



GOVERNMENT OF THE DISTRICT OF COLUMBIA INTERAGENCY COUNCIL ON HOMELESSNESS

APRIL 2023 MEETINGS

PURPOSE

To provide a readout of the April ICH meetings and insight into upcoming meetings and agenda topics.

BACKGROUND/CONTEXT

At the community’s request and to ensure transparency, the ICH is piloting a monthly digest of meetings to include agenda topics and highlights (meaning areas of concern and next steps identified).

This digest is limited to ICH meetings and does not include all constituent concerns or community updates. This information will also be made available on the ICH website at <https://ich.dc.gov/>. If you want to join a committee or workgroup, please email ich.info@dc.gov to join the listserv and stay current.

TABLE OF CONTENT & COLOR-CODING (CC)

While this digest lists ICH meetings in chronological order, given the breadth and depth of information covered, the ICH is color-coding content to facilitate scanning. The color coding is intended to highlight potential concerns/risk areas, underutilized resources, and progress to celebrate:

Areas of Concerns Potential Risks	Underutilized Resources Opportunity for Efficiencies	Progress to Celebrate Trends in the Right Direction
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To support expedited navigation to these flags, this table of content organizes content by color coding and offers direct links to the relevant section of the report.

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CC 04/05 FAMILY SYSTEM ADVISORY GROUP (FSAG)

The ICH convened the second Family System Advisory Group of Workgroup meeting to finalize the review of the proposed FY23 prioritization and case conferencing criteria.

Topics	Highlights, including next steps as appropriate
FY23 Resource Matching to Date	<p>Matching to FY23 TAH and PSH resources began in February. As of 04/05:</p> <ul style="list-style-type: none"> TAH - 32 matches made to date, 49 behind the original schedule. PSH – 55 matches made to date, 59 behind the original schedule. DHS indicated that FY24 proposed budget does not include TAH or PSH vouchers so the current matching pace may be sufficient. <p>Open discussion on the implementation of the updated matching process:</p> <ul style="list-style-type: none"> Concern that the current process adds too many layers of communication. Concern that prioritizing by the length of time in the FRSP program is not appropriate, given exits from FRSP were paused during the pandemic. <p>Next Step:</p> <ul style="list-style-type: none"> TCP will bring final recommendations on criteria and matching approach to the Family System Workgroup (FSWG) meeting on 05/03, initially scheduled for 04/19.

CC 04/06 SINGLE ADULT SYSTEM (SAS) WORKGROUP

The April SAS WG meeting tested a new meeting structure to mirror Youth and Veteran subsystem check-ins and dedicated the discussion time to FY23 priorities. Key themes are included in the table below.

CC	Topics	Highlights, including next steps as appropriate
	CAHP Matching Progress	<ul style="list-style-type: none"> PSH - Resuming matches to tenant-based PSH after eight (8) months off. 04/20 is the kickoff for BNL matching with shelters and outreach providers. RRH - Ongoing monthly matching continues leveraging the offline process for referrals and prioritization.
	Case Management Assignments & Operation Make Movement	<ul style="list-style-type: none"> FY22 Voucher Utilization Progress – 182 tentative matches awaiting assignment remaining: 38 participants will be added to DHS intake and 144 will be moving through OMM for expedited application submissions. Operation Make Movement (OMM) – 163 voucher applications have been submitted to OMM and are going through the DHS and DCHA review process: 82 individuals have completed DHS intake and been assigned to PSH.
	PEP-V Demobilization	<p>Leveraging Resources:</p> <ul style="list-style-type: none"> RRH - DHS has directed CAHP to set aside 5 matches per month for PEP-V residents who are not eligible or appropriate for PSH. <ul style="list-style-type: none"> About 20 individuals from PEPV were referred and are awaiting a match. PSH - DHS will direct CAHP to set aside resources for 59 individuals from PEPV. <ul style="list-style-type: none"> 17 were matched before and would likely be prioritized by the FY23

