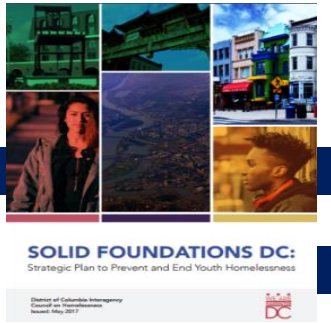
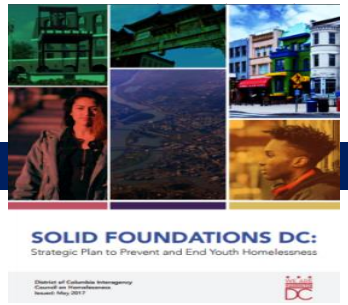



# *District of Columbia*
# *Interagency Council on Homelessness*

## *Youth Committee*
## *July 23, 2020*

# ICH Youth Committee

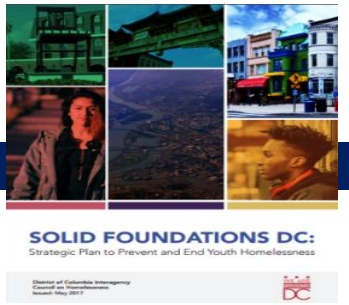



## Welcome to today's meeting; we will begin shortly. In the meantime, please review the reminders below.

### WebEx Meeting Participation Reminders

- Please use only one source of audio – your computer's audio or by calling in with your phone. If you use both, you will get an echo.
- Your line will be muted via WebEx upon entry; please keep it on mute unless you are presenting or called on for a question or comment.
  - ✓ Note that if you are using your phone for audio, there will be two mute functions – WebEx and your phone. Both must be unmuted for participants to hear you. (We will unmute the WebEx line, but you must unmute your phone.)
- Please find the "Participants" list by clicking on the Participants button below. Locate your name in that list. If it appears as a number, right-click and rename it as yourself. Everyone is welcome to participate, but you must identify yourself.

# Meeting Agenda




I. Welcome & Introductions
II. **YAB & YHDP Fellow Updates**
III. Youth System Emergency Shelter Overview
    I. Covenant House (The Sanctuary & Safe Haven)
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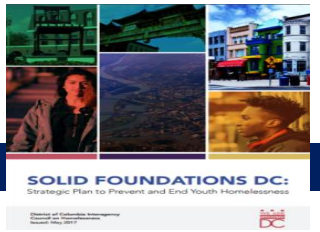
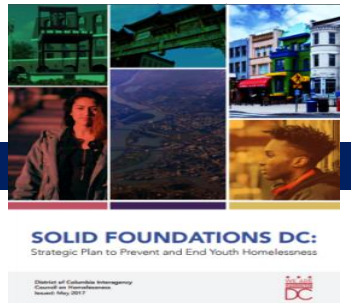
# YHDP Fellows & DC SHY Update




- **YHDP Fellows**
  - Let Your Voice Be Heard Listening Series
    - ✓ 7/18 -- https://www.eventbrite.com/e/109818066794
    - ✓ 8/13 -- https://www.eventbrite.com/e/109820124950
    - ✓ 8/23 -- https://www.eventbrite.com/e/109822694636
  - Social Media

- **DC SHY**
  - Workplans and Workgroups
    - Community Engagement
    - Policy

# Meeting Agenda

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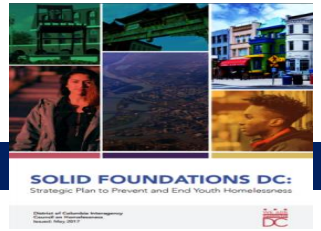
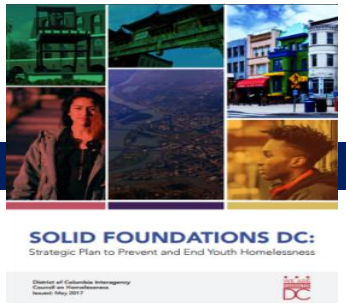
# Youth Emergency Shelter Overview




