



GOVERNMENT OF THE DISTRICT OF COLUMBIA INTERAGENCY COUNCIL ON HOMELESSNESS

FY24 WINTER PLAN: MID-SEASON REVIEW

PURPOSE

The ICH team has created a matrix to review the implementation of the FY24 [Winter Plan](#).

BACKGROUND/CONTEXT

This matrix captures the following:

- Winter Plan Element

- Constituent Concerns/Updates and ICH Analysis/Reflections
These are categorized in the matrix in the following ways:
 - Areas of Concern or Risk,
 - Opportunities for Improvement or Underutilized Resources, and
 - Progress to Celebrate or Trends in the Right Direction from all ICH Forums.

- ICH Analysis/Reflections and Constituent Concerns/Updates – which emerged from the following ICH Forums:
 - Emergency Response and Shelter Operations (ERSO) Committee - Forum for developing and implementing the Winter Plan.
 - Shelter Capacity Workgroup - Forum for reviewing shelter utilization reports.
 - Shelter Solutions (Solns) Workgroup - Forum for shelter-related issues.
 - Front Door Services (FDS) Workgroup - Forum for coordinating services across the front door, including day/drop-in centers, shelters, and street outreach (all subpopulations).
 - Youth Workgroup - Forum for ending homelessness amongst young adults (18-24).
 - Consumer Engagement Workgroup (CEWG) - Forum for advancing the goals of constituents with lived experience.
 - Health Care (HC) Committee - Forum for advancing coordination with health care systems.
 - Behavioral Health (BH) Workgroup - Forum for advancing coordination with the behavioral health system of care.
 - Family System Workgroup - Forum for planning across the Family System.

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REVIEW MATRIX, BY WINTER PLAN ELEMENT

Winter Plan Element	Areas of Concern or Risk	Opportunities for Improvement Underutilized Resources	Progress to Celebrate Trends in the Right Directions
1. Process for Developing, Publicizing, and Updating the Plan			
1.1 FY23 Hypothermia Season Review			
1.2 Publicizing the Plan	ICH Analysis/Reflections: <ul style="list-style-type: none"> The Winter Plan was not finalized until 10/17/23 with overflow location details finalized post approval. This limits the window for mobilizing site-specific providers and vendors impacting overall prep for the season. 	Constituent Concerns/Updates <ul style="list-style-type: none"> 11/09 Shelter Solns – share with ANCs to distribute. 11/21 Youth – messaging issues on shelter availability. 11/29 ERSO – request for Hypothermia Alerts at DCPL and DPR locations. 	
1.3 Process for Updating the Plan			
2. Process for Calling Alerts			
2.1 Hypothermia Alerts	ICH Analysis/Reflections: <ul style="list-style-type: none"> First Hypothermia Alert 11/1/23 		
2.2 Cold Weather Emergencies		Constituent Concerns/Updates <ul style="list-style-type: none"> 11/29 ERSO – clarification on threshold for alerts and warming buses. ICH Analysis/Reflections: <ul style="list-style-type: none"> More cold weather alerts in FY24 than FY23 season. 	
2.3 Communication Shifts in Operations		Constituent Concerns/Updates	ICH Analysis/Reflections

Winter Plan Element	Areas of Concern or Risk	Opportunities for Improvement Underutilized Resources	Progress to Celebrate Trends in the Right Directions
		<ul style="list-style-type: none"> 11/15 BH – request for simple language for outreach teams and providers. 01/03 ERSO – DCPL Closing Hours and Transportation Scheduled vs Demand. 01/23 Youth – comms and availability of day center and emergency shelters during alerts. 01/26 CEWG – clear comms around operational shifts. 	<ul style="list-style-type: none"> Robust partnership with DHS, DMHHS, and ICH to develop flyers and resource guides for services and operational shifts in partnership. <p>Constituent Concerns/Updates</p> <ul style="list-style-type: none"> 11/15 BH – gratitude for flyers and emails with shifts.
3. Emergency Shelter			
3.1 Shelter for Individuals: Access, Type, and Hours of Operation	<p>Constituent Concerns/Updates</p> <ul style="list-style-type: none"> 11/09 Shelter Solns – lining up outside in the elements 11/29 ERSO – UPO Flagged lack of availability of ADA shelter beds. 01/03 ERSO – Availability of ADA Beds 01/31 ERSO – Lack of ADA beds & Harriet Tubman concerns: food, fire drills during alert nights, and accessibility exits <p>ICH Analysis/Reflections</p> <ul style="list-style-type: none"> Complication of 11 sites: logistics, services, cost, hypothermia & outreach team's ability to monitor and engage, and staffing capacity. 	<p>ICH Analysis/Reflections</p> <ul style="list-style-type: none"> Two (2) locations were not listed in the Winter Plan that were activated: Faith United and Bradley & Associates. 	<p>ICH Analysis/Reflections</p> <ul style="list-style-type: none"> No DPR Sites were utilized Overflow locations were activated as needed. <ul style="list-style-type: none"> 8 overflow locations activated on 11/1/23 Remaining 5 overflow activated by 12/15/23 Overflow thresholds were not triggered due to lack of capacity. Expedited capitol renovations at 2 locations: CCNV Drop-In Center & Federal City 1-North
3.2 Shelter for Families: Access, Type, and Hours of Operation			
3.3 Estimating Shelter Capacity Need	<p>Constituent Concerns/Updates</p>	<p>ICH Analysis/Refelctions</p>	<p>Constituent Concerns/Updates</p>

