

THE WINTER PLAN

*Developed by the Interagency Council on Homelessness (ICH)
To Protect the Lives of Those Who Are Homeless
During the Winter of 2012-2013
In the District of Columbia*



Important Telephone Numbers:

Shelter Hotline: 1-800-535-7252

or

Mayor's Call Center: 311

Those who are homeless may call these numbers to seek assistance, and the general public may call these numbers to get help for someone who is homeless and in need of assistance.

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INTRODUCTION

In compliance with the Homeless Services Reform Act of 2005 (HSRA), this Winter Plan for the 2012-2013 season has been developed by the District of Columbia's Interagency Council on Homelessness (ICH). The HSRA mandates that by September 1 of each year, a plan be in place describing how those who are homeless and cannot access other shelter will be protected from cold weather injury. The Winter Plan for the 2012-2013 season describes how District government agencies and providers within the Continuum of Care will coordinate to provide hypothermia shelter and other services for those who are homeless in the District of Columbia, consistent with the right of consumers to shelter in severe weather conditions.

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 whenever a "hypothermia alert" is called by the District government. A hypothermia alert is to be called when the actual or forecasted temperature, including the wind chill factor, is 32 degrees Fahrenheit (F.) or below.

For planning purposes, it is anticipated that the Winter Plan for 2012-2013 covers the period beginning November 1, 2012 and ending on March 31, 2013. In practice, the additional services provided as a result of the calling of a hypothermia alert may begin before November 1 or extend beyond March 31st if weather conditions warrant.

In addition to meeting the requirements of the HSRA, this Winter Plan is intended to carry out the directives of Mayor's Order 2001-161, dated October 31, 2001, which guides activities during hypothermia season, such as the notification of hypothermia alerts, the coordination of outreach efforts, and other life-saving activities. The order calls for coordination of outreach activities among the Department of Human Services (DHS), the Homeland Security and Emergency Management Agency (HSEMA), the Metropolitan Police Department (MPD), the Fire and Emergency Medical Services Department (FEMS), the Department of Mental Health (DMH), the Department of Health (DOH), and both public and private outreach programs.

SUMMARY OF ACTIVITIES AND OUTCOMES FOR THE WINTER OF 2011-2012

While the winter of 2011-2012 presented challenges, the District provided a system of shelter and outreach services that responded to the needs of those who were homeless. Shelters offered a warm place for those who came in from the cold, and for those who did not, outreach workers took food, blankets, and supplies into the streets. The major objective of activities and services during hypothermia season is to save lives.

During the winter of 2011-2012, DHS, The Community Partnership for the Prevention of Homelessness (TCP), and nonprofit and government partners worked collaboratively to create the shelter facilities and deliver the services that protected the lives of Washington D.C.'s homeless population. Of the 152 days in the 2011-2012 winter season that extended from November 1, 2011 to March 31, 2012, there were hypothermia alerts on 64 (or 42%) of those days. When alerts were called, additional shelter capacity was created, and all permanent shelters remained open during daytime hours so that clients would have warm and safe places to stay.

The hypothermia public information campaign was launched on November 1, 2011, and it continued throughout the season, using a variety of media to publicize the serious health effects of extreme cold and to ensure that there was widespread awareness of the shelter hotline. The campaign's efforts included announcements on radio and television stations soliciting the public's help in identifying persons at risk and the use of print media to advertise the shelter

hotline telephone number. Flyers and business cards in both English and Spanish were distributed to increase awareness of how to access hypothermia shelters and services for persons who were homeless.

TCP coordinated daily hypothermia operations in concert with city agencies and providers. This included the distribution of a daily census showing capacity levels at all shelters so that the system could be monitored and adjusted to serve clients optimally. The United Planning Organization (UPO) operated the Shelter Hotline and deployed vans for outreach services and transportation.

PROCESS FOR CALLING A HYPOTHERMIA ALERT

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

HSEMA shall notify TCP, UPO, and DHS by 7:00 a.m. on any day during which the actual or forecasted temperature, including wind chill, is or will be 32 degrees Fahrenheit (F.) or below. At that time, DHS and HSEMA shall put a daytime hypothermia alert into effect until from 7:00 a.m. until 7:00 p.m., or until the temperature rises above 32 degrees Fahrenheit. By 3:00 p.m. each day notification of the status of the overnight alert will be made. HSEMA and DHS will monitor the NWS weather forecast as published on their website to make the determination. In the event that the forecasted temperature for the 7:00 p.m. until 6:59 a.m. overnight period is 32 degrees Fahrenheit or below, including wind chill, an overnight hypothermia alert will be in effect from 7:00 p.m. until 6:59 a.m. or until the temperature rises above 32 degrees Fahrenheit. Once in effect, an alert stays on until it is called off by HSEMA.

When HSEMA calls an alert, TCP, UPO, and DHS are notified. UPO then notifies all shelter providers to open hypothermia shelters from 7:00 p.m. to 6:59 a.m., and to keep these and designated severe weather and low barrier shelters open as warming spaces until such time as HSEMA calls off the alert. Shelter providers are not permitted to require that clients exit until the alert is called off by HSEMA. Shelter providers may call the UPO Hypothermia Hotline at [\(202\) 399-7093](tel:202-399-7093) at any time to determine the alert status.

