

# *Interagency Council on Homelessness*

## *Strategic Planning Committee*



*30 January 2024*





### **Convention for Recording ICH Committee & Full Council Meetings:**

- ❖ Recording for purposes of complying with the Open Meeting Act requirements
- ❖ Available for anyone who requests a copy at [ich.info@dc.gov](mailto:ich.info@dc.gov).

# Meeting Agenda



- I. **Welcome & Agenda Review (5 mins)**
  - a) Icebreaker
  - b) Intros & Call for Announcements
  - c) Adopting Meeting Notes & Managing the Listserv
- II. **System Check-In (30 mins)**
  - a) Constituent Concerns (15 mins)
  - b) DHS Updates re Peer Case Management Institute (8 mins)
  - c) TCP Updates re HUD CoC NOFO Awards & CAHP Staffing (5 mins)
  - d) ICH Updates re Staffing (2 mins)
- III. **Discussion Items (50 mins)**
  - a) FY23 KPIs for Families and Singles (35 mins)
  - b) Annual Priorities for Strategic Planning CMTE & WGs (15 mins)
- IV. **Announcements & Reminders (as needed)**
- V. **Summary & Adjournment (5 mins)**
  - a) Next Strategic Planning CMTE: Tuesday, 03/26 from 2:30 – 4:00 pm
  - b) Next Full Council Mtg: Tuesday, 03/12 from 3 – 4:30 pm (pre-meeting 1 – 2:30 pm)



# Intro & Call for Announcements



## ❖ **Intros:**

- Chat intros for attendees: name, pronouns, org, title/role
- Quick round of hellos from Co-Chairs and ICH staff with formal roles leading or supporting meeting

## ❖ **Callers:**

- Use \*3 to raise your hands so we can see you
- Use \*6 to unmute and introduce yourself
- Allows us to check that your audio works and that you can hear us!

## ❖ **Call for Partner Announcements/Reminders:**

- Please “chat” any significant partner announcements, especially those changes/updates that impact the system
- We will make time on the agenda, as appropriate, or include in the notes



# Adopting Notes & Managing the Listserv



## ❖ Adopting Prior Meeting Notes:

- Automatically adopted unless meeting attendees flag issues
- Generally, ICH team sends out meeting notes within a week
- Please review as soon as possible and flag any errors/issues
- If we don't hear back within a week, assuming good to adopt

## ❖ Managing the Listserv:

- Meeting materials are only distributed to listserv members
- If you are not on the listserv, you will not receive materials
- To join the listserv, email [ich.info@dc.gov](mailto:ich.info@dc.gov)



# Notes on Welcome & Agenda Review



## Introductions:

- ❖ **ICH Lead:** Theresa Silla
- ❖ **Co-chairs:** Maddie Solan (DHS), Kelly Sweeney McShane (COH)
- ❖ **Callers:** \*95 Dr. Mayaalla, \*50 Ms. Umi

## Feedback on Agenda Review, Other Comments or Q&A:

- ❖ **Listserv Mngmt:** Add Nell Curtin (DCPL) and Chibundo Egwuatu to the listserv.



# Meeting Agenda



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- V. Summary & Adjournment (5 mins)





# Constituent Concerns



## Limitations

- ❖ We only have 15 mins, so we kindly request that each person leverage the chat or limit their comments to 3 minute so we can hear from at least 5 participants.

## Emerging/New Concerns

- ❖ **N (PFFC): Give DC a report card.**
  - Social Services = F
  - DC Governance = F
  - ICH = C-
  - Community Engagement = F
  - Fair Shot and Inclusion = F
  - Leadership and Accountability = F
  - Racial Equity Inclusion = F






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## Program Vision

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Create an institute that provides classroom and field-based training to individuals with lived experience of homelessness to develop successful case managers for our homeless services system.

# Program Goals

01

Create long-term career pathways and financial stability for individuals with lived experience of homelessness

02

Utilize the expertise of individuals with lived experience of homelessness to assist the consumers currently in the homeless services system

03

Create a new pipeline of quality case managers to serve our most vulnerable neighbors and allow our housing system to grow .

# Program Overview

All participants will be paid \$17 an hour for all training/practicum

- 30-40 students with 2 classes of 15-20 students



# Peer Case Management Institute

**We are EXTREMELY excited to announce that we have opened applications for the first cohort of the Peer Case Management Institute!**

- Applications can be submitted online via the following link: [bit.ly/45TFmYl](https://bit.ly/45TFmYl) from January 30<sup>th</sup> to February 22<sup>nd</sup> 2024.
- Additionally, we will be placing paper applications and application submission boxes in shelters and day centers around the city.
- If you know someone who would be a great candidate, please encourage them to apply!

# Information Sessions for Prospective Students

- **Virtual Info Session #1: Thursday February 8, 2024 at 1:00 PM**
  - Join link: <https://dcnet.webex.com/dcnet/j.php?MTID=meb224e5c06f1558c89e69869f290ee9d>  
Webinar number: 2308 338 7083 Webinar password: PEER (7337 from phones and video systems)
  - Join by phone: 1-202-860-2110 United States Toll (Washington D.C.); 1-650-479-3208 Call-in toll number (US/Canada); Access code: 231 257 43197
- **Virtual Info Session #2: Tuesday, February 13, 2024 at 3:00 PM**
  - Join link: <https://dcnet.webex.com/dcnet/j.php?MTID=m56c2b5d745dadb99cc707985bebd0e96>  
Webinar number: 2300 138 6251 Webinar password: PEER (7337 from phones and video systems)
  - Join by phone: 1-202-860-2110 United States Toll (Washington D.C.); 1-650-479-3208 Call-in toll number (US/Canada); Access code: 230 244 47753

# Provider Practicum Placements

Would your agency be interested in hosting a student?

- **Please fill out the following Smartsheet:**
  - <https://app.smartsheet.com/b/form/d8690bacb2df4632b1497c0d127c5d97>
- **Please attend the provider information session on Thursday, February 15th at 2pm:**
  - <https://dcnet.webex.com/dcnet/j.php?MTID=m9372b162f7d0fcdae2c7f68867298040>
  - Meeting number (access code): 2319 830 6936
  - Meeting password: KkvqqPWK727
  - [+1-202-860-2110](tel:+12028602110), [23198306936](tel:+12028602110)## United States Toll (Washington D.C.)
- **Agencies will be provided \$3,000 for each student they accept/supervise**



# Notes on DHS Updates



## Feedback/Other Comments/Q&A:

- ❖ **Q (Dr.M, CEWG):** When will classes begin?
  - **A (from DHS):** For students who need it, computer literacy classes will begin March 18<sup>th</sup>. Classes at Howard begin April 8<sup>th</sup>.
- ❖ **Q (BG, SOME):** Where will classes be held?
  - **A (from DHS):** Classes will be held at Howard University.
- ❖ **Q (Dr. M):** How will invites for the info sessions be sent?
  - **A (from DHS):** We are spreading the word far and wide!
  - **A (from ICH):** We will include the announcement details, links and one pagers in the meeting follow up emails.

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# FY2023 HUD CoC NOFO Awards

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## Background:

- In September, TCP submitted the CoC's response to the HUD CoC Program Notice of Funding Opportunity (NOFO).
- The CoC Program is the primary source of federal funding for housing and services for persons experiencing homelessness.
- The District's application included a request for funding to:
  - support 41 existing programs and to
  - establish two (2) new housing programs.
  - Other dollars for "new" programming were requested to expand capacity at three (3) existing programs.

## **FY2023 Outcomes:** HUD announced our awards 01/29 which includes [\\$29.7M for projects in the District.](#)

- Several renewing programs received budget increases to the rental assistance line item of their proposed budgets.
- Two existing programs requesting additional funds to expand capacity were approved.
- Calvary Women's Services received funding to establish a new program for survivors of domestic violence.
- HUD did not approve our application to establish a new RRH program for youth.
- Four programs requesting renewal funding were not approved by HUD. TCP has been in touch with each to discuss the appeal process and to identify next steps for the programs and participants.

# TCP CAHP Staffing Updates

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- Leigh Cordeiro is transitioning into an advisory role, utilizing her years of experience on the team to focus on capacity-building and system improvement.
- Sarah Flinspach will assume the CAHP Administrator role for Singles and Veterans immediately. Leigh will support the transition while we continue to staff up.
- TCP is hiring for three positions: Family CAHP Coordinator, Singles CAHP Coordinator, and Veterans CAHP Coordinator.
  - While only the Family CAHP Coordinator position is posted, we are setting a plan to begin hiring for the other two roles. TCP job postings are available [here](#).
  - In the interim, Sam will continue to cover Family CAHP, Leigh is filling the Vets CAHP Coordinator's matching functions, and Sarah will continue to cover RRH-I and unit-based PSH matching.

# Notes on TCP Updates



## Feedback/Other Comments/Q&A:

- ❖ **Q (KSM, COH):** Were the programs not awarded lower on the ranking list or different parts of the listing?
  - **A (from TCP):** That's right, HUD requires that we submit a ranking in priority order.
- ❖ **Q (KT, CWS):** Looks like this is an increase from previous years. Is that right?
  - **A (from TCP):** Not an across-the-board increase, but programs with a rental assistance line received increases from what they applied for.
- ❖ **Q (Dr.M):** For those not awarded, is there an appeal process? If not, are there other funding sources to keep the program open?
  - **A (from TCP):** Yes, we are in the process of submitting appeals for the four programs that were not awarded, but do not know of HUD's ability to fund them. It is possible for providers to seek other funding sources to cover the HUD loss but may depend on the amount of funds previously covered by HUD and likelihood to find a private or other source to cover it. In some cases, programs have continued operating without HUD funding by operating at a lower capacity, identifying another source, etc. If the program needs to ramp down, TCP works with the provider to transfer clients to appropriate programming.
- ❖ **Q (AS, Everyone Home DC):** Can you share what kind of an impact this could have on our system? Are these permanent supportive housing or RRH programs? ← The answer above addressed this question!

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# ICH Staffing Updates



ICH will be posting two Advisor positions this week:

## ❖ **Special Advisor Participatory Planning and Strategic Communications**

- **Focus:** responsible for planning, developing, and communicating the ICH's vision, mission, strategic planning initiatives, and activities both internally throughout the District, as well as externally to the general public through media, various constituencies, and municipal entities for the agency.
- Formerly Public Information Officer position.

## ❖ **Special Advisor for Integrated Care Strategies**

- **Focus:** to improve health outcomes, equity, and continuity of care by implementing the relevant goals, objectives, strategies, and activities outlined in Homeward DC 2.0, the strategic plan for preventing and ending homelessness.
- Formerly Advisor for Youth and Families position.





