

DISTRICT OF COLUMBIA FY2020 WINTER PLAN



Important Telephone Numbers

DC Shelter Hotline: (202) 399-7093

Mayor's Call Center: 311

Sasha Bruce Youthwork Hotline (Minors): 202-547-7777

DC residents experiencing homelessness may call these numbers to seek assistance, and the general public may also call these numbers to request help for someone in need of assistance.

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1. INTRODUCTION

In compliance with the Homeless Services Reform Act of 2005 (HSRA), this FY2020 Winter Plan¹ has been developed by the District of Columbia’s Interagency Council on Homelessness (ICH). The District of Columbia is one of just three jurisdictions in the country that provides a legal right to shelter in hypothermic weather conditions. The HSRA mandates that by September of each year, a plan be in place describing how District residents who are experiencing homelessness will be protected from cold weather injury.

It is important to note that the purpose of this plan is protection from cold weather injury. This plan is being implemented within the context of the broader systems change underway in the District to move from a shelter-based system to one focused on rapid stabilization and connection back to permanent housing. However, the strategies outlined in [Homeward DC](#) (single adults and families) and [Solid Foundations DC](#) (unaccompanied youth)² will take time to implement, and as such, the District is committed to ensuring we have effective strategies in place to protect residents experiencing homelessness from cold weather injury. For more information on the broader systems change happening in the District, visit the ICH website at <http://ich.dc.gov/>.

For planning purposes, it is anticipated that the FY2020 Winter Plan covers the period beginning November 1, 2019 and ending on March 31, 2020. In practice, the additional services provided as a result of the calling of a hypothermia alert may begin before November 1 or extend beyond March 31 if weather conditions warrant. While many of the services included in this Winter Plan are in place and operational regardless of temperature, some additional services, including severe weather shelters, operate only when a “hypothermia alert” or a “cold emergency” is called by the District government. For additional details, see *Section 2. Process for Calling Alerts*.

1.1 FY2019 HYPOTHERMIA SEASON REVIEW

Each winter, District government agencies such as the Department of Human Services (DHS) and the Department of Behavioral Health (DBH), The Community Partnership for the Prevention of Homelessness (TCP), and nonprofit and government partners work collaboratively to deliver the shelter and services that protect the lives of Washington D.C.’s homeless population. In the FY2019 winter season, 96 Hypothermia Alerts and 15 Cold weather alerts were called. When alerts were called, year-round and seasonal shelters remained open during daytime hours so that clients would have a warm and safe place to stay, and additional shelter capacity was created as it was needed. TCP coordinated daily hypothermia operations in concert with city agencies and providers. This included the distribution

¹ The District of Columbia government budgets by fiscal year, which starts on October 1 and ends on September 30. Fiscal year 2020 (FY2020) starts October 1, 2019 and ends on September 30, 2020. Unless noted as “winter FY2020” or “hypothermia FY2020,” all references to “FY” in the plan refer to the entire fiscal year named versus just the winter months.

² Homeward DC: <https://ich.dc.gov/page/homeward-dc-ich-strategic-plan-2015-2020>

Solid Foundations DC: <https://ich.dc.gov/page/solid-foundations-dc-comprehensive-plan-end-youth-homelessness>

of a daily census showing capacity levels at all shelters so that the system could be monitored and adjusted to serve clients optimally. The United Planning Organization (UPO) operated the DC Shelter Hotline and deployed vans for outreach services and transportation.

In contrast to the Homeward DC plan, where the ICH is tracking multiple outcomes towards our goal of preventing and ending homelessness, the most important measure we use to evaluate the success of winter plan operations is the number of hypothermia deaths among persons experiencing homelessness. During the FY2019 winter, three hypothermia deaths were reported, two of which were persons experiencing homelessness. Of the two cases, cardiovascular disease was a contributing cause in one case, and there was no contributing cause in the second case.

It goes without saying that *no* deaths are acceptable, and the agencies that make up the ICH are committed to learning from past efforts and continuing to improve our hypothermia response. Over the past three years, the District has taken a number of additional measures in preparation for winter planning season, including adding more vans/buses to reduce wait times, expanding outreach services, and developing a hypothermia outreach protocol. These measures will remain in place for the FY2020 hypothermia season as we continue efforts to bring that number to zero.

Table 1: Hypothermia Deaths in the District

Year	Hypothermia Deaths (Primary Cause of Death)	Hypothermia or Cold Exposure (Contributing Cause of Death)	Total Deaths Associated with Hypothermia or Cold Exposure
Among All Persons (FY2011 - FY2015)*			
Winter FY2011	5	3	8
Winter FY2012	5	5	10
Winter FY2013	3	2	5
Winter FY2014	12	2	14
Winter FY2015	9	1	10
Total	34	13	47

Among Persons Experiencing Homelessness Only (FY2016 – Present)**			
Winter FY2016	2	0	2
Winter FY2017	2	0	2
Winter FY2018	2	0	2
Winter FY2019	2	0	2
<p>* As part of the FY2016 winter planning process, ICH worked with OCME to obtain historical information, starting in Winter FY2011. Because it is difficult to determine retrospectively whether an individual was experiencing homelessness at the time of death, we do not believe all of reported cases were individuals experiencing homelessness. However, we included the data to provide historical context.</p> <p>** Also as part of the FY2016 winter planning process, a protocol was established to ensure that OCME immediately reports deaths among persons experiencing homelessness to DHS; OCME then follows up with information on cause of death once it has been confirmed.</p>			

1.2 PROCESS FOR DEVELOPING THE PLAN

The ICH Emergency Response and Shelter Operations (ERSO) Committee started the development of this year’s Winter Plan with multiple debrief sessions – one dedicated to families, one dedicated to youth, and two dedicated to single adults. At each, stakeholders reviewed data on FY2019 hypothermia season and solicited feedback from providers, advocates, and consumers on the season’s operations.

The ERSO Shelter Capacity Subcommittee also held a meeting to more closely review shelter utilization in previous hypothermia seasons and develop estimates for the number of bed/units needed for men, women, and families for the coming season. The subcommittee’s recommendations were presented to the ERSO Committee and interested members of the public in June.

After reviewing and incorporating this feedback, the working group presented a preliminary draft to ERSO members in July and then a final draft for approval in August. Following approval by the ERSO Committee, the Plan was presented to the ICH full Council for adoption on September 10, 2019.

1.3 PUBLICIZING THE PLAN

The success of the Winter Plan depends upon open and constant communications among all stakeholders, including the public, providers of shelter and other services, and those who are homeless.

An individual seeking assistance for himself/herself or on behalf of another individual may call either:

- The DC Shelter Hotline: 202-399-7093 (or)
- The Mayor's Call Center: 311
- The Sasha Bruce Youthwork Hotline (minors under 18): 202-547-7777

The DC Shelter Hotline and the 311 Mayor's Call Center line will be widely publicized. They will appear in advertisements in both print and electronic media, and they will be printed on business cards that will be distributed to those who are homeless by outreach agencies and other partners.

The District's Office of Unified Communications (OUC) will be notified of the Shelter Hotline number to ensure coordination of service requests originating from law enforcement agencies. Police officers, including patrol officers of the Metropolitan Police Department (MPD) and the U.S. Park Police (USPP), can request services through the OUC for any citizen who is homeless and in need of assistance. Law enforcement agencies may also use the 311 line.

All interested persons may register for emergency alerts through Alert DC, an emergency notification system that provides different ways to get real-time information to help prepare for and respond to emergencies and disasters.

Sign up for Alert DC at dc.gov or at <http://hsema.dc.gov/page/alertdc>

The hypothermia media campaign is implemented and managed by DHS. The campaign, which will begin no later than October 1, 2019, and continue throughout the season, will include the following activities:

- Metro Advertisements: DHS will request advertising space on Metro buses and in subway locations as available for the upcoming hypothermia season. Also, Metro drivers will be informed about the emergency assistance telephone numbers and when to call to assist someone who is homeless and in need of assistance.
- Social Media: Non-government partners will be encouraged to publicize the hotline number via their social media campaigns and email signature tags. The District government will also encourage agencies utilizing Twitter to include information on alerts and the hotline as part of their communications.
- Public Service Announcements (PSAs): DHS will develop and release television and radio announcements featuring the DC Shelter Hotline number and information designed to educate the public about the dangers of hypothermia. These announcements will publicize the emergency assistance telephone numbers and encourage District residents to call to seek help if they are

homeless or to report the location of individuals who are homeless and possibly in need of assistance, especially in hypothermic weather conditions.

