



# COVID-19 Briefing for DHS Providers and Partners

Department of Human Services

April 23, 2021

*\*Please submit questions via WebEx chat\**

# Agenda

- I. DHS
- II. Overview - OD
- III. Overview - ESA
- IV. Overview - FSA
- V. Question and Answer

# DHS Operational Status (04/23/2021)

*The District remains in Phase II of Re-Opening*

**Public Health Emergency Extended through May 20, 2021**

DHS continues to deliver essential services:

- Low Barrier and Emergency Shelters – Open, extended hours
- Call Center – Open
- ESA Service Centers – Limited Services, varied by site
- Outreach – Full staffing with limited hours
- Day Centers – DDSC limited, Zoe's Doors & Sasha Bruce open
- Virginia Williams Family Resource Center – Open, intake via telephone / Shelter Hotline
- FRSP case management, HPP, and ERAP: via telephone

# ESA Operational Status

## Service Centers

*Pick-up/Drop-off only*

### Taylor Street

*1207 Taylor Street NW*

### H Street

*645 H Street NE*

### Congress Heights

*4049 South Capitol Street SW*

Anacostia Service Center & Fort Davis are **temporarily closed**

## Call Center

Monday through Friday  
7:30am-4:45pm

**(202) 727-5355**

Customers can request an application be mailed

## EBT Distribution Centers

Monday through Friday  
7:30am-4:45pm

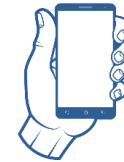
### Good Hope Road

*1649 Good Hope Road SE*

### H Street

*645 H Street NE*

## Applications & Verifications



### Mobile Phone

District First (formally DC Access) Mobile App  
iPhone & Android



### Online

[dcbenefits.dhs.dc.gov](https://dcbenefits.dhs.dc.gov)



### Mail

Department of Human Services  
Economic Security Administration  
Case Record Management Unit  
P.O. Box 91560  
Washington, DC 20090



### In Person

Pick-up or drop-off at one of three open Service Centers

# ESA Food Access Updates

- **Emergency Allotments** continued through April
  - \$95 “base” implemented in April
- **P-EBT** – SY2020-2021 plan approved, working to relaunch
  - Families with questions on their P-EBT benefits can visit <https://dhs.dc.gov/p-ebt>

**\$92 million**

in emergency allotments issued to over

**47k households**

**\$35 million**

in P-EBT issued to over

**70k children**

# Public Benefits Update

- Remind customers to keep phone and address up-to-date with DHS

SNAP/TANF/Cash Assistance	Medical Programs
<b>Interviews</b> <ul style="list-style-type: none"><li>• Waived through June 2021</li></ul> <b>Recerts</b> <ul style="list-style-type: none"><li>• Customers required to recertify once notified</li></ul> <b>Mid-Certs/Interim Contacts</b> <ul style="list-style-type: none"><li>• Waived through June 2021</li></ul>	<b>Interviews</b> <ul style="list-style-type: none"><li>• Waived</li></ul> <b>Recertifications</b> <ul style="list-style-type: none"><li>• Waived</li></ul>

# Human Services Data

**Human Services Data as of April 22nd at 5pm (posted daily on [coronavirus.dc.gov](https://coronavirus.dc.gov)):**

- Number of individuals in homeless service system who have tested positive: 541
- Number of individuals in remote quarantine: 40
- Of individuals in remote quarantine, number from shelter: 30
- Total number of lives lost among individuals in the homeless service system: 24

**Follow our progress:**

<https://dhs.dc.gov/storyboard>



## **RESPONDING TO COVID-19 IN EMERGENCY SHELTERS**

How DC is protecting and supporting those experiencing homelessness during the coronavirus (COVID-19) pandemic