# Notes on ICH Updates



## Feedback/Other Comments/Q&A:

❖ N/A



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# Key Performance Indicators for FY23

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DISTRICT OF COLUMBIA CONTINUUM OF CARE

# Key Performance Indicators (KPIs)

- **KPIs were established to monitor performance toward meeting the District’s goals for the CoC**, as outlined in *Homeward DC*. Based on metrics used by HUD, the ICH, TCP, and DHS selected the CoC’s KPIs as the metrics were most aligned with Homeward DC’s vision of making homelessness *rare, brief, and non-recurring*.
- **The CoC has used the same metrics since FY16**, the year *Homeward DC* was established; tracking the same metrics over time helps us better understand trends.
- **KPIs focus on programs that serve households (individual and family households) who experienced homelessness at some point during the fiscal year** –*information from outreach, emergency shelter, transitional housing programs in HMIS are all included.*
- **The CoC’s KPIs are deduplicated counts of the:**
  - Number of households served throughout the fiscal year and at each year’s PIT count
  - Number of households exiting the CoC for permanent destinations
  - Number of households returning to the CoC after an exit (with 6-12 mos.)
  - Number of households experiencing homelessness for the first time
  - Average length of time households experience homelessness

# Key Performance Indicators (KPIs)

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- **Number of households served throughout the fiscal year** –*per HMIS, the number of individuals or families that were served at least one time during the year by an HMIS participating outreach, shelter, and/or transitional housing providers.*
- **Number of households served at PIT count** –*the number of individuals or families served by outreach, shelter, or transitional housing programs on the night of PIT; includes both HMIS and non-HMIS participating providers and information collected specifically for PIT.*
- **Number of households exiting the CoC for permanent destinations** -*includes exits (as documented in HMIS) from the program types named above to subsidized resources like PSH and RRH, but also exits to unsubsidized housing and friend/family reunification when it's understood by the case manager that the reunification is intended to be permanent.*

# Key Performance Indicators (KPIs)

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- **Number of households returning to the CoC after an exit (with 6-12 mos.)** –*the number of individuals or families that previously exited to (what was intended to be) a permanent housing destination but returned to shelter within 6-12 months of their exit*
  - *Households are counted here if they returned to shelter in FY23, but their exit may have occurred in FY22 or FY23.*
- **Number of households experiencing homelessness for the first time** –*the number of individuals or families who are newly experiencing homelessness and/or those who have not been served previously by the CoC, per the information gathered in HMIS.*
- **Average length of time households experience homelessness** –*the cumulative, concurrent time individuals or families served during the FY worked CoC's outreach, shelter, or transitional programs during their current episode of homelessness, expressed as an average.*
  - *Time prior to FY23 is included if the stay began in a previous fiscal year.*
  - *Distinct episodes of homelessness over time are not aggregated; only the continuous episode that fell at least in part in FY23 is included.*

# Key Performance Indicators (KPIs)

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- Today's information is primarily designed to give a high-level overview of system performance on the KPIs for FY23 with comparative information dating back to FY16.
- Each of the subsequent sets of graphs will show the annual number of households served (families and singles are charted separately) along with information from another of the KPIs mentioned on the previous slides.
- TCP will provide more contextual information and information on performance by category later in the year. This will include drill downs into subpopulations like:
  - Households experiencing chronic homelessness
  - Youth/Seniors
  - Gender identity and sexual orientation categories
  - Race/ethnicity identification
  - Veterans
  - Long stayers/households newer to the system



# Family Subsystem

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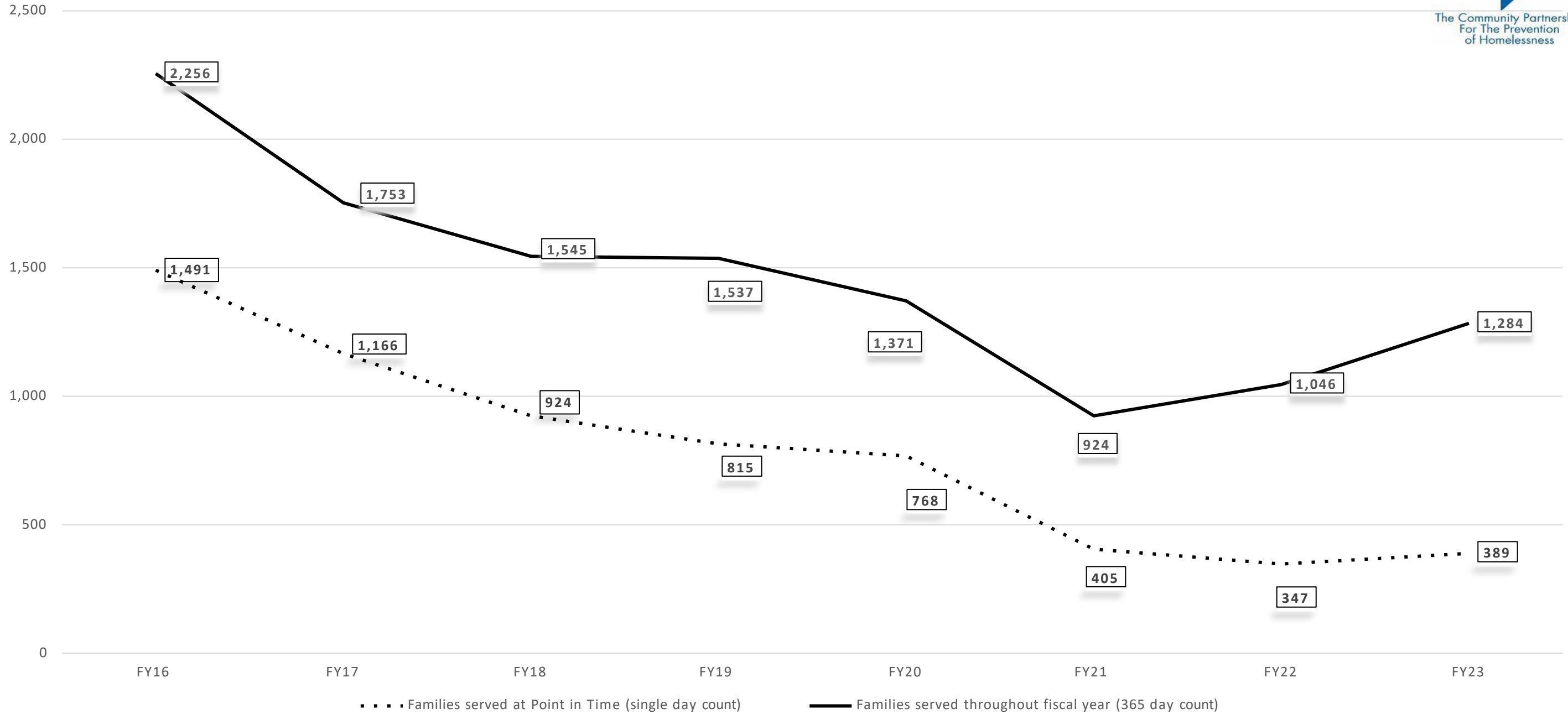
- The CoC served **1,284 families** in FY23 (*as reported in HMIS*) in the CoC's outreach, shelter, and transitional housing providers
- While the number of families served increased in FY23 from the last two fiscal years, the count is lower than fiscal years prior to the public health emergency (PHE).
  - FY21 had the lowest count of families served in the program types named above since the implementation of *Homeward DC*.
- KPIs for FY23 suggest that entries among families newly experiencing homelessness is having the largest impact in the overall number of families served.
  - Families served for the first time in FY23 made up half of all families served, while just 49 families were returning to the CoC after a previous exit.
  - The continued decrease in the average length of time families are experiencing homelessness points, in part, to fewer families staying in shelter long term – of the 349 families in CoC programs as of the end of the fiscal year, just 35 had stays than began prior to FY23 (and all those families were in transitional programs where programs are designed for families to stay up to 18 months).



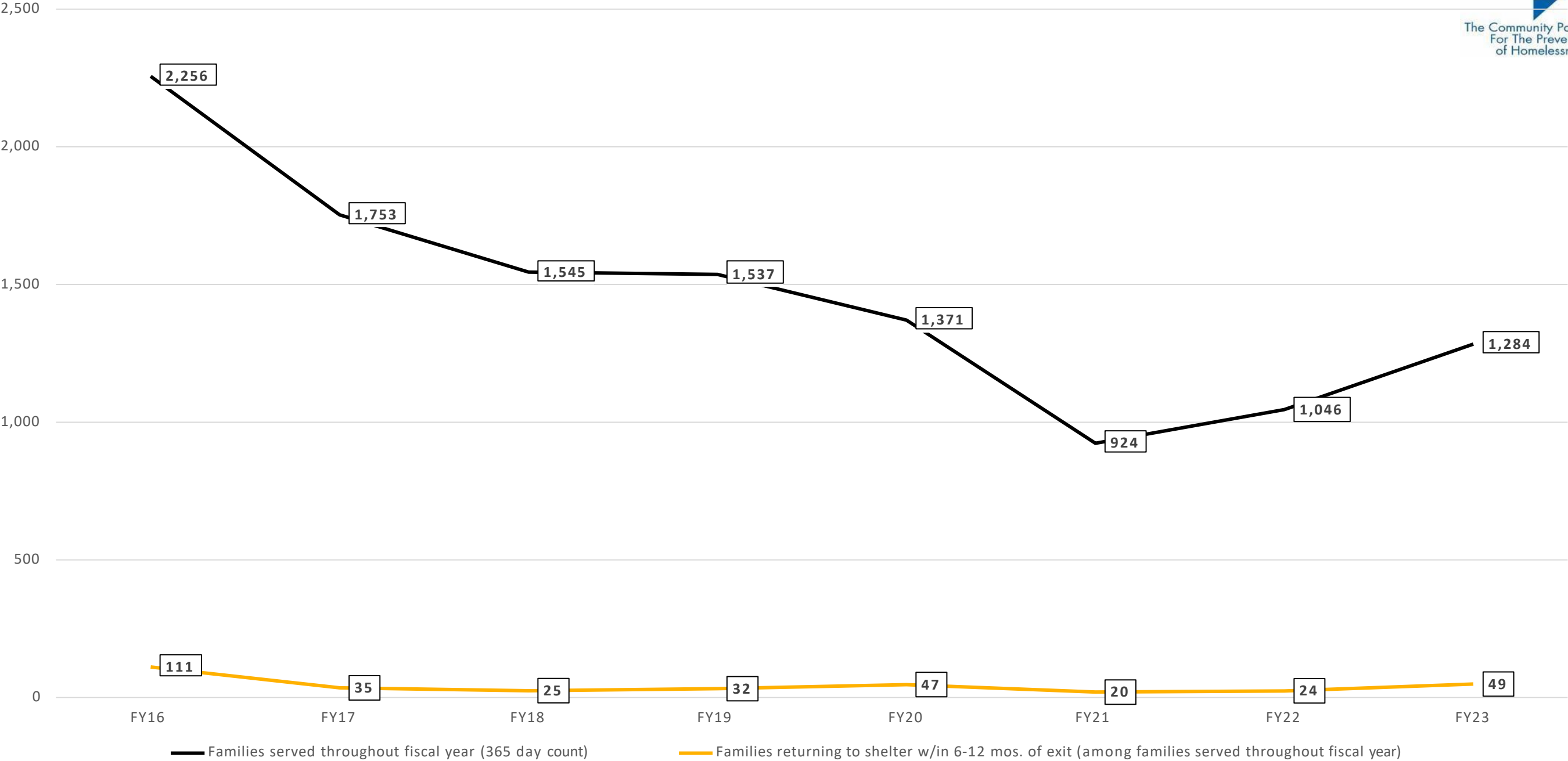
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# Family System