- Youth Crisis Response System (working coordination with Youth Street Outreach and Youth Drop-In Centers)
- Program Models within a system are designed to ensure that all youth have access to similar services across the system
- Goal of Today's Meeting:
  - ✓ Understand Youth Emergency Shelters
  - ✓ Eligibility and How to Connect
  - ✓ Services and Expectations
  - ✓ Outcomes and Data

# Meeting Agenda

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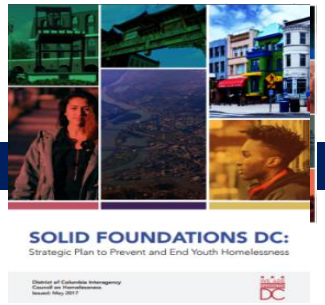
# Covenant House




Intro Slide about CH

- Just reached 25 years of service in Washington, DC!
- 3 TH programs-ROP 1, ROP 2 and ROP 3
- 1 low barrier shelter
- 1 90 day shelter

Covenant House Greater Washington
Opening Doors Stabilizing Transforming Lives
SINCE 1995

**Core Values**

Immediacy

Sanctuary

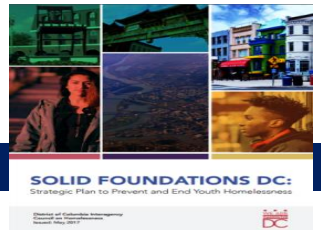
Valued Communication

Structure

Choice

WE ARE WASHINGTON DC

# Covenant House – The Sanctuary

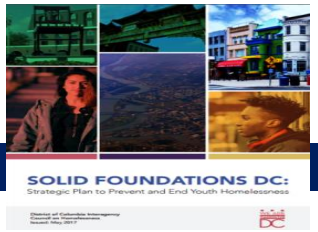



- 20 bed low barrier shelter. Single twin beds spread throughout 4 apartments.
- 129 Yuma Street SE DC, 202-610-9693 shelter phone number.
- Residential Coordinator-Dwayne Taylor 202-487-5351, DTaylor@chdc.org
- Eligibility and How to access the Shelter
  - ✓ Must be between the ages of 18-24. Youth can access shelter by calling the shelter hotline or by walk ins.
- Rules and Expectations
  - ✓ Doors open at 5pm and close at 8am
  - ✓ We follow the DCRA regulations for emergency actions and warnings.
  - ✓ Designated "air breaks" in a certain area
  - ✓ Case management is required after 30 shelter stays.
- Staffing
  - ✓ Staffing pattern is 4p-12a and 12a-8a. We have 3 staff on the 4-12 and 2 on the 12-8. The case manager works 12pm-8pm. Security is 24/7 for now.

# Covenant House – The Sanctuary

- Changes Post-COVID
  - ✓ Operations have drastically changed due to COVID including daily transportation to Zoe's Doors
  - ✓ We had to reconfigured the entire space to allow 6ft between all the shelter beds.
- Intakes
  - ✓ We capture the HMIS required UDE's plus CH requirements like in-depth assessments, education/vocation needs assessments, housing needs, etc.
- Case management
  - ✓ All youth meet with the CM who creates a housing focused case plan to address their housing needs plus any barriers to housing.
  - ✓ All shelter youth work on immediate needs like obtaining their ID and vital records
  - ✓ After 30 shelter stays, a case plan is required.
- Key Data Points
  - ✓ 50 days is the average LOS
  - ✓ Many youth now exit to Safe Haven

