

# DISTRICT OF COLUMBIA

## FY25 WINTER PLAN



***Important Telephone Numbers***

*DC Shelter Hotline: (202) 399-7093*

*Mayor's Call Center: 311*

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

*Call these numbers to seek assistance or request help for someone who needs assistance.*

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## INTRODUCTION

In compliance with the Homeless Services Reform Act of 2005 (HSRA), this FY25 Winter Plan<sup>1</sup> has been developed by the District of Columbia’s Interagency Council on Homelessness (ICH). The District of Columbia is one of only three jurisdictions that provide a legal right to shelter in hypothermic weather conditions. The HSRA mandates that a plan is in place by September of each year describing how District residents experiencing homelessness will be protected from cold weather injury.

### When is Hypothermia Season?

The Winter Plan generally covers the period beginning November 1 and ending on March 31. 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” is called by the District government. (See Section 2 for more information.)

In practice, the additional services provided under a hypothermia alert may begin before November 1 or extend beyond March 31 if the criteria for calling an alert is met.

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 2.0](#) (the District’s second strategic plan to end and prevent homelessness in the District) will take years to implement fully. Accordingly, the District is committed to ensuring it has effective strategies in place to protect residents experiencing homelessness from cold weather injury.

The District has a long and well-established history of expanding shelter resources and options, as and when appropriate, to protect residents experiencing homelessness against cold weather injury. We expect to draw on this extensive expertise as needed. Additionally, the District will gather partner feedback and share critical system updates monthly using the process described in Section 1.3.

## PLAN ELEMENTS

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 1 describes the process used to develop the plan;
- Section 2 describes the process for and the considerations involved in calling a hypothermia alert;

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<sup>1</sup> The District of Columbia government budgets by fiscal year, which starts on October 1 and ends on September 30. Fiscal year 2025 (FY25) starts October 1, 2024 and ends on September 30, 2025. Unless noted as “winter FY25” or “hypothermia FY25,” all references to “FY” in the plan refer to the entire fiscal year named versus just the winter months.

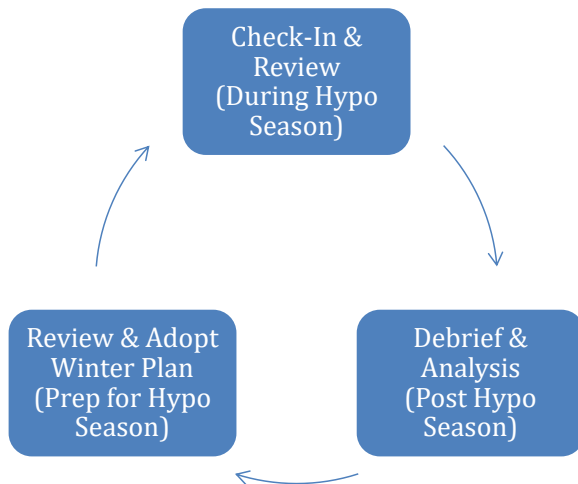
- Section 3 estimates shelter capacity needs as well as the plan for delivering the needed beds/units;
- Section 4 outlines the transportation services provided to ensure access to shelter and services;
- Section 5 describes the services provided to help clients access shelter;
- Section 6 discusses 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 or filing a complaint.

## 1. DEVELOPING, PUBLICIZING, AND UPDATING THE PLAN

The ICH Emergency Response and Shelter Operations (ERSO) Committee is responsible for supporting the development of the District’s Winter Plan. The Committee is involved in Winter Planning year-round as follows:

- **Check-In & Implementation Review During the FY24 Hypothermia Season** – ICH forums schedule monthly check-ins to provide critical updates, identify challenges, and solicit feedback from partners on the implementation of the approved Winter Plan.
- **Debrief & Analysis Post-FY24 Hypothermia Season** – ICH and partners consolidate and review the qualitative and quantitative data gathered during the hypothermia season.
- **Review & Adoption of FY25 Winter Plan in Preparation for Hypothermia Season** – ICH solicits edits to the Winter Plan from District agency partners, facilitates review of the proposed edits across the relevant ICH forums – especially the ERSO Committee, and finalizes the Winter Plan for adoption by the ICH Full Council.

Figure 1: Continuous, Year-Round Planning Includes Activities During, Post, and Pre- Hypo Season



### 1.1 CHECK-IN & REVIEW DURING THE IMPLEMENTATION OF THE FY24 HYPOTHERMIA SEASON

ICH forums obtained feedback from partners on what worked well and where changes or improvements are needed throughout hypothermia season. The following topics of concern were identified:

- **Communications about Alert Activations & the DC Gov Response, including extended hours for outreach teams and day centers:** The request is for resource guides that orient clients and staff to

resources, alert activations, and the DC government response, especially related to resources mobilized at the following critical junctures:

- At the start of the hypothermia season, especially during non-alert activations
- During hypothermia alerts that take place during the day or overnight on regular weekdays versus weekends versus holidays
- During cold weather emergencies that take place during the day or overnight on regular weekdays versus weekends versus holidays
- **Overflow Location for Women:** Request for downtown location.
- **Availability of Accessible Beds & Bathrooms:** Concern with late-night requests for placement.
- **Warming Buses:** Request for clarity on the budget and availability of warming buses, the process for identifying locations, and staffing or monitoring to deter illicit activities.
- **Shelter Hotline and Transportation Services:** Request for improved customer services in the delivery of hotline and transportation services, clarity around the transportation schedule and availability of on-demand transportation, and coordination with popular DCPL locations.
- **Meals:** Request for resources and job aides supporting food access for single adults, especially for warm meals.
- **Housing-Focused Case Management:** Gaps were identified in services offered at overflow locations and in the participation of Low-Barrier Shelters in the Youth Coordinated Assessment and Housing Placement (CAHP).
- **Respiratory Illnesses:** accounting for updates to Fall/Winter Respiratory Illness Plan
- **MPD Coordination:** Concerns re role of MPD in FD-12 (involuntary admissions)
- **Mental Health Services:** Request for support with resources on available interventions and support with services across outreach, day/drop-in centers, low barrier shelters, and overflow sites serving single and young adults.
- **Supplies:** Request to understand available supplies and clarity regarding distribution.
- **Inflow of Asylum Seekers or Migrants:** especially for the single adult subsystem, the Shelter Capacity Workgroup wanted to ensure that the inflow is accounted for in the utilization and forecast models used to predict the demand for shelter for the upcoming hypothermia season.
- **Late-Night Releases from the Department of Corrections (DOC):** Identified challenges with coordinating placements, especially for individuals who cannot be served well at low-barrier, congregate shelter settings.

To the extent the feedback is relevant to protection from cold weather injury, the FY25 Winter Plan integrates and accommodates it. All other feedback will be prioritized for integration into the Annual Work Plan for ICH Forums.

## 1.2 DEBRIEF & ANALYSIS POST-FY24 HYPOTHERMIA SEASON

Given the consolidation of feedback from monthly check-ins, the debrief and analysis post-FY24 Hypothermia season focused on:

- Shelter utilization during the FY24 Hypothermia Season for families, singles, and youth,
- Estimates for the number of beds/units needed for the upcoming season, and

- Shifts in the landscape, particularly related to families exiting from FRSP and the potential impact on the FY25 hypothermia season

To support the analysis, The Community Partnership for the Prevention of Homelessness (TCP) compiled and reviewed data on shelter utilization trends for single adults, families, and young adults. Additionally, DHS shared the results of their sophisticated forecast model for single adult shelters (which also serves as overflow for young adults) and their preparation to accommodate a 25 percent surge in family system entries. The following ICH forums supported the review and discussion of the analysis and projections: Shelter Capacity, Family System, and Youth. The ICH Shelter Capacity Workgroup finalized recommendations at the August workgroup meeting. Those recommendations are detailed in Section 3.3 of this plan.

Additionally, a key measure used to evaluate the success of winter plan operations is the number of hypothermia deaths among persons experiencing homelessness. As part of the FY16 winter planning process, a protocol was established to ensure that the Office of Chief Medical Examiner (OCME) immediately reports all deaths among persons experiencing homelessness to DHS so appropriate follow-up actions can be determined. OCME then confirms the information on the cause of death once established. During the FY24 winter, there were two (2) deaths in which the primary cause was Hypothermia.

**Table 1: Hypothermia Deaths in the District Among Persons Experiencing Homelessness**

Year	Hypothermia Deaths (Primary Cause of Death)	Hypothermia or Cold Exposure (Contributing Cause of Death)	Total Deaths Associated with Hypothermia or Cold Exposure
Winter FY20	0	0	0
Winter FY21	2	0	2
Winter FY22	3	0	3
Winter FY23	2	0	2
Winter FY24	2	0	2

### 1.3 REVIEWING AND ADOPTING THE FY25 WINTER PLAN

To draft the FY25 Winter Plan, the ICH Team worked with DC agency partners to propose edits to the FY24 Winter Plan. The proposed edits were reviewed at the August Shelter Capacity Workgroup and ERSO Committee meeting. The following feedback was documented:

- Outstanding Winter Plan Updates to be integrated as available:
  - Overflow locations for single adults
  - Transportation schedule, which requires the confirmation of overflow locations. Additionally, updated schedule to include routes specific to young adults.



