



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



***December 11, 2018***

# Meeting Agenda



- I. Welcome and Opening Remarks
- II. Public Comments
- III. Homeward DC: Term One Highlights;  
Preparing for Term Two
- IV. Remarks from Mayor Muriel Bowser
- V. Announcements & Agency Updates
- VI. Adjournment

# Welcome New Members



## Service Providers

- ❖ Kelly McShane, Community of Home
- ❖ Jorge Membreno, SMYAL
- ❖ Amanda Chesney, Catholic Charities

## Appointees With Lived Experience

- ❖ Rico Harris
- ❖ Waldon Adams
- ❖ Jennifer McLaughlin

# Welcome New Members



## Advocates

- ❖ Ramina Davidson, DC Alliance for Youth Advocates

## Private Sector Representatives

- ❖ Tonia Wellons, Greater Washington Community Foundation
- ❖ Natalie Avery, DC Business Improvement District Council
- ❖ Ellen Jones, Downtown Business Improvement District
- ❖ Jill Carmichael, National Community Church

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# Homeward DC: Strategic Plan 2015-2020



**Vision: Homelessness in the District will be a rare, brief, and non-recurring experience.**

## Objectives:

1. Develop a more effective crisis response system
2. Increase the supply of affordable and supportive housing
3. Remove barriers to affordable and supportive housing
4. Increase the economic security of households in our system
5. Increase prevention efforts to stabilize households before housing loss occurs



# Implementation: All Hands on Deck



**Executive Committee**  
 Meets: 2<sup>nd</sup> Tues (except months that Full Council meets); 1:30 – 3:30 pm  
 Chair(s): Schroeder Stribling and Laura Zeilinger  
 ICH Staff: Kristy Greenwalt/Kimberly Waller  
 TCP Staff: Tom Fredericksen

**Emergency Response & Shelter Operations (ERSO)**  
 4<sup>th</sup> Wed; 1 – 2:30 pm  
 Jill Carmichael and Dallas Williams  
 ICH : Kristy Greenwalt (Until New Hire)  
 TCP: Tom Fredericksen/Charlene Traylor

**Strategic Planning**  
 4<sup>th</sup> Tues; 2:30 – 4 pm  
 Kelly McShane and Carter Hewgley  
 ICH: Kristy Greenwalt  
 TCP: Tom Fredericksen

**Housing Solutions**  
 1<sup>st</sup> Wed; 1:30 – 3 pm  
 Polly Donaldson and Chapman Todd  
 ICH: Kristy Greenwalt  
 TCP: Tom Fredericksen (if/as needed)

**Youth**  
 4<sup>th</sup> Thurs; 10 am – 12 noon  
 Ramina Davidson and Tamara Mooney  
 ICH: Kimberly Waller  
 TCP: Eileen Kroszner

**Shelter Capacity**  
 4<sup>th</sup> Wed; 12 - 1 pm  
 Michael Ferrell and TBD  
 ICH: Kristy Greenwalt (Unit New Hire)  
 TCP: Tom Fredericksen/Charlene Traylor

**Leveraging Medicaid**  
 3<sup>rd</sup> Wed; 2 – 4 pm  
 Christy Respress , Jim Wotring, Dena Hasan  
 ICH: Kristy Greenwalt (Until New Hire)  
 TCP: Tom Fredericksen (if/as needed)

**Landlord Engagement**  
 3<sup>rd</sup> Fri; 10:30 am - 12:00 noon  
 Ishan Heru and TBD  
 ICH : LaShun Lawson  
 TCP: Clarence Stewart

**Youth CAHP Leadership**  
 Every other Tuesday;  
 9:30 to 10:30 am  
 ICH: Kimberly Waller  
 TCP: Eileen Kroszner

**Shelter Condition**  
 2<sup>nd</sup> Thurs; 10:30 am – 12 noon  
 Amanda Chesney and Synina Pugh-Jackson  
 ICH: Kristy Greenwalt (Until New Hire)  
 TCP: Candyce Coates

**Veterans NOW!**  
 1<sup>st</sup> and 3<sup>rd</sup> Thurs; 10 – 11:30 am  
 Kally Canfield and Ilana Mormon  
 ICH Staff: Kristy Greenwalt (Until New Hire)  
 TCP Staff: Leigh cordeiro/Eileen Kroszner

**Tenant Barriers**  
 4<sup>th</sup> Wed; 10 – 11 am  
 Amber Harding and Darrell Cason  
 ICH: LaShun Lawson  
 TCP: Dwight Newby

**Youth Street Outreach**  
 3<sup>rd</sup> Tues; 1:30 to 3 pm  
 ICH Staff: Kimberly Waller  
 TCP Staff: Eileen Kroszner

**Street Outreach**  
 2<sup>nd</sup> Wednesday; 2:30–4 pm  
 Brittany Robinson and Jordan Gulley  
 ICH: Kristy Greenwalt (Until New Hire)  
 TCP: Eileen Kroszner/Leigh cordeiro

