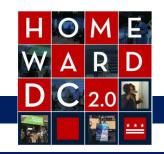


Interagency Council on Homelessness Emergency Response & Shelter Operations (ERSO) Committee



Issue Date: 22 January 2025



DON'T FORGET TO HIT RECORD

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.

Purpose





Governance Board for homeless services. Forum for leadership in planning, policymaking, program development, provider monitoring, and budgeting (DC Code at $\S 4-752.01$).



Forum for seasonal planning & oversight of Front Door Services, Shelter Capacity, & Shelter Solutions Workgroups (WG).



Associated Forums





- Seasonal Planning, including the annual Winter Plan
- Performance Planning for relevant activities under HWDC2.0 Implementation and CoC Operations.
- Reviewing priorities and projects led by the associated workgroups.







- Improving service delivery at the Front Door (particularly outreach and day centers) for all populations
- Transforming the Front Door for Single and Young Adults
- Ending/preventing unsheltered
 homelessness, especially at encampments
- Improving service delivery and operations for all populations in temporary housing
- Transforming temporary housing (shelter, bridge, and transitional housing) for Single and Young Adults
 - Ending/preventing sheltered homelessness, including housing-focused case management

- Supporting seasonal planning, including the Winter Plan
- Expanding shelter capacity at the front door for year-round access
- Performance planning, especially relative to improving utilization reports and reviews to support performance planning goals



Priorities & Projects





Priority	Projects
Seasonal Planning	 Including the legislated mandate to develop and adopt a Winter Plan by: Reviewing implementation of Seasonal Plans (Winter and Heat), to identify key areas of concerns flagged by constituents (memorialized by a Mid-Season FY24 Hypo Season Review and a final FY24 Hypo Season Review), Working with implementing agencies to identify options for addressing the key concerns, Supporting the development of the appropriate Seasonal Plan that integrates the most effective and efficient options for addressing key concerns, including drafting and adopting the Winter Plan.
Data Driven Budget & Performance Planning	 Supporting the development and implementation of data driven budget and performance management framework specific to front door services and temporary housing as well as by ICH ERSO CMTE/WGs by: Reviewing a proposed outline for: A formal ICH Performance Plan for the Continuum of Care starting FY25 and beyond and Standard Workplans for advancing ICH priorities and projects, complete with deliverables, timelines and metrics, starting CY24 and beyond. Updating the proposed/draft framework or idea by integrating the feedback and Finalizing the proposed/draft framework for adoption
Reviewing WG priorities & projects	 Front Door Services, Shelter Capacity, and Shelter Solutions



Category	Potential Reps & Justification	Current Nominees	Addtl Forums Nominees Identified
2 CoC Infrastructure	Lead Agency for Ending Homelessness	• ICH**: Theresa Silla or designee	
	CAHP and HMIS Lead Agency	• TCP**: Tom or designee	
2 District Agencies *includes co-chair	Focused on temporary housing and capacity Ex DHS, HSEMA, DCPL	• <mark>open</mark>	
2 Lived Experience	Current or past experience of homelessness in DC	• Rachelle Ellison (PFFC)*	• All Forums
Reps	inclusive of gender, sexuality, and race/ethnicity, and returning citizens/justice Ex. Currently staying in LBS or unsheltered/encampment, lived experience of mental/behavioral health	• Reginald Black (SYC)*	 Exec CMTE, CEWG, Expanding Opportunity WG, SAS WG, Housing Solns CMTE Full Council
4 Service Providers	Shelter Transport Provider or FDS Service Provider	Sierra Barnedo (SMYAL)	• Shelter Capacity WG, FDS WG, Shelter Solns WG, YAS WG
	Ex. UPO, Outreach, Day Center	Russell McDowell (N St Village) andPortia Robertson Migas (N St Village)	ERSO CMTEStrategic Planning CMTE and Full Council
		• Open	
	Ex. Low Barrier, Bridge, Transitional, Non-Congregate	Kalifia Thomas (Community of Hope)	
		Amanda Chesney (Catholic Charities)*	 Exec CMTE, Shelter Solns WG, Healthcare CMTE, BH WG, Strategic Planning CMTE, SAS WG, and Full Council
		• <mark>Open</mark>	
2 Advocacy and/or	Full Council member <u>OR</u> Regular WG attendee Advocate Ex. DCFPI, PFFC Business/Private Ex. Faith Based Partners, Groups/Orgs that can augment govt resources for things like warming buses or	• Kate Coventry (DCFPI)*	ERSO CMTE, Shelter Capacity WG and Full Council
Business/Private Sector		Damien Cabezas – alternative Provider	 Exec CMTE, REI WG, Healthcare CMTE, BH WG, Strategic Planning CMTE, Housing Solns CMTE Full Council

¹ DC Council Committee on Housing Committee ** Indicates recommended by the ICH Team

cooling centers, etc.



• Kate Conquest or designee**

Full Council

Call for Nominations Extended





Call for Nominations extended to 01/28

Full Council:

- Nine (9) community seats expiring in 2025 and available for nomination for the 2025-2027 term.
- Requires service on 2-3 Leadership Slates.

<u>Leadership Slate</u>:

- > 13 members per CMTE/WG mirroring Full Council categories.
- ERSO CMTE has received 9 nominations so far! There is still 2 "open" community seats in the Service Provider category.
- Seats are not guaranteed or solidified until confirmed by the ICH Full Council.



Meeting Agenda





- Welcome, Agenda Review, & Housekeeping (5 mins)
 - a) Agenda Review
 - b) Introductions & Housekeeping
- II. System Check-In: Inauguration & Hypothermia (25 mins)
- III. Discussion Items (50 mins)
 - a) Performance & Strategic Planning (25 mins)
 - b) Budget (25 mins)
- IV. Announcements & Reminders (5 mins)
- v. Summary & Adjournment (5 mins)
 - a) Next Meeting: Wednesday, 02/26 from 1 2:30 pm



Intros, Announcements, & Concerns





Use "chat" for the following

- Introductions your name, pronouns, org, title/role
- Announcements/reminders key changes/updates
- Concerns to confirm time needed for System Check-In & to support triage for immediate resolution, if appropriate

* Callers:

- > Use *3 to raise your hands so we can see you
- > Use *6 to unmute for intros, announcements, & concerns



Housekeeping





Immediate Follow-Up

- > Timing: Within one business day of the meeting
- Contents: PPT slides with live notes & Announcements/Reminders

Formal Meeting Notes:

- > Generally, ICH team sends official meeting notes within a week
- > Automatically adopted unless issues flagged within a week of transmittal

Managing the Listserv:

- Meeting materials are only distributed to listserv members
- > To join the listserv, email <u>ich.info@dc.gov</u>

* Feedback/Concerns/Questions:

> Reply all to listserv emails to include forum co-chairs for awareness as reps



Live Notes on Welcome & Agenda Review





Introductions:

- ICH Lead: Theresa Silla (Executive Director, ICH)
- Co-chairs:
 - Reggie Black (Serve Your City)
 - Anthony Newman (Deputy Administrator for Homeless Services, DHS)
- Presenters:
- Callers:

Feedback:

* FL (Org): ...



