



# GOVERNMENT OF THE DISTRICT OF COLUMBIA INTERAGENCY COUNCIL ON HOMELESSNESS

## EMERGENCY RESPONSE & SHELTER OPERATIONS (ERSO) COMMITTEE

<b>Meeting Details</b>	<b>Date:</b> May 24, 2023	<b>Time:</b> 1:00 pm-2:30 pm	<b>Location:</b> Webex
------------------------	---------------------------	------------------------------	------------------------

### Meeting Notes

#### I. WELCOME AND AGENDA REVIEW

Synina Pugh (ICH, ERSO Advisor) opened the meeting, welcomed attendees, and started the recording with a reminder about the ICH recording conventions detailed on slide 4.

Synina, then turned the ice-breaker segment over to Special Advisor, Jorge Membreno, to guide the committee through an exercise on mindfulness. Jorge shared an Allostatic Load diagram with the committee, which helps identify stress that takes place throughout the day. Jorge guided the group to recognize changes in the body when stress takes place. Mindfulness is about the connection between the mind and body. Please refer to slide #2.

Questions to ask oneself:

- How do I integrate exercise in my workday?
- Take a 5-minute walk to work.
- Chatting with a friend.
- Play a game on your phone.
- Think about when the spike happens to you / when you need coffee.
- It's the walk to get the coffee that your body needs.

Synina covered housekeeping items. Details are included on slides 5-6:

- Introductions and call for announcements.
- Adopting Notes and Managing Listserv

Synina, asked co-chairs Tony Newman (Deputy FSA Administrator-Individuals, DHS, and Reginal Black (Co-Director, PFFC) to introduce themselves. Ms. Pugh asked co-chair Reginald Black to provide a review of the meeting agenda.

#### II. SYSTEM CHECK-IN

Synina – invited HSEMA to provide an update on the emergency heat plan and adjustments in the plan.

##### A. HSEMA – HYPERTHERMIA UPDATE

Corinne Edds (HSEMA) and Alek Atrulis (preparedness bureau) provided summary of the changes to the Heat Plan. Changes include:

- Updated operating status and hours of operation (libraries, splash parks) for all cooling centers,) – hours of operation have expanded slightly.
- Integrated description of additional resources and services DC can provide (with extended heat emergency) in exigent circumstances.
- Added specific cooling centers/heat resources for youth and young adults (Zoe’s Doors)
- Expanded information about outreach providers and services for people experiencing homelessness.

Updates will be reflected across online resources – <https://heat.dc.gov> and <https://ready.dc.gov/extremeheat>

Comments, questions, and concerns are summarized below. Please refer to slide 10 for reference.

- Questions and concerns on the availability of the heat plan online.
- Questions and concerns on live updates on available cooling sites.
- Questions on the availability of cooling buses.
- Request on obtaining information on guidance on heat and heat dangers.

Appreciation was expressed to HSEMA on the update.

## B. DCHA – PUBLIC HOUSING WAITING LIST

Executive Director, Theresa Silla, led this segment and reminded the group on the DCHA Public Housing Waiting List, can verify if they are on the waiting list by accessing the DCHA’s applicant portal.

Additional concerns that were discussed are the following:

- Concerns if clients received letters from DCHA.
- ICH went back to DHS and TCP to do a data bump and was able to identify individuals who likely were missing from the list.
- Tony Newman of (DHS) stated over 100 potential clients were identified on the waiting list when DCHA previously had it open with plus/minus success.
- There is an effort underway to email [mayleasing@dchousing.org](mailto:mayleasing@dchousing.org) by May 30, 2023. If people are not interested in public housing but want to stay on the list, they can email [updatewaitlist@dchousing.org](mailto:updatewaitlist@dchousing.org)

Comments, questions, and concerns are summarized below. Please refer to slide 13 for reference.

- Questions and concerns on marketing and communication public housing waitlist.
- Questions on dissemination of information to a broader audience outside of the homeless network.

## C. DHS – SHELTER OPENINGS AND CLOSINGS

Tony Newman from DHS provided an update opening and closing of Emery, Blair and Pat Handy. Please refer to slide 15.

