



**Mayor Muriel Bowser**  
City Administrator Rashad M. Young



# ***Interagency Council on Homelessness Emergency Response and Shelter Operations (ERSO)***



***March 27, 2019***

# Meeting Agenda



- I. Welcome & Call to Order
- II. Approval of Minutes from Prior Meeting & Agenda Review
- III. Discussion Items
  - ❖ Shelter Conditions: Prohibited Items Report Out
  - ❖ Shelter Conditions: Shelter Standards Report Out
  - ❖ Heat Plan Prep
- IV. Updates and Announcements
  - ❖ Work Group Updates
  - ❖ DHS: DDSC, Project Reconnect, Harriet Tubman
  - ❖ Other?
- v. Summary & Adjournment

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# Prohibited Items in Shelter



## Workgroup Members

### ❖ Co-Chairs

#### ➤ Synina-DHS

- ✓ Oversees facilities and operations for District owned shelter properties for singles and families.

#### ➤ Amanda-Catholic Charities-

- ✓ Oversees shelter and permanent housing programs for singles and families in the district

#### ➤ DHS/OPMRI/TCP/ICH

#### ➤ Shelter Providers and Outreach Providers

#### ➤ Homeless Advocates

# Prohibited Items in Shelter - Feedback



- ❖ Throughout this 4-session long discussion regarding this list, the Shelter conditions Wkgrp discussed ways to continually promote dignity to folks utilizing shelter and promote equity across the various shelter settings in our system.
- ❖ We also were intentional not to hinder work opportunities for folks by prohibiting items that have or could be sold by our entrepreneurial shelter residents.
- ❖ To aid this we created ways to signal to the security firms and clients reading this list, that a program staff-preferably a shelter case managers-should be brought into the decision regarding some of these items.
- ❖ Much will need to be done to operationalize this change, but we thought it was the right direction and balance between dignity, choice and respect for our clients as well as the need to ensure a safe environment for all in the building.
  - *\*Please refer to shelter program staff for decision on this item* Removed Aerosol containers



# Low Barrier Shelter & Single Transitional Sites

- ❖ Glass Bottles ( except perfumed glass bottles) \*
- ❖ Alcohol
- ❖ Drugs of any kind (unless used for medical purposes) \*
- ❖ Drug Paraphernalia
- ❖ Flammable liquids
- ❖ Candles
- ❖ Incense
- ❖ Electric stun guns
- ❖ Tasers
- ❖ Firearms
- ❖ Ammunition
- ❖ BB guns
- ❖ Fireworks
- ❖ Knives of any size
- ❖ Darts
- ❖ Mace/Pepper spray
- ❖ Razors (safety razors are allowed) \*
- ❖ Box Cutters
- ❖ Brass knuckles
- ❖ Baseball bats
- ❖ Ice picks
- ❖ Coolers ( If they are contained within the two bag minimum) \*
- ❖ Syringes (unless for medical purposes) \*
- ❖ Tools (unless for work purposes) \*
- ❖ Scissors

# Emergency/Overflow Family Shelter



- ❖ Alcohol
- ❖ Drugs of any kind (unless used for medical purposes) \*
- ❖ Drug Paraphernalia
- ❖ Flammable liquids
- ❖ Candles
- ❖ Incense
- ❖ Electric stun guns
- ❖ Tasers
- ❖ Firearms
- ❖ Ammunition
- ❖ BB guns
- ❖ Fireworks
- ❖ Knives of any size
- ❖ Darts
- ❖ Mace/Pepper spray
- ❖ Box Cutters
- ❖ Brass knuckles
- ❖ Baseball bats
- ❖ Ice picks
- ❖ Syringes (unless for medical purposes) \*
- ❖ Tools (unless for work purposes) \*
- ❖ Scissors (children scissors are allowed) \*

# Apartment Style/Transitional Family Shelter



- ❖ Alcohol
- ❖ Drugs of any kind (unless used for medical purposes) \*
- ❖ Drug Paraphernalia
- ❖ Flammable liquids (cleaning products are allowed) \*
- ❖ Candles
- ❖ Incense
- ❖ Electric stun guns
- ❖ Tasers
- ❖ Firearms
- ❖ Ammunition
- ❖ BB guns
- ❖ Fireworks
- ❖ Knives of any size (kitchen knives are allowed) \*
- ❖ Darts
- ❖ Mace/Pepper spray
- ❖ Box Cutters
- ❖ Brass knuckles
- ❖ Baseball bats
- ❖ Ice picks
- ❖ Syringes (unless for medical purposes) \*
- ❖ Tools (unless for work purposes) \*



