



JUNE 2023 MEETINGS

PURPOSE

To provide a readout of the June 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 meeting but are not currently on the listserv or receiving the calendar invite, please email ich.info@dc.gov.

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JUNE MEETING READ OUT

06/06 FRONT DOOR SERVICES WORKGROUP (FDS)

Forum for planning and coordinating services across the front door, including day/drop-in centers, shelters, and street outreach for all subpopulations.

Attendance	<ul style="list-style-type: none"> 84 Participants, 35 Organizations
Topics	Highlights, including context, key concerns, and next steps as appropriate
Proposed Scope of Work, Goals & Priorities	<ul style="list-style-type: none"> Context: ICH reviewed foundation for proposed scope of work for the relaunch of this workgroup. Participants shared updates and feedback. Key Concerns Flagged: <ul style="list-style-type: none"> Recommendation to address strategic planning and encampments through this workgroup starting with inventory of how current protocols are working and data. Feedback on frustrations with service provider accountability and shelter/transitional housing program conditions and rules. Concern on demand for housing assessments from external agencies and impact on CAHP participating providers. Next Steps Identified: <ul style="list-style-type: none"> Flag concerns regarding program rules for Shelter Conditions WG. Share recommendation on proposed scope of work with SAS WG, specifically regarding FDS as lead forum advancing Strategic Planning and Encampments. Review process for training and onboarding as CAHP agency and how peers can be trained and gain access to HMIS.
Workgroup Governance	<ul style="list-style-type: none"> Context: Roadmap for establishing workgroup governance that supports decision-making and recommendations to the Committee level. Key Concerns Flagged: Need to ensure consumer representation and equity, particularly in matching and assigning resources. Next Steps Identified: <ul style="list-style-type: none"> ICH will draft proposed workgroup governance and guidance for nominating voting slates and co-chairs.

06/07 FAMILY SYSTEM WORKGROUP (FSWG)

Forum for planning and coordinating services across the family system.

Attendance	<ul style="list-style-type: none"> 37 Participants, 15 Organizations
Topics	Highlights, including context, key concerns, and next steps as appropriate
Annual KPIs – Families	<ul style="list-style-type: none"> Context: TCP reviewed subpopulation data from the annual Key Performance Indicators (KPIs), including the data specific to: <ul style="list-style-type: none"> Family Chronic Families and

	<ul style="list-style-type: none"> ○ Youth-headed Families ● Key Concerns Flagged: <ul style="list-style-type: none"> ○ Requests for Clarification/Additional Data: <ul style="list-style-type: none"> ▪ Question from DHS whether there is a way for us to identify the families experiencing chronic homelessness or a way for us to track them separately so we can provide support as soon as possible. ▪ Response from TCP: Yes, we track that data in HMIS and can provide a report for families experiencing chronic homelessness at any given point. ● Next Steps Identified: ICH to leverage KPIs to inform annual update on Homeward DC 2.0.
FY23/24 Matching Policy Updates	<ul style="list-style-type: none"> ● Context: TCP presented and reviewed recommendations for Family CAHP Prioritization and Case Conferencing criteria based on feedback from March and April Family System Advisory Group meetings. ● Key Concerns Flagged: <ul style="list-style-type: none"> ○ The recommendations can be difficult to understand if someone is not actively working within the family system. There was a recommendation to present the prioritization and case conferencing criteria in community town halls. ● Next Steps Identified: <ul style="list-style-type: none"> ○ The CAHP team and ICH will address concerns/feedback and align recommendations. ○ The CAHP team and ICH will present recommendations at the Strategic Planning Committee in August ○ Townhall meetings for the community will help them understand the policy changes to be approved.

06/08 SINGLE ADULT SYSTEM WORKGROUP

Forum for coordination across single adult system.

Attendance	<ul style="list-style-type: none"> ● 64 Participants, 28 Organizations
Topics	Highlights, including context, key concerns, and next steps as appropriate
Annual KPIs – Individuals	<ul style="list-style-type: none"> ● Context: TCP reviewed subpopulation data from the annual Key Performance Indicators (KPIs), including chronically homeless, LGBTQ+, gender and age. ● Key Concerns Flagged: <ul style="list-style-type: none"> ○ Requests for Clarification/Additional Data: unsheltered/sheltered populations, detail on housing placements and age groups between 25-55 years old. Clarification to understand difference in methodology for KPIs, PIT and By-Name List data. ○ Questions and discussion on how data can inform services, prioritization, and addressing process delays. ● Next Steps Identified: ICH to leverage KPIs to inform annual update on Homeward DC 2.0.

