



Interagency Council on Homelessness
Youth Committee



21 November 2023



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.

Moment of Remembrance



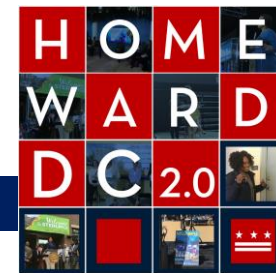
Please join us for a moment of silence and remembrance in honor of **Gary Whittaker** and **Jireh Emanuel Martinez**.

Meeting Agenda



- I. **Welcome & Agenda Review (10 mins, 5 min buffer)**
 - a) Intros & Call for Announcements
 - b) Adopting Meeting Notes & Managing the Listserv
- II. **System Check-In (15 mins)**
 - a) TCP Youth CAHP Match Updates (5 mins)
 - b) DHS Updates (5 mins)
 - c) Community Partner Concerns & Updates (5 mins)
- III. **Discussion (60 mins)**
 - a) Youth CAHP Prioritization 6-Month Review (60 mins)
 - b) ICH Governance (time permitting)
- IV. **Announcements & Reminders (as needed)**
- V. **Summary & Adjournment (5 mins)**
 - a) Next Meeting: Date and Time - ***canceling the December meeting***

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
 - ✓ **Outstanding NTS: 09/19 and 10/31**
 - ✓ **Flag Re Delay: Prioritized Winter Plan & Full Council**
 - ✓ **Flag Re Constraints: Pivoting to Annual Update**
- 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

Notes on Welcome & Agenda Review



Introductions:

- ❖ **ICH Lead:** Eileen Rosa
- ❖ **Co-chairs:** Govt representative: Sheila and Sabrina
- ❖ **Callers:** *33 Asia Barnes, Mary Elizabeth House

Agenda Review:

- ❖ **Announcement from OSSE:** Join the Homeless Education Program for MKV Monthly Webinars, register to attend <https://osse.dc.gov/page/homeless-education-program-training-technical-assistance>

Other Comments/Q&A:

- ❖ **Q:**
 - **A:**

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Match Updates & Schedule

- **October 2023 Matches:**

- 15 Total Matches (TH, RRH, ETH)
 - 7 moved in
 - 3 unassigned
 - 5 unknown

- **Future Match Schedule:**

- **December 5th**
 - Normal Match Meeting
- **December 19th**
 - Only PSH Matches Match Meeting
- **January 9th**
 - Normal Match Meeting
- **January 23rd**
 - Normal Match Meeting

Note: You may have received two invites for the December match meetings. They each have same Zoom link.

Notes on TCP Youth CAHP Match Updates



Welcome to new Youth CAHP Coordinator, Lauren Markovich!

Feedback:

❖ ...

Q&A:

❖ Q: ...

❖ A: ...

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Program Rules

**DHS and OGC developed templates for each program type
(March – Aug 2023)**

DHS received templates from providers who responded, made edits, and resubmitted the templates to OGC for final approval (Nov 2023)

**TCP sent templates to providers for input and specific program language
(Sept – Oct 2023)**

**Upon OGC approval, finalized program rules will be sent to providers
(Jan 2024 and ongoing)**

Program Rules & Program Exits

Standard Operating Procedures

- Please Note:
 - ETH program rules will be approved first, and other program types will follow
 - Providers who did not provide program specific edits to the templates provided by TCP will be given a standard template by DHS with a short timeframe to return program rules back to DHS.
 - Will revisit Age-Out and Program Exit policies early 2024

Youth Needing PSH Resources

- DHS, TCP, and ICH have been looking at improving the interface between the youth system and PSH adult system as it relates to PSH matches
- Matches to **DHS PSH voucher-based subsidies** will continue to take place in I-CAHP versus in Y-CAHP since there are no FY24 DHS PSH allocated for matches from the youth system.
- To implement this change, several changes are needed including updating the pre-check form, Train youth providers on pre-check forms, I-CAHP processes/meetings, and VI-SPDAT/Full SPDAT, creating Policies on when youth should be going through I-CAHP vs. Y-CAHP to ensure youth resources have been exhausted before referrals to PSH, etc. Training for adult system on serving youth and youth case conferencing
- This work is still developing. DHS will be working with partners in ICH, TCP to plan next steps and will bring additional information to the community in the new year.

Notes on DHS Updates



Feedback:

❖ ...

Q&A:

❖ Q: ...

❖ A: ...

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Community Partner Concerns & Updates



- ❖ Opportunity to flag other concerns/feedback from:
 - Youth Providers: Outreach, Shelter, TH, RRH, PSH
 - Community Partners: Advocates, Consumers

- ❖ Concerns we are tracking:
 - Substance use and behavioral health concerns
 - Hypothermia season operations

Notes on Community Partner Concerns & Update



Feedback/Q&A:

- ❖ **JC:** Where is work within our agencies like DBH happening? Need to be getting down to root issues. Need to do good analysis with DBH and how working with young adults and adults and effectiveness in community. When you add in new substances, resulting in extreme mental health concerns.
- ❖ **SB (SMYAL):** Seeing trend in LBS that posting flyers saying they are full, try another address. Should at minimum include UPO info and additional shelter sites. Need to look at youth shelter capacity/vacancies. Used to have way to flag critical cases for hypo outreach.
 - **A from ICH:** Can be sure to share the system flyer for overflow shelter sites with the Youth CMTE listserv. Will also flag critical case question to BHxHS, particularly CRT and UPO.

Notes on Community Partner Concerns & Update



Feedback/Q&A:

- ❖ **EW:** Continued concerns around PSH eligibility and how it is discussed. Eligibility should be very clear. Discussions in match meetings seem to be related to compliance, previous program history, ability to succeed. If continue to discuss PSH,
- ❖ **SB (DHS):** Flag re: hypo season – although we have Sanctuary, also have Philip Reid, Shine, Safe Haven as temporary sites. Need DHS intake form, TB test (within the last 6 months, can do the test and screening on site). All three locations are metro access and have had vacancies recently.
 - **Youth Temporary Shelter**
 - ✓ Phillip Reid - George Johnson, gjohnson@sashabruce.org Trenicia Reid, tgerald@sashabruce.org
 - ✓ Safe Haven - Kedra Byrd, kbyrd@chdc.org
 - ✓ SHINE - Monroe Poston, mposton@chdc.org

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Roadmap, Youth CAHP 6-Month Review



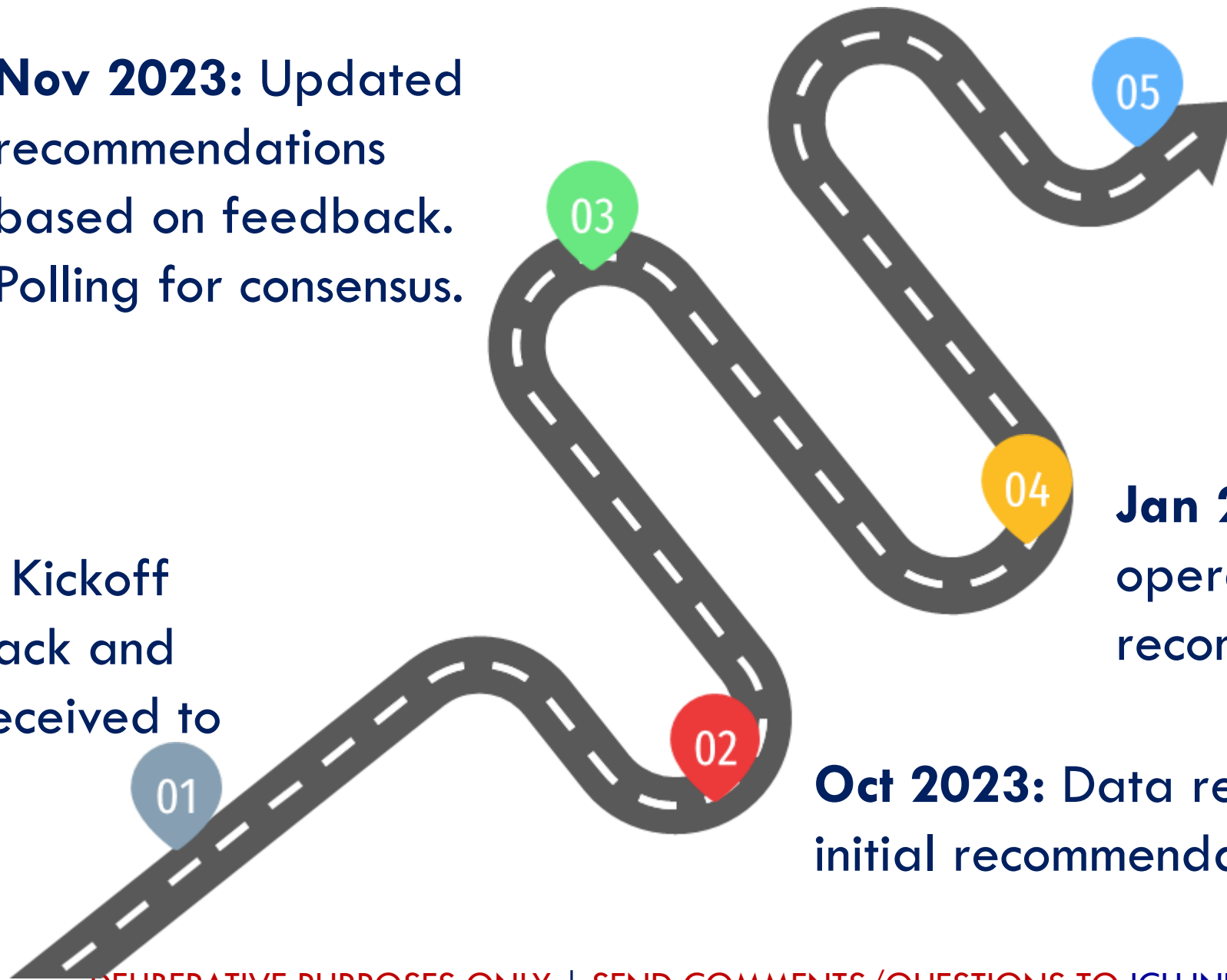
Aug 2023: Kickoff with feedback and questions received to date.

