



MAY 2023 MEETINGS

PURPOSE

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

BACKGROUND/CONTEXT

At the community’s request and to ensure transparency, the ICH is committed to providing a monthly digest of scheduled meetings, notes, and feedback. This digest is limited to ICH meetings and does not include all constituent concerns or community updates. If you would like to join a workgroup, but are not currently on the listserv or receiving the calendar invite, please email ich.info@dc.gov.

CONTENTS

Purpose	1
Background/Context.....	1
May Meeting Read Out.....	2
05/03 Family System WorkGroup (FSWG).....	2
05/03 Behavioral Health x Homeless services Workgroup.....	3
05/04 Single Adult System Workgroup.....	3
05/08 Youth Action Board (YAB).....	4
05/09 Executive Committee	4
05/15 Housing Solutions Committee.....	5
05/16 Youth Policy Workgroup.....	6
05/17 Racial Equity & Inclusion (REI) Workgroup	6
05/18 Veterans NOW Workgroup	7
05/22 Youth Action Board (YAB).....	8
05/24 Shelter Capacity Workgroup	8
05/24 Emergency Response & Shelter Operations (ERSO) Committee	9
05/26 Consumer Engagement Workgroup (CEWG)	10

MAY MEETING READ OUT

05/03 FAMILY SYSTEM WORKGROUP (FSWG)

Forum for planning across the Family System. Note that participation in FSWG is currently limited to family system providers only.

Attendance	<ul style="list-style-type: none"> 42 Participants, 16 Organizations
Topics	Highlights, including context, key concerns and next steps as appropriate
<p>System Check-In - ICH, DHS, and Partner Updates</p>	<ul style="list-style-type: none"> Context: ICH reviewed legislated mandates including the ICH Comments to the Mayor’s FY24 Budget and the ICH Annual Update. DHS outlined FRSP Regulations, Updating SOPs, Ongoing System Enhancements along with update on ERAP applications. Partner updates included the STFH Social Worker requirements. Key Concerns Flagged: <ul style="list-style-type: none"> ICH Update <ul style="list-style-type: none"> CEOs of PSH providing organizations wrote a letter to DHS and ICH about system needs, challenges, and successes. There is a need for decision making clarity across DHS, TCP, and ICH and the meetings where decisions are made. DHS Update <ul style="list-style-type: none"> Providers had questions about the process for matching to PSH, status of utility assistance and the future of ERAP. Ongoing concern about the availability of TAH, Career Map, and DC Flex resources and threshold for vulnerability. Concern that length of time being the main driver is only appropriate if there are enough resources for everyone with heightened vulnerability. Next Steps Identified: <ul style="list-style-type: none"> FSWG Co-chairs and ICH meet to develop a proposal for how decisions are made, communicated and the role of providers and stakeholders in making those decisions. Recommendation to move to monthly meetings instead of quarterly meetings.
<p>FY23-24 F-CAHP Prioritization and Case Conferencing Recommendations</p>	<ul style="list-style-type: none"> Context: TCP has synthesized all the feedback from FSWG and FSAG meetings on Prioritization and Case Conferencing criteria and developed recommendations. Key Concerns Flagged: More time is required to review the recommendations. Next Steps Identified: The presentation will be continued at the 06/07 FSWG meeting. ICH will distribute materials for review in advance of the next meeting.

05/03 BEHAVIORAL HEALTH X HOMELESS SERVICES WORKGROUP

Forum for advancing care coordination with the behavioral health system of care.

Attendance	<ul style="list-style-type: none"> 85 Participants, 35 Organizations
Topics	Highlights, including context, key concerns and next steps as appropriate
System Check-In	<ul style="list-style-type: none"> Context: ICH took a moment to recognize Eugene Wooden. DBH and ICH also provided system updates. Key Concerns Flagged: <ul style="list-style-type: none"> The DBH ICC team is now covering all low barrier shelters and coordinating with three sites to adjust schedules to provide onsite support in connecting clients with CSAs. Questions on CRT follow up protocol if not able to make contact following request. Next Steps Identified: ICC will work to adjust schedules with LBS.
Substance Use Related Resources	<ul style="list-style-type: none"> Context: Eddie Atkins (DBH) continued his presentation on substance use disorders and available resources in DC. Key Concerns Flagged: Community partners need an up-to-date list of available DBH resources (including Narcan) and more training (e.g., mental health). Next Steps Identified: Eddie Atkins (DBH) to share a consolidated resource list.
Sobering Center Updates	<ul style="list-style-type: none"> Context: DBH representatives and Community Bridges, the selected provider, shared their mission, service model, and progress on the new site. Key Concerns Flagged: Questions on available positions for the site and how peers may qualify. Ideally, DBH-certified peers, but there are waivers if have other experience. Interested candidates can submit resumes via Community Bridges website or Indeed. Next Steps Identified: CBI provided contact information for submitting resumes and applications for any of the open positions.