Meeting Agenda





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Inauguration Check-In

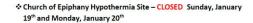
- Opportunity for feedback from all constituents:
 - Advocates, including Lived **Experience Representatives**
 - DC Gov Agencies
 - Service Providers

Department of Human Services

Inauguration Day Modified Operations

The following operational changes will be in effect beginning

6AM Sunday, January 19, 2025 - 6AM Tuesday, January 21, 2025



* Federal City 1N and CCNV locations - NO VEHICLE ACCESS

- . Individuals with mobility impairments are strongly encouraged to shelter in-place Sunday through Tuesday morning for the duration of modified
- Individuals needing UPO transportation should meet the van at 2nd Street and Massachusetts Ave NW for the duration of the day. Please note, this location is more than two blocks from the CCNV and Federal City location

❖ UPO Downtown Day Services Center (DBID) – NO VEHICLE ACCESS ON Monday, January 20th

. Individuals needing UPO transportation to the Downtown Day Services Center, should meet the van at 12th Street & G Street NW (Near the Metro Station Entrance) for the duration of the day.







Inauguration-Related Information for Homeless Services in the DISTRICT OF COLUMBIA

STREET CLOSURES AND RESTRICTED AREAS

There will be heightened security in the District due to the upcoming presidential inauguration, including an increased police and military presence in and around the U.S. Capitol, White House, National Mall, and Downtown, Due to restricted zones, street closures, planned rallies, and other activities from Sunday, January 19 through Tuesday, January 21, 2025, individuals staying outside in these areas are highly encouraged to temporarily relocate to a shelter or other location outside of high alert areas as a safety precaution.



ASSISTANCE FINDING A SAFE PLACE TO STAY

Please reach out to your Case Manager or call the Shelter Hotline at (202) 399-7093 or 311 to request assistance finding a safe place to stay from Sunday, January 19 through Tuesday, January 21, 2025. Depending on your location, you may be displaced and required to temporarily move all your personal belongings. Case managers and UPO drivers will only be able to help you move/transport small, personal items.

TRANSPORTATION TO WARMTH AND SAFETY

To request transportation to a shelter or day program, contact the Shelter Hotline at (202) 300-7003 or 311 UPO vans will operate 24 hours from Sunday, January 19 through Tuesday, January 21, 2025, but traffic, weather and/or street closures may cause delays or make it impossible for vans to reach your destination Please plan ahead!



Shelter and Day Program Hours and Locations

Sunday, January 19, 2025 - Tuesday, January 21, 2025

LOW BARRIER SHELTERS: Open 24 hours (except where noted)

2722 Martin Luther King, Jr. Ave SE

2210 Adams PI NE

St. Josephine Bakhita 6010 Georgia Ave NW (7pm-7am

YOUTH 18-24 The Sanctuary

New York Avenue:

HYPOTHERMIA SHELTERS: Normal hours are 7pm-7am; Operate 24 hours on Monday, January 20, 2025 and during Cold Weather Emergency

Federal City-1 North: 1725 Lincoln Rd NE

CCNV Drop-In Center:

KBEC Family Life Center

LGRTO

Living Life Alternative

DAY PROGRAMS:

Modified hours for Inauguration/MLK Holiday

Downtown Day Services Center: 1313 New York Ave NW (Sun: Closed; Mon: 8am-5pm; Tue: 9am-5pm)

Adams Place Dron-In Center: 2210 Adams DI NE - back of buildin (Sun-Mon: Closed: Tue: 7am-7pm)

801 East Day Center: 2722 Martin Luther King, Jr. Ave SE (Sun: 9:30am-3pm; Mon: Closed; Tue: 9:30am-5pm)

Zoe's Doors (Youth 18-24): 900 Rhode Island Ave NE (Sun-Tue: Open 24 hours)







TN (DHS) Updates

- DHS has been getting the news out on a variety of news channels. We have been doing a full court press to get info on resources out.
- * We have not come near capacity and haven't had to open up new shelters except for one time back in November for women. We have gotten a lot of good feedback that people have been coming in. Warming buses have been communicated through providers doing outreach. We are getting some utilization. Anywhere from 1 to 2 up to 12 each night. We make sure we have signage in both English and Spanish. We moved one warming bus based on feedback.
- DHS was part of the JIC and set up emergency services and were having lots of conversation with secret services and figuring out the best options for people to stay and how to get food out.







- Ms. Umi: Glad you had signs in Spanish
- * **RK (GMC):** How are locations for warming buses being communicated? I haven't been able to readily find this information and a lot of our guests are asking.
- TS (ICH): Need to flag that the ICH team and a lot of people on this call didn't know about warming buses. What is the plan for publicizing or not publicizing?
 - TN (DHS): We have only been letting outreach know. We don't have the ability to secure or want them to be a spectacle.
- * **TS (ICH):** Also flagging the loss of a key resource of Mt. Vernon Library and Sacred Heart as a location recommended for warming buses.







- AW (MK): The signage could still be better and welcoming or inviting people to come in. Perhaps higher up or larger. It is not clear on how you get on the bus.
 - TN (DHS): Thank you for that feedback. Also, we need to be able to share in more languages and not convinced we said it the best way.
- Ms. Umi: For Columbia Heights in particular they don't read in Spanish or English but if you have the people walking there regularly they would know the crowd.
- RW (Comm. Conn.): We normally bring extra signs to hang on the bus as well. It's helpful. Some of our clients take the signs down. We check the buses for our clients and we go into the woods and under bridges as well and encourage them to go. We are constantly checking on people.
- * TN (DHS): It is an imperfect system, with that said, our outreach folks are doing a great job reaching people and giving them info on where to go. Can I guarantee we talked to everyone now but everyone was doing a good job.







