



Interagency Council on Homelessness

ERSO Committee



22 December 2021

Meeting Agenda



I. **Welcome & Call to Order (5 mins)**

- a) Intros & Agenda Review
- b) Call for Partner Announcements/Updates

II. **Discussion & Updates (80 mins)**

a) **Winter Plan & Hypothermia Operations (40 mins)**

- i. Proposed Updates (10 mins)
- ii. Counting Alerts (10 mins)
- iii. Reviewing Hypo Operations (20 mins)

b) **Role of front door in expediting housing & working w/ vulnerable clients (25 mins)**

- i. Immediate strategies (10 mins)
- ii. Longer-term strategy (15 mins)

c) **Shelter Redevelopment Updates (15 mins)**

- i. 801 East: Prioritizing Beds at New Facility (10 mins)
- ii. NYA & Harriet Tubman Redevelopment (5 mins)

III. **Partner Announcements/Updates (5 mins)**

IV. **Summary and Adjournment**

- a) Next Meeting: January 26, 1 – 2:30 PM

Meeting Agenda



- I. Welcome & Call to Order (5 mins)
- II. Discussion & Updates (80 mins)
 - a) Winter Plan & Hypothermia Operations (40 mins)
 - i. **Proposed Updates (10 mins)**
 - ii. Counting Alerts (10 mins)
 - iii. Reviewing Hypo Operations (20 mins)
 - b) Role of front door in expediting housing & working w/ vulnerable clients (25)
 - c) Shelter Redevelopment Updates (15 mins)
- III. Partner Announcements/Updates (5 mins)
- IV. Summary and Adjournment

Winter Plan: Proposed Update



Process:

- ❖ Review proposed update

- ❖ Poll for consensus

If consensus that there are no significant concerns can advance to Exec Committee for formal adoption

- ❖ If no consensus, the official vote slate will decide if updates advance to Exec Committee or not

Official voting slate via email, post-meeting

Winter Plan: Proposed Update



❖ Alerts

- Will be called when the NWS published forecast indicates hypothermic weather conditions
- No changes to the daily consultations between HSEMA, DHS, and NWS at 7 am and at 3 pm
- Likelihood of hypothermia alerts will be established on those calls but if the NWS published forecast updates post-consultation indicate hypothermic weather conditions, an alert will be issued.
- Community can access the information used for calling alerts at <https://www.weather.gov/>, type in “Washington, DC” for the “local forecast by ‘City, State’ or Zip Code”

❖ Notifications

- Email notification at 7 and 3 pm limited to key personnel operating/administering programs.
- Community can access updates on hypothermia alerts on the DHS website.

❖ Other clarifications

- Unscheduled transport, safety checks, and delivery of comfort items do not depend on alert status
- Seasonal Sites are open now, not a Phase 2 strategy
- Langdon and Adam’s Place Day Center serve men

ERSO Voting Slate from 2020



Co-Chairs	Reginald Black (PFFC)
	Bill Kuennen (DHS)
Government Seats	Department of Behavioral Health
	Department of Human Service (filled via co-chair)
	Department of General Services
	Homeland Security & Emergency Management
	Metropolitan Police Department
Collaborative Applicant (TCP)	Charlene Traylor
Community 5 representatives of service provider, advocate, and/or business/philanthropic entities	1) Kate Coventry, DCFPI 2) Amanda Chesney, Catholic Charities 3) Mike Ferrell, Coalition for the Homeless 4) Abby Sypek, CHGM 5) UPO
Constituents w/ lived experience:	Reginald Black (filled via co-chair) Qaadir El-Amin

Meeting Agenda



- I. Welcome & Call to Order (5 mins)
- II. Discussion & Updates (80 mins)
 - a) Winter Plan & Hypothermia Operations (40 mins)
 - i. Proposed Updates (10 mins)
 - ii. **Counting Alerts (10 mins)**
 - iii. Reviewing Hypo Operations (20 mins)
 - b) Role of front door in expediting housing & working w/ vulnerable clients (25)
 - c) Shelter Redevelopment Updates (15 mins)
- III. Partner Announcements/Updates (5 mins)
- IV. Summary and Adjournment

Counting Alerts: Considerations



DHS, HSEMA, ICH, and UPO count alerts differently

What are we counting?