Strategic Planning & Encampments	<ul style="list-style-type: none"> • Context: Proposed change to shift Strategic Planning & Encampments to the Front Door Services WG given the focus on resource utilization and matching in the SAS WG. • Key Concerns Flagged: No objections or feedback. • Next Steps Identified: ICH to integrate Strategic Planning & Encampments as priority for Front Door Services WG.
Matching Updates	<ul style="list-style-type: none"> • Context: TCP and DHS provided PSH and RRH matching updates from May. Highlights include: <ul style="list-style-type: none"> ○ RRH – 48 clients matched in May, including 26 who are actively employed. ○ PSH – 102 matches in May, 234 total in FY23. For those matched in FY23 and going through Operation Make Movement (OMM), it takes 22 days from match to provider assignment. This is a significant improvement from the provider assignment delays seen in matching FY22 resources. • Key Concerns Flagged: <ul style="list-style-type: none"> ○ Questions on client communication process when matched and causes for length of time delays between match and lease up. ○ Questions on services and employment support provided in RRH and other housing programs. • Next Steps Identified: Continue monitoring match and assignment progress.
Project Reconnect – Housing Navigation Tool Launch	<ul style="list-style-type: none"> • Context: DHS shared initial progress on the launch of the Navigation Tool with the Homeless Services Hotline (HSH) this week. • Key Concerns Flagged: N/A. • Next Steps Identified: DHS will aim to bring additional data on progress to future SAS or FDS WG meetings.

06/12 HOUSING SOLUTIONS COMMITTEE

Planning forum for increasing housing stock dedicated to homeless services.

Attendance	<ul style="list-style-type: none"> • 61 Participants, 32 Organizations
Topics	Highlights, including context, key concerns, and next steps as appropriate
Rent Reasonableness	<ul style="list-style-type: none"> • Context: DCHA shared updates on rent reasonableness process effective 07/01. • Key Concerns Flagged: Questions on impact for landlords, existing leases. DCHA provided FAQ and will share more details as available. • Next Steps Identified: DCHA will continue to bring updates to monthly CMTE meeting.
DHCD Updates	<ul style="list-style-type: none"> • Context: DHCD report on HPTF and FY24 budget. • Key Concerns Flagged: Questions and feedback on location and equity concerns for the PSH units. • Next Steps Identified: DHCD to provide most recent reports on HPTF-funded projects and PSH-dedicated resources.
ICH Full Council	<ul style="list-style-type: none"> • Context: ICH reviewed proposed agenda and approach to pre-meeting session for the 06/27 Full Council meeting. • Key Concerns Flagged: Concerns on limited public comment period and request for

	<p>ability to submit written comments ahead of the meeting for consideration. Clarity is needed on ICH member seats at Full Council, specifically consumer representative seats.</p> <ul style="list-style-type: none"> • Next Steps Identified: ICH integrate feedback to Full Council planning.
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06/13 STRATEGIC PLANNING COMMITTEE

Forum for tracking progress on strategic planning initiatives across all subsystems.