ELEMENTS OF THE WINTER PLAN FOR 2012-2013

COMMUNICATIONS

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. Important components of the communications effort are the Hypothermia Hotline and Emergency Assistance telephone numbers. These are as follows:

- Hypothermia Hotline (staffed by UPO) for Use by Service Providers: (202) 399-7093.
- Emergency Assistance Hotline Number for Persons who are Homeless and the General Public: 1-800-535-7252 (staffed by UPO) or 311 (Mayor's Call Center).

The 800 number and the 311 Mayor's Call Center line will be widely publicized. They will appear in advertisements in both print and electronic media, and they will be printed on business cards that will be distributed to those who are homeless by outreach agencies and other partners. The District's Office of Unified Communications (OUC) will be notified of the 800 number to ensure coordination of service requests originating from law enforcement agencies. Police officers, including patrol officers of the MPD and the U.S. Park Police (USPP), will request services through the OUC for any citizen who is homeless and in need of assistance. Law enforcement agencies may also use the 311 line.

- All interested persons may register for emergency alerts through Alert DC, an emergency notification system that provides different ways to get real-time information to help prepare for and respond to emergencies and disasters. Sign up for Alert DC is available at the District of Columbia's website at dc.gov or at <https://textalert.ema.dc.gov>

The hypothermia media campaign is implemented and managed by the D.C. Department of Human Services (DHS). The campaign, which will begin no later than October 1, 2012, 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.
- **Public Service Announcements (PSAs):** DHS will develop and release television and radio announcements featuring the hypothermia shelter hotline number and information designed to educate the public about the dangers of hypothermia. These announcements will publicize the emergency assistance telephone numbers and encourage District residents to call to seek help if they are homeless or to report the location of individuals who are homeless and possibly in need of assistance, especially in hypothermic weather conditions.
- **Paid Advertising:** DHS will purchase radio airtime for 30-second informational spots to air during peak coverage hours during hypothermia season. Informational announcements will also air on appropriate channels on local cable television during the season.
- **Newspapers:** Quarter-page hypothermia shelter hotline advertisements will be placed in community newspapers throughout the season. In the past, publications such as *Hill Rag*, *DC North*, *East of the River*, and *Street Sense* have been used.
- **Business Cards:** Pocket-sized business cards will be printed and distributed that will include the emergency assistance telephone numbers and a list of participating shelters. The cards will be available in both English and Spanish, and they will be distributed to the outreach community, to providers, and to those who are homeless so that they have the 800 number, the 311 number, and a list of shelter locations at hand in the event that assistance is needed.

SHELTERS FOR INDIVIDUALS – TYPES AND HOURS OF OPERATION

Low-barrier, temporary, and transitional shelters for individuals operate year round and provide a variety of services. A list of these sites is included as Appendix A. In addition to these existing year-round shelter facilities, there are three types of shelters that are available to serve those who are homeless during the winter season.

Hypothermia Shelters - will open from 7:00 p.m. to 7:00 a.m. only on nights when a hypothermia alert has been called. These shelters will not be open during the daytime hours, even if an Alert is still in effect, since most of these sites are within church buildings which are contracted for use as shelter by the District government, and used for other purposes during the daytime hours.

Seasonal Shelters - will be open 7:00 p.m. to 7:00 a.m, beginning on the first night a hypothermia alert is called and then every night through March 31, 2013.

Overflow Shelters – will operate only when all other shelters are near capacity. These facilities have standby/on call staff that are called in to operate the overflow shelters as needed. When these shelters are activated, the Hotline provides transportation to these locations.

On days when the temperature remains at or below 32 degrees F. and a hypothermia alert is in effect, single adults using shelters will be allowed to remain in their facilities with the exception of those who are in hypothermia-night only shelters. The hypothermia shelters close at 7 a.m., and on alert days transportation will be provided from those sites to sites that are open.

Shelter providers will include Catholic Charities, the Community for Creative Non-Violence (CCNV), Coalition for the Homeless, Capitol Hill Group Ministries, Community of Hope, Jobs Have Priorities (JHP), and New Hope Ministries (NHM). Local churches will also serve as shelters, including Sacred Heart, Saint Luke's, First Rising Baptist, and New Covenant Baptist.

Locations of the hypothermia, seasonal, and overflow shelters are noted in Appendix B, and projected capacities are included in Appendix C.

SHELTER FOR FAMILIES – TYPES AND HOURS OF OPERATION

Between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday (except for holidays and days on which the District government is closed), families seeking emergency shelter should go to the Virginia Williams Family Resource Center at 920A Rhode Island Avenue, NE, or to any other family intake sites that are opened in the future. After 4:00 p.m. and on weekends, during hypothermia alerts, families should call the Shelter Hotline, which will put the family in contact with Virginia Williams Family Resource Center staff, who will make a determination regarding authorization of placement and transportation. Families placed in shelter after regular business hours will be asked to go to the Virginia Williams Family Resource Center the following business day for assessment and verification of eligibility.

The D.C. General family shelter will be available 24 hours per day for the winter season. If there is a hypothermia alert prior to November 1, the family shelter will be available at the time of that alert, and it will remain open from that point to the end of the season. In the event that the District government places families at motel(s) or other family shelter when a hypothermia alert is in effect and additional capacity is needed, the motel(s) and/or other family shelter will be available 24 hours per day while the placement is in effect.