05/04 SINGLE ADULT SYSTEM WORKGROUP

Forum for planning across the Single Adult System.

Attendance	<ul style="list-style-type: none"> 66 Participants, 28 Organizations
Topics	Highlights, including context, key concerns and next steps as appropriate
Voucher Utilization & CAHP Matching	<ul style="list-style-type: none"> Context: All FY22 tentative matches have been reviewed. Operation Makes Movement shaves 22 days (on average) between DHS PSH intake, and Provider Assignment is 22 days less. Key Concerns Flagged: 135 individuals matched in FY22 cannot be located. Next Steps Identified: PFFC outreach to follow up with TCP for CAHP/HMIS training and support with client location.

Streamlining Intake & Project Reconnect	<ul style="list-style-type: none"> • Context: Navigation tool will be implemented with the Shelter Hotline and eventually expand to outreach and low-barrier shelters. • Key Concerns Flagged: HMIS visibility may present a barrier to widespread implementation. • Next Steps Identified: DHS to bring updates to SAS and Front Door Services WG.
Strategic Planning & Encampments	<ul style="list-style-type: none"> • Context: Aim to advance Step 1 of 5 step approach for strategic planning on encampments to include: establishing a voting slate and updating the ICH code of conduct as it relates to discussion in ICH meetings and forums. • Key Concerns Flagged: Unable to spend dedicated meeting time due to breadth and depth of other discussion items. • Next Steps Identified: Explore changes in agenda order and/or extending the meeting for dedicated time on strategic planning time for encampments.

05/08 YOUTH ACTION BOARD (YAB)

Forum for developing and advancing priorities of young adults with lived experience.

Attendance	<ul style="list-style-type: none"> • 11 participants (5 YAB members, 4 ICH staff, 2 DHS staff)
Topics	Highlights, including context, key concerns and next steps as appropriate
System Updates	<ul style="list-style-type: none"> • Context: DHS staff, Sabrina Burrell and Kassein Greene, attended the meeting to request feedback on the Homeless Youth Census (HYC) Kickoff Event. • Key Concerns Flagged: The limited budget includes performers, space, and vendors. DHS could not secure a Saturday event, so the date is set for Friday (09/15) from 4 – 7 pm. • Next Steps Identified: DHS will follow up on recommendations.
Youth Client Satisfaction Survey	<ul style="list-style-type: none"> • Context: The SHY YAB developed a client satisfaction survey, administered at the 04/19 You Know Expo. The initial results were presented and discussed. • Key Concerns Flagged: Preliminary results match feedback YAB members have seen/heard. Data limitations include gender representation, location of the survey, and accessibility (move to online). • Next Steps Identified: The YAB will evaluating data and design a presentation.

05/09 EXECUTIVE COMMITTEE

Forum for ensuring coordination among standing committees of the ICH and address critical items that need resolution between Full Council meetings.

Attendance	<ul style="list-style-type: none"> • 72 Participants, 32 Organizations
Topics	Highlights, including context, key concerns and next steps as appropriate
2023 Point-in-Time Results	<ul style="list-style-type: none"> • Context: Between 2022 and 2023 counts, total number of persons increased by 11.6%. • Key Concerns Flagged: Increases in unsheltered, chronic, and newly experiencing households at PIT. Questions on intersection with KPIs. • Next Steps Identified: TCP will share progress updates within the context of annual key

	performance indicators (KPIs) in subpopulation workgroups in June.
FY2022 HUD CoC NOFO Debrief	<ul style="list-style-type: none"> • Context: Review of scoring areas in FY2022 NOFO. District was awarded \$26,422,633 in renewing funds and \$1,490,891 in new funding, including 42 renewed grants and two new grants for RRH for DV survivors and PSH for chronically homeless youth. • Key Concerns Flagged: Loss of local funds impacts the ability of smaller programs to meet the minimum match requirements set by NOFO competition. A low application score in the section on coordination with healthcare does not make sense given the level of coordination with healthcare providers like Unity and MBI or the District’s ability to successfully leverage Medicaid for PSH services. • Next Steps Identified: TCP contacting peer communities for additional insight/experience.
ICH Updates	<ul style="list-style-type: none"> • Context: Focus on legislated mandates, including annual update. • Key Concerns Flagged: Importance of restarting Shelter Conditions WG. • Next Steps Identified: ICH to plan a pre-engagement session for Shelter Conditions WG in July. ICH will send Save the Date for the pre-engagement and Full Council meeting in June.

