

DISTRICT OF COLUMBIA FY2018 WINTER PLAN



INTERAGENCY COUNCIL ON HOMELESSNESS

Important Telephone Numbers

DC Shelter Hotline: (202) 399-7093

Mayor's Call Center: 311

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

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1. INTRODUCTION

In compliance with the Homeless Services Reform Act of 2005 (HSRA), this FY2018 Winter Plan¹ 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 will be protected from cold weather injury.

The District of Columbia is one of just three jurisdictions in the country that provides a legal right to shelter in hypothermic weather conditions. The Winter Plan 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.

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

For planning purposes, it is anticipated that the FY2018 Winter Plan covers the period beginning November 1, 2017 and ending on March 31, 2018. In practice, the additional services provided as a result of the calling of a hypothermia alert may begin before November 1 or extend beyond March 31 if weather conditions warrant. While, many of the services included in this Winter Plan are in place and operational regardless of temperature, some additional services, including severe weather shelters, operate only when a "hypothermia alert" or a "cold emergency" is called by the District government. For additional details, see Section 2. Process for Calling Alerts.

1.1 FY2017 HYPOTHERMIA SEASON REVIEW

Each winter, the Department of Human Services (DHS), The Community Partnership for the Prevention of Homelessness (TCP), and nonprofit and government partners work collaboratively to deliver the shelter and services that protect the lives of Washington D.C.'s homeless population. Of the 139 days in

¹ The District of Columbia government budgets by fiscal year, which starts on October 1 and ends on September 30. Fiscal year 2018 (FY2018) starts October 1, 2017 and ends on September 30, 2018. Unless noted as "winter FY2018" or "hypothermia FY2018," all references to "FY" in the plan refer to the entire fiscal year named.

the FY2017 winter season, there were hypothermia alerts on 81 days (58%), thirteen of which were called because of precipitation.²

When alerts were called, year-round and seasonal shelters remained open during daytime hours so that clients would have a warm and safe place to stay, and additional shelter capacity was created as it was needed. TCP coordinated daily hypothermia operations in concert with city agencies and providers. This included the distribution of a daily census showing capacity levels at all shelters so that the system could be monitored and adjusted to serve clients optimally. The United Planning Organization (UPO) operated the DC Shelter Hotline and deployed vans for outreach services and transportation.

In contrast to the Homeward DC plan, where the ICH is tracking multiple outcomes towards our goal of preventing and ending homelessness, the most important measure we use to evaluate the success of winter plan operations is the number of hypothermia deaths among persons experiencing homelessness. During the FY2017 winter, six hypothermia deaths were reported, two of which were later confirmed to be persons experiencing homelessness. Of course, no deaths are acceptable, and the agencies that make up the ICH are committed to learning from past efforts and continuing to improve our hypothermia response. The District took a number of additional measures in preparation for the FY2017 Winter Plan, including adding more vans/buses, expanding outreach services, and developing a hypothermia outreach protocol. These measures are in place for the FY2018 Winter Plan.

Table 1: Hypothermia Deaths in the District

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

² Alerts were called on 81 occasions during the formal hypothermia season (Nov 1 to March 30), though one additional alert day was called outside of this time period (one in April), for a total of 82.

Year	Hypothermia Deaths (Primary COD)	Contributing COD Hypothermia or Cold Exposure	Total Deaths Associated with Hypothermia or Cold Exposure
Among Persons Experiencing Homelessness (FY2016 – FY2017)**			
Winter FY2016	2	0	2
Winter FY2017	2	0	2
Total	4	0	4
* As part of the FY2016 winter planning process, DHS worked with OCME to obtain historical information, starting in Winter FY2011. Because it is difficult to determine retrospectively whether an individual was experiencing homelessness at the time of death, we do not believe all of reported cases were individuals experiencing homelessness. However, we included the data to provide historical context.			
** Also as part of the FY2016 winter planning process, DHS established a protocol with OCME to ensure that hypothermia deaths were reported in an expedited manner. DHS now immediately receives notification of any deaths that occur among persons experiencing homelessness; OCME then follows up with information on cause of death after that is ascertained.			

1.2 PROCESS FOR DEVELOPING THE PLAN

The Interagency Council on Homelessness (ICH) Emergency Response and Shelter Operations (ERSO) Committee started the development of this year’s Winter Plan with two public debriefing sessions, one dedicated to families and one dedicated to singles; the family debrief session was held during the monthly Family Provider meeting. At each, the Committee reviewed data on the FY2017 hypothermia season and solicited feedback from providers, advocates, and consumers on the season’s operations.

The Shelter Capacity Subcommittee of ERSO held two meetings to more closely review shelter usage in previous hypothermia seasons and develop estimates for the number of bed/units needed for men, women, and families for the coming season. A summary of the available updates was presented to the ERSO Committee and interested members of the public in July to obtain initial feedback. The working group then presented an update to the ICH Executive Committee and discussed outstanding issues.