FOOD AND CASE MANAGEMENT SERVICES FOR FAMILIES AND INDIVIDUALS

The District shall establish and, by October 1, 2012, submit to the ICH a protocol to ensure that each family that is served during hypothermia season in an emergency shelter placement, e.g., D.C. General, short-term community based units, and, if applicable, hotel or motel placements, has access to food and case management services. Food service, at a minimum, will include two meals a day. Case management, at a minimum, will include an offer of one case management contact each week. In the event that the District government places families in motel(s) or other family shelter, there shall be case management or program staff assigned to and available at each location during business hours, and each family shall be provided with emergency contact information for case management or program staff that is available in non-business hours. Contact information for case management and program staff and information regarding provision of meals and emergency food resources shall be provided at the time of placement. In addition, any family placement in an emergency shelter placement other than D.C. General will be provided access to any additional program services available at the D.C. General family site that are available to those families in emergency shelter placements at the D.C. General family shelter during the hypothermia season.

For individuals, meals are provided nightly at the shelters. No additional meals are provided on days when a hypothermia alert is in effect. Additional meals are provided during the daytime when a snow emergency is in effect.

OUTREACH AGENCIES

The agencies listed in the table below have contracted with the District government to develop strategies and means for providing outreach services during hypothermia season and extreme weather conditions. These agencies provide an array of services that may include street outreach, crisis intervention, transportation, and referrals to hypothermia shelter and services. Additionally, sleeping bags, blankets, food, water, and essential items to guard against the effects of the cold such as hats, gloves, scarves, socks, and thermal underwear are distributed.

Calls for information regarding outreach providers or outreach services should be directed to the Shelter Hotline at 1-800-535-7252 or the Mayor's Call Center at 311. The Mayor's Call Center staff will link callers to the appropriate outreach providers based on the caller's location.

HYPOTHERMIA 2012-2013 OUTREACH PROVIDER	AREA
Neighbors' Consejo (emphasis on the Latino population)	Ward 1
Rachael's Women's Center	Ward 2
Salvation Army Grate Patrol	Ward 2 (Downtown and Mall area)
Georgetown Ministry Center	Wards 2, 3
Community Council for the Homeless at Friendship Place	Ward 3
First Seventh-Day Adventist Church (No street outreach is available.)	Ward 4
Capitol Hill Group Ministries	Ward 6
DC Central Kitchen's "First Helping" Program	Wards 2, 7, 8
Unity Health Care Medical Outreach (includes medical attention and referrals to emergency medical care or hypothermia shelter and services)	Wards 1, 2, 3, 4, 5, 6, 7, 8
United Planning Organization (vans provide items to guard against the effects of the cold, transportation, and information about hypothermia and shelter locations)	Wards 1, 2, 3, 4, 5, 6, 7, 8

In addition to the outreach providers contracted by the District government, there are several Business Improvement District (BID) organizations that have a focus on providing outreach to persons that are homeless. The Downtown BID will use its Safety and Maintenance Ambassadors (SAMs) to identify and assist persons in need of shelter this winter in its 140 block (one square mile) designated area in portions of Wards 2 and 6. The Mt. Vernon Triangle BID also operates in Ward 6 in collaboration with the Downtown BID to ensure comprehensive coverage.

The NoMa BID covers the 35 block area north of Massachusetts Avenue in the Capitol Hill North neighborhood, and it has outreach ambassadors who work daily with those who are homeless.

The Capitol Hill BID has specially trained Homeless Outreach/Safety Ambassadors, and covers an area from Union Station to Barney's Circle at Pennsylvania Avenue and 15th Street, SE, which includes the U.S. Capitol, the Library of Congress, Eastern Market, and Barracks Row.

The Golden Triangle BID covers 43 blocks of public space in the central business district, roughly within the boundaries of the White House to Dupont Circle and 16th Street, NW to New Hampshire Avenue, NW. Golden Triangle collaborates with "Block by Block" to offer nutritional and social service assistance to those who are homeless, and it has outreach specialists who actively engage the homeless population in its coverage area to meet their immediate needs and to connect them to case management and to other providers.

POLICE AND OUTREACH PROVIDERS COOPERATION

The Metropolitan Police Department (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 the 311 non-emergency number to request an officer. In an emergency situation, the 911 number should be used.

TRANSPORTATION

Transportation is a scarce resource for those who are homeless, especially during the winter months, and the transportation system outlined in the 2012-2013 Winter Plan is designed to serve the largest number of those who are homeless in the most efficient and effective way. Except where there is an emergency situation, the transportation system will operate on a rational, scheduled basis to serve both those who are homeless and the shelter providers optimally. Like any other "public" transportation system, an attempt to provide customized or individualized service decreases the availability of the service to others and is disadvantageous to the general ridership.

Generally, transportation is available to and from shelters to selected locations only. Ideally, those who are homeless should be enabled to utilize the comprehensive and convenient public transportation system in the District of Columbia (Metrorail and Metrobus) in cases where it is cost effective to do so.

There will be both scheduled and unscheduled (on-demand) transportation. The scheduled transportation is limited and is designed to provide general transportation in the mornings and evenings from and to specific locations for groups of individuals that are homeless, as listed later in this section. DHS will engage in community outreach in advance of November 1, 2012 to

ensure that the plans for both scheduled and unscheduled (on-demand) transportation are communicated widely.