Winter Plan Element	Areas of Concern or Risk	Opportunities for Improvement Underutilized Resources	Progress to Celebrate Trends in the Right Directions
	01/03 ERSO – overflow capacity leveraged to support OMS	<ul style="list-style-type: none"> Daily Census tool used for reviewing shelter utilization. 	<ul style="list-style-type: none"> 01/03 ERSO – overflow capacity leveraged to support PEPV Demobilization <p>ICH Analysis/Reflections</p> <ul style="list-style-type: none"> Overflow capacity at Naylor Rd leveraged when Zoe’s Door had to close.
3.3.2 Capacity Needs: Adult Men		<p>Constituent Concerns/Updates</p> <ul style="list-style-type: none"> 01/31 Shelter Capacity – Tracking vacancies for men if CCNV is alert-night only 	<p>ICH Analysis/Reflections</p> <ul style="list-style-type: none"> Season opened with 1163 beds (men). Mid-season increases to 1300 beds (men) with Federal City 1-North coming online. Occupancy rates 87% – 92%
3.3.3 Capacity Needs: Adult Women	<p>Constituent Concerns/Updates</p> <ul style="list-style-type: none"> 01/31 Shelter Capacity – turnaways from Harriet Tubman and women declining transportation elsewhere 		<p>ICH Analysis/Reflections</p> <ul style="list-style-type: none"> Season opened with 342 beds (women). Mid-season increases to 546 beds (women) with 3 additional overflow locations. Occupancy rates 78% – 82%
3.3.4 Capacity Needs: Families			
3.4 Warming Buses & Sites Available During Cold Weather Emergencies	<p>Constituent Concerns/Updates</p> <ul style="list-style-type: none"> 01/26 CEWG – inaccurate locations of warming buses, lack of staffing/monitoring, and request for DBH presence 	<p>Constituent Concerns/Updates</p> <ul style="list-style-type: none"> 11/29 ERSO – strategies for locations of warming buses. 	<p>ICH Analysis/Reflections</p> <ul style="list-style-type: none"> Cold Weather Emergency in January resulted in 5 warming bus locations <p>Constituent Concerns/Updates</p> <ul style="list-style-type: none"> 01/31 ERSO – gratitude for warming buses availability
4. Transportation			

Winter Plan Element	Areas of Concern or Risk	Opportunities for Improvement Underutilized Resources	Progress to Celebrate Trends in the Right Directions
4.1 Coordinating Transportation Resources and Outreach	Constituent Concerns/Updates <ul style="list-style-type: none"> 12/01 CEWG – request for UPO data on calls. 12/01 CEWG – data on requests for safety items. 01/03 ERSO – Shelter Hotline Calls Dropped/Not Answered 01/17 HC & BH– shelter hotline calls dropped/not answered 	Constituent Concerns/Updates <ul style="list-style-type: none"> 12/01 CEWG – concerns about availability of on demand transportation 01/03 ERSO – Shelter Hotline Customer Service 	
4.2 & 3 Transportation for Single Adults			
4.4 Transportation for Minors and Transition Age Youth			
5. Services Coordination			
5.1 Housing Services and Supports, including Front Door Navigation Tool	Constituent Concerns/Updates <ul style="list-style-type: none"> 11/09 Shelter Solns – staffing concerns for 24/7 shelters. 		
5.2 COVID-19 & Respiratory Illnesses	Constituent Concerns/Updates <ul style="list-style-type: none"> 11/08 HC – availability of vaccines and safety for individuals with chronic health concerns. 	Constituent Concerns/Updates <ul style="list-style-type: none"> 11/08 HC – access to testing and prevention measures. 	
5.3 Meals	Constituent Concerns/Updates <ul style="list-style-type: none"> 12/01 CEWG – Meal Times are not flexible 		
5.4 Outreach Services	Constituent Concerns/Updates <ul style="list-style-type: none"> 12/01 CEWG – Not seeing DBH on outreach. 		
5.5 Police and Outreach Providers Cooperation		Constituent Concerns/Updates	

