

# THE WINTER PLAN

*Developed by the Interagency Council on Homelessness (ICH)  
To Protect the Lives of Those Who Are Homeless  
During the Winter of 2014-2015  
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 2014-2015 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 2014-2015 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 2014-2015 covers the period beginning November 1, 2014 and ending on March 31, 2015. In practice, the additional services provided as a result of the calling of a hypothermia alert may begin before November 1 or extend beyond March 31<sup>st</sup> 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 Behavioral Health (DBH), the Department of Health (DOH), and both public and private outreach programs.

## **SUMMARY OF ACTIVITIES AND OUTCOMES FOR THE WINTER OF 2013-2014**

While the winter of 2013-2014 presented challenges due to extraordinarily cold temperatures, 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 2013-2014, 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 151 days in the 2013-2014 winter season that extended from November 1, 2013 to March 31, 2014, there were hypothermia alerts on 100 (or 66%) of those days, and an additional two alert days were called in mid April. 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.

In addition to what was included in the 2013-2014 Winter Plan, the District also implemented a “Cold Weather Emergency” strategy in January 2014. The Cold Weather Emergency was to be called when the temperature fell, or was 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 existed:
  - Steady precipitation for 60 consecutive minutes
  - Ice Storms and/or freezing rain
  - Snow accumulation of 3 inches or more
  - Sustained winds of more than 10-15 miles per hour
  - A wind chill below 0°F
  - Other meteorological conditions or threats as determined by HSEMA

The District called Cold Weather Emergencies on at least 19 days in 2014. On Cold Weather Emergencies, 3-4 locations were open as warming sites during normal business hours. On several occasions warming buses were provided overnight at 5 sites. Information provided by the DHS staff and providers indicated that the warming buses served a significant number of individuals who would not typically enter year-round or alert night shelters.

The hypothermia public information campaign was launched on November 1, 2013, 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, throughout each day HSEMA and DHS will monitor the NWS website for the published forecast.

By 7:00 a.m. each day, HSEMA shall notify TCP, UPO, and DHS whether or not the actual or forecasted temperature, including wind chill, is or will be 32 degrees Fahrenheit (F.) or below prior to 6:59 p.m. If so, DHS and HSEMA shall put a daytime hypothermia alert into effect until 7:00 p.m. or until the actual temperature rises above 32 degrees Fahrenheit.

HSEMA and DHS will continue to monitor the NWS weather forecast as published on the NWS website throughout the day. If by 2:30 -3:00 p.m. HSEMA and DHS determine the real time weather conditions and the likely conditions indicate a forecasted temperature for the 7:00 p.m. until 6:59 a.m. overnight period that is 32 degrees Fahrenheit or below, including wind chill, DHS and HSEMA will put an overnight hypothermia alert in effect from 7:00 p.m. until 6:59 a.m. or until the temperature including wind chill rises above 32 degrees Fahrenheit. If an alert is called off before 7:00 a.m., any hypothermia shelters will remain open until 7:00 a.m.

Once in effect, an alert stays on until it is called off by HSEMA. When HSEMA calls an alert, TCP, UPO, and DHS are notified. At that time, UPO shall immediately notify all shelter providers to open hypothermia shelters. Shelter providers operating year-round programs and seasonal shelters are not permitted to require that clients exit until the alert is called off by HSEMA; providers operating from church, D.C. Recreation Centers and other community-based sites that are not available during the day are required to offer clients transportation to another site that will be open during the daytime hours. Shelter providers may call the UPO Hypothermia Hotline at [\(202\) 588-5031](tel:2025885031) at any time to determine the alert status.

It is DHS's intent to send out an email alert twice a day on weekdays, at 7:00 a.m. and then between 2:30 – 3:00 p.m., to notify all interested persons and groups of the alert status whether or not that status has changed. On weekends and holiday, DHS intends for this alert email to go out between 2:30 – 3:00 p.m. The information on the alert status will also be posted on DHS's website, at [www.dhs.dc.gov](http://www.dhs.dc.gov), and will be available via in-person inquiries at any open Metropolitan Police Department stations, Fire and EMS stations, public libraries, and Department of Parks and Recreation centers. See the "Communications" section elsewhere in the Winter Plan for additional information on alert notifications.

