



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



March 27, 2024

Updated: 28 March 2024



Convention for Recording ICH Committee & Full Council Meetings:

- ❖ Recording for purposes of complying with the Open Meeting Act requirements
- ❖ Available for anyone who requests a copy at ich.info@dc.gov.

Meeting Agenda



- I. **Welcome & Agenda Review (5 mins)**
 - a) Intros & Call for Announcements
 - b) Adopting Meeting Notes & Managing the Listserv
- II. **System Check-In (35 mins)**
 - a) Overview, Outstanding & New/Emerging Concerns (5 mins)
 - b) Hypothermia Check-In (10 mins)
 - c) Shelter Case Management (10 mins)
 - d) Impact of DOC Discharges on Homeless System (10 mins)
- III. **Discussion Items – Advancing Priorities & Projects (45 mins)**
 - a) HSEMA Heat Plan (30 mins)
 - b) Updating Priorities/Projects to Address Feedback (15 mins)
- IV. **Announcements & Reminders (as needed)**
- V. **Summary & Adjournment (5 mins)**
 - a) Next ERSO CMTE Mtg: Wed. 04/24 from 1 – 2:30 pm.

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

❖ **Callers:**

- Use *3 to raise your hands so we can see you
- Use *6 to unmute and introduce yourself
- Allows us to check that your audio works and that you can hear us!

❖ **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

Notes on Welcome & Agenda Review



Introductions:

❖ ICH Leads:

- Theresa Silla -- Synina Pugh is out and unable to join

❖ Co-chairs:

- Anthony Newman and
- Reginald Black

❖ Callers:

- *50 Ms. Umi

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Overview of Systemwide Check-In



Purpose:

- ❖ To understand what is top of mind for our government and community reps
- ❖ Reminder that community reps include advocates, business sector partners, constituents with lived experience, and service providers.

Background/Context:

- ❖ Allows us to document shifts in the landscape, identify trends, delegate topics to the appropriate ICH forums, or identify future discussion topics for this forum.

Resources

- ❖ Previously flagged & outstanding concerns we are tracking.

Focus for Today

- ❖ Hypothermia Check-In, Case Management at Low Barrier Shelters, and Impact of DOC Discharges on Homeless Shelters

Resource: Constituent Concerns Tracker



ICH Forum	People	Orgs	Areas of Concern or Risk	Opportunities for Improvement	Progress/Trends to Celebrate	Announcements
02/06 Front Door Services Workgroup	76	37	<ul style="list-style-type: none"> Protocol for unsheltered families, including migrants. Transportation for families & minors. Tension around investments in OMS vs investments in Single and Young Adult Subsystems Lack of prioritizing youth vs assumed into the adult system. 	<ul style="list-style-type: none"> Clarification on OMS Services Guidance materials when encountering unsheltered or migrant families. Reporting and Reviewing UIRs 		<ul style="list-style-type: none"> DBH Peer Specialist Training DHS Peer Case Management Institute OSSE Funding for Advanced Technical Center DSLBD: Aspire Incubator Program & Dream Grant Pitch Program
02/08 Shelter Solutions Workgroup	21	10	<ul style="list-style-type: none"> Behavioral Health Services at Shelters Food Access at Shelters Weekly Deep cleaning at Adams Place Shelter requires additional planning and communication/partnership 	<ul style="list-style-type: none"> Strategy for cleaning Shelters operating 24/7 WLCH seeks to provide resources and engagements at CCNV 		
02/28 Shelter Capacity Workgroup	18	8	<ul style="list-style-type: none"> Concerns around clients being turned away from VWFRC and unsure what services are being given or referred to. Concerns around low utilization of Youth Emergency Shelters: Shine and Safe Haven. Need to prioritize utilization of Transitional Housing for Single Adults given the upcoming closure of overflow shelters. Recommendation to create a transitional housing resource guide. 	<ul style="list-style-type: none"> Request to improve Family reports by showing the number of applicants to VWFRC vs. how many were placed in shelters or assisted by HPP or other resources/supports. Request to improve Single Adult reports by adding a run chart showing turnaway trends overall and by month and the rate of transportation provided for turnaways. Request to improve Young Adult reports by leveraging the daily census tool to better understand the utilization of transitional housing programs. 	<ul style="list-style-type: none"> Community agreement on priorities and projects. 	Additional announcements made: <ul style="list-style-type: none"> ICH Open Positions TCP Open Positions
02/28 Emergency Response and Shelter Operations Committee	48	22	<ul style="list-style-type: none"> Number of beds that will be closing end of Hypothermia Season. Slow moving housing process and the number of clients matched to vouchers still in shelters. Creating backup safe havens during inclement weather. 	<ul style="list-style-type: none"> Need for housing-focused case managers at shelters. Request to track weather-related hospital admissions. Request to consider weather events such as air quality and high winds in seasonal planning. 	<ul style="list-style-type: none"> Hypothermia shelters working with transitional housing programs as options for clients as hypo sites close down. Appreciation for the mid-season review tool on hypothermia season. 	Additional announcements made: <ul style="list-style-type: none"> DHS Central Unit Repository



New/Emerging Concerns or Updates



Purpose

- ❖ To include nuances to previously flagged and outstanding concerns

- ❖ Government Reps
- ❖ Community Reps
 - Advocates
 - Business Sector Partners
 - Constituents w/ Lived Experience
 - Service Providers

New/Emerging Concerns Notes



- ❖ **TS (ICH) highlighting-NS (SSVP):** Safety and Security concern related to bullying in shelters and transitional housing.
- ❖ **JC (PFFC/CEWG):** agreeing with the concern. Have a video of being attacked in a shelter. These things happen and can get very violent. Working to teach residents that it is not appropriate. Explained the process of grievances. People are afraid of retaliation. It is on both sides. The environment breeds disfunction. Need to work on a value of self that will lead to a value of others.
- ❖ **Ms. Naomi (PFFC/CEWG):** We're being exploited in ways you wouldn't believe! You have no idea
- ❖ **TS (ICH):** Reflecting back NS talking about altercations between clients. JC is stating altercations between staff and clients. Need to look at the grievance process and retaliation. Reflecting speaking to the culture in shelters. Could be the first time in a congregate setting and security protocols.

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Men's Closing Dates

MEN	Site Address	Bed Availability	Closing Date
Naylor Rd. 2601	2601 Naylor Rd. SE	68	3/8/2024
KBEC-Family Life Center	4100 South Capitol St. SE	40	3/31/2024
Church of the Epiphany	1317 G St. NW	30	3/31/2024
CCNV-Drop-in Center	425 2 nd St. NW	134	3/31/2024
Salvation Army	3335 Sherman Ave. NW	40	3/31/2024
Federal City (1-North)	425 2 nd St. NW	164	3/31/2024
Blair House	635 I ("eye") St. NE	72	3/31/2024
Emery (overflow)	1725 Lincoln Rd. NE	40	4/15/2024
801 East Day Center	2722 Martin Luther King Jr. SE	40	4/15/2024

Women's Closing Dates

WOMEN	Site Address	Bed Availability	Closing date
Faith United Church of Christ	4900 10 th St. NE	35	3/8/2024
Bradley & Associates	1809 Rhode Island Ave. NE	25	3/8/2024
Harbor Lights	2100 New York Ave. NE	35	3/31/2024
Naylor Rd. (2603)	2603 Naylor Rd.	33	3/31/2024
2-South (CCNV)	425 2 nd St. NE	48	4/15/2024
Adams Place Day Center	2210B Adams Pl. NE	40	4/15/2024

Actions Steps to closing sites

- DHS/TCP Alerted providers of timeline of site closure
- Exit interviews started the week of 2/22/2024 and will continue until the end of the season
- Transitional housing programs visited hypo sites to determine eligible clients for their program
- DHS internal Outreach team conducted in-reach to sites
- Check HMIS for clients matched and connect them with the PSH team
- Started planning for FY25 season, January 2024

Notes on Hypothermia Check-Ins



- ❖ **Ms. Naomi (PFFC/CEWG):** How many shelters are there total, how many are closing total?
 - **Tyrell (TCP):** 9 Shelters (7 men and 2 women)
 - **TS (ICH):** flagging that we have a shelter capacity workgroup that meets right before ERSO if you want to get into the details. From Shelter Capacity flagging that the utilization of transitional housing for adults is at about 60%.
- ❖ **KA(DHS):** we are working to get people into transitional and working with those in LBS to go to transitional to open up LBS beds.
 - **TN(DHS):** this is a problem every year, last year we were able to keep hypo sites open into the summer. This year we are not able to do that.
- ❖ **TS (ICH):** LBS do not have any programming or entry requirements. Would like to track the utilization of transitional housing and if it doesn't go up we look at program rules and eligibility. Working to make them more welcoming.
 - **TN (DHS):** Agreed and in alignment with what we are trying to do within DHS.

Notes from Chat



- ❖ **Andrew:** What reason for the shelter closure
- ❖ **JW:** is there a way to get the shelter capacity/vacancies daily?
- ❖ **TM (TCP):** connected with email
- ❖ **JC (PFFC/CEWG):** TCP Shelters Family Shelter was severely abusive on New York NE for families, Patricia Handy 11th St NW, Harriet Tubman in SE, Adams Place Emergency and Men Shelter. All of these shelters had severe abuse done by staff, security, and residence. Mr. Brandon team under DHS was the only healthy environment we lived in while in a shelter. I left and went and lived in the streets because DHS and TCP was directly targeting me to create criminal background and mental health to support the removal of my son for predator ring in Prince William County Virginia where the mess began with the pretend streets and agencies through the police using crimes created by informants to target children and all three branches. Sound severe and it is done intentionally as modern methods of enslavement. I can show you if you need to see the official records of the agencies and how they use whom ever is in need to assist in the norms of white-hatred and enslaved nations.
- ❖ **RH (CCNV):** transitional housing vendors coming to the shelters is a very good idea, needs to happen all year around, thanks for that. This needs to continue to happen. Especially since DHS has an office at 425. Should be done all year long.
- ❖ **SB (SMYAL):** Came on late wanted to flag two separate issues. One are youth in adult shelters getting tays and being connected to youth system and another Spanish speaking people staying in both systems and not getting assessed because of capacity with Spanish speaking staff/not utilizing access helpline. In CAHP meeting a youth staying in 801 was Spanish speaking and came up a few days after his 25th bday :/ another was i have been seeing youth who have several shelter stays (months of shelter stays) that are Spanish speaking and not being assessed

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Client-centered Challenges To Current System

- Case management is not required
 - Not every client has an individualized, realistic exit plan
- Resources such as vouchers will not be available for everyone in the system
- Clients who have specialized needs

Proposed System Response

- **DHS technical assistance to shelter staff**
- **Increase focus on individualized housing/service plans**
 - Does every shelter guest have the opportunity and support needed to.....obtain their ID/Drivers License, Birth Certificate, Social security Card?
 - Obtain job training or gain employment?
 - Create a personalized exit strategy?
- **Increase awareness of exit possibilities beyond vouchers**
 - DHS Project Reconnect Services
 - Low- Cost Units for Rent in the DMV
 - Information on shared housing options

Feedback we need....

