayor’s Call Center at 311. UPO will triage the appropriate safety check and outreach services to those persons in need of outreach services.

5.3 POLICE AND OUTREACH PROVIDERS COOPERATION

MPD is committed to assisting homeless outreach agencies and workers who wish to enter a vacant building to engage a person who is homeless whenever there is a safety risk in the opinion of the outreach representative. Assistance from MPD may be obtained by calling 911.

MPD officers also play an important role in protecting vulnerable individuals who are unable or unwilling to go inside during extreme cold weather situations. As explained above in Section 5.2, while every effort will be made to secure client cooperation with voluntary transport to a warm and safe setting, if an individual refuses to go inside, outreach staff may contact MPD for assistance executing an FD-12, or for assistance with transport once an FD-12 has been issued by another authorized entity.

5.4 MENTAL HEALTH SERVICES

If a service provider is concerned about a client’s mental health stability, a request may be made to the CRT at DBH. The CRT is a 24-hours a day, 7 days a week service. When called, the team will attempt to link or re-link the consumer to mental health services or provide a crisis assessment and initiate the appropriate intervention. DBH staff will provide homeless services outreach workers with orientation, training, and written materials to increase their understanding of psychiatric impairments and how to make an initial determination of whether DBH involvement is needed. The overarching goal is to protect the health and safety of the consumer, especially during severe weather conditions.

Homeless services system outreach providers will work closely with the DBH CRT team and may contact the CRT team directly when assistance is needed. Members of the public attempting to seek assistance for an unsheltered individual experiencing a psychiatric crisis should always contact the DBH CRT team at (202) 673-6495.

5.5 HEALTH SERVICES AND DETOXIFICATION SERVICES

Unity Health Care (UHC) operates year-round clinics at various shelter locations, including Federal City Shelter, 801 East Shelter, New York Avenue Shelter, the Pat Handy Center, Adams Place Shelter, and Adams Place Day Center. It also operates a mobile medical outreach van for non-sheltered persons who are homeless. Persons in need of non-emergency medical care or treatment who can wait until the clinics open the next day will be referred to UHC for follow-up. FEMS should be contacted for persons in need of emergency health care and/or immediate transport to a hospital.

Comprehensive detoxification services from alcohol and opioids are available at the Psychiatric Institute of Washington (PIW) for those requiring/requesting assistance. PIW is located at 4228 Wisconsin Avenue NW (phone: 202- 885-6510) and assessments are offered 24-hours a day, 7 days a week. MPD is responsible for transporting persons in need of detoxification services. Individuals who are uninsured or are DC Residents with Fee-For-Service Medicaid, must first visit the Assessment and Referral Center (ARC), Monday through Friday, 7:00 a.m. to 6:00 p.m. at 75 P Street NE (at the intersection of P Street and Florida Avenue) for a referral to PIW.

5.6 SERVICES FOR LESBIAN, GAY, BISEXUAL, TRANSGENDER, AND QUESTIONING (LGBTQ) COMMUNITY

The District is committed to ensuring the safety and well-being of all persons served by the Homeless Services Continuum of Care. Gender expression, gender nonconformity, or the fact that a person is transgender may not be used as a factor by District government agencies or providers funded by the District government in determining access to programs and services. Without exception, all persons who are eligible to receive homeless services in the District of Columbia may receive services at a facility serving persons of the gender with which he/she identifies regardless of the sex assigned at birth, whether or not he/she has had medical procedures to align his/her physical bodies with his/her gender expression. Staff should also ensure that individuals know that there is a co-ed shelter during hypothermia season, in case the individual would feel most safe in a co-ed environment.

In sex-segregated facilities, the service provider, in consultation with the client, will make individualized decisions about where to place the client within the facility based on the level of comfort, safety, and degree of privacy required to preserve physical and mental well-being. Low-Barrier, Seasonal, Hypothermia, and Overflow Shelter providers that are not able to make an appropriate accommodation for safety or privacy concerns onsite should contact the DC Shelter Hotline at 202-399-7093 so that the client may be transported to a facility that can make such an accommodation. Clients waiting for a pickup by UPO must be provided with a safe location in which to wait.