- Areas for Consideration & Discussion at Full Council
  - Within the Context of the Winter Plan:
    - Warming Buses: request for additional/specific locations and staffing.
    - Options for Expanded Outreach and Behavioral Health Supports/Services, especially overnight/early morning hours 2 – 6 am
  - Beyond the Context of the Winter Plan:
    - Need for comprehensive seasonal planning that 1) addresses root causes and shared concerns and 2) standardizes communication, roles/responsibilities, process for drafting/adopting, and check-in/review during implementation.
    - Coordination with DOC late-night releases, especially for releases that are likely inappropriate to accommodate at low-barrier congregate shelter settings.
    - Migrant Services, including budget allocation and services for single adults and families.
    - Sufficient funding for the Family System:
      - FRSP funding to serve all families experiencing homelessness in FY25
      - Capital dollars to renovate/maintain family shelter locations for FY25
- Concerns to be tracked by ICH Forums during Hypothermia Season:
  - Demand for shelter to be tracked via Shelter Capacity and the relevant subpopulation WG:
    - Projections for families, especially the impact of families exiting FRSP during FY25
    - Utilization & Forecast for singles, including young adults
    - Updated Homeless Youth Census questions to survey young adults on shelter needs and preferences
  - Coordination with UPO and Shelter Providers via Shelter Capacity WG around:
    - ADA Bed Census and late-night access
    - Turnaway policies/protocols for improved/successful pickup of clients
  - Improved service delivery and connections for single and young adults via Shelter Solutions and Front Door Services WGs
    - Case Management,
    - Safety/Security,
    - Escalation and Complaints/Grievances, and
    - Quality – Training, Capacity Building, and Performance Management Quality
  - Communications via Shelter Capacity, Shelter Solutions, and CEWG WGs
    - To facilitate flow to specialized and temporary housing beds, especially for single and young adults
    - To standardize and create materials in advance so they can be translated into the appropriate language.

Once the Full Council adopts the updates to FY25 Winter Plan, the ICH Team will focus on reorganizing the Winter Plan so that it is focused on the details most pertinent to the FY25 Winter, moving historical and process-related information that is contextual like this section to the appendices.

To adopt the FY25 Winter Plan, the ICH Full Council met on 09/10, and the Full Council voted to adopt the Winter Plan with the following consideration:

- Corrections to the Family System projections outlined in section 3.3
- Request to consider adopting threshold criteria for mobilizing additional family system units. This suggestion would standardize the strategy and approaches across the Family and Single Adult systems but requires further analysis as it is novel. As such, it can be evaluated and further developed through the Shelter Capacity and Family System Workgroup in partnership with the appropriate ICH and DHS teams.
- Other minor edits to changes in the providers delivering services referenced in the plan and tables.

As noted above, now that the Full Council has adopted the FY25 Winter Plan, the ICH Team will focus on reorganizing it so that it is focused on the details most pertinent to the FY25 Winter, moving historical and process-related information that is contextual, like this section, to the appendices.

#### 1.4 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. This is particularly important for communicating shifts in operations especially during cold weather emergencies or multiple unexpected and impactful emergency events. Standard templates that can be updated easily and circulated as and when needed will be adopted.

Individuals seeking help for themselves 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 and printed on business cards that outreach agencies and other partners will distribute to individuals experiencing homelessness.

The District's Office of Unified Communications (OUC) will be notified of the Shelter Hotline number to ensure coordination of service requests 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 experiencing homelessness and needing assistance. Law enforcement agencies may also use the 311 line.

All interested persons may register for emergency alerts through Alert DC. This emergency notification system 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](https://dc.gov) or <http://hsema.dc.gov/page/alertdc>

The hypothermia media campaign is implemented and managed by DHS. The campaign, which will begin no later than November 1, 2024, 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 in 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 if they are homeless and in need of assistance or to report the location of individuals experiencing homelessness and possibly needing assistance, especially in hypothermic weather conditions.
- **Newspapers**: DHS will work with community newspapers throughout the season to feature the Winter Plan, the hypothermia shelter hotline, and resource guides developed to support clients and staff navigate available critical resources in publications such as Hill Rag, DC North, East of the River, and Street Sense.
- **Business Cards**: Pocket-sized business cards, including key emergency assistance telephone numbers, will be printed and distributed. The cards will be available in English and Spanish and distributed to the outreach community, providers, and those experiencing homelessness.
- **HopeOneSource**: HopeOneSource is a free text messaging application that allows District agencies and service providers to blast text messages to registered users. 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 the help they may need. To sign up for HopeOneSource text messages or to learn more, visit <https://www.hope1source.org/>.

Additionally, the Mayor's Office will support as follows:

- **Press Releases**: The Mayor's Office will issue a press release when the first hypothermia and cold weather emergency are activated for the season. The press release will detail any shifts in operations

**Commented [ER1]:** TBD. ICH is working to determine if this is still happening in practice and/or feasibility to reestablish text messaging based on confirmation from the ERSO CMTE and DHS.

and remind residents what to do in response to alert activations. Proceeding alerts will not trigger a press release.

- **Social Media Amplifications:** Every time an alert is issued, the Mayor’s Office will post a hypothermia alert graphic on Mayor Bowser’s social media. Agencies across city government will then amplify the social post. Alert DC will also send messages and post on social for each alert activation.

### 1.5 PROCESS FOR UPDATING THE PLAN

As mentioned above, during hypothermia season, the ICH ERSO Committee, which meets monthly, will continue to serve as a forum for identifying challenges with implementation, soliciting feedback from partners, and providing critical updates in implementing the approved Winter Plan. In addition to leveraging monthly ERSO meetings, DHS will continue to provide updates to stakeholders through the other relevant ICH Meetings, updated guidance, and other communication channels. In particular, the Shelter Capacity Workgroup will lead on monthly reviews of shelter capacity and utilization across all subsystems, leaning on the following subsystem- or topic-specific workgroups as needed.

In addition to the ERSO Committee, and specific to the feedback and issue areas outlined in Section 1.5, constituent concerns will be tracked across the following forums in the ICH Infrastructure:

Concern/Topic	Primary Forum	Supporting Forums
Demand for Shelter	Shelter Capacity WG	Front Door Services WG Youth CMTE Family System WG
Coordination with UPO & Shelter Providers	Shelter Capacity WG	Front Door Services
Improved Service Delivery & Connections for Single and Young Adults	Shelter Solutions WG	Front Door Services Behavioral Health WG Youth CMTE
Communications	Shelter Capacity	Front Door Services WG Shelter Solutions Consumer Engagement WG

To join the listserv for ICH Workgroups, constituents can email [ich.info@dc.gov](mailto:ich.info@dc.gov). Given the outstanding updates to be incorporated in the plan, outlined in Section 1.3, the ICH anticipates both material updates following the Full Council’s adoption of the Winter Plan and changes to support clarity in the organization and utilization of the Winter Plan. The ICH will evaluate updates to determine if they are technical amendments to be incorporated to the Winter Plan (e.g., edits to confirm how things work) or feedback that can be forwarded to a Committee for discussion and review (e.g., feedback to consider as committees debrief on the planning process, seasonal check-ins on implementation). To ensure transparency, the ICH will engage in the following approach for updating the plan:

- **Shift in Operations:** It is likely most appropriate to leverage monthly ICH meetings, especially the ERSO Committee, for review of operational changes rather than the Executive Committee or Full Council, so as not to delay edits to reflect what is happening in practice. The ICH will ensure the

Executive Committee and Full Council stay abreast of critical updates. The ICH will also post updates to the ICH Website.

- Updates to the Organization of the Plan to Support Clarity: Since these updates will not include content or material changes, approval by the Committee or Full Council is not necessary. However, the ICH will ensure updates are shared and posted to the website.

## 2. CALLING ALERTS

There are two types of alerts related to cold weather: Hypothermia and Cold Weather Emergency. This section describes the process and considerations involved in calling hypothermia and Cold Weather Emergency alerts. In prior years, monitoring temperatures and communicating alert status was critical because of the impact on shelter operations (e.g., hypothermia alert night shelters opening, shelters remaining open during daytime hours). More recently, low barrier shelters operate 24 hours, 7 days a week. Additionally, once activated, most overflow shelters operate on a nightly basis for the duration of the season. However, DHS will continue monitoring the weather and calling alerts to ensure staff have the information they need to support operations and that the District has historical data to support future planning efforts.

### 2.1 HYPOTHERMIA ALERTS

The District's Homeland Security and Emergency Management Agency (HSEMA), DHS, and meteorologists at the National Weather Service (NWS) in Sterling, Virginia, hold daily consultations to determine the following:

- real-time weather conditions and the likely conditions in the next 24 hours, and
- Seven (7) day forecast to supporting planning for potential alert conditions in line with the Winter Plan.

HSEMA will call hypothermia alerts when the NWS published forecast indicates that the following threshold criteria are met:

- Daytime: actual or forecasted temperature, including wind chill, is 32 degrees Fahrenheit or below
- Overnight: when the temperature is forecasted to be either:
  - 40 degrees Fahrenheit or below and the predicted chance of precipitation is 50% or greater
  - OR
  - 32 degrees Fahrenheit or below.