DHS is soliciting feedback from the community on ways to enhance housing outcomes.

- What are your thoughts?
- What are we missing?
- What challenges do you see?

Notes on Case Management Notes



- ❖ **JC (PFFC/CEWG):** explain what you mean by training. DHS is taking people with least education or moral guide and moving them into leadership.
- **TN (DHS):** one reason for technical assistance is we are sending our staff into the shelters directly to learn how to engage better. Also the Peer CM Institute where people are being trained by Howard U. So they get training with the lived experience.
- **JC:** please focus on what you are training around communication, emotional and mental wellness. This is more important than skills and can save lives.

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Purpose & Context



Purpose:

- ❖ To develop an understanding of time frames for discharges from the Department of Correction system and its impact on the homeless services system.
- ❖ Develop and build a collaborative system, to assist individuals newly discharged and temporarily displaced, during non-traditional hours of homeless support transportation operations.

Background/Context:

- ❖ DOC discharges can take place anytime during the 24-hour time periods.
- ❖ At times DOC discharges can take place during high intake periods for DOC and unconventional hours of operation for homeless services, leading to lack of coordination between the systems.
- ❖ Previously flagged & outstanding concerns we are tracking.

Notes on DOC Discharges



- ❖ **JW (DOC):** really want everyone to understand the jail release and how it impacts homelessness. It only takes 3 days of incarceration for a person to become homeless. The dynamics of the jail is so vast and really have to understand the population and their challenges. We have had of over 400 people in jail since this time last year. The largest number is pretrial. Residents who normally could go home and await for trial that is no longer happening. Over 34% increase from July of last year to present. Over 313 pretrial detainees. If they had housing and other supports, they are now at risk of losing all of that because of incarceration. Of the 313, 105 have felony charges. Felony charges creates a whole set of barriers for housing, resources, and supports. Over 60% have been diagnosed with MI, over 40% have SMI. All of those dynamics with those returning to the community and you have longer lengths of stay. Having an SUD or STUD also increases the chances of homelessness. Over 50% have a history of SUD, over 22% have reported use of opioids. Length of stay for women in 2024 37 women remained in custody for 6 months or less. Over 151 men in custody for longer lengths of stay.
 - Longer lengths of stay higher chance of homelessness.
 - Men length of stay over a year has nearly doubled since 2016 and 2020.
 - All of this impacts housing and where do people return to.
 - Discharge: pre and post release work with all residents. When there is a sentence you can gauge timeline for those not sentenced, they can leave out that day and not have housing set up.
 - Release times are from 8am to 11pm.
 - 90% of the time shelters are full or closed when people are released. We have to get creative with community orgs to put a person up in a hotel for one night.
 - Historically people would come back to the jail the next day to get support services.
 - We want to assist with housing for those that are being released. How do we secure bed spaces in shelter? We have had residents who have left out in wheelchairs and have had no housing.

Notes on DOC



- ❖ **CC (Unity):** Thank you for this important information. I'd love to discuss issue of incarceration resetting the clock so to speak for time experiencing homelessness. Also very interested in improving re-entry clinic services for returning citizens both from jail and prison.
- ❖ **JC (PFFC/CEWG):** DOC is made to criminalize and incarcerate those that look like us. How many of our good decent people that care has assisted in this to move up and be somebody. They mean to increase incarceration and when we dont have knowledge we can not see the big picture of how this is forced on many of us based on the broken system. Two incarcerations no criminal charge so DOC and Commonwealth of Virginia Senior Justice Supreme could falsify high profile cases and blacks all assisted in crimes within the system and agencies to support criminalizing and preying on blacks. No accident at all!

Meeting Agenda

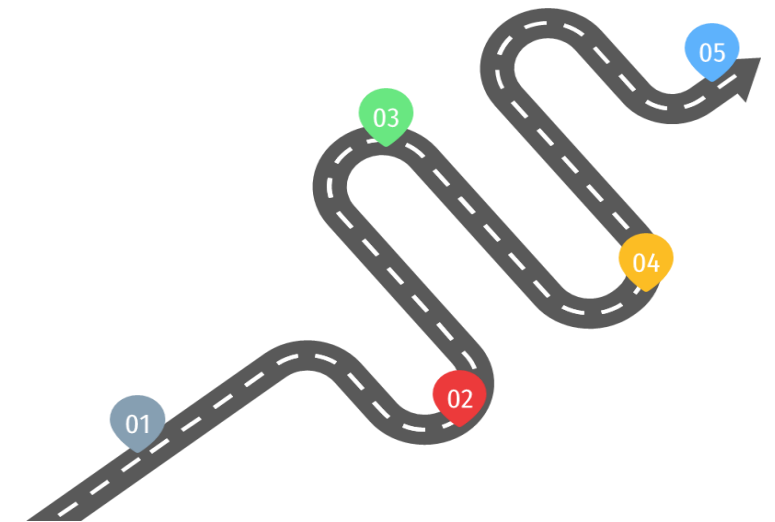


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Roadmap



- ❖ HSEMA Presentation (15 mins)
- ❖ Confirming Comments/Concerns Received To Date





2024 Heat Emergency Plan

March 27, 2024

- **Background**

- Recap and Outlook
- Heat Sensitivity – Exposure

- **Plan Overview**

- **Concept of Operations**

- Plan Implementation
- Communications
- Cooling Centers and Facilities
- Transportation

- **2024 Updates – Next Steps**

- **District Agency Roles and Responsibilities**

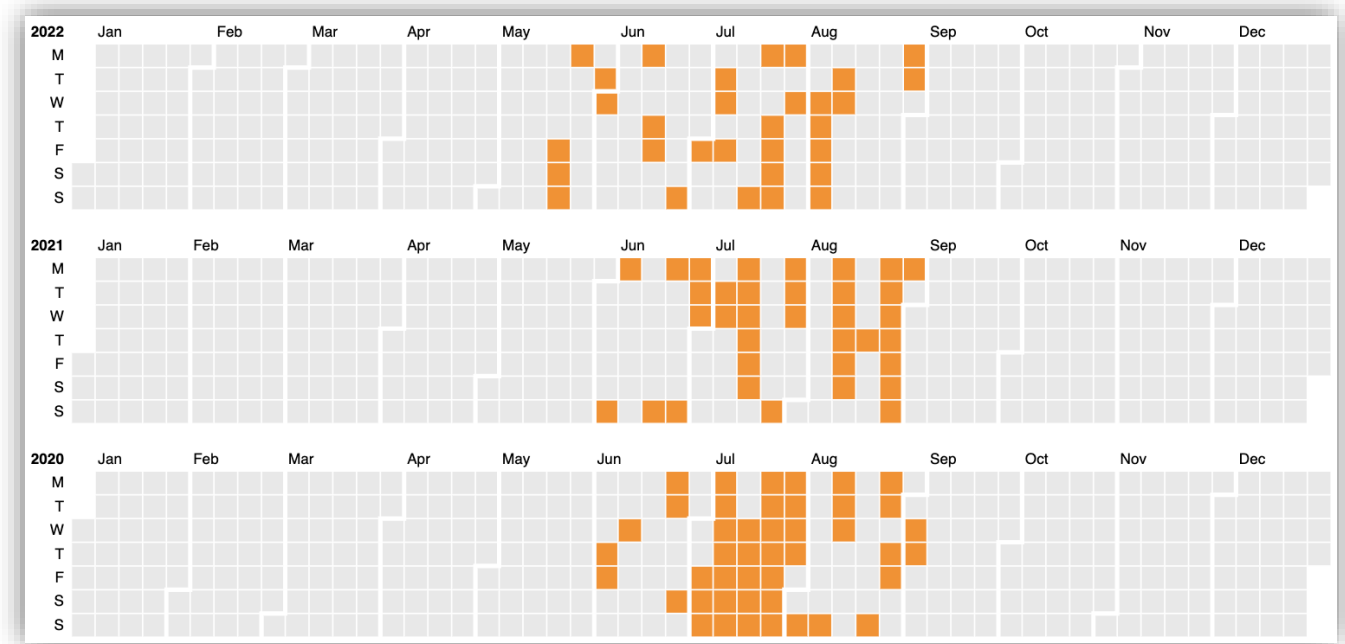


■ 2023 Recap

- Continued focus on expanding access to cooling centers and cooling parks in a post-COVID environment.
- Four Recreation/ Community Cooling Centers were closed for all or part of heat season due to construction activity or other reasons.

■ 2024 Outlook

- Expanded accessibility of cooling centers, low-barrier shelters, and emergency shelters.
- Enhanced plan development and socialization efforts (earlier update process, collaboration with whole community stakeholders).
- Effective communications outreach for heat emergency alerts to District residents and visitors.