Nov 2023: Updated recommendations based on feedback. Polling for consensus.

Oct 2023: Data review and initial recommendations.

Jan 2024: Finalize plan to operationalize recommendations

Feb 2024: Match mtgs with updates begin



Framing & Approach to Consensus



- ❖ **Always aim to reach consensus**
 - Looking for 100% participation
 - Indicates consent to move forward, even if additional adjustments need to be made before implementation
 - Need to understand major reservations

- ❖ **Otherwise, activate voting slate**
 - ICH has not yet formally established leadership slates in all forums, though all Committees have voting slates
 - **NOTE:** Since explicit notification did not go to Youth CMTE voting slate members, if consensus can not be reached, may will need to hold December Youth CMTE meeting.

Approach to Consensus



- ❖ Use polls to gauge feedback and recommendations, using fist to five approach:
 - 0 – No way.
 - 1 – I have major reservations.
 - 2 – I see minor issues we can resolve now.
 - 3 – I see minor issues we can resolve later.
 - 4 – I am fine with this.
 - 5 – Total agreement.





The Community Partnership
For The Prevention
of Homelessness

Youth CAHP 6 Month Review

Part Two

NOVEMBER 21, 2023

SAMANTHA NOLET, MS, MSW

CAHP ADMINISTRATOR (YOUTH/FAMILY)

Introduction

- Updated Youth CAHP matching policies:
 - March 2023 (second match meeting)
- Youth CAHP match policy review timeline:
 - March 2023- September 2023
- Purpose of this review:
 - Evaluate Matching
 - Evaluate Case Conferencing
 - Evaluate Pre Checks

Agenda

- Scope of Review
- General Background
- Case Conferencing
 - Data
 - Recommendations
- Pre Check
 - Data
 - Recommendations
- Matches
 - Data
- Next Steps



Scope of Review

- Immediate

- Things that will be addressed within the 6 month review
- Waiting lists
- Outdated data
- Pre check modifications
- Case conferencing modifications
- Tracking reasons of denial/unassignment

- Longer Term

- Cross system transfers (i.e. Youth HoH)
- Matching to PSH
- Youth age out impact on CAHP

- Bike Rack

- Improve matching to RRH (TH to RRH, RRH Pre Check Questions)
- Learning materials for new providers (i.e. manuals and one pagers)
- Youth Hope/other outreach referrals

- Outside of TCP Scope:

- Supporting higher need clients (i.e. triaging cases to appropriate MH/PH resources and/or housing resources outside of CAHP system)
- Involving DBH/CSW and/or TACT/ACT teams into CAHP

General Background

- Below is the data being looked at between March 21, 2023 and September 19, 2023:
 - Case Conference Submissions
 - Pre Check Submissions/Send Outs
 - By Name List
 - Breakdown of Matches
- **High Level Overview**
 - Case Conferencing
 - 53 Submissions
 - Pre Checks
 - 82 Submissions
 - Matches
 - 184 Matches made

Case Conferencing Data

• 52 Total Submissions:

◦ 13 were not presented to community (25%):

- Did not meet criteria
- No response from provider
- Seeking transfer
- No Full SPDAT completed
- Family Unit (Pregnant) or is currently seeking services through VWFRC
- No PSH vacancies (At time, unsure if DHS would be getting more spaces for FY23)
- Deferred from DHS PSH

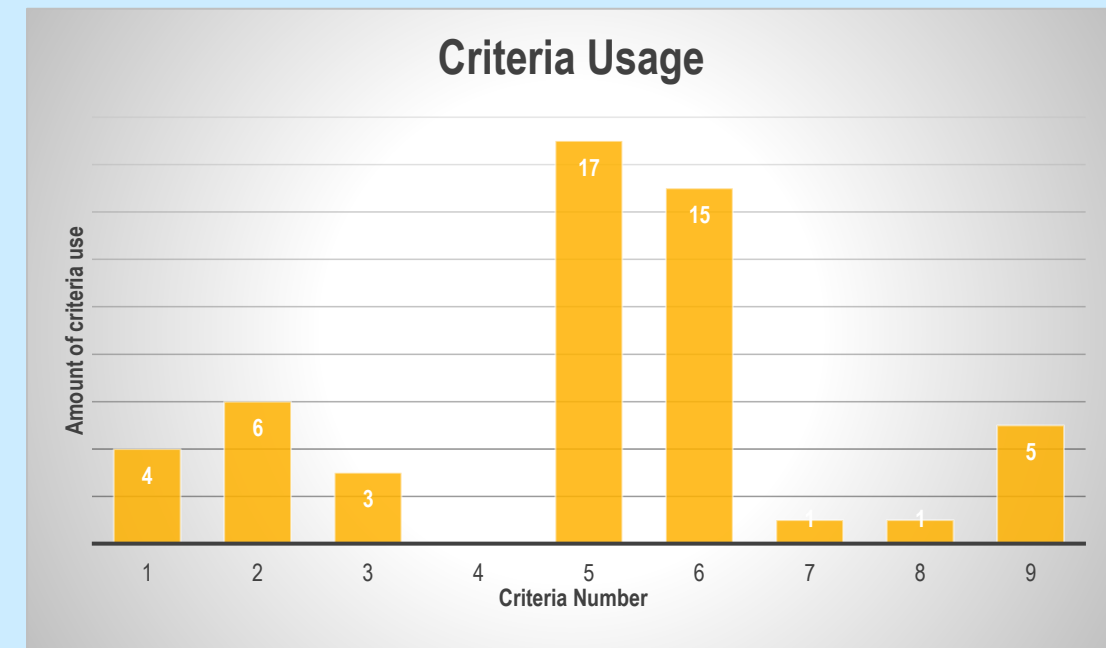
◦ 2 were presented to community but were not matched (4%):

- Community Vote
- Advised to retreat CC due to unsure when client was exiting hospital

◦ 37 were approved through community (71%):

• 31 out of 184 total matches were made from case conferencing (17%)

• Case Conferencing Criteria Breakdown:



Case Conferencing Findings/ Recommendations

- **Goal from FY23/24 Prioritization Updates:**

- Alleviate the amount of case conferences, specifically steps from TH to RRH and/or TH to ETH

- **Challenge: That goal originally posed as a need for a policy change is not being met.**

- Providers are using Criteria #5 for clients that may be in shelter/TH that may warrant the need for a higher level of care
 - “The individual is diagnosed or observed to have a severe mental health condition, present with evidence of self-neglect, and/or is at a high risk of harm/victimization.”
 - While reviewing recommendations at the beginning of FY23/24 policy change conversations, it was recommended to remove this criteria, however the community voted to keep it. In addition to this, a new criteria was added for victimization (DV).
 - This criteria has the most use at 17/52 total submissions.

- **Recommendation:**

- Modify this criteria: The client has one or more unmanaged Severe Mental Illness (SMI), Exceptionally Medical Vulnerabilities or Substance Use Disorders that directly impacts daily activities and ability to maintain housing.
 - This is used in the other subsystems and has been found to be the best practice.