- Ms. Umi: I am doing outreach, but I was not aware, and I had been sharing with people there was no warming buses, so I was giving out wrong information. GMC is not a DHS outreach team, but they are out there doing outreach. It's a disservice to keep us out of the loop.
 - > TN (DHS): It was not an attempt to dismiss anyone, but we will take this feedback.
 - LB (WLCH): Thank you, Umi. That information could definitely be helpful to entities outside of DHS. Thank you, Tony for considering expanding that.



Hypothermia Check-In





- Call for new/emerging concerns from:
 - Advocates, including Lived Experience Representatives
 - DC Gov Agencies
 - Service Providers

Previously flagged concerns include:

- Request for Blankets in Bulk
- Overflow Shelters without Showering Facilities
- UPO Response Times
- Partial Daytime Alerts
- Loss of Key Resources (Mt. Pleasant Branch Library & Sacred Heart)
- Food Access
- Heat Outages and/or uncomfortable temperatures







- Ms. Umi: Good Afternoon. Is Pathways on here? Please say if those who slept at Dr King are alright. Dr King was inside green zone, so everyone was forced away. To H3, I have same question. Are those who lived around Union Station alright? Ms B slept at Dr King and has not been seen since Christmas.
- RB (SYC): could we get an update as to the people who were sleeping near the MLK library were they moved? what happened to them?
 - **BK (DHS):** Those at MLK are okay. Pathways is consistently engaging those individuals and they have the necessary warming items needed. We can follow up with Pathways about Mrs. B to see what they know. During Inauguration people could relocate to a warming area and some stayed there.







- * Ms. Umi: Sacred Heart stopped being a men hypo sites before COVID, but men still show up there and the brown cards Catholic Charity passes out STILL lists Sacred Heart.
- Ms. Umi: Hot spots for Columbia Heights: People are sleeping in front on Bell school because it has an awning and outside electric plug. Check Park Rd, Irving. Check behind DCC UDA.
 - **BK (DHS):** Yes, we can make sure MK is aware of these notes and can check those places.
 - AW (MK): We have a bilingual outreach worker that is out there trying to help as many people as possible. There are a lot of people out there and it is hard to serve everyone. We can check over in Mt. Pleasant as well thank you Ms. Umi for the hotspots.







- * AA (h3): Does every bus have the ability to transport individuals in walkers/wheelchairs? We have had inconsistent results with the shuttle buses showing up (North Cap/Mass), in some cases individuals waiting 50 minutes with no bus arriving (told it would arrive at 7:30...still wasn't there at 8:15). Same where we have had individuals needing ADA and the shelter bus not being able to take them on. Is every van able to transport ADA needs?
 - AW (UPO): Everyday we operate multiple vehicles that can accommodate ADA concerns. North Cap/Mass doesn't have a van that can accommodate but they will reach out to other drivers to come get them. Most of our ADA pick ups focus on Bethany and 1313. I am open to talking offline to figure it out further.
 - > AA (h3): Set times would be great for wheelchair accessible vans by Union Station.







- * Ms. Umi: Mr. Antwan, since you mentioned GPS, is the app moving forward?
 - AW (UPO): UPO Shelter Hotline vehicles have GPS. We can see vehicle locations at specific times to ensure that drivers are where they should be when they should be. It also helps us to ensure that vehicles are conducting wellness checks etc. throughout the city.
 - Ms. Umi: Mr. Antwan, Okay. Thank You. I will still push for an app. That way people know when to expect UPO.
 - AW (UPO): Great idea Ms. Umi. Apps are very helpful tools. Leveraging technology is a wonderful suggestion.
- Ms. Umi: Who is working on getting announcements on WMATA metro bus and in the stations?
 - TS (ICH): Mr. Kevin Carpenter is the Public Information Officer (PIO) for DHS and he is our point on coordinating with WMATA and getting lots of press for us regarding hypothermia!







ADDITIONAL CONTEXT

ALERT TRACKER

Alerts & Shifts in Operations





Date	Alert Type	Shifts in Operations
11/12	Overnight Hypo Alert *First Alert of the Season	Phase 1 Overflow sites opened for the season – operating from 7pm to 7am.
11/21	Alert for Strong Winds, awareness only	No Changes
11/21, 11/22, 11/29	Overnight Hypo Alert	Drop-In Center came online tonight, alert night only site for entire season when there is an alert
12/02, 12/03, 12/04	Overnight Hypo Alert Partial Day Time Alert until 12 pm on 12/03 & 12/04	No Changes
12/05	Overnight Cold Weather Emergency Partial Day Time Emergency until 9am on 12/06	Overflow sites extended operational hours from 7AM-7PM on 12/06. Additional shift from Pat Handy to 11 th St Swing Space for the season.
12/06, 12/07, 12/11, 12/12	Overnight Alert	No Changes
12/21 & 12/22	Cold Weather Emergency Overnight	No Changes
12/21	Day Hypothermia Alert	No Changes
12/27, 01/03	Overnight Alert	KBEC for women came online evening of $12/30$ adding 40 beds



Alerts & Shifts in Operations





Date	Alert Type	Shifts in Operations
01/04 - 01/11	Cold Weather Emergency Overnight and Daytime Continuations	Overflow Sites operate 24/7 during the Cold Weather Emergency. Lunch provided at all Low Barrier Shelters and Overflow Sites.
01/12	Overnight Alert, deactivated at $10am \text{ on } 01/13$	Overflow sites open during the day will now close and go back to 7pm – 7am
01/14 - 01/16	Daytime Alert at 9 am on 01/14 and elevated to a Cold Weather Emergency Overnight and continued until deactivated. On the evening of 01/16, the alert was downgraded to Hypothermia.	During Cold Weather Emergency Overflow Shelters are 24/7
01/17	Hypothermia Alert deactivated at 10am	Overflow sites back to 7pm – 7am
01/17,01/18	Overnight Hypothermia Alert	
01/19 - 01/21	Layered:Cold Weather Emergency &Inauguration & MLK Day Holiday	 01/19 Modifications: Open: 801 East Day Center – 9:30am-3pm & Zoe's Door – 24/7 Closed: DDSC & Adams Place Center 01/20 Modifications: Open: DDSC – 8am-5pm, Zoe's Door – 24/7 Closed: Adams Place Day Center & 801 East Day Cetner
01/21- continued	Cold Weather Emergency Continued – started 01/19	Overflow sites open 24/7 except Church of Epiphany just 7pm – 7am



Live Notes on System Check-In



Inauguration Related Feedback:

* FL (Org): ...