## Families Served Throughout Fiscal Year & Families Served at PIT, FY16-23



Family System: Families Served Throughout Fiscal Year &  
Families Returning to Shelter 6-12 Mos. after CoC Exit (Subset), FY16-23

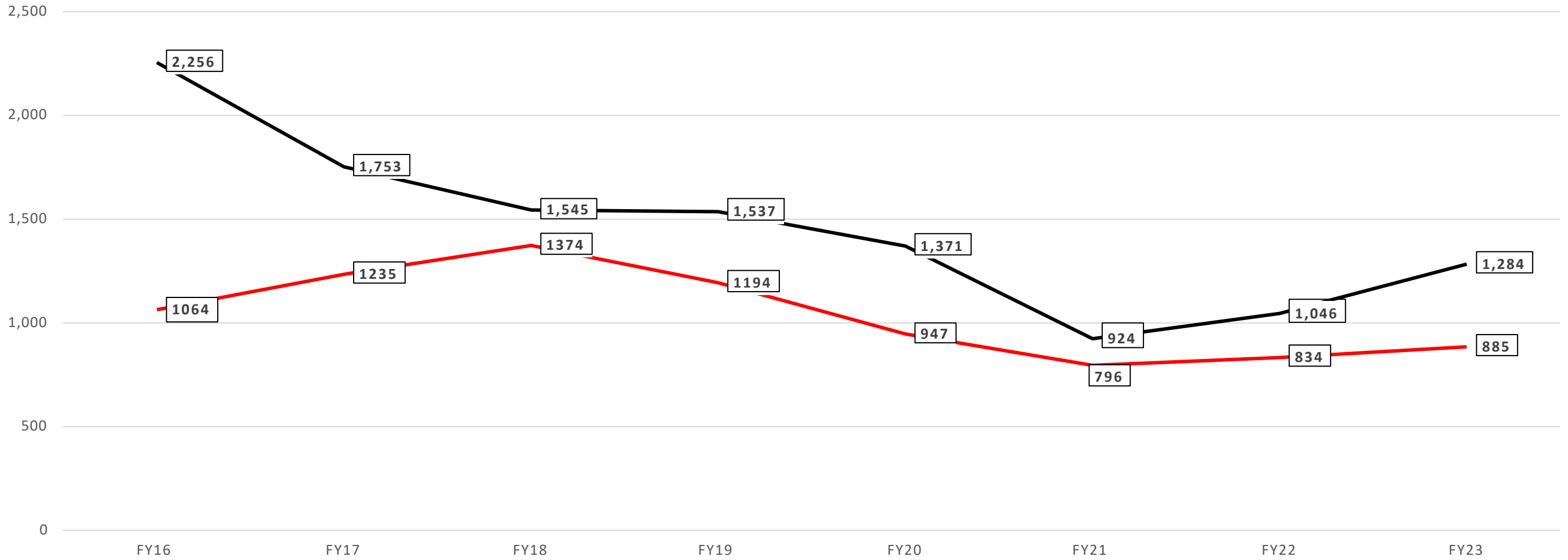




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## Family System

### Families Served Throughout Fiscal Year & Families Exiting to Permanent Destinations (Subset), FY16-23



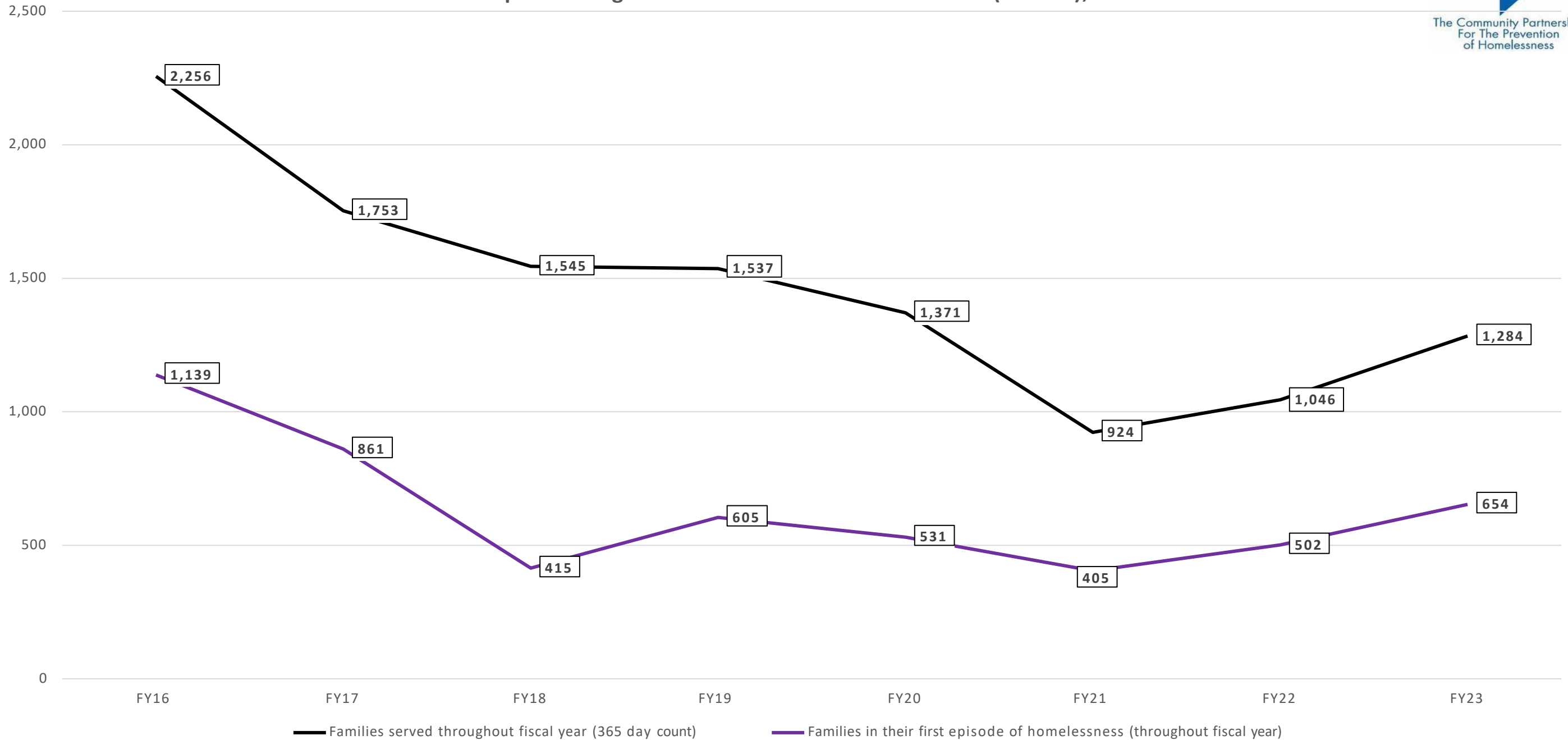
— Families served throughout fiscal year (365 day count)

— Families exiting to permanent destinations (among families served throughout fiscal year)



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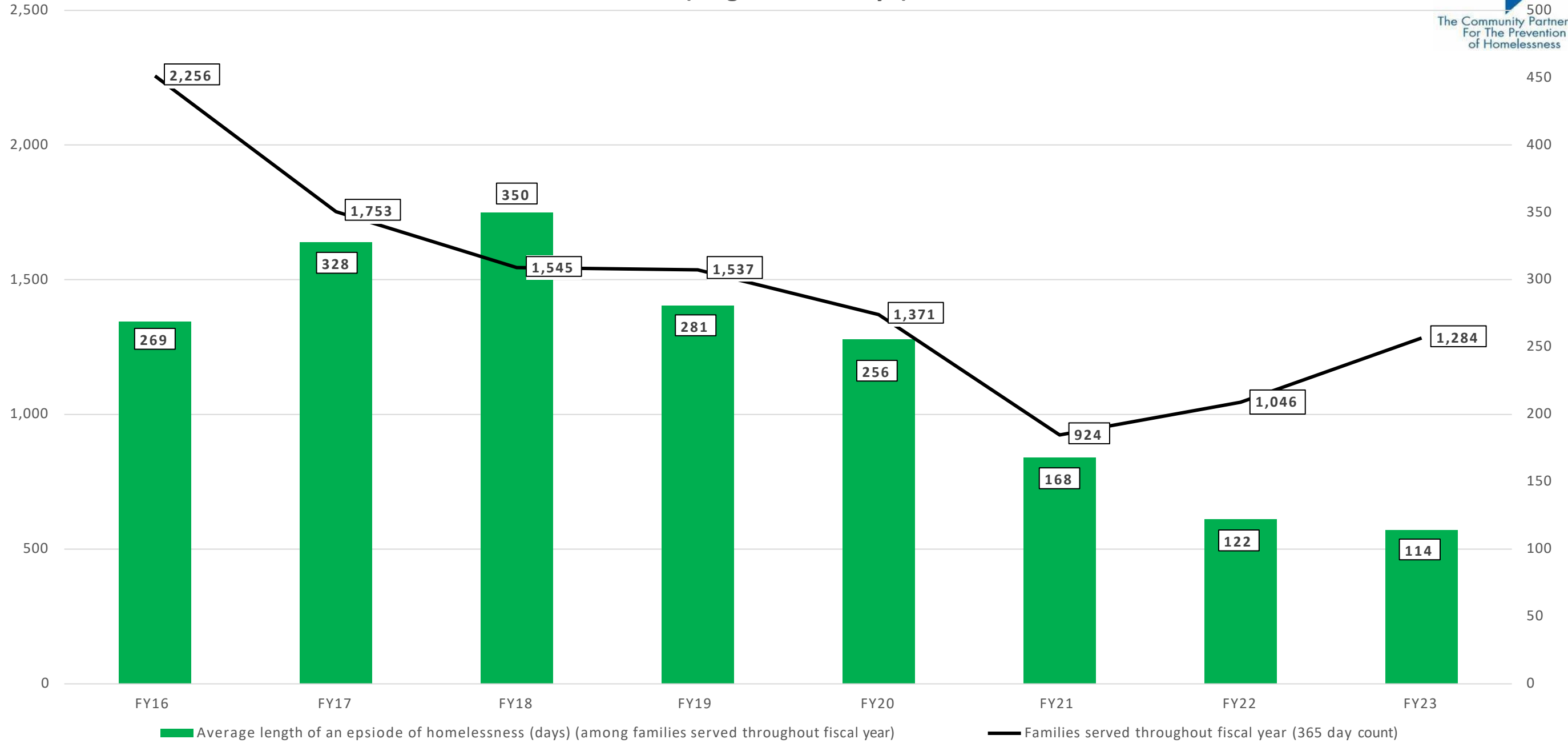
## Family System: Families Served Throughout Fiscal Year & Families Experiencing Homelessness for the First Time (Subset), FY16-23