Case Conferencing Recommendation #1

- **Recommendation:**

- Modify this criteria: The client has one or more unmanaged Severe Mental Illness (SMI), Exceptionally Medical Vulnerabilities or Substance Use Disorders that directly impacts daily activities and ability to maintain housing.

- Does anyone have any outstanding questions? Is there any suggestions for modifications? Are there any major objections?

- **Polls:**

- With the recommendation as is:
 - Do you agree, disagree, or feel neutral about the recommendation?

Poll Results



- ❖ 0 - 0
- ❖ 1 - 1
- ❖ 2 - 1
- ❖ 3 - 3
- ❖ 4 - 18
- ❖ 5 - 4
- ❖ No Answer - 8

Outcome: Consensus met, no additional verbal or written objections.

Case Conferencing Challenge

- **Background**

- Case Conferences are due the same day and time as vacancies.
- CAHP Coordinator sends out Case Conferences the Thursday prior to the match meeting on the upcoming Tuesday. This allows the community time to review the case conferences and come prepared with questions/concerns.

- **Current Challenge: Waiting Lists!!**

- Case conference submissions continue to be presented and voted on to move forward to a match or not whether the vacancy exists or not.
- Waiting lists continue to grow due to no vacant housing resources.
- Clients have been on the waiting list for weeks/months due to no available resource they were case conferenced for.
 - Example: At least one client has been on the waiting list since May 2023.



Case Conferencing Recommendations

- **RECOMMENDATION: REMOVE WAITING LISTS!**

- Proposed process:

- 1. CAHP Coordinator will review case conferences in the order in which they were submitted on Wednesday.
- 2. CAHP Coordinator will look at the case conferences submitted alongside of the vacancies available on Wednesday.
- 3. Case Conferences would **only** move forward if there is a vacancy available for the housing resource they are recommending.
- 4. Approved Case Conferences will be sent to community on Thursday for review prior to the Match Meeting.
- 5. If a Case Conference could not move forward due to limited to no vacancies, then the CAHP coordinator will email the provider that submitted the referral letting them know that the case conference will be held on Case Conference tracking sheet until a vacancy becomes available.
 - Note: Case Managers will still be notified if Case Conference is denied and the reasoning behind that denial (if not due to vacancy). This is no change from the current process.

Case Conferencing Recommendation #2

- **Recommendation:**

- Remove waiting lists

- Does anyone have any outstanding questions? Is there any suggestions for modifications? Are there any major objections?

- **Polls:**

- With the recommendation as is:
 - Do you agree, disagree, or feel neutral about the recommendation?

Poll Results



Feedback/Q&A:

- ❖ **EW:** How will it work if have more case conf requests for vacancies?
 - **A from TCP:** do not currently have prioritization of case conf criteria, so would be based on first come first served.
- ❖ **EW:** If struggling with cases internally, is another option? How do formalize
 - **A from TCP:** Can add this to an annual review, and think through how BNL pre-check can be leveraged.

Poll Results:

- ❖ 0 - 1
- ❖ 1 - 3
- ❖ 2 - 0
- ❖ 3 - 6
- ❖ 4 - 11
- ❖ 5 - 7
- ❖ No Answer - 9

Outcome: Consensus met, no additional verbal or written objections.

Addressing Pre Check Questions

- Is there a breakdown of response by assessing entity?
 - Majority is completed by outreach providers
 - Only four completed by TH providers
- **Note:** There are a few submissions on the Pre Check form for those clients that are no longer in need of housing.

Pre Check Information

- **Background of Current Process:**

- CAHP Coordinator builds BNL on the first of the month to include all data that occurred in the last 30 days.
- CAHP Coordinator applies prioritization criteria to the BNL and builds a list of youth most likely to come up for a match.
- CAHP Coordinator sends that list out the first Wednesday of the month to outreach, shelter and transitional housing providers to have a pre check completed.
- Pre checks are due the second Wednesday of the month and inputted into the BNL for the 3rd match meeting of the month and 1st match meeting of the next month.

Pre Check Recommendations

- **Current Challenge: Outdated Data**

- Clients are no longer interacting with the program since the BNL has been built.
- BNL is built in the beginning of a month that is then used roughly 30 days after.

- **Proposed Process/Solution:**

- CAHP Coordinator builds one BNL for each match meeting.
- CAHP Coordinator will send out the list of clients that need Pre Checks a week before responses are due.
- Providers will input responses the Friday by 5pm before each match meeting.
- Pre Checks will be inputted into the BNL on the Monday before each match meeting.

Pre Check Recommendation #1

- **Recommendation:**

- CAHP Coordinator makes a new BNL for each meeting & Pre Checks are due the Friday before each match meeting (alleviating outdated data)

- Does anyone have any outstanding questions? Is there any suggestions for modifications? Are there any major objections?

- **Polls:**

- With the recommendation as is:
 - Do you agree, disagree, or feel neutral about the recommendation?

Poll Results



Feedback/Q&A:

- ❖ **AS:** Observation that when do not have BNL pre-check in I-CAHP, if do not have a response skip over and unsure about how they are revisited. Concerned that we do not get back to people.
 - **A from TCP:** We do not skip over if do not have a BNL pre-check, will default to match and check with providers in the room.
 - **AS:** Would be ideal to be consistent across the system. Also, helpful to be able to update older BNL pre-checks over time.
- ❖ **EW:** Clarification on the separate list requesting BNL pre-check versus standard Youth BNL.
 - **A from TCP:** Use the same BNL to simulate prioritization and request pre-check.
- ❖ **AS:** Request to be added to youth match BNL pre-check form requests in Youth system!

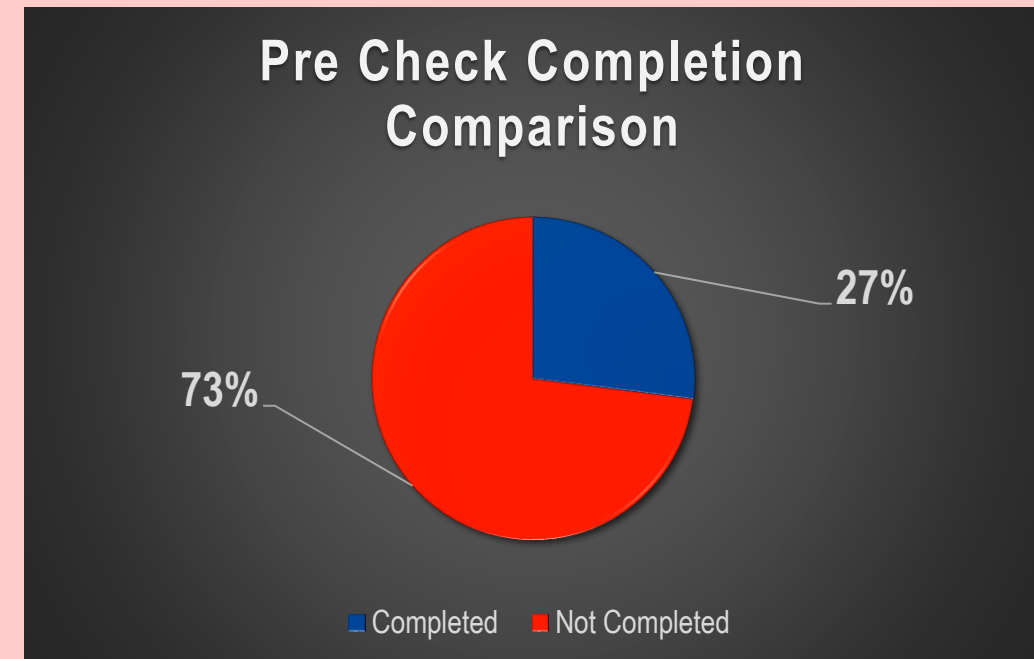
Poll Results:

- ❖ 0 - 0
- ❖ 1 - 1
- ❖ 2 - 1
- ❖ 3 - 3
- ❖ 4 - 15
- ❖ 5 - 6
- ❖ No Answer - 6

Outcome: Consensus met, no additional verbal or written objections.

Pre Check Data

- Total number of pre checks that were sent to shelter, outreach, and transitional housing providers for completion:
 - 234
- Total number of pre checks completed:
 - 64



Out of the 64 pre checks that were completed, 40 resulted in a match to a housing resource!

