



ERSO HYPOTHERMIA DEBRIEF
CHECKLIST FOR SINGLES SUBSYSTEM

Table captures the list of topics that ERSO usually reviews as part of the Hypothermia Debrief activities. Issues flagged from prior meetings (ERSO, Street Outreach, Shelter Conditions and Shelter Capacity) are summarized in the table.

| Priority (H/M/L) | Topic | Notes on issue from prior meetings (ERSO, and/or Shelter Conditions) | Data available for analysis and review | Lead (and partners) ¹ | Appropriate follow up ² |
|------------------|--------------------------------|---|--|----------------------------------|------------------------------------|
| | 1. Public Information Campaign | <p>Feedback from Individual Debrief:</p> <ul style="list-style-type: none">Changing of shelter locations after the start of season was very challenging. If that happens again how do we most effectively communicate changes? Ideas around print materials at shelters and rec centers even when no longer available. Can we have a communication campaign? Making sure Libraries get all of the communication materials.Neighborhood communication now to avoid negative interactions with the community. There are community conversations happening now to help so what happened last year doesn't happen this year.Making sure Consumer Workgroup gets in on debrief and feedback on updated plan in a timely manner.Who is the official decision maker that everyone follows. Sometimes too much information going out to people. Posting on the TV at the downtown daytime service center. <p>Feedback from Family Debrief</p> <ul style="list-style-type: none">Working on communication with MPD on what are appropriate placements for families. Would like to do a training with MPD. Having MPD understand the process for placing families. Some type of print material for the officers.When come across a family after hours for VA Williams. Better communication and clearer process.Agencies that need to talk to CFSA, MPD, what is everyone's roles. Need to have all the players at the table and come up with the process.Ongoing concern is the 2 bag minimum at shelters and for transportation. This is a year round concern.DV- making sure people are trained on the DV piece in the winter plan. How to we create a safe space for people and how to safety plan with consumers. | | | |

¹ If and when possible, focus of column should be name of Point of Contact (i.e., person holding the big red ball), Agency. Limit partners listed to those absolutely critical to addressing issue.

² Most appropriate follow up may be 1) inclusion in Winter Plan, 2) agency/provider specific protocols/procedures/checklists/tools/templates, and/or 3) some combination

| Priority (H/M/L) | Topic | Notes on issue from prior meetings (ERSO, and/or Shelter Conditions) | Data available for analysis and review | Lead (and partners) ¹ | Appropriate follow up ² |
|---------------------|--|---|---|-------------------------------------|---------------------------------------|
| | a. General information campaign | | | | |
| | b. Messaging specific to Latinx communities/ consumers | <ul style="list-style-type: none"> How did the video work and how did people access or show it to consumers? Show on TVS at the Downtown Daytime Service Center. Many reported had not seen the video and didn't have access.. | | | |
| | c. Interpretation services | <ul style="list-style-type: none"> Would like to get an inventory of Latinx serving providers and how to best communicate to their consumers. | | | |
| | d. Messaging specific to undocumented communities/c onsumers | <ul style="list-style-type: none"> Most efficient is through outreach teams, word of mouth is the best. Get some of the consumers to be peer outreach and interpreters. | | | |
| | e. Donating | <ul style="list-style-type: none"> Orgs getting donations but didn't have places to store them. The park will be closing and how will those donations get to clients? | | | |
| | f. Volunteering | | | | |
| | 2. Process for Calling of the Alerts | <ul style="list-style-type: none"> No issues | | | |
| | a. Trigger for Alerts | | | | |
| | b. Communication of Alert Status | | | | |

| Priority (H/M/L) | Topic | Notes on issue from prior meetings (ERSO, and/or Shelter Conditions) | Data available for analysis and review | Lead (and partners) ¹ | Appropriate follow up ² |
|------------------|---|---|--|----------------------------------|------------------------------------|
| | 3. Communication b/n partners implementing Winter Plan (focused on interactions between govt agencies, contracted providers, and community partners also providing critical services etc) | <ul style="list-style-type: none"> Done really well, no concerns. | | | |
| H | 4. Facility a. Capacity | <ul style="list-style-type: none"> Having coed shelter was great- significant groups use to be outside but now are coming inside. One feedback was some people thought you had to be a couple to access those shelters. Did we link anyone in HMIS as and therefore do we know the couples for the coed site, do we have numbers on that? | | | |
| | b. Census Reports, including timing and format | <ul style="list-style-type: none"> Good, no concerns | | | |
| | c. Conditions | <ul style="list-style-type: none"> Request for showers at all rec facilities Banneker is the only rec center that doesn't have showers. We are not using rec centers with pools- from Melvyn. We don't provide resources for the showers. We refer people to a day center for showers, just due to space and timing. Storage issue- rec centers need to have more space for storage of supplies. <p>Family Feedback</p> <ul style="list-style-type: none"> Short term family sites- new. Definitely learning process. For Hotels and Motels only so many rooms that are adjoining and there is a lot of demand for that. Will get easier as other sites open. | | | |