In August, a public feedback session was held by Coalition of Housing and Homeless Organizations (COHHO) at the Shaw Library, with a particular focus on getting consumer feedback. After reviewing this feedback, the working group presented a final draft to ERSO for approval on August 30, 2017. After a positive vote from ERSO, the Plan was presented to the ICH full Council for a vote on September 19, 2017.

1.3 PUBLICIZING THE PLAN

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

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

- The DC Shelter Hotline(staffed by UPO): 202-399-7093 (or)
- The Mayor’s Call Center: 311

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

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

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

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

The hypothermia media campaign is implemented and managed by the D.C. Department of Human Services (DHS). The campaign, which will begin no later than October 1, 2017, and continue throughout the season, will include the following activities:

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

assistance telephone numbers and encourage District residents to call to seek help if they are homeless or to report the location of individuals who are homeless and possibly in need of assistance, especially in hypothermic weather conditions.

- Paid Advertising: DHS will purchase radio airtime for 30-second informational spots to air during peak coverage hours during hypothermia season. Informational announcements will also air on appropriate channels on local cable television during the season.
- Newspapers: Quarter-page hypothermia shelter hotline advertisements will be placed in community newspapers throughout the season. In the past, publications such as Hill Rag, DC North, East of the River, and Street Sense have been used.
- Business Cards: Pocket-sized business cards will be printed and distributed that will include key emergency assistance telephone numbers. The cards will be available in both English and Spanish versions, and they will be distributed to the outreach community, to providers, and to those who are homeless.

An Important Message to Volunteers During Hypothermia Season

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

1.4 ELEMENTS OF THE FY2018 PLAN

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

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

2. PROCESS FOR CALLING ALERTS

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

2.1 HYPOTHERMIA ALERTS

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

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

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 32 degrees Fahrenheit 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 including wind chill rises above 32 degrees Fahrenheit.

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

If by 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., all 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, they notify TCP, UPO, and DHS. At that time, UPO shall immediately notify all shelter providers to open

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

hypothermia shelters. Shelter providers operating year-round and seasonal shelters must allow clients to remain in shelter until the alert is called off by HSEMA. Providers operating from D.C. Recreation Centers, houses of worship, and other community-based sites that are not available during the day are required to inform clients that transportation to another site that will be open during the daytime hours is available. Shelter providers may call the DC Shelter Hotline at (202) 399-7093 at any time to determine the alert status.

DHS intends to send out an email alert twice daily 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 regardless of whether the status has changed. On weekends and holidays, 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, 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. During the FY2016 Winter, the ICH also began piloting a new HopeOneSource text message application that allowed District agencies and service providers to send blast text messages to registered users. The app is now being brought to scale, which will allow the ICH to better reach residents experiencing homelessness because many lack computer access and do not have data plans that allow them to check email on their phones, but do have access to text messages.

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

2.2 COLD WEATHER EMERGENCIES

Starting in the winter of FY2014, the District implemented a “Cold Weather Emergency” strategy which will again be implemented this winter. While the Cold Weather Emergency Plan is broader than the Winter Plan, as it is designed to “ensure all residents, workers, and visitors are protected from extreme cold weather and to prevent illness, injury and death,” it recognizes the need to particularly protect homeless residents during extreme winter weather.

A Cold Weather Emergency is 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
 - Snow accumulation of 3 inches or more
 - Other meteorological conditions or threats as determined by HSEMA

When the National Weather Service (NWS) predicts extreme cold weather conditions, HSEMA will convene a conference call with the Cold Emergency Steering Committee comprised of the Department of Human Services (DHS), the Department of Behavioral Health (DBH), the Department of Health (DOH), the Office of the City Administrator (OCA), and the Deputy Mayor for Health and Human Services (DMHHS) in order to decide whether current or predicted conditions necessitate activating a Cold Emergency Alert and, if so, to decide upon the most appropriate interventions for a planned activation of a Cold Emergency Alert.

3. EMERGENCY SHELTER

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

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

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

The District uses four types of shelter for adult individuals:

- Low-barrier shelter 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.
- Seasonal Shelters will open on the first night a hypothermia alert is called and then every night through March 31, 2017. Seasonal shelters generally operate from 7:00 p.m. to 7:00 a.m., with the exception of the seasonal beds at 801 East Shelter, Adams Place Shelter and Community for Creative Non-Violence (CCNV). These seasonal beds will operate in line with the regular operation hours of those shelters.
- Hypothermia Shelters will be open only on nights when a hypothermia alert has been called. D.C. Recreation Centers functioning as hypothermia shelters will be open from 9:00 p.m. to 7:00 a.m., and other community sites functioning as hypothermia shelters will be open from 7:00 p.m. to 7:00 a.m. Houses of worship and other community-based sites will not be used as shelter during daytime hours, even if an alert is still in effect, since these sites are contracted only for use as alert-night shelter and are used for other purposes during the daytime hours. D.C. Recreation Centers are open to the public during daytime hours so residents experiencing homelessness may remain at Recreation Centers if they choose.
- Overflow Shelters will operate only when all other shelters are at or near capacity. These facilities have standby staff that are called in to operate the overflow shelters as needed. Together, DHS and TCP monitor capacity levels carefully and determine when (and where) additional sites need to be activated. When these shelters are activated, the Hotline provides transportation to these locations.