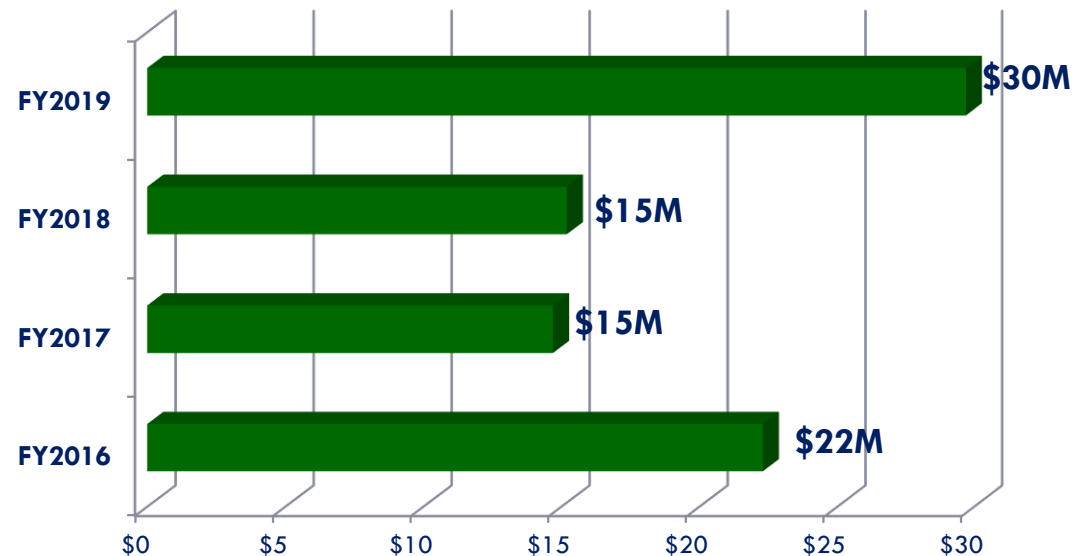
**Singles CAHP**  
 1<sup>st</sup> Tues; 1 – 2:30 pm  
 Adam Rocap and Carmen Hernandez  
 ICH: Kristy Greenwalt (Until New Hire)  
 TCP: Eileen (Leigh Cordeiro as backup)

