

# Ice-breaker on Establishing a CMT Brand



**Purpose:** get your feedback while we gather and settle in. Orient new members to system-level planning and coordination. Recognize that we do our work takes place in committees and workgroups with roles, responsibilities, and a reporting structure.

**Background/Context:** The ERSO Committee is responsible for the following activities:

- ❖ **Develop a Winter Plan to ensure adequate shelter availability and coordination of services.**
- ❖ Provide input into, and monitoring of, the **Heat Emergency Plan** (HSEMA responsible for developing).
- ❖ **Monitor, troubleshoot, and coordinate** on issues related to:
  - shelter capacity,
  - shelter conditions and facility issues,
  - transportation services,
  - encampments and unsheltered homelessness, and
  - shelter and daytime services, programming and case management.
- ❖ **Coordinate response to unanticipated problems/emergencies.**
- ❖ Serve as the formal link to any special efforts on **shelter transformation** (e.g., 801 East, Harriet Tubman).
- ❖ Identify strategies to **increase communication with consumers** in shelter and on streets.
- ❖ **Coordinate outreach services** across the community;
- ❖ **Identify ways to improve service connectivity to MH and SUD services.**

# ERSO Committee Icon/Brand Sketches

CMT Brand goes here





***Interagency Council on Homelessness***  
***ERSO Committee***



***01 March 2023***



**Convention for Recording ICH Committee Meetings:**

- ❖ Recording for purposes of complying with the open meeting act requirements
- ❖ Available for anyone who requests a copy at [ich.info@dc.gov](mailto:ich.info@dc.gov).

# Agenda Review



- I. **Welcome & Agenda Review (5 mins)**
  - a) Intros & Call for Announcements
  - b) Adopting Prior Meeting Notes & Managing the Listserv
- II. **Hypothermia Check-In (30 mins)**
  - a) February Alerts & Operational Shifts (15 mins)
  - b) Transition Plan for Overflow Sites & PEPV (15 mins)
- III. **Discussion Items (30 mins)**
  - a) OMS (15 mins)
  - b) NYA Redevelopment (15 mins)
- IV. **Updates (15 mins)**
  - a) Respite Beds
  - b) Follow Up on Encampment Concerns
- V. **Announcements & Reminders (as needed)**
- VI. **Summary & Adjournment (5 mins)**
  - a) Next Meeting: 03/29 from 1 – 2:30 pm

# Agenda Review



- I. **Welcome & Agenda Review (5 mins)**
  - a) Intros & Call for Announcements
  - b) Adopting Prior Meeting Notes & Managing the Listserv
- II. Hypothermia Check-In (30 mins)
- III. Discussion Items (30 mins)
- IV. Updates (15 mins)
- V. Announcements & Reminders (as needed)
- VI. Summary & Adjournment (5 mins)

# Intro & Call for Announcements



## ❖ Intros:

- Chat intros for attendees: name, pronouns, org, title/role
- Quick round of hellos from Co-Chairs and ICH staff with formal roles leading or supporting meeting

## ❖ Call for Partner Announcements/Reminders:

- Please “chat” any significant partner announcements, especially those changes/updates that impact the system
- We will make time on the agenda, as appropriate, or include in the notes

# Adopting Notes & Managing the Listserv



## ❖ Adopting Prior Meeting Notes:

- Automatically adopted unless meeting attendees flag issues
- Generally, ICH team sends out meeting notes within a week
- Please review as soon as possible and flag any errors/issues
- If we don't hear back within a week, assuming good to adopt

## ❖ Managing the Listserv:

- Meeting materials are only distributed to listserv members
- If you are not on the listserv, you will not receive materials
- To join the listserv, email [ich.info@dc.gov](mailto:ich.info@dc.gov)



# Agenda Review



- I. Welcome & Agenda Review (5 mins)
- II. Hypothermia Check-In (30 mins)
  - a) **February Alerts & Operational Shifts (15 mins)**
  - b) **Transition Plan for Overflow Sites & PEPV (15 mins)**
- III. Discussion Items (30 mins)
- IV. Updates (15 mins)
- V. Announcements & Reminders (as needed)
- VI. Summary & Adjournment (5 mins)

# Alert Totals as of 2/24/23

	Nov 22	Dec 22	Jan 23	Feb 23 (as of 2/24)
<b>Alerts Activated at 7 pm</b>	13	19	20	9
<b>Alerts Deactivated after 7am</b>	5	17	12	7
<b>Cold Weather Emergencies</b>	0	5	0	2

- March Forecast: expect cold weather mid-March
  - Not expected to be extreme,
  - Expect 1 or 2 cold weather alerts
  - Otherwise, expect to see some hypothermia alerts as well

# Operational Shifts & Outcomes



- ❖ 3 major shifts during 02/04 Cold Alert\*
  1. Warming Buses at 4 locations
  2. Expanded Day Center & Overflow Site Hours
  3. Expanded Transportation Services
  