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## Family System: Families Served Throughout Fiscal Year vs. Length of Time Experiencing Homelessness (Avg. No. of Days), FY16-23



# Singles Subsystem

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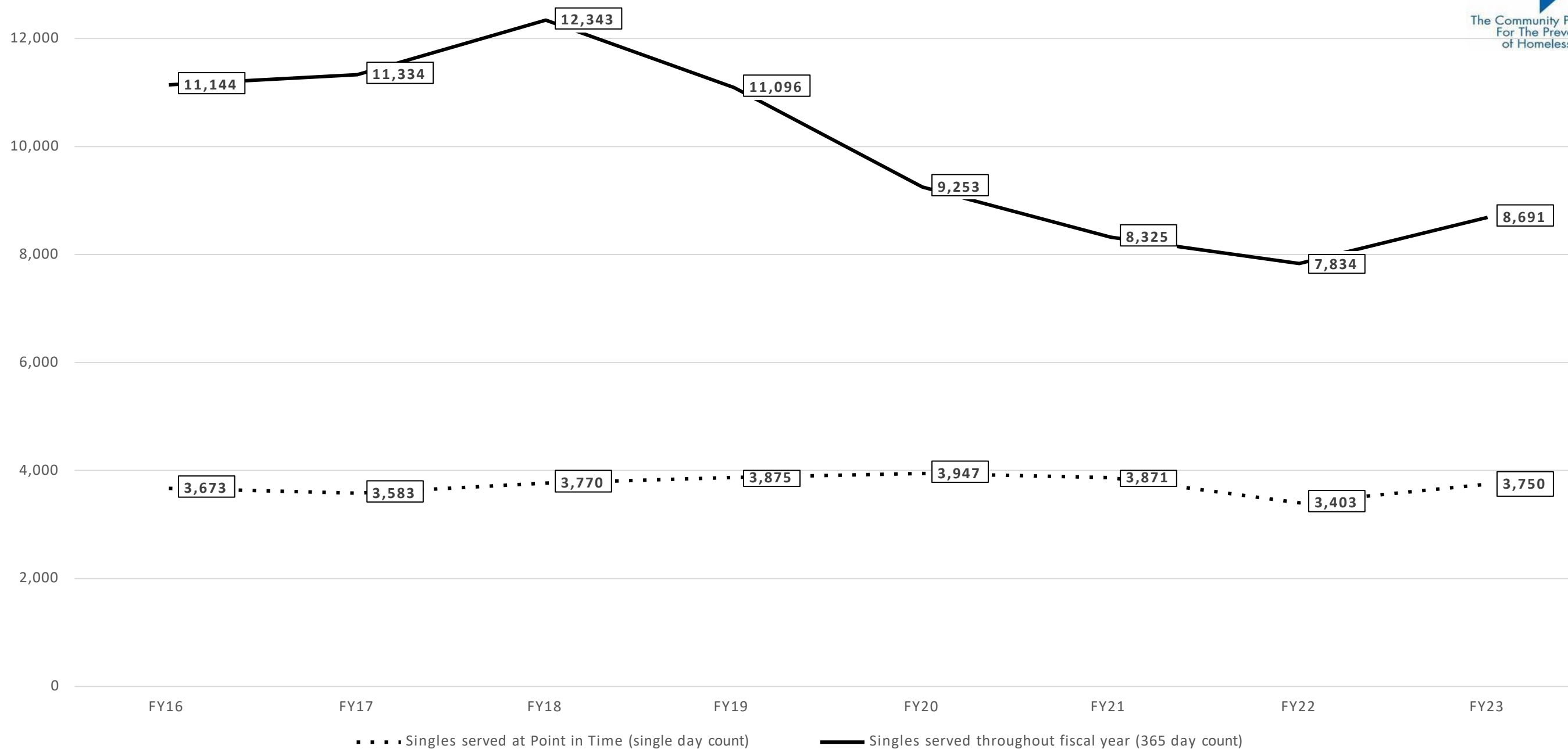
- The CoC served **8,691 unaccompanied individuals** in FY23
  - *Includes number of persons, as reported in HMIS, from the CoC's outreach, shelter, and transitional housing providers.*
- Like the family subsystem, while the number served increased in FY23 from the last two fiscal years, the count is still lower than prior to the public health emergency (PHE), and individuals experiencing homelessness for the first time had more impact on the number of individuals served than individuals returning to the system.
- Unlike the family system, the trend line for the annual number of singles more dynamic than the PIT count, where the trend in the single day count has been flatter over time.
  - This has historically meant that there is greater turnover – more people using the shelter system for shorter stints over time – in the singles subsystem which is highlighted in the KPI information.
- There were fewer exits to permanent housing in FY23 than FY22 because FY22's increase in exits was made possible by expanding its RRH portfolio – since those programs remain near capacity from serving their first group of participants, we could not match to them in FY23.
- Average length of time experiencing homelessness remained relatively stable in FY23 compared to the last few years.



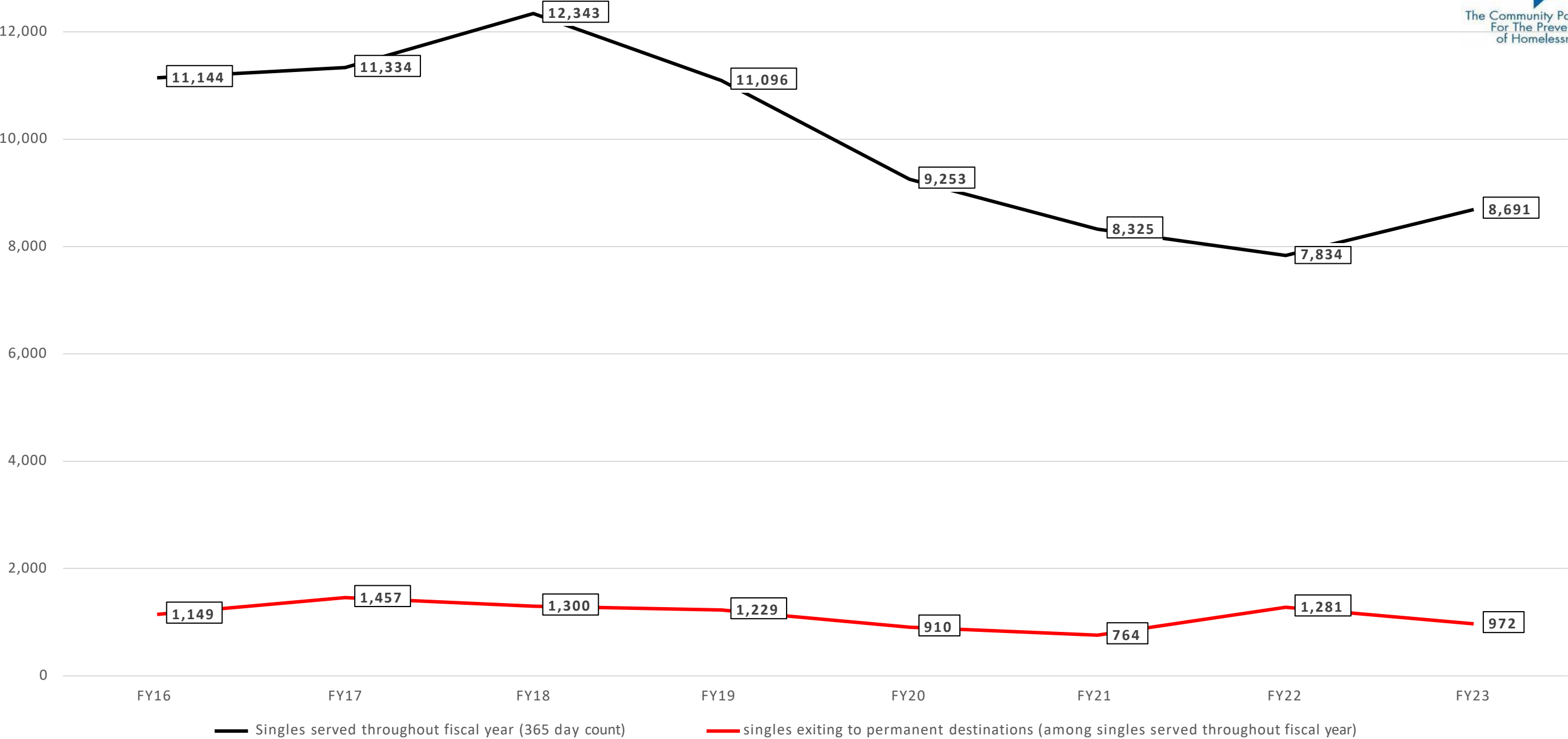
# Singles System: Individuals Served Throughout the Fiscal Year and Individuals Served at PIT