- Paid Advertising: DHS will purchase radio airtime for 30-second informational spots to air during peak coverage hours during hypothermia season. Informational announcements will also air on appropriate channels on local cable television during the season.
- Newspapers: Quarter-page hypothermia shelter hotline advertisements will be placed in community newspapers throughout the season. In the past, publications such as Hill Rag, DC North, East of the River, and Street Sense have been used.
- Business Cards: Pocket-sized business cards will be printed and distributed that will include key emergency assistance telephone numbers. The cards will be available in both English and Spanish versions, and they will be distributed to the outreach community, to providers, and to those who are homeless.
- Hope OneSource: HopeOneSource is a text messaging application that allows District agencies and service providers to blast text messages to registered users. HopeOneSource, through partnering providers, can also help individuals experiencing homelessness register for a free phone with free, unlimited text messages. Through the HopeOneSource app, District partners send out daily updates to alert consumers to weather conditions, shelter availability, new programs and services, and how to access help they may need. To sign up for HopeOneSource text messages or to learn more, visit <https://www.hopeonesource.org/dc>.
- Event Launch: DHS will partner with DBH and other relevant agencies and organizations to host a launch event at the new Downtown Daytime Services Center to raise awareness about services available during the winter months for individuals experiencing homelessness. The event will feature invited guests taking the “pledge” to help identify neighbors outside in the cold.

An Important Message to Volunteers During Hypothermia Season

Community members, faith-based groups, and other volunteer organizations that have items to donate and/or who want to participate in providing survival items to clients on the street are asked to contact Tom Fredericksen at TCP at 202-543-5298 to allow the District to better coordinate these donations and activities. The District welcomes volunteers, but wants to ensure groups are working in coordination with trained outreach staff to deliver services to our vulnerable neighbors.

1.4 ELEMENTS OF THE FY2020 PLAN

This plan builds on efforts from the past, incorporates new strategies and responds to lessons learned from previous winters. The plan is organized as follows:

- Section 2 describes the process for and the considerations involved in calling a hypothermia alert;
- Section 3 estimates shelter capacity needs as well as the plan for delivering the needed beds/units;
- Section 4 outlines the transportation services provided to ensure access to shelter and services;
- Section 5 describes the services provided to help clients access shelter;
- Section 6 discusses protocol and available resources for serving unaccompanied minors and transition aged youth (TAY); and
- Section 7 outlines resources in place to monitor shelter operations as well as the protocol for raising concerns and/or filing complaints.

2. PROCESS FOR CALLING ALERTS

This section describes the process and considerations involved in calling a hypothermia alert. Cold Weather Emergency alerts are also described in this section. While the Cold Weather Emergency Plan is broader than the Winter Plan, the Cold Weather Emergency Plan recognizes the need to particularly protect homeless residents during extreme winter weather and is included here to highlight the effort to coordinate between the two plans.

2.1 HYPOTHERMIA ALERTS

Daily consultations will be held between the District's Homeland Security and Emergency Management Agency (HSEMA) and meteorologists at the National Weather Service (NWS) in Sterling, Virginia, to determine real time weather conditions and the likely conditions in the next 24 hours. Additionally, throughout each day, HSEMA and DHS will monitor the NWS website for the published forecast.

Hypothermia alerts will be called when either HSEMA reports or the NWS published forecast indicates that the actual or forecasted temperature, including wind chill, is or will be 32 degrees Fahrenheit or below. DHS will also call an overnight hypothermia alert when the temperature is forecasted to be 40 degrees Fahrenheit or below and the forecasted chance of precipitation is 50% or greater³.

By 7:00 a.m. each day, HSEMA will notify TCP, UPO, and DHS whether or not the actual or forecasted temperature, including wind chill, is or will be 32 degrees Fahrenheit or below prior to 7:00 a.m. If so, DHS and HSEMA will put a daytime hypothermia alert into effect until 7:00 p.m. or until the actual temperature including wind chill rises above 32 degrees Fahrenheit.

HSEMA and DHS will continue to monitor the NWS weather forecast as published on the NWS website throughout the day and will put the alert into effect as appropriate.

If by 3:00 p.m. HSEMA and DHS determine the forecasted weather conditions indicate a temperature of 32 degrees Fahrenheit or below for the overnight period (including windchill), they will put an overnight hypothermia alert in effect from 7:00 p.m. until 7:00 a.m. If the overnight temperature, including wind chill, rises above 32 degrees Fahrenheit, all hypothermia shelters will still remain open until 7:00 a.m.

Once in effect, an alert stays on until it is called off by HSEMA. When HSEMA calls an alert, they notify TCP, UPO, and DHS. At that time, UPO will immediately notify all shelter providers to open hypothermia shelters. Shelter providers operating year-round and seasonal shelters must allow clients to remain in shelter until the alert is called off by HSEMA. Providers operating from D.C. recreation centers, houses of worship, and other community-based sites that are not available during the day as shelters are required

³ The ERSO committee and relevant agencies will review the utilization of this protocol, forecasted and actual weather information in December to determine if modifications are needed.

to inform clients that transportation to another site is available.⁴ Shelter providers may call the DC Shelter Hotline at (202) 399-7093 at any time to determine the alert status.

DHS will send out an email alert twice daily, at 7:00 a.m. and then by 3:00 p.m., to notify all interested persons and groups of the alert status regardless of whether the status has changed. The information on the alert status will also be posted on DHS's website, at www.dhs.dc.gov, and will be available via in-person inquiries at open MPD stations, Fire and Emergency Medical Services (EMS) stations, public libraries, and Department of Parks and Recreation (DPR) recreation centers. Alert status is also sent out to individuals experiencing homelessness that have signed up for alerts via the HopeOneSource free text messaging app.⁵

DHS will keep a daily record of forecasts and alert status. This data will be available upon request and reviewed by the ICH ERSO Committee during the debriefing session held after the season is completed. See *Section 1.3 Publicizing the Plan* for additional information on alert notifications.

2.2 COLD WEATHER EMERGENCIES

Starting in the winter of FY2014, the District government implemented a "Cold Weather Emergency" strategy that will be enacted again this winter. The Cold Weather Emergency Plan is broader than the ICH Winter Plan in the sense that is designed to "ensure *all* residents, workers, and visitors are protected from extreme cold weather," though particular attention is given to the needs of residents experiencing homelessness.

A Cold Weather Emergency is called when the temperature falls, or is forecasted to fall, to:

- 1) 15°F or below (including wind chill) or
- 2) 20°F (including wind chill), and one or more of the following conditions exists:
 - Steady precipitation for 60 consecutive minutes
 - Snow accumulation of 3 inches or more
 - Other meteorological conditions or threats as determined by HSEMA

When the National Weather Service (NWS) predicts extreme cold weather conditions, HSEMA will convene a conference call with the Cold Emergency Steering Committee comprised of staff from DHS, DBH, the Department of Health (DOH), the Office of the City Administrator (OCA), and the Deputy Mayor for Health and Human Services (DMHHS) in order to decide whether current or predicted

⁴ DC recreation centers are open to the public (including residents experiencing homelessness) during daytime hours. However, residents experiencing homelessness must exit at 7 a.m. when shelter operations cease and may return for participation in programming once the recreation centers begins their normal operations. Hours vary by location; for more information, visit the DPR website at <https://dpr.dc.gov/page/recreation-centers-00>.

⁵ To sign up for HopeOneSource text messages or to learn more, visit <https://www.hopeonesource.org/dc>.

conditions necessitate activating a Cold Emergency Alert and, if so, to determine the most appropriate interventions given the anticipated weather conditions. Interventions may include, but are not limited to, the operation of Warming Sites (utilized by anyone needing respite from the cold – e.g., people experiencing prolonged power outages), measures to protect unsheltered residents unwilling or unable to come inside, and coordination of services for other vulnerable populations (e.g., seniors).

3. EMERGENCY SHELTER

As noted in the introduction, the District of Columbia is one of just three jurisdictions in the country that provides a legal right to shelter in hypothermic weather conditions. This section describes the type of shelter available during hypothermia alerts, the process used to develop estimates for shelter capacity needs, and the plan for delivering the number of beds/units needed.

3.1 SHELTER FOR INDIVIDUALS: ACCESS, TYPE AND HOURS OF OPERATION

Individuals can access shelter by presenting directly at the shelter, waiting for transportation at the sites and times listed in *Section 4. Transportation*, and/or by calling the DC Shelter Hotline at 202-399-7093.

The District uses four types of shelter for adult individuals during the winter months. A list of individuals sites are included in Appendix A.