- ❖ Preliminary Outcomes on Next Slides

\*Note: Cold snap expected to last through Sunday so services were expanded from Friday – Sunday

# Preliminary Data for Warming Buses



- Census for Warming Buses:

Location	Census (Head Count)	Notes
Quarrel Street	0	Hardly utilized; perhaps location was not appropriate Was placed by apt complex & homes so very residential
Eastern Market	6	Utilized sparingly; Parked in front of Metro center
Minnesota Ave	7	Utilized sparingly Parked near the bus stop where patrons are picked up
McPherson Market	16	Utilized extensively

- Discussion Questions:

- Do we need to deliver packaged meals/water to ensure clients have food/water?
- Do we need porta potties because there are limited restrooms in the vicinity?
- Do we need security or program staff to support clients and help manage utilization?

# Feedback on Warming Buses



- ❖ **Feedback from the community:**
  - How are the operations of the bus monitored?
  - Who is in charge?
  - No staff was consistently present or stationed on the bus.
  
- ❖ **Complaints:**
  - To ensure clients are not taking up all the seats or smoking on busses or how much staff can clients take onto the bus.
  - Issues with sanitation and people urinating in/around the bus.
  - Trash. Overnight monitoring is important. S
  - Some clients reported that other clients would not let them use the bus.
  
- ❖ **DHS feedback:**
  - Quin monitored from 3 am to 5 am. Did experience some unfavorable behavior but messaged what was appropriate. Also took trash bags.
  - Transit was also monitoring when the bus was refueling and provide a count.
  - Also, MPD squad cars were parked across the street from the buses.
  
- ❖ **Strategies for security: stationed vs roving?**
  - Multiple perspective. Quin (DHS) recommends security in rounds.
  - RS recommends someone stationed on the bus so the security can monitor activity.

# Feedback on Warming Buses Continued



- ❖ Will buses be available after hypothermia season?
  - Potentially. Working w/ WMATA and HSEMA to secure support as appropriate



# Preliminary Data for Expanded Day Services & Transport

## ❖ Expanded Day Center Services:

Location	Census (Head Count)
801	22 ppl (9 – 12 noon & 12 – 3 pm) 31 ppl (3 – 6 pm)
Downtown Day Services Center	30 ppl (10 am) 94 ppl (11 am) <b>210 ppl (5 pm)</b>

## ❖ Expanded Transportation Services:

- 200 calls reported over 1 shift Fri (02/03) night

## ❖ Feedback:

- it seems like, at least for a period of time, OSSE was supporting UPO. Meaning school buses were utilized during Cold Weather Emergencies. Causes some of our clients to not know they were shelter vans. just a plug for better communication to providers and clients about shifts, even if they may seem minor.
- OSSE support is rendered from 7 pm to 12 am. We have alerted callers that they should be looking out for yellow school buses and not the traditional white Shelter Hotline buses.

# Operation Shift



- ❖ Rained all day on a Sunday
- ❖ One perspective:
  - Since we have 24/7 shelter it might be okay
  - But if 24/7 shelter goes away we need to be concerned about this
  - Can we think about interventions if it rains for more than 2 hours (an 80% chance of precipitation), especially on a Sunday?



# Agenda Review



- I. Welcome & Agenda Review (5 mins)
- II. Hypothermia Check-In (30 mins)
  - a) February Alerts & Operational Shifts (15 mins)
  - b) Transition Plan for Overflow Sites & PEPV (15 mins)**
- III. Discussion Items (30 mins)
- IV. Updates (15 mins)
- V. Announcements & Reminders (as needed)
- VI. Summary & Adjournment (5 mins)

# 2022-2023 Hypothermia Season Close Out Plan

- DHS intends to leverage a strategic process in how locations being used for Hypothermia Sheltering or Temporary Emergency Overflow Shelter space will demobilize.
- Sites will close on a rolling basis (table noted on a later slide)
- TCP sent communication emails to all transitional housing programs on January 31<sup>st</sup> alerting them of the hypothermia season wind down and to flag vacancies within their programs
- On February 21<sup>st</sup> and ongoing, House of Ruth (Madison House) started engaging women at Sherwood Recreation Center and Adams Place Day Center of the intake process and programs they have to offer
- The week of February 27<sup>th</sup> DHS started conducting exit interviews with the men at the hypothermia sites and will continue to do so until the end of the season
- DHS and TCP are monitoring the occupancy report to identify vacancies in the system and transfer consumers accordingly, with emphasis on:
  - work beds
  - senior-frail
  - transitional/bridge housing
- Additional beds have been added to some of the low barrier shelters to create space within the system:
  - Adams Place Men's Shelter 130 →155
  - Patricia Handy Legacy 130 →155
  - Harriet Tubman 140 →155 ← **Feedback that HT is already at 165**