Note that it is also expected that during the 2014-2015 Winter the District will have a Cold Weather Emergency plan to be implemented in cases of extreme weather. It is expected that the conditions under which a Cold Weather Emergency would be declared will be the same or similar to what was put into place in January 2014.

## ELEMENTS OF THE WINTER PLAN FOR 2014-2015

### 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) 588-5031.
- 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](http://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, 2014 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 signatures tags. The District government will also encourage agencies utilizing Twitter to include information on alerts and the hotline as part of their communications.
- Public Service Announcements (PSAs): DHS will develop and release television and radio announcements featuring the 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 versions, 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 B. 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 be open only on nights when a hypothermia alert has been called. If in a D.C. Recreation Center, the shelter will be open from 9:00 p.m. to 7:00 a.m., if in a church or other community site, will be open from 7:00 p.m. to 7:00 a.m. Church and other community-based shelters will not be open during the daytime hours, even if an Alert is still in effect, since these sites are contracted for use as Alert-night shelter by the District government, and used for other purposes during the daytime hours. Hypothermia Shelters located within D.C. Recreation Centers will remain open 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, 2015.

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 with wind chill 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 located within Churches or other community-based sites. The Church and community-based hypothermia shelters close at 7:00 a.m., and on alert days transportation will be provided from those sites to sites that are open.

Shelter providers will include Catholic Charities (CC), the Community for Creative Non-Violence (CCNV), the Coalition for the Homeless, and New Hope Ministries (NHM). Local churches will also serve as shelters, including Sacred Heart, Saint Luke's Mission Center, and New Covenant Baptist Church.

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 8:30 a.m. and 4:00 p.m., Monday through Thursday (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 (VWFRC) at 920 Rhode Island Avenue, NE or to any other family intake sites that are opened in the future. After 4:00 p.m. Monday through Thursday; all Fridays; weekends, holidays and days on which the D.C. government is closed, during hypothermia alerts families should call the Shelter Hotline, which will put the family in contact with staff from the VWFRC or The Community Partnership for the Prevention of Homelessness (TCP). Staff at the VWFRC or TCP will make a determination regarding authorization of shelter placement and transportation. Families placed in shelter after regular business hours will be required to go to the VWFRC the following business day for assessment and verification of eligibility.

The D.C. General family shelter is the primary placement site for families seeking emergency shelter in the District of Columbia. In the event that D.C. General is full when a hypothermia alert is in effect, additional capacity (*e.g.*, motel placements or other family shelter) will be added. All family shelter, including D.C. General and motel placements, operates 24 hours a day.

## FOOD AND CASE MANAGEMENT SERVICES FOR FAMILIES AND INDIVIDUALS

For families, the District shall establish and, by October 1, 2014, 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 adequate food resources and effective case management services.

Food service for families at the D.C. General shelter will, at a minimum, include two meals a day. In the event that the District places families in motel(s) or other family shelter, such placements will be made, to the extent possible, at locations that provide each room with a microwave and refrigerator; gift cards and/or other forms of financial assistance and/or other emergency food resources will be provided as needed on a case-by-case basis. Information regarding provision of meals and emergency food resources shall be provided at the time of placement. For individuals, evening meals are provided nightly at the year-round, seasonal shelters, and alert night shelters. Additional meals are provided to sites which are open during the daytime when a Cold Weather Emergency is in effect.

Case management for families placed at the D.C. General shelter will be provided by on-site case management staff. Families placed in motel(s) or other family shelter will receive case management services from their assigned specialists at the VWFRC. In addition, any family placed in an emergency shelter placement other than D.C. General during hypothermia season will be eligible to participate in all additional program services that are available to families in emergency shelter placements at D.C. General.

## OUTREACH AGENCIES

The District government contracts with a number of agencies 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. As additional information regarding outreach providers becomes available, it will be posted on the Interagency Council on Homelessness website at [www.ich.dc.gov](http://www.ich.dc.gov).