On Alert days, the scheduled transportation system should be the primary means for persons to get to shelters, and persons seeking shelter should plan to be at one of the designated pickup locations at the designated times. The District's homeless van transportation system has very limited capacity to provide unscheduled (on-demand) transportation. Unscheduled (on-demand) transportation will be provided only when the alert is in effect:

- (a) before the time frames for scheduled transportation, provided shelter is open, or
- (b) after the timeframes for scheduled transportation

Note that at all times, priority for unscheduled (on-demand) will be given to persons (individuals and families) who have a need for reasonable accommodation or cannot reasonably get to one of the designated pickup locations.

During hypothermia season, transportation will include moving people to and from shelters, transporting individuals from over-crowded shelters to less-crowded shelters, and moving supplies to the street for those who do not accept shelter.

Transportation Resources and Outreach

Beginning on November 1, 2012, UPO will provide five (5) vans from 8:00 a.m. to 4:00 p.m. and seven (7) vans from 4:00 p.m. to 8:00 a.m. On each shift, two of the vans deployed by UPO will be accessible for people who have disabilities. Additionally, UPO will operate a radio communications system on a 24-hour schedule to coordinate hypothermia services on the streets.

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

The UPO vans will focus their outreach efforts in areas that have the largest concentrations of individuals who are homeless. As part of their outreach activities, UPO personnel will offer transportation to shelter to those living on the streets, and will distribute blankets and other supplies to persons who decline to come into shelter. In addition, the vans will traverse the city to pick up individuals from shelters that have exceeded capacity to take them to shelters that have available beds. Outreach and transportation services, as necessary, will also be provided to those who have called an emergency assistance number for service.

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

Scheduled Transportation For Women’s Shelters - Morning Schedules

It is important to note that all times listed on the schedules are estimates and are subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern, especially during the winter season.

In the morning, women who are shelter residents at Nativity Shelter receive Metro tokens for transportation. Women who are residents at the Harriet Tubman shelter and the New Covenant Baptist Church will be transported to programs as shown in the following schedule. Note that all destinations for morning transportation are subject to change based on availability of the site and/or actual numbers of persons seeking to go to a specific site.

Pick Up Time	Location	Destination(s)
6:30 a.m.	New Covenant Baptist Church 1301 W Street, SE*	Harriet Tubman at D.C. General, Building 9
6:30 a.m. 7:15 a.m. 8:15 a.m.	Harriet Tubman at D.C. General, Building 9	Union Station; So Others Might Eat (SOME) (71 O Street, NW); Rachael’s Women’s Center; Bethany Women’s Center at N Street Village

* This site does not remain open after 7 a.m. during daytime hypothermia alerts, so transportation from the New Covenant Baptist Church is provided only during daytime hypothermia alerts. On alert mornings, the Hotline will call this site to determine if service is needed. Pickups are made only when there are women at this site who request transportation.

Accessible transportation for persons with disabilities is provided upon request.

Unscheduled (on-demand) transportation outside of the schedules listed above is limited, and is subject to the conditions noted earlier in the Transportation section.

Scheduled Transportation for Women’s Shelters - Evening Schedules

In the evening, women who are shelter residents at Nativity Shelter will be transported to Nativity Shelter from the Sacred Heart Church. Additionally, women will be transported from the corner of 4th and E Streets NW to Harriet Tubman, and to the New Covenant Baptist Church.

Pick Up Time	Location	Destination(s)
6:30 p.m.	Sacred Heart Church 16 th Street and Park Road, NW	Nativity Shelter
6:30 p.m. 7:15 p.m. 8:15 p.m.	9 th & G Streets, NW (MLK Library)	Harriet Tubman at D.C. General; New Covenant Baptist*

*Transportation to the New Covenant Baptist Church is provided only during hypothermia alerts.

Accessible transportation for persons with disabilities is provided upon request.

Unscheduled (on-demand) transportation outside of the schedules listed above is limited, and is subject to the conditions noted earlier in the Transportation section.

Scheduled Transportation for Men's Shelters - Morning Schedules

In the morning, men will be picked up from the Adams Place, 801 East, and New York Avenue shelters and dropped off at various locations in the downtown area. Additionally, men will be picked up in the morning from the Banneker Recreation Center, and Saint Luke's Church and dropped off at SOME during hypothermia alerts only. Note that all destinations for morning transportation are subject to change based on availability of the site and/or actual numbers of persons seeking to go to a specific site.

Pick Up Time	Location	Destination(s)
6:30 a.m. 7:15 a.m. 8:15 a.m.	2210 Adams Place, NE	Union Station; SOME (71 O Street, NW); 9 th & P Streets, NW; 9 th & G Streets, NW (MLK Library)
6:30 a.m. 7:15 a.m. 8:15 a.m.	801 East Shelter, 801 Making Life Better Lane, St. Elizabeth's Hospital Campus, 2700 Martin Luther King, Jr. Ave., SE	Union Station; SOME; 9 th & P Streets, NW; 9 th & G Streets, NW (MLK Library)
6:30 a.m. 7:15 a.m. 8:15 a.m.	1355-57 New York Avenue, NE	Union Station; SOME; 9 th & P Streets, NW; 9 th & G Streets, NW (MLK Library)
6:30 a.m.	Banneker Recreation Center* 2500 Georgia Avenue, NW	SOME
6:30 a.m.	Saint Luke's Church* 3655 Calvert Street, NW	SOME
8:30 a.m.	MLK Library at 9 th & G Streets, NW	Sacred Heart Church 16 th Street and Park Road, NW

* These sites do not remain open after 7 a.m. during daytime hypothermia alerts, so transportation from the Banneker Recreation and Saint Luke's Church is provided only during daytime hypothermia alerts.