# Sites Closing, including Closure Date & Impact on Beds

Location	# Of Beds and Population	Closure date
Salvation Army	40 beds for Men	March 31 <sup>st</sup> 2023
Church of Epiphany	30 beds for Men	March 31 <sup>st</sup> 2023
<b>Subtotal</b>	<b>70 beds for Men</b>	<b>End of March</b>
Trinidad	60 beds for Men	On or before April 14 <sup>th</sup>
Adams Place Day Center	40 beds for Women	On or before April 14 <sup>th</sup>
801 East Day Center	40 beds for Men	On or before April 14 <sup>th</sup>
Sherwood	60 beds for Women	On or before April 14 <sup>th</sup>
CCNV	67 beds for Men	On or before April 14 <sup>th</sup>
CCNV	24 beds for Women	On or before April 14 <sup>th</sup>
Patricia Handy Legacy	155 beds for Men	April 2023
Blair	72 beds for Men	April 2023
<b>Subtotal</b>	<b>394 beds for Men 124 beds for Women</b>	<b>End of April</b>

# Feedback Re Renovation Related Closures



- ❖ Pat Handy Closure: a firm date would be helpful
  - Need to do personal planning for clients (~130)
  - Need to transition staff (~45)
  - TCP scheduling meeting to take place next week
  
- ❖ Same questions for Blair but the meeting has been scheduled for next Tuesday 3/07

# PEPV Updates



- ❖ DHS is demobilizing PEPV & ISAQ
- ❖ Process is intentional and phased out, informed by stakeholders
  - Ppl residing at the sites & working at the sites,
  - Health stakeholders,
  - Broader community (aka ICH)
- ❖ Goal:
  - every client (~450) has a CM that is supporting them
  - exit w/ resource via homeless services (Project Reconnect, RRH, TAH or PSH) or health care (ALF, Nursing Homes, CRFs, etc)
- ❖ Site by site approach: order of site closures is forthcoming
  - Integrating services is very helpful so continue to do that
  - Supporting housing navigation with transportation resources
  - Staff at PEPV trained on completing the Housing Application/Intake process
- ❖ Lessons learned:
  - thinking through integration of services across the broader continuum.
  - Looking to purchase non-congregate apartment buildings (solicitation: 140 beds)

# Agenda Review



- I. Welcome & Agenda Review (5 mins)
- II. Hypothermia Check-In (30 mins)
- III. Discussion Items (30 mins)
  - a) **OMS (15 mins)**
  - b) **NYA Redevelopment (15 mins)**
- IV. Updates (15 mins)
- V. Announcements & Reminders (as needed)
- VI. Summary & Adjournment (5 mins)

# OMS Updates



- ❖ Program manager was hired for OMS
  - 4 weeks on the job; experienced in this area
  - 1<sup>st</sup> person hired internally; dozens of consultants are also supporting, including Catholic Charities who is providing CM services
  
- ❖ Services:
  - 284 families served across 3 hotels
  - Monthly town halls
  
- ❖ Welcome Center:
  - Contract negotiations underway but working with churches
  - Shelter Hotline & central email ([Migrant.services@dc.gov](mailto:Migrant.services@dc.gov))
  
- ❖ Pathway to Housing/Resettlement Plan:
  - Design phase
  - Expect to issue a solicitation around that
  
- ❖ Tracking Flow:
  - Individuals, not available
  - Families, no low barrier shelters so accommodating at hotels

# Agenda Review



- I. Welcome & Agenda Review (5 mins)
- II. Hypothermia Check-In (30 mins)
- III. Discussion Items (30 mins)
  - a) OMS (15 mins)
  - b) NYA Redevelopment (15 mins)**
- IV. Updates (15 mins)
- V. Announcements & Reminders (as needed)
- VI. Summary & Adjournment (5 mins)



