



**Meeting  
Details**

**Date:** 5/26/2021 **Time:** 1pm-2:30pm **Location:** Webex

**Agenda**

**I. Welcome and Call to Order**

**II. Introductions**

**III. Updates**

- COVID Peers: See Slides
- Streamlining Intake
  - Utilizing feedback from Consumer Engagement WG, Shelter Conditions WG, Singles Adults System WG, and Outreach WG to update the recommendations.

**IV. Discussion**

**Post COVID Operations Presentation - See Slides**

**Feedback:**

- Operations are very interconnected, eg. for shelters to close during the day transportation would need to be fully operational, and day centers would need to be open for laundry, showers, meals, cooling locations, computers, etc. If day center services are not fully operationalized and shelters close during the day, it will have an impact on the services available for clients and may impact number of individuals residing outdoors and lead to growth of encampments.
- General consensus from the community was that 24 hour operations should be maintained for many reasons including more ability to focus and work with clients on case management, substantially more stability/safety/sense of security to the client, and less emotional and physical stress on clients.
  - Client are taking advantage of staying in shelter during the day and we can see this in our daytime census counts. While expensive, the improvement to client sense of stability and improved service connectivity is crucial.
  - Operationally there were recommendations to consider a hybrid or process for supporting the shelters operational needs like maintenance, HVAC, budget, cleaning and storage policies. One suggestion for a hybrid approach was to keep less dense shelters, provide more storage space, and only close for 2 hours a day. Another hybrid recommendation was to explore looking at space available at shelter and making a case by case determination on each shelter and whether they are able to continue 24/7.
  - Ensure we are thinking about 24 hour shelter as we design and create program rules for our new shelters.
  - If shelters were to stay open during the day, additional day services planning would be needed as well (eg. daytime programming, medical services, etc.). WiFi Access would also need to be provided.
- If 24 hour shelter is not possible, groups wanted to keep bed assignments and thought this would work well operationally. Clients and providers also think less dense shelters has made a positive difference, and new shelter capacity limits should be lower and should be based on research/data.
- For shelter Case Management to return in person all groups recommended plexiglass and enough room for 6 ft of distance, as well as guidance from DOH/CDC on how to provide safe case management inside. It is also crucial that everyone still wear a mask, and that we continue to share information about community spread and make sure individuals have accurate information about what is happening in the community re: case rates and vaccination rates.

- Groups noted that for Day Centers to open, meals seemed to be the hardest piece. Groups noted that pre-packaged meals could be eaten outside, and libraries echoed this concern noting that there is no eating inside their buildings. Providers requested DOH/CDC guidance on this topic.
- Groups shared that to gain feedback from our customers you have to go to the program sites, including shelter. It was also suggested to narrow down the questions to those that are essential, using yes or no questions when possible. Timing is crucial for feedback sessions (recommendations: after lunch, dinner, or breakfast, or just before they leave for the morning).

### **PEP-V Demobilization Presentation – See Slides**

#### **Feedback:**

- The biggest challenges at PEP-V is that there is a belief amongst most of the clients (and CMs outside of PEP-V) that if you're in PEP-V you will get a voucher, and this is causing PEP-V clients to reject other housing options.
  - Therefore, we need to be explicit and transparent at Town Halls about the limited PSH opportunity. To do this we need to make clear that not everyone is going to be able to get PSH/TAH and we need to show data on the numbers of vouchers vs. clients in the system.
  - We need to be strengths based with our clients, and present reality – and then give clients ownership to identify possible solutions and what they want given the realistic options. One recommendation was to present the overall housing landscape in DC to help people think through their options– including average cost of market rate housing if you are living alone, vs. if you are sharing or renting a room/SRO.
  - We may need to support bridge programming options for clients who have been matched to PSH or TAH and just need more time to get leased up - programs with vacancy or low utilization could be explored to support this
- When thinking creatively about opportunities, groups suggested looking at senior living, rooms for rent, SROs, family/friends, roommates.
  - Groups noted it is important to be clear about what is meant when we say roommates; what kind of roommate situation is it (private room with shared common space or living space). Exploring roommate situations with those already living together in PEP-V was recommended, as well as using different roommate assessment tools. If not in a roommate situation, clients should be targeted for RRH if they have income or have a potential to have income.
- To get matched clients into a housing resource as quickly as possible we need:
  - Help gaining documentation, or we need relaxed requirements for documentation by DHCA/Landlords (could our EHV funds be used for this?).
  - Additionally, we need help finding affordable units and a systematic/central location to store that data. This was recommended to be done through centralized systemwide housing navigators and a pre-central unit repository.
  - Ideally housing navigators/PSH/TAH/RRH CMs can show units and help clients get into a place because shelter/PEP-V CMs have to stay onsite.
  - DCHA must be prepared to process applications and inspect apartments quickly. DHS team must be ready to review applications before they go to DCHA on a quick turnaround as well. How should be thinking about how peers can help with this.
  - It is important to have someone at each site overseeing the housing progress of each client. All partners in the process need to be onboard to move quickly, think creatively, and improve system processes. I
  - t was also suggested to have day center staff come onsite to help at PEP-V, and to have mass sessions & workshops to get all of the paperwork, so that we are ready to go once we have that paperwork ready.
  - It was also mentioned that we should try to get 30 day extension on signatures for applications so they don't expire.

#### **Other Feedback:**

- Concerns about housing units and inventory – not located in areas that clients are interested in moving to.

**V. Updates & Announcements**

**VI. Adjournment**

**Decisions & Action Items**

**Next Meeting**

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