**Family System**  
 Second Tues; 10a-12p  
 Noah Abraham & TBD  
 ICH: Kimberly Waller  
 TCP: Kevin Craver





# Increased Investments

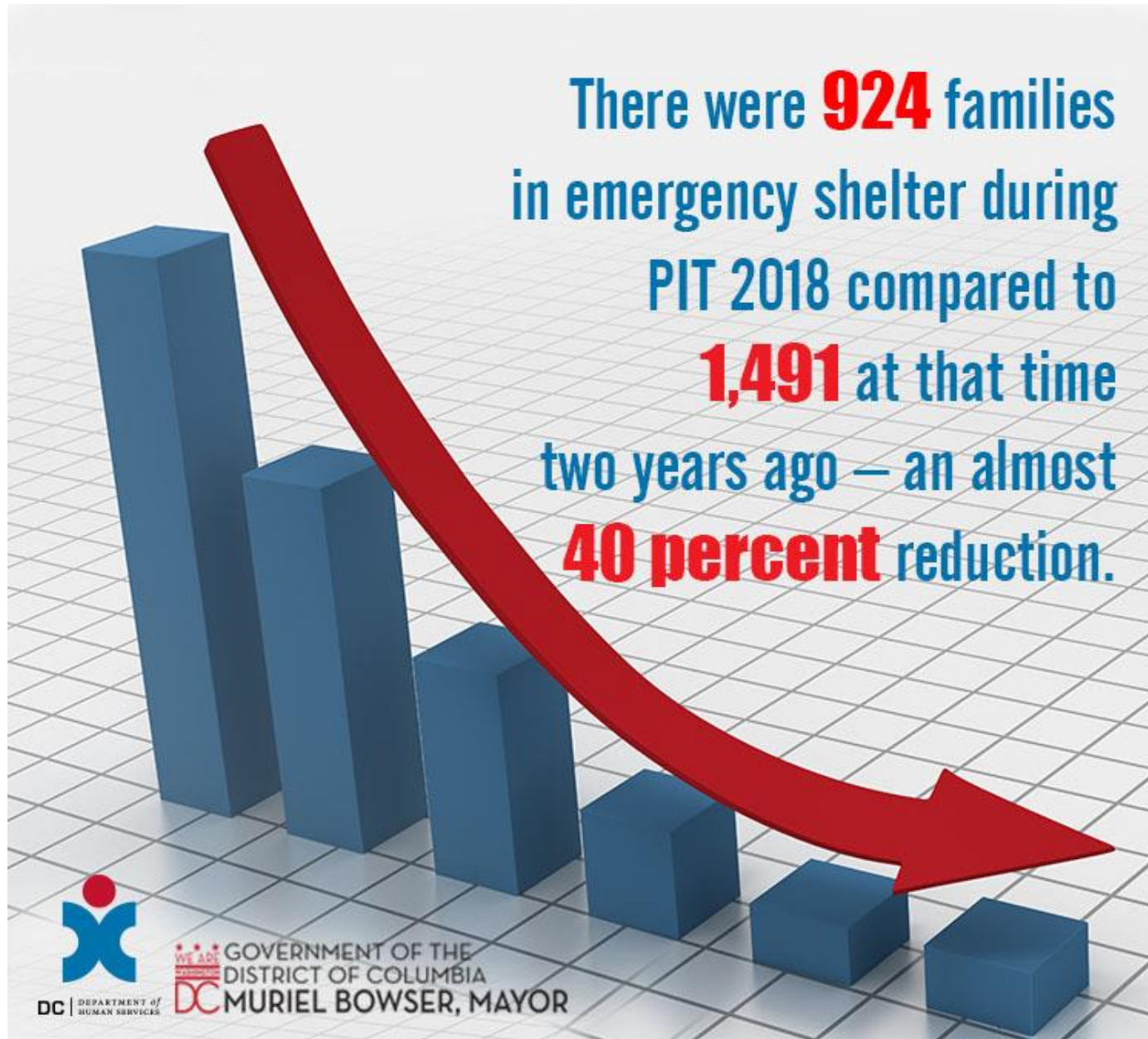


- ❖ Over \$80M in recurring enhancements to fund the housing solutions that we know help end homelessness.
  - In addition to the annual costs of operating our shelter system.
  - In addition to the capital investments to replace DC General and 801E Men's Shelter.

