



Interagency Council on Homelessness Emergency Response & Shelter Operations Committee



August 26, 2020

Meeting Agenda



- I. Welcome and Call to Order
- II. Discussion Items
 - ❖ LBS Quiet Hours
 - ❖ Winter Plan
 - ❖ Prevention Planning
- III. Updates/Announcements
- IV. Adjournment

Meeting Agenda



I. Welcome and Call to Order

II. Discussion Items

❖ LBS Quiet Hours Proposal

❖ Winter Plan

❖ Prevention Planning

III. Updates/Announcements

IV. Adjournment

Proposal: Quiet Hours in LBS



Proposed Policy: Implement “Quiet Hours” in low barrier shelter between 12am and 6am to reduce the traffic in and out of shelter in the middle of the night.

Proposal: Quiet Hours in LBS (cont.)



Background:

- ❖ Several serious security incidents have happened outside of shelter in the middle of the night
- ❖ Recent feedback from shelter managers at 801 East, New York Ave., and Adam's Place
- ❖ We want to create a more predictable environment for clients with fewer comings and goings
- ❖ Would affect a minority of clients – most clients do not leave
- ❖ Clients could still leave during quiet hours, but we would propose updating the program rules to place limitations on reentering the same night.

Proposal: Quiet Hours in LBS (cont.)



Proposed Implementation:

- ❖ Revise program rules to require clients to sign out and take their belongings if the client chooses to leave during quiet hours.
- ❖ If the client leaves without signing out, it would be a violation of program rules; multiple instances could be grounds for suspension or termination.
- ❖ Staff would be able to give that client's bed to someone else if the client decides to leave.

Questions for Feedback



1. Do you foresee any problems with implementation?
2. What is a reasonable effective date?

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Winter Plan



- ❖ Still working to identify facilities
- ❖ Facility options (i.e., whether they allow 24/7 access) will have a ripple effect on issues like daytime services and transportation
- ❖ Recommend postponing delivery of Winter Plan to Executive Committee until October to allow ERSO stakeholders to review updated version in Sept.

Winter Plan



Section 1: Process for Development, Publicizing, and Updating the Plan

Section 2: Process for Calling Alerts

Section 3: Emergency Shelter

- ❖ Shelter Types
- ❖ Shelter Access
- ❖ Shelter Capacity

Shelter Capacity



- ❖ Planning for ~1,300 beds for men
 - Represents an approximate 20% increase over last year's average utilization.
- ❖ Planning for ~575 beds for women
 - Represents an approximate 30% increase over last year's average utilization.
- ❖ Planning for up to 536 family units
 - No improvement factor like past years; assumes a 25% increase in inflow over the winter.

Will use District Economic Recovery Team (DERT) to monitor key indicators in real time and determine if and when additional beds/units are needed during the winter.

Shelter Access



- ❖ Our desire is to operate all locations 24 hours a day, 7 days a week.
 - If this is possible, this would eliminate the need for alert night beds.
 - However, we need to figure out a better solution for regular deep cleaning & facility maintenance. Shelters may need to close periodically to allow for these activities.

Winter Plan (cont.)



Section 4: Transportation

- ❖ Propose keeping scheduled transportation on hiatus to reduce unnecessary movement (and therefore COVID exposure)
- ❖ Unscheduled transportation will be prioritized for clients newly seeking shelter and for other DHS-determined priorities (eg, transport to PEP-V, transport back from ISAQ after a client is cleared)
- ❖ We been working with philanthropic partners to secure additional flexible resources to support client transportation needs

Winter Plan (cont.)



- ❖ Section 5: Services Coordination
- ❖ Section 6: Unaccompanied Minors & Transition Aged Youth
- ❖ Section 7: Complaints and Grievances
- ❖ Appendices

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Key Context on DHS Prevention Programs



- ❖ The Emergency Rental Assistance Program (ERAP), Homeless Prevention Program (HPP), and Project Reconnect will receive budget increases in FY21.
 - ERAP budget for FY21 is \$14M (up from \$7M)
 - HPP budget increased by \$240k to \$4,069,700
 - Project Reconnect was flat-funded at \$1.2M.
- ❖ This spring, DHS worked with DHCD to stand up the COVID Housing Assistance Program (CHAP), also being administered by ERAP Providers.
 - CHAP is funded at \$6.2M and can serve households up to 80% of AMI.
- ❖ ERAP Applications are down from same time last year; spending is currently slow.

Prevention Planning



Key activities:

1. Resource Mapping
2. Estimating Need
3. Developing Targeting Strategy
4. Developing Communication/Marketing Materials
5. Identifying Key Indicators/Metrics for Tracking (via DERT)
6. Ensuring Operational Readiness

1. Eviction Prevention Resource Mapping



- ❖ Purpose: to understand the range of resources available, whether programs are designed in a way that will meet needs, how much of the projected need we may be able to meet, and anticipated gaps.
 - DHS (ERAP, HPP, Project Reconnect)
 - DHCD (CHAP, TBRA/Renters, TBRA/Building)
 - Other CARES Act Funding (CSBG, Emergency Food & Shelter Program)
 - Greater Washington Community Foundation/PTEH
 - Other Private Sources
- ❖ Mapping:
 - Appropriation/Amount
 - Participant Eligibility
 - Eligible Expenses
 - Constraints/Caps on Assistance
 - Fund Administration

2. Estimating Need



- ❖ Attempting to identify pool of households at greatest risk of eviction
 - Searching for a researcher who will work with us to conduct a time series analysis on the relationship between unemployment and homelessness in the District
 - ✓ Similar to work done by Columbia economic Dan O'Flaherty, who projected a 40-45% increase in homelessness nationally
 - Examining rent payment data to understand how many households are behind on rent
 - ✓ Datasets typically focus on large, professionally managed buildings – not as useful for our needs.
 - Working with courts to see if a data match between historical eviction data and HMIS data is possible to understand percent of households evicted that later experience homelessness.