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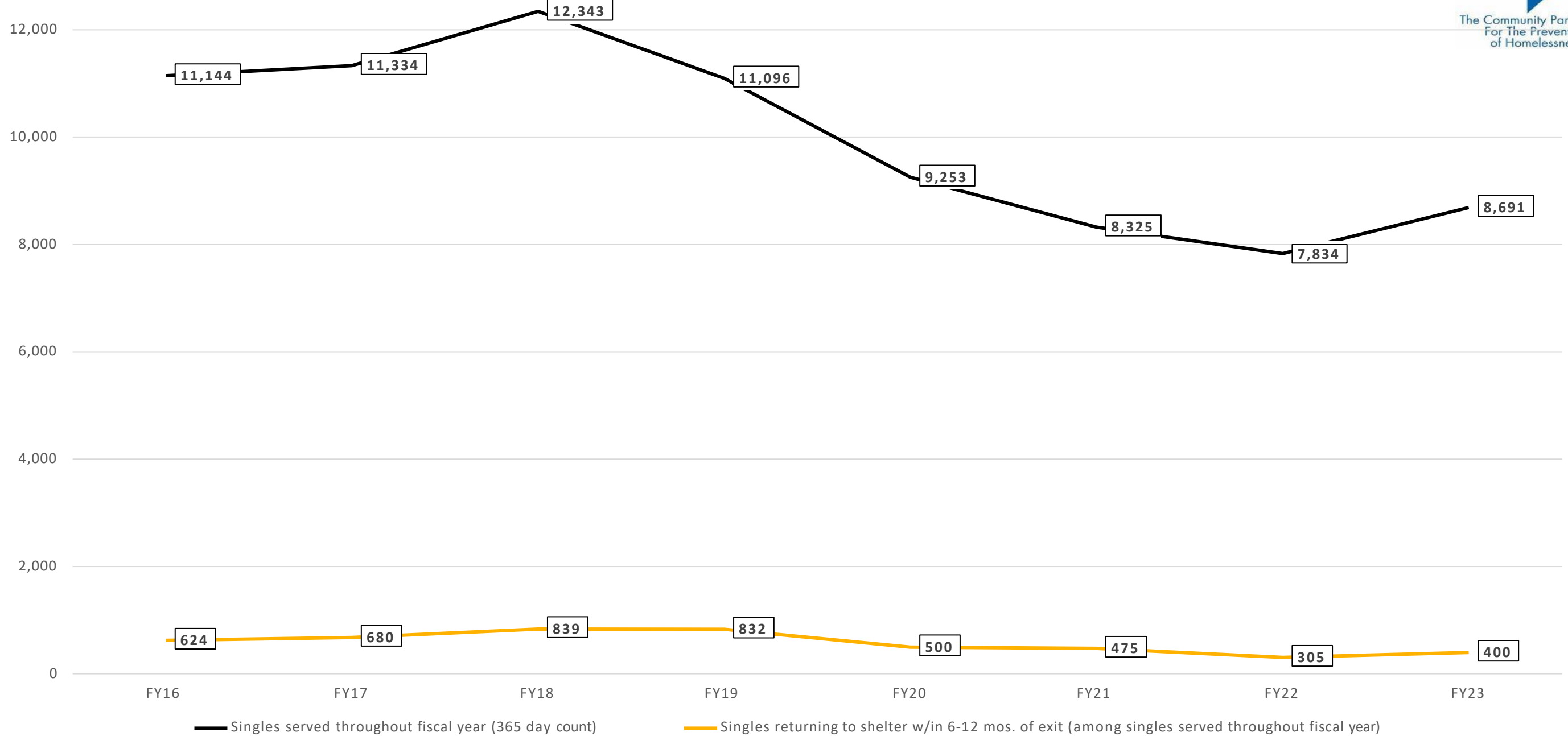
# Singles System: Singles Served Throughout Fiscal Year & Singles Exiting to Permanent Destinations (Subset)





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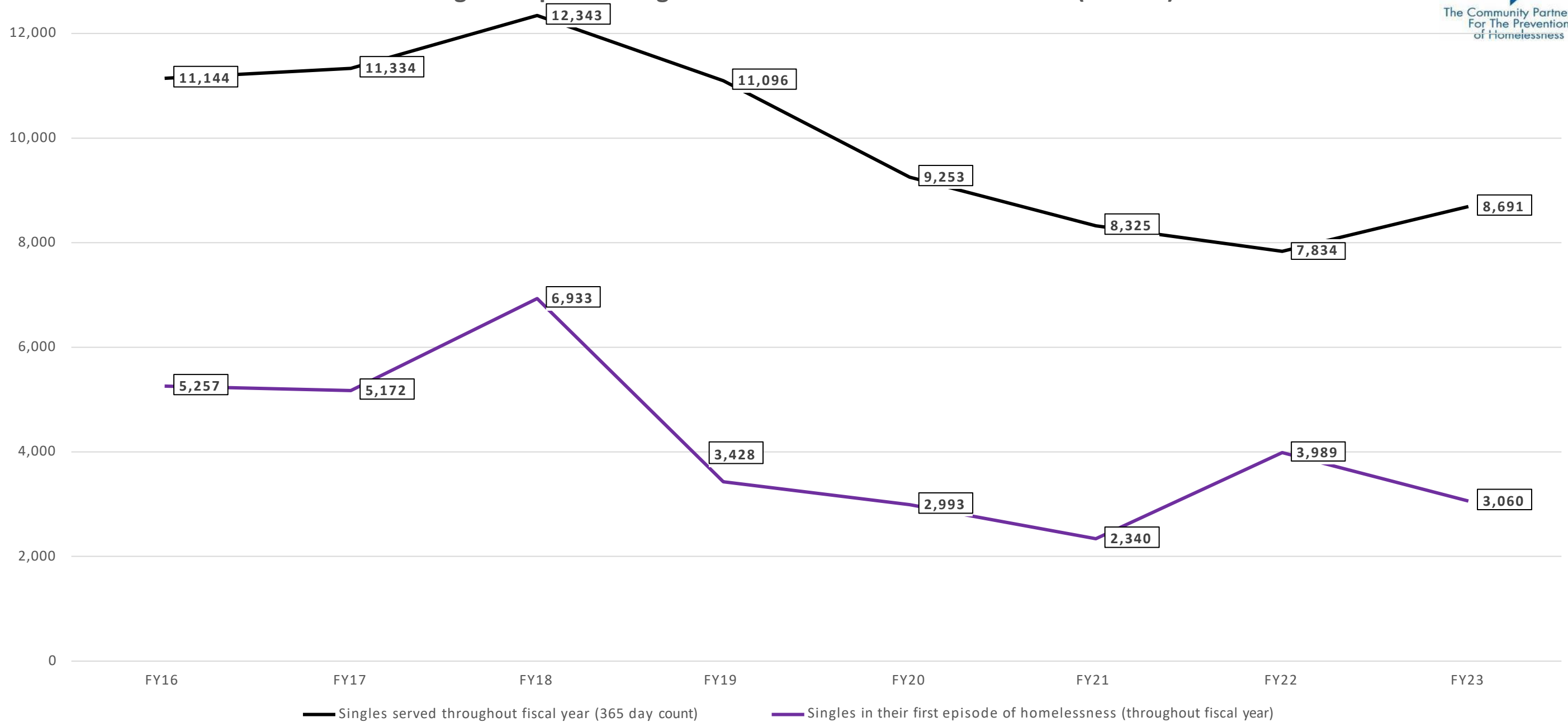
## Singles System: Singles Served Throughout Fiscal Year & Singles Returning to Shelter after CoC Exit (Subset)





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of Homelessness

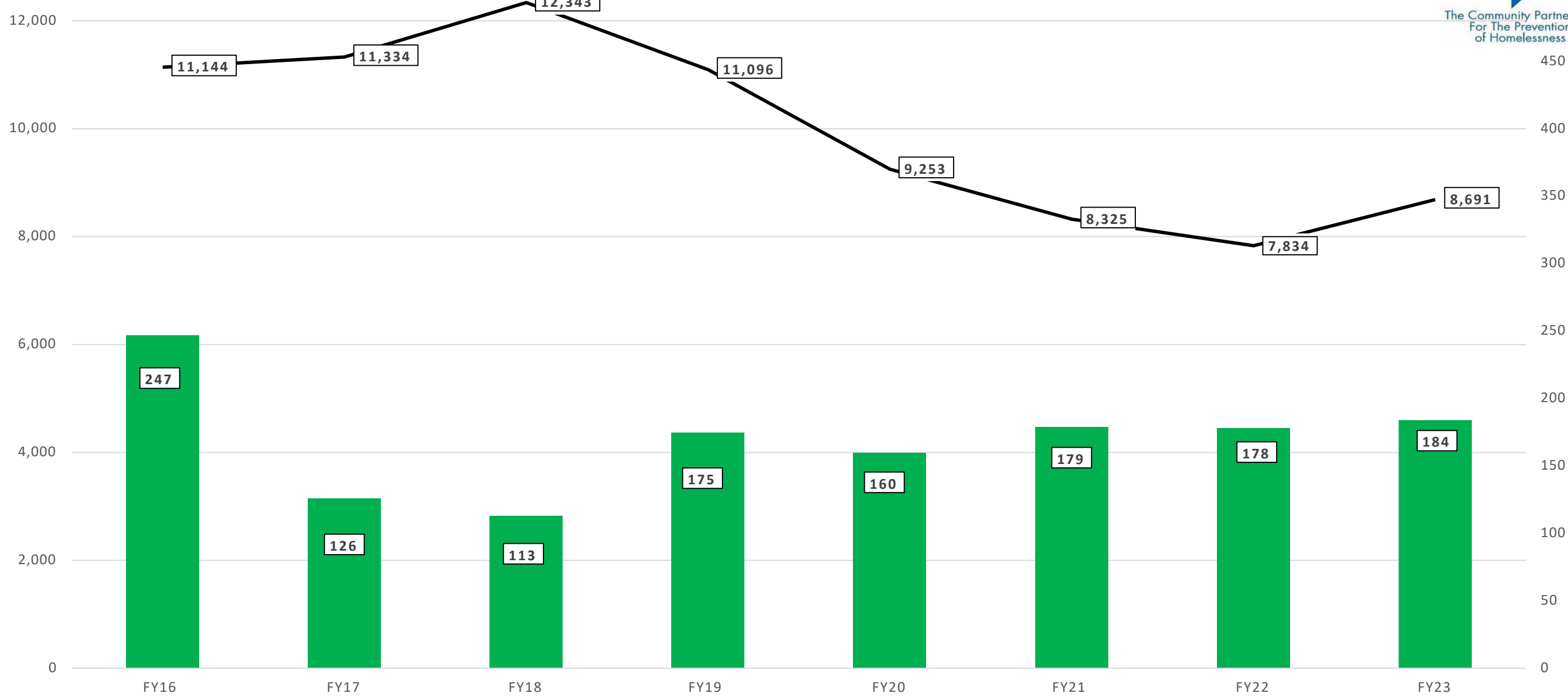
## Singles System: Singles Served Throughout Fiscal Year & Singles Experiencing Homelessness for the First Time (Subset)





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# Singles System: Singles Served Throughout Fiscal Year vs. Length of Time Experiencing Homelessness (Avg. No. of Days)



■ Average length of an episode of homelessness (days) (among singles served throughout fiscal year)

— Singles served throughout fiscal year (365 day count)

# Questions?

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# Notes on FY23 KPIs



## Feedback/Other Comments/Q&A on Family System KPIs:

- ❖ **Q (RB, PFFC):** What is the number of persons associated with the families served? What is the average number of dependents in each household? What is the average age of dependents?
  - **A (from TCP):** Average family size is usually between 3-4 persons with two children in the household on average. Average age of dependents is around 5 years old but will need to follow up to confirm. Remember that heads of household are lower age range than that of the single adult system overall.
- ❖ **KSM (COH):** Just a note that FRSP has been integral in keeping length of stay low and that is the program that seems to be most at risk to see budget reductions in upcoming months. So will want to monitor what that means for the family system overall. Could argue that the lower rate of RRH for singles is part of the reason we have not seen a reduction there.
- ❖ **Q (AS, Everyone Home DC):** For the families returning to the system, how is it defined?
  - **A (from TCP):** In this measure it is defined as a placement back into shelter, not just as a visit to VWFRC.
- ❖ **Q (RB, PFFC):** Want to understand the number of individuals in households and family size.
  - **A (from TCP):** Absolutely, we would need to follow up for more detail. To date, we have not seen substantive trends based on household size.