# Family System Reform



# Family Homelessness is Declining



# Every Strategy & Investment Ties Back to Plan



## Family System Transformation

**Jan 2015:**  
Implement  
Year-round  
Access  
Policy

**June 2015:**  
\$21M in  
new  
investments

**June 2016:**  
\$36M in  
new  
investments

**Oct 2017:**  
Launch  
Landlord  
Partnership  
Fund

**June 2018:**  
\$23M in  
new  
investments

**March 2015:**  
Approve  
Homeward  
DC Plan

**Sept 2015:**  
Launch  
Homeless  
Prevention  
Program

**June 2017:**  
\$25M in  
new  
investments

**Dec 2017:**  
Council passes  
Administration-  
led  
Amendments to  
HSRA

## DC General Closure

**Sept 2015:**  
Design  
Principles  
Task Force

**May 2016:**  
Council  
approves  
plan

**June 2016:**  
Advisory  
Teams  
established

**Spring 2017:**  
BZA  
grants  
relief in 3  
& 5

**Oct 2018:**  
Ward 7  
Ribbon-  
cutting

**Nov 2018:**  
Ward 8  
Ribbon-  
Cutting

**Feb 2016:**  
Mayor  
unveils all  
8 Ward  
strategy

**June 2016:**  
BZA  
grants  
relief  
for 4, 7  
& 8

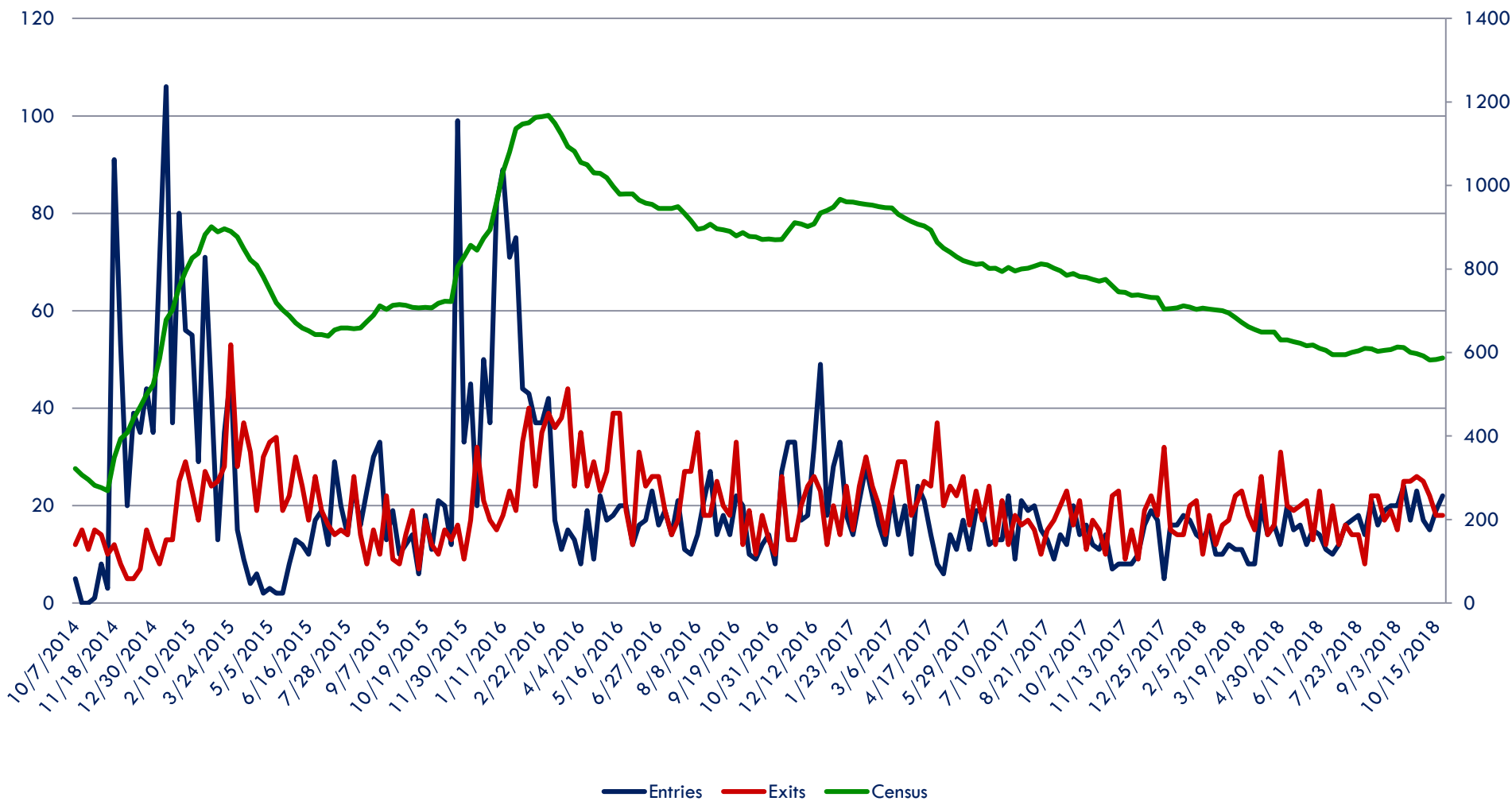
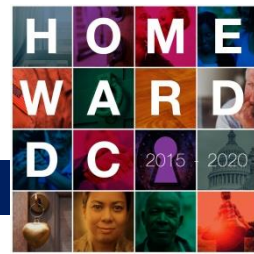
**Jan 2017:**  
BZA  
grants  
relief for  
6, hears  
cases for  
3 & 5

**Sept 2018:**  
Ward 4  
Ribbon-  
cutting

**Oct 2018:**  
DCG  
closes



# This is System Reform: Family Shelter Census (FY15 – Present)



# Short-Term Family Housing Service Model



- ❖ Whole Family/2Gen
- ❖ Case management & connection to mainstream systems
  - Obtaining identification documents, growing incoming (connect/re-connect with TANF vendors)
- ❖ Housing assistance
  - Credit repair, housing search, landlord/tenant rights and responsibilities, housing subsidies
- ❖ Childcare and school coordination
- ❖ On-site healthcare and connections to other health services
- ❖ Trauma informed/coaching/listening in new ways