# New York Ave Shelter Design Recommendations

Tuesday, February 14, 1:30

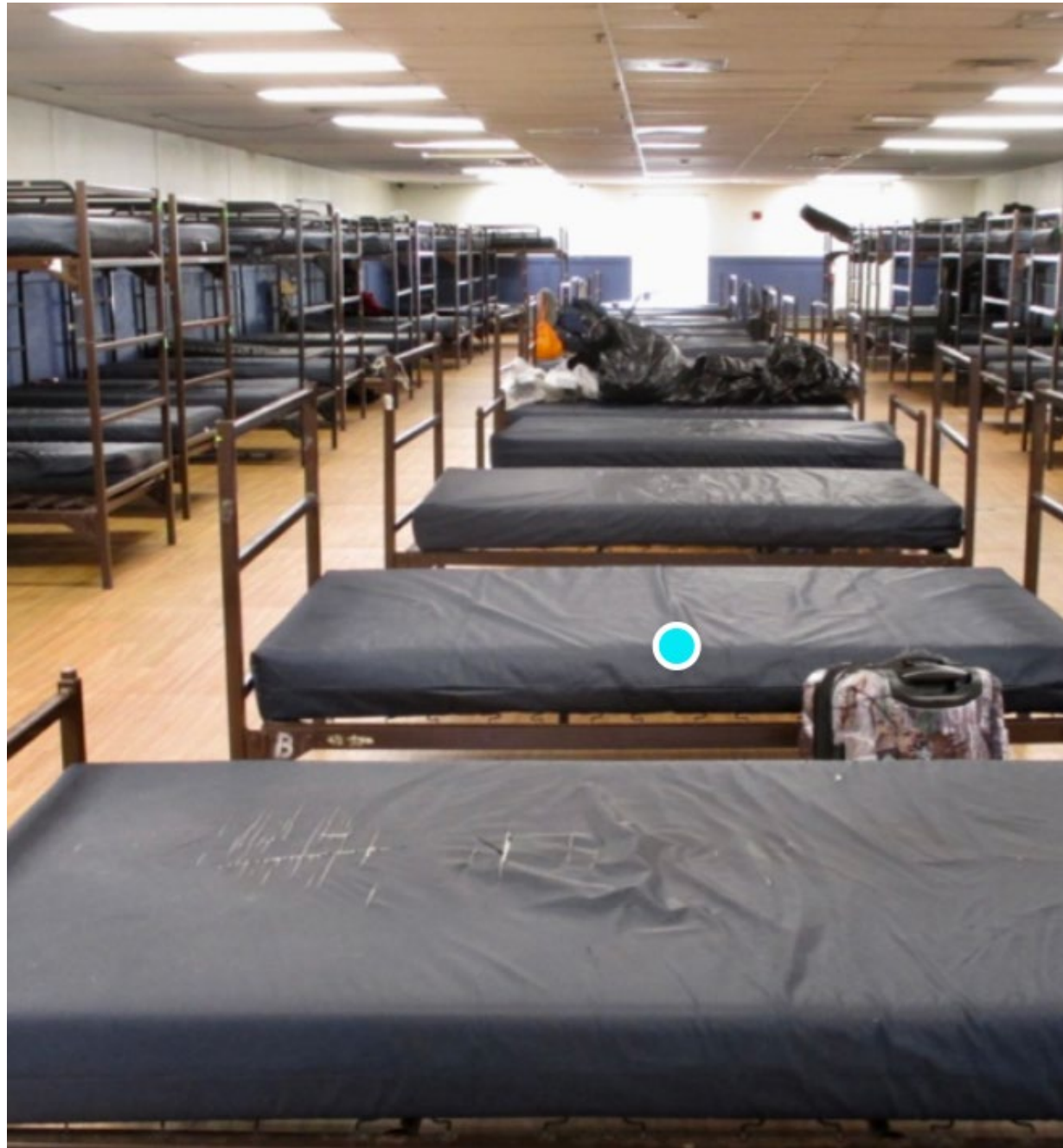
# Where We Are in The Design Process

Task	Status
Pre-Engagement Sessions	COMPLETE (11/29 & 11/30)
Town Hall Session at New York Ave	COMPLETE (12/6/22)
Town Hall Session at 801 East	COMPLETE (12/7/22)
Update ERSO	COMPLETE (1/4/22)
Develop Recommendations	12/6/22 – 1/26/23
Architect develops initial design	2/6/23 – 3/6/23
Architect presents to Capital Team	2 <sup>nd</sup> week of March
Architect presents to ERSO	March 29