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		<ul style="list-style-type: none"> 11/15 BH – questions on FD-12s and MPD/DBH Co-response. 	
5.6 Health Services			
5.7 Mental Health and Detoxification Services	<p>Constituent Concerns/Updates</p> <ul style="list-style-type: none"> 11/07 FDS – Youth seeing an uptick in Fentanyl use. 11/29 ERSO – Wellbeing during extreme weather and coordination with DBH 01/17 HC & BH – fatalities for sheltered and unsheltered clients, especially related to opioid use. 01/23 Youth – fentanyl use 	<p>Constituent Concerns/Updates</p> <ul style="list-style-type: none"> 01/03 ERSO – SUD Services and Connections. 	<p>Constituent Concerns/Updates</p> <ul style="list-style-type: none"> 11/08 HC – Tours of DCSC 11/15 BH – request for info on DCSC <p>ICH Analysis/Reflections</p> <ul style="list-style-type: none"> 01/03-Intergration of ICC into DDSC
5.8 Services for LGBTQ Community			
5.9 Services for the Latinx Community			
5.8 Interpretation Services			
5.9 Services for Survivors of Domestic Violence			
5.10 Supplies		<p>Constituent Concerns/Updates</p> <ul style="list-style-type: none"> 12/01 CEWG – UPO safety Items Communications 	<p>Constituent Concerns/Updates</p> <ul style="list-style-type: none"> 12/14 Shelter Solutions – blankets and supplies from DCPL
5.11 Training		<p>Constituent Concerns/Updates</p> <ul style="list-style-type: none"> 11/15 BH – request for Narcan and Harm Reduction Training 	<p>Constituent Concerns/Updates</p> <ul style="list-style-type: none"> 12/13 Family – DBH Certified Addiction Counselor Classes

Winter Plan Element	Areas of Concern or Risk	Opportunities for Improvement Underutilized Resources	Progress to Celebrate Trends in the Right Directions
6. Unaccompanied Minors and Transition Age Youth			
6.1 Unaccompanied Minors			
6.2 Transition Aged Youth	Constituent Concerns/Updates <ul style="list-style-type: none"> 01/31 Shelter Capacity – youth emergency shelter occupancy rates 	Constituent Concerns/Updates <ul style="list-style-type: none"> 01/23 Youth – dedicated youth hypo beds 	ICH Analysis/Reflections <ul style="list-style-type: none"> Overflow capacity at Naylor Rd leveraged when Zoe’s Door had to close.
6.3 Outreach & In-reach Services for Youth			
7. Complaints & Grievances			
7.1 Homeless Services Monitoring			
7.2 Complaints or Suggestions		Constituent Concerns/Updates <ul style="list-style-type: none"> 11/09 Shelter Solns – review of UIR Data. 11/09 Shelter Solns – request for community programming at 24/7 shelters. 	

FEEDBACK FROM ICH FORUMS

Committee & Date	Agenda	Links to Meeting Materials ¹	Feedback from Meeting Attendees
<p>Front Door Services Workgroup</p> <p>07 November 2023</p>	<p>System Check-In Discussion on Annual Priorities & Projects</p>		<p>11/7 Front Door Services Workgroup System Check-In- feedback reflects</p> <ul style="list-style-type: none"> • Uptick of fentanyl use on the street and in housing. • Partnering with CRT to avoid evictions • New stabilization center <p>Annual Priorities & Projects- feedback reflects</p> <ul style="list-style-type: none"> • Mutual Aid good insight and data for the front door • PFFC is working to connect clients with CMs, seeing lots of turnover • Need for mapping first-time homeless experience • Chronic vs long stayers, need clarity and how to access appropriate interventions • Focus on returning citizens, foster care, and hospitals for front door.
<p>Health Care Committee</p> <p>08 November 2023</p>	<p>System Check-In Discussion</p> <ul style="list-style-type: none"> • Prioritizing Ongoing COVID Concerns • Reviewing DHCF Survey on the 1115 Waiver Renewal 		<p>11/8 Health Care Committee System Check-In- feedback reflects</p> <ul style="list-style-type: none"> • Stabilization Center and Access Helpline co-located. • Available services at the stabilization center • Does not serve those under 18 <p>Prioritizing Ongoing COVID Concerns- feedback reflects</p> <ul style="list-style-type: none"> • Ensuring vaccines are easily accessible • Planning for the safety of those who don't get vaccinated- including PPE • Assisting providers in implementing CDC guidance • Tracking the prevalence of COVID in facilities • Understand vulnerabilities and the impact of new strains • Preventing transmission • Contingency planning for mass infection events • Isolation protocols and facilities planning