# The Kennedy – Ward 4



# The Horizon – Ward 7





# The Triumph – Ward 8



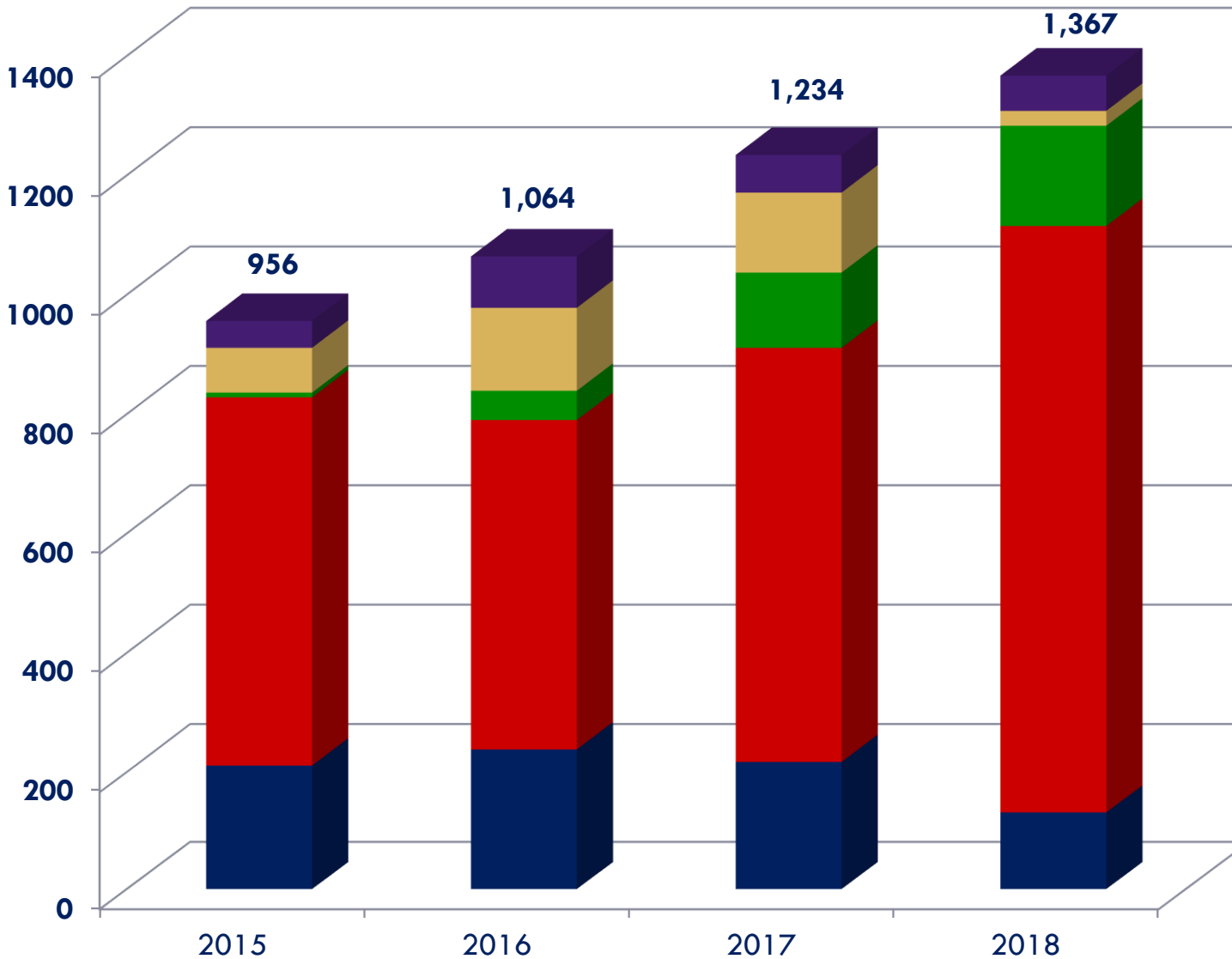
# Exits to Permanent Housing (Apr 2015 - Nov 2018)



## Family Households

- Since the launch of the plan, **4,621** families exited shelter or transitional housing permanent housing.

- Family Reunification
- Unsub. Rental Hsg.
- TAH
- RRH
- PSH



# Improving Landlord Partnerships



- ❖ With philanthropic support, launched Landlord Partnership Fund with CNHED and DowntownBID
- ❖ Created Rental Partnership Initiative (RPI) to streamline the payment structure for landlords renting to families through Rapid Rehousing
- ❖ Based on landlord feedback, launched cross-sector working group to develop more streamlined unit match and lease-up process.