| Priority (H/M/L) | Topic | Notes on issue from prior meetings (ERSO, and/or Shelter Conditions) | Data available for analysis and review | Lead (and partners) ¹ | Appropriate follow up ² |
|---------------------|---------------|--|---|-------------------------------------|---------------------------------------|
| | d. Locations | <ul style="list-style-type: none"> Requests for more geographic diversity in locations Replacement for Scared Heart or Scared Heart. ANC in West End wants to find a place. Need a ward 3 place. Can go back to churches- upper 4, 1, and 3 | | | |
| | e. Operations | | | | |
| | f. Security | <ul style="list-style-type: none"> Needing security at larger sites. Would like it at Kennedy where it is the most crowded. No security at the churches. Is this a budget issue but comes up every year? Are we doing transfers if someone is removed, what is the process. - this is year round though. DHS has a process to review complaints in real time and make decisions. | | | |
| | 5. Food | <ul style="list-style-type: none"> Was better this year. Warmers for the food to keep it warm overnight. Storage was an issue for food. <p>Family Feedback</p> <ul style="list-style-type: none"> Serving food at all the sites. Most sites have meals left over and snacks on hand. | | | |
| H | 6. Outreach | <p>This was discuss significantly in the Outreach WG</p> <ul style="list-style-type: none"> Outreach schedules on days with office closures Transportation for outreach in dangerous weather Peer involvement For a major event how to get to people <p>Family Feedback</p> <ul style="list-style-type: none"> Communication- making sure people have access to services and know what is available Families walking into shelters who aren't from DC and therefore don't know the process | | | |

| Priority (H/M/L) | Topic | Notes on issue from prior meetings (ERSO, and/or Shelter Conditions) | Data available for analysis and review | Lead (and partners) ¹ | Appropriate follow up ² |
|------------------|--|---|--|----------------------------------|------------------------------------|
| | 7. Other Services | | | | |
| H | a. Mental Health Services | <ul style="list-style-type: none"> This was discussed significantly in the Outreach WG <ul style="list-style-type: none"> Need for additional support when HOP works nights- will be a change for mid summer to move to 24 hr sites. Year round. | | | |
| | b. Detox and Recovery Supports and Services (RSS) | <p>Family Feedback</p> <ul style="list-style-type: none"> Need to bring DBH more to the table. Families are coming in with addictions. Would like immediate access to beds for treatment as well as more ADA units as well. Need to touch with DBH. Just working better with core service agencies in general. CFSA, DYRS- needing all the players at the table for communication. Also include La Clinical. | | | |
| | c. Health Services | | | | |
| H | 8. Supplies | <ul style="list-style-type: none"> This was discussed significantly in the Outreach WG <ul style="list-style-type: none"> How can agencies get supplies? Is there a place to store supplies if there is no space at your agency? | | | |
| | 9. Transportation (Scheduled and On-Demand) | <p>This was discussed significantly in the Outreach WG:</p> <ul style="list-style-type: none"> Demand for services/pick up location options- would like additional stops | | | |

| Priority (H/M/L) | Topic | Notes on issue from prior meetings (ERSO, and/or Shelter Conditions) | Data available for analysis and review | Lead (and partners) ¹ | Appropriate follow up ² |
|------------------|--|--|--|----------------------------------|------------------------------------|
| H | | <ul style="list-style-type: none"> Protocol/process/messaging for: <ul style="list-style-type: none"> Possessions- lots of challenges with the 2 bags. There are a lot of women with a lot of bags. Inability to get out of the van to look for individuals Wait time for people waiting inside Calls from ER <p>More Individual Feedback</p> <ul style="list-style-type: none"> Ongoing feedback about 2 bag limit and difficulties with transportation and getting into shelters even if transported. Ongoing storage conversation- lockers at Downtown Daytime Service Center don't meet this need and are now being used more for shower and hygiene items. Malcolm X being open was very good and it was an extra location to drop off. This year had regular routes, additional routes, safety routes, and K2 routes. This impacted the wait time. Aging population has had an increase in need for wheelchair accessibility. DHS is working with UPO on adding additional vans and access. Numbers: 4200 people transported that needed assistance such as wheelchairs or walkers. 5500 calls came in. Peaked out at 1800 people in one night. 15,767 blankets distributed. <p>Family Feedback</p> <ul style="list-style-type: none"> There are 2 family drivers. Similar discussion about 2 bag concerns. UPO needs to actually speak to the family. MPD often speaks for people. | | | |
| | 10. Training | <ul style="list-style-type: none"> Continuing to work with DC Safe- for UPO and VA Williams- for Families. UPO- the dispatchers no longer need an app for the families experiencing DV and the families can skip that part. | | | |
| | 11. Consumer Complaints (tracking, managing and responding to consumer complaints) | <ul style="list-style-type: none"> Was brought up by consumers that there is not often services in the evening or options after 5pm. | | | |

| Priority (H/M/L) | Topic | Notes on issue from prior meetings (ERSO, and/or Shelter Conditions) | Data available for analysis and review | Lead (and partners) ¹ | Appropriate follow up ² |
|---------------------|---|--|---|-------------------------------------|---------------------------------------|
| H | 12. Client deaths (communication/notifications about Client Deaths that May Be Attributable to Hypothermia) | <ul style="list-style-type: none"> • This was discussed significantly in the Outreach WG <ul style="list-style-type: none"> ○ Takes significant time for providers to find out ○ Often still unsure about cause of death • Discussion around messaging and how hypothermia deaths are communicated and the process for notification of cause of death and how long that takes. | | | |
| | 13. Other Items | | | | |
| | a. Support tracking outstanding items | | | | |
| | b. Support updating Winter Plan | | | | |
| | c. Support on consumer engagement event | | | | |