



Interagency Council on Homelessness
Emergency Response & Shelter Operations
(ERSO) Committee



25 May 2022

Meeting Agenda



- I. **Welcome & Agenda Review (10 mins)**
- II. **Hypothermia Debrief/Close-Out (30 mins)**
 - a) **OCME Report Out on Deaths Related to Hypothermia and Cold Exposure (10 mins)**
 - b) **Final List of Feedback Received To-date re FY22 Hypothermia Operations (20 mins)**
- III. **Hyperthermia Season (20 mins)**
 - a) **Reviewing Hyperthermia Operations (5/20 & 5/21 Heat Emergencies) (10 mins)**
 - b) **Heat Plan Follow Up (10 mins)**
- IV. **Updates (25 mins)**
 - a) **DMHHS updates re Thomas Circle Shooting (10 mins)**
 - b) **DHS Follow Up re PEPV (10 mins)**
 - c) **DHS/TCP Updates re Re-opening LBS to external CMs and service providers (5 mins)**
- V. **Announcements and Reminders (as needed)**
- VI. **Summary and Adjournment (5 mins)**
 - a) **Shelter (Re)Design: June 14, 2022, 1:30 – 3 PM (leveraging canceled Exec Committee Mtg)**
 - b) **ERSO: June 22, 2022, 1:30 – 3 PM**

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Death Related to Hypothermia/Cold Exposure



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	2* (previously reported as 4)	0* (previously reported as 3)	2* (previously reported as 7)
Winter FY22	3	0	3

*Note: OCME Analyst identified that we incorrectly reported ALL deaths related to hypothermia for Winter FY21, not just those specific to individuals experiencing homelessness. We have updated the table accordingly.

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Summary of Feedback Received To-Date



Issue	Notes	Status
Process of calling hypothermia alerts	Winter Plan updated to address concerns. Updates will carry over to FY23 Plan.	Addressed
Interrupted Shelter Hotline Operations	<p>1) Need back-up identified for when roads are impassable</p> <ul style="list-style-type: none"> Clarification that OSSE serves as a back-up, augmenting UPO services. But with active weather events it's likely unsafe for all vehicles; which creates hazards/risks for both the driver and unsheltered individuals. Need to emphasize in outreach and advance notice procedures! Forecast changes make advance notice difficult. We might have some awareness that something is coming but the severity was not known. Also, unsheltered individuals might not take advance notice seriously until it starts snowing. Potential Recommendation: extreme weather fleet of vehicles that can operate during inclement weather. 	Outstanding
	<p>2) Need real-time intel on calls coming in that need to be routed from the shelter hotline to outreach teams and emergency services (MPD and FEMS) for when roads are impassable, and OSSE is down or unavailable.</p>	Outstanding
(note: also related to Gaps in Hypo Sites)	<p>3) Need for more accessible Hypo Sites throughout the City. Reduction in number of rec centers leveraged seriously constrains the ability of unsheltered individuals to walk-up to hypo site during inclement weather.</p>	Outstanding
Gaps in Outreach Operations	<p>No weekend shifts puts undue burden on the limited DHS and DBH outreach teams to engage unsheltered across the District when unexpected inclement weather occurred late in the day, overnight and/or on weekends.</p> <p>Clarification: we do have late night engagements (until 11 pm) to the extent that it's safe.</p> <p>Note that issues related to impassable conditions impact outreach teams and their capability to engage and take on safety checks.</p>	Outstanding

Summary of Feedback Received To-Date



Issue	Notes	Status
<p>Gaps in daytime shelter operations during Winter Storms, especially over the weekends</p>	<p>Feedback especially pertinent to rec centers leveraged as Hypo sites.</p> <p>Potential solutions recommended: establishing parameters for keeping non-DHS owned hypothermia sites open during the day when there is inclement weather and communicating this standard community-wide so that community knows in advance the parameters for canceling other activities scheduled (e.g. basketball tournaments).</p>	<p>Outstanding</p>
<p>Gap in CAHP Liaisons &/or Housing Focused Navigators at Hypo Sites</p>	<p>Significant limitation that hampered our ability to fully leverage FY22 PSH resources available and intake into PEPV or Bridge Housing by identifying and triaging most vulnerable clients from rec centers to these resources.</p> <p>Created significant issues for youth system as well. Need time to build rapport and engage with youth accessing adult shelters</p>	<p>Outstanding</p>

Summary of Feedback Received To-Date



Issue	Notes	Status
<p>Gap in Hypo Sites NEW: flagged by Youth Outreach WG!</p>	<p>Significant number of youth 1) rely solely on adult system and also 2) switch from youth system to adult system for a variety of reasons.</p> <p>Potential solutions recommended:</p> <ol style="list-style-type: none">1) Need at least 1 dedicated hypo site for Youth. Current demand (150 youth used the adult system only) likely supports 2 dedicated sites with flexibility for accommodating accompanying friend/family network who may be over 24. Note that Greenwood listed by youth providers as a location they relied upon previously.2) Gender-neutral sites are especially youth important for households (mothers and sons, sisters and brothers, include young couples that are pregnant)3) Routes to serve Youth specific sites, especially if there are hypo sites designated	<p>Outstanding</p>
<p>Old resource flyers in circulation causing confusion NEW: flagged by Youth Outreach WG!</p>	<p>Potential Solns recommended:</p> <ol style="list-style-type: none">1) Create distinctive annual materials. Maybe reuse the same images but change the colors used.2) Outreach to libraries, drop-in centers, and outreach teams to ensure they have the latest resources on hand.	<p>Outstanding</p>