# Factors Guiding the Recommendations

# Trauma-Informed Design



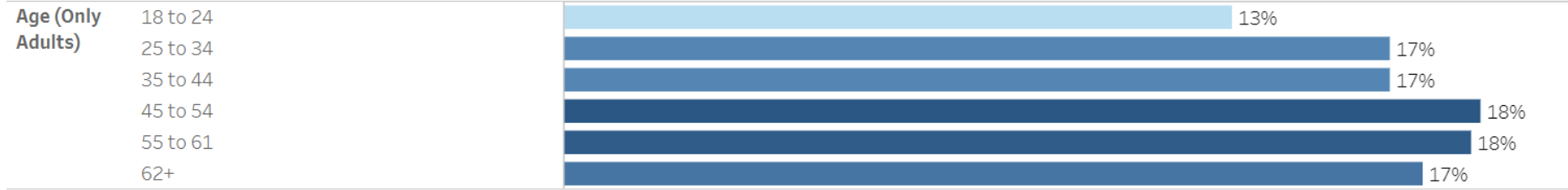


# Lessons Learned from 801 East

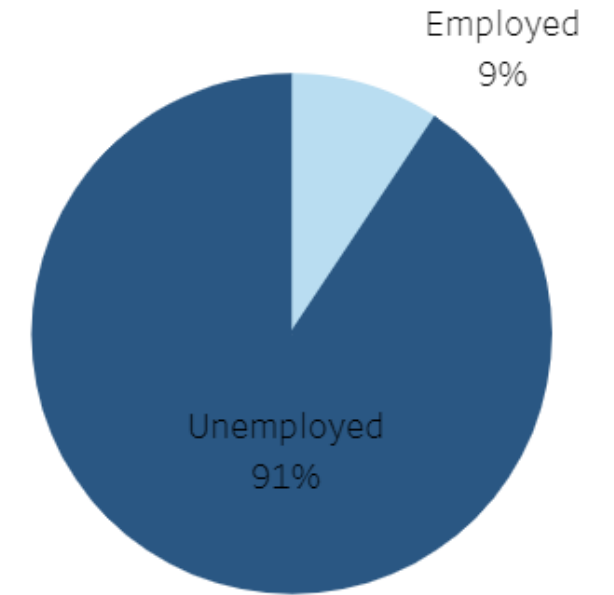


# PIT Data

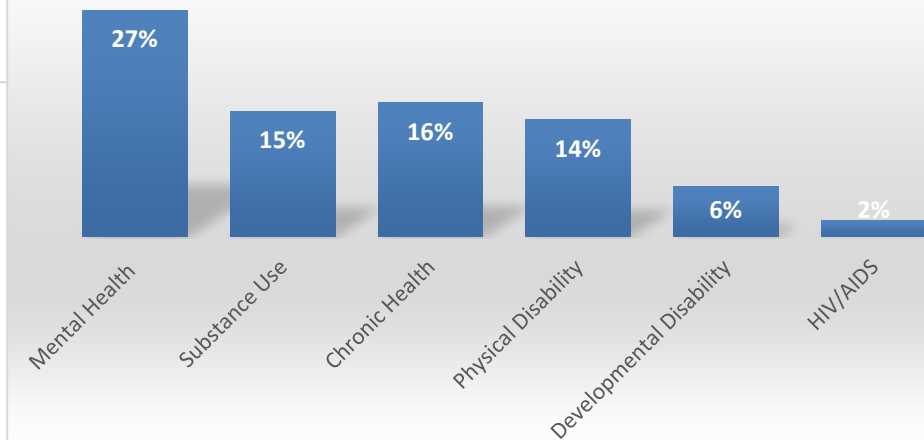
## Demographics of Total Population



## Employment, Adults



## Types of Disabling Conditions, Adults

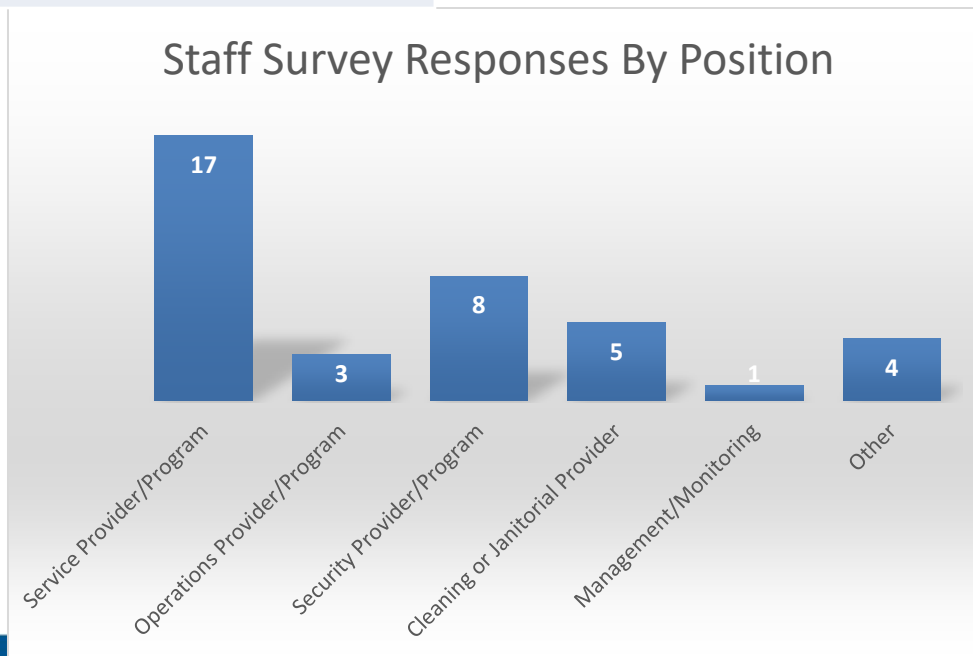


# Shelter Staff & DHS Feedback

## Written Staff Surveys

## Shelter Design Feedback Sessions

Shelter	Staff Responses
New York Ave	27
801 East	12



Private small focus groups for shelter staff during feedback sessions at 801 East and NYA