By 7:00 a.m. each day, DHS contacts HSEMA to determine actual or forecasted temperatures and alert status. Additionally, HSEMA and DHS will monitor the NWS website for the most current weather predictions.

At 7 am and 3 pm daily, DHS will send an email with the alert status to UPO and key personnel administering critical homeless services programs impacted by the alert status regardless of whether the status has changed.

Shelter providers may call the DC Shelter Hotline at (202) 399-7093 at any time to determine the alert status. The information on the alert status will also be posted and available for all interested parties on DHS's website at [www.dhs.dc.gov](http://www.dhs.dc.gov). It 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. The alert status is also sent out to individuals experiencing homelessness who have signed up for alerts via the HopeOneSource free text messaging app.<sup>2</sup>

DHS will keep a daily record of forecasts and alert status. This data will be available upon request during the season (contact the ICH at [ich.info@dc.gov](mailto:ich.info@dc.gov)) and reviewed by the ICH ERSO Committee during the debriefing session after the season is completed. See *Section 1.4 Publicizing the Plan* for additional information on alert notifications.

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## 2.2 COLD WEATHER EMERGENCIES

Starting in the winter of FY14, the District government implemented a “Cold Weather Emergency” strategy, which will continue in practice this winter. This strategy is broader than the ICH Winter Plan because it is designed to “ensure *all* residents, workers, and visitors are protected from extreme cold weather.” However, 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 NWS predicts extreme cold weather conditions, HSEMA will convene a conference call with staff from DHS, DBH, the Department of Health (DOH), the Office of the City Administrator (OCA), the Deputy Mayor for Health and Human Services (DMHHS), and others as necessary to decide whether current or predicted conditions necessitate activating a Cold Emergency Alert. The District may provide enhanced services if a cold weather emergency is activated. 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), the deployment of warming buses, additional outreach and transportation measures to protect unsheltered residents unwilling or unable to come inside, and coordination of services for other vulnerable populations (e.g., seniors).

## 2.3 COMMUNICATING SHIFTS IN OPERATIONS

To expedite communication during hypothermia alerts and cold weather emergencies, ICH and DHS will collaborate with the relevant ICH Committees and Workgroups to design standard templates by October 31, 2024 for quickly communicating the following shifts in operations:

- Hours for Day/Drop-In Centers, Low Barrier Shelter, and Overflow/Seasonal Shelters

- Hours and Locations for Warming Buses or other Critical Infrastructure Supports, and
- Transportation Schedule Updates

For all locations that do not operate 24 hours, 7 days a week, communication materials will clarify any changes in the hours of operations in response to daytime alerts (hypothermia or cold weather).

Relevant ICH Committees and Workgroups include the ICH Consumer Engagement Workgroup (CEWG) which can support in highlighting the information most critical for clients. One example is the transportation protocols for clients. Communication materials will highlight the information clients need to know to ensure successful pick-up and drop-off.



### 3. EMERGENCY SHELTER

This section describes the type of shelter available during hypothermia alerts, the process used to estimate demand for shelter, and the plan for delivering the number of beds/units needed. To access shelter, including transportation, call the DC Shelter Hotline at 202-399-7093.

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

The District will use two types of shelter for adult individuals.

- Year-Round Low-Barrier Shelters provide shelter and various services.
  - Locations – See Appendix A: Shelter Locations for Single Adults.
  - Hours of Operation – Most operate 24 hours, 7 days a week.
    - There is one exception: St. Josephine’s for Women operates from 7 pm to 7 am.
    - Also, daytime closures may be required to facilitate deep cleaning and necessary maintenance and repairs. Planned daytime closures will be discussed with partners as described in Section 1.4 of this plan.
  - Encouraging Consistency – Individuals staying in low barrier shelters will be encouraged to remain at the same location and bed throughout the season, although individuals can, of course, leave the shelter to take care of personal business.
- Overflow Shelters will operate based on demand only after year-round low barrier shelters are at or near capacity. Some critical features for operating overflow shelters include:
  - Activation – The threshold for activating available overflow shelters is population specific:
    - Men: a total of 20 vacant beds across all low-barrier and overflow beds and
    - Women: a total of 10 vacant beds across all low-barrier and overflow beds.
  - Duration – once an overflow shelter is open, for as long as there is consistent demand, the District will make every effort to operate overflow shelters for the duration of the season, notwithstanding significant issues that may arise.
  - Hours of operation – Overflow shelters generally operate from 7 pm to 7 am
    - Exceptions are alert-activated overflow shelters. The plan currently includes the CCNV Drop-In Center (for Men) operating only during alerts.
    - Any additional sites mobilized in addition to those listed here in the plan may only operate during alert nights.

- Mobilizing Additional Sites – Together, DHS and TCP monitor capacity levels carefully. As the number of vacant beds falls below the threshold for overflow capacity, DHS and TCP will activate any additional overflow sites available, leveraging standby staff to operate the shelters as needed.
- Location details: Only the overflow locations associated with low barrier shelter sites are listed in this plan. All other overflow locations are not advertised in this plan to prevent individuals from presenting at locations that are not operational.

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

The Virginia Williams Family Resource Center (VWFRC) operates Monday-Thursday 8:30am to 4:00pm and Friday 8:30am to 12:00pm. Clients can complete the intake either virtually or in person. For the safety of staff and families, DHS encourages families to complete the eligibility process for homeless services by contacting VWFRC on (202) 526-0017 or by using the Shelter Hotline (202) 399-7093. When the families contact either of those numbers, they will be connected to a member of the VWFRC team.

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.

Concerns can be flagged at [VWFRC.Concerns@dc.gov](mailto:VWFRC.Concerns@dc.gov).

### 3.3 ESTIMATING SHELTER CAPACITY NEED

As part of the District’s preparation for hypothermia shelter needs, the ICH Shelter Capacity Workgroup – a Workgroup under the ICH ERSO Committee – evaluates estimates of the numbers of individuals and families anticipated to need shelter during the upcoming winter.

Annually, TCP analyzes shelter utilization during hypothermia season, including the maximum, minimum, median, mode, and average occupancy of shelters serving Men and Women on alert and non-alert nights.

*Table 2: Occupancy of Men and Women Shelters on Alert and Non-Alert Nights, Nov 2023 – Apr 2024*

Population	Alert Status	Maximum	Minimum	Median	Mode	Average
All Men’s Shelters Combined	Alert Nights	1,244	930	1,097	1,151	1,099
	Non-Alert Nights	1,173	745	1,051	755	1,020
All Women’s Shelters Combined	Alert Nights	471	380	444	453	437
	Non-Alert Nights	470	375	431	425	423

For the third year, the ICH Shelter Capacity Workgroup also reviewed the DHS forecast model. The model uses shelter data from previous years, Point in Time (PIT) count data, weather data, and DC population data.

**Table 3: DHS Forecast of Beds for Single Adults (Men and Women) for the FY25 Hypothermia Season**

Month and Year	Bed Forecast for Single Men	Bed Forecast for Single Women	Total Bed Forecast
November 2024	1,210	425	1,635
December 2024	1,248	430	1,678
January 2025	1,288	490	1,778
February 2025	1,279	456	1,735
March 2025	1,284	467	1,751

The ICH Shelter Capacity Workgroup compared the two options. For the beds needed at the start of the season, the Shelter Capacity WG compared the average utilization to the forecast beds predicted for November. For the beds needed at the height of the season, the Shelter Capacity WG compared the max utilization to the max beds predicted by the forecast model for January. Additionally, concerns related to late-night releases from DOC and the continued inflow of asylum seekers and migrants, and young adults relying on single adult shelters are confirmed to be accounted for in the forecast model because everyone accommodated in shelter during hypothermia informs the modeling. To ensure an adequate buffer, the WG recommends going with the highest number for the start and height of hypothermia season.

**Table 4: Comparison of the FY24 Utilization Analysis and the FY25 Forecast Model**

Timing	Population	Utilization Data	Forecast Model	Recommendation
Start of Hypo	Men	1,099	<b>1,210</b>	<b>1,210</b>
	Women	423	<b>425</b>	<b>425</b>
Height of Hypo	Men	1,244	<b>1,288</b>	<b>1,288</b>
	Women	471	<b>490</b>	<b>490</b>

**3.3.1 CAPACITY NEEDS: ADULT MEN**

Based on the forecast model confirmed by the ICH Shelter Capacity WG, DHS will identify 1,210 beds at the start and 1,288 beds at the height of hypothermia season for single adult men. **Table 5: Shelter Capacity Overview, Adult Men Shelter** lists the available overflow shelters by facility name and estimated capacity identified at the time of the adoption of the Winter Plan. DHS will monitor shelter utilization to determine and activate additional overflow beds as needed at any point in the season.