# Covenant House – Safe Haven

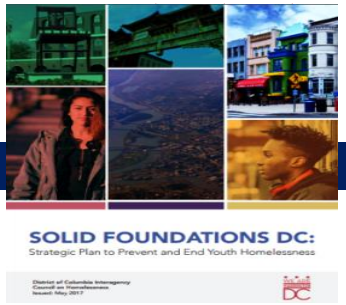



- 30 bed shelter program. Shared units w/ 2 to a room.
- Contact Information
  - ✓ 511 Mellon Street SE
  - ✓ 202-610-6519
  - ✓ Residential Coordinator, Dwayne Taylor 202-487-5351, DTaylor@chdc.org
- Eligibility and How to access the Shelter
  - ✓ Ages 18-24
  - ✓ TB is required prior to moving in
  - ✓ DHS intake form from referral source
- Rules and Expectations
  - ✓ Safe Haven is designed as a 90 day program
  - ✓ We follow DHS/DCRA regulations in regards to emergency actions
  - ✓ Employment/School is an expectation
- Staffing (24 hour operations)
  - ✓ 2 staff on the 8a-4p plus case managers
  - ✓ 4 staff on the 4p-12a
  - ✓ 2 staff on the 12a-8a
  - ✓ 2 staff on all 3 shifts on weekends

# Covenant House – Safe Haven

- Changes Post-COVID
  - ✓ We were operating as a crisis shelter during COVID-19 but we are back to normal operations now
- Case management
  - ✓ Case management is required weekly
  - ✓ 1:15 is the CM ratio
  - ✓ Comprehensive case plans are development after the 30 day assessment period. The initial case plan focuses on immediate needs like obtaining vital records and employment.
- Key Data Points
  - ✓ LOS will be tracked starting Oct 1, however, the average so far is less than 90 days
  - ✓ Many youth exit to TH programs within CH and other providers with the CoC

# Meeting Agenda

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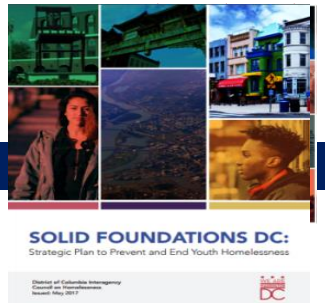
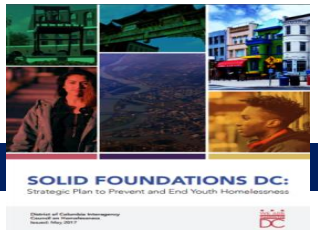



# About Us

Casa Ruby is the only LGBTQ bilingual and multiracial organization in the Washington DC metropolitan area that provides social services and programs to the most vulnerable in the city and surrounding areas. We provide 24-hour crisis intervention trauma informed care.

# Casa Ruby 3 (Low-Barrier Shelter)




## Program Overview

- 50 Units
- Individual Beds
- One Large Open Space
- 24-hour wrap around services

# Casa Ruby 3 (Low-Barrier Shelter)

## Services

- Nutritional service – hot meals 24 hours per day
- Ruby's Closet – Boutique, "Dress for Success"
- Mental health services (in house & on call) – 24 hours per day
- Case management – HIV care & prevention, legal services, crime victim services)
- 24-hour wrap around services
- Food bank

# Casa Ruby 3 (Low-Barrier Shelter)

## Services – FY21

- Health Clinic
- Pharmacy

* More details to follow

# Casa Ruby 3 (Low-Barrier Shelter)

## Contact Information

**Location:** 7530 Georgia Ave. NW Washington DC 20012 ; Tel.: (202) 355-5155

**Point of Contact:**

- *Ruby Corado*, Executive Director – Mobile: (202) 641-8028; Bus.: (202) 355-5155; Email: corado@casaruby.org
- *Rikki Nathanson*, Director of Housing Programs – Mobile: (240)550-4982; Bus.: (202) 355-5155; Email: rnathanson@casaruby.org
- *QueenPattie McKinney*, Intake Specialist – Mobile: (202) 352-8300; Bus.: (202)355-5155 (email) QMcKinney@casaruby.org
- *Chantal Lee*, Housing Assistant – Mobile: (202) 210-7219; Bus.: (202) 355-5155; Email: clee@casaruby.org

# Eligibility

Clients must be between the ages of 18-24, be homeless and seeking shelter

# Casa Ruby 3 (Low-Barrier Shelter)

## Rules & Expectations

See Attached

# Casa Ruby 3 (Low-Barrier Shelter)

## Staffing

- Director of Housing Programs:  Rikki Nathanson
- Housing Assistant:  Chantal Lee
- Intake Specialist: QueenPattie McKinney
- Case Managers:  7 in total
- Housing Staff: 30 (including House Monitors and Kitchen staff)
- Facility is open 24/ 365, 8-10 hour shifts (12am-10am, 10am-6pm, 4pm-12am)
- Security: 1 Sergeant, 3 officers, De-escalation- 1 Manager and 1 Staff