# Notes on FY23 KPIs



## Feedback/Other Comments/Q&A on Family System KPIs:

- ❖ **Q (JC, PFFC):** How many families have and household members have become single adults or transfer between the systems? When children are removed they are moved to the singles system.
  - **A (from TCP):** We are able to determine those transfers, but it is not included in this presentation. We can follow up.
  - **Q:** Can you clarify the returns to the system for families?
  - **A (from TCP):** Yes, there was an increase in the number of returns, but it was relative rate to last year since the overall number of families served also increased.
  - **Q:** When looking at returning families, is there something you analyze on what caused the return to homelessness/loss of housing?
  - **A (from TCP):** We have looked at that before, there is no one single indicator or set number of factors to point to.
- ❖ **Q (JC, PFFC):** Who do I reach out to for TCP furniture deliveries?  
**A (from TCP):** will put it in the chat -

# Notes on FY23 KPIs



## Feedback/Other Comments/Q&A on Single Adult System KPIs:

- ❖ **Q (N, PFFC):** DHS Director claims 1000 people were housed in 2023. If that's true, Great! What are the number of current homeless DC population?
  - **A (from ICH):** On slide 37, the top line shows that there were 8,691 single adults served in all of FY23, with 3,750 people on the single night of PIT. In terms of those housed, slide 38 shows 972 single adults were housed in FY23.
- ❖ **Q (N, PFFC):** Who was counted as homeless?
  - **A (from TCP):** This report includes people who are unsheltered, in emergency shelter and transitional housing programs.
  - **N (PFFC):** I can not agree with this number because it does not include couch surfing.
  - **A (from TCP):** There is a lot of movement in and out of the system throughout the year.
  - **IO (CNHED):** There is no way to count homeless persons who do not enter the system in any way...with exception to the annual count that occurs.
  - **EY (TCP):** That is right that it's really hard to estimate the number of people who might be in unstable housing arrangements or couch surfing, this data is taken from a database (HMIS), and unstably housed folks are not necessarily going to touch the system. TCP did work with the Urban Institute on a study to do just that, they estimated that around 82,000 households are experiencing housing insecurity: <https://www.urban.org/research/publication/housing-insecurity-district-columbia>
  - **ICH:** We will make time to review the Housing Insecurity study at the February REI WG with the support of TCP.



# Notes on FY23 KPIs



## Feedback/Other Comments/Q&A on Single Adult System KPIs:

- ❖ **Q (JC, PFFC):** Does this include migrants who have come to the District?
  - **A (from TCP):** Yes, if they engaged with outreach or stayed in shelter they would be counted but this does not include all migrants that have come to the District.
- ❖ **Q (SC, Jaydot):** If 972 people were housed through the system and 400 returned to homelessness, that's a 41% return to homelessness in 2023. Is that accurate?
  - **A (from TCP):** This is on the right track, but because we are looking at returns within 6-12 months of their exit, the exit could have occurred in a different FY. So, it is not the same population of people.
  - **Q (SC, Jaydot):** How much of the returns were from RRH, PSH? Would be helpful to understand why the rate of return is so high if PSH stabilization is also high.
  - **A (from TCP):** Programmatically, yes very unlikely people are returning from PSH. It is more likely from RRH or people who exited to housing on their own or what we thought were permanent destinations when they exited.
- ❖ **Q (RB, PFFC):** I would like included the notes the total number of all person in one year across system as well as the most essential demographic info like race, gender, etc.
  - **A (from TCP):** We are waiting to hear from the HMIS vendor who is also waiting on the specifications from HUD. As soon as the reports are updated, we will work on it the deep dives and subpopulation analyses! We are hoping for some time in the spring this year.

# Meeting Agenda



- I. Welcome & Agenda Review (5 mins)
- II. System Check-In (30 mins)
- III. **Discussion Items (50 mins)**
  - a) FY23 KPIs for Families and Singles (35 mins)
  - b) **Annual Priorities for Strategic Planning CMTE & WGs (15 mins)**
- IV. Announcements & Reminders (as needed)
- V. Summary & Adjournment (5 mins)



# Roadmap for Discussion



- ❖ Overview, including Purpose & Background
- ❖ Proposed Priorities by
  - Subpopulation Workgroups
  - Strategic Planning Committee
- ❖ Annual Calendar



# Purpose & Background/Context



## Purpose

- ❖ Orient Strategic Planning CMTE to ICH proposed Priorities, Projects, and Annual Calendar.

## Background or Context

- ❖ Rooted in the Legislated Mandates relevant to the Strategic Planning CMTE:
  - Comments to the Mayor's Proposed Budget (annual),
  - Strategic Plan (every 5 years) and Updates (annual),
  - Community-wide assessments and inventories (annual) – including
    - ✓ Key Performance Indicators (KPIs),
    - ✓ Point-in-Time (PIT) and Housing Inventory Counts (HIC), and
    - ✓ Homeless Youth Census
  - Input on federally mandated applications and plans (annual)





# Work Advanced by CMTE vs WGs



## Subpopulation WGs

1. **Ending and preventing homelessness** in the District for all subpopulations, meaning families, singles, veterans, and young adults.
2. **Targeting and prioritizing housing resources** dedicated to ending homelessness.
3. **Improving service delivery** to clients served by dedicated housing resources.

## Strategic Planning CMTE

1. Supporting **strategic engagement with adjacent systems** that impact all subpopulations, particularly **Domestic Violence, and Justice-Involved Populations**.
2. Meeting the **legislated mandates** related to the **Strategic Plan** and **Annual Updates**, in partnership with the Executive Committee.
3. **Developing and implementing a performance management framework** for work advanced by the CoC as a whole as well as by ICH Forums.





# **SUBPOPULATION WG PRIORITIES & PROJECTS**



# 1. Ending and Preventing Homelessness



## Projects:

- ❖ Understanding demand vs supply of dedicated housing resources
- ❖ Understanding demand vs supply of dedicated housing supportive services
- ❖ Understanding progress, including the impact of shifts in the landscape



## 2. Targeting & Prioritizing Dedicated Resources



### Projects:

- ❖ Reviewing and adopting CAHP prioritization and case conferencing criteria, processes, and procedures, and
- ❖ Leveraging available HMLS and the CAHP data (ideally a CAHP dashboard) to assess inflow, outflow, and general system improvement opportunities for expediting matching and lease-up.



# 3. Improving Service Delivery



## Projects:

- ❖ Identifying strategies/options for expediting matching to and delivery of housing navigation services associated with dedicated programs;
- ❖ Mapping dedicated housing resources with a focus on appropriate points of contact and pathways for escalating concerns to support
  - 1) navigation/transition between homeless service programs/interventions/subsystems and
  - 2) care coordination with adjacent systems like Behavioral Health, and
- ❖ Mapping client experience and addressing constituent grievances related to the matching and housing process, especially concerning the quality of case management services.



# STRATEGIC COMMITTEE PRIORITIES & PROJECTS

# 1. Strategic Engagement with Adjacent Systems



**Supporting strategic engagement with adjacent systems that impact all subpopulations, particularly Domestic Violence, and Justice-Involved Populations, by**

- ❖ Understanding the demand vs. supply of dedicated housing resources and housing-supportive services for people experiencing homelessness also interacting with these adjacent systems
- ❖ Supporting engagement in CAHP and our efforts to appropriately target and prioritize dedicated housing assistance/services and
- ❖ Mapping these adjacent subsystems with a focus on appropriate points of contact and pathways for escalating concerns to support navigation and care coordination



## 2. Meeting Legislated Mandates



### **Meeting the legislated mandates related to the Strategic Plan and Annual Updates, in partnership with the Executive Committee by**

- ❖ Planning for and supporting the development of deliverables that meet the legislated mandates;
- ❖ Reviewing the readily available data that emerges from the legislated community-wide assessments and inventories to understand and support system-level planning;
- ❖ Identifying and addressing barriers, challenges, and gaps in meeting legislated mandates; and
- ❖ Tracking the shifting landscape, including implications across the subsystems.



# 3. Performance Mngmt for CoC & ICH Forums



**Developing and implementing a performance management framework for work advanced by the Continuum of Care as a whole as well as by ICH Forums by**

- ❖ Proposing a draft framework for:
  - A formal ICH Performance Plan for the Continuum of Care to be utilized by OCA starting FY25 and beyond and
  - Standard workplans for advancing ICH priorities and projects, complete with deliverables, timelines and metrics, starting CY24 and beyond.
- ❖ Updating the proposed/draft framework or idea by integrating the feedback and
- ❖ Finalizing the proposed/draft framework for adoption





# Proposed Schedule for 2024



- Standard meeting recurrence is 4<sup>th</sup> Tuesday every other month from 2:30 – 4 pm.
- Standard breaks throughout the year allow for ICH to finalize reports to meet legislated mandates .
- Documenting shifts in the landscape throughout the year.