Summers are warmer, more humid, and prolonged; number of days meeting Heat Emergency threshold increasing year-over-year

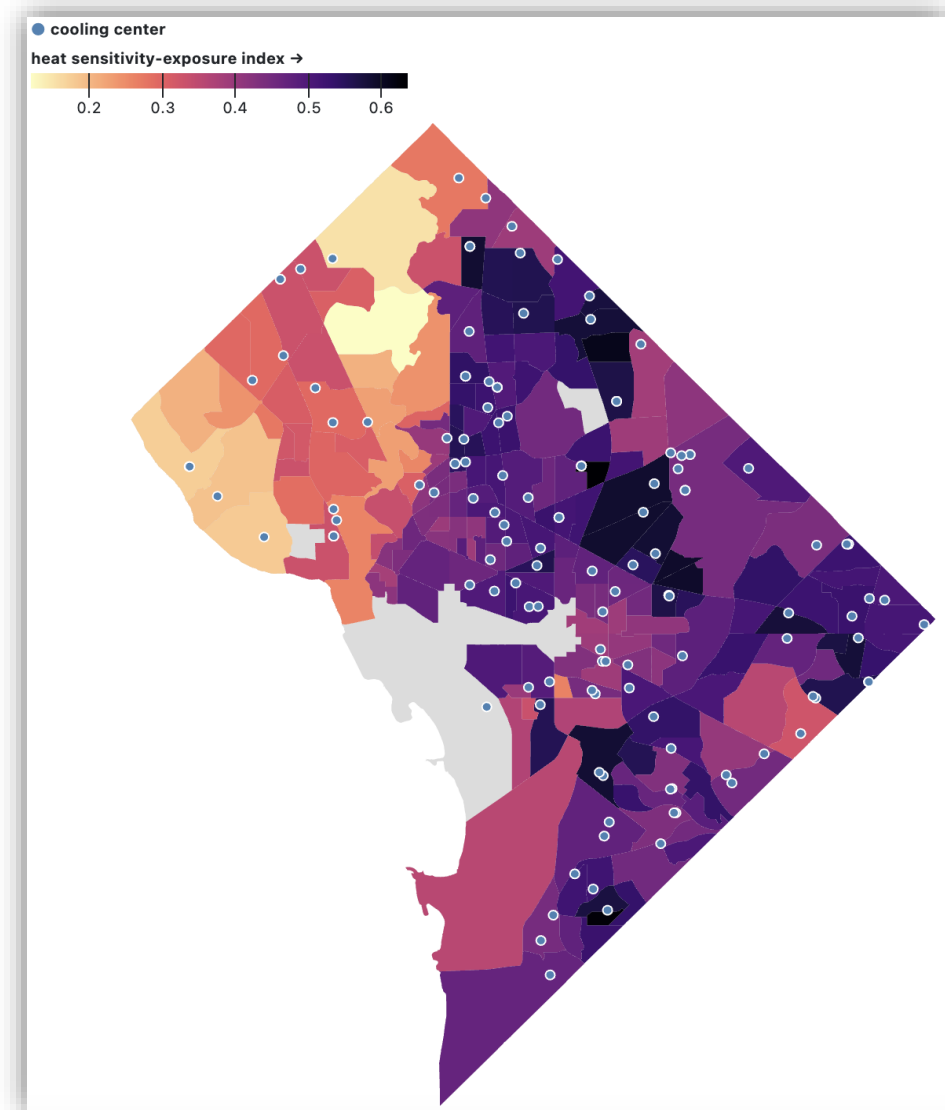
■ Heat Exposure

- Green spaces, tree coverage, pavement, and the built environment influence heat exposure
- Urban areas absorb and re-emit more heat than natural landscapes

■ Heat Sensitivity

- Heat-sensitive residents may have greater difficulty coping with, adapting to, or recovering from heat
- Residents with certain medical conditions, disabilities, access, or functional needs, or who have limited access to air-conditioned spaces or transportation networks may be especially heat sensitive

Some District neighborhoods can be up to **17°F** degrees hotter than others



Link: [Keep Cool DC](#)

- **Purpose:**
 - Provide resources to residents and visitors during periods of extreme heat.
- **Activation:**
 - Mayor activates the plan when the NWS forecasts a temperature or **heat index of 95 degrees or higher**
 - Heat index is what the temperature feels like when humidity is combined with air temperature
- **Contents/Scope:**
 - Policies
 - Activation procedures
 - Communications
 - Cooling centers and facilities
 - Roles and responsibilities



HEAT EMERGENCY ACTIVATION

On days when the District observes a heat index forecast of 95 degrees, DC Government will open Cooling Centers.

To find a cooling center, visit heat.dc.gov

If you see someone struggling with the heat, please call the shelter hotline at 202-399-7093 or 311.


For all animal emergencies, call the Humane Rescue Alliance: 202-576-6664.

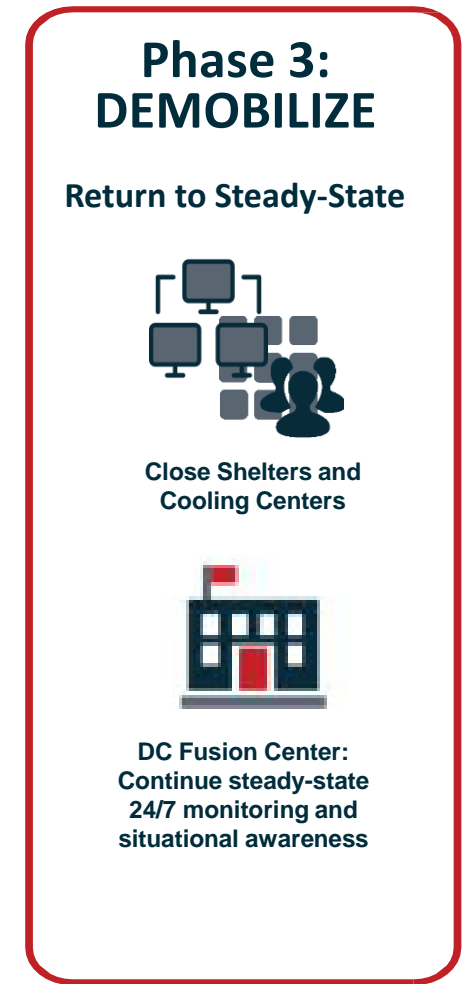
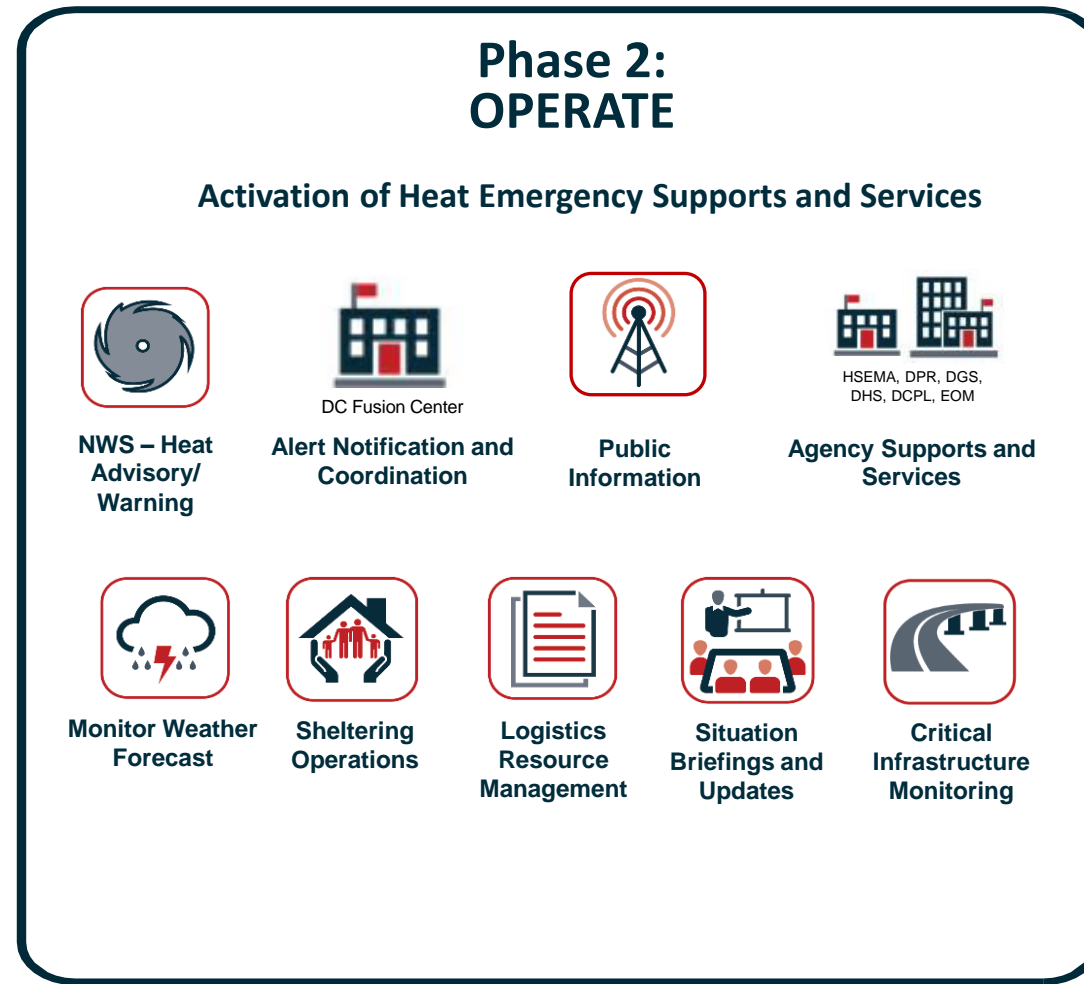
heat.dc.gov