¹ When available, meeting materials include PPT (PowerPoint), NTS (notes) & sometimes HNDTs (handouts).

Committee & Date	Agenda	Links to Meeting Materials ¹	Feedback from Meeting Attendees
			<ul style="list-style-type: none"> • Access to testing <p>Reviewing DHCF Survey on the 1115 Waiver Renewal- feedback reflects</p> <ul style="list-style-type: none"> • 4 responses to the survey so far
<p>Shelter Solutions Workgroup</p> <p>09 November 2023</p>	<p>System Check-In</p> <ul style="list-style-type: none"> • Provider Check-In • Consumer Check-In • CCNV Update <p>Discussion</p> <ul style="list-style-type: none"> • UIR Quarterly Reports • Addressing Fiscal Constraints 		<p>11/9 Shelter Solutions Workgroup System Check-In- feedback reflects</p> <ul style="list-style-type: none"> • Provider Check-In <ul style="list-style-type: none"> ○ Only a few turnarounds that were transported by UPO ○ UPO and transportation in the morning from overflow sites • Consumer Check-In <ul style="list-style-type: none"> ○ Queing outside shelters in the rain, possible to que inside ○ Communications on overflow sites and when available. • CCNV Update <ul style="list-style-type: none"> ○ Drop -In Center will be available for men on alert nights ○ 2-South for women ready beginning fo December ○ 1-North for men mid-December <p>UIR Quarterly Reports-OPMRI- feedback reflects</p> <ul style="list-style-type: none"> • DHS and TCP reporting systems- don't talk to each other • Request for data to be brought to ERSO • Data on the types of complaints requested • Can we break down data by type of shelters and housing programs • How does this data actually lead to change • Request for a deeper dive <p>Addressing Fiscal Constraints- feedback reflects</p> <ul style="list-style-type: none"> • LBS locations operating as 24/7 currently • Fiscal constraints would LBS go back to traditional hours • Cleaning of facilities under 24/7 • If staying with 24/7 need to hire accordingly and provide better front door services
<p>Behavioral Health Workgroup</p>	<p>Check-Ins and Updates</p> <ul style="list-style-type: none"> • Hypothermia • Systemwide 		<p>11/15 Behavioral Health Workgroup Check-Ins and Updates- feedback reflects</p> <ul style="list-style-type: none"> • Hypothermia

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15 November 2023			<ul style="list-style-type: none"> ○ Harm Reduction Training with opioid emergency ○ Narcan training for security guards ○ Communication of Alerts ○ Overview of New Sobering Center ○ MPD- FD12 process ● Systemwide Check-ins <ul style="list-style-type: none"> ○ Violence among youth ○ Role of CFSA with parents under the influence in shelters ○ DBH Presence at LBS
Youth Committee 21 November 2023	System Check-In <ul style="list-style-type: none"> ● TCP Youth CAHP Match Updates ● DHS Updates ● Community Partner Concerns & Updates Discussion <ul style="list-style-type: none"> ● Youth CAHP Prioritization 6-month Review ● ICH Governance 	Youth Committee PPT 2023 11 21 MTG (1).pptx Youth Committee NTS 2023 11 21 MTG (1).docx Youth Committee Meeting Link	11/21 Youth Committee System Check-In- feedback reflects <ul style="list-style-type: none"> ● TCP Youth CAHP Match Updates- no questions or feedback ● DHS Updates- no questions or feedback ● Community Partner Concerns & Updates <ul style="list-style-type: none"> ○ Concern about messaging on shelter availability. Report that some service locations are posting inaccurate information and not having up-to-date flyers. ○ Question on the best way to flag critical cases for hypothermia outreach. ○ Concerns around PSH eligibility and how cases are reviewed in Youth CAHP meetings. Discussion- feedback reflects <ul style="list-style-type: none"> ● Youth CAHP Prioritization 6-Month Review <ul style="list-style-type: none"> ○ Recommendation on improvements to the BNL pre-check form, process, and consistency with the I-CAHP system. ○ Discussion on BNL pre-check messaging and language to use regarding room and shared locations for client preference. ● ICH Governance- due to limited time there was no discussion or immediate feedback
Emergency Response and Shelter Operations Committee 29 November 2023	Systemwide Check-In <ul style="list-style-type: none"> ● Constituent Check-In ● Hypothermia Check-In Cold Weather & Winter Storm Planning Updates- Aston & PEPV	ERSO PPT 2023 11 29 MTG.pptx ERSO NTS 2023 11 29 MTG.docx ERSO Committee Meeting Link	11/29 ERSO Committee Systemwide Check-In- feedback reflects <ul style="list-style-type: none"> ● Constituent Check-In <ul style="list-style-type: none"> ○ Request for hypothermia alert announcements at DCPL and DPR locations. DCPL confirmed some sites have started to make announcements and distribute comfort items. ○ Request for comfort items, specifically blankets and hand warmers to distributed by UPO and made available at DCPL locations.