Attendance	<ul style="list-style-type: none"> • 53 Participants, 25 Organizations
Topics	Highlights, including context, key concerns, and next steps as appropriate
DHS Updates	<ul style="list-style-type: none"> • Context: DHS shared key updates on the confirmed FY24 budget as well as current and upcoming solicitations. • Key Concerns Flagged: <ul style="list-style-type: none"> ○ DHS Budget: Clarification needed on ERAP funding. ○ DHS Solicitations: DHS shared updates on current and upcoming solicitations. Question on how consumers with lived experience can participate in solicitation process or review panel. • Next Steps Identified: ICH and DHS to confirm details for inclusion in official meeting notes.
CAHP Updates	<ul style="list-style-type: none"> • Context: TCP outlined plan for bringing prioritization and case conferencing updates to Strategic Planning Committee. • Key Concerns Flagged: <ul style="list-style-type: none"> ○ Note that since the Family System WG is only open to family service providers, consumers and community advocates have not participated in the CAHP prioritization review process. ○ Feedback from family providers that updates have been confusing and additional support is needed. • Next Steps Identified: ICH and TCP explore option of holding 07/25 meeting timeslot for a Family CAHP listening session open to consumers and community advocates.
KPIs on Inflow & Mortality	<ul style="list-style-type: none"> • Context: TCP reviewed additional analysis on the FY22 Key Performance Indicators (KPIs) in response to community questions on inflow and mortality. • Key Concerns Flagged: <ul style="list-style-type: none"> ○ Inflow: Acknowledging systemic racism and impact on disproportionate experience of homelessness for BIPOC. Request for additional information on the length of stay for individuals and families entering the homeless services system. ○ Mortality: Questions on resources for burial assistance and data on cause of death and co-occurring illness. • Next Steps Identified: ICH to include considerations in Annual Update.

06/14 MEDICAID WORKGROUP

Forum for evaluating and strategizing around Medicaid reimbursements for Housing Support Services.

Attendance	<ul style="list-style-type: none"> • 56 Participants, 26 Organizations
Topics	Highlights, including context, key concerns, and next steps as appropriate
System Check-In	<ul style="list-style-type: none"> • Context: The ICH presented observed concerns and opportunities expressed within the Continuum of Care, including the 1115 Medicaid waiver. • Key Concerns Flagged: There is discussion in multiple workgroups about the 1115 waiver and what could be offered within homelessness services. A few providers noted that they were unfamiliar with the waiver and are eager to learn more. • Next Steps Identified: The ICH will collaborate with DHCF to level set knowledge about the 1115 waiver and coordinate a presentation in the proposed Health Care Committee.
Future of Medicaid WG	<ul style="list-style-type: none"> • Context: ICH Director Theresa Silla led this segment of the ICH proposal to create a new Healthcare Committee that would address Goal #9 of Homeward DC 2.0 (“Improve access for care for individuals with complex health needs”). • Key Concerns Flagged: Providers would still like a space to discuss Medicaid billing at least quarterly. • Next Steps Identified: The workgroup agreed to pivot toward a Health Care Committee, underscoring the need to coordinate with other groups doing similar work and ensure the group meets with DHS on ongoing PSH challenges and solutions.
One Year Lookback	<ul style="list-style-type: none"> • Context: Dena Hasan (DHS) and Carmen Hernandez (DHS) presented an overview of progress made in the last year since Housing Supportive Services (HSS) SPA approval. • Key Concerns Flagged: Providers are still struggling with Pre-Authorization Codes, staffing challenges, and UIR exemption requests. • Next Steps Identified: DHS will meet with providers to review the rate model and will work with DHCF to compare FY reimbursement data. The Medicaid Technical Assistance Survey results will also be covered in an upcoming meeting for discussion.

06/15 VETERANS NOW WORKGROUP

Forum for advancing strategies to reduce Veteran homelessness.

Attendance	<ul style="list-style-type: none"> • 28 Participants, 12 Organizations
Topics	Highlights, including context, key concerns, and next steps as appropriate
Announcement of Funds Awarded	<ul style="list-style-type: none"> • Context: The District received funding for two new projects from Community Solutions as part of participation in Large City Last Mile (LCLM) cohort with the aim to end Veteran homelessness in the District by June 2025. • Details: <ul style="list-style-type: none"> ○ Flex Funds: Housing Counseling Services (HCS) shared that they were awarded flex funds for prevention and to assist literally homeless Veterans. ○ CoC Staffing: TCP was awarded funds for a Data Lead Position on the CAHP Team focusing on Veterans under the BFZ LCLM. • Next Steps Identified: ICH will work with HCS to establish a timeline and work plan to get the funds out into the community.