		<p>Prioritization and Case Conferencing Criteria.</p> <ul style="list-style-type: none"> ○ The other 42 individuals are chronically homeless and likely to qualify for PSH but may not be prioritized. <ul style="list-style-type: none"> ● Note that these allocations deviate from the FY23 Prioritization and Case Conferencing Criteria established by the community in February.
	Partner Questions & Concerns	<ul style="list-style-type: none"> ● Program Transfers - Question on transferring clients from unit-based to tenant-based PSH. Clarification from DHS that: <ul style="list-style-type: none"> ○ Transfers between DHS programs should be handled internally between the Provider & the PSH Monitor. ○ Transfers from non-DHS resources/programs need to be case conferenced through CAHP. ● PEP-V - Concerns about matching PEPV residents to RRH and a client specific concern for individual who was put out of PEPV. ● FY22 Resources – Concern on length of time to utilize all FY22 resources and confusion on general approach.
	FY23 Priorities	<p>Feedback from</p> <ul style="list-style-type: none"> ● Council (CM White) to develop contingency plans for expediting lease-up. ● Consumers to <ul style="list-style-type: none"> ○ Expand scope of Streamlining Intake to work upstream of the Front Door and include discharge planning for institutions (like criminal justice). ○ Address staffing constraints by creating/leveraging peer positions. ○ Prioritize long-time District residents ○ Evaluate whether encampment residents are long-time District residents ● Providers to <ul style="list-style-type: none"> ○ Simplify DHS and DCHA processes ○ Identify efficiencies so additional staffing is not needed ○ Truncate the DCHA inspection process ○ Adopt Plan Do Study Act (PDSA) cycles to test current plans for expediting lease-up and evaluating any new ideas. ● CAHP Team to <ul style="list-style-type: none"> ○ Clearly communicate available resources to consumers ○ Stop creating false expectations and empower consumers with information to make sound decisions <p>Next Steps:</p> <ul style="list-style-type: none"> ● ICH to compile feedback and recommend list of priorities/projects for adoption. ● Until a Workgroup voting slate is adopted, decision-making requires consensus.

CC 04/10 YOUTH ACTION BOARD (YAB)

The Youth Action Board discussion largely focused on preparing for the Youth Homelessness Matters Day event to include opportunities for consumer feedback and YAB member recruitment.

Topics	Highlights, including next steps as appropriate
Consumer Feedback Survey	<ul style="list-style-type: none">YAB members reviewed survey question language and planned logistics.The survey will be administered by YAB members with youth currently or previously experiencing homelessness and gather feedback on services and programming.YAB members will present feedback to the Youth Committee and integrate feedback into system changes under Solid Foundations and Homeward DC 2.0. <p>Next Step: ICH to integrate feedback and prepare survey for 04/19 event.</p>

CC 04/11 EXECUTIVE COMMITTEE

First of three (3) committee meetings dedicated to the ICH's legislated mandate to provide Comments to the Mayor's Proposed Budget (see [DC Code § 4-752.02\(c\)](#)). Comments and feedback on the budget from this forum are included in the final report, which is under IQ review.

Committee	Agenda
04/11 Executive	Agency Budget Presentations from DHS and DHCD Comments on Agencies on all other agencies
04/13 Youth	Agency Budget Presentations from CFSA, DYRS, DCPS and OSSE (youth-serving agencies)
04/18 Strategic Planning	Agency Budget Presentations from DCHA and DBH and Comments received to date..

CC 04/13 YOUTH COMMITTEE

Second of three (3) meetings dedicated to the ICH's legislated mandate to provide comments to the Mayor's Proposed Budget. See the summary regarding the 04/11 Executive Committee meeting above.

CC 04/18 STRATEGIC PLANNING COMMITTEE

Third of three (3) meetings dedicated to the ICH's legislated mandate to provide comments to the Mayor's Proposed Budget. See the summary regarding the 04/11 Executive Committee meeting above.

CC 04/18 YOUTH POLICY WORKGROUP

The April Youth Policy Workgroup included a system check-in, but primarily focused on review of the 2022 Homeless Youth Census results. Feedback and high-level themes are highlighted in the table below.