- Year-Round Low-Barrier Shelters for individuals operate year round and provide a variety of services. When a hypothermia alert is in effect during daytime hours, single adults using year-round low barrier shelters will be allowed to remain in the facilities throughout the day.
- Seasonal Shelters will open on the first night a hypothermia alert is called and then remain open every night through March 31, 2020. Seasonal shelters generally operate from 7:00 p.m. to 7:00 a.m., with the exception of the seasonal beds at 801 East Shelter, Adams Place Shelter, and Community for Creative Non-Violence,⁶ which will operate in line with the regular operating hours of those shelters.
- Hypothermia Alert Night Shelters will be open only on nights when a hypothermia alert has been called. D.C. Recreation Centers functioning as hypothermia shelters will be open from 9:00 p.m. to 7:00 a.m., and other community sites functioning as hypothermia shelters will be open from 7:00 p.m. to 7:00 a.m. Houses of worship and other community-based sites will not be used as shelter during daytime hours, even if an alert is still in effect, since these sites are contracted only for use as alert-night shelter and are used for other purposes during the daytime hours.
- Overflow Shelters will operate only when all other shelters are at or near capacity. These facilities have standby staff that are called in to operate the overflow shelters as needed. Together, DHS and TCP monitor capacity levels carefully and determine when (and where) additional sites need to be activated. When these shelters are activated, the Hotline provides transportation to these locations.

⁶ CCNV operates 48 seasonal beds for women at Building 2 South.

Recreation Center Access

A number of D.C. recreation centers are used as Hypothermia Alert Night Shelters. (See pages 16 and 17 for a list of sites.) D.C. recreation centers are open to the public during daytime hours; hours vary by location, but most do not open to the public until 9 a.m. or later. Individuals experiencing homelessness are welcome to participate in the programming and services at recreation centers, but on those occasions when they have stayed overnight in a recreation center that functions as a Hypothermia Alert Night Shelter, they must leave the building at 7 a.m. and may return once the site has opened to the public. For more information on hours, visit the DPR website at <https://dpr.dc.gov/page/recreation-centers-00/>.

All shelter locations, with the exception of the overflow sites, are listed in Appendix A. As overflow shelters are opened only if additional capacity is needed, they are not identified in this document. This is to prevent individuals from independently seeking shelter at locations that are not open. The list of overflow sites may be obtained anytime by contacting Dallas Williams at DHS at dallas.williams@dc.gov.

3.2 SHELTER FOR FAMILIES: ACCESS, TYPE AND HOURS OF OPERATION

The process for families seeking shelter is as follows:

- Monday through Thursday (except for holidays and days on which the District government is closed) from 8:30 a.m. to 4:00 pm, and Friday from 8:30 a.m. to 12:00 p.m., families seeking emergency shelter should go to the Virginia Williams Family Resource Center (VWFRC) at 920 Rhode Island Avenue, NE.
- Monday through Thursday after 4 p.m.; Fridays after 12 p.m.; and on weekends, holidays, and days on which the D.C. government is closed, families should call the DC Shelter Hotline, which will put the family in contact with staff at VWFRC or TCP. Staff at VWFRC or TCP will make a determination regarding authorization of shelter placement and transportation. Families placed in shelter after regular business hours will be required to go to VWFRC the following business day for assessment and verification of eligibility.

3.3 ESTIMATING SHELTER CAPACITY NEED

As part of the District's preparation for hypothermia shelter needs, the ICH Shelter Capacity Work Group – a work group under the ERSO Committee – develops estimates of the numbers of individuals and families who will need shelter during the upcoming winter. To develop these estimates, the work group looks at the numbers of individuals and families served during the past three years, noting overall trends, turnaways, seasonal spikes, etc. They attempt to account for the impact of any changes in policy, new resources coming online, as well as broader economic conditions that could lead to changes in the number of people experiencing homelessness.

Given the number of factors that can affect shelter capacity needs, it is important to note that the figures used in this plan are estimates only. The approach outlined in this plan gives the District the flexibility needed to meet the shelter needs of our residents while still being judicious with resources. If the need is lower than estimated, the District will not open overflow sites for individuals and will scale back contracts for family overflow capacity. In contrast, if the need is higher than estimated, the District is prepared to open additional sites for individuals or to secure additional motel units for families.

3.3.1 CAPACITY NEEDS: ADULT MEN

Based on the methodology described above, the Shelter Capacity Work Group recommended that DHS be prepared to operate up to 1,400 beds for single adult men at the peak of the FY2020 hypothermia season, which typically occurs in late January or February. Based upon the ICH's Shelter Capacity Workgroup's review, the highest reported usage for men in FY19 was 1,337, but the most frequently reported usage for men was 1,079.

As Table 1: Shelter Capacity Overview, Adult Men shows, there will be approximately 1,300 beds in the men's system throughout the season, plus an additional 100 beds at a co-ed location (Malcolm X), which are filled on a first-come, first-served basis. If additional beds are needed at any point in the season, DHS will activate overflow beds.

Table 1: Shelter Capacity Overview, Adult Men

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Alert Night Beds	Overflow	Total
New York Avenue	Catholic Charities	360				360
801 East Shelter	Catholic Charities	380	52			432
Adams Place Shelter	Catholic Charities	150	30			180
Salvation Army	Catholic Charities			50		50
Banneker Recreation Center	Catholic Charities			40		40
Community for Creative Non-Violence (CCNV) Drop-In Center	CCNV			135		135
Kennedy Recreation Center	Catholic Charities			100*		100
Men's Capacity		890	132	325		1,297
Malcolm X Recreation Center (co-ed)**	Catholic Charities		100			100
Overflow Capacity***	DHS				As needed	
<p>* Initial capacity is 50. ** Malcolm X is a co-ed location. Beds are filled on a first-come, first-served basis. A total of 100 beds will be available for men and women. *** As discussed on page 13, overflow sites are not listed in this plan to prevent individuals from seeking shelter at locations that are not open.</p>						

3.3.2 CAPACITY NEEDS: ADULT WOMEN

The Shelter Capacity Work Group recommended that DHS be prepared to operate up to 600 beds for women at the peak of the season. Based upon the ICH’s Shelter Capacity Workgroup’s review, the highest reported usage for women in FY19 was 485, but the most frequently reported usage rate for women was 407.

As Table 2: Shelter Capacity Overview, Adult Women shows, there will be approximately 577 beds in the women’s system throughout the season, plus an additional 100 beds at a co-ed location (Malcolm X), which are filled on a first-come, first-served basis. If additional beds are needed at any point in the season, DHS will activate overflow beds.

Table 2: Shelter Capacity Overview, Adult Women

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Alert Night Beds	Overflow	Total
D.C. General Building 9-Harriet Tubman	Catholic Charities	175				175
Patricia Handy Place for Women	N Street Village	152				152
Nativity Shelter	Catholic Charities	20	5			25
King Greenleaf Recreation Center	Catholic Charities		100			100
Sherwood Recreation Center	Catholic Charities			75		75
Community of Christ	Catholic Charities			25		25
New Covenant Baptist	Catholic Charities			25		25
Total Capacity		347	105	125		577
Malcolm X Recreation Center (co-ed)*	Catholic Charities		100			100
Overflow Capacity**	DHS				As needed	
<p>* Malcolm X is a co-ed location. Beds are filled on a first-come, first-served basis. Total of 100 beds will be available for men and women. **As discussed on page 14, overflow sites are not listed in this plan to prevent individuals from seeking shelter at locations that are not open.</p>						

3.3.3 CAPACITY NEEDS: FAMILIES

The number of shelter units needed for families depends on BOTH shelter entries and exits per month. This is because once placed in shelter, a family remains until they find permanent housing. Once they exit the shelter unit, however, that unit becomes available for a new family experiencing homelessness. This cycle repeats itself throughout the season.

To estimate the number of shelter units needed for the FY2020 hypothermia season, DHS started with an estimate of households in family shelter on the last day of August 2018 and then used actual entries and exits from the FY2019 hypothermia season, combined with an improvement factor of 5% based on two years of a declining census of families experiencing homelessness, to estimate the number of overflow units needed throughout the season.

Table 4: Estimate of Families Served by Month, FY2020 Hypothermia Season

	Sept. 2019	Oct. 2019	Nov. 2019	Dec. 2019	Jan. 2020	Feb. 2020	March 2019
Estimate of families in shelter on last day of previous month	614	596	574	581	586	600	583
<i>(+) Estimated Entries (based on prior year)</i>	81	76	90	78	99	66	68
<i>(-) Estimated Exits (based on prior year)</i>	99	98	83	73	85	83	111
Total Families	596	574	581	586	600	583	540
Performance Improvement Factor (5%)	566	545	552	557	570	554	513
<i>(-) Families in Short Term Family Housing (avg)</i>	175	175	225	225	225	225	275
<i>(-) Families in Apt Style Units (avg)</i>	92	92	92	92	92	92	92
<i>(-) Families at 12th St SE (FY2019 Shelter Swing Space)</i>	26	26	26	26	26	26	26
Families in Shelter Overflow (hotels)	273	252	209	214	227	211	120

The winter of FY2020 will continue to be a year of transition within our family homeless services system, with DC General Family Shelter offline and two additional new Short-Term Family Housing facilities coming online during the season. As in past years, DHS will continue to use motels as overflow.