For more information on the District of Columbia Homeless Services Continuum of Care Policy on Serving Transgender and Gender Nonconforming Clients, please visit TCP’s website at <http://www.community-partnership.org/>.

5.7 SERVICES FOR THE LATINX COMMUNITY

Printed materials will be provided in Spanish for distribution to organizations that primarily serve the LatinX community. The District Shelter Hotline will seek to have bilingual staff at the Hotline office, and has minimally one bilingual driver. UPO will have access to interpretation services for Spanish-speaking callers through Language Access Line Services at 1-800-367-9559.

As cited in the section above, the District is committed to ensuring the safety and well-being of all persons experiencing homelessness. All individuals, regardless of legal status, will be provided access to shelter to prevent cold weather injury.

5.8 INTERPRETATION SERVICES

Interpreters are available through Language Access Line Services, a professional, telephone-based interpretation service that provides interpreter assistance in more than 140 languages, seven days a week, 24 hours a day. UPO has access to Language Line Services through a toll-free number made available by DHS, 1-800-367-9559.

5.9 SERVICES FOR SURVIVORS OF DOMESTIC VIOLENCE

Individuals experiencing domestic violence should keep the following guidance in mind:

- 1) If in immediate danger, call 911.
- 2) If fleeing domestic violence and lacking safe housing, but have time to assess options, call the DC Victim Hotline (available 24 hours) at 1-844-443-5732 (1-844-4HELPDC).
- 3) If no domestic violence beds are available, contact the DC Shelter Hotline at 202-399-7093.

If a client calling the DC Shelter Hotline discloses domestic violence, shelter hotline staff will confer with the client about his/her ability to access a safe location while they wait and will determine the pick-up location based on the client’s safety needs.

Domestic violence resources and information will be made available at all shelters, including hypothermia sites. If a client discloses domestic violence to a shelter provider, the provider will review options with the client, including calling the DC Victims Hotline (if that is desired but has not already been attempted), identifying a location within the facility that maximizes the client’s safety and privacy, or – if the facility cannot make an appropriate accommodation – contacting the DC Shelter Hotline for transport to an

alternate location with bed availability. Clients waiting for a pickup by UPO must be provided with a safe location in which to wait.

5.10 SUPPLIES

TCP works closely with volunteers and nonprofit agencies to secure supplies for distribution and use during the hypothermia season. An ample inventory of other supplies will also be on hand, namely, sleeping bags and essential items to guard against the effects of the cold such as hats, gloves, scarves, socks, and thermal underwear. TCP and the UPO hypothermia staff will coordinate the retrieval and storage of all supplies. Any provider seeking supplies should contact the DC Shelter Hotline directly.

Donations During Hypothermia Season

Community-based organizations, faith-based groups, and private citizens that have items to donate and/or who want to participate in providing survival items to clients on the street are asked to contact Tom Fredericksen at TCP at 202-543-5298 to allow the District to better coordinate these donations and activities. The District welcomes the partnership and wants to ensure that groups are working in coordination with trained outreach staff to deliver services to our vulnerable neighbors, particularly in light of the public health emergency.

5.11 TRAINING

Training for outreach workers and shelter providers on the District’s hypothermia season protocol will be conducted by TCP in conjunction with DHS and DBH. All agency directors or designated staff directly involved in the provision and management of hypothermia-related services will be required to attend an initial review of protocols, processes, communications, and responsibilities related to the upcoming hypothermia season.

Ongoing hypothermia-related training opportunities, including training on customer-service topics and the Homeless Services Reform Act (HSRA), will be offered during the season at times and places that are convenient for staff members involved in the provision of hypothermia services.

6. UNACCOMPANIED MINORS AND TRANSITION AGED YOUTH

Since the launch of Solid Foundations DC, the landscape in the District around homeless services for unaccompanied youth looks dramatically different. Building on the work of prior years, resources allocated in the FY20 and FY21 budgets allowed us to create additional shelter beds needed to ensure a more immediate connection for youth seeking a safe place to sleep, expand transitional housing and extended transitional housing capacity for young adults experiencing homelessness, and increase housing options for LGBTQ+ identifying young adults. Much work remains to fully implement Solid Foundations DC. The strategies identified in the plan call for more program interventions needed within the District's homeless services system to stabilize and assist young people experiencing a housing crisis and to ensure homelessness among youth is brief, rare, and nonrecurring. As with Homeward DC, the strategies in Solid Foundations DC will take time to implement; we will not be able to bring all the needed programs to scale overnight. Accordingly, the information in this FY22 Winter Plan is to ensure that, in the meantime, the District government and its network of providers have strategies in place to ensure that vulnerable youth have a safe place to go and are protected from cold weather injury during the hypothermia season.