Hypothermia Related Feedback:

* FL (Org): ...



Meeting Agenda





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Dual Purpose for Focus





- OIG Audit Report & Findings
 - Requires completing an Annual Update for the Mayor
 - Legislation for Annual Update (Additional Context)
 - Timeline: ASAP
- Homeward DC 3.0 Development
 - Requires evaluating Homeward DC 2.0 & Solid Foundations DC
 - Approach (Additional Context)
 - Timeline: ASAP



Legislation on Annual Update





§ 4–752.02. Powers and duties of the Interagency Council on Homelessness.

- (3) Prepare and submit to the Mayor an annual update based on existing data and community input that reviews the strategic plan, changes in the landscape, and an assessment of the need for services among subpopulations, and that details the resources and strategies needed to support implementation of the strategic plan;
- (4) As part of the annual update, review the efforts of each member of the Interagency Council to fulfill the goals and policies of the strategic plan;



Homeward DC 3.0 Timeline & Approach





- Detailed Review of Status & Outcomes
 - ✓ HWDC 2.0: 12 Goals & 160+ Activities/Strategies
 - ✓ Solid Foundation: 7 Objectives & 47 Strategies

April – June:

- Reviewing Available versus Ideal Interventions,
- Modeling System Flow & Scenarios for Expanding Capacity,
- Prioritizing Outstanding Work & Emerging Areas of Concerns
- Evaluating whether subsystem specific Strategic Plans are warranted

July – Sept:

- Drafting, reviewing, and finalizing appropriate Strategic Plan(s)
- Ideally, one comprehensive plan that speaks to all subsystems

Upshot:

Strategic Planning Committee likely needs to meet monthly in 2025, starting in January



Reviewing Status & Outcomes





Mission:

- Review HWDC 2.0 (12 Goals & 160+ Activities/Strategies) &
- Solid Foundation (7 Objectives & 47 Strategies)

Overall Assessment

Which scenarios were funded? vs. Which scenario was implemented?

Info Needed For Each Activity/Strategy:

- Status: not started (still relevant or not), in progress or ongoing, completed
- » Budget:
 - Was there a budget allocation to support implementation of this activity/strategy?
 - How have costs changed over the period of implementation?
- Metrics:
 - > Existing metrics available for tracking progress or outcomes
 - Ideally, from existing annual Performance Accountability Reports (PAR)
- Notes: any context for status or available metrics shared above
- Importance for Next 5 Years: Scale (High, Medium, Low) & Why

Partners & Roles/Responsibilities:

- Lead or Key Agencies (identified in the Plan) To report out on progress
- Leadership Slate (identified for each Forum) To help the ICH Team evaluate progress



HWDC 2.0 Goals for ERSO Review





Strat <u>egi</u>	es & Objectives		Support Agencies
	Goal 3: Continue Capital and Program improvements to Shelter Stock		
Objectiv	ve 3.1 Complete Construction of New STFH Sites		
3.1.1	Complete construction of remaining STFH sites.	DGS	DHS
Objectiv	ve 3.2. Continue Replacement and/or Rehabilitation of Low-Barrier Shelter Facilities for Individuals		
3.2.1	Complete construction of 801 East Men's Shelter replacement facility (project already funded and work underway).	DHS	DGS
3.2.2 funded).	Identify land, develop design concept, and complete construction of Harriet Tubman Women's Shelter replacement facility (project already .	DHS	DGS
3.2.3 funded).	Identify land, develop design concept, and complete construction of New York Avenue Men's Shelter replacement facility (project already .	DHS	DGS
3.2.4	Complete renovation work at Emery Shelter and Blair Shelter (work already funded).		
3.2.5	Develop plan to replace capacity of Adams Place Men Shelter.	DHS	DGS
3.2.6 425 2nd	In coordination with CCNV, develop plan in accordance with D.C. Act 20-502 (Plan for Comprehensive Services for Homeless Individuals at different NW Act of 2014) to renovate or replace Federal City Shelter.	ICH	DHS
Objectiv	ve 3.3. Fill Gaps in Shelter System Capacity for Individuals		
3.3.1 remain t	Create year-round co-ed shelter capacity to ensure all-adult households (e.g., adult siblings, a parent and adult child, domestic partners) can together.	DHS	DGS
3.3.2 condition	Increase stock of medical respite beds for people experiencing homelessness who are discharged from hospital care with acute health ns. (See also Strategy 9.1.5.)	DHS	DHCF
3.3.3	Identify shelter solutions for individuals with pets.	DHS	
3.3.4	Create dedicated shelter programming for LGBTQ adults to ensure people have choice and feel safe accessing emergency shelter.	DHS	
3.3.5 survivors	Support the efforts of the Domestic Violence Response System to develop a strategic plan and bring more dedicated safe housing online for s fleeing domestic abuse. Continue efforts to improve system coordination and alignment.	ТСР	DHS, OVSJG

HWDC 2.0 Goals for ERSO Review





Strategies & Objectives	Agency Lead(s)	Support Agencies
Goal 4: Reform Front Door of System for Individuals		
Objective 4.3. Seek More Regional Collaboration to Improve System Efficiency and Client Opportunity (See also Objective 10.5.)		
4.3.2 Seek partnership of surrounding counties (via MWCOG Homeless Services Committee) to develop protocols to ensure individuals traveling to		
another jurisdiction for shelter assistance may receive permanent housing assistance in their home jurisdiction (if that is the person's preference).	ICH	DHS, TCP
4.3.3 Seek private sector resources to pilot regional mobility for clients who would like to access housing outside of their home jurisdiction (e.g., to		
be closer to a new job, better transit, family supports); use the outcome of the pilot to inform changes to District laws and policies that currently limit		
mobility.	ICH	DHS, TCP
Objective 4.5. Enhance Shelter Operations and Case Management Services		
4.5.2 Perform a systematic review of shelter case management practices and performance using data, staff input, and consumer feedback;		
develop recommendations to enhance case management services to increase connection to available resources and reduce length of time individuals		
remain homeless.	DHS	TCP
Goal 7: Improve Service Quality and Consistency		
Objective 7.4. Review System Operations through Lens of Trauma to Identify Opportunities for Improvement		
7.4.1 Convene an expert task force, including people with lived experience, to review systemwide operations, with particular emphasis on front-		
door/intake protocols and shelter operations, to ensure facilities, protocols, and services are grounded in principles of trauma-informed care; issue		
report on recommendations to ICH Executive Committee.	ICH	DHS
Goal 8: Improve Employment and Income Growth Opportunities for Clients		
Objective 8.1: Improve Coordination between Homeless Services System and Workforce Services		
8.1.3 As new homeless services system facilities are developed, expand the number of employment-focused beds (often referred to as "work		
beds") for individuals to ensure greater access to people who are committed to finding employment versus only people that are already working.		
(Note that employment-focused programming may be provided in temporary shelter or transitional housing programs.)	DHS	