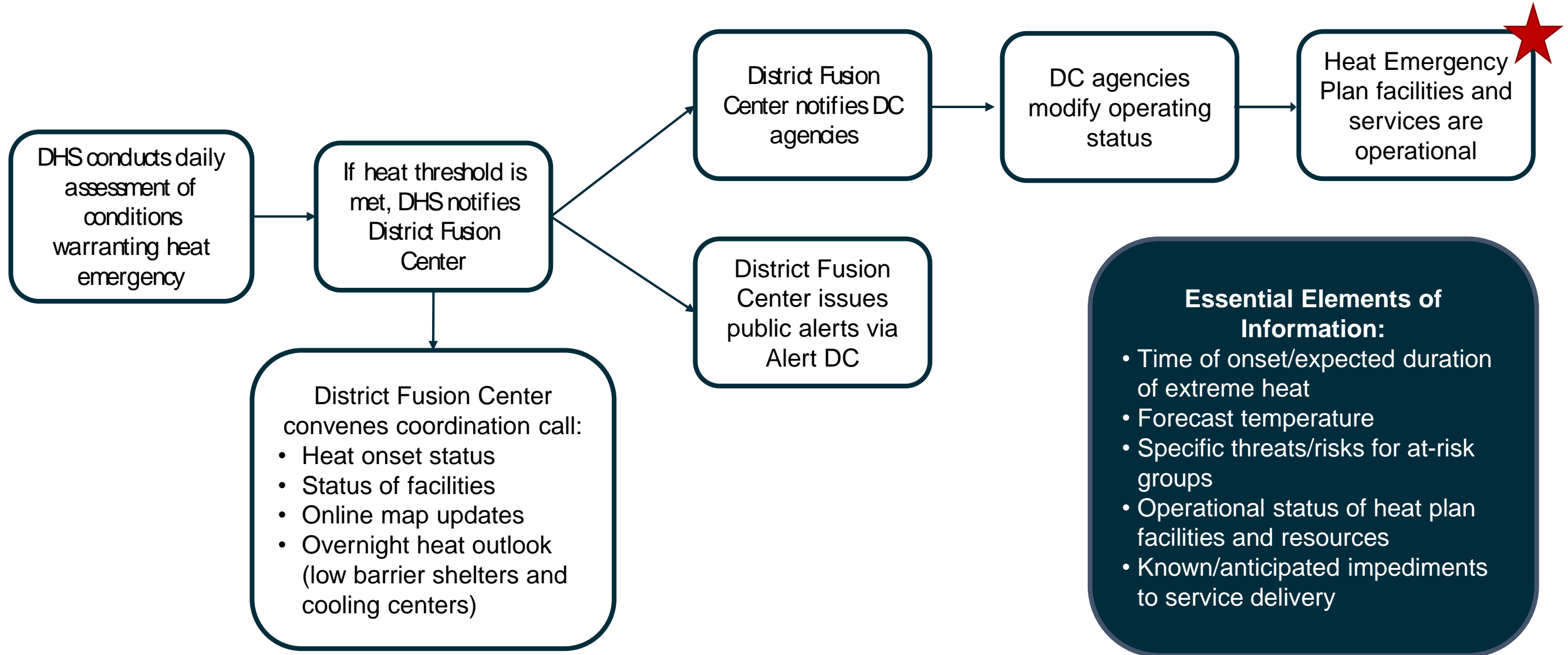
READY DC

DC DEPARTMENT OF HUMAN SERVICES

DC GOVERNMENT OF THE DISTRICT OF COLUMBIA MURIEL BOWSER, MAYOR

 The public use of fire hydrants is unlawful and is prohibited in the District





Essential Elements of Information:

- Time of onset/expected duration of extreme heat
- Forecast temperature
- Specific threats/risks for at-risk groups
- Operational status of heat plan facilities and resources
- Known/anticipated impediments to service delivery



DC Fusion Center

When heat index trigger is met, HSEMA issues a heat emergency alert through AlertDC to all registered users.



United Planning Organization

Alert messaging to shelters for heat emergency and coordination to public notification on specific cooling center operations.



HopeOneSource

Application that allows District agencies to send text messages to registered users regarding weather conditions, shelter availability, and other services.

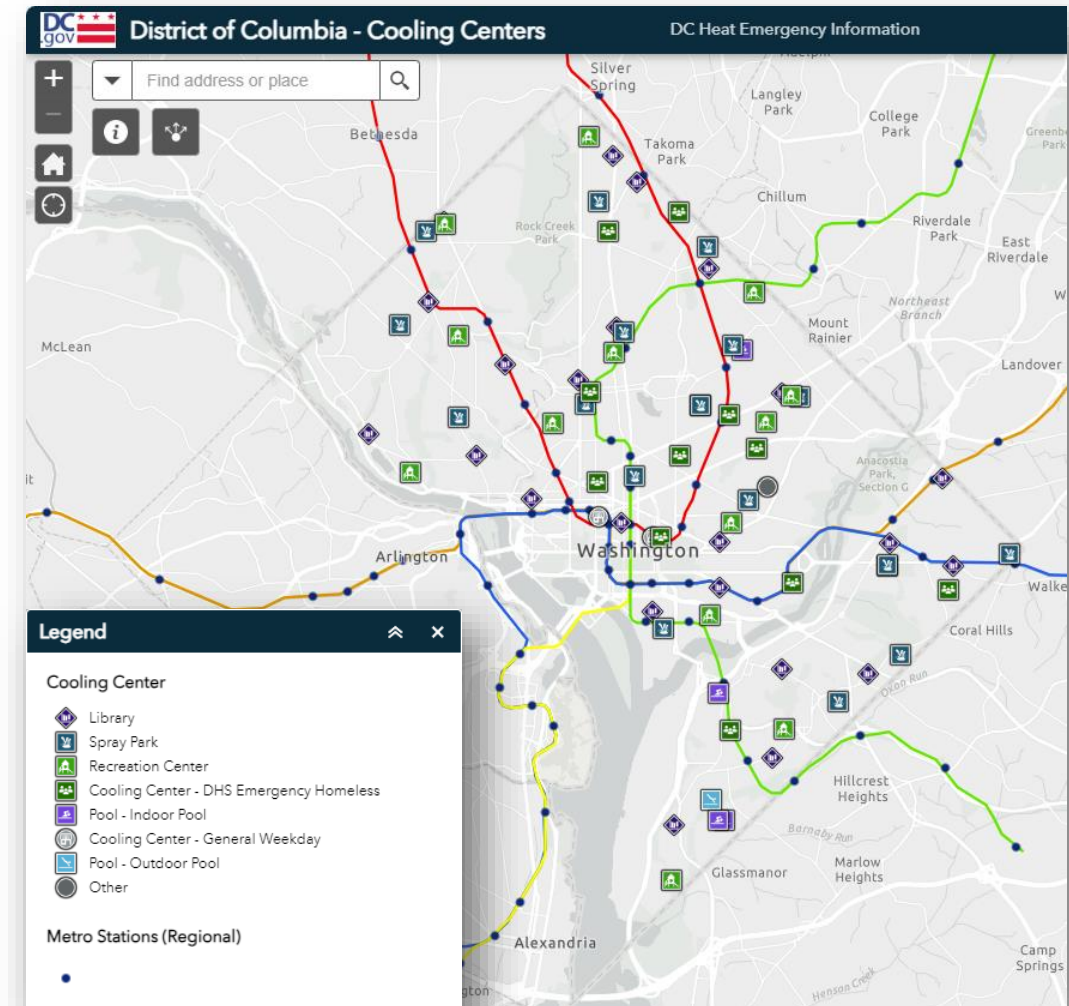


Media Platforms

EOM Communications, HSEMA, and other District agencies communicate information via open-source media and social media platforms.

- **Low-Barrier Shelters**
- **Recreation, Community, and Municipal Cooling Centers**
- **Senior Wellness Centers**
- **Public Libraries**
- **Youth and Young Adult Providers**
- **Indoor, Outdoor, and Walk-to-Learn Swimming Pools**
- **Splash and Spray Parks**

An updated cooling center map is maintained throughout the heat season at heat.dc.gov.



■ Individuals Experiencing Homelessness:

- The Shelter Hotline can be called for on-demand transportation to shelters; can be reached at **311** or **(202) 399-7093**.
- Accessible transportation for individuals with disabilities, access, or functional needs is provided upon request.
- Transportation will pick-up only if a shelter has a bed available, as shelter beds are available on a first-come, first-serve basis.