# Casa Ruby 3 (Low-Barrier Shelter)

## Post COVID-19 Plan

To be discussed

# Low Barrier Intake Process

- Clients do an intake interview where an entry packet is completed - ROI's, Medical History, Education, Criminal Background, Substance Abuse History, Income, Referrals, Benefits Information, Victims Services Assessment, Rules & Regulations, Disclosure Statement, Letter of Agreement on Personal Belongings and House Behavior Expectation Contract), identity documents are filed, a photo is taken to add to their client file, clients are given a tour and introduce to all staff on duty, clients are assigned lockers for their belongings and a SPDAT is done within 24 hours.

# Case Management

See attached

# Casa Ruby 3 (Low-Barrier Shelter)

## Key Data Points

- Average Length of Stay: 7 to 9 months
- Utilization: 70%
- Outcome Data:

# Program Overview

- 6 units per contract
- Currently we provide for 10 (2 GNC, 4 Females and 4 Males)
- 3 bedrooms & 1 basement

# Contact Information

**Location:** 641 Gallatin St NW, Washington DC 20012 (202) 723-2390

**Point of Contact:**

- *Rikki Nathanson*, Director of Housing Programs – Mobile: (240)550-4982; Bus.: (202) 355-5155; Email: rnathanson@casaruby.org
- *Gladys Calatayud*, House Manager – Mobile: (301) 404-9847; Bus.: (202) 723-2390; Email; gtibisay@casaruby.org
- *QueenPattie McKinney*, Intake Specialist – Mobile: (202)-352-8300 (w) 202-355-5155 (email) QMcKinney@casaruby.org

# Casa Ruby 2 (Temporary Shelter)

## Eligibility

Clients must be between the ages of 18-24, Homeless and Seeking Shelter

# Casa Ruby 2 (Temporary Shelter)

## Rules & Expectations

See attached

# Casa Ruby 2 (Temporary Shelter)

## Staffing

- Director of Housing Programs:  Rikki Nathanson
- Housing Manager: Gladys Calatuyad
- Intake Specialist: QueenPattie McKinney
- Housing Staff: 5 (including 4 House Monitors and 1 Standby)
- Facility is open 24 hours, 8-10 hour shifts (12am-10am, 10am-4pm, 4pm-12am )
- Security- Surveillance Camera inside and outside of Emergency Shelter housing program

# Casa Ruby 2 (Temporary Shelter)

## Post COVID-19 Plan

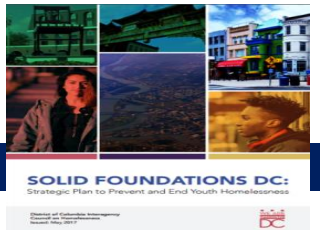
To be discussed

# Casa Ruby 2 (Temporary Shelter)

## Case Management

See attached

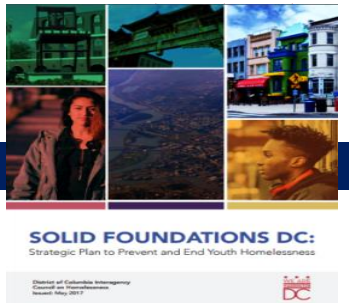
# Casa Ruby 2 (Temporary Shelter)




## Key Data Points

- Average Length of Stay: 6 months
- Utilization: 67%
- Outcome Data:

# Meeting Agenda

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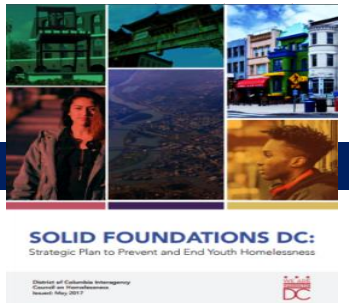


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