Committee & Date	Agenda	Links to Meeting Materials ¹	Feedback from Meeting Attendees
			<ul style="list-style-type: none"> ○ Flag for coordination with DOC on discharge issues, specifically transportation requests for individuals released during non-business hours. ○ Individuals' wellbeing during extreme weather and coordination with DBH. ● Hypothermia Check-In <ul style="list-style-type: none"> ○ Accessibility at shelters and finding locations with the bed availability and that appropriately meet the need ○ Hypothermia shelters (7 pm – 7 am) versus low barrier shelters (24/7). ○ Threshold for how alerts are called and activation of warming buses. <p>Cold Weather & Winter Storm Planning- feedback reflects</p> <ul style="list-style-type: none"> ● Recommendations for warming bus locations ● Southeast Library will be closing soon for renovations and the interim location will not be the same size. ● Request for warming bus utilization data from 2022 – 2023 hypothermia season. ● DHS will work with outreach teams to assess locations. <p>Updates- DHS: Aston & PEPV- feedback reflects</p> <ul style="list-style-type: none"> ● Delay in the opening of the Aston is due to construction <ul style="list-style-type: none"> ○ Exit Plans for PEPV ○ Feedback highlighting successes and lessons learned from the PEP-V programs ○ Ability of congregate shelter to support clients to move through the housing process.
<p>Consumer Engagement Workgroup</p> <p>01 December 2023</p>	<p>Member Check-In Discussion</p> <ul style="list-style-type: none"> ● ICH Governance & Stipends ● Outstanding Questions 		<p>12/1 Consumer Engagement Workgroup Member Check-In- feedback reflects</p> <ul style="list-style-type: none"> ● PFFC started CAHP/HMIS ● DBH Outreach and concerns for those outside ● UPO data on calls <p>Governance & Stipends- feedback reflects</p> <ul style="list-style-type: none"> ● Reaching out to philanthropy for stipends ● Other ideas to advocate for funds ● Make sure PLE have a seat at the table <p>Outstanding Questions- feedback reflects</p> <ul style="list-style-type: none"> ● Meals at Shelters- lack of flexibility ● Tracking UPO requests for wellness checks