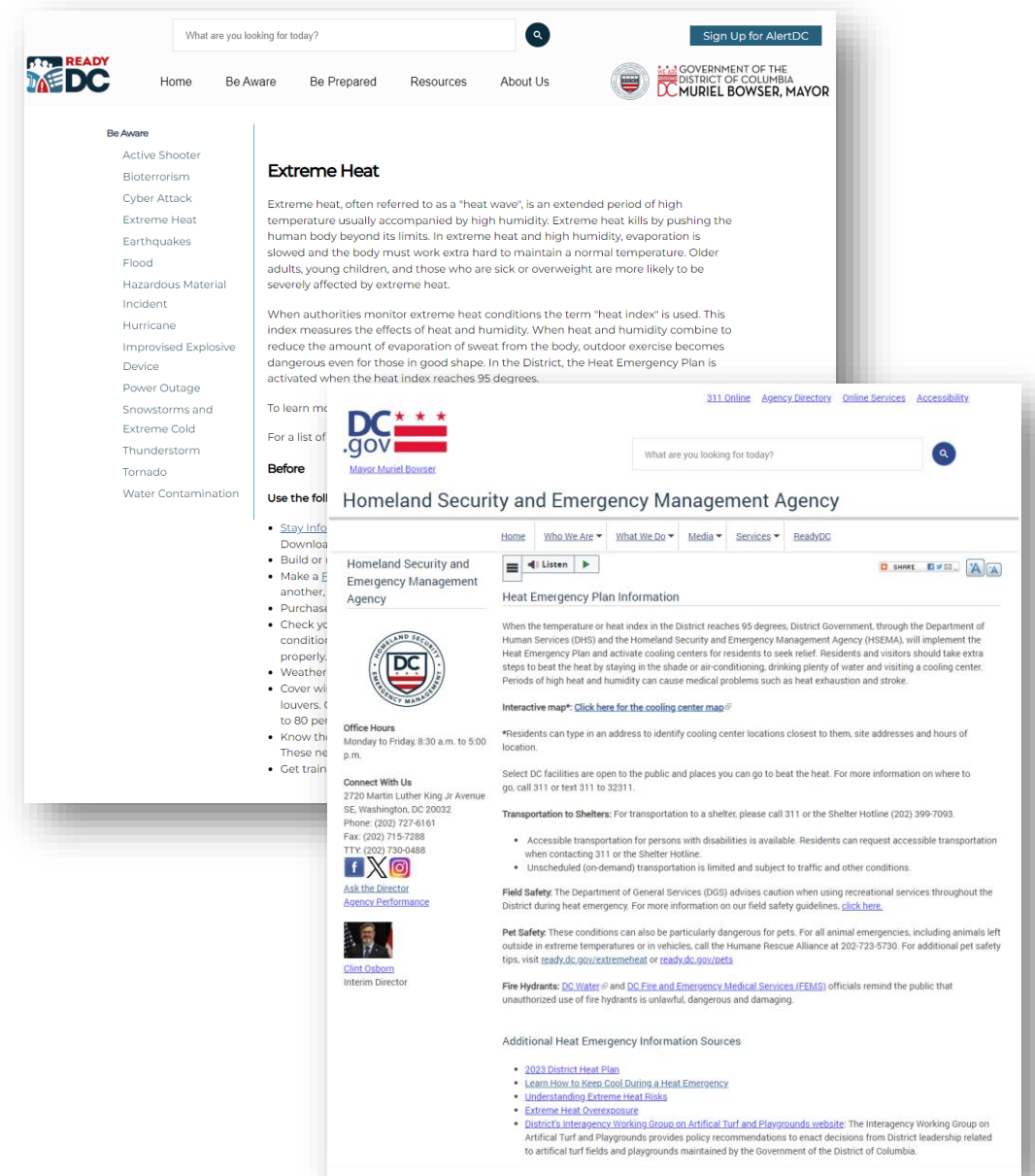
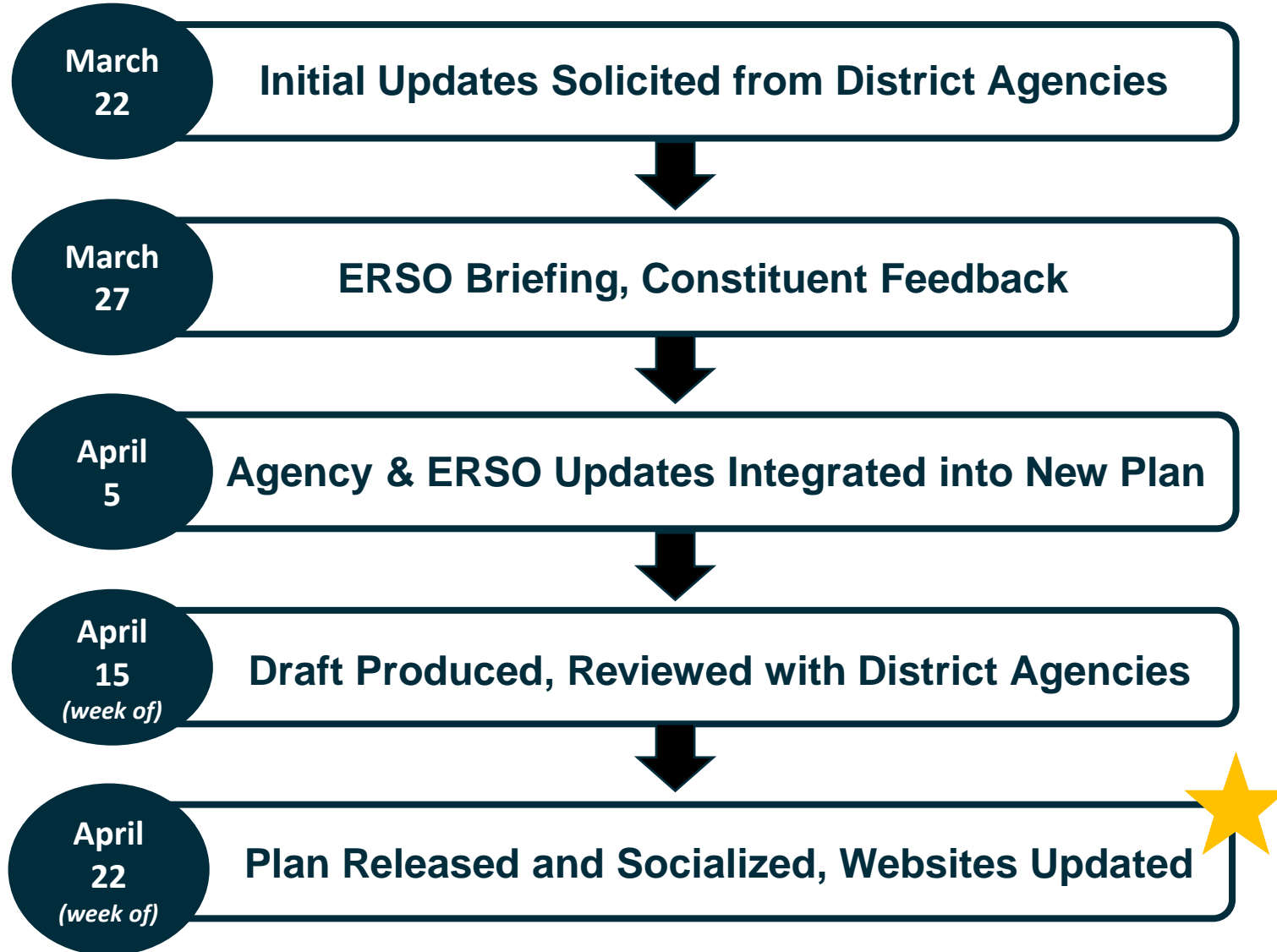
■ General Transportation:

- The District does not provide transportation for the general public to travel to cooling sites.
- For displacements, the Department of Human Services (DHS) and HSEMA will coordinate transportation to overnight shelters, among other supports and services.



Visit the [UPO website](#) for more information on the Shelter Hotline and Transportation.

Plan Update Process and Target Timeline:



District Agency Roles and Responsibilities

Agency	Roles and Responsibilities
Department of Human Services/ Community Partnership for the Prevention of Homelessness	<ul style="list-style-type: none"> ■ Coordinate the opening and staffing of shelters for the homeless ■ Provide water for persons remaining on the street when a Heat Emergency is activated in order to prevent dehydration and heat stroke ■ The United Planning Organization (UPO) command center will make internal notifications when a Heat Emergency is declared
Department of Health (DC Health)	<ul style="list-style-type: none"> ■ DC Health will assess the medical impact of the heat conditions identify/inform the public of appropriate health precautions ■ Monitor hospital emergency room admissions related to heat illnesses ■ Provide HSEMA information related to heat prevention with protective actions to the general public most notably those with health and medical issues
Department of Aging and Community Living (DACL)	<ul style="list-style-type: none"> ■ Coordinate the activation of neighborhood Cooling Centers for senior citizens per the facilities list ■ Provide notifications and alerts to senior service organizations
DC Public Libraries (DCPL)	<ul style="list-style-type: none"> ■ Allow entry to all public libraries for individuals to cool off (all rules and regulations as permitted by each site may be enforced) ■ Notify HSEMA if there are any unexpected facility closures
Department of Buildings (DOB)	<ul style="list-style-type: none"> ■ Inspect and report residential units and buildings that are without air-conditioning ■ Identify those residents that may need fans after normal business hours and report such information to HSEMA
DC Water	<ul style="list-style-type: none"> ■ Coordinate with HSEMA, FEMS, and MPD to provide messaging to the public on the prohibition against illegal use of fire hydrants as street showers street showers for the purpose of cooling; operate DC Water Emergency Command Center (DCWECC) and monitor any Fire Hydrant-related issues related issues
Department of Energy and Environment (DOEE)	<ul style="list-style-type: none"> ■ Assist in providing box fans to HSEMA to be used for emergency assistance to citizens after normal business hours ■ During normal business hours DOEE has established several programs designed to assist eligible residents with gas and electric bills as well as box as well as box fans

District Agency Roles and Responsibilities (Continued)

Agency	Roles and Responsibilities
Department of General Services (DGS)	<ul style="list-style-type: none"> ■ Ensure security personnel in any government building that allows access to the general public for the purpose of cooling has been notified that a Heat Emergency is activated ■ Notify HSEMA of any District Government public facilities that are without air conditioning or power
Department of Parks and Recreation (DPR)	<ul style="list-style-type: none"> ■ Ensure Spray Park locations and pools are activated per the facilities list and notify HSEMA of closures ■ Open recreation centers in neighborhoods during major power outages if requested by HSEMA
Fire and Emergency Medical Services (FEMS)	<ul style="list-style-type: none"> ■ Report water pressure problems resulting from illegally activated or opened fire hydrants to the DC Water Emergency Command Center
Homeland Security and Emergency Management Agency (HSEMA)	<ul style="list-style-type: none"> ■ Coordinate responsible District agencies and organizations to maintain, activate, and implement the Heat Emergency Plan ■ Update heat.dc.gov with all pertinent public information ■ Maintain the GIS Cooling Center Map per notifications from agencies of facility availability/closures
Metropolitan Police Department (MPD)	<ul style="list-style-type: none"> ■ Respond to those areas where fire hydrants are being illegally operated
Mayor’s Office of Community Relations and Services (MOCRS)	<ul style="list-style-type: none"> ■ Provide outreach and information to residents during a Heat Emergency ■ Provide the names of special needs residents who may be impacted by the high temperatures and may need additional resources
Office of Unified Communications (OUC)	<ul style="list-style-type: none"> ■ 311 will provide citizens information on the locations of open cooling facilities
Protective Services Police Department (PSPD)	<ul style="list-style-type: none"> ■ Notify contract officers under their authority when a Heat Emergency is activated
Serve DC	<ul style="list-style-type: none"> ■ Provide support for mission assignments during a Heat Emergency Activation, when needed