DC Department of Human Services | July 7, 2020

 GOVERNMENT OF THE  
DISTRICT OF COLUMBIA  
MURIEL BOWSER, MAYOR

# Human Services Data – Update

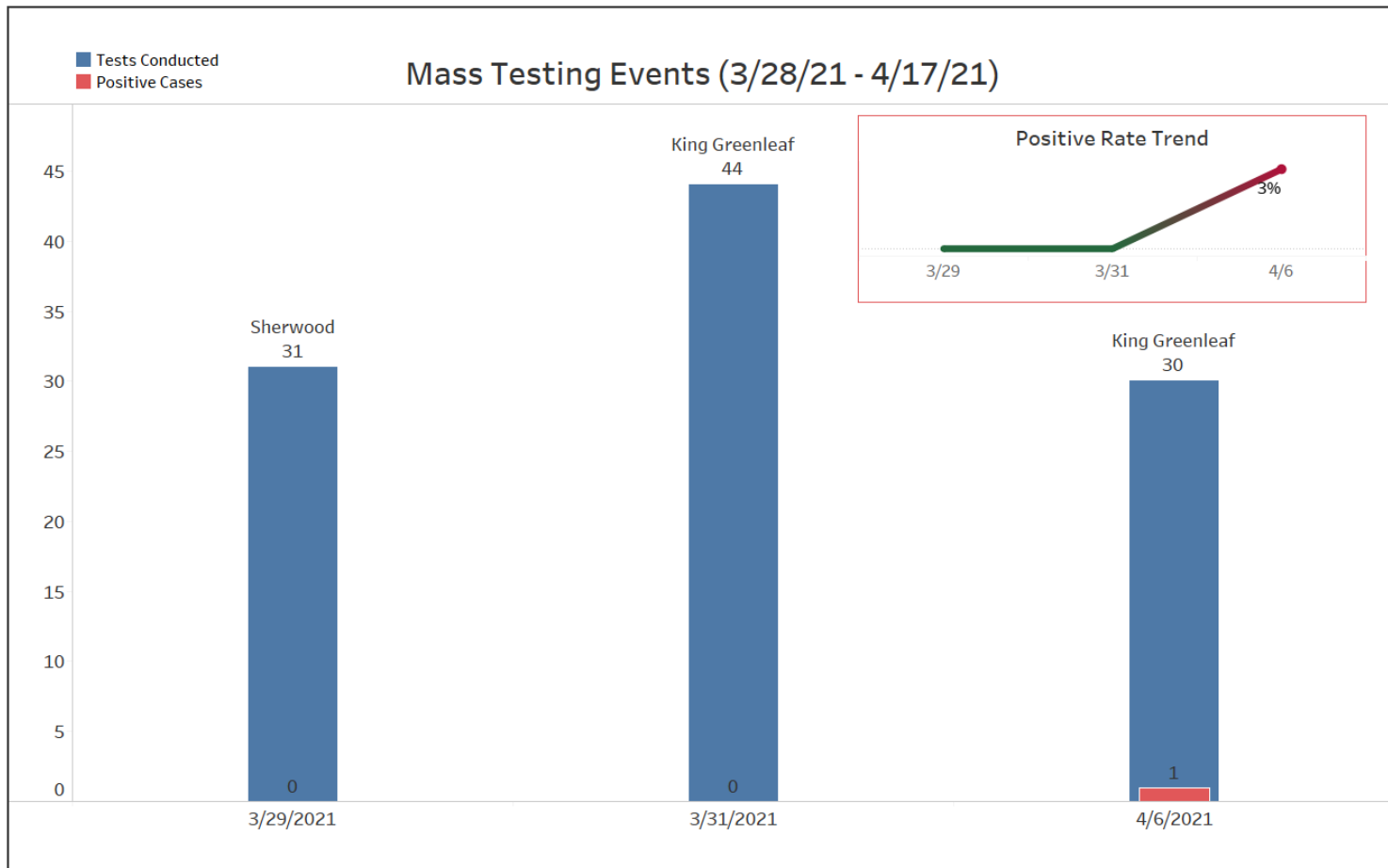
In Shelter Tested Positive (Cumulative)	09-Apr	10-Apr	11-Apr	12-Apr	13-Apr	14-Apr	15-Apr	16-Apr	17-Apr	18-Apr	19-Apr	20-Apr	21-Apr	22-Apr
801 East	67	67	67	67	67	67	67	67	67	67	67	67	67	67
Adams Place	29	29	29	29	29	29	29	29	29	29	29	29	29	29
Blair House	19	19	19	19	19	19	19	19	19	19	19	19	19	19
CCNV	64	64	64	64	64	64	64	64	64	64	64	64	64	64
Harriet Tub.	28	28	28	28	28	28	28	28	28	28	28	28	28	28
King. Greenleaf - Hypothermia	23	23	23	23	23	23	23	23	23	23	23	23	23	23
New York Ave	121	121	121	121	121	121	121	121	121	121	121	121	121	121
Pat Handy	22	22	22	22	22	22	22	22	22	22	22	22	22	22
Unsheltered	50	50	50	50	50	50	51	51	51	51	51	51	53	55
Daily Increase	1	0	0	2	0	0	1	0	0	0	0	0	2	2

**Shelters with at least 1 positive case but <10 positive cases:**

Adams Day Center/Eve's Place, Calvary Transitional Housing, Casa Ruby, Davidson House, DC Doors, Jordan House Crisis Beds, La Casa, Naylor Road Family Shelter, Madison Shelter, New Transitions, Passages, Malcolm X (Spring 2020), Olaiya's Cradle, Rites of Passage, The Sanctuary, St. Josephine Bakhita, Sherwood Rec Center, Kennedy Rec Center, Trinidad Rec Center, The Kennedy, The Triumph, The Sterling, and The AYA.