When a family is referred from VWFRC to emergency shelter and needs a reasonable accommodation – e.g., a wheelchair-accessible unit or a placement with private bathrooms, eating or sleeping areas due to a disability of a household member – DHS will make every attempt to provide an appropriate placement on the day the family is determined eligible for such shelter.

Note that the District has realized significant reductions in family homelessness as a result of homelessness prevention programming, year-round access to shelter (which has helped normalize shelter utilization throughout the year), and increased housing resources to help families exit shelter to permanent housing. DHS expects continued reductions in the shelter census. As a result, the improvement factor chosen was 5% to ensure we have adequate shelter capacity throughout the season.

3.4 WARMING SITES AVAILABLE DURING COLD WEATHER EMERGENCIES

During a Cold Emergency Alert, the District will continue operations in accordance with the annual Winter Plan but takes additional steps, as explained in *Section 2.2 Cold Weather Emergencies*, including the activation of Overnight Warming Sites.

Overnight Warming Sites are designated public buildings, including but not limited to public libraries, recreation centers, and Senior Wellness Centers, serving as temporary respite from the cold. Overnight Warming Sites will be in operation from 7:00 p.m. to 7:00 a.m. Some sites may open later than 7:00 p.m. based on regularly scheduled business operations. Sites may be opened prior to 7:00 p.m. and close later than 7:00 a.m. based on the severity of the weather and as determined by the Cold Emergency Steering Committee.

By November 1 of each year, DHS – in coordination with the Department of General Services (DGS) – will update the list of available Warming and Overnight Warming Sites. This information will be available on <https://snow.dc.gov/>.

4. TRANSPORTATION

Transportation is an important resource for those who are homeless, especially during the winter months. The transportation services outlined in this FY2020 Winter Plan is designed to serve the largest number of people accessing the District’s emergency shelter system in the most efficient and effective manner possible. Individuals and families experiencing homelessness should also be encouraged to use public transportation (Metrorail and Metrobus) when it is cost effective for them to do so.

During hypothermia season, DHS provides two types of transportation assistance – scheduled and unscheduled transportation:

Scheduled Transportation. Scheduled transportation is limited and is designed to provide direct transportation in the mornings and evenings to and from specific service locations for individuals experiencing homeless. Schedules are shared in sections 4.2 through 4.5 below. Scheduled transportation should be the primary means for persons to get to shelters, and persons seeking shelter should plan to be at one of the designated pickup locations at the designated times. DHS will monitor services closely throughout the season. If changes to transportation routes or schedules are required for any reason, DHS will ensure all shelters received updated schedules, and the most current schedules will always be available on the DHS website at <https://dhs.dc.gov/service/transportation-services>.

Unscheduled Transportation. The District’s homeless van transportation system has very limited capacity to provide unscheduled (or “on demand”) transportation. Unscheduled transportation to shelters will be provided only when the alert is in effect before and after the scheduled transportation periods. At all times, priority for unscheduled transportation will be given to individuals and families who have a need for a reasonable accommodation or cannot reasonably get to one of the designated pickup locations. Wait times will depend on a variety of factors, including call volume, weather conditions, and location of pick-ups.

4.1 COORDINATING TRANSPORTATION RESOURCES AND OUTREACH

In addition to offering scheduled transportation services, UPO personnel conduct outreach (offering safety checks, warming items, and unscheduled transportation to shelter). Beginning on November 1, 2019, UPO will provide eight vans from 8:00 a.m. to 4:00 p.m. and ten vans from 4:00 p.m. to 8:00 a.m. On each shift, at least one of the vans deployed by UPO will be accessible for people who have disabilities. Additionally, UPO will operate an internal radio communications system on a 24-hour schedule to coordinate hypothermia services on the streets.

Van drivers will have hand-held radios with them at all times to facilitate effective communications between UPO vans and their central office. Outside of the scheduled transportation, if a person needs assistance, a van will be dispatched and a shelter assignment may be made, based on bed availability and the person’s needs. The Fire and Emergency Medical Services (FEMS) Department will be notified to provide emergency medical care and possible transportation to a medical facility whenever a person appears to be suffering from hypothermia or any other medical issues.

With regards to safety checks and the distribution of warming items, UPO vans will focus their outreach efforts in areas that have the largest concentrations of individuals experiencing homelessness. As part of their outreach activities, UPO personnel will offer transportation to shelter and distribute blankets and other supplies to persons who decline to come into shelter. In addition, the vans will transport individuals from shelters that have exceeded capacity to shelters that have available beds. Outreach and transportation services, as necessary, will also be provided to those who have called an emergency assistance number for service.

In instances of extreme weather when roads are impassable, DHS will coordinate with the Homeland Security and Emergency Management Agency (HSEMA) to provide vital transportation for persons in need.

4.2 SCHEDULED TRANSPORTATION FROM WOMEN'S SHELTER: MORNING SCHEDULES

In the morning, transportation for women will be provided from shelter locations to various day centers and the Eastern Market Metro. Details are included in Table 5, below.

Note the following limitations when reviewing the schedule:

- All listed times are estimates, subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern;
- Destinations for morning transportation are subject to change based on availability of the site and/or actual numbers of persons seeking to go to a specific destination;
- Accessible transportation for persons with disabilities is provided upon request; and
- Unscheduled (on-demand) transportation outside of the schedule is limited, and subject to traffic conditions and winter weather challenges noted above.

Table 5: Scheduled Transportation from Women’s Shelter (Morning)

Pick Up Location(s)	Time	Drop Off Destination(s)
Community of Christ @ 3526 Mass Ave NW*	6:30 am	Bethany Women’s Center @ N St Village SOME @ 71 O St NW
King Greenleaf Recreation Center @201 N St SW*	6:00 am 6:45 am	Bethany Women’s Center @ N St Village SOME @ 71 O St NW
Malcolm X Recreation Center @ 1350 Alabama Ave SE	6:00 am 6:45 am	Eastern Market Metro @ 701 Pennsylvania Ave SE SOME @ 71 O Street, NW
Nativity Shelter @ 6010 Georgia Ave NW	6:30 am	Bethany Women’s Center @ N St Village SOME @ 71 O St NW
New Covenant Baptist Church @ 1301 W St SE*	6:30 am	Bethany Women’s Center @ N St Village SOME @ 71 O St NW
Sherwood Recreation Center @ 640 10 St NE*	6:00 am 6:45 am	Bethany Women’s Center @ N St Village SOME @ 71 O St NW
Harriet Tubman @ DC General (Building 27)	6:30 am 7:15 am 8:15 am	Central Union Mission @ 65 Mass Ave NW Bethany Women’s Center @ N St Village SOME @ 71 O St NW
	9:30 am	Adam’s Day Center@2210 Adam’s PL NE Central Union Mission @ 65 Mass Ave NW Downtown Day Center, 1313 NY Ave NW Bethany Women’s Center @ N St Village
Pat Handy Women’s Shelter @ 810 5th St NW	6:45 am 7:15 am 8:00 am	Bethany Women’s Center @ N St Village SOME @ 71 O St NW
* This site does not remain open after 7 am during hypothermia alerts.		

4.3 SCHEDULED TRANSPORTATION TO WOMEN’S SHELTERS: AFTERNOON & EVENING SCHEDULES

In the evening, the main pick up locations for women are from various day programs and Church of the Epiphany at 13th & G Street NW. Additionally, women who are shelter residents at Nativity Shelter will be transported to Nativity Shelter from the Sacred Heart Church at 6:30 p.m. Details are included in Table 6, below.

When reviewing the schedule, please note the following limitations:

- All listed times are estimates, subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern;
- Accessible transportation for persons with disabilities is provided upon request; and
- Unscheduled (on-demand) transportation outside of the schedule is limited, and subject to traffic conditions and winter weather challenges noted above.

