



GOVERNMENT OF THE DISTRICT OF COLUMBIA INTERAGENCY COUNCIL ON HOMELESSNESS

EMERGENCY RESPONSE & SHELTER OPERATIONS (ERSO) COMMITTEE

HYPOTHERMIA CHECK-IN: MID-SEASON REVIEW

PURPOSE

To review

- 1) the implementation of the FY23 Winter Plan and
- 2) outstanding FY22 concerns and issues that the ERSO Committee is tracking outside the context of the winter plan.

The goal of the review is to highlight operational shifts, additional resources mobilized, and capture lessons learned.

BACKGROUND/CONTEXT

The Winter Plan describes how District government agencies and providers within the Continuum of Care will coordinate to protect people experiencing homelessness from cold weather injury. The FY23 Winter Plan was approved at the 10/11 Executive Committee Meeting and finalized on 11/02 November 2022. The finalized document is available [online](#).

Additionally, the ICH ERSO Committee identified several outstanding issues and concerns for tracking and reporting outside the FY23 Winter Plan, including:

- Lack of Case Management services or CAHP Liaisons at Blair, Hypothermia Sites, and Pat Handy Legacy
- Daytime services during Alerts, Sundays, and Holidays
- Fully leveraging Bridge Housing (especially PEPV) and
- Transportation Services: OSSE support to UPO and need for real-time intel on hotline calls

REVIEW & LESSONS LEARNED

The table below presents the information reviewed and the lessons learned. ICH Staff will walk through these notes and take feedback from ERSO Committee members.

Winter Plan Provisions	Implementation Notes, including Operational Shifts	Impact/Lesson Learned
Winter Plan Review		
<p>Start of the Season</p>	<p>The season starts with the first hypothermia alert after 11/01. Based on this definition, the season started on 11/13.</p> <p>DPR overflow shelters: none of the options identified and presented to the 10/11 Executive Committee meeting were activated. This is because once identified, DGS mobilizes to procure and contract services: deep cleaning, security, and trash pick up. It takes at least 6 – 8 weeks.</p> <p>Non-DPR overflow shelters: 5 locations were activated on 11/13:</p> <ul style="list-style-type: none"> • 801 East Drop-In Center for Men, • Adam’s Place Day Center for Women, • CCNV Drop-In Center for Men and Women, • Church of the Ephianny, and • Salvation Army. <p>Two (2) of these 5 locations activated were not listed in the Winter Plan: Church of the Ephianny and Salvation Army. DHS contracted with these two locations to address significant capacity constraints and the likely timeline for activating DPR overflow shelters.</p>	<p>To ensure DPR overflow shelter options are ready by 11/01, potential DPR locations must be identified no later than 08/30.</p> <p>Churches and mission-driven organizations are critical partners in ensuring a successful hypothermia season.</p> <p>Test runs before the predicted alert (on 11/12) for the Church of the Epiphany and the Salvation Army helped ensure successful openings on alert nights.</p>

Winter Plan Provisions	Implementation Notes, including Operational Shifts	Impact/Lesson Learned
<p>Shelter Capacity</p>	<p>The shelter capacity tool reviewed is the Daily Census.</p> <p>For transparency, capacity data for 2 of the resources listed in the Winter Plan are not included in the daily census:</p> <ul style="list-style-type: none"> • Specialized beds at 801 East –there are 3 categories of specialized beds at 801 East that are not included in the Daily Census: work beds, senior/medically frail, and respite beds. • PEPV –PEPV beds are not included. 	<p>The mid-season review is limited.</p> <p>Additionally, TCP produces an annual hypothermia report on capacity and occupancy rates for the Shelter Capacity WG.</p>
<p>Overflow Thresholds</p>	<p>Based on the Daily Census, overflow thresholds have yet to be triggered. For context, overflow locations open when gender-specific locations reach thresholds of</p> <ul style="list-style-type: none"> • Men: 20 beds or less • Women: 10 beds or less <p>Regardless, additional overflow shelters were activated on 11/15 as soon as providers were secured for the DPR overflow shelters.</p> <p>DPR overflow shelters: 2 locations were activated (Sherwood and Trinidad).</p>	<p>Opening the Church of Ephiany and Salvation Army on 11/12 and 13 eased the need for DPR locations. However, the opening of two DPR locations on 11/15 provided significant capacity for sheltering men and women shelters.</p> <p>For DPR overflow shelters, test runs before the official opening helped flag and address mechanical challenges.</p>
<p>Shelter Densities</p>	<p>The plan recognizes that once DHS exhausts all available options for overflow shelters, it will have to consider returning to pre-COVID shelter densities at strategic shelter locations.</p> <p>Thus far, ICH staff have noted:</p> <ul style="list-style-type: none"> +25 beds at Adam’s Place Shelter (Men) on 01/18 +25 beds at NYA (Men) 	<p>While overflow thresholds have yet to be triggered, several concerns about shelter capacity have emerged:</p> <ul style="list-style-type: none"> • PEPV demobilization: stop on new PEPV placements • Hold on mobilizing additional DPR overflow: Due to strenuous objections from nearby residents, the mobilization of King Greenleaf is on hold. <p>Given these considerations, it makes sense that densities at key shelter locations are increasing.</p>