05/15 HOUSING SOLUTIONS COMMITTEE

Planning forum for increasing housing stock dedicated to homeless services.

Attendance	<ul style="list-style-type: none"> • 61 Participants (including 8 attendees with lived experience), 32 Organizations
Topics	Highlights, including context, key concerns and next steps as appropriate
Rent Reasonableness	<ul style="list-style-type: none"> • Context: Part of HUD recommendation and Admin plan, is to conduct rent reasonableness unit-by-unit instead of by sub-markets. • Key Concerns Flagged: Lifting the suspension of rent increases. • Next Steps Identified: DCHA continue sharing updates and resources.
Landlord Trust Fund	<ul style="list-style-type: none"> • Context: DHS and CNHED looking to update and expand parameters for the fund. Fund created in 2018 to incentivize landlord participation. Goal to support clients with difficulty leasing up. Funds are available upon damage to the unit or rent arrears. • Key Concerns Flagged: Feedback that some landlords are unaware of the funds and that PSH clients can be covered under the funds. • Next Steps Identified: The core team is reviewing the feasibility of expanding parameters to increase benefits to landlords.
Central Unit Repository	<ul style="list-style-type: none"> • Context: Electronic repository, once developed, will list units available to rent for households receiving subsidies, or applying for subsidies, via PSH, TAH, RRH (families and singles) or VUD-VASH, etc. • Key Concerns Flagged: Concern for duplication across other portals. DHS is exploring options to link portals where landlords already provide information on DC Housing Search. • Next Steps Identified: DHS will continue to update on progress and roll out.

05/16 YOUTH POLICY WORKGROUP

Forum for planning for Young Adults aged 18-24.

Attendance	<ul style="list-style-type: none"> 50 Attendees, 20 Organizations
Topics	Highlights, including context, key concerns and next steps as appropriate
CAHP Matching Updates	<ul style="list-style-type: none"> Context: TCP overview of housing matches that were made in Jan, Feb, and March. Key Concerns Flagged: 40% of all housing matches made January through March did not move forward. Common reasons included single vs shared rooms, language barrier, and inability to locate clients. Next Steps Identified: TCP will prepare a report for each meeting that includes the reasons that clients decline a match. The community will also think through framing resources to clients and resolving rooming issues.
FY24 Budget and Implications	<ul style="list-style-type: none"> Context: The ICH shared ICH team reflections and assumptions based on continued feedback on resource availability and waitlists. Key Concerns Flagged: There are currently waitlists for resources that are in demand: ETH, RRH, and single rooms. Concern that this contradicts process to promote system flow. Next Steps Identified: The topic of waitlists will be revisited at the FY23 Youth CAHP six-month implementation review.
Legislated Mandates & FY23/24 Priorities	<ul style="list-style-type: none"> Context: The ICH will harness the Annual Update to align our Committee Roles & Responsibilities, and Priorities & Projects to our legislated mandates, especially the strategic plan (HWDC 2.0 goals, strategies, and activities). Key Concerns Flagged: ICH reflections and assumptions focused on whether the resources available are meeting the identified need and determining how we track successful exits and prevent returns to homelessness. Next Steps Identified: The ICH and TCP will evaluate trends in Annual KPIs to define subpopulation service needs and changes in the landscape.

05/17 RACIAL EQUITY & INCLUSION (REI) WORKGROUP

Forum for advancing racial equity across the homeless services continuum informed by objectives outlined in Homeward DC 2.0.

Attendance	<ul style="list-style-type: none"> 30 Participants, 15 Organizations
Topics	Highlights, including context, key concerns and next steps as appropriate
Partner Concerns	<ul style="list-style-type: none"> Context: Reminder for upcoming Full Council meeting. Key Concerns Flagged: Feedback that community members may benefit from orientation materials for the Full Council in person meeting, including if votes are taking place, agenda materials, etc. Next Steps Identified: ICH will send a save the date and solidify the agenda with the City Administrator ASAP.

<p>Reviewing KPIs to understand disparities</p>	<ul style="list-style-type: none"> ● Context: Advancing framework for Reviewing System Operations by leveraging annual update process and readily available data, the REI WG compared annual KPIs for families and individuals. ● Key Concerns Flagged: <ul style="list-style-type: none"> ○ Significant disparities in the number of resources relative to the number of individuals experiencing homelessness when compared to families. ○ Acknowledgment of sacrifice for consumers and singles to advocate for families. “It is a debt we need to repay” and time to focus on single adults. ● Next Steps Identified: ICH integrate data and feedback into Annual Update.
---	--

05/18 VETERANS NOW WORKGROUP

Forum for advancing strategies to reduce Veteran homelessness.