*Table 5: Shelter Capacity Overview, Adult Men Shelter*

Name of Facility	Provider	Year-Round Beds	Overflow	Total
<b>Year-Round Locations &amp; Associated Overflow Capacity</b>				
New York Avenue	Catholic Charities	225		
801 East Shelter <sup>3</sup>	Catholic Charities	192	40	
Adams Place Shelter	Catholic Charities	150		
Emery	Coalition for the Homeless	130	60	
Living Life Alternatives (LGBTQ+)	KBEC Group, Inc.	28 <sup>4</sup>		
<b>Subtotal (Year-Round and Associated Overflow)</b>		<b>725</b>	<b>100</b>	<b>825</b>
<b>Overflow Capacity</b>				
Federal City Shelter 1 North	TBD		164	
Community for Creative Non-Violence (CCNV) Drop-In Center (Alert Night Only)	CCNV		134	
Mt. Moriah	TBD		50	
Penn Ave Baptist SE	TBD		45	
KBEC Family Life	TBD		40	
Church of the Epiphany	TBD		30	
<b>Subtotal (Overflow)</b>		<b>0</b>	<b>463</b>	<b>463</b>
<b>Total Capacity (Year-Round Plus All Overflow)</b>		<b>725</b>	<b>563</b>	<b>1,288</b>
<b>Target Recommended by Shelter Capacity WG (DHS Forecast Model)</b>				<b>1,288</b>

<sup>3</sup> 801 East location includes 192 low barrier beds, 140 specialized beds, and 40 overflow beds at the Day Center.

<sup>4</sup> Assumes a 70/30 split, meaning that 70% of the facility will likely serve individuals previously utilizing facilities for men.

### 3.3.2 CAPACITY NEEDS: ADULT WOMEN

Based on the forecast model and confirmed by the ICH Shelter Capacity WG, DHS will identify 425 beds at the start and 490 beds at the height of hypothermia season for single adult women. **Table 6: Shelter Capacity Overview, Adult Women**, lists the locations where beds will be located and the capacity at each site identified at the time of the adoption of the Winter Plan. DHS will monitor shelter utilization and activate overflow beds if additional beds are needed.

*Table 6: Shelter Capacity Overview, Adult Women*

Name of Facility	Provider	Year-Round Beds	Overflow	Total
<b>Year-Round Capacity &amp; Associated Overflow</b>				
D.C. General Building 9-Harriet Tubman	Catholic Charities	175		
Patricia Handy	N Street Village	155		
Saint Josephine Bakhita (formerly Nativity Shelter)	Catholic Charities	20		
Living Life Alternatives (LGBTQ+)	KBEC Group, Inc.	12 <sup>5</sup>		
Eve’s Place at Adam’s Place Day Center	DHS		40	
<b>Subtotal (Year-Round &amp; Associated Overflow)</b>		<b>362</b>	<b>40</b>	<b>402</b>
<b>Overflow</b>				
Community for Creative Non-Violence (CCNV) 2 South	CCNV		48	
Pat Handy Swing Space	TBD		75	
<b>Subtotal (Overflow)</b>		<b>0</b>	<b>123</b>	<b>123</b>
<b>Total (Year-Round Plus All Overflow)</b>		<b>362</b>	<b>163</b>	<b>525</b>
<b>Target Recommended by Shelter Capacity WG (DHS Forecast Model)</b>				<b>490</b>

<sup>5</sup> Assumes a 70/30 split, meaning that 30% of the facility will likely serve individuals previously utilizing facilities for women.

### 3.3.3 CAPACITY NEEDS: FAMILIES

The number of shelter units needed for families is determined by 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 FY25 hypothermia season, DHS began with a review of actual entries and exits for the past two hypothermia seasons (FY23 and FY24). This is depicted in Table 7: Actual Number of Families Served by Month During FY23 and FY24 Hypothermia Season below.

*Table 7: Actual Number of Families Served by Month During FY23 and FY24 Hypothermia Season*

	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
Families in shelter on last day of the prior month	180	192	213	194	195	181	251	259	267	265	267	254
(+) Entries	83	94	60	75	59	79	79	88	52	79	56	92
(-) Exits	70	73	79	74	73	86	71	80	54	77	69	83
Total Families	192	213	194	195	181	174	259	267	265	267	254	263

In FY24, the District continues to see an increase in the number of families seeking shelter placement. The District also continued to build on successes from past years by continuing to prevent homelessness through the Homeless Prevention Program (HPP), offering year-round access to shelter (which has helped normalize shelter utilization throughout the year), shorter lengths of stay in shelter and increased housing resources to help families exit shelter to permanent housing. This systemic change will assist in reducing family homelessness.

DHS has resumed program exits for more than 2000 families from the Family Rehousing and Stabilization Program (FRSP) after the public health emergency. While DHS is working with the DC Housing Authority to connect 1,300 families to the Housing Choice Voucher Program (HCVP), around 500 families may exit FRSP without connection to other housing resources. DHS data indicates that 15% of families who previously exited the FRSP program have returned to VWFRC seeking homeless services. Therefore, DHS did not include an improvement factor this year and has instead planned for increases in inflow throughout the winter months. As shown in **Table 9: Projected Number of Families by Month with 25% Surge in Entries, FY25 Hypothermia Season**, DHS has the capacity to accommodate a 25% surge in inflow each month above the average from the last two years (beginning in August), resulting in an increase in the census by the end of the season.

**Table 8: Average Number of Entries and Exits over the Last Two Fiscal Years**

	Oct	Nov	Dec	Jan	Feb	Mar
(+) Entries	81	91	56	76	58	86
(-) Exits	71	77	67	76	71	85

**Table 9: Projected Number of Families by Month with 25% Surge in Entries, FY25 Hypothermia Season**

	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Families in shelter on last day of previous month (Average of FY23 & FY24)	225	255	292	295	339	341
(+) Estimated Entries (based on a 2-year average, plus 25% surge)	101	114	70	120	73	108
(-) Exits	71	77	67	76	71	85
<b>Total Families</b>	<b>255</b>	<b>292</b>	<b>295</b>	<b>339</b>	<b>341</b>	<b>364</b>

**Table 10: Capacity Retained by Month, FY25 Hypothermia Season**

	Oct. 2024	Nov. 2024	Dec. 2024	Jan. 2025	Feb. 2025	March 2025
Short-Term Family Housing Units <sup>6</sup>	311	311	311	311	311	311
Apt Style Units <sup>7</sup>	46	46	46	46	46	46
<b>Total Capacity</b>	<b>357</b>	<b>357</b>	<b>357</b>	<b>357</b>	<b>357</b>	<b>357</b>

<sup>6</sup> Thirty-five units of Short-term Family Housing meet the HSRA definition of “apartment-style.”

<sup>7</sup> This includes the following locations: New Beginning Park Road (43) and three (3) single-family homes operated by Everyone Home DC.

Table 11: Shelter Capacity Overview, Family Shelter

Name of Facility	Provider	Year-Round Beds	Overflow	Total
<b>Year-Round Short Term Family Housing (STFH) &amp; Apt. Style Capacity</b>				
The Triumph	Community of Hope	50		
The Aya	CORE DC	50		
The Horizon	CORE DC	35		
The Terrell	CORE DC	35		
The Brooks	Friendship Place	50		
The Kennedy	National Center For Children and Families (NCCF)	45		
The Sterling	National Center For Children and Families (NCCF)	46		
New Beginning	National Center For Children and Families (NCCF)	43		
Atlantic, Corcoran & Kramer St. Units	Everyone Home DC	3		
<b>Subtotal (Year-Round STFH &amp; Apt. Style Capacity)</b>		<b>357</b>	<b>0</b>	<b>357</b>
<b>Transitional Housing (TH)</b>				
Kia's Place 3 Morse Street	Echelon Community Services	32		
New Start at Kia's Place (Kia's Place 1 & 2)	Echelon Community Services	25		
Partner Arms 3	Housing Up	13		
<b>Subtotal (Transitional Housing)</b>		<b>70</b>	<b>0</b>	<b>70</b>
<b>Total (Year-Round STFH, Apt. Style &amp; TH)</b>		<b>427</b>	<b>0</b>	<b>427</b>
<b>Target Recommended by Shelter Capacity WG (DHS Forecast Model, Height of Hypo)</b>				<b>364</b>



### 3.4 WARMING BUSES & SITES AVAILABLE DURING COLD WEATHER EMERGENCIES

During a Cold Emergency Alert, the District will continue operations according to the annual Winter Plan but take additional steps, as explained in *Section 2.2 Cold Weather Emergencies*, including activating Overnight Warming Sites.

Mobilizing additional services at existing low-barrier and overflow facilities: most low barrier shelter locations operate 24/7 and will be available for respite from the cold weather. Hours of operations may extend beyond the 7 pm and 7 am schedule to accommodate daytime hypothermia alerts and cold weather emergencies at low-barrier and overflow locations that are not open on a 24/7-hour basis throughout the season. Communication materials will highlight any shifts in operations.

Overnight Warming Sites are designated public buildings, including but not limited to public libraries, recreation centers, and senior wellness centers, serving as a 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 before 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.

When viable, deployment of warming buses will be informed by feedback from the ICH Front Door Services Workgroup and DHS Outreach Teams to ensure the most impactful areas are selected. For context, given the number of unsheltered individuals, the District mobilized WMATA buses to serve as mobile warming sites during the FY23 and FY24 hypothermia seasons when limited warming options were available throughout the District. For example, during the FY23 hypothermia season, up to four (4) warming buses were deployed during a cold snap that extended through the Christmas holidays. During the FY24 hypothermia season, up to five (5) warming buses were deployed during a cold snap over the second week of January, coinciding with the Martin Luther King (MLK) holiday.