6.1 UNACCOMPANIED MINORS (<18 YEARS OF AGE)

The system for responding to the needs of unaccompanied children under the age of 18 is fundamentally different from the system designed to assist adults, and there are a number of resources dedicated to minors who have left home without permission or who are experiencing homelessness.

The Strengthening Teens Enriching Parents (STEP) Initiative was developed in September 2017 in response to Mayor Bowser's call to action to address the issue of youth reported missing to police. STEP is a voluntary prevention/intervention program that lasts for up to six months depending on the youth's and family's needs. STEP is a collaboration between DHS, the Child & Family Services Agency (CFSA), the Department of Youth Rehabilitative Services (DYRS), Court Social Services (CSS), and Sasha Bruce Youthwork. The goal is to reduce the likelihood of future incidents of the youth running away or being kicked out by providing families with tools to resolve conflict in a healthy way and ensuring youth have the support of caring adults.

For those youth who do not immediately return home, the Sasha Bruce Youthwork Bruce House, a 24-hour facility for minors, provides emergency shelter to minors to ensure that youth have a safe place to stay while the situation is being resolved. Current capacity for unaccompanied minor children is 15¹⁷ beds.

¹⁷ The Youth System regularly tracks utilization of minor beds. This plan will be updated if more minor beds are needed over the hypothermia season.

Family reunification is the goal whenever minors can return home safely, and when they cannot, CFSA is engaged. Consequently, there is a high turnover rate on beds earmarked for minors.¹⁸ The ICH monitors bed utilization over the hypothermia seasons to ensure the District is deploying resources as strategically as possible.

While the STEP Program is targeted to minors who are reported missing, similar services are available to minors who leave home and are *not* reported missing by a parent. Any minor, or anyone who encounters a minor on the street, can request assistance by calling the Sasha Bruce Youthwork Hotline, at (202) 547-7777.

6.2 TRANSITION AGED YOUTH 18 TO 24 YEARS

A number of new shelter beds for Transition Age Youth (TAY) have come online , with more beds being added in FY20. (See Table 9 below.) Additionally, under the Solid Foundations DC plan, additional beds/units of varying program types are being brought online. This is notable because having more transitional housing, rapid re-housing, and extended transitional housing earmarked for TAY ensures we have the resources to help youth exit shelter more quickly to a more stable environment, which in turn helps us reserve emergency beds for young people with no safe alternatives.

Table 11: System Capacity – Unaccompanied Transition Aged Youth (18 – 24)

Type of Bed	Inventory
TAY Shelter	124

Ideally, we would have a developmentally appropriate resource for every young person who presents, but as discussed in the opening of this section, it will take time to scale youth programming. In instances where no dedicated beds are available, TAY can access shelter at any of the District’s low-barrier shelters, including year-round, seasonal, alert night, and overflow facilities. In cases where a youth has entered an adult shelter but prefers placement in a youth-specific facility, the youth will be transferred to a dedicated TAY resource as it becomes available.

6.3 OUTREACH & IN-REACH SERVICES FOR YOUTH

¹⁸ According to the District’s Framework for Serving Unaccompanied Minor Children, shelter and reunification services for unaccompanied minors may be provided by the homeless services system for up to three days without parental or court approval. Average stay is 21 days, but can be extended as needed. Using an average three-week length of stay, these beds will be able to provide shelter for an estimated 430 youth over the course of the year.

Youth-focused outreach is conducted year-round by a variety of youth serving agencies. In addition to the youth-focused outreach, there are street outreach organizations that cover catchment areas across the city. These outreach organizations engage with all persons experiencing unsheltered homelessness in their respective catchment areas regardless of age. Providers and partners should refer to the youth transportation protocol outlined in Section 4.4 to connect a youth on the street to shelter or services.