3. Developing Targeting Strategy



- ❖ Analyze HMIS historical data to understand zip codes with highest rates of homelessness (to aid in outreach)
- ❖ Partner with Landlord Tenant Court
 - Revisit how to educate consumers onsite at courthouse
 - Educate the Resource Center staff that provides legal assistance and guidance to customers
 - Establish process to receive a daily list of pending evictions to allow for targeted outreach
- ❖ Attend ANC meetings in all wards with a focus on Wards 4, 5, 7 and 8 to provide flyers and other information about the programs; ask for their help identifying community providers likely to touch households at greatest risk (eg, food banks)
- ❖ Partner with Latino community resource agencies to educate (incorporate translated versions of all new materials)

4. Communications/Marketing Strategy



- ❖ Develop additional written materials/guidance, including FAQs on the different programs (including how programs can be used together).
- ❖ Educate all relevant District govt agency, DHS partners, and DHS grantees
 - Host series of WebEx meetings during the month of October and beyond to inform of any changes and how to apply
- ❖ Partner with CFSA's Family First program to conduct targeted outreach and referral
- ❖ Host meeting with all Council Member's Outreach and general staff to educate and update
- ❖ Receive Family/Customer Feedback
 - Focus group discussion
 - Conduct surveys with families who have used both HPP and ERAP

5. Identify/Tracking Key Indicators



- ❖ Economic Recovery Team (DERT) tracking key housing and labor market indicators
 - Rent payment data, utility payment data (often the first sign of trouble), notices to vacate, writes, unemployment data, etc.
 - Will share key updates via ERSO as appropriate.

6. Ensure Operational Readiness



- ❖ Increase staffing levels to ensure providers are prepared for surge
- ❖ Ensure the online system updated to accept a surge in applications (create a dashboard to track progress)
- ❖ Check in with all providers to make sure schedules are updated so no lags in scheduling after online applications are completed



Questions or Suggestions?

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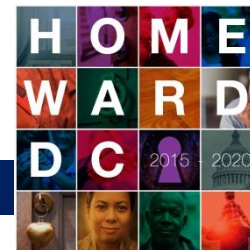
❖ Prevention Planning

III. **Updates/Announcements**

❖ **Stimulus Check Support**

IV. Adjournment

Economic Impact Payment (Stimulus Check)



Reminder that Economic Impact Payments (EIPs) are one-time direct payments from the federal government authorized in the Coronavirus Aid, Relief, and Economic Stability (CARES) Act.

- Provides up to \$1,200 for individuals or \$2,400 for married couples and up to \$500 for each qualifying child.
- Distributed automatically to eligible tax-filers; non-filers are also eligible but must apply.
- Also known as stimulus check or payment

Stimulus Check Filing Support



Reminder that ICH is ensuring access to ELP in 2 Phases

- ❖ **Phase I:** Development/distribution of information and TA support to providers where clients have fixed mailing address and dedicated case management support
- ❖ **Phase II:** Development of 2 step process to support clients at low-barrier shelters and other locations:
 1. **Gather and verify client Info** (by trained volunteers/staff)
 2. **File necessary IRS forms** on behalf of the clients (by tax experts)

Phase II

Implementation of the 2 Step Process



Varies by location:

- ❖ Event (volunteer days) at largest low barrier shelters:

801 East NY Ave	Adams Place CCNV	Patricia Handy Harriet Tubman
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- ❖ Training of appropriate staff (shelter case management and outreach team staff) more appropriate for:

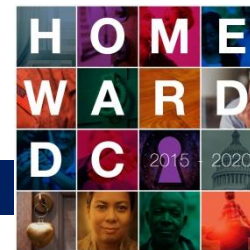
Nativity	PEP-V sites	Unsheltered Individuals
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- ❖ ICH, DHS and TCP are finalizing the budgets for hosting events across the 6 sites
- ❖ Next steps are to:
 - set dates for the 6 events (weekends are the focus, most likely late September and early October);
 - purchase event supplies, including PPE for volunteers;
 - train volunteers, shelter and outreach team staff;
 - finalize FAQs and distribute marketing materials; and finally, host shelter events!

Phase II

Ask from ERSO/ICH Members



- ❖ Volunteers who are willing to support events
- ❖ Will require:
 - Training (virtual IRS Vita Certification training) and prep
 - Attendance of events (~4 - 6 hours depending on event logistics).
- ❖ If interested, please email ich.dmhhs@dc.gov with your contact info.
- ❖ We will circulate the schedule of events (date/time/location) for volunteers to sign up

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Next Meeting: September 23