- Catholic Charities transferred men to Coalition for the Homeless. The individuals were transferred out of Pat Handy Legacy and moved clients to Emery House which is now officially open.
- Blair men’s shelter is the next location scheduled to close. It is scheduled to come offline in September 2023 to begin renovation work.
- The maximum capacity at Blair is 72. Currently, the location has 70 people. The program focuses on housing clients.

Comments, questions, and concerns are summarized below. Please refer to slide 16 for reference.

- Members voiced concerns about the closing of Blair and the closing of PEP-V locations. Members also noted concerns about not having enough beds in the system.
  - Blair is scheduled to close 72-bed facility. PEPV is scheduled to close with approximately 270 beds, and we have Emery 130 which was initially slated for 100 beds. –
  - Question – with these numbers are you concerned that we would have an occupancy shortfall in the fall?
  - Will non-congregate sites come online during this time frame?
- Requests were made by members to tour the newly renovated Emery shelter.
- There was a suggestion of creating a lookbook for clients and outreach team members, so clients can determine on which sites they want to utilize for overnight sheltering.
- Concerns and complaints were noted regarding the downtown day center.
  - Complaints were made regarding staff, and their treatment of clients.
  - Complaints about lack of language access.
  - There are requests for bilingual staff members and assistance in Mandarin.

### III. DISCUSSION: HYPOTHERMIA CLOSE OUT AND OCME REPORT

#### A. HYPOTHERMIA CLOSE OUT

DHS was unable to present the hypothermia closeout report, as the final numbers have not been submitted from TCP from the hypothermia season.

#### B. DEATHS REALTED TO HYPOTHERMIA/COLD EXPOSURE

Synina Pugh, (ERSO Advisor) presented data on hypothermia deaths for the FY23 hypothermia season. Please review slide 19 for details on the data.

OCME –Data report focused on the following:

- Data was presented from FY17-FY23.
  - Hypothermia deaths as the primary cause of deaths
  - Hypothermia or cold exposure as a contributing cause of death
  - Total deaths associated with hypothermia or cold exposure.
- Per the report, two deaths were related to hypothermia during the FY23 season.
- Both deaths occurred early in the season (November 13 and November 29)

#### Questions Proposed to the Group

- How should we approach messaging to our clients so they can recognize the area is transitioning to colder months?
- How do we engage in outreach so that it is more effective?
- Should we focus on transition earlier?

Comments, questions, and concerns are summarized below. Please refer to slide 20 for reference.

- How do ensure individuals know they have a right to shelter, as we've had lots of people in the past die due to hypothermia, and them not knowing they can access shelters?

- A suggestion was made to provide blankets earlier in the season. Currently, DHS and providers are distributing blankets later in the system.
- Concerns on undercounting of deaths where hypothermia is a contributing factor. Questions-You can drill down to the level of getting vital signs at the hospital. This way we can incorporate syndromic surveillance as a way to track someone with a core body temperature in the hypothermic range.
- A statement was made on being curious if the continued immediate dispositions and encampment evictions that destroy folks' tents/blankets/communities impact these numbers.
- Suggestions to start prepping blanket distribution at the end of the summer/early fall.
- It's noted by advocacy partners that the shelter system has been struggling to get this exact information on deaths related to the cold weather.
  - As a note, the Chief medical examiner states it takes 90 days to process and investigate incidents to determine whether the cold was a factor in someone's death.
  - As a follow-up -FEMS office will start recording vital signs.
- It was noted some providers incorporate emergency round meetings so that providers can watch specific individuals – emergency rounds.

### C. HOMELESS HOTLINE & TRANSPORTATION SERVICES

Synina Pugh (ERSO Advisor) led the discussion on transportation services during the hypothermia season.

Please review slide 21 for details.

Report on transportation services focused on the following:

- Total number of individuals transported.
- Number of disabled/wheelchair clients assisted with transport.
- Number of blankets distributed.
- Number of routes added.
- Peak number of individuals served in one night at a shelter/site.
- Increase in servicing the aging population.

#### UPO / TRANSPORTATION SERVICES

See Slide #21 for the breakdown in numbers of those who were served, and services provided. Total number of people transported was 18,049.

- Dervin Brown – additional sites added to routes. We conducted scheduled transportation to these sites.
- A request to know the date of the peak number of individuals served. Peak number is 1,439.
  - UPO thinks the peak number of individuals served took place in early March.

### D. DEBRIEF

- There were blind spots because shelter conditions and operations WG were on hiatus.