Based on the last two years of mobilization, the ICH recommends that the District continue to make four (4) to five (5) warming buses available for deployment in late December or early January in coordination with the ICH Front Door Services (FDS) Workgroup (WG) and DHS outreach teams. In particular, the FDS WG and DHS Outreach Teams can help identify the most current hot spots so that DHS has a prioritized list of locations for warming bus interventions as and when warranted by the weather. DHS and emergency management partners mobilizing to deploy warming buses have the final say.

Based on feedback from DHS staff and consumer representatives, warming buses benefit from regular attention and outreach to address concerns related to smoking, sanitary issues, clients barring other clients from accessing the buses, etc. During the FY24 Hypothermia Season and the 2024 Heat Plan, buses deployed for warming and cooling purposes benefited from special attention from MPD and engagement from DBH outreach teams (including CRT and SOR-funded outreach when conducting outreach in identified areas). The ICH recommends continued coordination with MPD and DBH if warming buses are deployed during the FY25 hypothermia season.

By November 1 of each year, DHS, in coordination with 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 essential resource for those experiencing homelessness, especially during the winter months. For families, direct transportation is provided to Family Shelters from Virginia Williams Family Resource Center (VWFRC) and/or following Interim Eligibility Placement (IEP) determination via the hotline screening, which is available 24 hours, including during Hypothermia season. For single and young adults, during hypothermia season, DHS provides two types of transportation assistance captured in **Table 11: Transportation for Single and Young Adults Type, Description, and Hours** below.

To escalate concerns related to the provision of transportation services, please contact Dervin Brown at [dbrown@upo.org](mailto:dbrown@upo.org) or phone: (202) 238-4696.

**Table 11: Transportation for Single and Young Adults Type, Description, and Hours**

Type	Description	Hours
Scheduled	<p>Direct transportation in the mornings and evenings as follows:</p> <ul style="list-style-type: none"> <li>Mornings from shelters to service-enriched locations that can appropriately support single and young adults experiencing homelessness throughout the District.</li> <li>Evenings from service-enriched or designated pick-up locations back to the shelters.</li> </ul>	<p>TBD. Now that overflow locations are identified, DHS and UPO are assessing nearby services to identify routes that maximize access to critical services, especially meals, showers, and laundry.</p> <p>Once available, the details will be integrated as an amendment to the Winter Plan.</p> <p>To serve as a point of reference, FY24 details are included in the following sections:</p> <ul style="list-style-type: none"> <li>4.3 Morning Transportation Schedule (from Single Adult Shelters)</li> <li>4.4 Afternoon &amp; Evening Transportation Schedule (To Day Centers and Single Adult Shelters)</li> </ul>
Unscheduled or "on demand"	<p>Provided outside of scheduled transportation hours to assist vulnerable individuals in accessing shelter regardless of the alert status.</p>	<p>Not available for at least 30 mins:</p> <ul style="list-style-type: none"> <li>before the first scheduled transportation run and</li> <li>after the last scheduled transportation run.</li> </ul> <p>Additionally, breaks for drivers and the need to refuel or clean vans may prevent or delay the immediate provision of on-demand services.</p>

#### 4.1 COORDINATING TRANSPORTATION RESOURCES AND OUTREACH

UPO personnel conduct outreach, offering safety checks, warming items, and unscheduled transportation to shelters for clients in unsheltered locations. On each shift, at least one of the vans deployed by UPO will be accessible to 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 hotline call center. 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. Moreover, depending on weather conditions and demand for student transportation, OSSE Division of Student Transportation will set aside busses and make drivers available to support UPO with the transport of clients from unsheltered locations to shelters during Cold Weather Emergencies. This partnership ensures that UPO has the support required to meet demand during cold weather emergencies. The 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 other medical issues.

Regarding safety checks and the distribution of warming items, UPO vans will focus their outreach efforts on 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 their capacity to shelters with available beds. Outreach and transportation services, as necessary, will also be provided to persons experiencing homelessness who have called an emergency assistance number for service.

In extreme weather when roads are impassable, DHS will coordinate with the HSEMA so that HSEMA can facilitate transportation to shelters for persons in need as necessary.

#### 4.2 TRANSPORTATION FOR SINGLE ADULTS (MORNING SCHEDULE)

In the morning, transportation will be provided for both women and men from various shelter locations. Details from last year are included in the tables below as a sample.

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 the availability of the site 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 the schedule will be offered regardless of the alert status, subject to traffic conditions and winter weather challenges noted above.

**Commented [TS3]:** TBD. The transportation schedule will depend on successful contract negotiations with the proposed overflow location and transportation vendor.

**Table 12: Sample – Scheduled Transportation from Men Shelters (Morning)**

Pick Up Location	Time	Drop Off Destination(s)
Adams Place Men’s Shelter @ 2210 Adams Place NE	6:30 am -8:30 am	SOME @ 71 O St NW Adams Day Center @ 2210 Adams PI NE
	9:30 am	Central Union Mission @ 65 Mass Ave Downtown Day Center@ 1313 NY Ave Other Day Programs as available
	<b>Saturday/Sundays ONLY</b> 9:30 am	<b>800 Vermont Ave. NW</b>
801 East Men’s Shelter @ 2720 MLK, Jr. Ave SE	6:30 am -9:30 am	SOME @ 71 O St NW Adam’s Day Center @ 2210 Adams PI NE Central Union Mission @ 65 Mass Ave NW Downtown Day Center@ 1313 NY Ave NW
	8:30 am (Mon, Wed & Fri only)	Thrive DC @ 1525 Newton St NW Other day programs as available
	<b>Saturday/Sundays ONLY</b> 9:30 am	<b>800 Vermont Ave. NW</b>
New York Ave Men’s Shelter @ 1355 New York Ave NE	6:30 am -8:30 am	SOME @ 71 O St NW Adams Day Center @ 2210 Adams PI NE
	9:30 am	Central Union Mission @ 65 Mass Ave Downtown Day Center@ 1313 NY Ave
	<b>Saturday/Sundays ONLY</b> 9:30 am	<b>800 Vermont Ave. NW</b>
Emery Low Barrier Shelter @1725 Lincoln Road NE	<b>6:30 – 9:30am</b>	SOME @ 71 O St NW Adam’s Day Center @ 2210 Adams PI NE Central Union Mission @ 65 Mass Ave NW Downtown Day Center@ 1313 NY Ave NW

**Table 13: Sample – Scheduled Transportation from LGBTQ+ and Overflow Shelters (Mornings)**

Pick Up Location	Time	Drop Off Destination(s)
Adams Place Day Center (Women)	6:30 am	SOME @ 71 O St NW
Blair House (Men)	6:30 am	SOME @ 71 O St NW Adams Day Center @ 2210 Adams PI NE
Living Life Alternatives @400 50th St. SE	6:30 am - 9:30 am	SOME @ 71 O St NW Adams Day Center @ 2210 Adams PI NE Downtown Day Center@1313 NY Ave NW Bethany’s Day Center @1333 N St NW

*Table 14: Sample – Scheduled Transportation from Women Shelters (Morning)*

Pick Up Location(s)	Time	Drop Off Destination(s)
Harriet Tubman @ DCG (Building 27)	6:30 am -9:30 am	SOME @ 71 O St Adams Day Center @ 2210 Adams Pl NE Downtown Day Center@ 1313 NYA
<b>Saturday/Sundays ONLY</b>	<b>9:30 am</b>	<b>800 Vermont Ave. NW</b>
Pat Handy (Swing)	6:30 am- 9:30 am	SOME @ 71 O St Adams Day Center @ 2210 Adams Pl NE Downtown Day Center@ 1313 NYA
<b>Saturday/Sundays ONLY</b>	<b>9:30 am</b>	<b>800 Vermont Ave. NW</b>
St. Josephine	6:30 am – 9:30 am	SOME @ 71 O St Adams Day Center @ 2210 Adams Pl NE Downtown Day Center@ 1313 NYA
<b>Saturday/Sundays Only</b>	<b>9:30 am</b>	<b>800 Vermont Ave. NW</b>

#### 4.3 TRANSPORTATION FOR SINGLE ADULTS (AFTERNOON & EVENING SCHEDULE)

The women’s and men’s evening transportation details will be included in the table below. Details from last year are included in the tables below as a sample.

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 the schedule will be offered regardless of the alert status but subject to traffic conditions and winter weather challenges noted above.