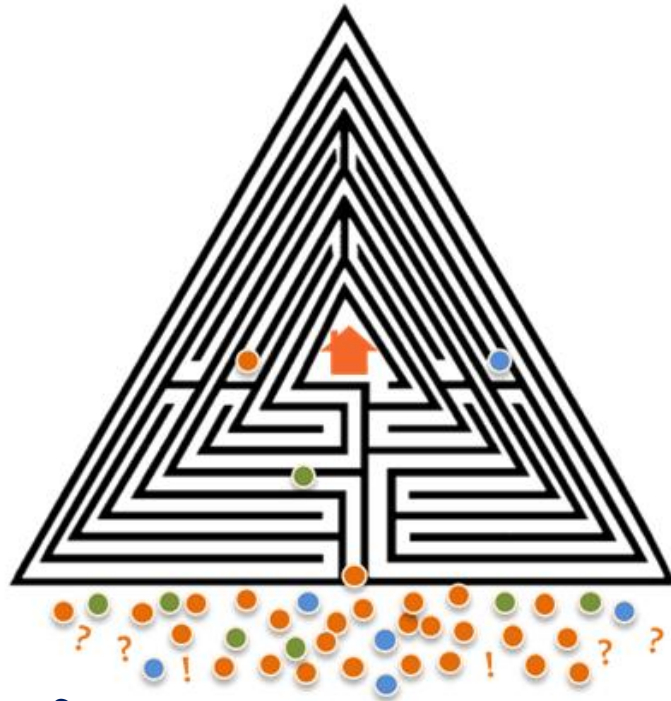
# Single Adults



# Prior State vs. Current State

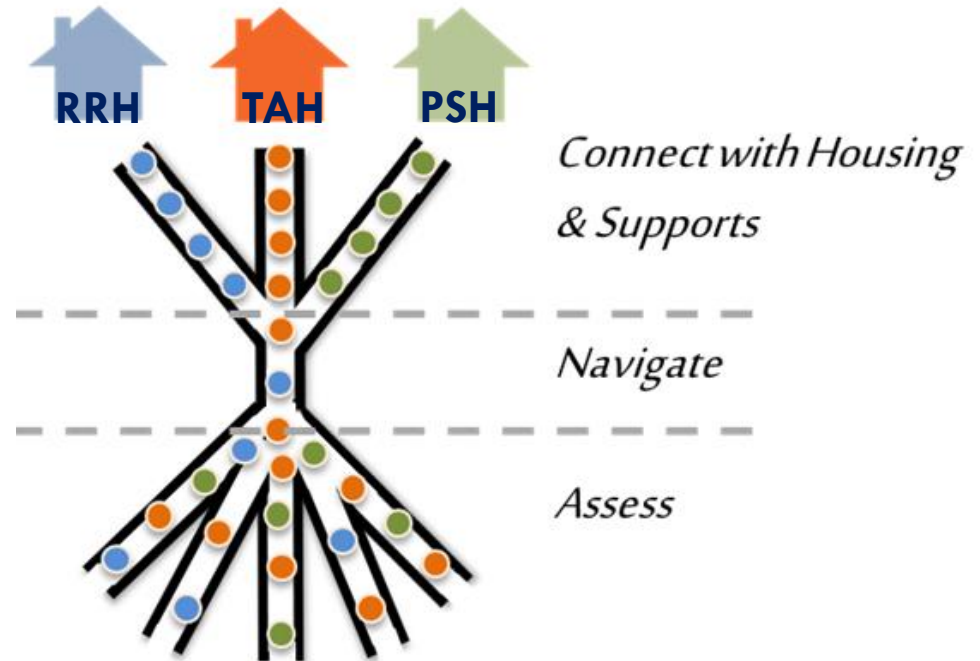


## Coordinated Assessment & Housing Placement (CAHP) System



### Prior State

- ❖ Each housing provider uses own assessment tool
- ❖ Each housing provider maintains separate waitlist
- ❖ Limited street outreach and shelter case management staff
- ❖ Clients must largely navigate system on their own



### Current State

- ❖ Expanded street outreach & shelter staff
- ❖ Common assessment tool & single data registry
- ❖ Stakeholder-developed prioritization process
- ❖ Biweekly matching/case conferencing meetings
- ❖ Housing navigation support (to assist clients with obtaining identification documentation, completing paperwork, housing search, etc.)

# System Improvements for Singles



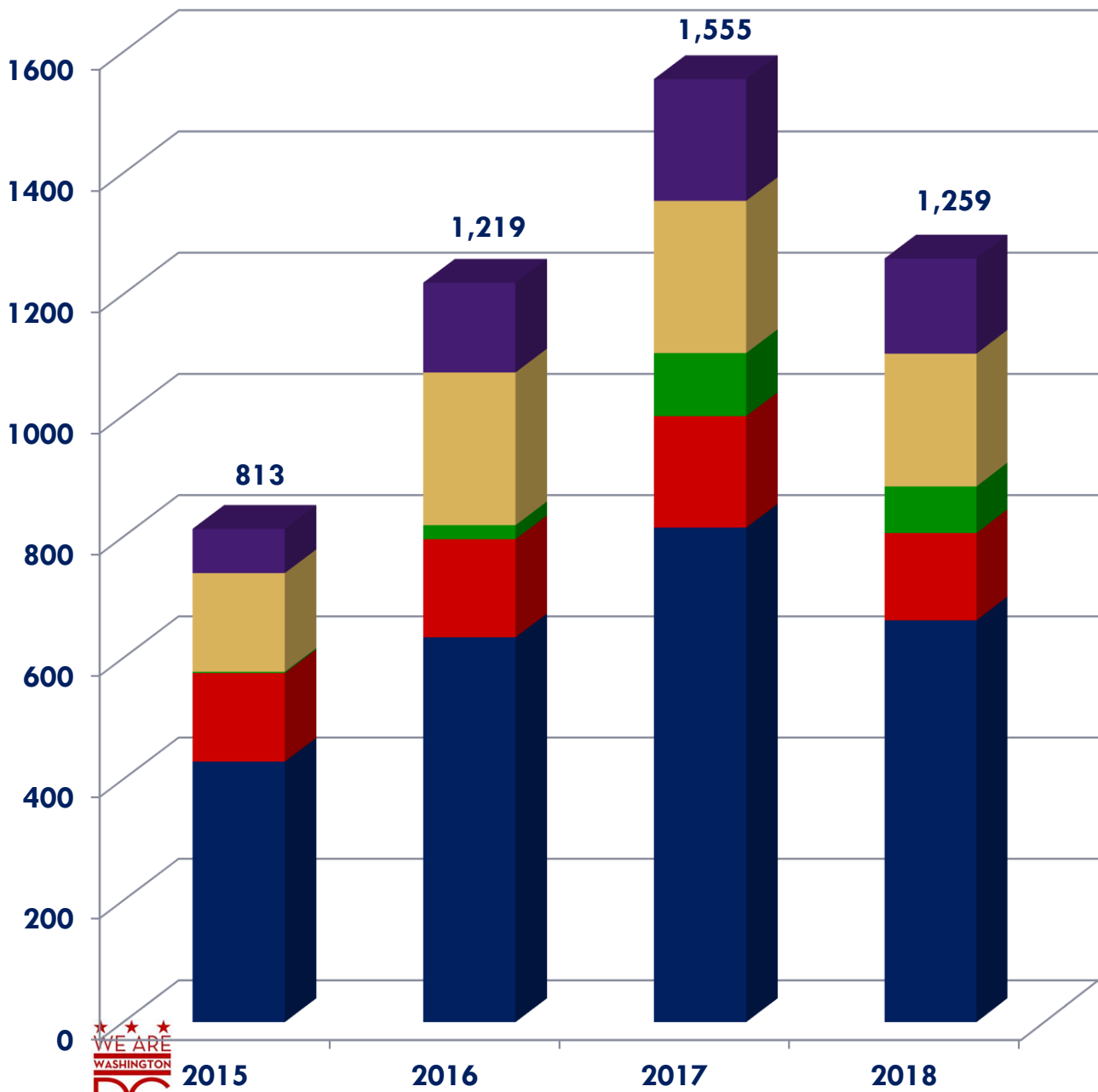
- ❖ Developed coordinated approach to the delivery of street outreach services under a 3-year, \$9M grant from the US Dept. of Health and Human Services.
- ❖ Created streamlined processes for clients experiencing homelessness to obtain ID and birth certificates at no cost.
- ❖ Process improvements to voucher lease-up process (reducing documentation requirements, streamlining paperwork, expediting inspections).