Table 6: Scheduled Transportation to Women’s Shelter or Day Services (Afternoon & Evening)

Pick Up Location(s)	Time	Drop Off Destination(s)
Bethany Women’s Center @ N St Village	2:00 pm (Alert)	Downtown Day Center @1313 NY Ave NW Pat Handy Center @ 810 5th St NW Harriet Tubman @ DC General Adams Day Center @ 2210 Adams PI NE
Bethany Women’s Center @ N St Village (and 13th & G St NW; 9th & G St NW; North Cap & Mass Ave)	4:00 pm	Harriet Tubman @ DC General Pat Handy Center @ 810 5th St NW
	6:30 pm	Pat Handy Center @ 810 5th St NW New Covenant Baptist Church @ 1301 W St SE*
SOME @ 71 O St NW	2:00 pm (Non-Alert)	Downtown Day Center@ 1313 NY Ave NW Adams Day Center @ 2210 Adams PI NE
	2:00 pm (Alert)	Downtown Day Center@ 1313 NY Ave NW Pat Handy Center @ 810 5th St NW Harriet Tubman @ DC General Adams Day Center @ 2210 Adams PI NE
Adams Day Center @ 2210 Adams PI NE	4:15 pm 5:45 pm	Harriet Tubman @ DC General (also serves New York Ave Men’s Shelter and 801 Men’s Shelter)
	7:00 pm	Harriet Tubman @ DC General (also serves New York Ave Men’s Shelter and 801 Men’s Shelter)
Church of the Epiphany at 13th & G Streets NW	7:15 pm 8:30 pm	North Capitol & Mass Ave. NW 8 th and H Street NE Eastern Market Metro @ 701 Pennsylvania Ave SE 1205 Good Hope Road SE (Corner of Martin Luther King Jr. Ave SE and Good Hope Road SE) Malcolm X Recreation Center @ 1350 Alabama Ave SE

Thrive DC @ 1525 Newton St	6:30 pm	Nativity Shelter @6010 Georgia Ave NW
Downtown Day Services Center@ 1313 New York Ave NW	5:30 pm	Community of Christ@ 3526 Mass Ave NW* Nativity Women's Shelter @ 6010 Georgia Ave NW
	5:30 pm	Pat Handy Center @ 810 5th St NW Harriet Tubman @ DC General 7 th and D Street SE New Covenant Baptist Church @ 1301 W St SE* Malcolm X Recreation Center @ 1350 Alabama Ave SE King Greenleaf Recreation Center @201 N St SW Sherwood Recreation Center @ 640 10 St NE*
*These sites are only open on hypothermia alert nights.		

4.4 SCHEDULED TRANSPORTATION FROM MEN'S SHELTERS: MORNING SCHEDULES

In the morning, men will be picked up from the Adams Place, 801 East, and New York Avenue Men's shelters and dropped off at various locations in the downtown area. Additionally, during hypothermia alerts, vans will pick up from the hypothermia recreation centers and drop off at SOME. Details are included in the Table 7, below.

When reviewing the schedule, please note the following limitations:

- All listed times are estimates, subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern;
- Destinations for morning transportation are subject to change based on availability of the site and/or actual numbers of persons seeking to go to a specific destination.
- Accessible transportation for persons with disabilities is provided upon request; and
- Unscheduled (on-demand) transportation outside of the schedule is limited, and subject to traffic conditions and winter weather challenges noted above.

Table 7: Scheduled Transportation from Men’s Shelter (Morning)

Pick Up Location	Time	Drop Off Destination(s)
Malcolm X Recreation Center @ 1350 Alabama Ave SE	6:00 am 6:45 am	Eastern Market Metro @ 701 Pennsylvania Ave SE SOME @ 71 O St, NW
Banneker Rec Center @ 2500 Georgia Ave NW*	6:30 am	SOME @ 71 O St NW
Kennedy Rec Center @ 1401 7 St NW*	6:30 am	
Salvation Army @3355 Sherman Ave NW*	6:30 am	
Adams Place Men’s Shelter @ 2210 Adams Place NE	6:30 am 7:15 am 8:15 am	SOME @ 71 O St NW
	9:00 am	Central Union Mission @ 65 Mass Ave NW Church of the Epiphany @ 13th & G St NW Downtown Day Center@ 1313 NY Ave NW
801 East Men’s Shelter, @ 2700 MLK, Jr. Ave SE	8:30 am (Tuesday and Thursday ONLY)**	Adam’s Day Center @ 2210 Adams PI NE Central Union Mission @ 65 Mass Ave NW Church of the Epiphany @ 13th & G St NW Downtown Day Center@ 1313 NY Ave NW
	8:30 am (Monday, Wednesday, and Friday only)**	Thrive DC @ 1525 Newton St NW
	9:00 am 11:30 am	Adam’s Day Center @ 2210 Adams PI NE SOME @ 71 O St NW Central Union Mission @ 65 Mass Ave NW Church of the Epiphany @ 13th & G St NW Downtown Day Center@ 1313 NY Ave

		NW
	7:30 am (Tuesday and Thursday ONLY)**	SOME @ 71 O St NW
	6:30 am 7:15 am 8:15 am	SOME @ 71 O St NW
New York Ave Men's Shelter @ 1355-57 NY Ave NE	9:00 am	Adam's Day Center @ 2210 Adams Pl NE Central Union Mission @ 65 Mass Ave NW Church of the Epiphany @ 13th & G St NW Downtown Day Center @ 1313 NY Ave NW
	9:00 am	Adam's Day Center @ 2210 Adams Pl NE Central Union Mission @ 65 Mass Ave NW Church of the Epiphany @ 13th & G St NW Downtown Day Center @ 1313 NY Ave NW
<p>*Hypothermia Night Shelter only. This site does not open after 7 am during hypothermia alerts.</p> <p>**Thrive DC has changed their hours of operation, impacting men residing at 801 East Men's Shelter who access the location for breakfast and other services. To ensure clients have access to breakfast on those days, UPO will transport on Tuesday and Thursday from 801 to SOME at 7:30am, as Thrive DC closes to the men for breakfast on those days only.</p>		

4.5 SCHEDULED TRANSPORTATION TO MEN'S SHELTERS: AFTERNOON & EVENING SCHEDULES

In the evening, the main pick up locations in the evenings are from Adams Place and the Downtown Day Centers, North Capitol and Mass Avenue NE, SOME, and Church of the Epiphany at 13th & G Street NW. Details are included in the table below.

When reviewing the schedule, please note the following limitations:

- All listed times are estimates, subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern;

- Accessible transportation for persons with disabilities is provided upon request; and
- Unscheduled (on-demand) transportation outside of the schedule is limited, and subject to traffic conditions and winter weather challenges noted above.

Table 8: Scheduled Transportation to Men’s Shelter & Day Services (Afternoon & Evening)

Pick Up Location(s)	Time	Drop Off Destination(s)
SOME @ 71 O St NW	2:00 pm (Non-Alert)	Adam’s Day Center @ 2210 Adams PI NE Downtown Day Center@ 1313 NY Ave NW
	2:00 pm (Alert)	Adams Place Men’s Shelter New York Ave Men’s Shelter 801 East Men’s Shelter Church of the Epiphany @ 13th & G St NW Downtown Day Center@ 1313 NY Ave NW
Adam’s Day Center @ 2210 Adams PI NE	3:30 pm	New York Ave Men’s Shelter Covenant House @ 7 New York Ave NE 13th & G Street NW
	4:15 pm 5:45 pm	New York Ave Men’s Shelter 801 Men’s Shelter (also serves Harriet Tubman @ DC General)
	7:00 pm	New York Ave. Men’s Shelter 801 East Men’s Shelter (also serves Harriet Tubman @ DC General)
North Capitol & Mass Ave. NE	4:30 pm	Covenant House @ 7 New York Ave NE New York Ave Men’s Shelter Adams Place Men’s Shelter
	5:30 pm	
	6:30 pm	
	7:30 pm	
	8:00 pm	
Church of the Epiphany at 13th & G Streets, NW	4:30 pm 6:30 pm 7:30 pm 8:30 pm	Adams Place Men’s Shelter 801 East Men’s Shelter New York Ave Men’s Shelter
	7:15 pm 8:30 pm	North Capitol & Mass Ave. NW 8 th and H Street NE Eastern Market Metro @ 701 Pennsylvania Ave SE 1205 Good Hope Road SE (Corner of Martin Luther King Jr. Ave SE and Good Hope Road SE)

		Malcolm X Recreation Center @ 1350 Alabama Ave SE
Downtown Day Services Center@ 1313 New York Ave NW	5:30 pm (Alert)	Salvation Army @3355 Sherman Ave NW Kennedy Rec Center @ 1401 7 St NW Banneker Rec Center @ 2500 Georgia Ave NW (also serves Community of Christ and Nativity Women’s Shelter)
	5:30 pm	7 th and D Street SE Malcolm X Recreation Center @ 1350 Alabama Ave SE (also serves Pat Handy, Harriett Tubman, New covenant, Sherwood Rec Center and Greenleaf Rec Center)

4.6 SCHEDULED TRANSPORTATION FOR FAMILIES

There is no scheduled transportation for families during the hypothermia season. Daily, VWFRC will notify UPO of families that need transportation services to and from VWFRC. This transportation is only provided on days/evenings when a hypothermia alert has been called and only for families who have been determined eligible for shelter (or have an Interim Eligibility designation) and have been given a specific placement designation. Families who have been given a placement referral and are awaiting a placement designation may remain at 920 Rhode Island Avenue, NE until transportation is provided. Accessible transportation for persons with disabilities is provided upon request.