Accessible transportation for persons with disabilities is provided upon request.

Unscheduled (on-demand) transportation outside of the schedules listed above is limited, and is subject to the conditions noted earlier in the Transportation section.

Scheduled Transportation for Men's Shelters – Evening Schedules

In the evening, men will be picked up from the MLK Library and transported to Adams Place, 801 East, and New York Avenue shelters.

Pick Up Time	Location	Destination(s)
6:45 p.m.	Sacred Heart Church 16 th Street and Park Road, NW	9 th & G Streets, NW (MLK Library)
6:30 p.m. 7:15 p.m. 8:15 p.m.	MLK Library at 9 th & G Streets, NW	2210 Adams Place, NE
6:30 p.m. 7:15 p.m. 8:15 p.m.	MLK Library at 9 th & G Streets, NW	801 East Shelter
6:30 p.m. 7:15 p.m. 8:15 p.m.	MLK Library at 9 th & G Streets, NW	1355-57 New York Avenue, NE

Accessible transportation for persons with disabilities is provided upon request.

Unscheduled (on-demand) transportation outside of the schedules listed above is limited, and is subject to the conditions noted earlier in the Transportation section.

Scheduled Transportation for Families

Note that all destinations for scheduled transportation for families are subject to change based on availability of the site and/or actual numbers of persons seeking to go to a specific site.

Pick Up Time	Location	Destination(s)
2:00 p.m.	920A Rhode Island Avenue, NE	Varies depending on designated placements for each family (e.g., shelter, housing, hotels, etc.)
5:00 p.m.	920A Rhode Island Avenue, NE	Varies depending on designated placements for each family (e.g., shelter, housing, hotels, etc.)
8:00 p.m.	920A Rhode Island Avenue, NE	Varies depending on designated placements for each family (e.g., shelter, housing, hotels, etc.)
10:00 p.m.	920A Rhode Island Avenue, NE	Varies depending on designated placements for each family (e.g., shelter, housing, hotels, etc.)

*This transportation is only provided on days/evenings when a hypothermia alert has been called and only for families who have been determined to be priority one, given a placement referral and a specific placement designation has been determined/given.

If they are in need of transportation, families who have been given a placement referral and are awaiting a placement designation may remain at 920A Rhode Island Avenue, NE, until transportation is provided.

Accessible transportation for persons with disabilities is provided upon request.

MENTAL HEALTH SERVICES

If a service provider is concerned with a client's mental health stability, a request may be made to the Homeless Outreach Program (HOP) of the Department of Mental Health (DMH). If appropriate, the HOP will link or re-link the consumer to mental health services or provide a crisis assessment and initiate the appropriate intervention. DMH staff will provide outreach workers with orientation, training, and written materials to increase their understanding of psychiatric impairments and how to make an initial determination whether DMH involvement is needed. The overarching goal is to protect the health and safety of the consumer, especially during severe weather conditions. HOP services are available on Monday through Friday from 8:30 a.m. until 9:00 p.m. The telephone number for the HOP is 202-673-9124. DMH also has a Mobile Crisis Service (MCS) that is available seven days per week from 9 a.m. until 1 a.m. The MCS telephone number is 202-673-9300.

HEALTH SERVICES AND DETOXIFICATION SERVICES

Unity Health Care (UHC) is under contract with the Department of Health (DOH) to operate year-round clinics at various shelter locations. It also operates a mobile medical outreach van for non-sheltered persons that are homeless. Persons in need of non-emergency medical care or treatment who are able to wait until the clinics open the next day, will be referred to UHC for follow-up. Persons needing more serious or emergency health care will be referred to the D.C. Fire and Emergency Medical Services Department for pick-up and transport to a hospital. DOH will provide medical consultation to shelter providers, as deemed necessary. Additionally, DOH will disseminate hypothermia fact sheets throughout the community to educate the public, with the intention of preventing hypothermia-related deaths and illnesses among the homeless population.

DOH will offer in-service training for shelter providers and staff members to raise awareness about the medical aspects of hypothermia and to educate them in how to help someone who may be hypothermic.

Detoxification at a DOH facility, as listed below, will be available for those requiring it.

Name of Center	Location	Telephone
Seton House	1053 Buchanan St., NE	(202) 269-7649
Psychiatric Institute of Washington	4228 Wisconsin Avenue NW	(202) 885-6510

The Metropolitan Police Department (MPD) is responsible for transporting persons in need of detoxification facilities

SERVICES FOR THE LATINO COMMUNITY

Printed material will be provided in Spanish for distribution to Latino organizations. The District's Office of Latino Affairs (OLA) will be requested to assist in the distribution of these materials. Two (2) bilingual (English-Spanish) outreach workers will work from Neighbors' Consejo to conduct outreach in the Columbia Heights and Mt. Pleasant areas in Ward One. The UPO Hotline will seek to have bilingual staff at the Hotline office, and it will seek to hire a bilingual driver to operate one (1) of the vans that will be on the street this winter. UPO will have access to interpretation services for Spanish-speaking callers through Language Line Services at 1-800-367-9559.

INTERPRETATION SERVICES

Interpreters are available through Language Line Services, a professional, telephone-based interpretation service that provides interpreter assistance in over 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.