*Table 15: Sample – Scheduled Transportation to Day Centers Serving All Populations (Afternoon)*

Pick Up Location(s)	Time	Drop Off Destination(s)
SOME @ 71 O St NW	2:00 pm	Downtown Day Center @1313 NY Ave NW Adams Day Center @ 2210 Adams PI NE

*Table 16: Sample – Scheduled Transportation to Men (Afternoon & Evening)*

Pick Up Location(s)	Time	Drop Off Destination(s)
Adam’s Day Center @ 2210 Adams PI NE	4:30pm- 8:30pm	New York Ave Men’s Shelter 801 East Men’s Shelter Open Overflow Shelters
North Capitol & Mass Ave NE North Cap/NYA NE side	4:30pm- 8:30pm	New York Ave Men’s Shelter Adams Place Men’s Shelter Open Overflow Shelters
Downtown Day Center @ 1313 NY Ave NW	4:30pm- 8:30pm	801 East New York Ave Men’s Shelter Adams Place Men’s Shelter Open Overflow Shelters

**Table 17: Sample – Scheduled Transportation to LGBTQ Shelter (Afternoon & Evening)**

Pick Up Location	Time	Drop Off Destination(s)
Downtown Day Center @1313 NY Ave NW Adams Day Center @ 2210 Adams PI NE 9th & G St NW, & North Cap & Mass Ave NW	4:30pm- 8:30pm  <b>Evenings</b>	Living Life Alternatives @400 50th St. SE

**Table 18: Sample – Scheduled Transportation to Women Shelters (Afternoon & Evening)**

Pick Up Location(s)	Time	Drop Off Destination(s)
Downtown Day Center @1313 NY Ave NW, 9th & G St NW, & North Cap & Mass Ave NW	4:30pm -8:30pm	Harriet Tubman @ DC General Pat Handy Swing @ 1009 11th St St. Josephine Open Overflow Shelters
North Capitol & Mass Ave. NE North Cap/NYA NE side	6:30pm -8:30pm	Harriet Tubman @ DC General Pat Handy Swing @ 1009 11th St St. Josephine Open Overflow Shelters
Adams Day Center @ 2210 Adams PI NE	4:30pm -8:30pm	Harriet Tubman @ DC General St. Josephine Open Overflow Shelters

#### 4.4 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 12**, please contact the DC Child and Family Services Agency Hotline at (202) 671-7233 or by calling 911. These agencies (CFSA or the OUC) will 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 is 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 a safe location.<sup>8</sup>

- Transition Age Youth. For Transition Age Youth (TAY) between the ages of 18 and 24, contact the DC Shelter Hotline at (202) 399-7093.

**Commented [TS4]:** TBD. ICH and DHS are working to establish a transportation schedule specific to young adults. Once established and included, it will be the first time the Winter Plan includes a transportation schedule for young adults.

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<sup>8</sup> 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 HOUSING SERVICES AND SUPPORTS, INCLUDING FRONT DOOR NAVIGATION TOOL

Unlike overflow shelter locations which offer only limited services such as meals, showers (at some sites), and bed respite from cold weather, low barrier shelters and day centers offer a variety of services. Clients will be encouraged and provided with information on utilizing day centers as well as low barrier shelter services.

A key piece of the effort to reform the homeless services system for single adults and improve service delivery for singles is the Front Door Navigation Tool. To triage individuals experiencing homelessness to diversion and rapid exit whenever appropriate, the Front Door Navigation Tool was launched with the Homeless Services Hotline in June 2023. Previously, when individuals called the homeless services hotline requesting shelter, they would immediately be referred to low barrier shelter. Now, with individuals new to experiencing homelessness, phone dispatchers are using the Front Door Navigation Tool – a short questionnaire that uses logic to help staff understand if a client is a good candidate for homelessness diversion or rapid exit - before an immediate shelter referral. If someone is a good candidate, they are referred to Project Reconnect to help them return to housing without ever experiencing homelessness, or to quickly return to housing with very limited time in the homeless services system. The goal is that this tool reduces the number of individuals spending nights in shelter, on the streets, or in places not meant for human habilitation, as well as reducing the length of time individuals spend experiencing homelessness.

### 5.2 COVID-19 AND RESPIRATORY ILLNESSES

Regarding the coronavirus (COVID-19), DHS has relied on and will continue to align with the CDC and DC Health guidance, which has been integrated here.

#### General DC Health Guidance for the District

DC Health has adopted a plan to address fall/winter respiratory illnesses (COVID-19, flu, and RSV) in response to CDC projections for a similar fall/winter COVID-19 season as last year and typical levels of RSV and the flu. The good news is that all the respiratory illnesses are vaccine-preventable, and the District anticipates sufficient supply to protect all residents. Here is the vaccine information, which remain the best strategy for keeping District residents safe.

#### Children and Infants

- Get a flu shot in September or October.
- Get the newest COVID-19 booster when released in late September.
- For infants aged 8 months or younger, get RSV prevention treatment when available.

#### Older Adults

- Get a flu shot in September or October.
- Get the newest COVID-19 booster when released in late September.

**Commented [T55]:** TBD. ICH will integrate the FY25 Fall and Winter Plan for Respiratory Illness as soon it becomes available.

- For those age 60 and older, get the [RSV vaccine](#).

#### General Population and Workers

- Get a [flu shot](#) in September or October.
- Get the [newest COVID-19 booster](#) when released in late September.
- The [RSV vaccine](#) is not currently needed for adults under age 60.

DC Health connects community groups with COVID or Flu vaccine providers. Community groups can learn more at <https://request.vaccineexchange.dc.gov/>. Providers will visit residents who are homebound. The Home Vaccination Program can be accessed at 1-855-363-0333.

Otherwise, District government agencies and nonprofits can request free COVID–19 tests, free KN95 masks and PPE supplies from the [Office of Contracting and Procurement](http://ocp.dc.gov/page/federal-surplus-property-program) (<http://ocp.dc.gov/page/federal-surplus-property-program>).

#### Additional DHS Guidance Specific to Homeless Services

In addition to promoting the appropriate vaccines, DHS is asking all service providers and partners to

- Ensure that masks and COVID antigen tests are available in your facility. You can request supplies [HERE](#).
- Notify DHS of any confirmed positive COVID cases of clients by filling out [THIS FORM](#).
- 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 (available at [Guidance on Management of COVID-19 in Homeless Service Sites](#)).

#### Forum for tracking and addressing COVID Concerns

The Proposed ICH Health Care Committee is the most appropriate forum for COVID-19 and respiratory illness related discussions. This will allow the ICH ERSO Committee to focus on tracking implementation of the Winter Plan.

# What You Need to Know About Fall and Winter Respiratory Illnesses COVID-19, Flu and RSV

**Fall is in the air, which means cough and cold weather viruses are too!**

Some of the most common and dangerous viruses this time of year are flu (influenza), COVID-19 and RSV (respiratory syncytial virus). The good news is that these illnesses can be prevented by vaccines.

Here is how you can protect yourself and your family from Flu, COVID-19 and RSV this fall:



Wash your hands



Mask in crowded areas



Stay home when sick



Cover your cough



Get the vaccines recommended for you

Please refer to the following immunization information for children and infants, older adults, and the general population:

	INFLUENZA (FLU)	COVID-19	RSV
Infants*	✓	✓	✓**
General Population 2–59 Years	✓	✓	✗
Older Adults (60 and up)	✓	✓	✓

*Please Note: It is important to contact your insurance carrier before making any vaccination appointment. Currently, the RSV vaccine requires a prescription from a medical provider.*

Please contact your primary care provider or pharmacist with any additional questions about the vaccines.

## Vaccine Exchange For Flu or COVID (not RSV)

DC Health connects community groups with vaccine providers. Community groups can learn more at [request.vaccineexchange.dc.gov](https://request.vaccineexchange.dc.gov).

## Home Vaccination Program

Providers will visit residents who:

1. Have difficulty leaving their home
2. Mostly communicate in languages other than English
3. Have insurance through Medicaid or the Healthcare Alliance

This program can be accessed at 1-855-363-0333.

## Additional Information

- ▶ District government agencies and nonprofits can request free COVID-19 tests, free KN95 masks and PPE supplies from the Office of Contracting and Procurement ([ocp.dc.gov/page/federal-surplus-property-program](https://ocp.dc.gov/page/federal-surplus-property-program)).
- ▶ Residents can also purchase KN95 and COVID-19 tests at pharmacies or online.
- ▶ DC Health continues to monitor the spread of these respiratory illnesses in the District and will provide updated guidance as needed.

\*Influenza and COVID-19 vaccines are for ages six months and up. \*\*The RSV immunization for infants/young children is a monoclonal antibody and is recommended for all infants 8 months and younger, and children up to 18 months with special medical conditions.

### 5.3 MEALS

Food service for families at District-owned temporary shelter locations will include two meals a day. Information regarding provision of meals and food resources is discussed with families at the time of placement. For unaccompanied individuals, DHS provides two meals a day.

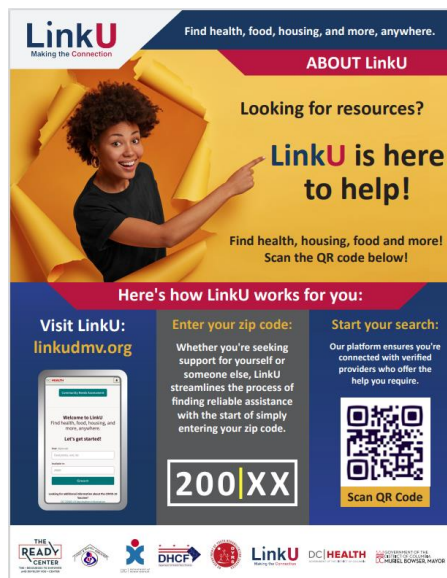
Otherwise, District residents can apply for SNAP Benefits at <https://districtdirect.dc.gov/ua/> and search for food-related resources at LinkUDMV.

LinkU is a free online resource and referral guide for DC, Maryland, and Virginia, available for consumers and community-based organizations (CBOs). LinkU makes real-time referrals and connections for people seeking help from verified social care providers. As an added benefit, Community Based Organizations (CBOs) can become "LinkU staff members", which allows access to additional features on the platform.