4.7 TRANSPORTATION FOR MINORS AND TRANSITION AGE YOUTH (TAY)

Transportation protocols for minors and Transition Age Youth (TAY) differ depending on the age of the youth or young adult.

Minors. UPO does not transport minors. For unaccompanied **minors under the age of 12**, please contact the DC Child and Family Services Agency Hotline at 202.671.7233 or MPD by calling 911. These agencies coordinate closely and either may be contacted for assistance.

For unaccompanied **minors between the ages of 12 and 17**, the best number to call is the Sasha Bruce Youthwork Hotline at 202.547.7777. This hotline is operated out of Bruce House and staffed 24 hours a day. If a young person does not have access to transportation and calls the Sasha Bruce Youthwork

Hotline, an outreach worker or taxi (depending on the time of day and availability of staff) will be dispatched to bring the youth to safety.⁷

Transition Age Youth. For Transition Age Youth (TAY) between the ages of 18 and 24, contact the DC Shelter Hotline at 202.399.7093.

Opening of 24 hour Youth Drop-In Center May Impact Youth Transportation Protocols

The District is in the process of opening its first 24-hour youth drop-in center. Transportation protocols for TAY are subject to change once the drop-in center is opened. If protocols change, this plan will be updated and reposted, and all relevant partners and stakeholders will be notified directly of the changes.

⁷ Sasha Bruce works closely with District Government agencies, including DHS, MPD, and the Child and Family Services Agency (CFSA), to get young people home safely. We know young people may be intimidated if immediately referred to the government or picked up by police, so the District works closely with its nonprofit partners to make sure young people have a safe and welcoming place to go when they need help.

5. SERVICES COORDINATION

5.1 MEALS

Food service for families at District-owned temporary shelter locations will, at a minimum, include two meals a day. In motels where 100% of units are contracted for overflow, the motels will provide breakfast and a hot dinner meal will be served on site via contract with an outside vendor. In facilities where meal service is not possible, DHS will work to the maximum extent possible to ensure rooms are equipped with microwaves and refrigerators. Gift cards and/or other forms of financial assistance for food will be provided as needed on a case-by-case basis, and motels will be supplied with non-perishable snacks to help in the case of late night placements and emergency situations. In all cases, information regarding provision of meals and food resources will be discussed with families at the time of placement.

For unaccompanied individuals, evening meals are provided nightly at the year-round, seasonal, alert night, and overflow shelters. Additional meals are provided to sites which are open during the daytime when a Cold Weather Emergency is in effect.

5.2 STREET OUTREACH SERVICES

The District government contracts with a number of agencies to provide outreach services during hypothermia season and extreme weather conditions. The ICH facilitates a work group comprised of these District-funded outreach providers, privately funded outreach teams, and the outreach specialists at DHS and DBH to ensure that community resources are strategically deployed and effectively coordinated.

The outreach agencies provide a vital function in our homeless services system, working to engage vulnerable individuals and to connect them to shelter and housing resources. Through this engagement process, the teams provide an array of services, including routine safety checks and the provision of essential survival items (e.g., food, water, blankets, hats, gloves, socks, thermal underwear) for clients who are not yet willing or able to come into shelter, connection to shelter and support services for clients willing and able to accept assistance, and crisis evaluation to determine when additional measures (e.g., involuntary hospitalization evaluation) are needed to protect individuals from cold weather injury.

Additionally, while every effort will be made to secure client cooperation with voluntary transport to a warm and safe setting, if an individual refuses to go inside and conditions are such that the individual's wellbeing is believed to be at risk, community outreach teams may call on DBH's Community Response Team (CRT) or MPD for assistance executing an involuntary hospitalization, known in the District as an FD-12. It is important to note the following about the FD-12 process:

- Individuals authorized to complete the FD-12 form include a DBH officer-agent, an MPD officer, a physician, or a licensed psychologist.

- Regardless of who executes the FD-12 paperwork, MPD should be called to assist with transport. It is important to note that DBH policies prohibit DBH staff from providing transport for an involuntary hospitalization.
- When an FD-12 is executed by an authorized agent other than MPD, and MPD is called to assist with transport, *MPD does not need to witness the behavior directly* to proceed with transport.

Individuals will be taken to Comprehensive Psychiatric Emergency Program (CPEP) or to other local emergency departments for emergency physical and mental health evaluation in accordance with provisions of the Ervin Act (78 Stat. 944; D.C. Official Code § 21-521).

Calls for Information Regarding Outreach Services

Calls for information regarding outreach services should be directed to the DC Shelter Hotline at 202-399-7093 or the Mayor’s Call Center at 311. UPO will triage the appropriate safety check and outreach services to those persons in need of outreach services.

5.3 POLICE AND OUTREACH PROVIDERS COOPERATION

MPD is committed to assisting homeless outreach agencies and workers who wish to enter a vacant building to engage a person who is homeless whenever there is a safety risk in the opinion of the outreach representative. Assistance from MPD may be obtained by calling 911.

MPD officers also play an important role in protecting vulnerable individuals who are unable or unwilling to go inside during extreme cold weather situations. As explained above in Section 5.2, while every effort will be made to secure client cooperation with voluntary transport to a warm and safe setting, if an individual refuses to go inside, outreach staff may contact MPD for assistance executing an FD-12, or for assistance with transport once an FD-12 has been issued by another authorized entity.

5.4 MENTAL HEALTH SERVICES

If a service provider is concerned about a client’s mental health stability, a request may be made to the Community Response Team (CRT) at DBH. The CRT is a 24 hours a day, 7 days a week service. When called, the team will attempt to link or re-link the consumer to mental health services or provide a crisis assessment and initiate the appropriate intervention. DBH staff will provide community outreach workers with orientation, training, and written materials to increase their understanding of psychiatric impairments and how to make an initial determination of whether DBH involvement is needed. The overarching goal is to protect the health and safety of the consumer, especially during severe weather conditions.

Community outreach providers will work closely with the DBH CRT team and may contact the CRT team directly when assistance is needed. Members of the public attempting to seek assistance for an unsheltered individual experiencing a psychiatric crisis should always contact the DBH CRT team at (202) 673-6495.

5.5 HEALTH SERVICES AND DETOXIFICATION SERVICES

Unity Health Care (UHC) operates year-round clinics at various shelter locations, including Federal City Shelter, 801 East Shelter, New York Avenue Shelter, the Pat Handy Center, Adams Place Shelter, and Adams Place Day Center. It also operates a mobile medical outreach van for non-sheltered persons who are homeless. Persons in need of non-emergency medical care or treatment who are able to wait until the clinics open the next day will be referred to UHC for follow-up. FEMS should be contacted for persons in need of emergency health care and/or immediate transport to a hospital.

Comprehensive detoxification services from alcohol and opioids are available at the Psychiatric Institute of Washington (PIW) for those requiring/requesting assistance. PIW is located at 4228 Wisconsin Avenue NW (phone: 202- 885-6510) and assessments are offered 24 hours a day, 7 days a week. MPD is responsible for transporting persons in need of detoxification services. Individuals who are uninsured, or are DC Residents with Fee-For-Service Medicaid, must first visit the Assessment and Referral Center (ARC), Monday through Friday, 7:00 a.m. to 6:00 p.m. at 75 P Street NE (at the intersection of P Street and Florida Avenue) for a referral to PIW.

5.6 SERVICES FOR LESBIAN, GAY, BISEXUAL, TRANSGENDER, AND QUESTIONING (LGBTQ) COMMUNITY

The District is committed to ensuring the safety and well-being of all persons served by the Homeless Services Continuum of Care. Gender expression, gender nonconformity, or the fact that a person is transgender may not be used as a factor by District government agencies or providers funded by the District government in determining access to programs and services. Without exception, all persons who are eligible to receive homeless services in the District of Columbia may receive services at a facility serving persons of the gender with which he/she identifies regardless of the sex assigned at birth, whether or not he/she has had medical procedures to align his/her physical bodies with his/her gender expression. Staff should also ensure that individuals know that there is a co-ed shelter during hypothermia season, in case the individual would feel most safe in a co-ed environment.

In sex-segregated facilities, the service provider, in consultation with the client, will make individualized decisions about where to place the client within the facility based on the level of comfort, safety, and degree of privacy required to preserve physical and mental well-being. Low-Barrier, Seasonal, Hypothermia, and Overflow Shelter providers that are not able to make an appropriate accommodation for safety or privacy concerns onsite should contact the DC Shelter Hotline at 202-399-7093 so that the client may be transported to a facility that can make such an accommodation. Clients waiting for a pickup by UPO must be provided with a safe location in which to wait.

For more information on the District of Columbia Homeless Services Continuum of Care Policy on Serving Transgender and Gender Nonconforming Clients, please visit TCP's website at <http://www.community-partnership.org/>.