## TRANSPORTATION

Transportation is a scarce resource for those who are homeless, especially during the winter months, and the transportation system outlined in the 2014-2015 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 shelter transportation system will operate on a rational, scheduled basis to serve both those who are homeless and the shelter providers optimally. As with 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, 2014 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 time frames 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, 2014, 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, one 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 from 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.

<b>Pick Up Time</b>	<b>Location</b>	<b>Destination(s)</b>
6:30 a.m.	New Covenant Baptist Church 1301 W Street, SE (hypothermia night shelter only)*	Rachael’s Women’s Center; Bethany Women’s Center at N Street Village
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 7:00 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 to Women’s Shelters - Evening 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 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 9<sup>th</sup> and G Streets NW (MLK Library) to Harriet Tubman, and to the New Covenant Baptist Church.

<b>Pick Up Time</b>	<b>Location</b>	<b>Destination(s)</b>
2:00 p.m. (Alert nights ONLY)	Rachael’s Women’s Center; Bethany Women’s Center at N Street Village	Open Door, John Young Center, Harriet Tubman at D.C. General
2:00 p.m. (Alert nights ONLY)	SOME	Open Door, John Young Center, Harriet Tubman at D.C. General
6:30 p.m.	Sacred Heart Church 16 <sup>th</sup> Street and Park Road, NW	Nativity Shelter
6:30 p.m. 7:15 p.m. 8:15 p.m.	9 <sup>th</sup> & G Streets, NW (MLK Library)	Open Door, John Young Center, 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 from Men’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, 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 Mission Center 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	SOME (71 O Street, NW);
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 <sup>th</sup> & G Streets, NW (MLK Library)
6:30 a.m. 7:15 a.m. 8:15 a.m.	1355-57 New York Avenue, NE	SOME
6:30 a.m.	Banneker Recreation Center* 2500 Georgia Avenue, NW	SOME
6:30 a.m.	Saint Luke’s Mission Center* 3655 Calvert Street, NW	SOME
8:30 a.m.	MLK Library at 9 <sup>th</sup> & G Streets, NW	Thrive DC - St. Stephen’s 1525 Newton Street, NW

\* These sites do not remain open after 7:00 a.m. during daytime hypothermia alerts, so transportation from the Banneker Recreation and Saint Luke’s Mission Center 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 to Men’s Shelters – Evening 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 evening, men will be picked up from the MLK Library and transported to Adams Place, 801 East, and New York Avenue shelters.

<b>Pick Up Time</b>	<b>Location</b>	<b>Destination(s)</b>
1:00 p.m. (Alert nights ONLY)	SOME	2210 Adams Place, NE; 1355-57 New York Avenue, NE; 801 East Shelter
6:45 p.m.	Sacred Heart Church 16 <sup>th</sup> Street and Park Road, NW	9 <sup>th</sup> & G Streets, NW (MLK Library)
6:30 p.m. 7:15 p.m. 8:15 p.m.	MLK Library at 9 <sup>th</sup> & G Streets, NW	2210 Adams Place, NE
6:30 p.m. 7:15 p.m. 8:15 p.m.	MLK Library at 9 <sup>th</sup> & G Streets, NW	801 East Shelter
6:30 p.m. 7:15 p.m. 8:15 p.m.	MLK Library at 9 <sup>th</sup> & 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.

<b>Pick Up Time</b>	<b>Location</b>	<b>Destination(s)</b>
2:00 p.m.	920 Rhode Island Avenue, NE	Varies depending on designated placements for each family (e.g., shelter, housing, hotels, etc.)
5:00 p.m.	920 Rhode Island Avenue, NE	Varies depending on designated placements for each family (e.g., shelter, housing, hotels, etc.)
8:00 p.m.	920 Rhode Island Avenue, NE	Varies depending on designated placements for each family (e.g., shelter, housing, hotels, etc.)
10:00 p.m.	920 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 and given a placement referral and for whom 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 920 Rhode Island Avenue, NE, until transportation is provided.

Accessible transportation for persons with disabilities is provided upon request.