CC	Topics	Highlights, including next steps as appropriate
	CAHP Matching Progress	<p>33 or 34% of the total matches made in February and March did not materialize or follow through to housing resources.</p> <ul style="list-style-type: none"> • February: 50 total matches (to joint TH/RRH and TH only programs); 15 of the 50 matches did not materialize • March: 37 total matches (including TH, RRH and joint TH/RRH); 18 did not follow through (unassigned, declined). • April: 39 matches to date as of 04/18, no RRH matches yet • Reasons for matches did not follow through: <ul style="list-style-type: none"> ○ lack of Spanish-speaking staff, unable to contact clients, incarcerated, declining (want different program). ○ Matches that do not follow through will show back up if they are submitted by the program.
	Staffing Capacity Updates	<p>Status of hiring and addressing gaps in staff capacity:</p> <ul style="list-style-type: none"> • LAYC drop-in: just hired a new CM. A clinical CM position is still open, but adding even one extra CM makes a huge difference in capacity. • Friendship Place Outreach: Now fully staffed!
	Homeless Youth Census (HYC) Results	<p>TCP presented the results from the 2022 Homeless Youth Census conducted between 09/16 to 09/30. Highlights are included below.</p> <ul style="list-style-type: none"> • Total– 948 youth experiencing literal homelessness or unstably housed. <ul style="list-style-type: none"> ○ Literally Homeless - 588 youth were counted as literally homeless (unsheltered/shelter) during 2022 HYC, an increase of 15% from 2021. <ul style="list-style-type: none"> ▪ 455 singles and 143 youth family heads of household ○ Unstably Housed (Couch Surfing/Doubled Up) – Remaining 360 youth. <ul style="list-style-type: none"> ▪ Observation that housing instability count is likely an undercount given the methodology and gap in data for 2020 and 2021. ▪ TCP is working with the Urban Institute on methodology and approach to understanding this group. • Race & Ethnicity <ul style="list-style-type: none"> ○ Youth of color experience homelessness at far greater rates than their white counterparts, making up 92% of literally homeless youth and 97% of unstably housed youth. ○ 20% of literally homeless and 15% of unstably housed youth identified as Hispanic/Latin(a)(o)(x). • LGBTQ+ - Nearly 1/3 of single youth counted in the HYC are LGBTQ+. • Domestic Violence - Roughly 2 out of 5 youths, regardless of where they were counted, indicated a past experience of DV.

CC 04/20 VETERANS POLICY WORKGROUP

The April Veterans Workgroup convened to cover system updates including the CAHP dashboard, partner updates and discussion FY23 priorities.

CC	Topics	Highlights, including next steps as appropriate
	CAHP Dashboard Update	<p>TCP is catching up on monthly data dashboards and highlighted data from July to October 2022, crucial to understanding trends over the year.</p> <ul style="list-style-type: none"> • Inflow in July 2022 was about 40 people higher than the average monthly inflow (50 Veterans), likely due to working with historical reports and unable to verify client records for Veterans with only one engagement. • Overall Progress – Although the Veterans subsystem did not meet the 2022 reduction goal, the overall BNL has held steady and the District has not seen a large increase in the population. <p>Next Step: Review updated dashboards on monthly basis moving forward.</p>
	Partner Updates/System Check-In	<p>Partner updates focused on Staffing and Capacity</p> <p>Staffing</p> <ul style="list-style-type: none"> • Outreach providers are fully staffed, working to get back to full caseloads. • VA VASH is backfilling VASH Case Manager slots to account for turnover. • SSVF – Friendship Place has hired one of three Housing Navigators. <p>Capacity</p> <ul style="list-style-type: none"> • Access Housing is accepting GPD referrals while they pursue additional funding to support GPD conversion to permanent housing. • VA VASH to confirm utilization and available vouchers with DC Housing Authority. <p>Funding Opportunities</p> <ul style="list-style-type: none"> • VA and GPD providers awaiting final awards on annual and new NOFOs.
	ICH Legislated Mandates & FY23 Priorities	<p>ICH reviewed legislated mandates and systemwide priorities recognizing that the Veterans subsystem will continue working on specific project plans through the Large City Last Mile initiative. Feedback from the community discussion include:</p> <ul style="list-style-type: none"> • Workgroup Infrastructure – Feedback to revisit the status of the workgroup as open and general agreement to establish a voting slate. • Flexibility – Flag that Veteran outreach teams may need to work on specific projects faster the proposed comprehensive Front Door Services WG. • Housing Dashboards – Updated deadline to complete housing resource dashboards by July to inform the annual update on Homeward DC 2.0. • CAHP Prioritization – Recognition that the Veteran subsystem may be on a different cycle for prioritization review since bulk of resources are via the VA. ○ Next Step: ICH to integrate feedback into updated recommendations for May and June WG meetings.