Committee & Date	Agenda	Links to Meeting Materials ¹	Feedback from Meeting Attendees
<p>Family Systems Workgroup</p> <p>13 December 2023</p>	<p>System Check-In</p> <ul style="list-style-type: none"> • TCP/Family CAHP Updates • DHS Updaes • Community Partner Concerns/Trends <p>Discussion</p> <ul style="list-style-type: none"> • Tracking & Addressing Safety/Security Concerns • Annual Priorities 		<p>12/13 Family Systems Workgroup System Check-In- feedback reflects</p> <ul style="list-style-type: none"> • TCP/Family CAHP Updates- there were no comments, questions or concerns. • DHS Updates <ul style="list-style-type: none"> ○ Reasons for ERAP denial, as well as ERAP program parameters. ○ Request for additional ERAP data, specifically the breakdown of families and singles served. ○ How to support clients for a step down in case management under PSH. • Community Partner Concerns/Trends- there were no comments, questions or concerns. <p>Discussion- feedback reflects</p> <ul style="list-style-type: none"> • Tracking & Addressing Safety/Security Concerns <ul style="list-style-type: none"> ○ Promising Practices/Resources: Feedback from providers on partnerships with the DC Peace Team, training for non-violent communication, and logistics to improve UIR and termination processing. ○ Emphasis on participation of lived experience in training across the system. ○ Request for job aides and decision-making guides for clients, staff, and community (including landlords) for behavioral health resources to assist with de-escalation. • Annual Priorities <ul style="list-style-type: none"> ○ Need to evaluate the process for waiving/opting out of case management in PSH. ○ Emphasis on embedded behavioral health services. ○ Streamlining the housing navigation process for client awareness & participation.
<p>Shelter Solutions Workgroup</p> <p>14 December 2023</p>	<p>System Check-In</p> <p>Discussion</p> <ul style="list-style-type: none"> • Addressing Fiscal Constraints • Transforming Shelter for Singles 		<p>12/14 Shelter Solutions Workgroup System Check-In- feedback reflects</p> <ul style="list-style-type: none"> • Coordination with DBH and shelter services • Importance of the use of peers with DBH • Education of the experience for transgender • Supplies from DCPL have been great • Reminder to be client-centered in work • Advocacy around the Mayor’s budget <p>Discussion- feedback reflects</p> <ul style="list-style-type: none"> • Immediate Future of Shelter <ul style="list-style-type: none"> ○ PFFC leading restroom initiative ○ Analysis of what is available and keeping resource guides updated ○ Access to food

Committee & Date	Agenda	Links to Meeting Materials ¹	Feedback from Meeting Attendees
			<ul style="list-style-type: none"> ○ Not enough bathrooms ● Transforming Shelter for Singles- time did not allow for discussion and feedback
<p>Emergency Response and Shelter Operations Committee</p> <p>03 January 2024</p>	<p>Systemwide Check-In Updates</p> <ul style="list-style-type: none"> ● Hypothermia Updates ● PEP-V Updates ● DBH Intensive Care Coordination Team Updates <p>Discussion on Budget and Fiscal Constraints</p>	<p>ERSO_PPT_2024_01_03_MTG.pptx</p> <p>ERSO_NTS_2024_01_03_MTG(1).docx</p> <p>Meeting Link on website</p>	<p>1/3 Emergency Response and Shelter Operations Committee Systemwide Check-In- feedback reflects</p> <ul style="list-style-type: none"> ● UPO on-demand transportation services due to shift in DCPL hours. ● Increased population of unsheltered clients sleeping outside of DCPL sites and particularly MLK library. Request to focus on safety checks by outreach teams and UPO. ● Concern that clients are being discharged from MPD or court system without the appropriate clothing or belongings in inclement weather. ● UPO challenges in locating accessible beds for ADA clients during the late evening hours. ● Hypothermia announcements and clarification on UPO pick-up times. <p>Updates- feedback reflects</p> <p>Hypothermia Updates</p> <ul style="list-style-type: none"> ● Clarification of hypothermia sites that are temporarily offline to accommodate individuals transferred from PEP-V and the increased inflow of single adult migrant women. ● Clarification on operation hours of Eve’s Place (7pm-7am). ● Repurposing homeless services sites and reallocating them to migrant services. ● Discussion on shelter capacity and the ability to adjust to accommodate shifting needs. <p>PEP-V Updates- there were no comments or concerns</p> <p>DBH Intensive Care Coordination Team Updates</p> <ul style="list-style-type: none"> ● Concern about appropriate detox services for individuals outside. ● Improving approaches to engage consumers with SUD at the Downtown Day Center. ● Question on coordination and referrals to the ACT team. <p>Discussion on Budget and Fiscal Constraints- feedback reflects</p> <ul style="list-style-type: none"> ● What projects are DHS considering having service impact as they analyze budget cuts? ● Is DHS conducting a system inventory to better assist individuals in determining service available during the day, nights, and weekends? ● Can DHS provide information on what is fueling the fiscal constraints? ● Is there an opportunity for non-government partners to assist with funding assistance?