Pre Check Recommendations

- There has been feedback that it would be helpful to know more about the client preferences on living environments and locations during the match meeting to make a more informed match to a housing resource.
- **Currently:**
 - No questions on shared living spaces, apartment style living, and quadrant preference (NE, NW, SE, SW)
- **Proposal:**
 - Add the following questions to the pre check:
 - 1. Is the client okay with a shared living room?
 - 2. Does the client want apartment style living (own room, shared common areas)?
 - 3. Is there a preference on quadrant the youth would like to live in?
 - NE, NW, SE, SW

Pre Check Recommendation #2

- **Recommendation:**

- Add the following questions to the pre check:
 - 1. Is the client okay with a shared living room?
 - 2. Does the client want apartment style living (own room, shared common areas)?
 - 3. Is there a preference on quadrant the youth would like to live in?
 - NE, NW, SE, SW

- **Polls:**

- Do we include these?
 - Agree, Disagree or Neutral
- Should there be a question that inquires about the providers recommendation for living environment?
 - Agree, Disagree or Neutral

Follow Up from 10/31



- ❖ As a follow up to discussion on asking client preference for program styles, DHS confirmed Youth program configurations:
 - 193 - Apt style (Single bedroom, shared common space)
 - 4 - Apt style (Shared bedroom, shared common space)
 - 32 - Dorm/Group Home style (fully shared housing)
 - 82 - Other configurations (RRH/Scattered Site/PSH, full own unit)

Feedback



Feedback/Q&A:

- ❖ **EW (SMYAL):** Recommendation to adjust language to be for preference and not negating options.
 - **For example:** Does the youth have a prefer... and/or question on if would decline based on share living/quadrant
 - **EB:** Agreed regarding language for preference! Recommendation to add option for staff to confirm/clarify.
- ❖ **SC (DHS):** Need to be realistic about ability to meet preferences given limited resources and configurations. Can we add language/messaging?
- ❖ **SB (DHS):** Personal opinion to remove questions about preference. For example, if keep in quadrant and no one wants to stay in SE then will have even more limited options.
- ❖ **EB:** Maybe there is a way to indicate more specifics – for example, victim of a crime in specific neighborhood while being clear about what preferences can be accommodated.
- ❖ **AS:** How about we frame it this way: If there is a preference based on past primary/secondary trauma that you would like to avoid? That way aware of it up front and respectfully.
- ❖ **EW:** We can use this info for larger system planning and also use to address concerns. For example, if not interested in SE, dig into more specifics and address those gaps.
- ❖ **LC (TCP):** Experience with regional care coordination (MWCOG), before asking, start with framing/messaging. Can we keep these questions and work together to specify framing language so answering in informed way?
- ❖ **DSL:** Important to understand the reason behind the location request/preference – i.e. closer to job, school, or other programs.

Poll Results



- ❖ Due to additional feedback, pivot to poll on updated three (3) options to move forward on this recommendation:
 - Keep current qxns as recommended and add additional framing and messaging around limited resources to accommodate preferences – **5 votes**
 - Update current qxns to be more preference based (like #3) and add field for accompanying staff/provider notes and recommendation – **7 votes**
 - Create one general field with multi-select drop down option to the effect of “Are there any reservations or specific concerns about program configurations/quadrants?” with accompanying framing – **7 votes.**

Outcome: Evenly split vote. Youth CAHP Core Team (ICH, DHS, TCP) to draft updated language options offline for final review at the January CMTE meeting.

Pre Check Discussion

- **Feedback from other subsystems:**

- “I do love the precheck tho! We are moving so quickly thru these (matches)!”
- “I have been bragging about how great this is internally as well! We are going to get thru the rest of the lists so much quicker.”
- “It gives all the information on a client if a case manager and/or provider are unable to attend, so we can still make the match if appropriate based on information submitted.”

- **Questions:**

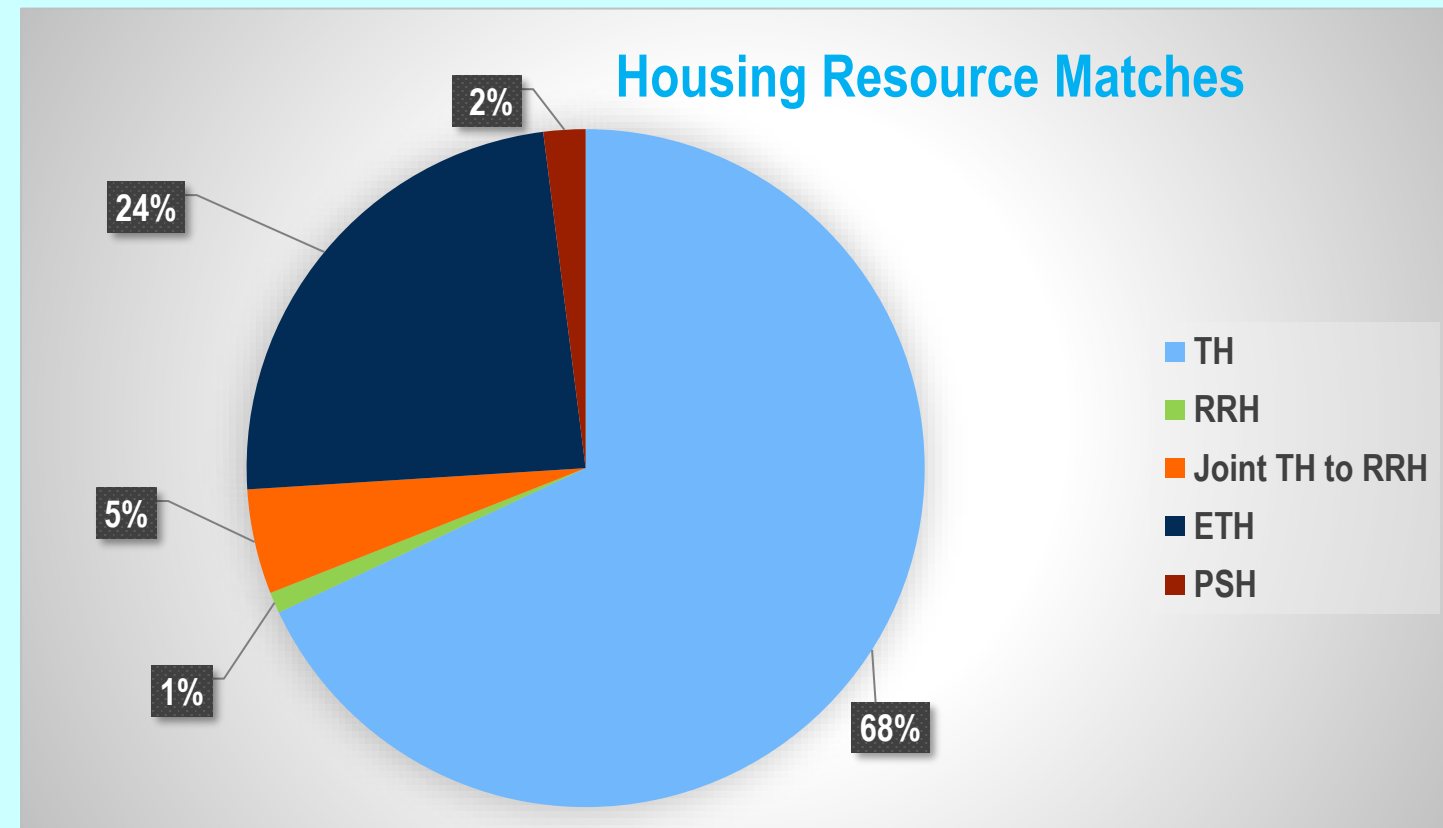
- What barriers/challenges are there to completing the pre check?
- What do providers need to complete the pre check?
- Does the proposed change of adding the questions on the previous slide make an impact on matches/unassignments if the pre check completion rate remains low?
 - We can keep editing the pre check form to gather more specific information, but it does not affect the completion rate, so it wouldn't guarantee we would receive that information for the match meeting to make an informed and successful match.

Addressing Match Data Questions

- Could we break out the data on move in/unassignment rates based on whether the match came from shelter or outreach? (I.e. What percentage of shelter matches moved in and what percentage of outreach matches moved in?)
 - Total Number of Matches from Outreach: 51
 - Total Number of Unassignments from Outreach: 26
 - Total Number of Matches from Shelter: 71
 - Total Number of Unassignments from Shelter: 36
- **Note:** This includes those that came directly from BNL, as location is not tracked from lists and case conferences. Additionally, this includes all housing resources.