## 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.

## MENTAL HEALTH SERVICES

If a service provider is concerned about a client's mental health stability, a request may be made to the Homeless Outreach Program (HOP) of the Department of Behavioral Health (DBH). 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. DBH 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 DBH 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 9:00 a.m. until 9:00 p.m., with some availability until 11:00 p.m. The telephone number for the HOP is 202-673-9124. DBH also has a Mobile Crisis Service (MCS) that is available seven days per week from 9:00 a.m. until 1:00 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 who are homeless. Persons in need of non-emergency medical care or treatment who are able to wait until the clinics open the next day, will be referred to UHC for follow-up. 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.

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. 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.

Detoxification at a facility under contract with DBH, 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 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.

## 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 beginning on November 1, 2014, per a written protocol. 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 Shelter Hotline directly.

## 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 2014 and no later than November 1, 2014. All agency directors or designated staff directly involved in the provision and management of hypothermia-related services will be required to attend an initial review of protocols, processes, communications, and responsibilities related to the upcoming hypothermia season.

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

## HOMELESS SERVICES MONITORING

DHS monitors shelter operations year-round to ensure that clients are being served well and to note any corrective actions that must be taken. When necessary, these actions must be accomplished within a given time, and DHS will confirm that they have been completed. The Homeless Services Monitoring Unit may be contacted with specific concerns at its customer service number, 202-673-4464.

## CHILDREN AND YOUNG ADULTS

### **Outreach for Children and Young Adults**

Youth-focused outreach is conducted year-round by Sasha Bruce Youthwork, Covenant House Washington, Latin American Youth Center, and StandUP for Kids. For additional information on an organization's catchment areas and hours of operation, each organization should be contacted directly. In addition to the catchment areas covered by youth-focused outreach providers, there are street outreach organizations that cover catchment areas across the city. These outreach organizations engage with all persons experiencing street homelessness in their respective catchment areas regardless of age.

A list of youth services organizations with their contact information is included as Appendix A. This list is not intended to be comprehensive, and is provided for referral purposes only.

### **Capacity for Young Adults aged 18 to 24 years**

In FY 2014, the Continuum of Care expanded its ability to serve young adults aged 18 to 24 years by adding 24 beds to 801 East Shelter's year-round capacity, which was in addition to the 93 beds already available throughout the community. These new beds at 801 East exclusively serve unaccompanied young men aged 18 to 24 years. Additionally, unaccompanied young adults can access shelter at all Low Barrier and Severe Weather Shelters that serve adults aged at least 18 years. Families headed by a young adult can access shelter and other housing crisis resources at the Virginia Williams Family Resource Center.

<b>System Capacity: Young Adults (18 – 24)</b>		
	<b>FY14 (Actual)</b>	<b>FY15 (Anticipated)</b>
Number of Dedicated Beds	117	117
Annual Turnover Rate	2.45	2.45
System Capacity – Average Annual Placements	287	287
System Capacity – Average Monthly Placements	24	24

### **Protocol for Serving Unaccompanied Minor Children between 0-17 years of age**

The system for assessing and responding to the needs of unaccompanied children under the age of 18 is fundamentally different than the systems that are in place for adults and families. When an unaccompanied minor is identified (e.g., via street outreach or other system partners) or otherwise presents for assistance anywhere in the community, the person making the identification should immediately call or should ensure that a call is made immediately to the 24 Hour Runaway and Homeless Youth (RHY) Hotline, currently managed by Sasha Bruce Youthwork, at (202) 547-7777. RHY Hotline staff will identify a staff person to pick the minor up within 30 minutes, conduct an initial screening to determine appropriate next steps per the District's Framework for serving unaccompanied youth, and then make the appropriate placement.

## Placements for Unaccompanied Minor Children aged 0 to 17 years

In FY 2014, the District had four dedicated beds for unaccompanied minor children; these beds were funded via the Federal Runaway and Homeless Youth Program. According to data from July 2013 to June 2014, the average length of stay in these beds was 45 days.

In FY 2014, the District government allocated an additional \$500,000 to the Department of Human Services (DHS) to expand the availability of Crisis Beds for unaccompanied children (under age 18) who do not have a safe place to stay. This funding provided an additional six beds at one facility, which came online in July 2014. According to the District’s Framework for serving unaccompanied children, shelter and services for unaccompanied minor children may be provided by the homeless services system for up to three days without parental or court approval, and for up to two weeks with parental or court approval. With a projected average stay of ten days, this new facility of six beds will be able to provide emergency shelter for over 200 additional unaccompanied children over the course of the year.