HWDC 2.0 Goals for ERSO Review





		Agency	Support
Strategi	ies & Objectives	Lead(s)	Agencies
	Goal 9: Improve Access to Care for Individuals with Complex Health Needs		
Objecti	ve 9.1: Improve Care Coordination Between Healthcare and Homeless Service Systems		
			DC Health,
9.1.5	Increase supply of medical respite beds in community. (See also Strategy 3.3.2)	DHS	DHCF
9.1.8	Develop protocol with hospital partners regarding discharge of individuals experiencing homelessness and transport to shelters.	DHS	DC Health
	Goal 10: Coordinate with Upstream Systems to Track and Stem Inflow		
Objecti	ve 10.6: Seek Greater Interjurisdictional Collaboration to Maximize Use of Regional Resources and Reduce Inflow into the District's		
Shelter	System. (See Objective 4.3)		
10.6.1	Seek partnership of surrounding counties (via MWCOG Homeless Services Committee) to develop real-time shelter bed availability app to		
better c	connect individuals to resources in their home jurisdiction and to prevent underutilization of available resources (i.e., some jurisdictions are		
adding	overflow resources while others have empty beds).	ICH	DHS, TCP
	Goal 11: Continue Efforts to Expand Data Collection & Improve Data Quality		
Objecti	ve 11.1: Continue Efforts to Improve Data Quality		
11.1.5	Establish mechanisms (e.g., performance reviews) for improving HMIS data entry and data quality by front-line government staff (e.g.,		
Virginia	Williams intake staff, Adams Place Day Center).	DHS	TCP
11.1.6	Explore strategies (e.g., tech solutions) for improving data collection at low-barrier shelters, day center, and other programs where daily		
client tu	rnover creates challenges for data quality.	ICH, PTEH	TCP
11.1.7	Continue working with staff at privately-funded shelters (e.g., Central Union Mission, Creative Community for Non-Violence) to improve		
client-le	vel data collection and participation in HMIS.	ICH	TCP



HWDC 2.0 Goals for ERSO WGs





	Agency	Support
Strategies & Objectives	Lead(s)	Agencies
Goal 4: Reform Front Door of System for Individuals		
Objective 4.1. Develop System of Streamlined Intake for Individuals		
4.1.1 During planning phase, explore benefits, drawbacks, and feasibility of separate central intake sites by gender, with special consideration given		
to the needs of individuals fleeing domestic violence.	DHS	TCP
4.1.2 Develop standard orientation materials and standard messaging to help people understand what services and resources are available to them.	DHS	TCP
Objective 4.2. Implement Diversion/Problem-Solving Conversations at All Points of Entry		
4.2.1 Co-locate Project Reconnect staff at intake center/information centers. Ensure staff are highly knowledgeable about the range of emergency		
assistance resources available in the District, and ensure that problem-solving conversations are done through the lens of trauma-in formed care and		
by staff trained to identify and respond to domestic violence.	DHS	TCP
4.2.2 Ensure all low-barrier shelters have staff trained in problem-resolution techniques available at intake hours; develop protocol for identifying		
individuals who may benefit from problem-solving; refer to Project-Reconnect if resources or mediation supports are needed.	DHS	TCP
4.2.3 Create a culture of housing-focused problem-solving across all programs (outreach, drop-in centers, upstream systems).	DHS	ICH
Objective 4.4. Continue to Enhance Street Outreach Services for Unsheltered Individuals		
4.4.1 Continue efforts to improve street outreach services to engage unsheltered individuals, provide connections to homeless services and		
behavioral health system resources, and implement harm reduction interventions to increase the health, safety, and wellbeing of individuals		
experiencing unsheltered homelessness.	DHS	DBH
Objective 4.5. Enhance Shelter Operations and Case Management Services		
4.5.1 Work with stakeholders to rewrite shelter "program rules" to reflect operations and services model at new low-barrier shelters with goal of		
improving the client experience and client outcomes.	DHS	TCP
4.5.2 Perform a systematic review of shelter case management practices and performance using data, staff input, and consumer feedback;		
develop recommendations to enhance case management services to increase connection to available resources and reduce length of time individuals		
remain homeless.	DHS	TCP



HWDC 2.0 Goals for ERSO WGs





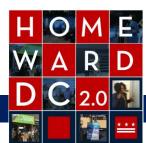
Agency Support

Strategie	es & Objectives	Lead(s)	Agencies
	Goal 8: Improve Employment and Income Growth Opportunities for Clients		
Objective	e 8.1: Improve Coordination between Homeless Services System and Workforce Services		
8.1.1 pathway referrals.	Explore opportunities to expand CAHP screening protocols to assess not only for needed housing supports, but also income-generating (e.g., DOES/American Job Center, Supported Employment, Social Security Disability Income, TANF). Design process to generate automatic	ICH	DHS, DOES, TCP
	Ensure information about work beds for individuals and RRH is more uniformly provided to individuals in low-barrier shelters using standard iers, and informational videos.	DHS	TCP
	Goal 9: Improve Access to Care for Individuals with Complex Health Needs		
Objective	e 9.1: Improve Care Coordination Between Healthcare and Homeless Service Systems		
			DC
9.1.8	Develop protocol with hospital partners regarding discharge of individuals experiencing homelessness and transport to shelters.	DHS	Health
	Goal 10: Coordinate with Upstream Systems to Track and Stem Inflow		
Objective	e 10.2: Support the Efforts of the Criminal Legal System to Decrease Discharges into Homelessness.		
10.2.2 S	Support the efforts of the criminal legal system to improve discharge planning for individuals returning to the District after long sentences,		
including	efforts to reestablish benefits prior to release, identify housing options, and reestablish connections to support networks and services.	CJCC	
	Goal 11: Continue Efforts to Expand Data Collection & Improve Data Quality		
Objective	e 11.2: Expand Data Collection & Reporting to Improve our Knowledge Base on Key Topics.		
-	Establish Task Force to review data currently being collected on client race, ethnicity, gender identify, sexual orientation, and linguistics; recommendations for desired changes re: data collection, and establish annual process for analysis of information to monitor trends related to services, outcomes, and client satisfaction.	ICH	DHS TCP