<p>Attendance</p>	<ul style="list-style-type: none"> ● 22 Participants, 13 Organizations
<p>Topics</p>	<p>Highlights, including context, key concerns, and next steps as appropriate</p>
<p>Progress in Ending Veteran Homelessness</p>	<ul style="list-style-type: none"> ● Context: TCP shared updated By-Name List (BNL) dashboard data. At the end of March 2023, there were 263 Veterans on the BNL experiencing homelessness. ● Key Concerns Flagged: <ul style="list-style-type: none"> ○ The BNL stayed consistent from January – March. ○ 33 housing placements in March, including 14 chronically homeless Vets. ● Next Steps Identified: Deeper dive into the dashboard and components.
<p>Veteran Outreach</p>	<ul style="list-style-type: none"> ● Context: Solidified outreach strategy updates discussed in WG, including the approach to engaging Veterans who have historically declined assistance and housing, use of catchment areas, and overall outreach goals. ● Key Concerns Flagged: Questions on shelter-in-reach standards (e.g., shelters requesting ROIs, etc.) and coordination for Veterans affected by encampment closures. ● Next Steps Identified: Implement updated strategies and continue the feedback loop with larger Veterans NOW WG and as ICH restarts Front Door Services WG (formerly Outreach WG)
<p>Projects/Priorities for July – December 2023</p>	<ul style="list-style-type: none"> ● Context: Veterans subsystem advances projects in 6-month intervals under the Built for Zero framework and Large City Last Mile participation. Goal to reach functional zero by June 2025. ● Key Concerns Flagged: The WG brainstormed focus areas: increasing outflow, decreasing inflow, realizing general system improvements. Themes included: <ul style="list-style-type: none"> ○ DCHA voucher process bottlenecks – inspections, points of contact, etc., ○ Coordination with GPD – understanding inflow and emphasizing document readiness, ○ HMIS visibility, and ○ Coordination of prevention and diversion services ● Next Steps Identified: Veterans core team will review and integrate ideas from the WG to understand what is new, what has been identified previously but did not move forward, and what is no longer relevant or a priority.

05/22 YOUTH ACTION BOARD (YAB)

Forum for developing and advancing priorities of young adults with lived experience.

Attendance	<ul style="list-style-type: none"> 16 participants (5 YAB members, 7 PFFC members, 3 ICH staff, 1 DHS staff)
Topics	Highlights, including context, key concerns and next steps as appropriate
Front Door Navigation Tool	<ul style="list-style-type: none"> Context: Lindsay Curtin (DHS) presented a Front Door Navigation Tool to request feedback on language, effectiveness, and ease of use. Key Concerns Flagged: The outcomes of Front Door services are the biggest barrier. YAB members identified that young people are being connected to shelter but don't progress, age out of the system, or are matched to an inappropriate resource. Next Steps Identified: DHS is continuing to monitor shelter conditions and case management.
Young Adult Client Survey	<ul style="list-style-type: none"> Context: The SHY YAB developed a client satisfaction survey, which was given at the You Know Expo at LAYC. The YAB is designing a presentation to outline the results. Key Concerns Flagged: Case management was identified as being inconsistent from program to program. It is also up to the client to engage in services once they have learned about the importance of case management. Next Steps Identified: The SHY YAB will develop the outline for a presentation at the next YAB meeting.

05/24 SHELTER CAPACITY WORKGROUP

Forum for discussing shelter capacity and reviewing shelter utilization reports.

Attendance	<ul style="list-style-type: none"> 16 Participants, 6 Organizations
Topics	Highlights, including context, key concerns and next steps as appropriate
Family System Reports	<ul style="list-style-type: none"> Context: Review of April family system reports including VWFRC, shelter placements and returns. Key Concerns Flagged: <ul style="list-style-type: none"> Visits to VWFRC - 291 visits to VWFRC in April, 59 less than March, but still 54 families higher than April of 2022. Family Shelter - 68 placements into family shelter, down from 83 in March 2023. 66 exits from shelter, including two deaths. Returns to the System - Lower rate of returns this month, but three of the families returning to homelessness and shelter were returning from PSH, somewhat of an anomaly compared to most months. Next Steps Identified: <ul style="list-style-type: none"> Shelter Capacity WG will continue to monitor and check for trends. TCP to follow up on the two fatalities reported from shelter in April.