KPIs Veteran Subpopulation	<ul style="list-style-type: none"> • Context: TCP presented key performance indicators (KPIs) in the Veterans subpopulation, showing how they compare to the singles and family subpopulations at-large for FY22. • Key Concerns Flagged: Veterans served according to PIT 2023 was 214, representing 5.7% of the overall homeless population. Veterans Served according to HMIS in FY22 was 606 representing 7.7% of the overall homeless population. <ul style="list-style-type: none"> ○ Housing Exits: 45% of Veterans served in FY22 exited to permanent destinations. ○ Returns: Veterans have a higher rate of return compared to all singles - 14% of Veterans return within 6-12 months. ○ Length of Stay: Veterans show a lower length of stay (136 days) compared singles overall (178 days). ○ Veteran Families: Feedback that Annual KPIs do not reflect how many Veteran families tracked by CAHP. For example, Veteran families enrolled in SSVF or VASH but were not served through VWFRC or STFH. • Next Steps: ICH to integrate KPI data into Annual Update.
Voting on Project and Priorities for June-December 2023	<ul style="list-style-type: none"> • Context: The community brainstormed ideas to increase outflow, decrease inflow, and general system improvement during the May Veterans NOW meeting. Feedback was consolidated and reviewed for voting via Mural tool. • Key Concerns Flagged: Concern for unsheltered Veterans, particularly those with behavioral health challenges. • Next Steps Identified: ICH and Vets Core Team follow up to finalize voting for project priorities including feedback from consumers and VA staff not able to join the meeting.

06/20 YOUTH POLICY WORKGROUP

Forum for planning for Young Adults aged 18-24.

Attendance	<ul style="list-style-type: none"> • 45 Attendees, 19 Organizations
Topics	Highlights, including context, key concerns, and next steps as appropriate
System Check-In	<ul style="list-style-type: none"> • Context: Providers, DHS, and the ICH provided CoC and funder updates. • Key Concerns Flagged: <ul style="list-style-type: none"> ○ Providers: Partners expressed concern over the influx of youth experiencing homelessness in Gallery Place along with a provider noting an influx of Venezuelan migrants. There is also concern about staff pay and balancing self-care. ○ DHS: ID Vouchers have been ordered and an update will be provided. • Next Steps Identified: The ICH will be streamlining the Youth Committee and Youth Policy WG into one Youth Committee.
Key Performance Indicators for Youth	<ul style="list-style-type: none"> • Context: Tom Fredericksen (Chief of Policy and Programs, TCP) presented key performance indicators (KPIs) for the youth subpopulation. • Key Concerns Flagged: Questions on whether length of stay is affected by variables such as program design, SUD and mental health services.

	<ul style="list-style-type: none"> • Next Steps Identified: KPI data will be included in the ICH Annual Update.
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06/21 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	34 Participants, 18 Organizations
Topics	Highlights, including context, key concerns, and next steps as appropriate
FY24 Budget Concerns and Advancing REI	<ul style="list-style-type: none"> • Context: Meeting warmup discussion focused on advancing racial equity and inclusion in homeless services, beginning with a look at vacant housing and universal housing. • Key Concerns Flagged: Consumers and community members highlighted need to <ul style="list-style-type: none"> ○ Identify vacant units available in the District. ○ Identify vacant units that we fund. ○ Investigate AMI limits. • Next Steps Identified: Determine definition for unit categorization (Class A, B, etc.). Leverage 07/17 Housing Solutions CMTE to review DHCD pipeline report.
Annual KPIs with Race and Ethnicity	<ul style="list-style-type: none"> • Context: TCP presented key performance indicators (KPIs) and trends in singles and family subpopulations from FY22, with additional information on the race and ethnicity categories reported in the HMIS. • Key Concerns Flagged: <ul style="list-style-type: none"> ○ Question on how this data and analysis will be used by Mayor’s Office on Racial Equity (ORE) and the CoC to inform reports and opportunities like the annual HUD NOFO. ○ Recommendation to look at pre-COVID metrics to understand impact of changes in the landscape. Research question on how average length of time homeless tracks with inflow. For example, the impact of the inflow of migrants. • Next Steps Identified: ICH incorporate this data to the Annual Update.

06/21 BEHAVIORAL HEALTH X HOMELESS SERVICES (BH X HS)

Forum for advancing behavioral health supports across the homeless services continuum.