There are two websites for LinkU:

- **Public Site:** <https://linkudmv.org/> (intended for consumers to search independently.)
- **Staff Site:** <https://staff.linkudmv.org/login> (intended for those working on behalf of consumers)

If your agency wants to schedule a LinkU training, please contact Ashley Coleman ([ashley.coleman@dc.gov](mailto:ashley.coleman@dc.gov)) to coordinate.



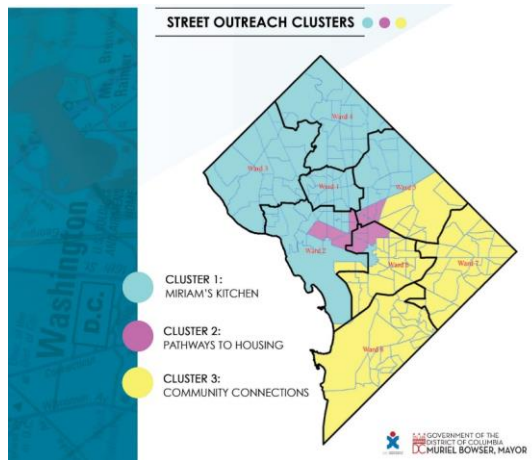
The graphic is a promotional poster for LinkU. At the top, it says "LinkU Making the Connection" and "Find health, food, housing, and more, anywhere." Below that, it says "ABOUT LinkU" and "Looking for resources? LinkU is here to help!" and "Find health, housing, food and more! Scan the QR code below!". The central image shows a woman pointing towards the text. Below the image, it says "Here's how LinkU works for you:" and lists three steps: "Visit LinkU: linkudmv.org", "Enter your zip code: Whether you're seeking support for yourself or someone else, LinkU streamlines the process of finding reliable assistance with the start of simply entering your zip code.", and "Start your search: Our platform ensures you're connected with verified providers who offer the help you require." At the bottom, there is a QR code and the text "Scan QR Code". The footer includes logos for THE READY CENTER, DHCF, LinkU, DC HEALTH, and DISTRICT OF COLUMBIA DEPARTMENT OF SOCIAL SERVICES.

### 5.4 STREET OUTREACH SERVICES

The District government contracts with several agencies to provide outreach services during hypothermia season and extreme weather conditions. The ICH facilitates the ICH Front Door Services Workgroup composed 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.

Currently, DHS-funded outreach providers cover the entire District through three geographical clusters. While not explicitly detailed, Miriam's Kitchen covers Wards 1, 3, and 4 completely, much of Ward 2, and north of Rhode Island Avenue in Ward 5. Pathways to Housing serves a smaller but densely populated portion of Wards 2, 5, and 6. Finally, Community Connections serves all of Wards 7 and 8, much of Ward 6, and south of Rhode Island Avenue in Ward 5. All providers engage individuals from 9 a.m. to 9 p.m. throughout the year; however, during hypothermia season, when a hypothermia alert or emergency is issued, teams extend their engagement to 11 p.m.

**Figure 2: Catchment Areas for DHS Funded Outreach Providers**



The DHS-funded outreach providers play a vital role in our homeless services system, working to engage vulnerable individuals and connect them to shelter and housing resources. The outreach providers do much of this work proactively, meaning they engage and offer these resources prior to the onset of severe weather. Severe weather, most often snowfall or the accumulation of ice, makes access and engagement difficult. For this reason, sharing information about impending weather, shelter and housing options, the distribution of survival items, as well as the work of identifying particularly vulnerable individuals to partners (UPO, MPD, etc.) prior to the impact of the cold weather event is critical. Through this proactive 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, call 911 for assistance with transportation.
  - OUC will make the appropriate transportation arrangement.
  - 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; however, the information supporting the determination that an individual is a danger to themselves if not immediately detained must be communicated to the transporting officers.
- Individuals will be taken to the 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 Shelter Hotline or 311 for Outreach Services**

For outreach services, calls the DC Shelter Hotline at (202) 399-7093 or the Mayor’s Call Center at 311. UPO will triage safety checks and outreach services.

**5.5 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. 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; however, the information supporting the determination that an individual is a danger to themselves if not immediately detained must be communicated to the transporting officer.

Individuals will be taken to the 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).

**5.6 HEALTH 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 can 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.

## 5.7 MENTAL HEALTH AND DETOXIFICATION SERVICES

Call the Access Help Line at 1(888)7WE-HELP or 1 (888) 793-4357 to seek assistance for individuals experiencing a psychiatric crisis.

- This 24-hour, seven-day-a-week telephone line is staffed by behavioral health professionals who can refer a caller to immediate help or ongoing care.
- The Access Helpline can activate mobile crisis teams to respond to adults and children who are experiencing a psychiatric or emotional crisis and are unable or unwilling to travel to receive behavioral health services.
- When called, the mobile crisis teams will attempt to link or re-link the consumer to mental health services or provide a crisis assessment and initiate the appropriate intervention.

If a service provider is concerned about a client's mental health stability, a request may be made to the Access Help Line at 1(888)7WE-HELP (1-888-793-4357) or the Community Response Team (CRT) 202-673-6495.

Additionally, DBH staff will provide homeless services 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. To that end, homeless service staff are encouraged to build relationships with the community-based service providers in their vicinity. For a list of community-based service providers, see the DBH website obtain ([dbh.dc.gov/page/list-community-based-service-providers](https://dbh.dc.gov/page/list-community-based-service-providers)).

Comprehensive detoxification services from alcohol, benzodiazepines, and opioids are available at the following locations for those requiring/requesting assistance:

- DC Stabilization Center (DCSC),
- Federal City Recovery Services,
- Psychiatric Institute of Washington (PIW) and
- Regional Addiction Prevention (RAP) Inc.

Consumers can walk up to any of these locations to access the services. Note that there is no requirement for authorization/referral via the DBH Assessment and Referral Center (ARC). However, the Assessment and Referral Center (ARC) is available to assess consumers and support with a referral to the locations referenced above during their business hours (Monday through Friday, 7 am to 3 pm) at 75 P Street NE (intersection of P Street and Florida Avenue).

The District of Columbia Stabilization Center offers immediate, 24 hours/365 days year, no cost, low barrier access to Crisis Substance Disorder Use Disorder (SUD) services for individuals 18 years of age and older. The DCSC will provide individuals experiencing an SUD crisis with person-centered and recovery-oriented alternatives to unnecessary interactions at emergency departments or with law enforcement. The DC Stabilization Center is also available for people experiencing a SUD crisis during hypothermia alerts. Please

note that MPD cannot provide transportation for voluntary detoxification services, MPD may divert arrests for certain minor offenses to the DC Stabilization Center.

Federal City Recovery Services is located at 920 Bellevue Street NE. Their hours of operation are from 9 am – 4 pm. Federal City will conduct a brief screening over the phone (202-889-7900), set up transportation or accept walk-ins and drop offs from FEMS and partner agencies. Subsequently, FC will perform a comprehensive assessment and admission.

PIW is located at 4228 Wisconsin Avenue NW (phone: 202- 885-6510) and assessments are offered 24-hours a day, 7 days a week.

RAP is located at 1949 4th Street NE and accepts medically appropriate referrals to withdrawal management 24/7/365. To confirm bed availability, please call (202) 740-4429. Individuals may self-refer, be transported by FEMS or a partner agency. Additionally, RAP can provide transportation during regular business hours but has limited capacity after hours and weekends. Otherwise, note that RAP offers integrated primary and psychiatric services and will refer internally or to a community partner for the next level of care.

#### 5.8 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 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/>.

Additionally, the District is excited to operate Living Life Alternatives, the first low barrier shelter program for unaccompanied individuals that is focused on appropriately supporting LGBTQ+ residents experiencing homelessness.



### 5.9 SERVICES FOR THE LATINX COMMUNITY

Printed materials will be provided in Spanish for distribution to organizations that primarily serve the Latinx 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 Access 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.

### 5.10 SERVICES FOR ASYLUM SEEKERS AND MIGRANTS

Through the DHS Office of Migrant Services (OMS), the District also assists asylum-seeking migrants who have arrived in the District after crossing the southern border since April 2022. OMS provides an array of services to recently arrived migrants, including, but not limited to, temporary respite housing for families, meals, case management, urgent medical care, linkage to legal services, and funds and logistical support for onward travel. Services provided through OMS are not part of the homeless services continuum of care, but OMS works closely with other District agencies and within DHS programs to ensure arriving migrant families and individuals are linked to the services they need, which includes timely access to emergency shelter during hypothermia season.

### 5.11 INTERPRETATION SERVICES

Interpreters are available through Language Access 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.

### 5.12 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 confer with the client about their 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 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.

### 5.13 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-based organizations, faith-based groups, and private citizens that have items to donate and/or who want to participate in providing survival items to clients on the street are asked to contact TCP at (202)543-5298 to allow the District to coordinate these donations and activities better. The District welcomes the partnership and wants to ensure that groups are coordinating with trained outreach staff to deliver services to our vulnerable neighbors, particularly in light of the public health emergency.

### 5.14 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 convenient for staff members involved in the provision of hypothermia services.