SUPPLIES

TCP works closely with volunteers and nonprofit agencies to secure supplies for distribution and use during the hypothermia season. The District and its partners will distribute blankets on November 1, 2012, per a written protocol, and an ample inventory of other supplies will 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.

TRAINING

Hypothermia training for outreach workers and shelter providers will be conducted by TCP in conjunction with DHS, and it is currently scheduled to begin in the third week of October 2012 and no later than November 1, 2012. All agency directors or designated staff directly involved in the provision and management of hypothermia related services will be asked to attend an initial review of protocols, processes, communications, and responsibilities related to the upcoming hypothermia season.

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

SHELTER MONITORING

DHS monitors shelter operations year round to ensure that clients are being served well and to note any corrective actions that must be taken. When necessary, these actions must be accomplished within a given time, and DHS will confirm that they have been completed. The Shelter Monitoring Unit may be contacted with specific concerns at its toll free customer service number, 1-866-454-1554.

YOUTH SERVICES

Homeless youth and young adults are a unique and vulnerable population that requires developmentally appropriate services. While the District does have youth specific emergency and short term housing options, these facilities will not be able to meet the anticipated need over the course of the hypothermia season. Consequently, adult shelters will likely encounter more young people than in years past. As a result, the training conducted by TCP in conjunction with DHS will include an overview of youth service providers and a brief discussion of best practices in working with this population.

For youth, shelter providers are encouraged to refer the client to organizations that provide programs and services that are tailored to meet the needs of adolescents and young adults. The organizations listed in Appendix A currently work with homeless or unstably housed youth and may be able to assist the client in obtaining additional supportive services.

APPENDIX A - YOUTH PROVIDERS

Agency Name	Contact Information	Program Name	Program Type	Units for Families Headed by Youth/Young Adults	Beds for Youth/Young Adults
Covenant House Washington	Emergency Line: 1-800-999-9999 Community Outreach: 202-610-9514	Crisis Center	Temporary Shelter	9	46
		My Place	Perm. Supp. Housing	7	27
		Rights of Passage	Transitional Housing	8	20
Echelon Community Services	Referrals via Virginia Williams Family Resource Center	New Start at Kia's Place	Transitional Housing	11	0
	Referrals made through Brittany Hill at the Community Partnership for the Prevention of Homelessness 202-543-5298 ext 125 bhill@community-partnership.org	Kia's Place	Single Room Occupancy	Mixed use, 33 units. Some held for Emergency	
Latin American Youth Center	Street Outreach Program: 202-319-2624	Hope's House	Transitional Housing	3	0
		Extended Housing Program	Transitional Housing	0	5
Sasha Bruce Youthworks	Emergency Hotline: 202-547-7777	Belmont Crossing	Transitional Housing	10	0
		Olaiya's Cradle	Transitional Housing	5	0
		Bruce House	Temporary Shelter	0	15
		Family Preservation	Temporary Shelter	0	12
		Independent Living Program	Transitional Housing	0	12
		Transitional Living Program	Transitional Housing	0	11
Transgendered Health Empowerment	General Contact: 202-636 - 1646	Wanda Alston House (LGBTQ Specific)	Transitional Housing	0	8
Sexual Minority Youth Assistance League	202-546-5940	Youth Center	Counseling and related support services and referrals for LGBTQ Youth.		
D.C. Public Schools McKinney Vento Homeless Children Liaisons	Contact at DCPS Central Office Nicole Lee-Mwandha (202) 442-5885 nicole.lee-mwandha@dc.gov McKinney Vento Liaisons Each school in DCPS has one identified Liaison who is	Provides school based resources and assistance to homeless children in D.C. including uniform assistance, transportation, and enrollment support for any child or young adult enrolled in DCPS. Liaisons can be contacted at the school directly, or via Ms. Lee-Mwandha. A list of DCPS McKinney Vento Liaisons is available via the DCPS Website.			

	managed by Ms. Lee-Mwandha.	
Charter Schools McKinney Vento Homeless Children Liaisons	<p>Contact at OSSE JaSent Brown 202-727-6436 jasent.brown@dc.gov</p> <p>McKinney Vento Liaisons Each charter school is required to have one identified Liaison who is overseen at the Office of the State Superintendent of Education (OSSE) by Ms. Brown</p>	Provides school based resources and assistance to homeless children in D.C. Charter Schools including uniform assistance, transportation, and enrollment support for any child or young adult enrolled in DCPS. Liaisons can be contacted at the school directly, or via Ms. Brown. A list of Charter School McKinney Vento Liaisons is available via the OSSE Website.

APPENDIX B – SHELTER LOCATIONS

Men’s Shelters - 12–Hour Low Barrier Sites:

Name of Shelter	Location	Telephone	Accessible
New York Avenue Shelter	1355-57 New York Ave., NE	(202) 832-2359	
801 East Shelter	801 Making Life Better Lane, SE	(202) 561-4014	Yes
Adams Place Shelter	2210 Adams Place, NE	(202) 832-8317	

Women’s Shelters - 12–Hour Low Barrier Sites

Name of Shelter	Location	Telephone	Accessible
Open Door	425 2 nd Street, NW (at E St.)	(202) 639-8093	
Nativity Shelter	6010 Georgia Avenue, NW	(202) 487-2012	
D.C. General Building 9-Harriet Tubman	1900 Massachusetts Ave., SE	(202) 547-1924	
John Young	117 D Street, NW	(202) 639-8469	