Comments, questions, and concerns are summarized below. Please refer to slides 24-25 for reference.

- It's noted there is confusion around what vans UPO was using, especially when school buses were available.
- Concerning transportation during an alert, how are we addressing transport after scheduled transport times?
- Concern about how messaging is being relayed to dispatch.
  - Need to lay out guidelines/principles to hold UPO to for dispatchers/drivers.

- Question about buses/school buses and hotline vehicles with our logo – there are times with cold weather when we have to use the OSSE school bus support; there could have been confusion there. Would be helpful to have messaging that describes what the UPO buses look like to decrease confusion.
- Request to work on overflow beds plan for the system.
  - When shelters are full but there are still individuals needing and wanting a shelter bed for the night where is a safe place for them to go?
  - We may be missing a group of people who are not getting a bed.
- Request to create a ticket system when calling for transportation.
- How does UPO document that mistreatment is an isolated event?
- In the shelter capacity meeting, are we tracking overflow beds and turning away reports?
  - Are we looking at high rates of people walking away?

#### B. ANNUAL UPDATES AND FY23/34 PRIORITIES

ED Silla – we need ERSO to recognize where data is being analyzed. Legislated mandates – See Slides #27

- Needs assessments – using existing data (trends from 2016 to present)
- Annual Update Components and Timeline
- The data points reflect back to the scopes of work for ICH committees and workgroups

#### IV. PARTNER ANNOUNCEMENTS AND REMINDERS

N/A

#### V. SUMMARY AND ADJOURNMENT

Reginald Black thanked the group and adjourned the meeting.

<b>Next Meeting</b>	<b>Date:</b> June 28, 2023	<b>Time:</b> 1:00PM – 2:30PM	<b>Location:</b> <a href="#">WebEx</a>
---------------------	----------------------------	------------------------------	--

#### Participant List (67 attendees, 32 organizations) - FROM 4/26/23 - UPDATE

Abby Sypek (Everyone Home DC)	Gayan Troussard	Reginald Black (PFFC)
Alec Coutroulis (HSEMA)	Jesse Rabinowitz (Miriam’s Kitchen)	Rico Harris
Amanda Chesney (Catholic Charities)	Jill Carmichael (National CC)	Robert Warren (PFFC)
Andrew Worrell (HSEMA)	Joshua Drumming (Legal Clinic)	Sakina Thompson (DMHHS)
Anna Gray	Kaira Smith (DC Council)	Samantha Nolet (TCP)
Anthony Hill (HSEMA)	Kalifia Thomas (Community of Hope)	Sangita Joshi (N Street Village)
Anthony Newman (DHS)	Kate Coventry (DCFPI)	Sari Frankel (DBH)
Antwan Washington (UPO)	Kelly Andreae (GMC)	Synina Pugh (ICH)
Betty Gentle	Kevin Rodriguez (NWS)	Ted Joseph (DHS)
Blair Copeland (Catholic Charities)	Leslie-Ann Byam	Theresa Silla (ICH)
Brandi G.	Lindsay Curtin (DHS)	Tynesha McManus
Brendan Haley (Everyone Home DC)	Lynn Amano (Friendship Place)	Tyrell
Candyce Coates (TCP)	Marissa Oden	Victoria Alves (SMYAL)
Catherine Crosland (Unity)	Marsheika Gee (TCP)	Wes Heppler (Legal Clinic)
Chelsey Brown	Megan Hewitt	William Kuennen (DHS)
Chris Pitocchelli (Friendship Place)	Michael Ferrell (DCCFH)	2026***86

<p>Cliff Rogers (Covenant House)  Corinne Edds (DCHSEMA)  Daisean Foster (ICH)  Daja J.  Dervin Brown (UPO)  Donna Harris (ICH)  Dr Mayaalla MuQaddim Abdullah Al  Saud (PFFC)  Eileen Rosa (ICH)  Fermanda Huffman</p>	<p>Ms. Naomi (PFFC)  Nadia Malik (Miriam’s Kitchen)  Niklia Smith (PFFC)  Novella  Queenie Featherstone (PFFC)  Quin Grier (DHS)  Rachelle Ellison (PFFC)  Ray  Rebecca Kellett</p>	<p>9102****68</p>
---	---	-------------------