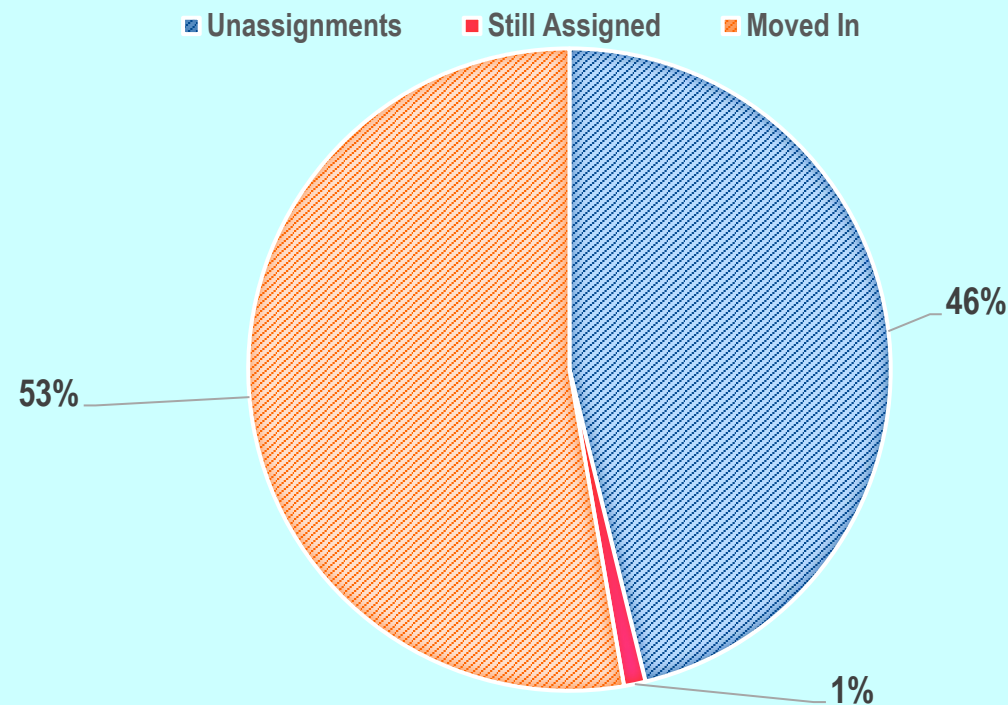
Matching Data

- **184 total matches made:**
 - Transitional Housing (TH): 126
 - Rapid Rehousing (RRH): 2
 - Joint TH to RRH: 9
 - Extended Transitional Housing: 44
 - Permanent Supportive Housing: 3



Matching Data

MATCH BREAKDOWN



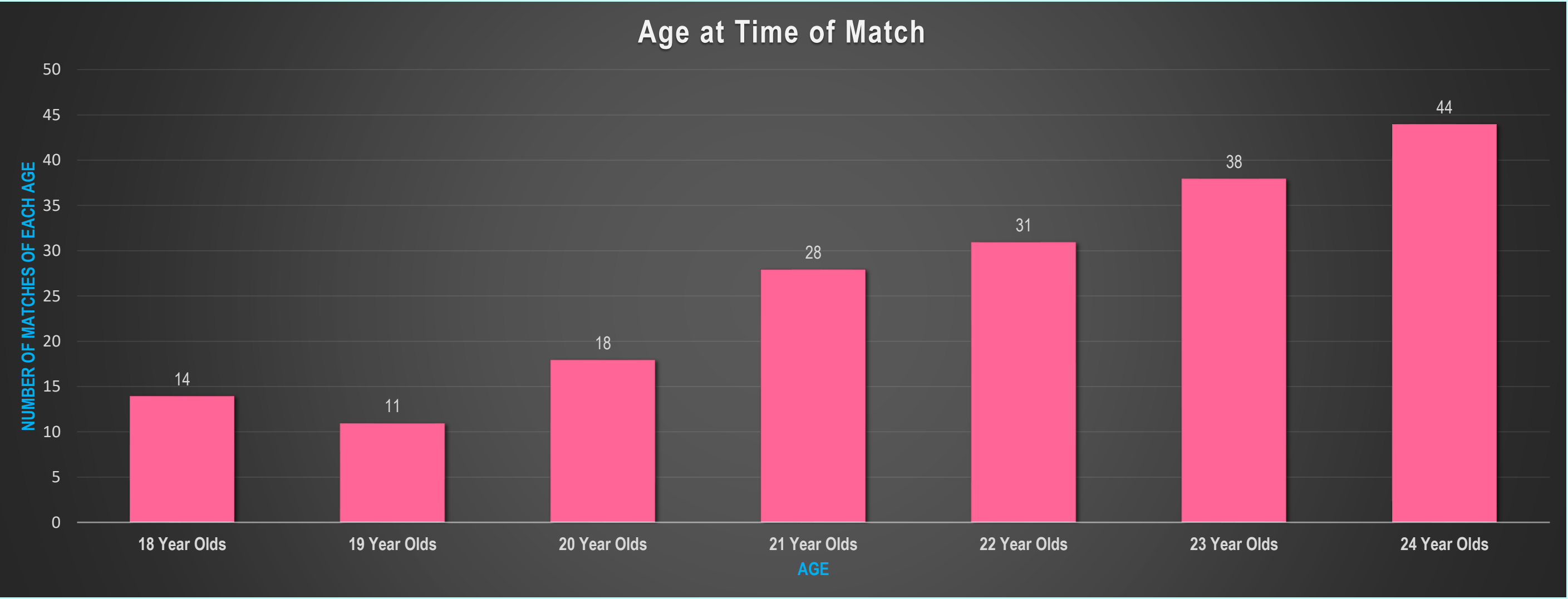
• Unassignment Reasonings:

- Unable to locate/contact
- Not eligible for program
- Didn't want a shared room/common spaces weren't clean
- Relocation
- Neighborhood concerns
- Not in need of housing and/or not interested in housing
- In recovery program at time of match
- Client wants voucher
- Program did not have vacancy or could not take match anymore
- Family
- PSH team did not approve/was deferred

Timelines

- **Average time between Date of Id and Current Match:**
 - 276 Days/ 9 Months
- **Average time between Date of Match and Date of Unassignment:**
 - 19 days/3 weeks
 - Historically, clients should be unassigned or moved in within two weeks.
 - Therefore, it is likely that intakes/warm hand offs are taking longer than two weeks to inquire if the client is moving forward with the housing resource or not.

Matches vs. Age



Matching Data – TH and Joint TH to RRH

• 24 Year Old Matches

- 13 total matches to these two housing resources using prioritization
 - 3 matches devoted each month to this age, so it should be 21 matches.
 - Historically, 24 year old's have not been matched to ETH and/or RRH from this prioritization policy.
- Note: This discrepancy between the number of matches made and the number of matches it should be, can be due to the number of vacancies we had and/or clients prioritized above them for a match.
 - i.e. Clients that were on any follow up/waiting lists and/or case conferenced

Matching Data – TH and Joint TH to RRH

- **VI-SPDAT Matches**

- 8 total matches to these two housing resources using prioritization
 - 2 matches devoted each month from the VI SPDAT, so it should be 14 matches.
 - Historically, individuals being matched using the VI SPDAT have not been matched to ETH and/or RRH from this prioritization policy.
- Note: This discrepancy between the number of matches made and the number of matches it should be, can be due to the number of vacancies we had and/or clients prioritized above them for a match.
 - i.e. Clients that were on any follow up/waiting lists and/or case conferenced