SFDC Goals for ERSO Review





	Key
Strategies & Objectives	Agencies/Partners
Goal 1: Expand/Enhance Homelessness Prevention Efforts in Systems that Work with Vulnerable Youth	
1.4 Develop a discharge-planning protocol for youth receiving long-term services from or in the custody of CFSA and/or DYRS to ensure youth do not get discharged to streets or to the homeless service system. Train all front-line staff on protocol.	CFSA, CSS, DHS, DYRS
Goal 2: Expand/Improve Outreach, Assessment, and Reunification Efforts	
2.1 Expand drop-in and hotline services to operate on a 24-7 basis, to ensure youth always have a safe place to turn.	DHS



SFDC Goals for ERSO WGs





	Key
Strategies & Objectives	Agencies/Partners
Goal 2: Expand/Improve Outreach, Assessment, and Reunification Efforts	
2.2 Pilot (and scale, as appropriate) the use of staff with behavioral health expertise for engagement and education at "front door" locations (e.g., integration with street outreach, at drop-in centers). Explore options for using Medicaid to pay for those services.	DBH, DHCF, DHS
2.3 Expand targeted youth outreach services (since high traffic areas for youth are often different than for unsheltered adults); increase the use of near-peers in outreach services.	DBH, DHS
2.4 Conduct more cross-training on youth needs and protocol for serving youth with adult outreach teams.	DBH, DHS
2.7 Conduct multi-lingual outreach campaigns – leveraging technology and social media as well as more traditional mediums – to ensure vulnerable youth know where and how to access services.	All Youth Serving Agencies
Goal 3: Increase Dedicated Supply of Shelter and Housing Options	
3.5 Identify/implement strategies to ensure adult shelter acting as "overflow" for transition age youth in early years of plan implementation are safe and culturally and developmentally appropriate.	DHS, TCP



Live Notes on Performance & Strategic Planning





- * **RB (SYC):** So, we need to understand the role of the Leadership Slate and what evaluations they will be responsible for.
 - > TS (ICH): Yes, they will help us evaluate the strategies and objectives of HWDC 2.0
- * **RB (SYC):** I am excited to join. This is what I use the performance oversight season for and looking at where some of these are. So, having a basic template for having those questions asked beforehand would be very helpful.
- * **RW** (**PFFC**): Just highlighting how we can be more coordinated for budget season. As we are doing these reviews and the reason, we didn't have the success is because we didn't have resources. We can plan and plan but if we don't have the budget allocations for our efforts then we are running around in a circle. Having some accountability with the Mayor and DC Council.
 - > **TS (ICH):** So, what you are saying is assessing whether budget affected the outcome or the strategy. Let's think through the questions we can ask.



Live Notes on Performance & Strategic Planning





- * **KC (DCFPI):** What was the actual budget for each one and how does that compare for each scenario? I think we also want to acknowledge that costs have gone up a lot but if the budget doesn't match that.
- RB (SYC): What was the landscape? Where did some of the budget trend to within the scenarios and goals? We had an excess of funding for a couple of years but then that started to taper off and now we don't have the funds.
- TS (ICH): for those interested in looking at the different scenarios in the strategic plan

https://ich.dc.gov/sites/default/files/dc/sites/ich/page_content/attachments/Homeward-DC-Report_FY2021-2025%5B1%5D.pdf



Meeting Agenda





- 1. Welcome, Agenda Review, & Housekeeping (5 mins)
- III. System Check-In: Inauguration & Hypothermia (25 mins)
- III. Discussion Items (50 mins)
 - a) Performance & Strategic Planning (25 mins)
 - b) Budget (25 mins)
- IV. Announcements & Reminders (5 mins)
- v. Summary & Adjournment (5 mins)



Data-Driven Budget Engagement





* Goal:

- Simple but meaningful Budget Engagement
- Amplify advocate/client/provider experience
- Leverage readily available data
- Minimize conflicts with DC Council Oversight & Deliberations

Activity:

- Resource Allocation Game & Survey
- Key questions:
 - √ How would you allocate available resources?
 - ✓ Why?



Resource Allocation Game





- Between Systems: \$100
- Within Systems for Specific Types of Interventions: \$100
- Other Critical Programs?
 - > Respite is a kind of emergency shelter
- Feedback:
 - What about adding resources?
 - How do we evaluate how much more resources we can use in any given year?
 - Asking about options for new funding steams!?
 - What about discretionary vs not discretionary? Important to flag that you cannot put dollars to any budget!

Single Adults	Families
Young Adults	Youth-Headed Families
Veterans	Veteran-Headed Families
Other Subpopulations Example: Older Adult, or Returning Citizens, DV, Women specific resources,	

Interventions Dedicated to Homeless Services

Prevention/Diversion

Outreach

Emergency Shelter

recommendation to call out Respite Beds

Bridge, Transitional, or Extended Transitional

Permanent Housing – Short-Term Assistance (RRH)

Permanent Housing – Long Term Assistance (PSH and TAH)

recommendation to call out TAH because of potential for unique role



Live Notes on Budget





- * KC (DCFPI): We can also add to the resources by raising taxes. Also, there are statutory mandates we have to follow so we need to be clear about funds that are discretionary/nondiscretionary. I wouldn't be able to pull those numbers, it would be with DHS. For example, sometimes there is a legal right to shelter and sometimes not but the DHS budget for shelter may not be separated that way. I get nervous about the game because it gives the appearance that we have more control than we actually do. You can't put all the money towards any one item.
- TS (ICH): maybe having this convo in a much smaller breakout rooms since we are not getting a lot of feedback.