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<p>Health Care Committee & Behavioral Health Workgroup</p> <p>17 January 2024</p>	<p>System Check-In</p> <ul style="list-style-type: none"> • Preliminary Fatality Analysis • Cold Weather Check-In • Other Constituent Concerns Discussion • 1115 Medicaid Waiver Renewal Opportunity • Annual Calendar & Priorities 		<p>1/17 Combined Health Care Committee & Behavioral Health Workgroup System Check-In- feedback reflects</p> <ul style="list-style-type: none"> • Preliminary Fatality Analysis <ul style="list-style-type: none"> ○ Discussion on how deaths are defined and reported by OCME relative to DHS and providers. ○ Need for continued financial assistance to support peers/providers/advocates collecting ashes for individuals experiencing homelessness for a proper memorial. • Cold Weather Check-In <ul style="list-style-type: none"> ○ Concern from a provider that UPO hung up three times when attempting to call for transport of an individual with mobility and medical issues. ○ Clarification on transport resources to the DC Stabilization Center. • Other Constituent Concerns <ul style="list-style-type: none"> ○ Escalated client concerns regarding significant delays in the housing process, quality of case management, and distrust of DBH services. <p>Discussion- feedback reflects</p> <ul style="list-style-type: none"> • 1115 Medicaid Waiver Renewal Opportunity <ul style="list-style-type: none"> ○ Feedback from outreach providers that this would be burdensome for all case management services given the nature of engagements in the field/on the street and the flexibility needed to support clients. ○ Emphasis on the need for medical respite and PSH with on-site medical and wrap-around services. ○ Concerns about the lapse in Medicaid coverage while enrolled in housing programs and for people exiting jail/prison. • Annual Calendar & Priorities- due to time constraints there was limited discussion on this topic.
<p>Youth Committee</p> <p>23 January 2024</p>	<p>System Check-In</p> <ul style="list-style-type: none"> • Constituent Concerns • TCP Youth CAHP Updates • DHS Updates Discussion • 6-Month Review of FY24 Youth CAHP Updates • Annual Calendar & Priorities • Youth System Mapping 	<p>Youth Committee_PPT_2024 01 23 MTG.pptx</p> <p>Youth Committee_NTS_2024 01 23 MTG(1).docx</p> <p>Youth Committee Meeting Link</p>	<p>1/23 Youth Committee System Check-In- feedback reflects</p> <ul style="list-style-type: none"> • Constituent Concerns <ul style="list-style-type: none"> ○ Flag that at least one youth provider has not been reimbursed by DHS in the last 3 months, with concern for impact on operations. ○ Cold Weather Emergency-related concerns, including communication of program availability and hours, capacity limit at Zoe Doors Drop-In Center, and the operations of the only youth low-barrier shelter. ○ Concern reported by outreach on the need for language access and support, especially for the Shelter Hotline and signage for the warming buses, and shelter locations. ○ Was the capacity of youth programs was considered in the estimate of shelter demand in the Winter Plan. • TCP Youth CAHP Updates- no questions or feedback • DHS Updates

Committee & Date	Agenda	Links to Meeting Materials ¹	Feedback from Meeting Attendees
			<ul style="list-style-type: none"> ○ Shelter related concerns: <ul style="list-style-type: none"> ▪ Report that young adults are going to Adam’s Place shelter instead of Sanctuary because it is easier to navigate. ▪ Youth are reporting they are assaulted on the way to or at Sanctuary. ▪ Flagging the need for a youth-dedicated intervention on upper Georgia Avenue where Casa Ruby was previously located. ○ Emphasis on coordination with mental health and substance use services in holistic safety/security response. ○ Report that fentanyl is a significant change in what youth are using and outreach is encountering new levels of youth self-neglect. ○ Flag for direct youth engagement in the development of safety/security recommendations. <p>Discussion-feedback reflects</p> <ul style="list-style-type: none"> ● 6-Month Review of FY24 Youth CAHP Updates <ul style="list-style-type: none"> ○ Discussion on resuming backup matches to ensure vacancies are filled more quickly and agencies are accountable for immediate follow-ups. ○ Request for program one-pagers to support provider and youth understanding of available housing programs and acceptance of housing match. ● Annual Calendar & Priorities <ul style="list-style-type: none"> ○ Emphasis on inclusion of youth voice when establishing priorities. ○ Request to define deliverables and standard for reporting outcomes for each priority. ● Youth System Mapping <ul style="list-style-type: none"> ○ Recommendation to include experience of youth who have not successfully stabilized and/or are now being served in the adult system. ○ Flag to include considerations for adults aged 25 – 30. ○ Reminder that housing stabilization is the bottom line. ○ Training and information sharing is vital so that each subsystem understands the constraints and resources.
<p>Consumer Engagement Workgroup</p> <p>26 January 2024</p>	<p>System Check-In</p> <ul style="list-style-type: none"> ● New & Emerging Concerns ● Mapping Client Experiences for Outstanding Concerns <p>Discussion on Annual Priorities & Calendar</p>		<p>1/26 Consumer Engagement Workgroup System Check-In- feedback reflects</p> <ul style="list-style-type: none"> ● New & Emergency Concerns <ul style="list-style-type: none"> ○ Follow-up on staffing concern and training based on personal client experience at Faith United on 01/12. ○ Ongoing concerns for COVID and request for options to support recovery, such as overflow shelters used for PEP-V demobilization. Feedback that did not appropriately account for COVID risks in winter planning compared to last year. ○ Need for communication and support on Medicaid recertification.