Feedback from Community Connections on 801 East Facility

Analysis from Unity on the Number of Medical Respite Beds Needed

DHS shelter design work group & surveys

# Resident Feedback

## Written Resident Surveys

Shelter	Responses	Percent
801 East --Subtotal	37	37%
801 East - English	34	34%
801 East - Spanish	3	3%
NY Ave --Subtotal	63	63%
NY Ave - English	45	45%
NY Ave - Spanish	18	18%
<b>Total</b>	<b>100</b>	<b>100%</b>

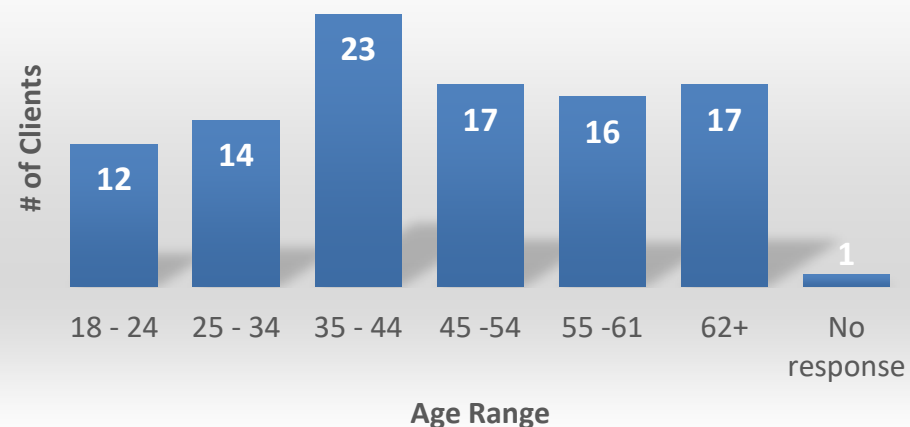
## Shelter Design Feedback Sessions



Over 100 participants  
(49 @801 and 68 @  
NYA  
Small group  
discussions on focused  
topics