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Reviewing Hyperthermia Operations



Feedback on 5/20 & 5/21 Heat Emergencies

- ❖ What worked well?
- ❖ What was challenging?
- ❖ Brainstorming Recommendations/Solutions

FDBK:

- ❖ locations that are available might not be clear to unsheltered clients
- ❖ Appreciate UPO services: delivery of water and food
- ❖ Are there designated spots where folks can access cool water and food?
- ❖ Did heat alert activate the Heat Plan?
 - On Sunday encountered ppl who didn't know where to go and there was uncertainty about whether the HSEMA website would have info immediately available on the cooling locations!
 - Make sure that the website link is highlighted in the emails that go out!
 - Double check that the Hope One Source app is being leveraged and, if so, ensure the link to the cooling sites is also shared through that app.

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Heat Plan Follow Up



- ❖ **Reminder:** We reviewed the FY21 Heat Plan and identified the following gaps:
 - **Sundays** –not a lot of options listed in FY21 plan
 - **After 5 pm**, especially downtown –DDSC closes at 3 pm
 - **Highlighting Metro options (busses and trains)** –if confirmed available for free during heat emergencies or
 - **Expanding on-demand transportation** options to all cooling sites, not just LBS – given that LBS is at capacity
- ❖ HSEMA has identified that DCPL is now open and operating on Sundays and specific facilities are also open after 5 so updated tables in the Heat Plan will reflect these changes
- ❖ HSEMA is also following up with Metro to clarify their posture during heat emergencies so we can outreach as appropriate
 - **FDBK: concern about Metro. 1 perspective:** Metro officers are dealing with a lot of individuals experiencing homelessness and youth. Recommend that it be a last resort. May not be appropriate to promote it as a designated location to cool off.

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Thinking through communication strategies

- ❖ **DHS update:** quickly developed fliers to flag occurrence and distributed to outreach teams to share with unsheltered clients.
- ❖ **FDBK from Participants w/ Lived Experience:** important opportunity for Peer-to-Peer Communications
 - Developing talking points
 - ✓ To encourage unsheltered clients to come inside and into shelters
 - ✓ To highlight improvements in shelter
 - Proposing a rapid-response outreach teams that can be mobilized during emergency situations (both inclement weather and incidences of violence/emergency)

Questions/Feedback from the Community



- ❖ To support an informed conversation, request for DMHHS report from the last 48 months (4 years) on
 - Inquiries at specific sites before an encampment related action was taken
 - Form completed prior to action at each sites
 - Sites served
- ❖ 48 months to ensure we can compare pre and post COVID years

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Pandemic Response: Using Proactive and Reactive Approaches to Protect Persons Experiencing Homelessness

PROACTIVE

REACTIVE

Isolation & Quarantine (ISAQ)

For persons with **positive COVID-19 diagnosis**, in extended close contact with a positive case or arriving to DC from an area with high COVID-19 prevalence--- who can't safely isolate in a private residence

- Single occupancy
- Daily medical wellness checks
- Clients stay ~10-14 days

All Sites

- Onsite medical & behavioral services
- 3 meals/day & snacks

Pandemic Emergency Program for Medically Vulnerable Individuals (PEP-V)

For persons experiencing homelessness thought to be a **greatest risk of severe health complications, or death**, from COVID-19

- Double occupancy
- Housing case management
- Clients stay ~ 160 days

PEP-V Capacity

(as of 5/25/2022)

Census: 581 people

Beds Remaining: 83



PEP-V 1: Arboretum

Opened: Mar 2020

**Total Beds for Client
Occupancy:**

187

Beds Remaining:

28

Census:

159 people



PEP-V 2: Fairfield

Opened: Oct 2020

**Total Beds for Client
Occupancy:**

184

Beds Remaining:

15

Census:

169 people



PEP-V 3: Capitol Skyline

Opened: April 2021

**Total Beds for Client
Occupancy:**

294

Beds Remaining:

40

Census:

253 people

Closure of Holiday Inn PEP-V Site

- PEP-V site at the Holiday Inn Hotel closed on May 6th
- All persons residing at PEP-V site unable to lease-up before May 6th were welcomed to one of 3 remaining PEP-V sites
- Clients received notice of the Holiday Inn closure on April 11th
- To support continuity of services, onsite housing CMs, Unity, MBI and DHS program staff (i.e. PSH, RR) received notice of the new PEP-V site that each Holiday Inn client would be assigned to

Upcoming

- Can PEP-V be factored into the FY23 Hypothermia Plan?
 - FDBK: we should consider and develop a Winter Plan with 2 scenarios: 1 w/ PEPV and 1 w/out PEPV
 - FDBK: struggle with the practicality of alternative solutions if we are using PEPV into the hypothermia season. Can we start thinking about and identifying alternative funding sources for PEPV, especially if we are using it at the start of the Winter
 - FDBK: there is community-wide support for continued funding for PEPV programming (medical protections) in a Non-congregate shelter, especially if PEPV is funded into some portion of the winter.
- What is the strategy to support older and most vulnerable persons experiencing homelessness that can't access PEP-V?
 - FDBK: prioritizing getting seniors out of shelter
 - FDBK: there is community-wide support for continued funding for PEPV programming, especially in a non-congregate shelter, and especially for senior citizens.

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