Ongoing data tracking in the ICH Youth Committee shows us that we continue to have a significant number of TAY accessing the adult low-barrier shelter system who did not appear on the District's Youth CAHP system registry (meaning they were directly accessing the low-barrier shelter system, versus being referred there from youth providers because youth beds were at capacity). While it is always up to the youth to access the program they feel is most appropriate for them, we want to ensure youth are aware of their options. Accordingly, the ICH Youth Committee will continue to analyze utilization data throughout the winter to continue doing targeted shelter in-reach. Likewise, training will be provided to all low-barrier shelter operators on youth system resources, referral protocols, and techniques for offering more developmentally appropriate services in the context of the adult low-barrier system.

7. COMPLAINTS & GRIEVANCES

7.1 HOMELESS SERVICES MONITORING

DHS monitors shelter operations year-round to ensure that clients are being served well and to note any corrective actions that must be taken. When corrective actions are required, these actions must be accomplished within a given time, and DHS will confirm that they have been completed.

7.2 COMPLAINTS OR SUGGESTIONS

Customers with specific concerns may report an incident or file a complaint with the Homeless Services' Office of Program Review, Monitoring and Investigation (OPRMI) Unit through the following avenues:

DHS Website: dhs.dc.gov/page/suggestions-and-complaints

Email: OPRMI@dc.gov

Telephone: 202-673-4464 (Hotline)

Postal Mail: OPRMI, 64 New York Avenue, NE, 6th Floor
Washington, DC 20002.

APPENDIX A: SHELTER LOCATIONS – SINGLE ADULTS

Appendix A outlines locations that will be used to provide shelter for single adults during the FY22 hypothermia season. Because overflow shelters are opened only if additional capacity is needed, they are not identified in this document to prevent individuals from seeking shelter at locations that are not open.

An individual seeking assistance (directly or on behalf of another individual) should always call the DC Shelter Hotline at 202-399-7093 to be directed to a location with availability.

Table 12: Men’s Shelter –Sites¹⁹

Name of Shelter	Location
801 East Shelter	801 Making Life Better Lane, SE
Adams Place Shelter	2210 Adams Place, NE #1
New York Avenue Shelter	1355-57 New York Avenue, NE
Patricia Handy Legacy Site	810 5 th St, NW
Community for Creative Non-Violence (CCNV)	425 Second Street, NW
Phase 2: Seasonal Shelter	
Banneker Recreation Center	2500 Georgia Ave NW

¹⁹ The address of Valley Place (Previously Apartment Style Family Shelter) is not listed, as clients cannot walk up to that site

Table 13: Women’s Shelter –Sites²⁰

Name of Shelter	Location
Harriet Tubman, D.C. General Building 27	1910 Massachusetts Avenue, SE #27
Saint Josephine Bakhita Women’s Shelter (formerly Nativity Shelter)	6010 Georgia Avenue, NW
Patricia Handy Swing Space	1009 11 th Street, NW
Community for Creative Non-Violence (CCNV)	425 2 nd Street, NW
Phase 2: Seasonal Shelter	
Sherwood Recreation Center	640 10th Street, NE

²⁰ The address of Girard Street (Previously Apartment Style Family Shelter) is not listed, as clients cannot walk up to that site

APPENDIX B: SHELTER, DROP-IN AND OUTREACH LOCATIONS – YOUTH

Appendix B outlines locations that will be used to provide shelter to Transition Age Youth and unaccompanied minors during the FY20 hypothermia season.

Table 14: Youth Shelters

Name of Shelter	Population Served	Location
SHINE (Covenant House)	Unaccompanied Youth Aged 18 to 24 (LGBTQ safe space, open to all youth 18-24)	4904 Quarles St, NE
Muriel’s House (Healthy Babies)	Families Headed by a Youth Aged 16 to 21	Location not public - contact: 202-696-0043 for more information
The Sanctuary (Covenant House)	Unaccompanied Youth Aged 18 to 24	129 Yuma St, SE
Safe Haven (Covenant House)	Unaccompanied Youth Aged 18 to 24	511 Mellon St, SE
Phillip Reid’s Home (Sasha Bruce Youthwork)	Unaccompanied Youth Aged 18 to 24	1814 Rhode Island Ave, NE
BruceHouse (Sasha Bruce Youthwork)	Minor Children	1022 Maryland Ave, NE