# System Improvements for Singles, Cont.



- ❖ Expansion of case management services in low barrier shelters
- ❖ Creation of dedicated (SSI/SSDI Outreach, Access, and Recovery) SOAR teams to improve connection to benefits.
- ❖ Expansion of daytime services
  - Adams Place Day Center
  - New York Avenue Presbyterian Church (opening soon!)
- ❖ Created diversion/rapid exit program for single adults (launching now!)
- ❖ Launching the effort to redevelop our low barrier shelter system for single adults – starting with 801 E men's shelter.

# Exits to Permanent Housing (Apr 2015 - Nov 2018)



## Single Adults

- ❖ Since the launch of the plan, **4,846** single adults have exited the streets or shelter to permanent housing.
- ❖ Over half of these exits (2,540) were to PSH.

- Family Reunification
- Unsub. Rental Hsg.
- TAH
- RRH
- PSH





# Meet Wesley

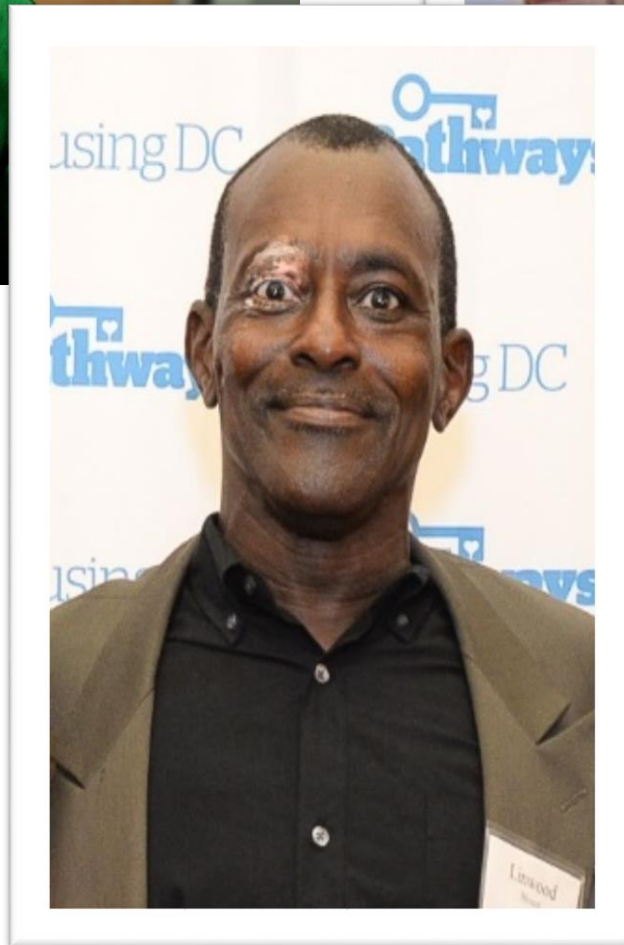




**Gloria**



**Michael**



**Linwood**

# Systems Change: A Focus on Youth



## Development and launch of Solid Foundations (2017)

- ❖ Developed Youth CAHP System
- ❖ Improved crisis response for youth
  - Expansion of shelter beds
  - Creation of youth-focused outreach
  - Creation of 24 hour drop-in center
  - Creation of prevention programs to support family reunification & stabilization
- ❖ Began scaling youth housing programming
  - Transitional Housing, TAY Rapid Re-Housing, Extended Supportive Housing

# Other Foundational Efforts



- ❖ Legislative Overhaul: HSRA Modernization
- ❖ Data initiatives to inform our work
  - Annual Youth Census
  - Women's Needs Assessment
  - LGBTQ Listening Sessions
  - Inflow Analysis
- ❖ Creation of a Consumer Engagement Framework
  - Adult Consumer Engagement Work Group
  - Youth Advisory Board (Through the Eyes of Youth)
- ❖ Private Sector Engagement Strategy (Launching in 2019!)