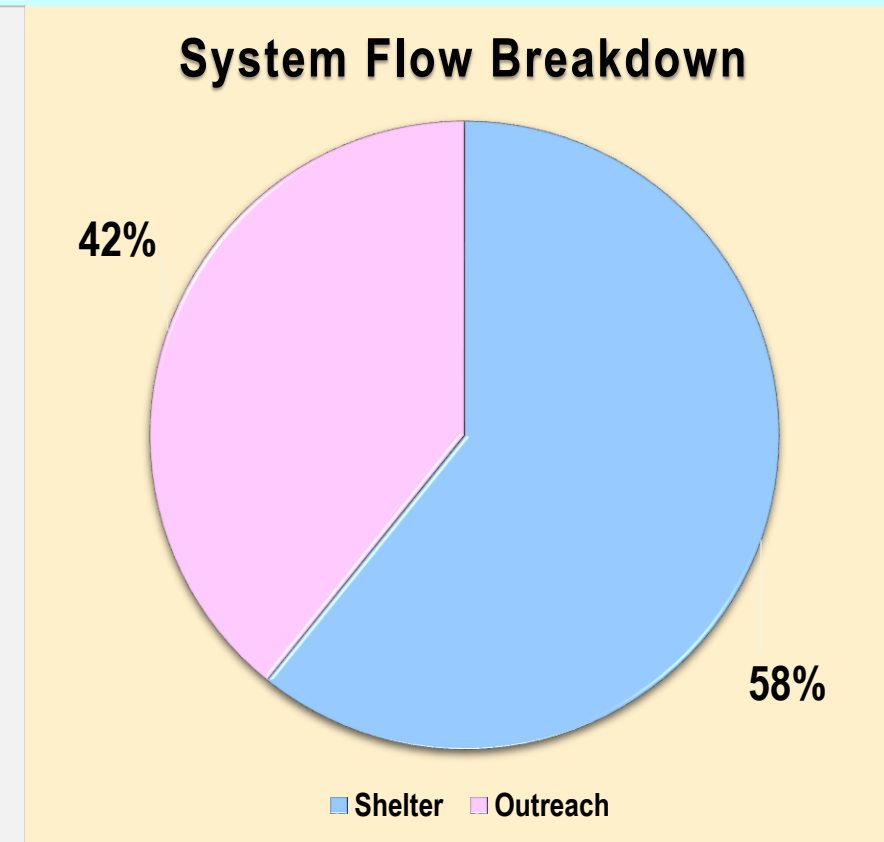
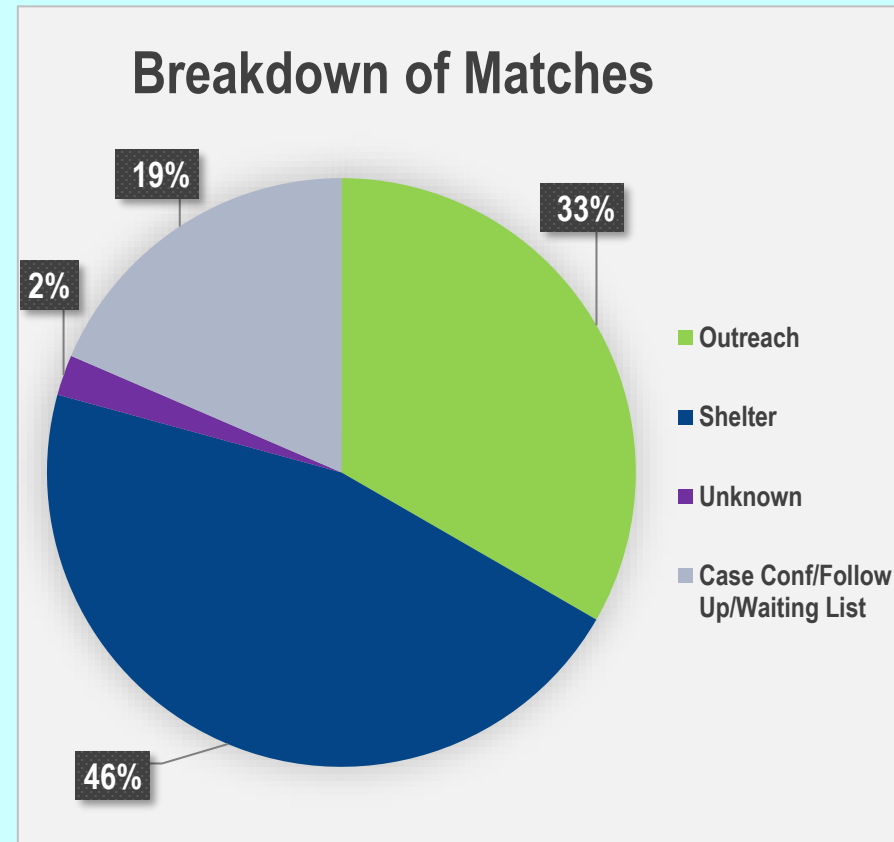
Matching Data – TH and Joint TH to RRH

- **TH and Joint TH to RRH Matches**

- **135** total to these two housing resources

- **Out of 135, where did they come from?**

- Shelter: Should be 60%
- Outreach: Should be 40%



Matching Data –RRH

- **RRH Matches**
 - 2 total matches made to this housing resource

- **Out of 2, where did they come from?**
 - Transitional Housing: $1/2 = 50\%$
 - Case Conferencing/Follow Up List/Waiting List: $1/2 = 50\%$

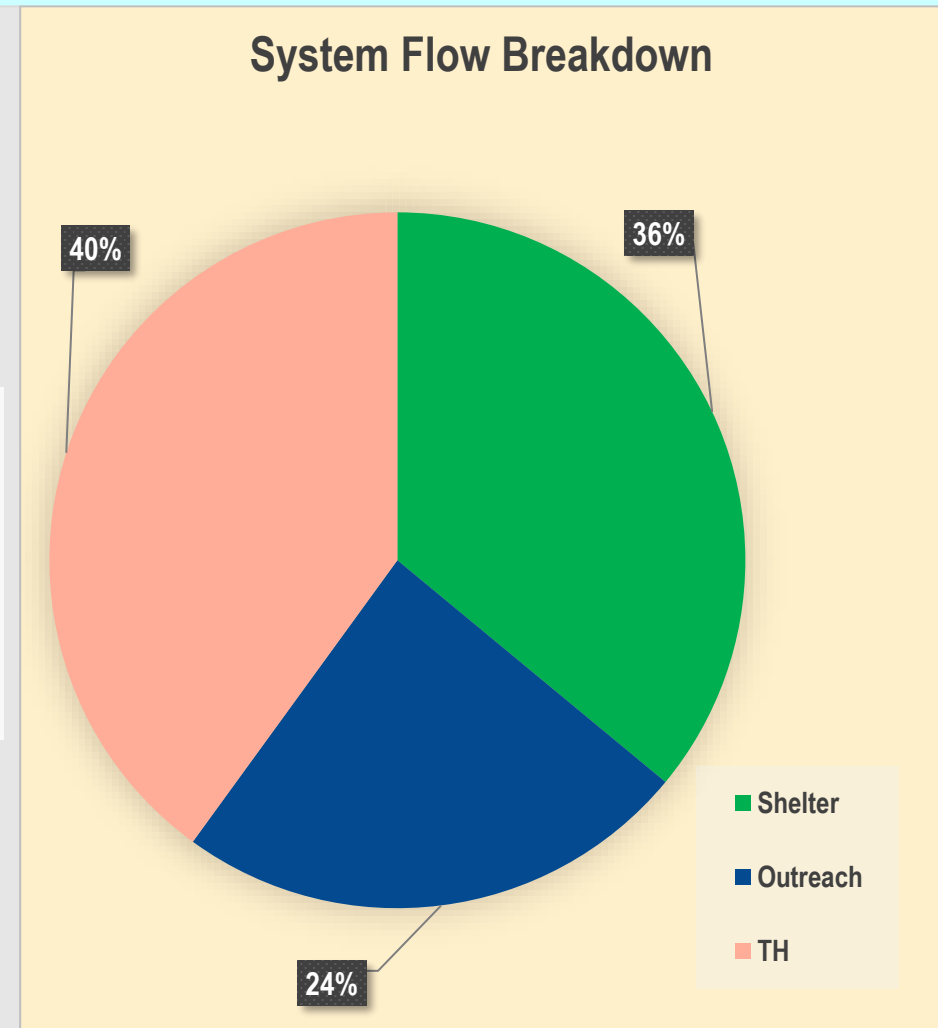
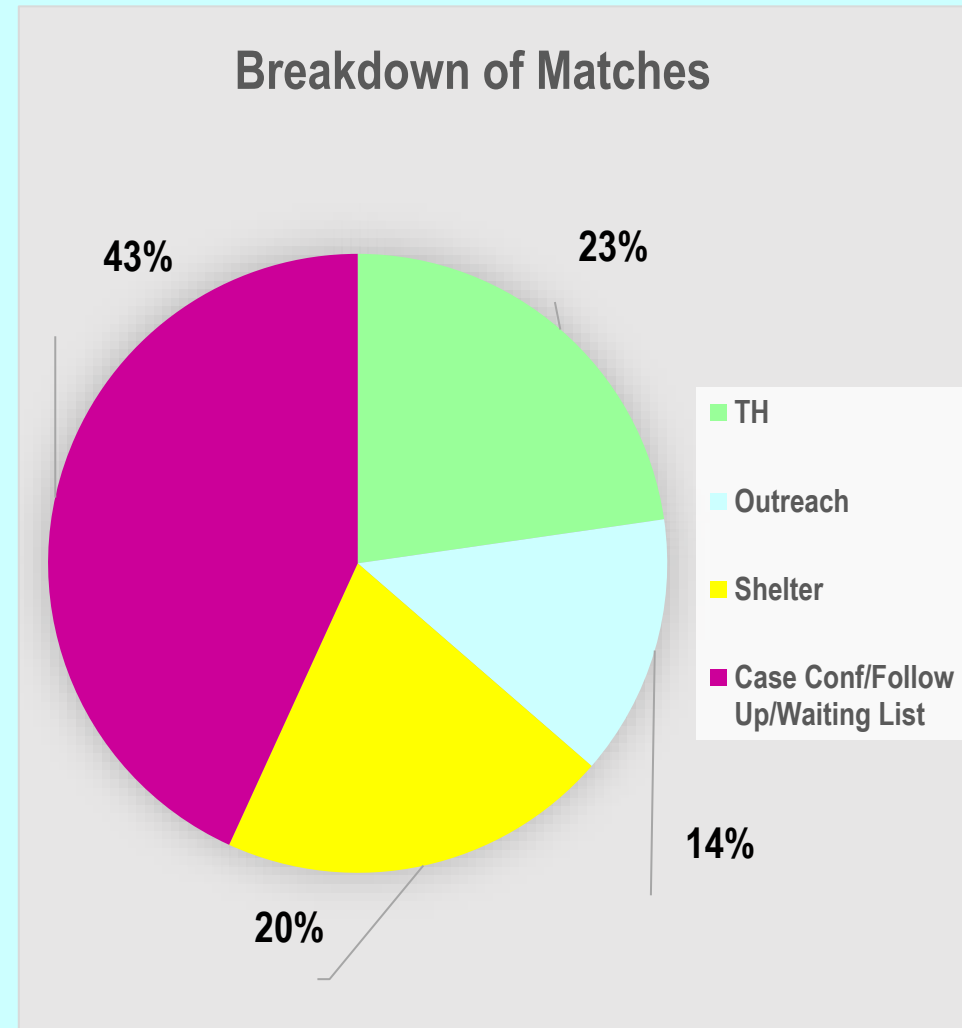
Matching Data – Extended Transitional Housing

