



MAY 2024 MEETINGS

PURPOSE

To provide a readout of the May ICH meetings.

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 the details of all constituent concerns or community updates. If you would like to join an ICH Forum (Committee or Workgroup) but are not currently on the listserv or receiving the calendar invite, please email ich.info@dc.gov to join the listserv and stay up to date.

DIGEST BY ICH FORUM CONVENED IN MAY

ICH Forum	Agenda	Areas of Concern or Risk	Opportunities for Improvement	Progress to Celebrate & Announcements
05/07 Front Door Services Workgroup People: 68 Orgs: 32	Systemwide Check-In: <ul style="list-style-type: none">Focus on Encampments Discussion <ul style="list-style-type: none">Implications for Projects & PrioritiesImplications for Performance Management FrameworkFeedback on Process	Implications for Projects & Priorities <ul style="list-style-type: none">Lack of pay equity for PLE and Frontline Staff	Implications for Projects & Priorities <ul style="list-style-type: none">Difficulty accessing burial services	Announcements <ul style="list-style-type: none">DHCF: Medicaid Renewal Community MeetingDHS: NOFA - Family Violence Prevention Program Shelter and Non-Shelter Supportive Services

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				<ul style="list-style-type: none"> • DOC: READY Center • OSSE: College Starter Kits
<p>05/08 Family Systems Workgroup</p> <p>People: 52 Orgs: 18</p>	<p>Discussion</p> <ul style="list-style-type: none"> • FY23 Key Performance Indicators Deep Dive • Budget Engagement <p>System Check-In</p> <ul style="list-style-type: none"> • DHS & F-CAHP Matching Updates • ICH Updates 	<p>FY23 Key Performance Indicators Deep Dive</p> <ul style="list-style-type: none"> • Equitable Distribution and Racial Disparity of Housing Resources • Need for expanding performance metrics on Family System Programs <p>Budget Engagement</p> <ul style="list-style-type: none"> • Provider access to client data in HMIS for case coordination <p>DHS & F-CAHP Matching Updates</p> <ul style="list-style-type: none"> • Inaccurate Communication around FRSP Exits • Assessment of Families for PSH • Delay in transfers to Career Map or DC Flex • Gap in legal services to support appeals of FRSP Exits • Risk of returns to homelessness and reentry into FRSP 	<p>FY23 Key Performance Indicators Deep Dive</p> <ul style="list-style-type: none"> • Expand data for families exiting FRSP and returning to homelessness • Review rate of return for cohort of families exited in 2022 • Update Shelter Capacity reports to include trends from returns from FRSP <p>Budget Engagement</p> <ul style="list-style-type: none"> • Improving Service Delivery at VWFRC, including access to MH Services <p>DHS & F-CAHP Matching Updates</p> <ul style="list-style-type: none"> • Understanding appeal process for FRSP Exits 	<p>Budget Engagement</p> <ul style="list-style-type: none"> • Agreement on priorities & projects <p>Announcements</p> <ul style="list-style-type: none"> • Includes announcements above.
<p>05/08 Health Care Committee</p> <p>People: 52 Orgs: 28</p>	<p>System Check-In</p> <ul style="list-style-type: none"> • Medicaid Renewals <p>Discussion</p> <ul style="list-style-type: none"> • Implications for Projects & Priorities 	<p>Systemwide Check-In</p> <ul style="list-style-type: none"> • Challenges obtaining vital docs for people with significant behavioral health needs <p>Implications for Projects & Priorities</p>	<p>Systemwide Check-In</p> <ul style="list-style-type: none"> • Streamlining Medicaid Renewals • Communication strategy for resources beyond ICH Constituents 	<p>Announcements</p> <ul style="list-style-type: none"> • DHS: NOFA - Family Violence Prevention Program Shelter and Non-Shelter Supportive Services