<b>System Capacity: Unaccompanied Minor Children (Under 18)*</b>		
	FY14 (Actual)	FY15 (Anticipated)
Homeless and Runaway Youth Beds	4	4
Annual Turnover Rate	8	8
Annual Capacity	32	32
Crisis Beds - DHS	--	6
Annual Turnover Rate	--	36
Annual Capacity	--	216
System Capacity – Average Annual Placements	32	248
System Capacity – Average Monthly Placements	2.5	20.5

\*Wanda Alston House serves individuals age 13 to 24. To avoid double-counting capacity, those beds are captured in the table above, but they offer flexibility in terms of system capacity.

Regarding the capacity recommendations including in this Winter Plan, the data currently available does not suggest that the District will experience a significant change in the demand for services in the winter of 2014-2015. The Runaway and Homeless Youth Hotline received 198 calls for assistance during a three-month period last summer (May - July 2013). During the same time period this year, the number of calls dropped to 114, a decrease of 42%. It is not possible to know if this decrease reflects a reduction in demand for services or a lack of system capacity (i.e., if beds are typically full, youth may have stopped calling for assistance). To help better track the situation, the ICH’s Shelter Capacity Work Group will begin monitoring the utilization of the youth beds in September 2014. In addition, the ICH (via the City Administrator’s Office) has hired a consultant to assist the community with planning around the youth homeless services system. This planning will occur in fall 2014, and will focus on building a system of coordinated entry for youth (to ensure resources are targeted as effectively as possible and that communitywide protocol exists), enhancing data collection to allow for improved planning moving forward, and increasing coordination across systems serving vulnerable youth.

## **Overflow Capacity for Unaccompanied Minor Children**

It is important to note that annual capacity does not account for day-to-day fluctuations. In the case of an emergency situation where an unaccompanied minor presents or is referred, a responsible family member (i.e., in a safe location) cannot be identified before night, and no Crisis Beds are available, the District of Columbia will work with youth service providers to provide contracting authority for overflow capacity. At the writing of this plan, Wanda Alston House had indicated that they had the ability to offer at least one overflow bed in such emergency situations.

## **Additional Resources for Fiscal Year 2015**

An additional \$1.3 million has been allocated in the District's FY 2015 budget to enhance the service system for homeless youth. These funds will provide the District with the ability to conduct a youth specific count so that the scope and scale of need in the community can be better understood. In addition, the funds will allow for additional beds specifically designated for LGBTQ youth and young adults, additional street outreach for youth, increased transitional living for youth, and perhaps a youth drop-in center. This process will also allow the community to develop strategies for additional emergency and overflow capacity.

## **APPENDIX A - YOUTH PROVIDERS**

### **Outreach and Hotlines**

Agency Name	Program Name	Contact Information
Latin American Youth	Street Outreach	Jorge Cabrera, 202-319-2624
Sasha Bruce	Emergency Hotline	202-547-7777
Sasha Bruce	Street Outreach	Dan Davis, 202-675-9340
StandUp for Kids	Street Outreach	202-905-3898
Covenant House Washington	Outreach	202-610-9600/9670

### **Emergency Shelter for Youth**

Agency Name	Program Name	Address and Contact Information
Covenant House Washington	Crisis Center	2001 Mississippi Avenue SE, 202-610-9600/9670
Sasha Bruce	Bruce House	1022 Maryland Avenue NE, 202-546-4900
Sasha Bruce	Respite and Family Preservation	741 8 <sup>th</sup> Street, SE, 202-547-7777