Attendance	61 Participants, 28 Organizations
Topics	Highlights, including context, key concerns, and next steps as appropriate
Operational and Programmatic Updates	<ul style="list-style-type: none"> • Context: DBH presented updates for June on Intensive Care Coordination (ICC), Community Response Team (CRT), and PATH teams. • Key Concerns Flagged: Questions on capacity of each DBH program and the services offered. Request for brochures of each program to increase community understanding of available resources. • Next Steps Identified: DBH teams will work to provide one-pagers.

Provider Concerns	<ul style="list-style-type: none"> • Context: Providers identified that ACT providers have serious concerns about the new regulations being rolled out for ACT on July 1st. • Key Concerns Flagged: the billing requirements to receive reimbursement will make it difficult to balance providing quality services. • Next Steps Identified: DBH will be providing updates on at ACT at provider meetings on 06/22 and 06/30. DBH has incorporated feedback including the 8 monthly engagement requirements.
Crisis Beds	<ul style="list-style-type: none"> • Context: Ginger Cabrera (Clinical Director, Crossing Place/Woodley House) and Sarah O’Connell (Clinical Director at Jordan House/SOME) provided a joint presentation on the services and attributes of these two psychiatric crisis facilities. Dr. Bernadette Boozer (Deputy Chief of Crisis Services, DBH) and Lanada Williams (Deputy Director, Access Hotline DBH) presented on the DBH Crisis Bed Extension process and Crisis Bed Step Down process, respectively. • Key Concerns Flagged: The community had questions about the capacity of each program and the services offered. • Next Steps Identified: The slides from each presentation will be sent along with the notes to the BH x HS workgroup.

06/23 CONSUMER ENGAGEMENT WORKGROUP (CEWG)

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

Attendance	24 Participants, including: <ul style="list-style-type: none"> • 14 Persons with Lived Experience, • 3 TCP Staff, 5 ICH Staff, 1 DHS Staff, 1 Council Staff
Topics	Highlights, including context, key concerns, and next steps as appropriate
Review of HMIS Privacy Notice and ROI	<ul style="list-style-type: none"> • Context: DHS and TCP reviewed proposed updates to the HMIS Privacy Notice and Release of Information (ROI). • Key Concerns Flagged: Consumers shared feedback and questions around: <ul style="list-style-type: none"> ○ Question on if the updated forms will be uniform for all providers. TCP confirmed yes, same form across the entire system (all subsystems). Access to HMIS is driven by organizations and programs. ○ How do we create an apparatus for consumers who want to access HMIS and to participate in CAHP matching meetings? ○ Question on how HMIS can be leveraged for cross-agency work with DHCD, DCHA, etc. Note that the proposed changes do not address this, but there are existing data-sharing agreements to support this. • Next Steps Identified: DHS and TCP to present for review and vote at the July 11th Executive Committee meeting.
Full Council Meeting Logistics	<ul style="list-style-type: none"> • Context: ICH shared the proposed approach to the Full Council pre-meeting and main meeting discussion seeking CEWG feedback and recommendations. • Key Concerns Flagged: <ul style="list-style-type: none"> ○ CEWG and PFFC members to co-facilitate with ICH and DHS at pre-meeting feedback stations.

	<ul style="list-style-type: none"> ○ Request for support materials to assist facilitation. ○ As it relates client-specific concerns generally, request for 1:1 meeting with Deputy Mayor Turnage. ● Next Steps Identified: ICH to integrate CEWG member feedback into Full Council preparations.
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06/26 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 Organizations
Topics	Highlights, including context, key concerns, and next steps as appropriate
Member Check-In	<ul style="list-style-type: none"> ● Context: The member check-in included revisiting a rebranding of the SHY YAB in keeping with alignment with ICH Workgroups; the specific question on serving as an advisory versus an action group. TCP presented an opportunity for individuals with lived experience to serve on an RFP Review Panel for the new non-congregate shelter. ● Key Concerns Flagged: The group agreed with the re-brand of Action to Advisory, changing the name of the group to Youth Advisory Board. Consumer concerns about the conditions of the House of Ruth TH program. ● Next Steps Identified: The YAB was invited to participate in continued Homeless Youth Census planning. CEWG and YAB members expressed interest in serving in the RFP Review Panel. Jose Lucio (TCP) to follow up on House of Ruth concerns and provide ICH with program list to follow up with subsequent concerns.
Peer Case Management Institute	<ul style="list-style-type: none"> ● Context: Jose Lucio (TCP) and Lindsay Curtin (DHS) presented background and an update on the DHS Peer Case Management Institute in development. ● Key Concerns Flagged: YAB and CEWG members were excited about the development of the Peer Case Management Institute. Questions were raised about the qualifications of students in the program, including sobriety. ● Next Steps Identified: Recommendation to have TCP and DHS present at the second meeting of the month to gather feedback from YAB and CEWG members.