Comments Concerns Received To date



Heat Plan Element	Areas of Concern or Risk	Opportunities for Improvement	Progress/Trends to Celebrate
1. Introduction			
1.1 Purpose and Scope	<ul style="list-style-type: none"> 04/26 ERSO: Heat is the #1 weather-related killer. 	<ul style="list-style-type: none"> 06/28 ERSO: DHS indicated they would incorporate Air Quality into the Continuity of Operations Planning Efforts. 	<ul style="list-style-type: none">
2. Policies			
2.1 Activation	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 05/24 ERSO: The plan won't likely be updated if there are changes to the thresholds for the heat plan, but if there is a closure alert and messaging will flag those. 	<ul style="list-style-type: none">
2.2 Additional Resource Support	<ul style="list-style-type: none"> 06/28 ERSO: should air quality trigger additional hours at drop-in centers or other sites? 	<ul style="list-style-type: none"> 04/26 ERSO: Recommendation to look into how best to use heat maps to deploy resources. 04/26 ERSO: Recommendation to look into Wet Bulb Temperatures. 05/24 ERSO: Recommendation for construction fans to be located throughout the District. 	<ul style="list-style-type: none"> 05/24 ERSO: HSEMA: Integrated description of additional resources and services the District can provide in exigent circumstances (e.g., prolonged extreme heat).
2.3 Illegal Use of Fire Hydrants	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
3. Communication			
3.1 Alert and Notification	<ul style="list-style-type: none"> 09/22 CEWG: Can alerts for heat also take into account precipitation levels? 	<ul style="list-style-type: none"> 06/28 ERSO: Discussion and clarification on messaging of Air Quality Alerts. 07/26 ERSO: Please post information on @district_ich and @dc_hsema, and @upoindc so we know what is happening in real-time. 09/22 CEWG: More communication and coordination. Specifically, with weather alerts like wind and flood. 	<ul style="list-style-type: none">
3.2 Public Messaging	<ul style="list-style-type: none"> 08/23 ERSO: communication breakdown during extreme weather- tornado. Unsure about what was open, transportation, etc. 	<ul style="list-style-type: none"> 07/26 ERSO: Cooling buses communicated with outreach, BIDS, and signage on buses. 07/26 ERSO: Request for flyers with cooling buses info. 	<ul style="list-style-type: none">

Comments Concerns Continued



Heat Plan Element	Areas of Concern or Risk	Opportunities for Improvement	Progress/Trends to Celebrate
4. Cooling Centers			
4.1 Guidance for Individuals Experiencing Homelessness	<ul style="list-style-type: none"> 04/26 ERSO: Communication around bag limit to add to the plan. 07/26 ERSO: lack of language access at DDSC. 09/22 CEWG: There needs to be places of refuge throughout the city for extreme weather. 	<ul style="list-style-type: none"> 07/26 ERSO: Can closed Starbucks or closed retail be turned into cooling centers? 	<ul style="list-style-type: none"> 06/28 ERSO: During Air Quality Events additional water was delivered to LBS, extra masks were provided, and extended Day Center hours for Purple Alert.
4.2 District Low Barrier Shelters			
4.3 Recreation, Community, and Municipal Cooling Centers			
4.4 Libraries	<ul style="list-style-type: none"> 08/23 ERSO: DCPL shutdown during extreme weather of tornado warning. People were sent there and it was closed. 		
4.5 Youth/Young Adult Providers			<ul style="list-style-type: none"> 05/24 ERSO: HSEMA: Added specific cooling centers/heat resources for youth and young adults.
4.6 Transportation	<ul style="list-style-type: none"> 04/26 ERSO: Concern over transportation hours during heat emergencies and not being able to provide transportation right away if on scheduled runs. 08/01 FDS: Inconsistencies with transportation during heat alerts, sometimes great service, and other times UPO wasn't available. 	<ul style="list-style-type: none"> 07/26 ERSO: Can transportation accommodate extra bags to transport to cooling buses? 08/01 FDS: Additional resources are needed for UPO, especially during alerts and when cooling buses are activated. 	
4.7 Outreach	<ul style="list-style-type: none"> 08/01 FDS: reports of a lot of heat-related illnesses and overdoses in conjunction with the heat. 	<ul style="list-style-type: none"> 04/26 ERSO: Recommendation for UPO, shelters, and cooling centers to have cold water. 	<ul style="list-style-type: none"> 05/45 ERSO: HSEMA: Expanded information about outreach providers and services for individuals experiencing homelessness. 07/27 ERSO: Extra welfare checks are taking place, an extension of Bethany Day Center Hours. Outreach Teams distributed ice-cold water, cooling towels, and water bottles with a fan to utilize as a cooling spray.
Additional	<ul style="list-style-type: none"> 04/26 ERSO: Some locations didn't know they were cooling centers 04/26 ERSO: Can there be cooling buses downtown? 04/26 ERSO: DDSC was not open over the weekend when it was a heat emergency. 07/26 ERSO: cooling buses are not accessible for people downtown who have their items with them or are not as mobile. Buses were deployed based on encampment locations. 	<ul style="list-style-type: none"> 07/26 ERSO: recommendation for staffing at cooling buses. 08/23 ERSO: How do we incorporate churches and faith-based institutions? 09/27 ERSO: better system on switching out buses and waking people up. 09/27 ERSO: how best can we preplan for weather events, having dedicated locations and staff that can stay late? 	<ul style="list-style-type: none"> 05/24 ERSO: HSEMA updated all operating status and hours of operation for cooling centers including public libraries, DPR Facilities, and low barrier shelters, etc. 07/26 ERSO: 5 cooling buses deployed. Buses are 24/7. 08/23 ERSO: can DC Armory be used for extreme weather.



Comments Concerns Continued



Heat Plan Element	Areas of Concern or Risk	Opportunities for Improvement	Progress/Trends to Celebrate
5. Other Cooling Facilities			
5.1 Senior Wellness Centers			
5.2 Indoor Pools			
5.3 Outdoor Pools			
5.4 Walk to Learn Swimming Pools			
5.5 Spray/Splash Parks			
6. Roles and Responsibilities			
6. Roles and Responsibilities	<ul style="list-style-type: none"> 08/23 ERSO: Should HSEMA plan to cover extreme weather such as Thunderstorms and Tornados? 08/23 ERSO: For extreme weather such as a tornado what is the plan, where do people go, how is it communicated. 	<ul style="list-style-type: none"> 	

Notes on Heat Plan



- ❖ **DH:** Will there be more shelter vans during heat emergencies?
- ❖ **JC:** Shelter Transportation has not been up to par in the past so I hope to see an improvement with transportation during emergency weather. We have a lack of support from shelter vans during the most severe seasons. I has the same three or four shelter vans that would stop wherever and give water or things needed. Most of the time there is no help there.
- ❖ **TS (ICH):** bringing up air quality and if that will be part of the plan this year? Also extreme weather, tornados, and high wind advisory.
- ❖ **LA (FP):** Do you anticipate any adjustments to available services due to FY 24 funding adjustments in the mayor's upcoming budget?
- ❖ **TS (ICH):** AC probably doesn't know until he gets feedback from other agencies. Since HSEMA creates a plan that other enact. Look out for Budget Engagement Sessions.
- ❖ **JC:** How will HSEMA help with transportation during heat emergencies and giving out water. There are some people out there helping and want to highlight them. But it is not enough for everyone out there.
- ❖ **AC (HSEMA):** there is an opportunity to expand our role and partnership with ICH. We need to nail down who should be responsible for services and how we can support. For air quality we developed an air quality guide for the first time last year. It is happening with heat but that is not the same issue. We are not integrating air quality into hear but are looking into our air quality plan.
- ❖ **JC:** Thank you, Brother. I realize now what your role is but do believe that you should be looped in with our frontline transportation people and workers that support the communities. I do think you being linked in during emergencies of weather this would allow more agencies to collaborate to support with minimum resources it may help.
- ❖ **TS (ICH):** can you bring the air quality plan to ERSO. An issue that was concerning when people where asked to stay inside and if cooling centers are not available overnight there is no where to go. Often LBS are at capacity. For extreme weather during torando warning the DCPL shut down.
- ❖ **TS (ICH):** glad to know HSEMA is flagging communications that was a focus from last year.
- ❖ **TS (ICH):** would like your feedback and follow up on cooling buses and budget for that.
- ❖ **JC:** Please do not forget about making sure our people are safe on the cooling buses and the cleaning of the buses. Safety is important as our Sister Umi shared with us.

Meeting Agenda

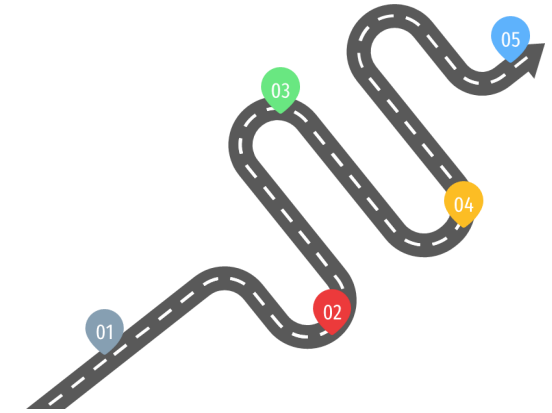


- I. Welcome & Agenda Review (5 mins)
- II. System Check-In (35 mins)
- III. Discussion Items – Advancing Priorities & Projects (45 mins)
 - a) HSEMA Heat Plan (30 mins)
 - b) Updating Priorities/Projects to Address Feedback (15 mins)**
- IV. Announcements & Reminders (as needed)
- V. Summary & Adjournment (5 mins)

Road Map



- ❖ Feedback Received During Jan - March
 - Work Plans for Strategic Planning & ERSO Committee
 - Icebreaker on Strategic Planning for Special Populations
- ❖ Proposal to accommodate feedback
 - Tightly defining work to 3x3, so Forums are only working to advance 9 things each year – which is already a lot.
 - Establishing a cross-cutting workgroup for justice-involved and adjacent subsystem populations under Executive CMTE



Reminder Icebreaker for Month of March



Strategic Planning for Special Popns

Purpose:

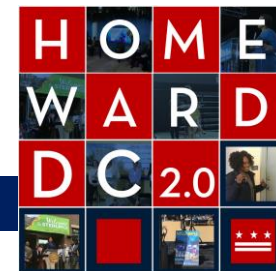
- ❖ Level set on the demand across subpopulations
- ❖ Gather feedback on the call for population-specific strategic plans

Background/Context:

Repeated calls for population specific strategic plans:

- ❖ **Aging Adults** from Single Adult Subsystem WG
- ❖ **Complex Medical Health Needs** from Health Care CMTE
- ❖ **Encampment-Specific vs. Unsheltered**
- ❖ **SMI/SUD** from Single Adult Subsystem and Behavioral Health Care WGs
- ❖ **Returning Citizens** from Executive and ERSO CMTE
- ❖ **Young adults** from Youth WG, including testimony at ICH Performance Oversight Hearing

Reminder Icebreaker Continued – Demographics & Experience



	FY22 KPIs (Served Annually)		2023 PIT (One-Night Snapshot)	
Special Population	Count	Percent	Count	Percent
All Families	1,046	100	389	100
All Singles	7,834	100	3,750	100
Aging Adults 55+	2,621	33.5	1,320	35.2
Between 25 – 54	4,152	53	2,058	55
Young Adults 18 - 24	931	11.9	362	9.7
Domestic Violence (DV)	-	-	888 - Hx 424 - Cause (of those w/ Hx)	24 – DV Hx 48 - Cause (of those w/ Hx)
Returning Citizens	-	-	1,640 (Inst. Involvement)	44
Veterans	606	7.7	214	5.7
Encampments	210 individuals (100 sites) *pulled from 2023 DMHHS Oversight Hearing Report*			
Unsheltered	-	-	821	21.9
Behavioral Health	-	-	1,100 (Mental Health) 721 (Substance Use) 454 (Dual Diagnosis)	29 19 12
Medically Vulnerable	-	-	620 (Chronic Health Condition) 54 (Physical Disability)	16.6 14.4

Reminder Work led by ERSO CMTE & WGs



ERSO CMTE	Front Door Services WG	Shelter Solns WG	Shelter Capacity WG
<ol style="list-style-type: none"> 1. Seasonal Planning 2. Supporting the Development of a Performance Management Framework 3. Reviewing the work led by the WGs 4. Supporting strategic engagement with adjacent systems, particularly Domestic Violence, Justice-Involved, and OMS. 	<ol style="list-style-type: none"> 1. Improving service delivery at the Front Door 2. Addressing safety/security at the Front Door 3. Transforming the Front Door for Single and Young Adults 4. Ending/preventing unsheltered homelessness, especially at encampments 	<ol style="list-style-type: none"> 1. Improving service delivery at temporary housing 2. Addressing safety/security at temporary housing 3. Transforming temporary housing for Single and Young Adults 	<ol style="list-style-type: none"> 1. Supporting the development of the Winter Plan 2. Addressing gaps in shelter capacity reports reviewed 3. Exploring potential for expanding shelter capacity during and beyond Hypothermia Season

Feedback Received Related to Priorities



- ❖ The work of analyzing and synthesizing, comparing and contrasting the initiatives underway in ERSO Workgroups is critical and needs to be elevated and given more time
 - It needs to be recognized as a priority with specific projects that support that analysis/synthesis and comparison
- ❖ It's confusing that Strategic Planning & ERSO are involved and prioritizing work with adjacent systems, particularly DV and Justice-Involved Populations.
 - It would be simpler to have a cross-cutting workgroup under Executive CMTE so one comprehensive WG is tackling the work

Proposal Work led by ERSO CMTE & WGs



ERSO CMTE	Front Door Services WG	Shelter Solns WG	Shelter Capacity WG
<ol style="list-style-type: none"> 1. Seasonal Planning 2. Supporting the Development of a Performance Management Framework 3. Reviewing the work led by the WGs 	<ol style="list-style-type: none"> 1. Improving service delivery at the Front Door – include addressing safety/security here 2. Transforming the Front Door for Single and Young Adults 3. Ending/preventing unsheltered homelessness, especially at encampments – include housing focused case management here. 	<ol style="list-style-type: none"> 1. Improving service delivery at temporary housing – include safety/security here 2. Transforming temporary housing for Single and Young Adults 3. Ending/preventing sheltered homelessness – move housing focused case management here. 	<ol style="list-style-type: none"> 1. Supporting the development of the Winter Plan 2. Addressing gaps in shelter capacity reports reviewed 3. Exploring potential for expanding shelter capacity during and beyond Hypothermia Season

New Cross-Cutting WG Under Executive Committee

Supporting strategic engagement with adjacent systems, particularly Domestic Violence, Justice-Involved, and OMS:

1. At the Front Door and accessing temporary housing and services
2. With ending/preventing homelessness for individuals accessing care in adjacent systems
3. Including data sharing to inform/improve service delivery and care coordination

Next Steps



- ❖ ICH team engaging sister agencies to confirm interest and ability to support cross-cutting WG
- ❖ Opportunity to engage more than the official ICH membership, including
 - Mayor's Office on Returning Citizen's Affairs
 - Criminal Justice Coordinating Council (CJCC)
 - Others?

Notes on Updating ERSO Workplans



- ❖ **JW (DOC):** like that it is all inclusive. Being able to bring everything together.
- ❖ **SB (SMYAL):** appreciate the approach of what is attainable. I believe subpopulations are a very large portion of what makes up shelters. Seems that OMS is the solution but then no also homeless services. Like the trend of Front door around diversion. Can see it but also have concerns.
- ❖ **TS (ICH):** how do we prevent and divert and get people into permanent housing.
- ❖ **SB (SMYAL):** how do we get people on a lease. How do we get diverse funds to divert from homelessness. TH not for it. More preventative services. Staff at OMS is not familiar with accessing docs and resources to help people progress. They are great with language access. Systems need to merge and work together. Would like to share more offline.

Meeting Agenda



- I. Welcome & Agenda Review (5 mins)
- II. System Check-In (35 mins)
- III. Discussion Items – Advancing Priorities & Projects (45 mins)
- IV. **Announcements & Reminders (as needed)**
 - a) CFSA: Community Pop-Up Briefing ***NEW***
 - b) DHS: Emergency Rental Assistance Program (ERAP) ***NEW***
 - c) DOC: READY Center ***NEW***
 - d) DPR: Summer Jobs ***NEW***
 - e) ICH: Budget Engagement Sessions ***NEW***
 - f) NHLC: Homelessness on Trial Webinar ***NEW***
 - g) NHLC: Housing Not Handcuffs: Johnson v. Grants Pass Supreme Court Rally ***NEW***
 - h) Peace Day 2024 ***NEW***
 - i) Youth Homelessness Matters Day Event: Save the Date ***NEW***
- V. Summary & Adjournment (5 mins)

CFSA: Community Pop-Up Briefing



- ❖ Community Pop-up Briefing organized by the DC Child and Family Services Agency (CFSA) this Wednesday, March 27th, for the Families First DC Initiative which includes the 11 Family Success Centers throughout the District.
- ❖ As we start looking into the new round of Requests for Applications and look into the current landscape of child abuse and neglect, we would like feedback from the community.
- ❖ During the event, you'll have the opportunity to have a discussion with Director Robert L. Matthews and provide feedback, building on the lessons learned in the last five years.

❖ To Join the meeting: [Go Here](#)


❖ By Phone: 202-594-9550

- Meeting ID: 211 596 524 136
- Passcode: vK39TS

CFSA Community Pop-up Briefing

"Families First DC Initiative Update"

Wednesday • March 27, 2024
3 p.m. - 4 p.m.



GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR




DELIBERATIVE PURPOSE

DHS: Emergency Rental Assistance Program (ERAP) ***NEW***

The ERAP Portal reopens on Monday, April 1st for 8,500 applications per the additional funds.

Updates:

- DHS is offering an in-person “ERAP application clinic” at the **Martin Luther King Jr. Library located at 901 G Street NW**. The clinic will open at noon and will run until 5pm (or until 8,500 total applications have been submitted).
 - The clinic is intended for residents who need assistance completing their application online. Residents who are comfortable submitting their application online without assistance are encouraged to do so on their own at erap.dhs.dc.gov.
- Residents who need assistance but who are unable to attend the clinic can call the **ERAP Hotline at 202-507-6666** for help completing their application.
- Residents who have general inquiries or questions about submitted applications can call the **ERAP Hotline at 202-507-6666**.
- DHS is also launching a new **Landlord Portal**.
- Visit ERAP [website for FAQs](#) and to access the portal.
- For background and scope on ERAP, check out the DHS [storyboard](#).



EMERGENCY RENTAL ASSISTANCE PROGRAM (ERAP) IN-PERSON APPLICATION ASSISTANCE

★ ★ ★

The District of Columbia (D.C.) Department of Human Services (DHS) will host a workshop for D.C. residents who need technical assistance to enter an application into the ERAP portal.

If you are able to enter and submit your application without assistance, we encourage people to apply online at erap.dhs.dc.gov when the portal opens.

APRIL 1, 2024, AT 12:00 PM - 4:00 PM
Martin Luther King Library, 901 G Street, NW, Washington, DC 20001

WHAT TO BRING:

- Proof of DC Residency (lease or letter from landlord)
- Photo ID for all adults (18+) in household (current government issued ID such as driver's license, passport)
- A valid email address (if not, you can create one at the library's public computer)

If you complete the self-certification, providing these documents will make completing your application easier:

- **Proof of Income for last 30 days** paystubs, Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), unemployment benefits, retirement, child support, Temporary Assistance for Needy Families (TANF). If you do not have income, you would need to sign a Zero Income Statement.
- **Proof of resources or benefits** bank statement from last 30 days for all accounts, Supplemental Nutrition Assistance Program (SNAP)
- **Landlord Email Address** to assist with processing applications faster

DOC: Expanded Services at the READY Center ***NEW***



Expanded Services at the READY Center

The READY Center was opened by Mayor Bowser in 2019 to serve as a one-stop-shop where returning citizens can access a wide range of essential post-release services from District agencies and community-based organizations. So far in FY24, over 3,100 individuals released from federal and local custody have received a variety of pre- or post-release services from the READY Center.