- ❖ Number of alerts issued?
 - If the same weather conditions last several days and the alert status stays on, assuming we want to capture that information and designate each alert night.
- ❖ Number of alert nights only? OR Both alert nights and alert days?
 - What constitutes an alert night or an alert day? Alerts that last the full 12 hours?
 - Some daytime alerts last 2 hours (until 9 or 10 am when the weather warms up)
 - What about multiple alerts during the day? E.g., daytime alert only lasts 2 hours (until 9 am), and then a cold snap creates hypothermic conditions in the afternoon.
- ❖ Combination of alerts issued by alert night and alert days?
- ❖ Other?

Case Scenarios



Case Scenarios	Counting Method	Count
Hypo weather overnight	Alert nights & days	1 alert night
	Alerts issued	1 alert issued
	Combo	1 alert issued over night
	Other?	
Overnight alert extends into early hours of the day	Alert nights & days	2 (1 alert night, 1 alert day)
	Alerts issued	1
	Combo	2 (1 alert night, 1 alert day)
	Other?	
Overnight alert extends into early hours of the day; after alert ends, hypothermic conditions develop later in the day and another alert is issued	Alert nights & days	2 (1 alert night, 1 alert day)
	Alerts issued	2 (1 alert issued overnight, 2 nd alert in the day)
	Combo	3 (1 alert night, 1 alert day w/ 2 alerts issued)
	Other?	
Alert incident that extends over 3 nights and 2 days	Alert nights & days	3 alert nights, 2 alert days
	Alerts issued	1 alert issued that stayed on
	Combo	3 alert nights, 2 alert days
	Other?	
Other scenarios to consider?	Alert nights & days	
	Alerts issued	
	Combo	
	Other?	

Meeting Agenda



- I. Welcome & Call to Order (5 mins)
- II. Discussion & Updates (80 mins)
 - a) Winter Plan & Hypothermia Operations (40 mins)
 - i. Proposed Updates (10 mins)
 - ii. Counting Alerts (10 mins)
 - iii. **Reviewing Hypo Operations (20 mins)**
 - b) Role of front door in expediting housing & working w/ vulnerable clients (25)
 - c) Shelter Redevelopment Updates (15 mins)
- III. Partner Announcements/Updates (5 mins)
- IV. Summary and Adjournment

Reviewing Hypothermia Operations



- ❖ Looking for updates from:
 - Outreach & UPO
 - Day Services Centers
 - Shelters
- ❖ Key areas for updates:
 - Volume of calls/engagements/visits?
 - Supplies/capacity for providing critical services?
 - Gaps/issues identified over the last month?
 - COVID concerns to highlight?

Meeting Agenda







- I. Welcome & Call to Order (5 mins)
- II. Discussion & Updates (80 mins)
 - a) Winter Plan & Hypothermia Operations (40 mins)
 - b) Role of front door in expediting housing & working w/ vulnerable clients (25)**
 - i. Immediate strategies (10 mins)**
 - ii. Longer-term strategy (15 mins)**
 - c) Shelter Redevelopment Updates (15 mins)
- III. Partner Announcements/Updates (5 mins)
- IV. Summary and Adjournment

Operating a Front Door that Expedites Housing Placements



Data pulled for 11/09 Executive Committee Meeting on Nov 8, 2021

Tracking Voucher Timelines (Units: Number of Days)

Voucher Type	PSH Assignment to DCHA App Submission	DCHA App Submission to Approval	DCHA App Approval to Lease-Up	Total Time: Assignment to Lease-Up
FY20 PSH-I	113  4%	75  56%	103  35%	290  28%
FY21 PSH-I	108	33	67	208
FY22 EHV	14	14	39	67
FY22 PSH-I	N/A	N/A	N/A	N/A
FY22 EHV/PSH Avg	14	14	39	67



❖ **CAHP Prioritizing Extreme Medical Vulnerability & Chronic Homelessness:**

- Ensuring medically vulnerable are referred to CAHP & PEPV
- Key question: do all outreach teams, day centers, & shelters have CAHP liaisons? Confirming that teams are participating.