06/27 ICH FULL COUNCIL

First convening of the ICH Full Council, chaired by the City Administrator, since the beginning of the Public Health Emergency (PHE) in 2020.

Attendance	<ul style="list-style-type: none"> ● 67 Participants, 37 Organizations
Topics	Highlights, including context, key concerns, and next steps as appropriate
General Comments/Concerns & Full Council Public Comments	<ul style="list-style-type: none"> ● Context: Dedicated time in pre-meeting and Full Council meeting to hear from community members and consumers with lived experience of homelessness. ● Key Concerns Flagged: <ul style="list-style-type: none"> ○ Pre-Meeting Feedback: How can DHS improve the program experience

	<p>with people who have lived experience? Need to increase resources in shelter, job opportunities, knowledge of housing status (including case manager).</p> <ul style="list-style-type: none"> ○ Full Council Public Comments: Seven (7) consumers with lived experience of homelessness shared testimony. Emphasis on racial equity, consumer led design, training, employment, and access to public housing including pathways to homeownership.
Planning for Fiscal Constraints	<ul style="list-style-type: none"> ● Context: Focus on identifying priority strategies that account for the District’s fiscal constraints and spotlight ICH efforts to address fiscal constraints by connecting clients to mainstream resources. ● Key Concerns Flagged: <ul style="list-style-type: none"> ○ Pre-Meeting Feedback: Discussion and emphasis on agency accountability, collaboration between DCHA and DHS, and the creation of a resource pipeline to ensure there is a pathway to graduating case management. ○ Full Council Discussion: DCHA covered efforts related to public housing and voucher programs, including data sharing with CoC to inform outreach for individuals. ● Next Steps Identified: Integrate feedback into appropriate ICH planning forums.
New Opportunities Funded for FY24, specifically Non-Congregate Shelter	<ul style="list-style-type: none"> ● Context: Despite significant fiscal constraints, several exciting new programs are funded to launch in FY24, including two Non-Congregate Shelter (NCS) facilities. ● Key Concerns Flagged: <ul style="list-style-type: none"> ○ Pre-Meeting Feedback: Highly congregate settings are not conducive to recovery from homelessness and immediate triage. Safety and privacy are important. ○ Full Council Discussion: <ul style="list-style-type: none"> ▪ Services & Supports: Emphasis on need for medical respite and integrated health care. Question on inclusion for people with behavioral health concerns. ▪ Logistics: Community questions on how referrals will be made, program capacity and defining the program according to the HSRA. ▪ Site Location: Recognizing pushback in the broader public, discussion on program implementation to ensure success of future projects. ● Next Steps Identified: Integrate feedback into ICH planning forums.

06/28 SHELTER CAPACITY WORKGROUP

Forum for discussing shelter capacity and reviewing shelter utilization reports.

Attendance	<ul style="list-style-type: none"> ● 38 Participants, 21 Organizations
Topics	Highlights, including context, key concerns, and next steps as appropriate
FY2023 Hypothermia Season Debrief	<ul style="list-style-type: none"> ● Context: TCP shared hypothermia report for singles and families including bed usage across the season in the Shelter Capacity meeting. The hypothermia alert