Month	Date	Notes
January	01/30	Review of FY23 KPIs to Inform FY23 Annual Update <i>Logistics flag: January meeting pushed to 5th Tuesday due to new year and holiday schedule adjustments.</i>
February	02/27	Standard bimonthly break.
March	03/26	Performance Management framework for CoC programs and ICH forums
April	04/23	Standard bimonthly break.
May	05/28	2024 PIT Results (anticipated) <i>Logistics flag: normal cadence falls on the day after Memorial Day; opportunity to swap with Exec CMTE which breaks in May (05/14)</i>
June	06/25	Standard bimonthly break.
July	07/23	6-Month Review of Annual Update Goal: Integrating 2024 PIT Results & Subpopulation KPI Deep Dives
August	08/27	Standard bimonthly break.
September	09/24	
October	10/22	Standard bimonthly break.
November	11/26	<i>Logistics flag: Move up one week to 11/19 so do not conflict with week of Thanksgiving</i>
December	12/24	Standard bimonthly break.





# Notes on Annual Priorities & Calendar



## Feedback:

❖ FL: ...

## Q&A:

❖ Q: ...

❖ A: ...



# Meeting Agenda



- I. Welcome & Agenda Review (5 mins)
- II. System Check-In (30 mins)
- III. Discussion Items (50 mins)
- IV. **Announcements & Reminders (as needed)**
  - a) CFSA: Quality Improvement Survey **\*NEW\***
  - b) DACL/DCOMBUDS: Preventing LTC Residents from Unsafe Discharges **\*NEW\***
  - c) DBH, Consumer & Family Affairs: 2024 Peer Specialist Cert Training Program **\*NEW\***
  - d) DC Council: Performance Oversight Hearings Schedule **\*NEW\***
  - e) DHCD: Public Hearing for FY23 CAPER **\*NEW\***
  - f) DHS: Rent Reasonableness for FRSP & Career Map **\*NEW\***
  - g) DSLBD: The Aspire Incubator Program **\*NEW\***
  - h) DSLBD: The Dream Grant Pitch Program **\*NEW\***
  - i) MWCOG: Regional Fair Housing Plan **\*NEW\***
  - j) TCP: HMIS Visibility Updates & ROI Reminder **\*NEW\***
  - k) TCP: Study on Housing Insecurity in DC **\*NEW\***
  - l) TMEH: Talitha Koum Bridge TH Program **\*NEW\***
- V. **Summary & Adjournment (5 mins)**

# CFSA Would Like Your Input **\*NEW\***



## Overview

- ❖ As part of CFSA's commitment to enhance performance and services, we are surveying to gather valuable insight into how our agency's continuous quality improvement (CQI) efforts are functioning. Your input is critical in helping us understand aspects that are working well and where improvement can be made. Please take this short survey to help us understand your perspective.
- ❖ **The survey will close at midnight on Tuesday, January 30.** Please take a few minutes to tell us what you think. Please disregard if you received this survey from another email source and have already filled it out. Thank you!



# Preventing LTC Residents from Unsafe Discharges **\*NEW\***

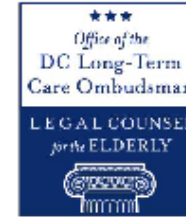
## Overview

- ❖ Office of the D.C. Long-Term Care Ombudsman efforts to prevent long-term care (LTC) facilities from unsafe discharges to shelters.
- ❖ Facilities include nursing homes, assisted living residences, community residence facilities.

To ensure that resident rights are protected, if you learn of any resident who was forced to move to a homeless shelter or to the streets by their long-term care facility, please contact the Office of the DC Long-Term Care Ombudsman immediately. Please share with your networks, clients and colleagues!

## Contact Information:

- ❖ 202-434-2190
- ❖ DCOmbuds@aarp.org



Office of the  
District of Columbia  
Long-Term Care  
Ombudsman

601 E Street, NW  
Washington, DC 20049  
202-434-2190  
202-434-8595 fax  
DCOmbuds@aarp.org  
www.aarp.org/lce

## Important Notice For Shelters Receiving Residents Discharged from Long-Term Care Facilities

The Office of DC Long-Term Care Ombudsman is a federally mandated program that advocates for the rights of residents in long-term care facilities in the District of Columbia. These facilities include nursing homes, assisted living residences, and community residence facilities.

As advocates for residents' rights, we ensure every resident receives proper and safe discharges from their long-term care facility. This means no resident should be forced into a homeless shelter by their long-term care facility.

To ensure that resident rights are protected, we need your help. If you learn of any resident who was forced to move to a homeless shelter or to the streets by their long-term care facility, please contact our Office immediately.

If our Office confirms the resident was illegally discharged, we can advocate for the resident to be readmitted to their previous residence or work to have them relocated to another facility that can properly meet their needs.

Our Office is happy to meet with groups who serve the unhoused population to provide information about the rights residents have in long-term care facilities, and the importance of a safe discharge. Please do not hesitate to reach out to us at 202-434-2190.

Legal Counsel for the Elderly is an affiliate of AARP.

Supported by





# DBH: 2024 Peer Specialist Cert. Training Program & Waiver Testing **\*NEW\***

## Overview

- ❖ DBH, Consumer & Family Affairs is accepting applications for the 2024 Peer Specialist Certification Training Program and Waiver Testing.
- ❖ The Peer Specialist Program builds on the experience of people in recovery with training in foundational competencies required by anyone who provides peer support in behavior health services.
- ❖ Classes will be held at DBH, 64 New York Ave, NE, in Room 242W. Capacity is limited to 15 participants.

## Application Details

- ❖ To apply please email [dbh.cfaa@dc.gov](mailto:dbh.cfaa@dc.gov), mail or hand-deliver a completed application, resume, proof of residency, evidence of education, and two letters of reference. Only completed applications will be accepted.
- ❖ For more information about the program visit [Consumers and Families | dmh \(dc.gov\)](https://consumersandfamilies.dmh.dc.gov)
- ❖ To download the application visit [Peer Specialist Certification Training](#) or visit [Waiver Testing](#)

## 2024 Peer Specialist Certification Training Program Schedule

Co-Hort	Location	Application Deadline	In-person Classes	Interview Dates	Orientation
Winter	64 New York Ave., NE	February 9th at 12 PM	Feb 20 - March 29, Monday - Friday, 9 AM - 12:30 PM	Scheduled upon selection	To be determined
Spring	64 New York Ave., NE	April 12th at 12 PM	May 13 – June 21 Monday – Friday 9 AM – 12:30 PM	Scheduled up on selection	To be determined
Summer	64 New York Ave., NE	June 21st at 12 PM	July 1 – August 9 Monday – Friday 9 AM – 12:30 PM	Scheduled up on selection	To be determined

## Waiver Testing Schedule

Co-Hort	Location	Application Deadline	In-person Classes	Interview Dates
Winter	64 New York Ave., NE	February 9th at 12 PM	To be determined	To be determined
Spring	64 New York Ave., NE	April 12th at 12 PM	To be determined	To be determined
Summer	64 New York Ave., NE	June 21st at 12 PM	To be determined	To be determined





# DC Council: Performance Oversight Hearings **\*NEW\***

Please find the schedule of all (\*)Agency Partners and relevant hearings to the work of the ICH. For locations, online viewing, and to sign up to testify go to [dccouncil.gov](http://dccouncil.gov)

DC Council Committee on	Agency	Date	Time
Judiciary & Public Safety	*Homeland Security and Emergency Management Agency	Wednesday, January 31st	9:30 AM – 6 PM
Health	*Dept of Behavioral Health (Govt Witnesses)	Wednesday, January 31st	9:30 AM - 1:30 PM
Housing	Office of Returning Citizens Affairs, Commission on Re-Entry and Returning Citizens Affairs	Wednesday, January 31st	2 PM – 6 PM
Executive Administration & Labor	Dept on Aging and Community Living, Commission on Aging, Age-Friendly DC Task Force	Thursday, February 1st	9:30 AM – 1:30 PM
Recreation, Libraries, & Youth Affairs	*D.C. Public Library	Wednesday, February 7th	9:30 AM – 1:30 PM
Judiciary & Public Safety	*Dept of Corrections	Wednesday, February 7th	9:30 AM – 6 PM
Executive Administration & Labor	*Office of the City Administrator	Wednesday, February 7th	2 PM – 6 PM

# DC Council: Performance Oversight Hearings **\*NEW\***

Please find the schedule of all (\*)Agency Partners and relevant hearings to the work of the ICH. For locations, online viewing, and to sign up to testify go to [dccouncil.gov](http://dccouncil.gov)

DC Council Committee on	Agency	Date	Time
Joint Hearing with <ul style="list-style-type: none"> <li>Health and</li> <li>Hospital &amp; Health Equity</li> </ul>	Deputy Mayor for Health and Human Services and Dept of Health Care Finance	Thursday, February 8th	9:30 AM – 6 PM
Facilities & Family Services	Office of Disability Rights, Dept on Disability Services, Office for the Deaf, Deafblind, and Hard of Hearing	Monday, February 12th	9:30 AM – 1:30 PM
Judiciary & Public Safety	*Metropolitan Police Department	Tuesday, February 13th	2 PM – 6 PM
Housing	*Dept of Housing and Community Development & Housing Production Trust Fund	Thursday, February 15th	9:30 AM – 6 PM
Recreation, Libraries & Youth Affairs	Dept of Youth Rehabilitation Services	Thursday, February 15th	9:30 AM – 6 PM
Executive Administration & Labor	*Dept of Employment Services (Public Witnesses)	Wednesday, February 21st	9:30 AM – 6 PM

# DC Council: Performance Oversight Hearings **\*NEW\***



Please find the schedule of all (\*)Agency Partners and relevant hearings to the work of the ICH. For locations, online viewing, and to sign up to testify go to [dccouncil.gov](http://dccouncil.gov)

DC Council Committee on	Agency	Date	Time
Facilities & Family Services	*Child and Family Services Agency	Wednesday, February 21st	9:30 AM – 1:30 PM
Housing	*Dept of Columbia Housing Authority	Thursday, February 22nd	9:30 AM – 6 PM
Facilities & Family Services	*Dept of General Services (Public Witnesses)	Monday, February 26th	9:30 AM – 1:30 PM
Executive Administration & Labor	*Dept of Employment Services (Govt Witnesses)	Tuesday, February 27th	1 PM – 5 PM
Whole	*Office of the State Superintendent of Education (Public Witnesses)	Wednesday, February 28th	9:30 AM – 6 PM
Housing	DC Housing Finance Agency, *Interagency Council on Homelessness, *Dept of Human Services	Thursday, February 29th	9:30 AM – 6 PM
Facilities & Family Services	*Dept of General Services (Govt Witnesses)	Thursday, February 29th	2 PM – 6 PM
Whole	*Office of the State of Superintendent of Education (Govt Witnesses)	Friday, March 1st	9:30 AM – 6 PM



# DHCD: Public Hearing for FY23 CAPER

The DC Department of Housing and Community Development (DHCD) wants feedback on the District's FY 23 Consolidated Annual Performance and Evaluation Report (CAPER). The FY 2023 CAPER will report to the U.S. Department of Housing and Urban Development (HUD) how the District spent its federal funds. To read the draft document, visit <https://dhcd.dc.gov/> or request a hard copy by sending your name and address in an email to [DHCD.OTD@dc.gov](mailto:DHCD.OTD@dc.gov)

## Opportunities for Feedback:

- **In person:** 01/22 @ 6:30 pm, DHCD's Housing Resource Center, 1800 Martin Luther King Jr. Avenue SE. For more information and to register [click here](#).
- **Online:** If you are unable to attend in-person, the virtual public hearing will be available via Zoom; [please register to confirm your participation](#) in order to receive the link.
- By email: [opm.questions@dc.gov](mailto:opm.questions@dc.gov)

Comment Deadline: **Friday, 02/09 at 5 pm.**



## NOTICE

The Department of Housing and Community Development (DHCD)  
invites you to comment on:

## The 2023 Consolidated Annual Performance and Evaluation Report (CAPER)

- How the District spent federal affordable housing funds
- Progress made against goals

### REVIEW THE DOCUMENT

Visit [dhcd.dc.gov](https://dhcd.dc.gov). For a hard copy, email [dhcd.otd@dc.gov](mailto:dhcd.otd@dc.gov) or call (202) 442-7239. Include your name and mailing address.