# Tracking Cases in Emergency Shelter



# Shelter Capacity

- Hypothermia Season ended March 31, 2021
- We continue to closely monitor capacity to ensure sufficient beds and are prepared to meet needs should demand grow.
  - Men capacity averages 73%
  - Women capacity averages 75%
- To ensure sufficient capacity in our shelter system, we are also:
  - Using all available transitional housing capacity in the system
  - Exploring the best use for additional sites coming online to support system capacity (Valley Place, Emery)
  - Continuing to pursue housing placements/exit strategies by expanding resources available through diversion and RRH-I

# Support for Unsheltered Individuals

- **Warming Center Recap**

- In operation Monday-Friday from 12/18 until 4/2 (including holidays)
  - Total of 71 days
  - Only closures related to civil unrest
  - 1068 total visits
  - Averaged 15 guests a day
    - High of 30 visits on 3/24
  - Averaged 71 visits a week
    - High of 100 visits the week of 3/15-3/19
  - No turnaways

- **Client Engagement Continues**

- PEP-V / ISAQ connections
- Community Response

- **Meal distribution continues**

- Just under **143,500** meals distributed

# District Vaccine Rollout Update

DC HEALTH  
GOVERNMENT OF THE DISTRICT OF COLUMBIA  
GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DC MURIEL BOWSER, MAYOR

**All DC residents 16 and older  
are eligible to receive the COVID-19 vaccine.**



Pre-register for your appointment today at [vaccinate.dc.gov](https://vaccinate.dc.gov) or call 1-855-363-0333.

# DHS Vaccine Distribution Update

- 4,323 total doses administered
  - 2,157 fully vaccinated
  - 2,534 have received at least 1 shot
  - Over 315 unsheltered individuals fully vaccinated
- 89% of staff and clients due for their 2<sup>nd</sup> dose have come back to receive it
- Additional information available via [dhs.dc.gov/storyboard](https://dhs.dc.gov/storyboard)

# DHS Vaccine Distribution Moving Forward

- Week of April 30: Walk-in clinic Mon, Tues, Thurs and Fri
- May, June and July: Walk-in clinic open for ongoing access, operated by Unity Healthcare
  - **Location:** 490 1st St NW (1<sup>st</sup> and E Street NW)
  - **Days:** Tuesdays and Thursdays
  - **Hours:** 9AM-12PM and 1PM-3PM (or until last vial opened after 2:30 PM is completed)
  - **No pre-registration/appointment required**
- For clients experiencing homelessness (shelters, transitional housing, etc.) and housed clients (PSH, TAH, RRH, FRSP)

# COVID-19 Peer Educator Program

- January of this year DHS, in partnership with TCP, ICH, and DC Health, selected 28 residents from low-barrier shelters to become COVID-19 Peer Educators.
- Over the past 3 months, the Peers have
  - Engaged with shelter residents to share information and build trust in the COVID-19 vaccine;
  - Held COVID-19 awareness activities in shelters such as listening sessions, COVID-19 Bingo, & recognizing COVID-19 Champions (residents who exemplify safety protocols);
  - Encouraged residents to continue protective measures such as getting tested, wearing masks, and maintaining social distancing.
  - Provided guidance to DHS on how we can make shelters safer and increase vaccine participation.
- The 1st Cohort of Peers graduated Wednesday.