Live Notes on Budget





- RW (PFFC): One of the things about implementing universal housing that those over the age of 25 should have some sort of TAH process specifically if they are long term DC residents. Also, we need to be looking for new funding resources and community foundations.
 - TS (ICH): Yes, we need to call out looking for other resources and you think something shouldn't be DC gov funded. Would you also recommend we call out respite beds like calling out TAH?
 - **RW (PFFC):** Yes, absolutely agreed because of the aging and need we have. Also, something for youth.
- TS (ICH): How would you allocate the resources between subsystems?
 - > **RW (PFFC):** I have played that game before with the Mayor and I think you have to go off of what is true equity. I think we need to be DC residents first as we allocate our budget.
- TS (ICH): Would information about programs that have successfully expanded and how much they have expanded would that be helpful? To understand what our system can accommodate?
 - RW (ICH): That was a big piece of the cuts when they said we gave you funds and you couldn't use it. I would hope we don't allow that to be a talking point again.



Live Notes on Budget





- * **RW** (**Comm. Conn.**): I worked in a number of these program categories and there can be something set aside for the older people in the streets and unable to obtain these vital documents. I think that is where some of the funds should go. Elders with mental health on the street and don't understand they won't survive in this street much longer.
 - TS (ICH): If we ask people of other subpopulations and where they want to support. I hear older adults, returning citizens, DV, women. I am hearing it is important to be able to pick other subpopulations of focus.
 - Ms. Umi: Foundry UMC pays for one's birth certificate and DMV gives free ID I do not know if they still go to 1313). There is also free DC one card.
- AW (MK): Before we close, are there any conversations happening at DHS or else where about potential ICE operations at shelters and homeless services providers?



Meeting Agenda





- Welcome, Agenda Review, & Housekeeping (5 mins)
- II. System Check-In: Inauguration & Hypothermia (25 mins)
- III. Discussion Items (50 mins)

iv. Announcements & Reminders (5 mins)

- a) Catholic Charities: Certified Addictions Counselor *NEW*
- b) Community Bridges: Professional Growth Series *NEW*
- c) DC Central Kitchen: Healthy Corners
- d) DCPL: Hygiene Kits
- e) DISB: Taxes & Earned Income Tax Credit (EITC) *NEW*
- f) GWCF: RFP DC PSH Innovation Lab Pilots *NEW*
- g) LLDC: January 2025 Stakeholder Summit *NEW*
- h) NAEH: Advance Workforce Strategies Grant *NEW*
- i) TCP: DC Point in Time *NEW*
- i) USICH: HUD Releases January 2024 PIT Report *NEW*
- v. Summary & Adjournment (5 mins)

NOTE: If you or your organization have an announcement that you would like us to share during ICH forums, please email a slide with the relevant details to: ICH.INFO@DC.GOV



Catholic Charities: Certified Addictions Counselor *NEW*



Join Us on the Path to Becoming a

Certified Addictions Counselor

The Professional Counseling Educational Program is a six-month series of classes designed to provide the knowledge and skills needed for working with people and families with substance abuse disorders.

This is the first step in fulfilling the educational requirement for those who wish to apply for certification!

For more information email

PCEP@cc-dc.org
We are launching a new application
Process!

see link



ARCHDIOCESE OF WASHINGTON

Inspiring Hope, Building Futures.

Eligibility Requirements

- Associate's or Bachelor's Degree in a human services discipline.
- A letter of recommendation from your supervisor OR letter of support from a Certified Addictions Counselor professional.
- An attestation letter to apply as a Certified Addictions Counselor in Washington, DC.

Current employees of non-government agencies providing behavioral health services in Washington, DC given priority.

Classes held on Zoon

Tues, Thurs, and Fri - 6:30-9:00 pm and in-person on Sat 2x per month - 10:00 am-4:30 pm

Location of In-Person Classes:

Catholic Charities
Anchor Behavioral Health
1001 Lawrence Street, NE
Washington, DC 20017
Near Brookland Metro Station; Free
Parking

This course is fully funded by the State Opioid Response grant through the District of Columbia Department of Rehavioral Health



Community Bridges: Professional Growth Series *NEW*



Community Bridges is hosting 6 1 hr webinars on: Professional Growth Series: Mastering Key Workplace Strategies.

- The first one is Wednesday, 01/29.
- These are great opportunities for our peers, healthcare providers, prevention, harm reduction, treatment, recovery specialist, and criminal justice professionals.
- See flyer for details



Professional Growth Series: Mastering Key Workplace Strategies

Are you ready to invest in your professional and personal growth? Community Bridges, Inc. (CBI) is excited to announce the launch of a 6-part webinar series, designed to empower individuals with skills and strategies for success in today's workplace and beyond.

What to Expect

- Duration: 1-hour webinars
- · Frequency: Monthly sessions
- · Audience: Open to the public
- · Content: Developed from direct feedback from leadership and stakeholders

Each session will focus on practical tools to enhance communication, resilience, and collaboration—skills that drive personal growth and workplace effectiveness.

Training Topics Include

- · Promoting Growth and Development: Strategies for self-improvement
- · Email Etiquette & Written Communication: Sharpen your professional writing skills
- · Value of Communication: Building stronger connections
- · Collaboration and Teamwork: Supporting a unified workplace culture
- · Boundaries for Resilience: Strengthen personal and professional resilience
- Self-Care & Coping Practices: Essential skills for helping professionals
- · Managing Interpersonal Conflicts: Conflict resolution made practical
- Harm Reduction Strategies: Tools to foster positive change

Who Will Benefit

- Peers: Enhance communication and collaboration skills.
- Healthcare Providers: Learn strategies to promote resilience and manage interpersonal conflicts.
- Prevention Professionals: Discover tools to support harm reduction and self-care
- · Harm Reduction Specialists: Gain insights into fostering positive change.
- · Treatment Professionals: Strengthen your ability to set boundaries and resolve
- · Recovery Specialists: Build resilience and enhance teamwork skills.
- · Criminal Justice Professionals: Develop strategies to support growth and effective communication



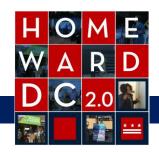


bit.ly/3Cfek3R





DC Central Kitchen: Healthy Corners



• CHECK OUT THE HEALTHY CORNERS APP

Download today to find stores near you, browse inventory, shop and save on healthy produce.

Download Here

SNAP MATCH

At select Healthy Corners stores, DC Central Kitchen offers a "SNAP Match" coupon program for SNAP/EBT customers. At these stores, customers receive a \$5 coupon for free fruits and vegetables every time they spend \$5+ using their SNAP/EBT card. The SNAP/EBT purchase must contain at least 1 fresh or frozen fruit or vegetable.

What is SNAP matching? How do I earn SNAP Match coupons?