### **Other Services**

Agency Name	Service Provided	Contact Information
Sexual Minority Youth Assistance League	Counseling and related support services and referrals for LGBTQ Youth.	202-546-5940
DC Public Schools McKinney Vento Homeless Children Liaisons	Provides school based resources and assistance to homeless children in DC 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.	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 managed by Ms. Lee-Mwandha.
Charter Schools McKinney Vento Homeless Children Liaisons	Transitory Services/McKinney Vento Program for Homeless Students Office of the State Superintendent of Education (OSSE) provides District-wide resources, assistance and support to McKinney Vento Homeless Liaisons at each local education agency and school (including D.C. Public Schools and all D.C. Charter Schools). All local education agencies are required to have an identified homeless liaison. A list of LEA McKinney Vento Liaisons is available via the OSSE Website.	Contact at OSSE JaSent Brown 202-727-6436 jasent.brown@dc.gov  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

## **APPENDIX B – SHELTER LOCATIONS**

### **Men’s Shelters - 12–Hour Low Barrier Sites**

<b>Name of Shelter</b>	<b>Location</b>	<b>Telephone</b>	<b>Accessible</b>
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 [Information on Accessibility Pending]**

<b>Name of Shelter</b>	<b>Location</b>	<b>Telephone</b>	<b>Accessible</b>
Open Door	425 2 <sup>nd</sup> 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:**

<b>Name of Shelter</b>	<b>Location</b>	<b>Telephone</b>	<b>Accessible</b>
Sacred Heart Church	16 <sup>th</sup> Street and Park Road, 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 Mission Center	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	
Kennedy Recreation Center	1401 7 <sup>th</sup> Street NW	TBA	
Emery Recreation Center	5701 Georgia Avenue NW	TBA	
Columbia Heights Rec Center	1480 Girard Street NW	TBA	
Overflow Shelter Site	To Be Determined		

### **Women’s Shelters -- Hypothermia, Seasonal, and Overflow Shelters**

<b>Name of Shelter</b>	<b>Location</b>	<b>Telephone</b>	<b>Accessible</b>
Open Door	425 2 <sup>nd</sup> 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 <sup>nd</sup> Street, NW	(202) 399-2359	Yes
Overflow Shelter Site	To Be Determined		

### **Family Shelter**

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



## APPENDIX C - HYPOTHERMIA SEASON 2014-2015 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.

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Alert Night Beds	Over-flow	Total	Accessible
New York Avenue	CC	360				360	
801 East Shelter	CC	380	52			432	Yes
Adams Place Shelter	CC	150	30			180	
CCNV 3 South <sup>1</sup>	CCNV		44			44	Yes
Saint Luke's Mission Center	CC			30		30	
Banneker Recreation Center	CC			50		50	
Community for Creative Non-Violence (CCNV) Drop-In Center	CCNV			135		135	Yes
Sacred Heart Church	CC			25		25	
Kennedy Rec Center	CC			50		50	
Columbia Heights Rec Center	CC			35		35	
Emery Recreation Center	CC				25	25	
Overflow Capacity - TBD	TBD				213	213	
<b>Subtotal of Available Capacity</b>		<b>890</b>	<b>126</b>	<b>325</b>	<b>238</b>	<b>1,579</b>	
<b>TOTAL</b>						<b>1,579</b>	

Key: CC = Catholic Charities

<sup>1</sup> 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.

<b>Name of Shelter</b>	<b>Provider</b>	<b>Year-round Beds</b>	<b>Seasonal Beds</b>	<b>Alert Night Beds</b>	<b>Over-flow</b>	<b>Total</b>	<b>Accessible</b>
D.C. General Building 9-Harriet Tubman	CC	100				100	
John Young	NHM	85				85	
Open Door	NHM	108	10			118	
Nativity Shelter	CC	20	5			25	
Community for Creative Non-Violence (CCNV) 2 South <sup>1</sup>	CCNV		48			48	Yes
New Covenant Baptist	CC			25		25	
Alert Night Site - TBD	CC			25		25	
Overflow Capacity-TBD	TBD				53	53	
<b>Subtotal of Available Capacity</b>		<b>313</b>	<b>63</b>	<b>50</b>	<b>53</b>	<b>479</b>	
<b>TOTAL</b>						<b>479</b>	

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

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

## **APPENDIX C, cont.**

### **PLACEMENTS FOR FAMILIES WHO ARE HOMELESS**

It is the intention of the Winter Plan to ensure that all District families who are homeless and who cannot access any other shelter are protected during hypothermia conditions. This 2014-2015 Winter Plan specifies several essential tools necessary to enable this goal to be reached. It also outlines the underlying data analysis used to develop the recommendations.