Table 15: Youth Drop-In Centers

Youth Drop-In Centers	Population Served	Location
LAYC’s DC Safe Housing Drop-In Center	Unaccompanied Youth Aged 18 to 24	1419 Columbia Rd, NW
Sasha Bruce Youthwork’s Barracks Row Drop-In Center	Unaccompanied Youth Aged 18 to 24	741 8th St, SE
DC Doors’ Zoe’s Doors Drop-In Center	Unaccompanied Youth Aged 18 to 24	900 Rhode Island Ave, NE
Casa Ruby’s Drop-In and Respite Centers	Unaccompanied Youth Aged 18 to 24 (LGBTQ safe space, open to all youth 18-24)	7530 Georgia Ave, NW ²¹
Covenant House Service Center	Unaccompanied Youth Aged 18 to 24	2001 Mississippi Ave, SE

²¹ Casa Ruby’s Low-Barrier Shelter has temporarily relocated to 2002 R St. NW with a plan to move back to the Georgia Ave NW location by Hypothermia Season. The FY22 Winter Plan will be updated as needed.

Table 16: Youth Street Outreach Teams

Youth Street Outreach Teams	Population Served	Contact Information
Friendship Place	Unaccompanied Youth under 25	202-364-8907
Sasha Bruce Youthwork	Unaccompanied Youth under 25	202-506-7264
HERS Resiliency	Unaccompanied Youth under 25	202-643-7831

APPENDIX C: WINTER PLAN PHONE NUMBERS

Appendix C is a list of key phone numbers associated with the Winter Plan.

Table 17: Winter Plan Phone Numbers

Number	Purpose
Emergency/MPD: 911	For immediate medical emergency. If you see an unsheltered neighbor who appears to be unconscious or not breathing, or who is exhibiting erratic or threatening behavior, contact 911. Likewise, if you or someone you know is fleeing domestic violence and is in immediate danger, contact 911.
DC Shelter Hotline: (202) 399-7093 Mayor’s Call Center: 311	District of Columbia residents experiencing homelessness may call either of these numbers to seek shelter. Members of the general public may also call these numbers to request help for someone on the street.
Safe Place Hotline: (202) 547-7777	A 24-hour hotline that can assist when an unaccompanied minor is identified (e.g., via street outreach or other system partners) or otherwise presents for assistance anywhere in the community. RHY Hotline staff will dispatch an outreach worker or cab (depending on the time of day and availability of staff) to bring the youth to safety. A staff person will conduct an initial screening and determine appropriate next steps.
DBH Community Response Team Line: (202) 673-6495	DBH Community Response Team (CRT) will respond to individuals throughout the District who are experiencing a psychiatric crisis and who are unable or unwilling to travel to receive mental health services. CRT services are provided 24 hours a day, 7 days a week.

<p>DC Victim Hotline: 1-800-799-SAFE (7233)</p>	<p>24 hour hotline that provides free, confidential, around the clock information and referrals for victims of all crime in the District of Columbia.</p>
<p>Donation/Volunteer Coordination: 202-543-5298 (Tom Fredericksen at The Community Partnership)</p>	<p>Community members, faith-based groups, and other volunteer organizations that have items to donate and/or who want to participate in providing survival items to clients on the street are asked to contact Tom Fredericksen at The Community Partnership at 202-543-5298 to allow the District to better coordinate these donations and activities. The District welcomes volunteers, but wants to ensure groups are working in coordination with trained outreach staff to deliver services to our vulnerable neighbors.</p>
<p>Language Line Services: 1-800-367-9559</p>	<p>For providers who need language related assistance, interpreters are available through Language Line Services: a professional, telephone-based interpretation service that provides interpreter assistance in more than 140 languages, seven days a week, 24 hours a day. DHS has made provisions for Language Line Services through the listed toll free number.</p>
<p>DHS Homeless Services Monitoring Unit: 202-673-4464 or http://dhs.dc.gov/page/shelter-monitoring</p>	<p>Advocates and/or consumers can report concerns or file a complaint related to Homeless Services with the Homeless Services Monitoring Unit by calling its 24-hour customer service number or by submitting a form online.</p>

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