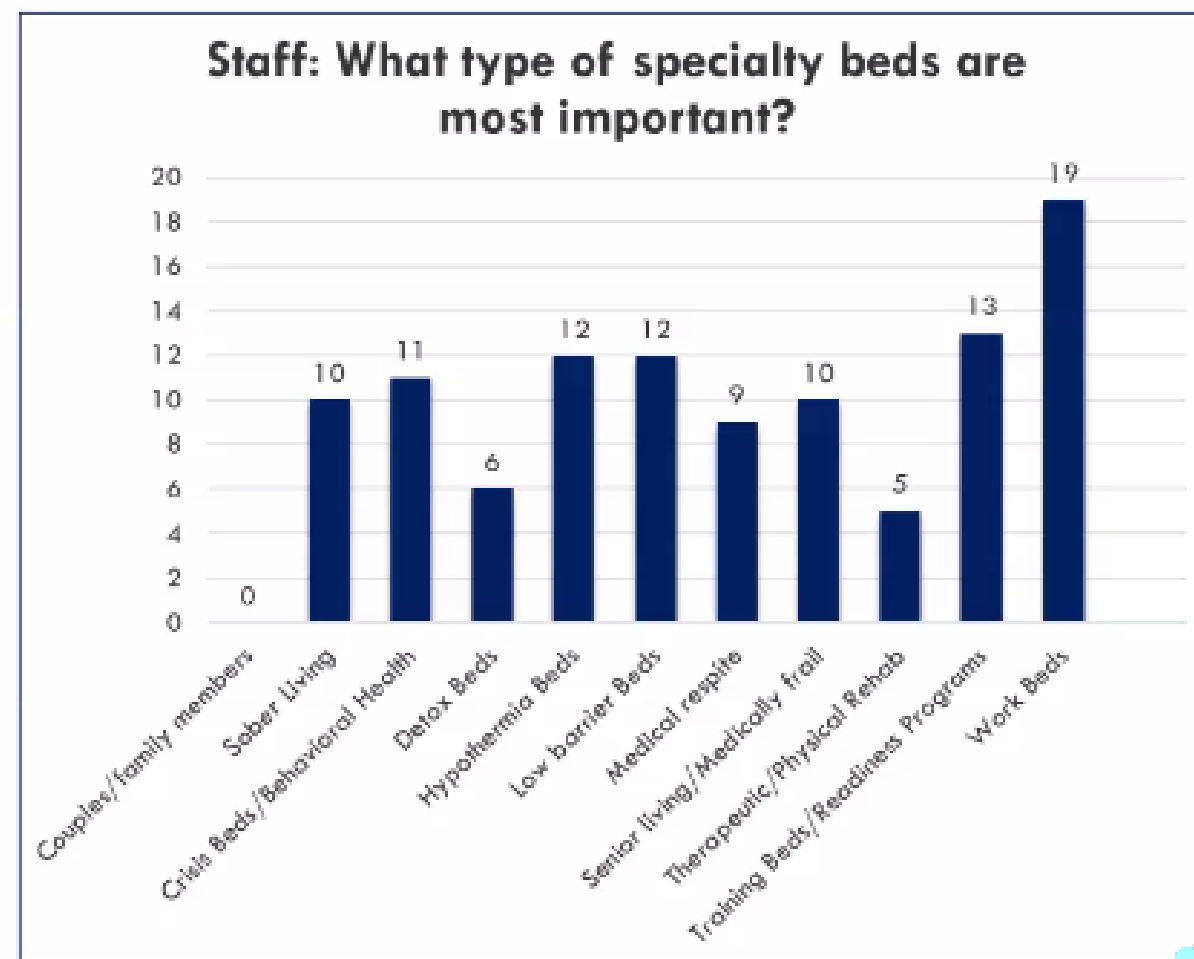
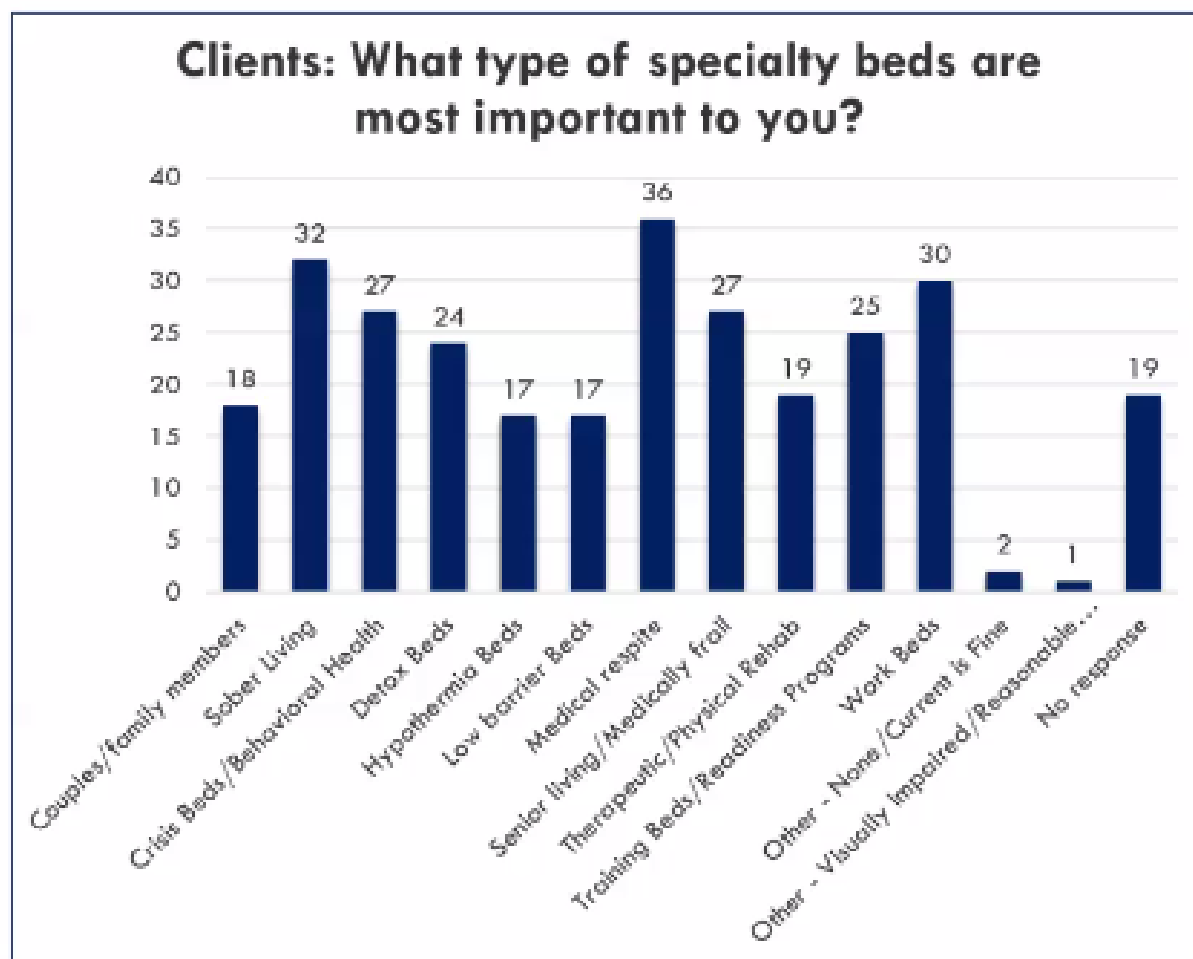
Client Surveys by Age





# Design Recommendations

**Top 5 for Clients:** Medical respite, Sober Living, Work Beds, Crisis Beds/Senior Living  
**Top 5 for Staff:** Work Beds, Training Beds, Hypo/LBS, Crisis Beds