# Looking Ahead: Second Term



- ❖ Working on update to Homeward DC Plan
- ❖ Increased focus on intersecting systems
  - Employment
  - Reentry
  - Hospitals & nursing homes
  - Child welfare & juvenile justice
  - Regional partners
- ❖ Tailor program models to meet different service needs
- ❖ Continue building capacity and accelerating our efforts
  - With a strong foundation in place, we have to do more, faster.

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  - ❖ **PIT 2019 & PIT+**
  - ❖ **Home for the Holidays**
  - ❖ **FY20 Winter Plan Updates**
  - ❖ **ICH Survey**
- VI. Adjournment

# PIT Count 2019



- ❖ 2019 Point In Time (PIT) Count scheduled for Wednesday, January 23
- ❖ The PIT Count is focused on obtaining a count of the number of persons experiencing homelessness.
  - Methodology does not allow for in-depth conversation about one's experience of homelessness, including decision-making about where to seek shelter, service use history, and patterns of housing insecurity over time.
- ❖ Given that the number of singles has been increasing despite hundreds of housing placements, we need to better understand these issues.



# PIT+ Survey



- ❖ Building on lessons learned from the annual Homeless Youth Census and the 2018 Women's Needs Assessment, we will use a separate survey tool this January to obtain additional information from single adults in our system.
  - Based on findings from other studies, we will use an interview format; narrative responses will then be coded to response categories to allow for quantitative analysis.
  - Because of the length and the nature of the survey, we will rely on service provider partners to conduct the interviews.
- ❖ TCP is requesting that agencies that do outreach, drop-in/meal/day service programs, etc. conduct the PIT+ over the last 10 days of January.
- ❖ Training on the survey tool will be available in January for partner agencies.

# PIT vs. PIT+



PIT	PIT+
Conducted on January 23 <sup>rd</sup> only	Conducted January 22 <sup>nd</sup> – 31 <sup>st</sup>
Counting/surveying done in Emergency Shelters, Transitional Housing programs, and outside from 10pm-2am	Surveying (ideally) done by outreach, day services, meal programs, drop in centers, etc.; possible magnet event(s). Can be done in shelter/transitional in lieu of traditional PIT but program would need to ensure that ALL participants received PIT+
Survey is 12-15 questions long, primarily about demographics and service needs; questions determined by HUD	Survey will include PIT questions plus 12-15 additional inflow/causation/service history questions; questions determined by review of similar assessments conducted elsewhere and will be workshopped with consumers before being finalized

# PIT vs. PIT+



PIT	PIT+
Usually takes 5-10 minutes to complete	Estimating 20-25 minutes per survey, depending on length of answers, coding to correct response
Ideally a survey is done on every adult and unaccompanied youth	Will seek to have surveys done with 500 to 800 participants (higher number is to minimize margins of error)
During Unsheltered count, TCP will provide incentives for participating (\$10 gift cards)	TCP will provide incentives of a higher value due to additional time commitment

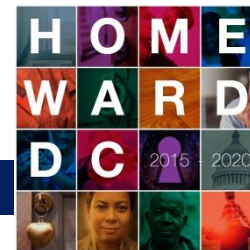
# Point in Time 2019



- ❖ Agencies willing to help administer the PIT+ should contact Tom Fredericksen at:

[tfredericksen@community-partnership.org](mailto:tfredericksen@community-partnership.org)

# Reminder: Home for the Holidays Campaign



- ❖ Purpose: Accelerate lease-ups from the homeless service system by mobilizing landlords, stakeholders, housing staff, and the broader community.
  - The Apartment & Office Building Association (AOBA) is a co-sponsor.
- ❖ Goal: Lease-up 450 households between Nov 15 & Jan 15
  - As of 12/7, we have leased-up 178 households – almost halfway towards our goal!
- ❖ How you can help?
  - Available and affordable units are needed: interested District landlords may contact [homefortheholidays@dc.gov](mailto:homefortheholidays@dc.gov) for more information
  - Gently-used kitchenware, pots and pans, toys, small appliances and professional clothing donations are being accepted at the Adams Place Day Center at 2210 Adams Place, NE.

# FY20 Winter Plan Updates



- ❖ A few changes to shelter locations & transportation schedule.
- ❖ Updated plan available at <https://ich.dc.gov/page/winter-plan>

# ICH Survey



- ❖ The ICH team is seeking feedback from stakeholders to help inform operational changes in the coming year.
- ❖ The survey went out last Tuesday; you should have received it from your committee/work group co-chairs.
- ❖ Survey closes COB Thursday 12/13.
- ❖ Please contact us at [ich.dmhhs@dc.gov](mailto:ich.dmhhs@dc.gov) if you did not receive the link and are interested in responding.

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