	<p>was on 89 times and off 62.</p> <ul style="list-style-type: none"> ● Key Concerns Flagged: During Hypothermia FY23, 4,155 unaccompanied, single persons used the Low Barrier and Severe Weather Shelters named in the Winter Plan as well as the dedicated beds at the District’s COVID-19 response sites (PEP-V & ISAQ). <ul style="list-style-type: none"> ○ Singles: 73 percent of the single persons served were men, 26 percent were women, and fewer than 1 percent of persons served identified as transgender or gender non-conforming. <ul style="list-style-type: none"> ▪ Number of nights spent: 1% of men and women spent the entire season in shelter (down from 2 and 11 percent last year respectively). ▪ The average age of individuals who used hypothermia shelters compared to previous years. ▪ LGBTQ+ specific LBS site was full throughout the season. CCNV reporting additional beds would be helpful to ensure safety and comfortability. ○ Families: A total of 1,271 unique households visited VWFRC during hypothermia season. This is a 20% increase in households seeking services/visits to VWFRC compared to FY22 hypothermia season. ● Next Steps Identified: ICH to integrate data into Winter Plan development. DHS will bring shelter projection findings for 2023-2024 season to August meeting.
Family System Reports	<ul style="list-style-type: none"> ● Context: Review of family system reports from month of May, including shelter census and turnaway data. ● Key Concerns Flagged: <ul style="list-style-type: none"> ○ VWFRC Visits: Increase of 159 compared to May 2022 and a 125 increase from April. The highest number of VWFRC visits in 3 years. <ul style="list-style-type: none"> ▪ Changes in the landscape: ERAP portal closed so may see increased contacts for rental assistance through HPP, seasonality of family homelessness, migrant family shelter/hotel reach capacity end of May. ○ Shelter System: Entries outpaced exits, slight increase in utilization to 62%, recent months were closer to 59%. A higher number of visits to VWFRC did not translate to a higher rate of placement into family shelter. ● Next Steps Identified: Monitor trends in returns to shelter amongst families.
Singles System Reports	<ul style="list-style-type: none"> ● Context: Review of singles system reports from month of May, including shelter census and turnaway data. ● Key Concerns Flagged: <ul style="list-style-type: none"> ○ Monthly Census: Tracking usage as continue system planning for PEPV demobilization and Blair (72 beds men) going offline. Pat Handy Legacy renovations have not started, would be at least 9 months. ○ Shelter Turnaways: 41 turnaways at 801 East, but zero (0) transported. ● Next Steps Identified: Integrate census data and site closures/opening into seasonal shelter planning.

06/28 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"> 71 Participants, 34 Organizations
Topics	Highlights, including context, key concerns, and next steps as appropriate
Hazardous Air Quality	<ul style="list-style-type: none"> Context: COOP for Hazardous Air Quality. Key Concerns Flagged: <ul style="list-style-type: none"> As we plan for hazardous air quality during the summer and winter months, committee members are concerned with planning for the unhoused, who are outside all the time? Are there considerations for creating a system that operates like a low barrier shelter during heat emergencies. For example, opening a 24-hour drop-in center is not tied to the low barrier system. Consumers receiving notifications regarding poor air quality from homeless support services organizations at meal programs and were encouraged to stay inside libraries and day centers. Next Steps Identified: HSEMA will follow-up with DOEE to best determine the best course of action for guidance in air quality planning for constituents.
Engagement with MPD	<ul style="list-style-type: none"> Context: MPD’s Strategic Change Division want to partner with the homeless service community to become better partners in engaging with consumers and front-line staff within our shelter system. Key Concerns Flagged: <ul style="list-style-type: none"> MPD is developing a co-response team with DBH to assist with behavioral health crisis calls. The goal is to have officers and clinicians respond to behavioral crisis calls. MPD also desires to develop clarity on the needs of the homeless services community, so they can better serve the community. The goal is to create an MPD 101 for our homeless service providers, front line staff and advocates. Shelter staff, security and ANC commissioners want clarity on when it is most appropriate to contact MPD. Next Steps Identified: Captain Dorrough, plans to participate at the Front Door Services and Behavioral Health work groups.
Non-Congregate Shelters	<ul style="list-style-type: none"> Context: Committee members want clarity on programming and the populations who will be served at the new Aston location Key Concerns Flagged: <ul style="list-style-type: none"> Length of stay. Criteria for placement at the new shelter. Equity of access to the new shelter. Services that will be provided Next Steps Identified: DHS is currently in the process of developing criteria and program rules for the new locations. DHS plans to present at the shelter conditions work group on July 13th to gather further feedback from the community.