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	<ul style="list-style-type: none"> • Implications for Performance Management • Feedback on Process 	<ul style="list-style-type: none"> • Barriers to working with Managed Care Organizations (MCOs) <p>Implications for Performance Management</p> <ul style="list-style-type: none"> • Impact the ICH report has on the outcome of the budget. 	<p>Implications for Projects & Priorities</p> <ul style="list-style-type: none"> • Ensuring DACL representation • Possible combining of HC CMTE and BH WG <p>Implications for Performance Management</p> <ul style="list-style-type: none"> • Budget Engagement feedback: number of sessions, tailored agency presentations to population, engagement in the formulation process. 	<ul style="list-style-type: none"> • Office of Opioid Abatement: Grant Opportunity • OSSE: College Starter Kits
<p>05/09 Shelter Solutions Workgroup</p> <p>People: 34 Orgs: 13</p>	<p>Icebreaker: Strategic Communication</p> <p>System Check-In</p> <ul style="list-style-type: none"> • Tracking Constituent Concerns • Focus on Food <p>Discussion: Outcomes of Budget Engagement</p> <ul style="list-style-type: none"> • Impact on Projects & Priorities • DHS Deep Dive on 24-Hour Shelter Operations • DHS & Catholic Charities Deep Dive on Case Management 	<p>Focus on Food</p> <ul style="list-style-type: none"> • Brokenness and dysfunction of the homeless system • Performance of Shelter Case Managers and Operations <p>DHS Deep Dive on 24-Hour Shelter Operations</p> <ul style="list-style-type: none"> • Lack of shelter capacity beyond hypothermia season <p>DHS & Catholic Charities Deep Dive on Case Management</p> <ul style="list-style-type: none"> • Consistency & Quality of Shelter Case Management <p>Impact on Performance Management</p> <ul style="list-style-type: none"> • Care for frontline staff 	<p>Icebreaker: Strategic Communication</p> <ul style="list-style-type: none"> • Expanding DHS Lookbooks to other resources <p>DHS & Catholic Charities Deep Dive on Case Management</p> <ul style="list-style-type: none"> • Data and Contract Requirement requests for shelter case management rates, performance, length of stay, and communication protocols. • Ensure shelter staff are attending CAHP meetings including for Veterans and Youth 	<p>Announcements</p> <ul style="list-style-type: none"> • Including Announcements above

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	<ul style="list-style-type: none"> Impact on Performance Management Feedback on Process 	<ul style="list-style-type: none"> Ensuring Client Focused Case Management 		
<p>05/09 Single Adult System Workgroup</p> <p>People: 45 Orgs: 23</p>	<p>Discussion</p> <ul style="list-style-type: none"> FY23 KPIs Deep Dive Budget Engagement Debrief <p>System Check-In</p> <ul style="list-style-type: none"> DHS Updates TCP Updates 	<p>FY23 KPIs Deep Dive</p> <ul style="list-style-type: none"> Singles' exits to permanent housing is down over the last 5 years. Accountability for quality of services and adequate funding. <p>Budget Engagement Debrief</p> <ul style="list-style-type: none"> Quality of staff and programs Difference between permanent housing resources for singles vs families 	<p>FY23 KPIs Deep Dive</p> <ul style="list-style-type: none"> Define Standard Deviation for KPIs Coordination among providers serving survivors of domestic violence and justice-involved Request to assess data as it pertains to types of exits and program successes Updated Shelter Capacity WG report to include details on returns for singles <p>Budget Engagement Debrief</p> <ul style="list-style-type: none"> Budget difference in programs for singles vs families Data for budget spending at the intersection of health equity and racial equity Understanding how singles use the system and connect to resources 	<p>Announcements</p> <ul style="list-style-type: none"> Includes announcements above.
<p>05/14 Strategic Planning Committee</p>	<p>System Check-In:</p> <ul style="list-style-type: none"> Budget Engagement <p>Discussion:</p>	<p>System Check-In: Budget Engagement</p> <ul style="list-style-type: none"> Impact of ICH Report: Comments on the Mayor's Proposed Budget 	<p>System Check-In: Budget Engagement</p> <ul style="list-style-type: none"> Effectiveness of ICH during the Budget Process 	<p>Announcements</p> <ul style="list-style-type: none"> DHCD: FY25 Action Plan Public Hearing