### SUBMIT COMMENTS

- At the public hearing
- By email to [opm.questions@dc.gov](mailto:opm.questions@dc.gov)
- By mail to Colleen Green, Director, DHCD  
1800 Martin Luther King Jr., Avenue SE  
Washington, DC 20020
- Leave a voicemail at (202) 442-7239

### COMMENT DEADLINE

DHCD must receive your comments by  
**Friday, February 9, 2024 – 5 p.m.**

### ATTEND THE PUBLIC HEARING

**Monday, January 22, 2024 – 6:30 p.m.**  
DHCD Housing Resource Center  
1800 Martin Luther King Jr. Avenue SE  
Washington, DC 20020

### Translation services at the hearing:

- Spanish interpreter
- American Sign Language (ASL) interpreter
- Telecommunications Device for the Deaf (TDD) at (800) 201-7165

For Amharic, Chinese-Mandarin/Cantonese, French or Vietnamese interpreters, email [opm.questions@dc.gov](mailto:opm.questions@dc.gov) or call Tilla Hall at (202) 442-7239 by: 5:00 p.m., Tuesday, January 16. You must be pre-registered.

[REGISTER HERE](#)



GOVERNMENT OF THE  
DISTRICT OF COLUMBIA  
MURIEL BOWSER, MAYOR

# Rent Reasonableness for FRSP & Career Map **\*NEW\***

- Effective January 1, 2024, all rent reasonableness determinations for Family Re-Housing Stabilization Program (FRSP) and Career Mobility Action Plan (Career MAP) will be exclusively completed through [AffordableHousing.com](https://AffordableHousing.com).
- This tool, introduced by the DC Housing Authority (DCHA) for their Housing Choice Voucher Program and the Local Rent Supplement Program, compares proposed rents to those of similar unassisted units in the marketplace.

# DSLBD: The Aspire Incubator Program\*NEW\*



## Overview

- ❖ The 2024 Aspire Incubator Program is a part of the Bowser Administration's continued investment in and support of local businesses.
- ❖ Through the Aspire Incubator Program, which has awarded approximately \$750,000 over the past three years, entrepreneurs have access to a comprehensive range of resources, including mentorship, guidance, and educational training to help turn their business ideas into reality.

## Aspire Incubator Program Overview:

- ❖ The 2024 Aspire Incubator Program will support 20 DC residents who are returning citizens or justice-impacted individuals looking to start or grow a business.
- ❖ Participants in the Aspire Incubator Program will benefit from a community of support, and up to \$5,000 in stipends for completing various business development milestones, covering planning, regulatory compliance, finance, and public speaking.
- ❖ **Apply by March 1, 2004 at [dslbd.dc.gov/weaspire](https://dslbd.dc.gov/weaspire)**





# DSLBD: The Dream Pitch Program **\*NEW\***

## Overview

- ❖ The 2024 Dream Grant Program is part of the Bowser Administration's continued investment in and support of local businesses.
- ❖ The Dream Grant Pitch Program provides financial and technical assistance to entrepreneurs from Wards 7 and 8 and provides a platform to develop the skills needed to run a successful business; over the past three years, local entrepreneurs have received approximately \$1.5 million in Dream grants.

## Dream Pitch Grant Program Overview:

- ❖ At the heart of the program is the Dream Pitch Competition, offering participants a platform to present their businesses to a panel of judges. The competition includes pitch awards of up to \$7,500. The program spans seven years and focuses on business pitching, accounting and bookkeeping, marketing and branding, and mentorship opportunities.
- ❖ **Apply by March 1<sup>st</sup> at [dslbd.dc.gov/dreampitch](https://dslbd.dc.gov/dreampitch)**



# MWCOG: Regional Fair Housing Plan **\*NEW\***



## Eight Area Governments Finalize Regional Fair Housing Plan

- ❖ COG announced the completion of the Regional Fair Housing Plan, with the eight participating jurisdictions submitting their portions of the plan to the U.S. Department of Housing and Urban Development in December.
- ❖ The plan includes:
  - Analysis of impediments to fair housing choice across the region and provides
  - Strategies to increase access to safe and affordable housing,
  - Increase investment and resources in priority areas, and
  - Create more inclusive communities.
- ❖ COG will now support jurisdictions as they seek to implement the strategies identified in the plan to prevent housing discrimination and address the root causes of housing inequity in the region.
- ❖ Link to the plan - [Regional Fair Housing Plan](#)



# HMIS Visibility Updates & ROI Reminder **\*NEW\***

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On 10/01/23 TCP implemented critical system updates and workflow changes:

- Updated HMIS Privacy Notice, Release of Information (ROI), and Policies and Procedures
- Shift to entry/exit workflow for day centers, outreach and singles shelter sites to understand movement throughout the system and to improve reporting on system outcomes

It is imperative that front line and case management staff are trained on the new process, sharing information about the ROI with program participants, and sending the signed document to TCP for records to be opened.

- Access the documents online: <https://community-partnership.org/dc-hmis-standard-operating-procedures/>
- HMIS Training: <https://community-partnership.org/hmis-training/>
- TCP is also working to update CAHP processes and VI-SPDAT packet.

Email [hmis@community-partnership.org](mailto:hmis@community-partnership.org) to submit completed ROIs and/or any questions/concerns.

# Study on Housing Insecurity in DC **\*NEW\***

- The Community Partnership would like to announce new research from the Urban Institute on housing insecurity in the District. The study was a collaboration between The Community Partnership and the Urban Institute and is among the first to attempt to define and measure the scope of housing insecurity in the District.

## Goal

- The Community Partnership sought the assistance of the Urban Institute to conduct the research to better understand housing insecurity and to inform our approach in delivering resources to households in need of stabilization to prevent an experience of homelessness. The Urban Institute conducted a representative survey of District households using a comprehensive definition of housing insecurity to estimate the number of people facing different forms of insecurity.

## Findings

- The research finds that 12% of the District's population – or an estimated 82,452 residents – do not have stable housing, the majority of whom are in Black and Hispanic households. Black residents make up 41% of the city's population but 68% of those facing housing insecurity, and Hispanic residents represent 7% of the city's population but 14% of the housing insecure population. In contrast, while white residents comprise 40% of District's population, only 9% of people experiencing housing insecurity are white. Additionally, the study found an estimated one in four children under the age of 17 who are accompanied by at least one adult are experiencing housing insecurity (24%) even though they make up just 15% of the population. And an estimated one in five transition age youth ages 18 to 24 are experiencing housing insecurity (12%) even though they represent 7% of the population of the District overall.

## Acknowledgement

- The Community Partnership would like to thank the D.C. Interagency Council on Homelessness (ICH), the ICH Consumer Engagement Work Group, the ICH Youth Advisory Board, staff from the D.C. Department of Human Services, and others from our provider community who participated in focus groups that helped to shape the study.
- We invite you to [read the research report](https://www.community-partnership.org/) and we look forward to our continued partnership in working to ensure that all District residents have safe, stable, and affordable housing!



# TMEH: Talitha Koum Bridge TH Program **\*NEW\***



**Mission:** Our mission is to provide safe and stable housing, guidance, and training to young women and their children who need support, especially those who are transitioning out of the foster care system, so that they become resilient, having a sense of holistic well-being that empowers them to be accountable and self-sufficient for themselves and their children.

TMEH uses a Two-Generations (2Gen) approach in facilitating its work, which recognizes whole family units to consider the variety of pathways for promoting positive, pragmatic, and effective outcomes for everyone. This family-centered lens helps to immediately identify whole families' needs and goals to inform integrations and alignments to programs that serve them, which maximizes long-term impact for families and their communities.

**For questions or to request an application:** Aisha Barnes J.D., Program Manager. [ABarnes@MaryElizabeth.org](mailto:ABarnes@MaryElizabeth.org)

## **Eligibility Requirements:**

- ❖ Mothers aged 21-25
- ❖ Must be enrolled in school/working or be willing to enroll in an education/work program.
- ❖ Children must be 5 or under at the time of application.
- ❖ Local to DC, Maryland, or Virginia
- ❖ Must submit a TB screening, Drug and Alcohol test.

## **Program Provisions:**

- ❖ Safe and stable housing- providing a 2 Bedroom, fully furnished apartment in Northeast, D.C.
- ❖ Access employment programs and work training certifications.
- ❖ Budgeting and financial literacy education.
- ❖ Specialized mentorship and career readiness opportunities.
- ❖ Parenting and child development curriculum.
- ❖ Trauma informed care and mental health support.
- ❖ Length of stay dependent on age at the time of admission



# Meeting Agenda



- I. **Welcome & Agenda Review (5 mins)**
- II. **System Check-In (30 mins)**
- III. **Discussion Items (50 mins)**
- IV. **Announcements & Reminders (as needed)**
- V. **Summary & Adjournment (5 mins)**
  - a) Next Strategic Planning CMTE: Tuesday, 03/26 from 2:30 – 4:00 pm
  - b) Next Full Council Mtg: Tuesday, 03/12 from 3 – 4:30 pm

Pre-meeting 1 – 2:30 pm