## 6. UNACCOMPANIED MINORS AND TRANSITION AGED YOUTH

Since the launch of Solid Foundations DC, the landscape in the District around homeless services for unaccompanied youth looks dramatically different. Leveraging allocated resources the District has created additional shelter beds to ensure a more immediate connection for youth seeking a safe place to sleep, expanded and extend transitional housing capacity for young adults experiencing homelessness, and increased housing options for LGBTQ+ identifying young adults. This section of the plan identifies the resources available to prevent cold weather injury to unaccompanied minors and young adults.

### 6.1 UNACCOMPANIED MINORS (UNDER 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. There are several 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 lasting 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. The 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. The current capacity for unaccompanied minor children is 15 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 of beds earmarked for minors.<sup>9</sup>

While the STEP Program targets 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 who encounters a minor on the street, can request assistance by calling the Sasha Bruce Youthwork Hotline at (202) 547-7777.

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<sup>9</sup> 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.

**Table 19: System Capacity Overview, Minor Children**

Name of Facility	Provider	Year-Round Beds	Overflow	Total
Bruce House	Sasha Bruce Youthwork	15		
<b>Minor Capacity</b>		<b>15</b>		<b>15</b>

**Table 20: System Capacity Overview, Pregnant & Parenting Minors**

Name of Facility	Provider	Year-Round Beds	Overflow	Total
Muriel’s House	Healthy Babies	8		
<b>Minor Capacity</b>		<b>8</b>		<b>8</b>

**6.2 TRANSITION AGED YOUTH 18 TO 24 YEARS**

As mentioned above, since the launch of [Solid Foundations DC](#), several shelter programs and beds have come online. See **Table 21: System Capacity Overview, Unaccompanied Transition Age Youth (18 – 24)**. Ideally, we would have a developmentally appropriate resource for every young person who presents, but in instances where no dedicated beds are available, TAY can access shelter at any of the District’s low-barrier shelters, including year-round and overflow facilities.

**Table 21: System Capacity Overview, Unaccompanied Transition Age Youth (18 – 24)**

Name of Facility	Provider	Year-Round Beds	Overflow	Total
Safe Haven	Covenant House	30		
Shine	Covenant House	24		
The Sanctuary	Covenant House	20	5	
<b>TAY Capacity</b>		<b>74</b>	<b>5</b>	<b>79</b>

**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, street outreach organizations 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 4.4 to connect youth on the street to shelter or services.

## 7. COMPLAINTS & GRIEVANCES

### 7.1 HOMELESS SERVICES MONITORING

DHS monitors shelter operations year-round to ensure that clients are served well and to note any corrective actions that must be taken. When corrective measures 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](https://dhs.dc.gov/page/suggestions-and-complaints)

Email: [OPRMI@dc.gov](mailto: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 FOR SINGLE ADULTS**

Appendix A outlines locations that will provide shelter for single adults during the FY24 hypothermia season. **Because overflow shelters are opened only if additional capacity is needed, they are not identified in this document to prevent individuals from seeking shelter at unopened locations.**

Individuals 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 shelter location with availability.

*Table 22: Shelter Sites*

Name of Shelter	Location
<b>LGBTQ+ Sites</b>	
Living Life Alternatives	400 50th Street SE
<b>Men’s Shelter Sites</b>	
801 East Shelter & Overflow	2722 Martin Luther King Avenue, SE
Adams Place Shelter	2210 Adams Place, NE #1
Community for Creative Non-Violence (CCNV)	425 2nd Street, NW
Emery	1725 Lincoln Road, NE
New York Avenue Shelter	1355-57 New York Avenue, NE
<b>Women’s Shelter Sites</b>	
Harriet Tubman, D.C. General Building 27	1910 Massachusetts Avenue, SE #27
Saint Josephine Bakhita Women’s Shelter (formerly Nativity Shelter)	6010 Georgia Avenue, NW
Patricia Handy Women’s Shelter	810 5 <sup>th</sup> Street, NW
Patricia Handy Swing Space	1009 11th Street, NW
Community for Creative Non-Violence (CCNV)	425 2 <sup>nd</sup> Street, NW
Eve’s Place at Adams Place Day Center (Overflow) *This site is already open and receiving guests.	2210-B Adams Place, NE

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

Appendix B outlines locations that will be used to provide shelter to Transition Age Youth and unaccompanied minors during the FY24 hypothermia season.

*Table 23: Youth Shelter Sites*

Name of Shelter	Provider	Location
<b>Minor Children</b>		
Bruce House	Sasha Bruce Youthwork	1022 Maryland Ave, NE
Families headed by a Youth Aged 16 – 21		
Muriel’s House	Healthy Babies	Location not public - contact: (202) 696-0043 for more information
<b>Unaccompanied Youth Aged 18 to 24</b>		
Safe Haven	Covenant House	4900 Quarles Street, SE
SHINE (LGBTQ safe space, open to all youth 18-24)	Covenant House	4904 Quarles Street, NE
The Sanctuary	Covenant House	511 Mellon Street, SE



**Table 24: Youth Drop-In Centers**

All drop-in centers listed below serve unaccompanied youth aged 18 – 24.

Youth Drop-In Centers	Location
LAYC	3045 15 <sup>th</sup> Street, NW
Sasha Bruce Youthwork’s Barracks Row Drop-In Center	741 8th Street, SE
DC Doors’ Zoe’s Doors Drop-In Center	900 Rhode Island Avenue, NE

**Table 25: Youth Street Outreach Teams**

All the street outreach teams listed below target and serve unaccompanied youth under 25.

Youth Street Outreach Teams	Contact Information
Friendship Place	(202) 364-8907

**APPENDIX C: WINTER PLAN PHONE NUMBERS**

Appendix C lists key phone numbers associated with the Winter Plan.

*Table 26: 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.
Sasha Bruce Youthwork 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 Access Help Line: 1(888)7WE-HELP or 1-888-793-4357	This 24-hour, seven-day-a-week telephone line is staffed by behavioral health professionals who can refer a caller to immediate help or ongoing care.  Call the Access Helpline to: <ul style="list-style-type: none"> <li>● Get emergency psychiatric care</li> <li>● Help with problem solving</li> <li>● Determine whether to seek ongoing mental health services or other types of services</li> <li>● Find out what services are available</li> </ul>
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: (202) 543-5298 (The Community Partnership)	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 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.
Language Line Services: 1-800-367-9559	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.
DHS Homeless Services Monitoring Unit: (202) 673-4464 or <a href="https://dhs.dc.gov/page/suggestions-and-complaints">https://dhs.dc.gov/page/suggestions-and-complaints</a>	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.

**APPENDIX D: DISTRICT AGENCY ROLES AND RESPONSIBILITIES**

The following section outlines the roles and responsibilities of District and partner agencies when the Winter Plan is activated.

<b>Department of Human Services</b>	<ul style="list-style-type: none"> <li>• Activate hypothermia alerts in consultation with the National Weather Service (NWS) and HSEMA</li> <li>• Notify providers and clients of the alert status and the DC government response to alert activations</li> <li>• Coordinate the operation of shelters for District residents experiencing homelessness in partnership with TCP.</li> <li>• Coordinate the provision of the shelter hotline and transportation services – including safety checks and the delivery of comfort items – in partnership with the United Planning Organization (UPO);</li> </ul>
<b>Department of Behavioral Health</b>	<ul style="list-style-type: none"> <li>• Provide homeless services 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</li> <li>• Support access and triage to the appropriate behavioral health services, including emergency psychiatric care, especially during hypothermia and cold weather activations</li> </ul>
<b>DC Public Library</b>	<ul style="list-style-type: none"> <li>• Allow entry to all public libraries for individuals to warm-up (All library rules and regulations still apply)</li> <li>• Assist with distribution of communication materials on hypothermia alert and cold weather activation.</li> <li>• Notify HSEMA if there are any unexpected facility closures.</li> </ul>
<b>Metropolitan Police Department (MPD)</b>	<ul style="list-style-type: none"> <li>• MPD will remain aware of individuals experiencing homelessness during hypothermia alerts, facilitating shelter assistance and request for medical assistance if needed.</li> <li>• MPD may assist with involuntary transport to a mental health facility for persons endangered by the cold and refuse to move to a warm and safe setting.</li> </ul>
<b>Interagency Council on Homelessness (ICH)</b>	<ul style="list-style-type: none"> <li>• Coordinate the development of the FY25 Winter Plan</li> <li>• Review the implementation of the FY25 Winter Plan via monthly check-ins at the appropriate ICH Forums</li> <li>• Debrief and analyze the implementation of the FY25 Winter Plan in preparation for the FY26 hypothermia season</li> </ul>
<b>HSEMA</b>	<ul style="list-style-type: none"> <li>• Activate hypothermia alerts and cold weather emergencies.</li> <li>• Coordinate mobilization of expanded resources during cold weather emergencies as appropriate</li> </ul>
<b>Department of Health (DOH)</b>	<ul style="list-style-type: none"> <li>• Provide guidance on respiratory illness like COVID-19 in accordance with CDC recommendations to prevent and protect all residents from cold weather sickness and infections.</li> </ul>

Office of Unified Communications (OUC)	<ul style="list-style-type: none"><li>• Operate the 911 call center.</li><li>• Makes the appropriate transportation arrangements when calls are received for transportation assistance via the 911 call center.</li></ul>
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