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# Shelter Conditions and Habitability Standards



## Purpose

- ❖ Three year ago, the Shelter Conditions Workgroup began drafting Shelter Conditions & Habitability Standards. The purpose was to outline standards, protocols and procedures that took into account and addressed the roles, responsibilities, priorities and concerns of shelter residents, community providers and the various District agencies that work together to operate shelter facilities.
- ❖ The framework that was created and drafted were translated to DHS and executed via the DHS management contract, which is further developed via the sub-contracts of the DHS management contract.

# Shelter Conditions and Habitability Standards



- ❖ The Shelter Conditions and Habitability Standards speaks directly to the following:
  - Facilities Management
  - Sanitary Conditions
  - Security
  - Food Safety
  - Emergency Plan Management
  - Shelter Administrations Policies and Procedures



## Facilities Management

- ❖ Two years ago, DHS created an electronic work order system to assist in centralizing the management of building requests from both clients and on- site staff.
- ❖ When the new management contract was developed DHS created a section that spoke directly to facilities management. Please refer to section c.5.5 Facilities management section.
  - This section speaks directly to maintenance and repairs, how to address work orders, service call operations and improvement services.
  - This section also addresses developing a site specific building operation plan.



## Sanitary Conditions

- ❖ The new management contract speaks to the level of cleaning service required through-out the shelter system.
  - Please refer to section c.5.5.2 in management contract
- ❖ The house keeping policies focuses on the standard of cleaning the common space areas, which include:
  - Front Entrance, side walks and property lines
  - Foyer/lobby area
  - Lounge and sitting area
  - Kitchen and dining area
  - Dormitory



## Security

- ❖ The management contract speaks directly to the standardization of security services
  - Please refer to the section 5.5.3 in the management contract for security services
- ❖ DHS has installed or is in the process of implementing the following:
  - Adding physical security at three additional locations which now include transitional shelter locations
  - Instituting barring clients who present harm to others or to the destruction of government property
  - Standardizing prohibitive items into the shelters



## Food Safety

- ❖ The new contract also speaks to the standardization of food services. This includes:
  - Meal and Menu Preparation
  - Meal Delivery
  - Requirements for facility equipment, storage and supplies
  - Inspections
  - Staffing requirements

Please refer to the section C.5.6 in the management contract for food services.



## Emergency Plan Management

- ❖ DHS and various partners within the District are working with shelter providers on developing emergency response procedures and contingency plans for the following:
  - Fires
  - Storms and Floods
  - Medical emergencies
  - Power failures
  - Bomb threats
  - Training of employees on emergency procedures
  - Contingency planning for extended utility outages

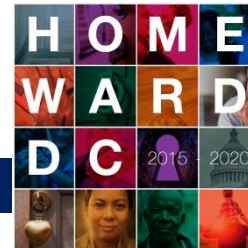




## Shelter Administration Policies and Procedures

- ❖ Case Management Standards
- ❖ Supervision and Staff Credentials
- ❖ Caseload Ratios
- ❖ Mandated Higher Back ground checks for staff

# Shelter Conditions and Habitability Standards



Questions?