Men’s Shelters - Hypothermia, Seasonal, And Overflow Shelters:

Name of Shelter	Location	Telephone	Accessible
Sacred Heart Church	16 th Street and Park Road, NW	TBA	
First Rising Baptist Church	602 N Street NW	TBA	
801 East Shelter	801 Making Life Better Lane, SE	(202) 561-4014	Yes
Community for Creative Non-Violence (CCNV)	425 Second Street, NW	(202) 393-1909	Yes
Saint Luke’s Church	3655 Calvert Street, NW	(202) 333-4949	
Banneker Recreation Center	2500 Georgia Avenue, NW	TBA	
Adams Place Shelter	2210 Adams Place, NE	(202) 832-8317	
D.C General Cafeteria	1900 Massachusetts Ave, SE	TBA	

Women’s Shelters -- Hypothermia, Seasonal, And Overflow Shelters

Name of Shelter	Location	Telephone	Accessible
Open Door	425 2 nd Street, NW (at E St.)	(202) 639-8093	
New Covenant Baptist	1301 W Street, SE	(301) 728-8307	
Nativity Shelter	6010 Georgia Avenue, NW	(202) 487-2012	
Community for Creative Non-Violence (CCNV)	425 2 nd Street, NW	(202) 399-2359	Yes

Family Shelter:

Name of Shelter	Location	Telephone	Accessible
D.C. General Main Building	1900 Massachusetts Avenue, SE	(202) 547-5702	Yes

APPENDIX C - Hypothermia Season 2012-2013 Capacity Tables

CAPACITIES OF SHELTERS FOR MEN WHO ARE HOMELESS

Capacities shown in this table reflect the best estimates of demand for shelter in the upcoming hypothermia season for men who are homeless. The Government of the District of Columbia is committed to protecting individuals who are homeless from cold weather injury by meeting the demand for shelter during hypothermia season. Should the need for shelter exceed levels of capacity identified in this plan, the District will open additional facilities to meet the need for shelter including but not limited to overflow capacity in the D.C. General cafeteria.

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Alert Night Beds	Over-flow	Total	Accessible
Sacred Heart Church	CC	0	0	50	0	50	
801 East Shelter	CC	380	52	0	0	432	Yes
Community for Creative Non-Violence (CCNV) Drop-In Center	CCNV	0	0	135	0	135	Yes
CCNV 3 South ¹	CCNV	0	44	0	0	44	Yes
Saint Luke's Church	CC	0	0	30	0	30	
Banneker Recreation Center	CC	0	0	40	0	40	
Adams Place Shelter	CC	150	30	0	0	180	
First Rising Baptist	CC			25	0	25	
New York Avenue	CC	360	0	0	0	360	
D.C. General Cafeteria	CC	0	0	0	35	35	
Subtotal of Available Capacity		890	126	315	35	1,331	
TOTAL						1,331	

Key: CC = Catholic Charities

¹ The 44 seasonal beds at CCNV (3 South) will operate as 24 hour low barrier beds.

APPENDIX C, cont.

CAPACITIES OF SHELTERS FOR WOMEN WHO ARE HOMELESS

Capacities shown in this table reflect the best estimates of demand for shelter in the upcoming hypothermia season for women who are homeless. The Government of the District of Columbia is committed to protecting individuals who are homeless from cold weather injury by meeting the demand for shelter during hypothermia season. Should the need for shelter exceed levels of capacity identified in this plan, the District will open additional facilities to meet the need for shelter.

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Alert Night Beds	Over-flow	Total	Accessible
Open Door	NHM	108	0	10	0	118	
New Covenant Baptist	CC	0	0	25	0	25	
Nativity Shelter	CC	20	15	0	0	35	
Community for Creative Non-Violence (CCNV) 2 South ¹	CCNV	0	48	0	0	48	Yes
D.C. General Building 9-Harriet Tubman	CC	100	0	0	0	100	
John Young	NHM	85	0	0	0	85	
TBD	TBD	0	0	0	16	16	
Subtotal of Available Capacity		313	63	35	16	427	
TOTAL						427	

Key: NHM = New Hope Ministries, CC = Catholic Charities

¹ The 48 seasonal beds at CCNV (2 South) will operate as 24 hour low barrier beds.

APPENDIX C, cont.

CAPACITY FOR FAMILIES WHO ARE HOMELESS

Capacities shown in this table reflect the estimate of demand for shelter in the upcoming hypothermia season for families that are homeless, based on information currently available. The estimate of demand for family shelter is based on an anticipated 23-30% increase in the number of shelter placements as compared to the 2011-2012 winter season (an increase that comports with the trends of increasing family homelessness each year starting in 2008). The estimate also takes into account an analysis of the pace of family placements in the 2011-2012 winter season.