The 2014-2015 Winter Plan for families is based upon the number of placements expected to be needed for families referred for shelter through the Virginia Williams Family Resource Center (VWFRC). From November 1, 2014 through March 30, 2015, the approximate number of families projected to be referred from VWFRC for shelter placement is 840. This projection was generated by analyzing rates and patterns of entry into the system last winter, lengths of stay in the system over the last 12 months, and rates of exit from the system from May – July 2014.

According to HMIS data, there were 723 families who entered shelter during the winter of 2013-2014. The 840 projected placements represent a 16% increase over last winter. A projected increase for this winter is consistent with the trends tracked during the summer of 2014, since from May through July there was a 26% increase of families requesting assistance at VWFRC compared to the same time period last summer.

The District expects to have 409 units in its inventory at D.C. General Hospital and other smaller community-based shelters currently in use around the city\* [see note at bottom of this section]. Although many or most of these units will likely be occupied at the time of the first hypothermia alert this fall, space for new placements will become available as families exit shelter through the season. As in previous years, if the number of families referred from VWFRC for shelter exceeds the available capacity at D.C. General Hospital and the community-based shelters, overflow capacity will be needed.

Families who are referred from VWFRC to emergency shelter and who need 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 – will be provided an appropriate placement the day they are found eligible for such shelter.

An important emphasis during the 2014-2015 winter will be on enhancing system performance to both decrease the number of entries into the system (through strategic targeting of prevention resources to prevent housing loss and by providing case management and housing stabilization support to households that have been diverted from shelter) and to accelerate exits out of shelter. The District is currently averaging 52 exits from shelter per month. Through increased resource investments, improved landlord outreach, and workflow improvements, it is expected that placements from shelter will continue or exceed that rate during the 2014-2015 winter season. Through these efforts, the District will be able to meet more of the need with the existing capacity, though based on the modeling done as part of this year's winter planning, it is expected that overflow capacity will be needed by December.

To meet the demand for shelter during 2014-2015 hypothermia season, the Interagency Council on Homelessness (ICH) recommends the following:

- DHS and its contracted providers should continue to work on process improvements to prevent/divert entries into the system and accelerate exits out of the system. The ICH Shelter Capacity Work Group should monitor metrics on a monthly basis to track when overflow capacity is needed and at what volume, and the District government should conduct a quarterly (or more frequent, if determined necessary) DC-Stat process on homelessness to monitor progress and improve interagency collaboration on the issue.
- Under the direction of the Office of the City Administrator, the Department of General Services (DGS) should prepare an options analysis that considers different solutions (including District owned buildings, short-term lease opportunities from private landlords, demountables, motels, and/or other strategies to be determined) for family overflow for the FY15 hypothermia season. The District of Columbia must take the measures necessary to meet its legal obligations regarding a right to shelter, acknowledging that the anticipated need for shelter will exceed the currently available resources and that additional resources will be necessary to prevent any impact on other areas of the homeless services budget (particularly housing programs designed to move families out of shelter).
- In order to quickly engage and exit families from shelter, resources across intervention types (one time assistance, Rapid Re-Housing, Permanent Supportive Housing and other mechanisms) need to be available at all times, both before and during the winter. DHS should be prepared to plan and execute contracts for housing services at the beginning of the fiscal year so that available programs are fully operational throughout the hypothermic season.

\* Under a lawsuit filed against the District last winter over the Recreation Center placements, which is still pending, there is a Court Order specifying certain criteria for family shelter units. Approximately 40 rooms at the D.C. General facility do not meet the criteria in the Court Order and may have to be taken offline for the upcoming hypothermia season. DHS staff have indicated that there is no reasonable way to make these rooms compliant with the Order. However, it is currently being researched as to whether these rooms at D.C. General may be grandfathered in and therefore not subject to the Order.



Important Telephone Numbers:

The Homeless Services Monitoring Unit's Customer Service Number is 1-202-673-4464, 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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