Singles System Reports	<ul style="list-style-type: none"> • Context: Review of April single adult system reports including shelter capacity, shelter turnaways. Note that the full Monthly Occupancy Report was not available for all program types. • Key Concerns Flagged: <ul style="list-style-type: none"> ○ Turnaways from Single Adult Shelter - Improvement in turnaway data, though this may be surprising given this shift in shelter sites available as programs come on or offline. • Next Steps Identified: <ul style="list-style-type: none"> ○ Shelter Capacity WG will continue to monitor and check for trends. ○ TCP to add ICH team members to weekly census turnaway tracker.
------------------------	--

05/24 EMERGENCY RESPONSE & SHELTER OPERATIONS (ERSO) COMMITTEE

Planning forum responsible for developing and evaluating the implementation of the Winter Plan and coordinating shelter-related topics.

Attendance	<ul style="list-style-type: none"> • 68 Participants, 30 Organizations
Topics	Highlights, including context, key concerns and next steps as appropriate
Heat Emergency Plan	<ul style="list-style-type: none"> • Context: HSEMA provided updates on changes to the heat emergency plan based on stakeholder feedback, which includes the ERSO Committee. The official plan has not been published, however, upon final approval the plan will be available at heat.dc.gov. • Key Concerns Flagged: The committee had concerns on the following issues: <ul style="list-style-type: none"> ○ Guidance on recognizing the dangers of heat. ○ Updates on the plan if changes should occur on available cooling centers and locations. ○ The availability of cooling buses. • Next Steps Identified: ICH integrate feedback into seasonal planning.
DCHA- Waiting List	<ul style="list-style-type: none"> • Context: DCHA is in the process of verifying individuals on the public housing waiting list. • Key Concerns Flagged: DHS stated there are 130 individuals who are on the waiting list and are currently experiencing homelessness. Communications beyond the outreach team is confusing and is making it challenging in locating the 130 individuals. • Next Steps Identified: DHS and ICH are leveraging communications and messaging in workgroups and committees until May 31st
Mortality During Hypothermia Season	<ul style="list-style-type: none"> • Context: OCME confirmed the District had two deaths during the hypothermia season (11/1-3/1, still waiting for data for the month of March), with the primary contributing factor being hypothermia or the cold. • Key Concerns Flagged: Discussion on if the system prepared for transition season early in the hypothermia season to assist clients in preparing for the cold. The following items were flagged: <ul style="list-style-type: none"> ○ Individuals who are new to the area arrive not prepared for the transition to the cold.

	<ul style="list-style-type: none"> ○ Early in the season blanket distribution is a challenge because access to blankets is difficult. ○ We may need to conduct emergency rounds throughout the year. ○ Should we be documenting when hospitals encounter individuals with low core body temperatures. ● Next Steps Identified: A suggestion to work with DC Health and utilize syndromic surveillance when someone enters the hospital or emergency room.
--	--

05/26 CONSUMER ENGAGEMENT WORKGROUP (CEWG)

Forum for developing and advancing priorities of consumers with lived experience.

Attendance	<ul style="list-style-type: none"> ● 19 Participants (13 consumers, 5 ICH staff, 1 TCP staff)
Topics	Highlights, including context, key concerns and next steps as appropriate
Client Satisfaction Surveys	<ul style="list-style-type: none"> ● Context: TCP reviewed current client satisfaction surveys and sought feedback from CEWG on the survey questions and the process for collecting feedback. Note that these client surveys are only for those programs subcontracted by TCP. ● Key Concerns Flagged: Feedback themes from CEWG include: <ul style="list-style-type: none"> ○ Opportunity to consolidate questions regarding program expectations. ○ Concern about clients feeling pressured to complete surveys to receive bed assignment in shelter. ○ Frustration about case managers and services in shelter. ○ Recommendation to digitize the survey and potentially include a QR code. ● Next Steps Identified: TCP to incorporate feedback in the next round of client satisfaction surveys.
Preparing for PFFC Anniversary Event	<ul style="list-style-type: none"> ● Context: People for Fairness Coalition will be hosting 15th Anniversary Event on 06/03. ICH staff will be in attendance to support and complete surveys on shelter redevelopment with consumers who are unsheltered. ● Key Concerns Flagged: Initial survey testing yielded preliminary feedback: <ul style="list-style-type: none"> ○ 9 out of 10 people were over 50, most were men, and most stayed in NW. ○ Only 1 person said they were with friends and picked a location based on their family/friend network. ○ Women expressed issues with (shared) bathrooms, security (feeling unsafe), and staff (how they treat clients). ● Next Steps Identified: <ul style="list-style-type: none"> ○ ICH to support the event and tabulate all surveys following the event. ○ ICH to share results with CEWG and DHS to inform shelter design process.