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<p>People: 36 Orgs: 17</p>	<ul style="list-style-type: none"> 2024 Point in Time (PIT) Results 	<ul style="list-style-type: none"> Lack of adequate technology to support collaboration Impact of reductions in the budget for social services Funding to address inflow Clarity on DCHA resources supporting FRSP exits <p>Discussion: 2024 PIT Results</p> <ul style="list-style-type: none"> Domestic Violence is the leading cause of homelessness Data showing no positive results Creating housing resources with collocated services 	<ul style="list-style-type: none"> Funding available for domestic violence under OVSJG Transparency and feasibility of review of qualitative data in performance metrics <p>Discussion: 2024 PIT Results</p> <ul style="list-style-type: none"> Increase of Latinx/Hispanic and possible correlation with an influx of migrants Best practices on location of shelters Additional visualizations and breakdowns of PIT data by specific populations Data shows aging population in DC is consistent but is rising nationally How race/ethnicity is captured via HUD for PIT Clarifying “Resided in an Institutional Setting” 	<ul style="list-style-type: none"> DHS: NOFA - Family Violence Prevention Program Shelter and Non-Shelter Supportive Services DHS & OSSE: DC Sun Bucks Office of Opioid Abatement: Grant Opportunity OSSE: College Starter Kits
<p>05/15 Racial Equity & Inclusion Workgroup</p> <p>People: 35 Orgs: 17</p>	<p>System Check-In – Budget Engagement Debrief</p> <ul style="list-style-type: none"> Status Update, Deep Dive on Housing Opportunity, Homeless Services Centering Equity & Next Steps 	<p>Budget Engagement Debrief <i>General Feedback</i></p> <ul style="list-style-type: none"> Agencies perpetuating abuse and harm in operations Lack of resources to serve all populations Vacant units in DC not being used to end homelessness 	<p>Budget Engagement Debrief <i>General Feedback</i></p> <ul style="list-style-type: none"> System reform within shelters and FRSP Tracking RRH exits & returns to VWFRC 	<p>Centering Equity & Next Steps</p> <ul style="list-style-type: none"> Community working together in address most challenging work and extending grace despite disagreements.

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	<p>Discussion: Envisioning a New Budget Engagement Process</p> <ul style="list-style-type: none"> • Performance Management • Feedback on Process 	<p><i>Disparity between Family and Single Adult Systems</i></p> <ul style="list-style-type: none"> • Youth and access to DCHA resources • Historically and currently, singles are deprioritized • Risk that families exited from FRSP without a voucher will return to shelter • FRSP is not working as a result of system design <p>Centering Equity & Next Steps</p> <ul style="list-style-type: none"> • HCVP Vouchers do not have case management • Limited discussion time for people with lived experience on housing disparity with DCHA vouchers • Prioritizing resources and not pitting populations against each other due to a scarcity of resources • Equity concerns with DCHA proposal and households on waitlist 	<p><i>Housing Opportunity Questions & Clarifications</i></p> <ul style="list-style-type: none"> • Vouchers are not sufficient, how else is support provided to families • Transfer of services at VWFRC <p><i>Disparity Between Family and Single Adults</i></p> <ul style="list-style-type: none"> • Recommendation that CORE review DCHA proposal <p>Centering Equity & Next Steps</p> <ul style="list-style-type: none"> • Would vouchers increase if used for singles • Recommendation to include individuals experiencing literal homelessness who are not chronic and don't need services • System infrastructure and utilization is different for families and singles • Understanding the difference between Project Reconnect vs HPP 	<p>Announcements</p> <ul style="list-style-type: none"> • Includes announcements above
<p>05/15 Behavioral Health Workgroup People: 44</p>	<p>System Check-In</p> <ul style="list-style-type: none"> • Constituent Concerns Tracker • New/Emerging Concerns • Opioid Abatement Strategic Impact Grant 	<p>New/Emerging Concerns</p> <ul style="list-style-type: none"> • Limited Storage in Shelter • Increase of Mental Health needs in Shelters • Quality of DBH services 	<p>New/Emerging Concerns</p> <ul style="list-style-type: none"> • Requesting an update on MPD Co-Response pilot and inclusion of peers on crisis calls 	<p>Implications for Projects & Priorities</p> <ul style="list-style-type: none"> • Agreement with Priorities & Projects