If a store offers SNAP Matching, shoppers who purchase fresh or frozen product with SNAP/EBT can get more fresh or frozen produce for free. To earn a \$5 coupon for fresh or frozen product, spend at least \$5 with SNAP/EBT at a participating store and include at least 1 item of fresh or frozen produce in your purchase.

Learn more at Benefit Programs - DC Central Kitchen

Healthy Corners Participating Store List



DCPL: Hygiene Kits



As the weather gets colder, DCPL has warm blankets and hygiene kits available at your DC Public Library. Request a kit at the front desk—no charge.

Available while supplies last.





DISB: Taxes & Earned Income Tax Credit (EITC) *NEW*



Are you leaving money on the table? Join us for an informative webinar to discover how the Earned Income Tax Credit (EITC) can help you keep more of your hardearned money. This session will cover:

- Eligibility requirements for the EITC
- How to maximize your tax refund
- Tips for filing your taxes with confidence

Hear from the DC Taxpayer Advocate in the Office of Tax and Revenue. Don't miss this opportunity to learn how the EITC could benefit you or your family.

Date: Thursday, January 23 at 12PM

Cost: FREE

RSVP Today!





GWCF: RFP - DC PSH Innovation Lab Pilots *NEW*



The Community Foundation's Partnership to End Homelessness seeks to fund **up to five** DC PSH Innovation Lab Pilots to support innovations in addressing key challenges of PSH providers and program quality; specifically in the areas of workforce development and retention, adapting and creating new service models to meet tenant needs, or systems change. Applications outside of these focus areas will also be considered. All Pilot Programs are expected to apply a racial equity lens to quality improvement frameworks.

Up to five proposals will be selected to participate in the 12-month program which includes technical assistance provided by CSH along with the grant funding to support the applicant in the implementation of the proposed DC Permanent Supportive Housing (PSH) Provider Innovation Lab (DC PSH IL).

You must attend at least one informational session in order to apply. Please register in advance to attend.

- January 15th 10:30 12:00 pm: <u>Register Here</u>
- January 29th 2:00 3:30 pm: Register Here

For a copy of the RFP or any questions please email Jennifer Olney, at <u>iolney@thecommunityfoundation.org.</u> All proposals must be submitted no later than 4:00 pm Eastern Standard Time (EST) on February 26, 2025.



LLDC: January 2025 Stakeholder Summit *NEW*





The next LIVE.LONG.DC. Summit on Wednesday, January 29, 2025 from 1:00 - 4:00 pm.

Register via this link. After registering, you will be sent a calendar invite including the details of the Summit.

During our time together we will create a shared understanding of the trends that are shaping this moment, agree on opportunities to amplify impact across the continuum of care as one group, refresh and build new face-to-face community connections that drive our shared actions going forward and re-energize LLDC frontline community honored for the work being done and reminded of the value they deliver every day.



NAEH: Advance Workforce Strategies Grant *NEW*



WORKFORCE INNOVATIONS GRANT



New Grant Opportunity to Advance Workforce Strategies

- The Alliance is <u>requesting proposals</u> for a new opportunity that will award a one-time grant of up to \$50,000 to start or continue initiatives that support the recruitment, promotion/advancement, and retention of high-quality homeless services staff.
- * With a workforce under constant strain, this opportunity aims to encourage small-scale innovations in the homeless services workforce.
- Applications are due by 11:59 P.M. EST on March 28, 2025 to hri@naeh.org.



TCP: DC Point in Time *NEW*



2025 Point-in-Time Count Wednesday, January 29, 2025, 8pm to 2am Registration is open!



Volunteer registration for the 2025 Point-in-Time Count in the District of Columbia is open at: www.DCPIT.org. Sign up soon as volunteer slots fill up quickly!

With the assistance of homeless outreach professionals and community volunteers, on the evening of January 29, 2025, we will be canvassing the District's streets to count the number of unsheltered homeless persons living in the city and complete a short survey with them about their background and needs. The annual count is one of the primary information sources for determining the needs of persons experiencing homelessness in the District and it helps us to better target resources as we work toward the goal of ending homelessness in our community.

Important Information:

- The PIT Count is scheduled for Wednesday, January 29, 2025. Volunteers will need to arrive at their team's meet up location by 8pm and plan to survey as late as 2am that night. In case of inclement weather, volunteers will be notified before noon on January 29th and the count will be rescheduled to the next day, Thursday, January 30th.
- If you wish to volunteer with a friend, you both must register for the same neighborhood and include a note with each other's names. If you do not register for the same neighborhood, we cannot promise you will be able to volunteer together.
- All volunteers are required to attend one virtual training session, even if you have participated before. You will select a training session on the volunteer registration form.

If you have questions about the count, please contact: pit@community-partnership.org.

We hope you will join us!

USICH: HUD Releases January 2024 PIT Report *NEW*



HUD Releases January 2024 Point-In-Time Report

WASHINGTON - The U.S. Department of Housing and Urban Development (HUD) today released its <u>2024 Annual</u> Homelessness Assessment Report: Part 1: Point-in-Time Estimates, an annual snapshot of the number of individuals in shelters, temporary housing, and unsheltered settings. The report found more than **770,000** people were experiencing homelessness on a single night in January 2024, an 18% increase from 2023. This report reflects data collected a year ago and likely does not represent current circumstances, given changed policies and conditions.

Through targeted funding and interventions that utilize evidence-based practices, homelessness among **veterans** dropped to the lowest number on record. There was a nearly **8% decrease** – from 35,574 in 2023 to 32,882 in 2024 – in the number of veterans experiencing homelessness. Among unsheltered veterans, the number dropped nearly 11% – from 15,507 in 2023 to 13,851 in 2024. This year, HUD has helped connect nearly 90,000 veteran households to stable, rental homes through the HUD-Veterans Affairs Supportive Housing (HUD-VASH) Program. The Department of Veterans Affairs announced that it has **permanently housed 47,925 Veterans** experiencing homelessness in FY2024 — marking the largest number of veterans housed in a single year since FY 2019.



Meeting Agenda





- Welcome, Agenda Review, & Housekeeping (5 mins)
- II. System Check-In: Inauguration & Hypothermia (25 mins)
- III. Discussion Items (50 mins)
- IV. Announcements & Reminders (5 mins)
- v. Summary & Adjournment (5 mins)
 - a) Next Meeting: Wednesday, 02/26 from 1 2:30 pm