CC 04/20 YOUTH ACTION BOARD

Forum for developing and advancing priorities of the representatives of young adults (aged 18-24) with lived experience.

CC	Topics	Highlights, including next steps as appropriate
	Homeless Youth Census	<p>DHS staff met with YAB members to debrief on the 2022 kick-off event. Key themes from YAB members include:</p> <ul style="list-style-type: none"> • Time & Location: Recommendation to schedule event in the evening when less people are working or in school and ensure accessibility for youth. • Event Communication & Features: Recommendations for <ul style="list-style-type: none"> ○ An interactive event instead of a tabled resource fair. ○ YAB members to prep performers so they understand "why" of event.
	You Know Expo Debrief	<p>Overview/YAB member debrief</p> <ul style="list-style-type: none"> • Partners: DHS, Friendship Place, MPD, DBH, LAYC tabled, • Attendance: approximately 50 young adults attended the event, and • SHY YAB Surveys: 23 surveys were completed (16 in English and 7 in Spanish). <p>Initial Survey Results: The most common themes were related to case management and employment.</p> <p>Next Step: YAB members to present survey results to ICH Youth Committee.</p>
	Priorities & Branding	Discussion on whether “Action” is appropriate for the group given their “Advisory” role—agreement to serve as advisors with roles informed by bylaws.
	Request to open group for CEWG	<ul style="list-style-type: none"> • Overall positive feedback to exchange with CEWG. • Recommendation to invite CEWG to 1 monthly meeting and set group norms.

CC 04/26 SHELTER CAPACITY WORKGROUP

Workgroup tasked with reviewing monthly shelter census, turnaway, and program capacity reports. The workgroup reviewed March reports as well as an initial report on Non-Hypo Season Shelter Utilization to inform trends across seasons. Key takeaways are included in the table below.

CC	Report Title	Highlights, including next steps as appropriate
	March Family System Reports	
	Visiting VWFRC	<ul style="list-style-type: none"> • 350 families visited VWFRC in 3/2023, up 93 from the previous month
	Shelter Placements	<ul style="list-style-type: none"> • 83 families were placed into shelter in March, an increase of 21 from February. • Shelter placements represent 24% or 83 of 350 families that visited VWFRC.
	Shelter Occupancy	<ul style="list-style-type: none"> • Occupancy is down: Emergency Shelter(ES)/Short Term Family Housing (STFH) occupancy in March was 54%, lower than February occupancy data (at 61%). • Exits are higher than entries: 88 families exited emergency shelter in March.