•ETH Matches:

- 44 total matches to this housing resource.

•Out of the 44, where did they come from?

- Transitional Housing: Should be 40%
- Shelter: Should be 35%
- Outreach: Should be 25%



Next Steps

- Now to November 17, 2023
 - Review information and recommendations presented in the slides on your own/with your team.
 - If there are further questions, please email Samantha Nolet (snolet@community-partnership.org).
- November 21, 2023
 - Review any outstanding questions
 - Launch poll for voting on recommendations
- January 2024
 - TCP will share final outcomes of polls.
 - CAHP team operationalizes any changes that need to be implemented from community vote.
- February 2024
 - Match Meetings and processes begin using the recommendations/changes that were agreed upon based on the poll.

Notes on CAHP Prioritization 6-Month Review



Feedback

❖ ...

Q&A

❖ Q:

➤ A:

Meeting Agenda



- I. Welcome & Agenda Review (10 mins, 5 min buffer)
- II. System Check-In (15 mins)
- III. **Discussion (60 mins)**
 - a) Youth CAHP Prioritization 6-Month Review (60 mins)
 - b) **ICH Governance (time permitting)**
- IV. Announcements & Reminders (as needed)
- V. Summary & Adjournment (5 mins)

Purpose:

- ❖ Brief level set on outstanding governance items and legislated mandates

Background/Context

- ❖ 07/27 Youth CMTE approved consolidation of ICH led youth forums to one monthly CMTE meeting
 - Formerly quarterly Youth CMTE, monthly Policy and Outreach WGs
 - Integrated with restart of Front Door Services WG
- ❖ Call for Full Council Nominations closed 11/17.
- ❖ Now turning attention to
 - Annual Update
 - Determine if move from CMTE to WG level is appropriate
 - Updating Voting Slate and Leadership Slate members

ICH Annual Update



Background/Context:

- ❖ Legislated mandate to cover changes in the landscape, subpopulation needs, and system priorities.
- ❖ Informed by readily available data (e.g. FY22 KPIs) and community feedback on priorities by forum and population.

Status: In Progress!

- ❖ Draft to be shared in advance of 11/28 ICH Strategic Planning CMTE Meeting with additional review at 12/12 ICH Executive CMTE Meeting.
- ❖ Email ich.info@dc.gov to join the listserv for these forums.

Proposal ICH CMTE, WG, & AG Structure



ICH Full Council (meets quarterly)
ICH Executive CMTE (meets on months the Full Council does not convene)

Exec CMTE WGs	ERSO CMTE	*Health Care x Homeless Services CMTE*	Housing Solns CMTE	Strategic Planning CMTE
Racial Equity & Inclusion *Employment & Entrepreneurship*	Front Door Services Shelter Capacity Shelter Solutions	*Behavioral Health x HS* *Hospitals x HS*		Family System WG Youth System *WG* Single Adult System WG Veterans NOW WG

Notes:

- Currently, all CMTEs except the Strategic Planning CMTE meeting monthly
- Proposed new CMTE/WGs would convene monthly, creating 16 opportunities for leadership positions across the ICH CMTE/WG forums

Constituent Specific Advisory Groups

Existing groups supported by ICH:

- Lived Experience Advisory Group *proposed merge of CEWG & SHY YAB*
- Landlord Advisory Group

Other “Advisory Groups” hosted by ICH Members:

- Partnership to End Homelessness (PTEH), supported by the Greater Washington Community Foundation

Notes on ICH Governance



Feedback

❖ ...

Q&A

❖ Q:

➤ A:

Meeting Agenda



- I. Welcome & Agenda Review (10 mins, 5 min buffer)
- II. System Check-In (15 mins)
- III. Discussion (60 mins)
- IV. **Announcements & Reminders (as needed)**
 - a) DBH: DC Stabilization Center ***NEW***
 - b) DHS: Changes to Reimbursement of Stolen EBT Benefits
 - c) End of ISAQ at 801 E (Effective 10/1)
 - d) ERAP Re-opening 10/01
 - e) HCS: RELiEF Program
 - f) HCS: Veteran Flex Funds ***NEW***
 - g) PFFC: 11th Annual Memorial & Vigil
- V. Summary & Adjournment (5 mins)

DBH: DC Stabilization Center *NEW*



The [DC Stabilization Center \(DCSC\)](#) is now open 24/7!

Location:

- ❖ 35 K Street NE, Washington, DC 20001

Program Details:

- ❖ 18 years and older
- ❖ Services are free of charge - no insurance or residency requirements
- ❖ Specialized medical facility that centers patient safety, practices empathy and harm reduction approaches for individuals experiencing SUD crises.

DC's First Stabilization Center
Location: 35 K Street NE | Hours of Operation: Walk-in available 24-7

What is it?
The Stabilization Center provides emergency crisis intervention, typically lasting 24-72 hours, for those experiencing substance use disorder. Services are provided to those who are 18 years and older and are free of charge with no insurance or residency requirements necessary.

The DC Stabilization Center offers:

Specialty care:

- Patients receive an individualized treatment plan based on an initial observation
- The center offers approved medication (buprenorphine) on the spot which, when combined with counseling, is effective in the treatment of opioid use disorders and can help some people sustain recovery

Empathetic care:

- Peer specialists trained in cultural competency work one-on-one with patients to navigate their recovery and refer them to appropriate long-term treatment options
- No one is ever turned away from services and services are provided in English and Spanish to support a wider group of individuals
- A team of on-site multidisciplinary care providers such as nurse practitioners, registered nurses, certified peers, recovery coaches, and patient care technicians will link the patient to resources that can help sustain their health after discharge, such as housing assistance, help with filling out paperwork, or help with reinstating insurance

A safe space and environment to recover:

- The facility features recliners or patient beds in a comfortable, quiet, private setting to begin the stabilization process
- Patients can lock personal items in a secure locker during the intake process
- Patients are closely monitored by medical professionals and staff throughout the course of the stabilization process, including medical screenings and observations

Pathway to long-term recovery:

- Patients receive referrals and placements into long-term treatment options
- Individuals are connected to ongoing substance use disorder treatment at one of the 29 DBH-certified provider locations across DC in all eight wards

What are the benefits of the stabilization center?

- Provides relief for hospital emergency rooms and emergency psychiatric centers
- Offers a cost-effective and time-effective alternative to ER visits for intoxication
- Individuals who receive care at the Stabilization Center can get connected to long-term care and other resources and programs that support recovery
- Gets people the "right care, right now" and prevents escalation to other harmful or dangerous behaviors
- Increases the chance that the intoxicated individual will be open to receiving care

FACT: In 2022, DC Fire and EMS made 3,800 transports to the hospital with individuals that were experiencing acute intoxication.

