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February 26, 2020

- I. Welcome & Call to Order
- II. Updates:
  - I. Shelter Updates
  - II. Hypothermia Check-in
  - III. Work Plan + Work Group Updates
- III. Discussion:
  - I. Heat Plan Review
  - **II.** Shelter Program Rules Feedback
    - a. Key Context/Process
    - b. Areas for Feedback
    - c. Today's Focus
- IV. Updates & Announcements
- v. Adjournment





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#### **Shelter Updates**

- Emery House
  - Construction Timeline
- 801 East
  - Groundbreaking
  - Second Workforce on Wheels event
- Employment Information Census Jobs
  - Shared to Shelter, Outreach List Serve, and Vet Providers
    - Full & Part Time Positions Available
    - ✓ Hourly Salary: \$20 \$27.50
    - ✓ Apply Now at: 2020census.gov/jobs



#### Hypothermia Check in

\* Your feedback?







- With new priorities coming out of Homeward DC
   2.0
  - Committees have been task to develop work plans (in March) that reflect these priorities as well as other stated duties.
  - We will gain feedback today and then draft a work plan to be reviewed in March
  - Work Plan will be reviewed by Executive Committee in April.



#### **Work Plan Questions**

- Outputs of ERSO
  - > Winter Plan
  - Heat Plan
  - Review of fair hearings & administrative reviews and shelter monitoring data (through shelter conditions)
- What is missing?
  - > Think about Work Groups
- What is duplicative?
  - > Think about Work Groups





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#### **Heat Plan**



- \* 2019 Heat Plan had a dedicated chapter
  - We plan to do the same this year per the January Feedback from ERSO
- Review Map of Cooling Centers
  - Discuss feedback
- March Meeting come prepared with feedback on the Heat Plan draft



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### **Rethinking Program Rules**



- Over next several months, in anticipation of the new shelter and renovated shelters, the ERSO committee will be working on obtaining feedback on program rules, e.g.:
  - Client rights & responsibilities (temporary beds)
  - Prioritizing access to beds
  - Terminable actions
- Consumer Engagement Work Group will assist in gathering feedback from clients (both sheltered and unsheltered)
- Objective is to provide DHS with feedback by late spring so they have ample time to develop updated program rules before we move into any new site.



#### **Rethinking Program Rules**



- Temporary Beds
  - > A number of the topics discuss "Temporary Beds"
    - Beds that may be accessible throughout the day/night and once an individual has a bed, they can keep their bed until they exit from the program.
    - May have additional expectations.
    - At 801 we will be focusing on two types of temporary beds:
      - $\circ \quad \text{Work Beds}$
      - Elderly/Disabled Beds (Mobility Issues)



#### **Areas for Feedback**

- H O M E W A R D D C 2016 2020
- Prioritization for temporary beds, due to limited numbers
- Assigning beds in low barrier shelters to create a calmer atmosphere
  - With smaller dorms and more floors, we may be able to better match people with similar needs
- Storage policies
  - How much stuff can people have with them? The 2 bag rule was based on available space. If space changes, our policies should change. What's appropriate?
  - Can people in the low barrier shelter leave things over night in foot lockers? What happens if they don't return the next night?
- Kitchen/food rules (especially in the work bed dorms)
  - Can you have food in the dorm area? Or only in the kitchenette/lounge? What about food storage? Who's responsible for cleaning the fridge out? How do you know when it's ok to throw things?
- Hygiene issues
  - What happens when someone refuses to shower or refuses treatment for

**\* \*** 

lice or other bugs?

#### Areas for Feedback (Con't)



- Expectations related to cleaning up after yourself in shared areas (especially in the kitchenette or family-style bathroom)
- Medication management/distribution
- Mail management
- Rights and Responsibilities for Temporary Beds
  - Review HSRA ahead of time
  - Expectations regarding participation in case management and working on an exit plan. What happens when clients are not meeting these expectations?
- \* Access to different parts of the building
  - How do people move from the main floor to their floor? Fob access? Do staff have to operate the elevators?
- Mixed gender spaces
  - Expectations related to self-management, ensuring safety for everyone, etc.



#### **Today's Focus**



- Mixed gender spaces
  - Expectations related to self-management, ensuring safety for everyone, etc. By floor, communal spaced etc.

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