5.7 SERVICES FOR THE LATINO COMMUNITY

Printed materials will be provided in Spanish for distribution to organizations that primarily serve the Latino community. The District Shelter Hotline will seek to have bilingual staff at the Hotline office, and has minimally one bilingual driver. UPO will have access to interpretation services for Spanish-speaking callers through Language Line Services at 1-800-367-9559.

As cited in the section above, the District is committed to ensuring the safety and well-being of all persons experiencing homelessness. All individuals, regardless of legal status, will be provided access to shelter to prevent cold weather injury.

5.8 SERVICES FOR SURVIVORS OF DOMESTIC VIOLENCE

Individuals experiencing domestic violence should keep the following guidance in mind:

- 1) If in immediate danger, call 911.
- 2) If fleeing domestic violence and lacking safe housing, but have time to assess options, call the DC Victim Hotline (available 24 hours) at 1-844-443-5732 (1-844-4HELPDC).
- 3) If no domestic violence beds are available, contact the DC Shelter Hotline at 202-399-7093.

If a client calling the DC Shelter Hotline discloses domestic violence, shelter hotline staff will share information on available scheduled pick-up locations to allow the client to determine the safest location. If the client is calling for an unscheduled pick-up, shelter hotline staff will confer with the client about his/her ability to access a safe location while they wait, and will determine the pick-up location based on the client's safety needs.

Domestic violence resources and information will be made available at all shelters, including hypothermia sites. If a client discloses domestic violence to a shelter provider, the provider will review options with the client, including calling the DC Victims Hotline (if that is desired but has not already been attempted), identifying a location within the facility that maximizes the client's safety and privacy, or – if the facility cannot make an appropriate accommodation – contacting the DC Shelter Hotline for transport to an alternate location with bed availability. Clients waiting for a pickup by UPO must be provided with a safe location in which to wait.

5.9 INTERPRETATION SERVICES

Interpreters are available through Language Line Services, a professional, telephone-based interpretation service that provides interpreter assistance in more than 140 languages, seven days a week, 24 hours a day. UPO has access to Language Line Services through a toll free number made available by DHS, 1-800-367-9559.

5.10 SUPPLIES

TCP works closely with volunteers and nonprofit agencies to secure supplies for distribution and use during the hypothermia season. An ample inventory of other supplies will also be on hand, namely,

sleeping bags and essential items to guard against the effects of the cold such as hats, gloves, scarves, socks, and thermal underwear. TCP and the UPO hypothermia staff will coordinate the retrieval and storage of all supplies. Any provider seeking supplies should contact the DC Shelter Hotline directly.

Donations During Hypothermia Season

Community members, faith-based groups, and other volunteer organizations that have items to donate and/or who want to participate in providing survival items to clients on the street are asked to contact Tom Fredericksen at TCP at 202-543-5298 to allow the District to better coordinate these donations and activities. The District welcomes volunteers, but wants to ensure that groups are working in coordination with trained outreach staff to deliver services to our vulnerable neighbors in the most efficient and systematic manner citywide.

5.11 TRAINING

Training for outreach workers and shelter providers on the District's hypothermia season protocol will be conducted by TCP in conjunction with DHS and DBH. All agency directors or designated staff directly involved in the provision and management of hypothermia-related services will be required to attend an initial review of protocols, processes, communications, and responsibilities related to the upcoming hypothermia season.

Ongoing hypothermia-related training opportunities, including training on customer-service topics and the Homeless Services Reform Act (HSRA), will be offered during the season at times and places that are convenient for staff members involved in the provision of hypothermia services.

6. UNACCOMPANIED MINORS AND TRANSITION AGED YOUTH

Over the past four years, members of the ICH Youth Committee have been working hard to both expand and enhance the services available to youth⁸ experiencing homelessness in the District. In 2015, the youth system launched the Youth Coordinated Assistance and Housing Placement (CAHP) to enhance coordination across providers, facilitate access to services, and ensure that limited resources were being targeted as effectively as possible. During that same year, the community also began conducting an annual youth census to improve our understanding of the number, characteristics, and needs of youth experiencing homelessness in the District. Finally, a number of additional emergency shelter and transitional housing beds were brought online, many of which were dedicated to LGBTQ youth. This programming expansion allowed us to further engage youth and learn more about the barriers they faced and how programs must be modified to meet their unique needs. All of these steps laid the groundwork for a comprehensive plan to prevent and end homelessness among youth. That plan, Solid Foundations DC, was approved unanimously by the ICH in December of 2016 and released to the public in the spring of 2017.

Solid Foundations DC identifies a range of program interventions needed within the District's homeless services system to stabilize and assist young people experiencing a housing crisis and to ensure homelessness among youth is brief, rare, and nonrecurring. As with Homeward DC, the strategies in Solid Foundations DC will take time to implement; we will not be able to bring all of the needed programs to scale overnight. Accordingly, the information in this FY2020 Winter Plan is to ensure that, in the meantime, the District government and its network of providers have strategies in place to ensure that vulnerable youth have a safe place to go and are protected from cold weather injury during the hypothermia season.

6.1 UNACCOMPANIED MINORS (<18 YEARS OF AGE)

The system for responding to the needs of unaccompanied children under the age of 18 is fundamentally different from the system designed to assist adults, and there are a number of resources dedicated to minors who have left home without permission or who are experiencing homelessness.

The Strengthening Teens Enriching Parents (STEP) Initiative was developed in September 2017 in response to Mayor Bowser's call to action to address the issue of youth reported missing to police. STEP is a voluntary prevention/intervention program that lasts for up to six months depending on the youth's and family's needs. STEP is a collaboration between DHS, the Child & Family Services Agency (CFSA), the Department of Youth Rehabilitative Services (DYRS), Court Social Services (CSS), and Sasha Bruce Youthwork. Through a daily call, partner agencies ensure that youth reported missing to MPD are assigned to a lead agency. Youth already engaged with CFSA, CSS, DHS, or DYRS are assigned to those agencies as leads; youth not already engaged with one of these agencies are assigned to a STEP case manager or Sasha Bruce for outreach. Each lead agency is required to determine why the youth was

⁸ The term "youth" includes anyone under the age of 25. For programming purposes, it is broken down into Transition Age Youth (TAY), ages 18 to 24 (+364 days), and minors under the age of 18.

reported missing and what services/interventions can be put in place to support the youth and family and reduce the likelihood of additional missing persons reports. The ultimate goal is to reduce the likelihood of future incidents (of the youth running away or being kicked out) by providing families with tools to resolve conflict in a healthy way and ensuring youth have the support of caring adults.

For those youth who do not immediately return home, the Sasha Bruce Youthwork Bruce House, a 24-hour facility for minors, provides emergency shelter to minors to ensure that youth have a safe place to stay while the situation is being resolved. Current capacity for unaccompanied minor children is 15⁹ beds.

Family reunification is the goal whenever minors can return home safely, and when they cannot, CFSA is engaged. Consequently, there is a high turnover rate on beds earmarked for minors.¹⁰ The ICH monitors bed utilization over the hypothermia seasons to ensure the District is deploying resources as strategically as possible.

While the STEP Program is targeted to minors who are reported missing, similar services are available to minors who leave home and are *not* reported missing by a parent. Any minor, or anyone that comes into contact with a minor on the street, can request assistance by calling the Sasha Bruce Youthwork Hotline, at (202) 547-7777.

6.2 TRANSITION AGED YOUTH 18 TO 24 YEARS

A number of new shelter beds for Transition Age Youth (TAY) have come online, with more beds being added in FY2020. (See Table 9 below.) Additionally, under the Solid Foundations DC plan, additional beds/units of varying program types are being brought online. This is notable because having more transitional housing, rapid re-housing, and extended transitional housing earmarked for TAY ensures we have the resources to help youth exit shelter more quickly to a more stable environment, which in turn helps us reserve emergency beds for young people with no safe alternatives.

Table 9: System Capacity – Unaccompanied Transition Aged Youth (18 – 24)

Type of Bed	Inventory	New in FY2020	Total
TAY Shelter	108	60	168

Ideally we would have a developmentally appropriate resource for every young person who presents, but as discussed in the opening of this section, it will take time to scale youth programming. In instances

⁹ The Youth System regularly tracks utilization of minor beds. This plan will be updated if more minor beds are needed over the hypothermia season.

¹⁰ According to the District’s Framework for Serving Unaccompanied Minor Children, shelter and reunification services for unaccompanied minors may be provided by the homeless services system for up to three days without parental or court approval. Average stay is 21 days, but can be extended as needed. Using an average three-week length of stay, these beds will be able to provide shelter for an estimated 430 youth over the course of the year.

where no dedicated beds are available, TAY can access shelter at any of the District's low-barrier shelters, including year-round, seasonal, alert night, and overflow facilities. In cases where a youth has entered an adult shelter but prefers placement in a youth-specific facility, the youth will be transferred to a dedicated TAY resource as it becomes available.