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<p>Orgs: 24</p>	<ul style="list-style-type: none"> • Overdose x Public Housing <p>Discussion on Budget Engagement</p> <ul style="list-style-type: none"> • Implications for Projects & Priorities • Implications for Performance Management • Feedback on Process 	<ul style="list-style-type: none"> • Difficult to balance clients with Mental Health and program rules in shelter • MPD role in FD12 process <p>Opioid Abatement Strategic Impact Grant</p> <ul style="list-style-type: none"> • Accountability among those receiving the funds <p>Implications for Projects & Priorities</p> <ul style="list-style-type: none"> • Increased Mental Health Services • Client Fatalities due to Opioid Overdoses • Support for Homeless Services specific action plan for Live.Long.DC. • Fraudulent billing for services • Number of people who have died while matched to housing 	<ul style="list-style-type: none"> • Coordination of DBH services and providers during housing process • Mental Health First Aid for Shelter Providers • Mental Health Peer support between 5pm and 10pm in shelters • Concerns on use of terms “behavioral health” and “mental health” <p>Overdose x Public Housing</p> <ul style="list-style-type: none"> • Homeless Service Providers taking advantage of funding for Opioid Services <p>Implications for Projects & Priorities</p> <ul style="list-style-type: none"> • Support for continuing Behavioral Health WG 	<p>Announcements</p> <ul style="list-style-type: none"> • Including announcements above
<p>05/21 Youth Committee</p> <p>People: 50</p> <p>Orgs: 27</p>	<p>Discussion</p> <ul style="list-style-type: none"> • 2023 Homeless Youth Count (HYC) Census • FY23 KPIs <p>System Check-In</p> <ul style="list-style-type: none"> • Budget Engagement Debrief, focus on Implications • DHS Updates 	<p>2023 HYC Census</p> <ul style="list-style-type: none"> • Concerns that youth who are couch-surfing will fall through the cracks • Housing insecure youth numbers similar to literal experience of homelessness • Overlap between Mental Health and Domestic Violence • Reported MH/SUD and those accessing services <p>FY23 KPIs</p>	<p>2023 HYC Census</p> <ul style="list-style-type: none"> • Incentives for youth participation in Homeless Youth Count • Data not producing solutions • Clarification needed on food access for youth <p>FY23 KPIs</p> <ul style="list-style-type: none"> • The number of youth served annually in FY22 and FY23 decreased 	<p>Announcements</p> <ul style="list-style-type: none"> • Including announcements from above

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		<ul style="list-style-type: none"> • Need a strategy for permanent housing for transition age youth Budget Engagement Debrief <ul style="list-style-type: none"> • DCHA housing resources for families that are housed • FRSP reform • Vacant units across the city could be used to end homelessness • Performance Management of Drop-in Centers 	<ul style="list-style-type: none"> • Break down data per program to understand outcomes • Alternative permanent exit options for youth • Deep dive into programs that provide housing and jobs or education 	
05/22 Shelter Capacity Workgroup People: 32 Orgs: 15	Discussion <ul style="list-style-type: none"> • Hypothermia Utilization Analysis • Improving Shelter Capacity Reports Systemwide Check-In <ul style="list-style-type: none"> • April Shelter Capacity Reports • Constituent Tracker 	Hypo Utilization Analysis <ul style="list-style-type: none"> • Discussion on alerts for FY24 and potential reasons for the increase in the number of nights clients stayed in shelter • Families being diverted from shelter to FRSP when at the same time families are being exited from FRSP 	Hypo Utilization Analysis <ul style="list-style-type: none"> • Understanding low utilization of women’s beds • Shelter utilization across locations for 30–40-year-olds • Data for families and single adults returning to homelessness within 30-, 60-, and 90-days • Assess model for accessing VWFRC • Data on expenditures based on site locations and capacity 	Announcements <ul style="list-style-type: none"> • Including announcements from above
05/22 Emergency Response and Shelter	Discussion <ul style="list-style-type: none"> • 2024 Heat Plan Read Out • Shelter Capacity • Winter Planning 	2024 Heat Plan Read Out <ul style="list-style-type: none"> • Requests for Safety Items for Extreme Heat • Cooling Centers with multi-use and expansion of hours 	2024 Heat Plan Read Out <ul style="list-style-type: none"> • Activation of Cooling Buses • Coordination with DCPL as a Cooling Center 	Shelter Capacity <ul style="list-style-type: none"> • Success of Bridge Housing and PEPV related to housing