Winter Plan Provisions	Implementation Notes, including Operational Shifts	Impact/Lesson Learned
Warming Buses	<p>The Winter Plan does not make provisions for warming buses.</p> <p>However, during the Cold Weather Emergency from 12/23 – 12/26, 8 warming buses were deployed. These warming buses served almost 100 unsheltered persons.</p> <p>Additionally, for the predicted cold snap at the end of this week, we anticipate deploying 4 warming buses.</p>	<p>The FY23-24 Winter Plan must account for and integrate Warming Buses as a key strategy for preventing cold weather injury.</p>
Day Center Services/Hours	<p>The Winter Plan does not speak to Day Center Services or hours. However, during Cold Weather Emergencies, the hours of the Downtown Day Center were extended. The extension of day center hours assisted numerous clients and provided a reprieve from the cold.</p>	<p>Day Centers provide respite from the cold and are critical resources to unsheltered individuals. Their hours of operation should likely be included in the Winter Plan.</p>
Beyond the Winter Plan: Review of Outstanding Concerns		
Lack of Case Management services or CAHP Liaisons	<p>The Winter Plan is focused on preventing cold weather injuries. As such, it does not make provisions for case management services or CAHP Liaisons at all locations that serve as shelters or hypothermia sites.</p> <p>Having said that, the ERSO Committee has previously flagged that the following locations have access to limited case management services and do not have dedicated CAHP Liaisons: Blair, Hypothermia Sites, and Pat Handy Legacy</p> <p>This is an outstanding issue. However, PSH matches have been on pause, so this may be less of an issue this year.</p>	<p>It takes concerted planning and funding to ensure each site has dedicated case management support/services or CAHP Liaisons.</p>

Winter Plan Provisions	Implementation Notes, including Operational Shifts	Impact/Lesson Learned
<p>Daytime services during Alerts, Sundays, and Holidays</p>	<p>Daytime services during Alerts, Sundays, and Holidays were flagged as a concern last year but not included in the FY23 Winter Plan to allow the District time to evaluate and better understand/quantify the need for daytime services.</p> <p>So far, daytime services at DPR overflow sites were critical on Sundays/Holidays during the Cold Weather Emergencies from 12/23 – 12/26, as these coincided with Christmas.</p> <p>Sunday services at DPR overflow sites were also offered on New Year’s Day to stay consistent with the offering on Christmas day.</p>	<p>ICH to continue evaluating the need for daytime services, especially as we move into the coldest winter month.</p> <p>However, a flag that what is reasonable to include in the next Winter Plan will depend on the portfolios of properties that serve as overflow sites, as church locations may not be able to accommodate day services on Sundays.</p>
<p>Fully leveraging Bridge Housing (especially PEPV)</p>	<p>Demobilization of PEPV and the immediate stop on placement significantly impact the ability of the Single Adult System to leverage PEPV fully.</p>	<p>ICH to evaluate how shelter occupancies and capacity are impacted by the inability to leverage PEPV.</p>
<p>OSSE support to UPO</p>	<p>The role of OSSE was identified as critical during the last hypothermia season. Thus far this year, ICH and DHS have worked with OSSE to establish that OSSE can render support to UPO when the following conditions are met:</p> <ul style="list-style-type: none"> • A Cold Weather Emergency is in effect • There is no school scheduled for the following day. 	<p>OSSE must prioritize the delivery of transportation services to school-aged residents and can only offer support during Cold Weather Emergencies when no school is scheduled for the following day.</p>
<p>Need for real-time intel on hotline calls.</p>	<p>Last year, there was at least one day when UPO transportation services were interrupted. This flagged the need for real-time intel on hotline calls so that they can be triaged to other emergency responses partners (for example: OUC, FEMS, MPD).</p> <p>There was a 2 hour outage of the hotline early in the FY23 Hypothermia Season that indicates that it is always good to think about and plan for back-ups across all critical infrastructure, especially the hotline.</p>	