Open 5 days a week from 9 am – 5 pm. The READY Center welcomes both scheduled appointments and walk-ins. The new location is at 3640 MLK Jr Ave, SE walk-in or call 202-790-6790 to schedule an appointment.

Services offered at the READY Center include:

- ❖ Streamlined Access to Identification/Vital Documents
- ❖ Public Benefit Application Assistance (TANF, SNAP, Medicaid)
- ❖ Subsidized and Unsubsidized Employment and Skills Training
- ❖ Education and Vocational Training Resources
- ❖ Referrals for Behavioral Health Services
- ❖ Financial Literacy Services
- ❖ Referrals for Substance Use Intervention
- ❖ Reentry Case Management and Support Groups
- ❖ Clothing and Essential Resources



DPR: Summer Jobs *NEW*



- ❖ Earn With DPR
- ❖ There are over 700 seasonal jobs now available with DPR.
Including:
 - Working at a Pool
 - Working at a School
 - Engaging Youth in the District
 - DPR's Environmental Division
 - Operations
 - Food Service
- ❖ Learn More at EarnWITHDPR.com



ICH Budget Engagement Sessions ***NEW***



Save the Dates!

- ❖ The ICH is legislatively mandated at [DC Code § 4-752.02\(c\)](#) to comment on the Mayor's Proposed Budget.
- ❖ ICH is aiming to schedule all budget engagements and compile all comments by 04/19.
- ❖ ICH is also working with member agencies to share info on their other engagement opportunities.

Date	Time	Proposed Budget Presentations	Join the Meeting
04/09	10:30 – 12 pm	<ul style="list-style-type: none"> •Focus on Level Setting & Cross-Cutting Resources •ICH Members: OCA, DMHHS, & DOES 	<ul style="list-style-type: none"> •Meeting Link •Join by phone: 202-860-2110 •Meeting number (access code): 2308 891 3486 •Meeting password: TXt6JNmnG27
04/09	1:30 – 3 pm	<ul style="list-style-type: none"> •Focus on Young Adults •ICH Member: CFSA, DCPS*, DYRS*, & OSSE *Flag: DCPS and DYRS are members of the Youth Committee per ICH Bylaws 	<ul style="list-style-type: none"> •Meeting Link •Join by phone: 202-860-2110 •Meeting number (access code): 2315 400 6871 •Meeting password: b7SXjPAgh82
04/11	10:30 – 12 pm	<ul style="list-style-type: none"> •Focus on Emergency Response & Shelter Operations •ICH Members: DHS (Capital Budget), DGS & HSEMA 	<ul style="list-style-type: none"> •Meeting Link •Join by phone: 202-860-2110 •Meeting number (access code): 2300 073 5400 •Meeting password: saPHsMwa539
04/11	1:30 – 3 pm	<ul style="list-style-type: none"> •Focus on Special Populations •ICH Members: MOLGBTQA, MPD, and DOC 	<ul style="list-style-type: none"> •Meeting Link •Join by phone: 202-860-2110 •Meeting number (access code): 2318 783 2151 •Meeting password: b5iWJ87TCYp
04/15	2 – 3:30 pm	<ul style="list-style-type: none"> •Focus on Housing Solutions •ICH Members: DCHA, DHS, & DHCD 	<ul style="list-style-type: none"> •Meeting Link •Join by phone: 202-860-2110 •Meeting number (access code): 2305 671 8216 •Meeting password: t4ETQCnpR72
04/17	3:30 – 5 pm	<ul style="list-style-type: none"> •Focus on Health Care Resources •ICH Members: DBH & DC Health 	<ul style="list-style-type: none"> •Meeting Link •Join by phone: 202-860-2110 •Meeting number (access code): 2312 589 2778 •Meeting password: SRn9aSh4i54

NHLC: Homelessness on Trial *NEW*



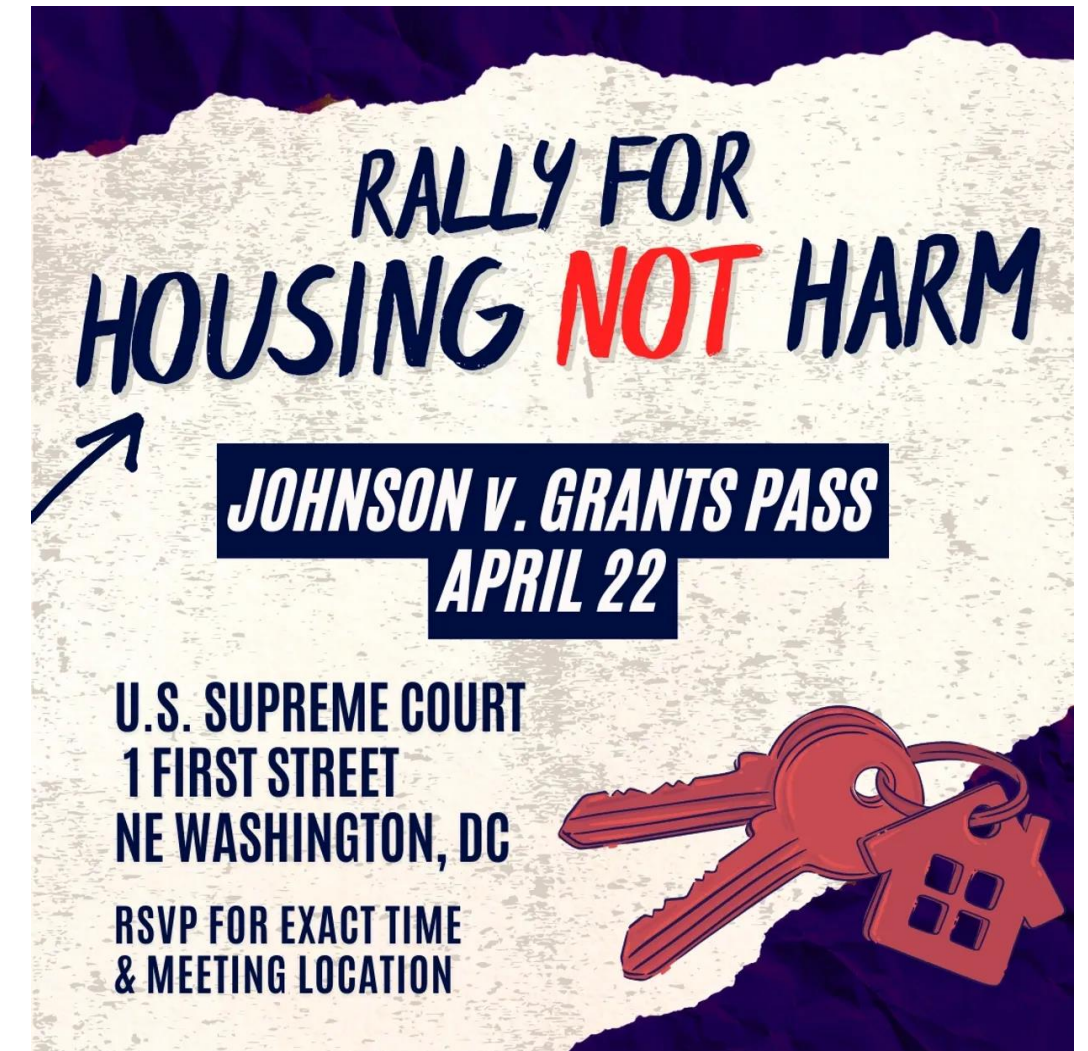
- ❖ National Homelessness Law Center is hosting a webinar on **Homelessness on Trial: Understanding the Impact of Johnson v. Grants Pass**.
- ❖ This is the most significant Supreme Court case in decades about the rights of people experiencing homelessness and poverty.
- ❖ Join Rosanne Haggerty, President and CEO of Community Solutions and Jessie Rabinowitz, NHLC's Campaign and Communications Director to explore the case's implications, its importance for everyone, and how advocates can use it to push for meaningful action on homelessness.
- ❖ **Thursday, March 28th at 2:30- [Register Here](#)**



NHLC: Rally for Housing Not Harm



- ❖ Join National Homelessness Law Center, National Coalition for the Homeless, and other partners to **Rally For Housing Not Harm**.
- ❖ Johnson v. Grants Pass is the most significant Supreme Court case about homelessness in decades. At its core it will decide whether cities can arrest and fine people for things like sleeping outside with a pillow or blanket, even when there are no safe shelter options.
- ❖ The rally will feature homeless activities, organizers, and advocates speaking on the impact of this case.
- ❖ The **Rally for Housing Not Harm** will be on **April 22nd** at the US Supreme Court, 1 First Street, NE, Washington, DC.
- ❖ RSVP for exact time and meeting location at: [Attend the Rally | Johnson v. Grants Pass \(johnsonvgrantspass.com\)](https://johnsonvgrantspass.com)



Peace Day 2024 *NEW*

Come Support and Learn About Mutual Aid Groups in Your Neighborhood on Saturday, March 30th!

Peace Day 2024

In support of mutual aid groups across Washington D.C.

Fun for the whole family!

SATURDAY, MARCH 30 @ 12PM

MALCOLM X PARK

Music | Family Activities | Food | Community

COME MEET YOUR NEIGHBORS, LEARN ABOUT SUPPORT NETWORKS IN THE CITY, AND JOIN US IN PEACE + FELLOWSHIP!



In Recognition of Youth Homelessness Matters Day

Save The Date : You Know Expo
April 17th

Zoe's Doors
900 Rhode Island Ave, NE
2:00pm - 6:00pm



Meeting Agenda



- I. Welcome & Agenda Review (5 mins)
- II. System Check-In (35 mins)
- III. Discussion Items (45 mins)
- IV. Announcements & Reminders (as needed)
- V. Summary & Adjournment (5 mins)**
 - a) Next ERSO CMTE Mtg: Wed. 04/24 from 1 – 2:30 pm**