# Design Recommendations

- Flexibility – must meet the needs now and be flexible to meet the needs years from now.
- Welcoming & Healing Space – throughout the building
- Community Living – bringing people together in meaningful ways based on common interests
- Incorporating options for physical exercise
- Additional options for more privacy & storage

# Recommendation: Specialty Beds

Program	# of Beds (360 Total)	Comments
LBS	~155	Will include a specialized smaller dorm connected to a bathroom that could be used for special circumstances – eg quarantine or sobering up
Community Dorms – (exact specifics TBD)	~80	Separate programs for residents who have common interests & goals – might be engaging with case management or sober living – residents will decide
Work Beds	~50	These will have additional privacy and storage options.
Medical Respite/Seniors	~75 A) Medical Respite(25) B) Seniors/Frail (50)	To assist clients who have acute health needs but are not sick enough to need hospitalization.
Day Center	Room 1: 50 cots Room 2: 50 cots	Will have a separate entrance. Two rooms are adaptable to meet needs during hypothermia season

# Next Steps

- Architect will develop initial design & reshare for feedback
- Present design to ERSO on March 29
- DHS is starting zoning process for New York Ave

# Agenda Review



- I. Welcome & Agenda Review (5 mins)
- II. Hypothermia Check-In (30 mins)
- III. Discussion Items (30 mins)
- IV. Updates (15 mins)
  - a) **Respite Beds**
  - b) **Follow Up on Encampment Concerns**
- V. Announcements & Reminders (as needed)
- VI. Summary & Adjournment (5 mins)

# Respite at 801 East

- See flyer for details

## Metro Health and Community Connections Recuperate & Recover



### A Medical Respite Services Program

Metro Health, in partnership with Community Connections, offers a Medical Respite Services Program to assist persons experiencing homelessness who are recovering from an illness or injury and exiting a hospitalization or rehab facility to receive recuperative care in a safe environment. Clients receive integrated, comprehensive services from qualified medical professionals working together with the case management and care coordination team, until they no longer need medical assistance and are able to exit the program (generally 4 -6 weeks).



### Program Eligibility Requirements

- 18 Years or Older
- DC Resident
- Experiencing homelessness
- Complete a Medical Evaluation
- Ambulatory (Can Walk)
- Not on Oxygen or IV
- Free from thoughts of Suicide or Homicide
- Ability to live in a Group Environment
- Able to perform Daily Living (ambulation, eating, toileting, and personal hygiene)
- Willing to accept drug screening
- Willing to consent for treatment after assessment
- Consents and Program Rules
- Willing to apply for Insurance

For Referrals, Please  
Contact:  
Sanique Lyn  
[slyn@ccdc1.org](mailto:slyn@ccdc1.org)

### Our Approach to Care - Medical Respite



Assessment at Hospital for Program



Medical Transport and Meals



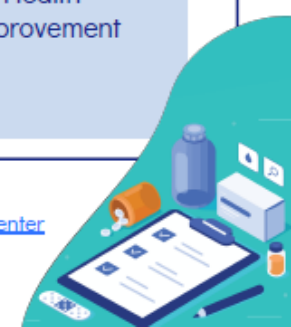
On-site Assessment and Care



Partner with us to Get You Better



Health Improvement



# Agenda Review



- I. Welcome & Agenda Review (5 mins)
- II. Hypothermia Check-In (30 mins)
- III. Discussion Items (30 mins)
- IV. Updates (15 mins)
  - a) Respite Beds
  - b) Follow Up on Encampment Concerns**
- V. Announcements & Reminders (as needed)
- VI. Summary & Adjournment (5 mins)



# Follow-up on Encampment Related Concerns



Relevant committees and workgroups:

- ❖ **ERSO** focused on Hypothermia Planning & has a lot of planning to do around
  - Hypothermia Season Close Out
  - Debrief from Hypothermia Season
  - Planning for Hyperthermia Season (supporting HSEMA w/ Heat Plan) &
  - Planning for next Hypothermia Season
  
- ❖ **Single Adult System workgroup** just wrapped up CAHP Prioritization & Case Conferencing Criteria and is looking for the next priority/project
  - ICH Director recommends advancing **Strategic Planning for Ending and Preventing Unsheltered Homelessness with a focus on Encampments**
  - ICH Team will propose an initial approach to tackling this strategic planning effort at the 03/07 SAS WG meeting

# Agenda Review



- I. Welcome & Agenda Review (5 mins)
- II. Hypothermia Check-In (30 mins)
- III. Discussion Items (30 mins)
- IV. Updates (15 mins)
- V. Announcements & Reminders (as needed)**
- VI. Summary & Adjournment (5 mins)**
  - a) Next Meeting: 03/29 from 1 – 2:30 pm