	Families Returning Amongst Shelter Placements	<ul style="list-style-type: none"> • 24 out of the 83, or 29% of placements in March were returning to the CoC after previous episodes of homelessness. <ul style="list-style-type: none"> ○ This is up from 26% in February, which saw lower overall placements. • Outstanding question: If FRSP has not exited families over the last 3 years (during COVID), why do we have so many returns within 6 – 12 months of exit from RRH? <ul style="list-style-type: none"> ○ This question was flagged again while reviewing the non-hypo season shelter utilization reports.
March Single Adult System Reports		
	Monthly Census	<ul style="list-style-type: none"> • Report Updates: March report includes a new section on average vacancies. Helpful to see total averages across facilities, wards and sub-populations. • Average Vacancies Across Men’s & Women Low Barrier Shelters <ul style="list-style-type: none"> ○ Average of 113 beds available. ○ Note that average vacancies were lower in April once hypo beds closed. • Concern about the beds that closed versus the vacancies: <ul style="list-style-type: none"> ○ Total beds that closed in April exceed the average vacancies in March ○ Key question: Where have individuals that can no longer be served gone?
	Turnaway Summary & Details	<p>Concern that turnaways from NYA and Trinidad are not accurate</p> <ul style="list-style-type: none"> • NYA averages 15 vacancies a night and Trinidad averages 14 vacancies. • Turnaways recorded on nights NYA and Trinidad are not at capacity. <p>Concern about availability of turnaway data for the Youth Subsystem.</p> <ul style="list-style-type: none"> • Next Step: TCP to double check if TCP or DHS track turnaways for youth. <p>Concern about successful transports</p> <ul style="list-style-type: none"> • Key Questions: Do clients have a place to wait at low-barrier shelter locations? • Data Review <ul style="list-style-type: none"> ○ Men: 801 East Shelter & Day Center, & Trinidad turnaways are not successfully transported. NYA turnaways are successfully transported. ○ Women: Only a third of the turnaways from HT are transported and more than 80% of turnaways from St. Josephine’s are transported. • Understanding Transport Dynamics & Availability of Waiting Space by Location: <ul style="list-style-type: none"> ○ Feedback that 801 East is by a bus stop and a metro station, so clients might not be willing to wait. ○ Underlying assumption to confirm that all locations, including rec centers have space to accommodate clients waiting for transportation.
Other March Reports		
	Weekly Occupancy Report	<p>Youth ES has low utilization and high vacancies:</p> <ul style="list-style-type: none"> • Safe Haven utilization is at 40% and Sanctuary is utilization at 70%. • Next Step: Consider whether youth staying in the adult system can be triaged to underutilized resources in the youth system.

CC 04/26 EMERGENCY RESPONSE & SHELTER OPERATIONS (ERSO) COMMITTEE

The April ERSO agenda included hypothermia close out and presentations from the National Weather Service (NWS) and HSEMA in their proposed heat-emergency plan.

CC	Topics	Highlights, including next steps as appropriate
	Heat Plan Feedback	<p>ERSO members provided significant feedback in gaps and challenges to assist our unsheltered clients better.</p> <ul style="list-style-type: none"> • Fatalities - NWS highlighted that heat causes more weather-related fatalities than any other weather event. • Cooling Centers - Questions on availability and operation of cooling centers with feedback that places did not know they were cooling locations. • Communication - Recommendation for flash/resource cards for distribution to clients and to have them laminated for durability in the elements. • UPO Transportation - Complaint that shelter transport did not arrive on occasions last summer. Note that beginning April 16th, service hours are from 8 am till midnight.

CC 04/28 CONSUMER ENGAGEMENT WORKGROUP

Forum for developing and advancing priorities of consumers with lived experience. Discussion centered on opportunities for consumer feedback and support with outreach.

CC	Topics	Notes including next steps as appropriate
	DCHA Updates	DCHA shared updates on the public housing and federal voucher waitlists. Additionally, DCHA is also launching a rent café portal.
	NYA Shelter Redevelopment Survey	<p>Discussion on opportunity to mobilize CEWG to survey unsheltered residents to inform further shelter development.</p> <ul style="list-style-type: none"> • Survey & Planning <ul style="list-style-type: none"> ○ Feedback to integrate survey into PFFC and DCPL Peer outreach efforts. ○ Feedback to simplify options and language in the survey. • Next Steps: ICH to schedule additional planning meetings.
	Peer Case Management Institute: Co-Designing the Initiative	<p>DHS shared initial program goals, design, and budget with CEWG members and sought consumer feedback. Questions and feedback are outlined below:</p> <ul style="list-style-type: none"> • Question about the industries the institute will prepare people for. Clarification that this is focused on case management with the recognition that the institute will likely be great prep for other positions: shelter resident or monitor. • Recommendation to build a Supervisor track in the future.
	Client Satisfaction Surveys	<p>This was a quick introduction to bi-annual surveys conducted by TCP on behalf of DHS due to limited time. TCP to return to the April CEWG meeting and</p> <ul style="list-style-type: none"> • Review survey questions and • Evaluate the shift to electronic surveys. <p>Preliminary feedback on shift to electronic surveys was positive.</p>