# COVID-19 Peer Educator Program

## Accomplishments:

(Based on the program evaluations we have received thus far, ~ roughly half)

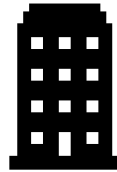


Photo: 1st Cohort Graduation, April 21, 2021

- Only 2 left the program
- 25/26 Peers attended every day of 5 day training and passed final test
- 100% of Peers report the program was helpful
- 100% report the program made a difference in shelter
- 3 Peers secured housing
- 4 Peers have had job interviews or found new employment
- 100% of shelter managers report that the program made a difference in protective measures



# Isolation and Quarantine



**ISAQ : Hampton Inn**

**Opened: January 2021**

**Rooms for Client Occupancy:  
125 Rooms**

**Census (as of 4/23/21): 40 people**

# PEP-V Expansion & Demobilization

- Expanded to accommodate up to 200 more eligible residents at a fourth location
- Expansion enables over 800 residents experiencing homelessness at risk of severe COVID-related health complications have access to non-congregate shelter
- All PEP-V residents and those referred to PEP-V will be connected to vaccine and services in DC's homeless services system
- PEP-V sites will close in September 2021, aligning with the end of FEMA funding authorization for PEP-V

# PEP-V Capacity (as of 4/21/2021)



**PEP-V 1: Arboretum**

**PEP-V 2: Holiday Inn**

**PEP-V 3: Fairfield**

**PEP-V 4: Capitol Skyline**

**Opened: Mar 2020**

**Opened: May 2020**

**Opened: Oct 2020**

**Opened: April 2021**

**Rooms for Client  
Occupancy:**  
109 Rooms

**Rooms for Client  
Occupancy:**  
193 Rooms

**Rooms for Client  
Occupancy:**  
115 Rooms

**Rooms for Client  
Occupancy:**  
120 Rooms

**Census:**  
123 people

**Census:**  
244 people

**Census:**  
186 people

**Census:**  
48 people

# PEP-V Intakes and Exits – Update

Since last partner call on March 19:

- Welcomed 76 persons into a PEP-V site
- 232 (39%) persons currently residing at PEP-V are matched to a permanent housing resource
- 32 more PEP-V clients have leased-up and moved to their unit
  - Since start of PEP-V program on March 17, 2020, 161 PEP-V clients have leased-up & moved out of PEP-V to that unit through PSH and TAH

# Eviction Prevention – STAY DC

- STAY DC was launched on April 12, 2021. Residents can access the program at [stay.dc.gov](https://stay.dc.gov)
- The program provides rental and utility assistance for residents impacted by COVID 19
- Since its launch, the program has accepted 6,330 applications for rent assistance:
  - Tenant application – 3,885
  - Housing Provider application – 2,445
  - Total amount requested - \$14,758,353
- The program also accepted 1,456 applications for utility assistance totaling \$270,732
- The program’s customer care center received 6,030 calls

# Eviction Prevention - ERAP

- Since the beginning of the Fiscal Year, ERAP has processed:
  - 1,688 applications
  - Made a total payment of \$9,087,556
- We are working with ERAP providers and applicants to process 373 pending applications.
- ERAP program has sent email to 1,335 residents to submit their completed application at [stay.dc.gov](https://stay.dc.gov)
- ERAP providers are also assisting residents with limited access to technology complete STAY DC applications over the phone

# Eviction Prevention

- **Eviction Prevention Hotline** - residents in need of rental assistance or information about mortgage relief due to COVID-19 can call 1-888-349-8323 or visit [gethelp.dc.gov](https://gethelp.dc.gov) to complete a referral tool to find resources that might help.
- **FAQ** - DHS worked with OTA, DHCD and ICH to develop an FAQ to help answer questions about rental assistance. <https://dhs.dc.gov/service/emergency-rental-assistance-program>
- **Ongoing Tenant Resources:**
  - **Office of the Tenant Advocate (OTA) hotline** - 202-719-6560 and Tenants Rights and Resources, available at <https://ota.dc.gov/>
  - **Rental Assistance Programs** - DHS's Emergency Rental Assistance Program and DHCD's COVID-19 Housing Assistance Program (CHAP):  
more info here: <https://dhs.dc.gov/service/eviction-prevention>

# New DHS Provider & Partner Engagement Strategy

- Monthly DHS COVID-19 Service Provider & Partner Call
  - Next Call: ***Friday, May 21, 2021 @ 2:00 PM***
- ESA Advocate Call
  - Next Call: ***Friday, April 23, 2021 @ 3:15 PM***



# Question & Answer

DHS modified operations:

<https://dhs.dc.gov/page/dhs-modified-operations-during-covid-19>

Portal for homeless service providers (Partner PPTs posted here):

<https://dhs.dc.gov/page/resources-homeless-service-providers>

Central inbox for requests and inquiries: [dhs.covid19@dc.gov](mailto:dhs.covid19@dc.gov)

Share tips, experiences, and photos to post:

[dora.taylor-lowell@dc.gov](mailto:dora.taylor-lowell@dc.gov)