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<p>Operations Committee</p> <p>People: 58 Orgs: 26</p>		<ul style="list-style-type: none"> • Difficulty locating individuals due to encampment closures <p>Shelter Capacity</p> <ul style="list-style-type: none"> • Lack of housing resources • Mental Health Services and Transitional Housing • Access to Transitional Housing Programs 	<ul style="list-style-type: none"> • Tracking individuals after encampment closures <p>Shelter Capacity</p> <ul style="list-style-type: none"> • Cycle of homelessness and lack of resources beyond housing • Request for Transitional Housing Resource Guide <p>Winter Planning</p> <ul style="list-style-type: none"> • When will site locations be finalized • Analyze trends that most impact individuals during Hypo and Hyper seasons 	<p>Announcements</p> <ul style="list-style-type: none"> • Including announcements above
<p>05/23 Veterans NOW Workgroup</p> <p>People: 29 Orgs: 12</p>	<p>Discussion</p> <ul style="list-style-type: none"> • FY23 KPIs & PIT Results • Inflow & Outflow Goals • Project Plans <p>Systemwide Check-In</p> <ul style="list-style-type: none"> • Constituent Concerns • Budget Engagement 	<p>FY23 KPIs & PIT Results</p> <ul style="list-style-type: none"> • Lack of Veteran Services <p>Inflow & Outflow Goals</p> <ul style="list-style-type: none"> • Performance Measurement • Training and Quality Staff 	<p>FY23 KPIs & PIT Results</p> <ul style="list-style-type: none"> • Clarification on funding for services • Reasons for Increase in Families reported in PIT • Request for more data on migrants and OMS services • OMS joining ICH meetings • Equity lens for reviewing the Mayor’s Budget <p>Project Plans</p> <ul style="list-style-type: none"> • Resources from peer communities on street outreach and landlord engagement • How data informs the budget 	<p>FY23 KPIs & PIT Results</p> <ul style="list-style-type: none"> • Agreement with methods for tracking funding <p>Announcements</p> <ul style="list-style-type: none"> • Including announcements above

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			<ul style="list-style-type: none"> • ICH engaging the budget process during formulation 	
<p>05/24 Consumer Engagement Workgroup</p> <p>People: 15 Orgs: 5</p>	<p>Discussion</p> <ul style="list-style-type: none"> • Budget Engagement Debrief • ICH Governance Report Out • NOFO Ranking Committee & Technical Evaluation Panels (TEP) Selection <p>Systemwide Check-In</p>	<p>Budget Engagement Debrief</p> <ul style="list-style-type: none"> • DCHA outreach process to people on the waitlist • Volume of vacant units • Risk of eviction and returns to homelessness for families exiting FRSP • Root Causes of Homelessness and Racism not adequately reflected in priorities • Transparency of leadership of District Agencies • DCHA and switching from local to federal voucher • Impact and role of Mayor’s and Council’s Office of Racial Equity on the Budget <p>ICH Governance Report Out</p> <ul style="list-style-type: none"> • Adequate pay for people with lived experience participating in the ICH 	<p>Budget Engagement Debrief</p> <ul style="list-style-type: none"> • Potential for DCHA to expand public housing • Coordinated entry between DHS, DCHA, DOES, and DHCD • Mobilizing other services in ending homelessness: DBH, Education, Employment, Affordable Housing • Coordination between service providers with mitigate lack of case management with HCVP resources 	<p>Budget Engagement Debrief</p> <ul style="list-style-type: none"> • Agreement with a summary of comments and priorities, projects from the budget process <p>Announcements</p> <ul style="list-style-type: none"> • Including announcements above