6.3 OUTREACH & IN-REACH SERVICES FOR YOUTH

Youth-focused outreach is conducted year-round by a variety of youth serving agencies. In addition to the youth-focused outreach, there are street outreach organizations that cover catchment areas across the city. These outreach organizations engage with all persons experiencing unsheltered homelessness in their respective catchment areas regardless of age. Providers and partners should refer to the youth transportation protocol outlined in Section 4.7 to connect a youth on the street to shelter or services.

Ongoing data tracking in the ICH Youth Committee shows us that we continue to have a fairly significant number of TAY accessing the adult low-barrier shelter system who did not appear on the District's youth CAHP system registry (meaning they were directly accessing the low-barrier shelter system, versus being referred there from youth providers because youth beds were at capacity). While it is always up to the youth to access the program they feel is most appropriate for them, we want to ensure youth are aware of their options. Accordingly, the ICH Youth Committee will continue to analyze utilization data throughout the winter to continue doing targeted shelter in-reach. Likewise, training will be provided to all low-barrier shelter operators on youth system resources, referral protocols, and techniques for offering more developmentally appropriate services in the context of the adult low-barrier system.

7. COMPLAINTS & GRIEVANCES

7.1 HOMELESS SERVICES MONITORING

DHS monitors shelter operations year-round to ensure that clients are being served well and to note any corrective actions that must be taken. When corrective actions are required, these actions must be accomplished within a given time, and DHS will confirm that they have been completed.

7.2 COMPLAINTS OR SUGGESTIONS

Customers with specific concerns may report an incident or file a complaint with the Homeless Services' Office of Program Review, Monitoring and Investigation (OPRMI) Unit through the following avenues:

DHS Website: dhs.dc.gov/page/suggestions-and-complaints

Email: OPRMI@dc.gov

Telephone: 202-673-4464 (Hotline)

Postal Mail: OPRMI, 64 New York Avenue, NE, 6th Floor
Washington, DC 20002.

APPENDIX A: SHELTER LOCATIONS – SINGLE ADULTS

Appendix A outlines locations that we will be used to provide shelter for single adults during the FY19 hypothermia season. As mentioned throughout this plan, overflow sites are not listed to prevent individuals from seeking shelter at closed sites.

An individual seeking assistance (directly or on behalf of another individual) should always call the DC Shelter Hotline at 202-399-7093 to be directed to a location with availability.

Table 10: Men’s Shelter –Year-Round Low-Barrier Sites

Name of Shelter	Location
801 East Shelter	801 Making Life Better Lane, SE
Adams Place Shelter	2210 Adams Place, NE #1
New York Avenue Shelter	1355-57 New York Ave., NE

Table 11: Men’s Shelter –Seasonal & Hypothermia Locations

Name of Shelter	Location
801 East Shelter	801 Making Life Better Lane, SE
Adams Place Shelter	2210 Adams Place, NE
Banneker Recreation Center	2500 Georgia Ave, NW
Community for Creative Non-Violence (CCNV)	425 Second Street, NW
Kennedy Recreation Center	1401 7 th Street, NW
Malcolm X Recreation Center (Co-Ed)	1351 Alabama Avenue, SE
New York Avenue Shelter	1355 New York Ave, NE
Salvation Army	3335 Sherman Ave, NW

Table 12: Women’s Shelter –Year-Round Low Barrier Sites

Name of Shelter	Location
Harriet Tubman, D.C. General Building 27	1910 Massachusetts Ave, SE #27
Nativity Shelter	6010 Georgia Ave, NW
Patricia Handy Place for Women	810 5th Street, NW

Table 13: Women’s Shelters –Hypothermia & Seasonal Shelters

Name of Shelter	Location
Community for Creative Non-Violence (CCNV)	425 2 nd Street, NW
Community of Christ	3526 Massachusetts Ave, NW
King Greenleaf Rec Center	201 N St SW
Malcolm X Recreation Center (Co-Ed)	1351 Alabama Avenue, SE
Nativity Shelter	6010 Georgia Avenue, NW
New Covenant Baptist	1301 W Street, SE
Sherwood Recreation Center	640 10 th St, NE

APPENDIX B: SHELTER, DROP-IN AND OUTREACH LOCATIONS – YOUTH

Appendix B outlines locations that will be used to provide shelter to Transition Age Youth and unaccompanied minors during the FY2020 hypothermia season.

Table 14: Youth Shelters

Name of Shelter	Population Served	Location
Low-Barrier Crisis Beds (Casa Ruby)	Unaccompanied Youth Aged 18 to 24 (LGBTQ safe space, open to all youth 18-24)	7530 Georgia Ave, NW
Muriel’s House	Families Headed by a Youth Aged 16 to 21	Location not public - contact: 202-696-0043 for more information
The Sanctuary (Covenant House)	Unaccompanied Youth Aged 18 to 24	129 Yuma St, SE
BruceHouse (Sasha Bruce Youthwork)	Minor Children	1022 Maryland Ave, NE

Table 15: Youth Drop-In Centers

Youth Drop-In Centers	Population Served	Location
LAYC’s DC Safe Housing Drop-In Center	Unaccompanied Youth Aged 18 to 24	1419 Columbia Rd, NW
Sasha Bruce Youthwork’s Barracks Row Drop-In Center	Unaccompanied Youth Aged 18 to 24	741 8th St, SE
Casa Ruby’s Drop-In and Respite Center	Unaccompanied Youth Aged 18 to 24 (LGBTQ safe space, open to all youth 18-24)	7530 Georgia Ave, NW
Covenant House Service Center	Unaccompanied Youth Aged 18 to 24	2001 Mississippi Ave, SE

Table 16: Youth Street Outreach Teams

Youth Street Outreach Teams	Population Served	Contact Information
Friendship Place	Unaccompanied Youth under 25	202-364-1419
Sasha Bruce Youthwork	Unaccompanied Youth under 25	202-506-7264
HERS Resiliency	Unaccompanied Youth under 25	202-643-7831

APPENDIX C: WINTER PLAN PHONE NUMBERS

Appendix C is a list of key phone numbers associated with the Winter Plan.

Table 17: Winter Plan Phone Numbers

Number	Purpose
Emergency/MPD: 911	For immediate medical emergency. If you see an unsheltered neighbor who appears to be unconscious or not breathing, or who is exhibiting erratic or threatening behavior, contact 911. Likewise, if you or someone you know is fleeing domestic violence and is in immediate danger, contact 911.
DC Shelter Hotline: (202) 399-7093 Mayor’s Call Center: 311	District of Columbia residents experiencing homelessness may call either of these numbers to seek shelter. Members of the general public may also call these numbers to request help for someone on the street.
Safe Place Hotline: (202) 547-7777	A 24-hour hotline that can assist when an unaccompanied minor is identified (e.g., via street outreach or other system partners) or otherwise presents for assistance anywhere in the community. RHY Hotline staff will dispatch an outreach worker or cab (depending on the time of day and availability of staff) to bring the youth to safety. A staff person will conduct an initial screening and determine appropriate next steps.
DBH Community Response Team Line: (202) 673-6495	DBH Community Response Team (CRT) will respond to individuals throughout the District who are experiencing a psychiatric crisis and who are unable or unwilling to travel to receive mental health services. CRT services are provided 24 hours a day, 7 days a week.
DC Victim Hotline: 1-800-799-SAFE (7233)	24 hour hotline that provides free, confidential, around the clock information and referrals for victims of all crime in the District of Columbia.
Donation/Volunteer Coordination:	Community members, faith-based groups, and other

<p>202-543-5298 (Tom Fredericksen at The Community Partnership)</p>	<p>volunteer organizations that have items to donate and/or who want to participate in providing survival items to clients on the street are asked to contact Tom Fredericksen at The Community Partnership at 202-543-5298 to allow the District to better coordinate these donations and activities. The District welcomes volunteers, but wants to ensure groups are working in coordination with trained outreach staff to deliver services to our vulnerable neighbors.</p>
<p>Language Line Services: 1-800-367-9559</p>	<p>For providers who need language related assistance, interpreters are available through Language Line Services: a professional, telephone-based interpretation service that provides interpreter assistance in more than 140 languages, seven days a week, 24 hours a day. DHS has made provisions for Language Line Services through the listed toll free number.</p>
<p>DHS Homeless Services Monitoring Unit: 202-673-4464 or http://dhs.dc.gov/page/shelter-monitoring</p>	<p>Advocates and/or consumers can report concerns or file a complaint related to Homeless Services with the Homeless Services Monitoring Unit by calling its 24-hour customer service number or by submitting a form online.</p>

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