❖ **Housing Process Challenges/Recommendations:**

- Developed by Outreach, Veterans & Shelter Conditions WGs
- Concrete recommendations for supporting front door and for training to document faster/better
- Forwarding to Strategic Planning for follow up!

Longer-Term Strategy: Streamlining Intake



- ❖ Comprehensive vision for streamlining entry into the system to facilitate connections to prevention, diversion, & rapid exit.
 - Will allow us to more easily identify individuals who may benefit from prevention assistance.
 - Will allow better matching to the specialized shelter beds being planned at new shelters, which will then facilitate quicker connections to available housing and supports (and less time spent looking for people).
 - Improving/expediting connections to resources should translate to reductions in average Length of Time Homeless (a key federal system performance measure).
- ❖ Two primary components:
 - A redesign of Project Reconnect, to include more Rapid Exit specialists embedded in shelters & across the system; and
 - A reimagined Shelter Hotline, to support screening, triage, and expedited connection to resources.

Shelter Hotline Recompete



- ❖ Current grant was a four-year grant
 - Originally set to expire in Sept 2021.
 - DHS extended the grant for one year to allow for improved planning & alignment with other system changes underway.
- ❖ RFA anticipated in early 2022,
 - Likely timeline: proposals due spring; provider selection/grant execution summer.
- ❖ DHS anticipates the grant will continue to include two components:
 - 1) Call center/hotline management, and
 - 2) Transportation (including safety checks, delivery of comfort/safety items, etc.)
- ❖ DHS understands any significant changes to the hotline will need to be accompanied by a comms strategy
 - To ensure providers and consumers understand changes that are coming.
 - We will use this committee to gather feedback on comms next summer.

Shelter Hotline Recompete



- ❖ What is currently working well and needs to remain central to the RFA?
- ❖ What changes or enhancements are needed?
- ❖ What are the most important things you want DHS to keep in mind as this project moves forward?

Meeting Agenda



- I. Welcome & Call to Order (5 mins)
- II. Discussion & Updates (80 mins)
 - a) Winter Plan & Hypothermia Operations (40 mins)
 - b) Role of front door in expediting housing & working w/ vulnerable clients (25)
 - c) Shelter Redevelopment Updates (15 mins)
 - i. **801 East: Prioritizing Beds at New Facility (10 mins)**
 - ii. NYA & Harriet Tubman Redevelopment (5 mins)
- III. Partner Announcements/Updates (5 mins)
- IV. Summary and Adjournment

801 East: Prioritizing Beds at New Facility



Reminder: New facility includes 3 shelter wings + medical respite

Low-Barrier Shelter	192 beds
Work Beds (employed/in training/employment track)	96 beds
Seniors and Medically Frail	44 beds
Medical Respite	24 beds

Low-Barrier Shelter

- ❖ Immediately: Prioritizing clients from existing 801 E site
- ❖ Medium to longer-term: First come, first serve? Or other process?

Specialized (Temporary Shelter) Beds

- ❖ Includes work beds and senior/medically frail beds.
- ❖ Clients in these dorms will have 24-hour access and the ability to stay in the same bed until they exit to housing.
- ❖ Accepting a placement in specialized beds brings expectation that client will work with case manager on exit planning to facilitate greater flow through beds.
- ❖ Thoughts on how to prioritize access?

Medical Respite

- ❖ Considered a health care service (vs shelter).
- ❖ Prioritization, length of stay, etc. determined by the medical provider.

Meeting Agenda



- I. Welcome & Call to Order (5 mins)
- II. Discussion & Updates (80 mins)
 - a) Winter Plan & Hypothermia Operations (40 mins)
 - b) Role of front door in expediting housing & working w/ vulnerable clients (25)
 - c) **Shelter Redevelopment Updates (15 mins)**
 - i. 801 East: Transition to the New Site (10 mins)
 - ii. **NYA & Harriet Tubman Redevelopment (5 mins)**
- III. Partner Announcements/Updates (5 mins)
- IV. Summary and Adjournment

ICH ERSO Committee Meeting

801 East Replacement Shelter – Building complete late January 2022

Harriet Tubman Replacement – Search for new site is on-going. No new site selected

NYA Replacement – Design Services solicitation is underway. Target completion for final design documents- Spring 2023