Learn more about DC's Stabilization Center at dcstabilizationcenter.com or by calling (202) 839-3500

COMMUNITY BRIDGES | DBH | DISTRICT OF COLUMBIA DEPARTMENT OF BEHAVIORAL HEALTH | GOVERNMENT OF THE DISTRICT OF COLUMBIA MURIEL BOWSER, MAYOR

Changes to the Reimbursement of Stolen EBT Benefits

- Beginning 09/25 DHS implemented [changes to the State Plan for the Reimbursement of Stolen EBT Benefits](#). The District's approved State Plan introduces new federal requirements to process reimbursements of electronically stolen benefits from Electronic Benefits Transfer cards, also known as EBT cards.
- Changes include:
 - Reimbursements are limited to two claims per household per fiscal year;
 - Maximum amount reimbursed is the most recent benefit allotment within the last 60 days, per claim;
 - Customers must report stolen benefits within 30 calendar days of becoming aware of the loss and submit a Request for Replacement of Stolen Benefits form; and
 - For safety precautions, customers must replace their EBT card by visiting an EBT Card Distribution Center or contacting the District's EBT card vendor at (888) 304-9167.
- To help protect benefits, customers should change their EBT card personal identification number (PIN) frequently using the ebtEDGE mobile app or online portal at ebtedge.com. Customers may also view their EBT card transaction history, and “freeze” or disable their card through the mobile app or online portal.
- Customers in need of assistance with compromised or stolen benefits, may call (202) 671-4460 and press “1” to speak with a live representative for assistance. Support is available Monday – Friday from 8:15 AM – 4:45 PM. Residents may also request assistance via email at OPRMI@dc.gov
- The attached documents provide additional information on changes for the reimbursement of stolen EBT benefits, submitting a request for the replacement of stolen EBT benefits, and a stolen benefits FAQ.

End of ISAQ at 801 E (Effective 10/1)

With the end of the federal public health emergency, combined with the accessibility of the COVID-19 vaccine and the District's return to standard operations, the Department of Human Services (DHS) will end the Isolation and Quarantine (ISAQ) site at 801 East shelter effective October 1, 2023.

Updated Guidance:

- 1. Ensure that masks and COVID antigen tests are available in your facility. You can request supplies [HERE](#).
- 2. Notify DHS of any confirmed positive COVID cases of clients by filling out [THIS FORM](#).
- 3. Ensure that anyone who has tested positive for COVID is wearing a mask at all times and follow the CDC's recommended guidance for isolation and quarantine on-site – below.

See the CDC [Guidance on Management of COVID-19 in Homeless Service Sites](#) for additional considerations.

ERAP Re-opening on 10/01/23

Starting 10/01, District residents can apply for Emergency Rental Assistance Program (ERAP) at erap.dhs.dc.gov

- Residents with no or limited access to technology (computer, tablet, or Smart Phone) can call the ERAP Hotline at 202-507-6666 to get support in submitting applications.
- Residents can also contact the ERAP Hotline at 202-507-6666 or email us at erap.program@dc.gov for inquiries or to follow-up on their submissions.

In the past year DHS received an influx of applications and closed the application portal in March 2023.

- To serve residents effectively and efficiently throughout the year, DHS will open the ERAP application portal on October 1, 2023, January 1, April 1, and July 1, 2024.
- DHS will close the portal once 3,500 applications are received in each quarter.
- Residents seeking emergency rental assistance are highly encouraged to note the above-mentioned dates and submit applications in a timely manner.
- Click [here](#) to learn more about documents needed to submit a complete application.

HCS: RELiEF Program

Background:

- ❖ Housing Counseling Services (HCS) financial education and rental incentive program
- ❖ Recommending as resource for households exiting RRH and/or otherwise independently leasing
- ❖ Program can serve up to 80 households, only 18 are enrolled so far!

Referral Process

- ❖ Referral form will be sent with ICH meeting materials,
- ❖ You can also email relief@housingetc.org for more info and to submit referrals

Timeline: Program ends 12/31 so aiming to enroll households quickly so that can receive full 3 months of assistance.

Housing Counseling Services: Participants must be willing to engage in one counseling session which will include a credit pull (soft pull and no cost to the client).

The RELiEF Program

RELiEF (Rental Emergency Lifeline/ Eviction Fund) is a financial education program to help tenants in DC to stabilize their housing and develop savings habits. **The program will award participants who make on time rental payments \$600 per month up to a total of \$1,800 over a three month period.** This money can be used to start an emergency savings fund to prepare for unexpected expenses and minimize their impact on your housing.

How it works:

Once enrolled, RELiEF will award participants \$600/month (up to a total of \$1,800) for each month during the 3 month period of enrollment for which proof of an on-time rental payment is provided. Participants must work with a certified housing counselor on budgeting, saving, banking, and credit repair. Housing counselors will assist participants in the creation of an individualized savings plan with concrete next steps, with the goal of using the incentive payments to start an emergency savings fund.

Program requirements:

To be eligible to participate in the RELiEF program, you must meet the following:

- Live in DC and have lived in your current unit for a minimum of 6 months
- Demonstrate ability to make on-time rental payments going forward
- Commitment to work with a housing counselor to develop a housing plan, credit report evaluation, individualized budget and savings plan
- Commitment to share rental payment history for 12 months after the program ends
- Document housing instability at some point within the last 12 months
- Currently at or near a \$0 rental balance
- Household income no greater than 60% area median income
- Have rent that is no more than 50% of your monthly income
- You may not participate in the program if you pay income based rent

*Enrollment into the RELiEF program is extremely limited, HCS will evaluate applications on a rolling basis until all spots are filled. Application submission does not guarantee enrollment.

Contact us to find out more today!

✉ Email us at relief@housingetc.org

☎ Call us at 202-900-9461

This program is generously supported by the Wells Fargo Foundation and National Housing Trust



Est. 1973
Serving DC, MD and VA

Housing Counseling Services, Inc.

2410 17th St., N.W. • Suite 100 • Adams Alley • Washington, D.C. 20009
202-667-7006 • www.housingetc.org

HCS: Veteran Flex Funds *NEW*



Financial assistance for Veterans:

- ❖ At risk of experiencing homelessness and in need of prevention
- ❖ Experiencing homelessness to reduce barriers to housing

Information and referral forms are available on the HCS website:

<https://housingetc.org/flex-fund-program/>



Housing Counseling Services, Inc.

VETERAN FLEX FUND PROGRAM

Housing Counseling Services' (HCS) Veteran Flex Fund Program offers financial assistance to quickly help homeless Veterans and Veterans at risk for homelessness in the District of Columbia stabilize their housing.

The Flex Fund Program can help at-risk Veterans with:

- Delinquent Rent
- Delinquent Utilities/Utility Deposit
- Security Deposit/First Month's Rent
- Transportation Related Cost
- Rental Application and Related Fees
- Child Care Costs
- Delinquent Mortgage
- Other Costs That Support Housing Stability

For more information about the Flex Fund Program or to access the Flex Fund application visit:

<https://housingetc.org/flex-fund-program/>

If you have questions about the Flex Fund Program contact HCS at (202) 667-7736 or for email at flexfund@housingetc.org

The Veterans Flex Fund Program is funded by Community Solutions International and administered by Housing Counseling Services.

PFFC: 11th Annual Memorial & Vigil



Background: People for Fairness Coalition (PFFC) is hosting the 11th Annual Memorial & Vigil in honor of the people who passed away while experiencing homelessness.

Details:

- ❖ Wednesday, 12/20 at 4 pm
- ❖ Luther Place Memorial Church – 1226 Vermont Ave NW

The poster features a central photograph of a candlelight procession at night, with people holding candles in front of a church building. Above the photo is a logo of a scale of justice. The text on the poster provides details about the event, including the date, time, location, and contact information.

People for Fairness Coalition
Invites you to the
11th Annual Memorial & Vigil
In honor of our neighbors
who passed away without the dignity of a home.

Opening Service and Candlelight Procession
4:00 pm Luther Place Memorial Church
Wednesday December 20th, 2023.
1226 Vermont Ave NW

Lunch and Memorial Service
Remembering our brothers & sisters
who died without the dignity of a home.
Church of The Epiphany
12:45 Thursday December 21st, 2023.
1317 G Street NW

Questions?
Contact:
Rachelle Ellison
Email: rachelle Ellison74@gmail.com
Phone: (202) 597-3236

To donate
www.Cnhed.org/donate/pffc

Meeting Agenda



- I. Welcome & Agenda Review (10 mins, 5 min buffer)
- II. System Check-In (15 mins)
- III. Discussion (60 mins)
- IV. Announcements & Reminders (as needed)
- V. **Summary & Adjournment (5 mins)**
 - a) Next Meeting: Date and Time - ***canceling the December meeting***