# Meeting Agenda



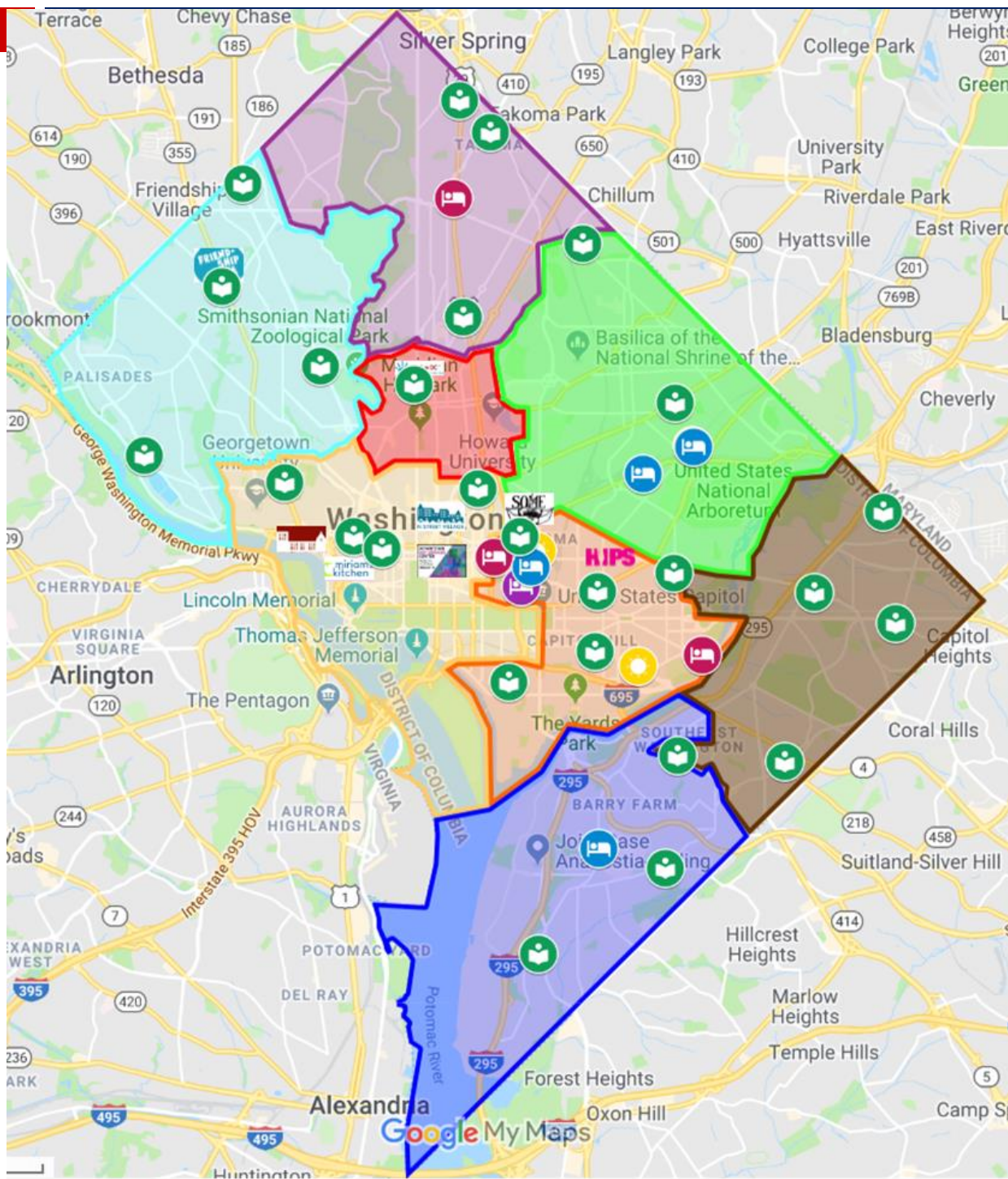
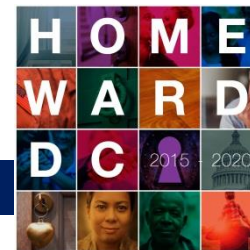
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# Heat Plan Prep



- ❖ Objective:
  - Include an addendum to the Heat Plan that includes a network of geographically dispersed daytime locations that will welcome clients experiencing homelessness.
  - Develop a contact list so we may communicate with staff at these locations.
  - Develop marketing materials so people are aware of the locations.
  - Revisit transportation to determine if any changes in protocol are desired/feasible.

# Location of Preliminary Sites



- Preliminary Sites include:
- ❖ Public Libraries
  - ❖ Daytime Services/Drop-In Centers

# Feedback Requested:



- ❖ Other than libraries and drop-in centers, are there other locations or buildings we should consider?
- ❖ Sporadic hours:
  - Should the heat plan addendum include fewer locations that have more regular hours, or as many options as possible, despite irregular hours?
  - Suggestions of other locations that are open on the weekend?

# Feedback Requested:



- ❖ Locations with limited coverage:
  - Downtown: Dupont Circle and up into Ward 1
  - Upper NW
  - Ward 5 (Edgewood, Brookland, Fort Totten)
  - Wards 7 & 8 (sites are very spaced out)
- ❖ Based on your experience during extreme heat, what else should we be thinking about & planning for?
  - Remember – no added resources for heat plan

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