The Plan for families makes the following assumptions:

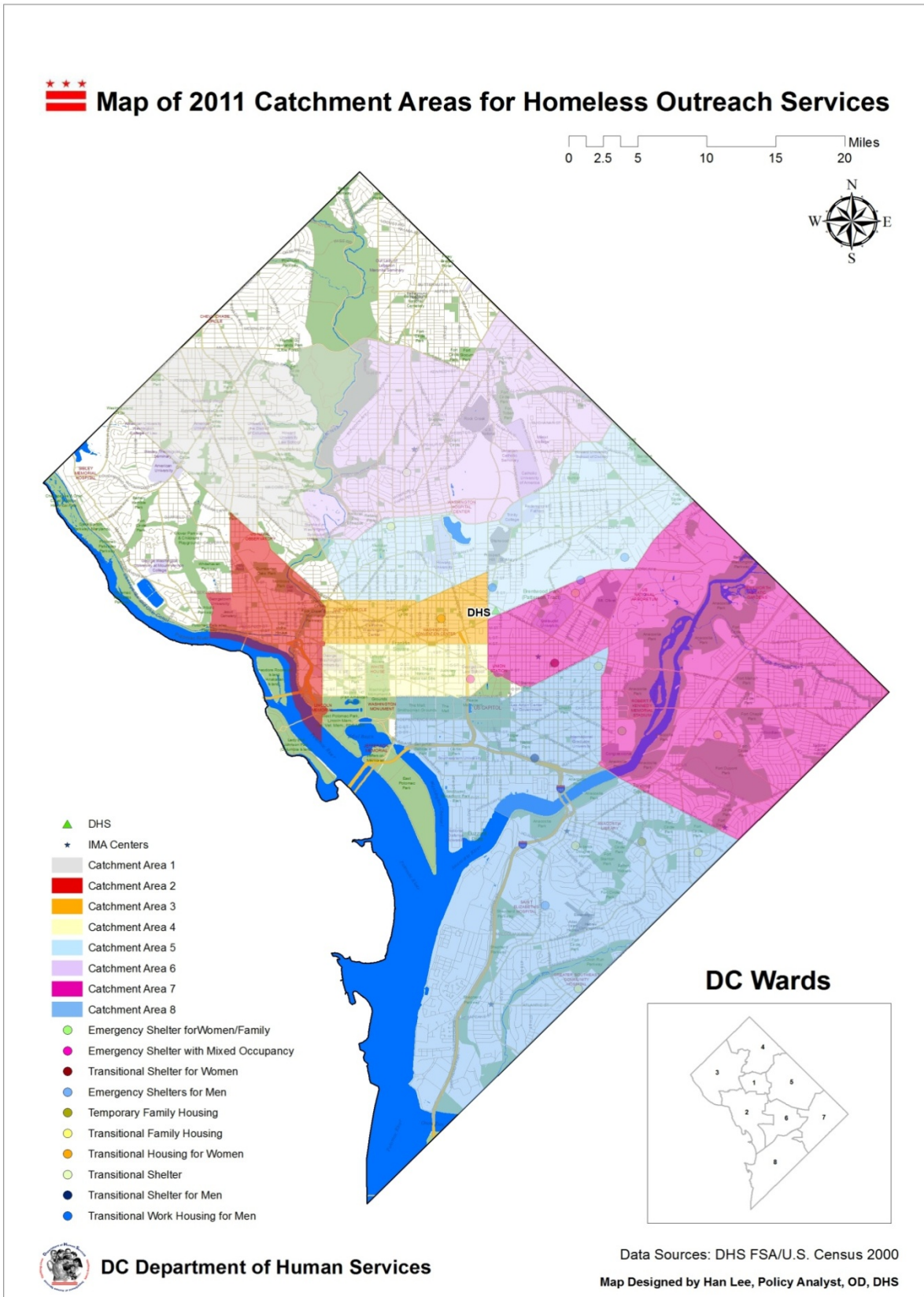
1. This Plan assumes that the D.C. General family shelter will be at a capacity of 153 units on November 1, 2012.
2. DHS has stated that for FY 2013 the targeted capacity at D.C. General family shelter for the winter season is 153 units.
3. The District of Columbia government will rely on prevention and alternatives to shelter, such as mediation, emergency assistance, rental arrearage assistance, security deposit and first month's rent, rapid re-housing, and eligibility determination for available housing programs, as indicated by the individual needs of the family.
4. No families will still be in hotels or motels on November 1, 2012.

For those families whose housing needs cannot be met, even with additional prevention and stabilization resources, the District of Columbia will utilize emergency shelter placement, and, if necessary will use the 118 additional units at D.C. General as overflow. Hotel or motel placements will be used only as a last resort until appropriate alternatives are identified. The Government of the District of Columbia is committed to protecting individuals and families who are homeless from cold weather injury by meeting the demand for shelter during hypothermia season. Should the need for shelter exceed levels of capacity identified in this plan, the District will identify additional capacity to meet the need for shelter.

Source of Capacity	Provider	Seasonal Units	Shelter, Re-Housing, Other	Diversion through Mediation or Emergency Assistance	Total	Accessible
D.C. General Hospital	TCP	153	0		153	Yes
Community Based Short Term Units	TCP	Pending	Pending		Pending	
Placements*	Various	0	473 (at 23%) 509 (at 30%)		473-509	
Diversion	Various					

*The placement numbers reflected in the chart are the estimated number needed to avoid utilizing overflow capacity (e.g., the additional 118 units at D.C. General Shelter, hotels, etc.).

APPENDIX D – Map of Outreach Catchment Areas





Important Telephone Numbers:

The Shelter Monitoring Unit's Customer Service Number is 1-866-454-1554 or you may call 311 with specific customer service concerns.

For assistance, especially during cold weather, call:

Shelter Hotline: 1-800-535-7252 or the Mayor's Call Center: 311

Those who are homeless may call these numbers to seek assistance, and the general public may call these numbers to get help for someone who is homeless and in need of assistance.

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