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			<ul style="list-style-type: none"> • Mapping Client Experiences for Outstanding Concerns <ul style="list-style-type: none"> ○ Feedback that the addresses listed for Warming Buses were inaccurate from where the buses were parked. ○ Frustration on the lack of staffing and monitoring of buses, including concerns about substance use. ○ Request for DBH and UPO coordination to monitor buses and support clients. ○ Recommendation for outreach, advocates, and volunteers to monitor and staff the buses. <p>Annual Priorities & Calendar</p> <ul style="list-style-type: none"> • Recommendation for final separate YAB meeting to facilitate the transition to a comprehensive advisory group.
<p>Shelter Capacity Workgroup</p> <p>31 January 2024</p>	<p>Family System Reports Single System Reports December Weekly Occupancy Report Annual Priorities, Projects & Calendar</p>		<p>1/31 Shelter Capacity Workgroup</p> <p>Family System Reports- feedback reflects</p> <ul style="list-style-type: none"> • Inconsistency in the data being reported • Recommendations were provided on how to better capture the monthly data so that it is more consistent. • Recommendations were provided to better improve data presentation and analysis. <p>Singles System Report- feedback reflects</p> <ul style="list-style-type: none"> • Concerns were raised about the average number of vacancies, and if they reflect the drop in availability of men's beds during non-alert nights. • CCNV drop-in-center operates on hypothermia nights only, when these beds are off-line, how is this affecting vacancy rates in the reporting? If the average vacancy does not appropriately capture the offline status on non-alert nights, it will artificially inflate bed availability for men. • A question about women being turned away from Harriet Tubman: why are so many women declining transportation, and where are the women going once, they are transported? <p>December Weekly Occupancy Report- feedback reflects</p> <ul style="list-style-type: none"> • There is particular concern about Safe Haven, which is at 53.3% occupancy. <p>Annual Priorities, Projects & Calendar- feedback reflects</p> <ul style="list-style-type: none"> • Focus on identifying the priorities/projects that have the most significant fiscal impact and allow the workgroup to contribute to the Comments to the Mayor's Proposed Budget. • Flag from TCP that due to limited capacity, it will be important to identify the data analysis associated with the priorities/projects and to balance those against the asks to improve monthly reports and visualization of the standard monthly reports.

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<p>Emergency Response and Shelter Operations Committee</p> <p>31 January 2024</p>	<p>Partner Update: HSEM Initiatives on EDI and DAFN</p> <p>Systemwide Check-In Updates</p> <ul style="list-style-type: none"> Hypothermia Updates <p>Discussion on Annual Priorities & Calendar</p>	<p>ERSO_PPT_2024_01_31_MTG.pptx</p> <p>ERSO_NTS_2024_01_31_MTG.docx</p> <p>Meeting Link on Website</p>	<p>01/31 Emergency Response and Shelter Operations Committee</p> <p>Partner Update: HSEMA Initiative on EDI & DAFN- feedback reflects</p> <ul style="list-style-type: none"> Accessibility issues in homeless services. Staff being reluctant to serve persons with mobility challenges. Requests were made for clarity of the parties participating in the lawsuit. Members inquired if recommendations from the lawsuit impact shelter redesign and shelter service operations. <p>Systemwide Check-In- feedback reflects</p> <ul style="list-style-type: none"> Clarity on the process for access to Virginia Williams and OMS. Particularly after hours. Numerous issues of food access, fire drills, and ADA concerns were flagged at Harriet Tubman Women’s Shelter <p>Updates- feedback reflects</p> <p>Hypothermia Updates</p> <ul style="list-style-type: none"> Feedback was provided on warming buses and the lack of safety measures on the buses. Request for DBH presence during deployment of warming bus operations. <p>Discussion on Annual Priorities & Calendar- due to limited time there was no opportunity for feedback.</p>