On days when 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 houses of worship or other community-based sites. These facilities end shelter operations at 7:00 a.m.,

and transportation will be provided from those sites to sites that are open and can provide daytime shelter.

All shelter locations, with the exception of the overflow sites, are listed in Appendix A. As overflow shelters are opened only if additional capacity is needed, they are not identified in this document. This is to prevent individuals from independently seeking shelter at locations that are not open. The list of overflow sites was reviewed by the ICH Emergency Response and Shelter Operations (ERSO) Committee, the body responsible for the development of this plan, as well as members of the full ICH Council during the plan review/approval process. The list of overflow sites may be obtained anytime by contacting Dallas Williams at the Department of Human Services at dallas.williams@dc.gov.

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

The process for families seeking shelter depends on the day of the week and time of the day:

- Monday through Thursday (except for holidays and days on which the District government is closed) from 8:30 a.m. to 4:00 p.m., families seeking emergency shelter should go to the Virginia Williams Family Resource Center (VWFRC) at 920 Rhode Island Avenue, NE.
- Monday through Thursday after 4 p.m.; Fridays; and on weekends, holidays, and days on which the D.C. government is closed, families should call the DC Shelter Hotline, which will put the family in contact with staff 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. When D.C. General is full, additional capacity (e.g., motel placements) is added. All family shelter, including D.C. General, apartment-style shelters, and motel placements, operates 24 hours a day.

3.3 ESTIMATING SHELTER CAPACITY NEEDS

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

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

It is important to note that the estimates are used to guide planning efforts. Ultimately, the success of the Winter Plan will be the District's ability to meet the presenting need for shelter among residents and prevent cold weather injury, not the degree to which projections forecasted reality.

3.3.1 CAPACITY NEEDS: ADULT MEN

Based on the methodology described above, the ICH estimates that the District will need just over 1,460 beds for single adult men at the height of the FY2017 hypothermia season. Table 2: Shelter Capacity Overview, Adult Men² below outlines the plan for meeting this capacity:

Table 2: Shelter Capacity Overview, Adult Men

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Alert Night Beds	Overflow	Total
New York Avenue	Catholic Charities	360				360
801 East Shelter	Catholic Charities	380	52			432
Adams Place Shelter	Catholic Charities	150	30			180
Banneker Recreation Center	Catholic Charities			50		50
Community for Creative Non-Violence Drop-In Center	CCNV			135		135
Sacred Heart Church	Catholic Charities			25		25
Salvation Army	Catholic Charities			30		30
Kennedy Recreation Center	Catholic Charities			100*		100
King Greenleaf Recreation Center (Co-Ed)	Catholic Charities			50**		50
Overflow Capacity***	DHS				104	104
Total Capacity		890	82	340	104	1,466

* Initial capacity is 50

** Greenleaf is a co-ed location. Beds are filled on a first-come, first-served basis. While historically, Greenleaf has served mostly women, the estimate included in the capacity overview is an even split between men and women at 50 beds.

*** As discussed on page 13, overflow sites are not listed in this plan to prevent individuals from seeking shelter at locations that are not open.

3.3.2 CAPACITY NEEDS: ADULT WOMEN

The highest recorded in FY16 was 406 beds; however, the beds for single women were at capacity on every non-alert night. As such, ICH requested 446 seasonal beds and additional alert and overflow beds to ensure flexibility on hypothermic and cold alert nights. The total number of beds recommended and included in Table 3 below is 526 beds.

Table 3: Shelter Capacity Overview, Adult Women

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Alert Night Beds	Overflow	Total
D.C. General Building 9-Harriet Tubman	Catholic Charities	100				100
Patricia Handy Place for Women	N Street Village	98				98
Nativity Shelter	Catholic Charities	20	5			25
Community for Creative Non-Violence (CCNV) - 2 South	CCNV		48*			48
Emery Recreation Center	Catholic Charities		50**			50
King Greenleaf Recreation Center	Catholic Charities		50**			50
Sherwood Recreation Center	Catholic Charities		75			75
Community of Christ	Catholic Charities			25		25
New Covenant Baptist	Catholic Charities			25		25
Overflow Capacity***	DHS				30	30
Total Capacity		218	228	50	30	526

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

**Greenleaf and Emery are co-ed locations. Beds are filled on a first-come, first-served basis. While historically, Greenleaf has served mostly women, the estimate included in the capacity overview is a conservative estimate at 50 beds.

***As discussed on page 13, overflow sites are not listed in this plan to prevent individuals from seeking shelter at locations that are not open.

3.3.3 CAPACITY NEEDS: FAMILIES

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

To estimate the number of units needed for the FY2018 hypothermia season, DHS started with an estimate of households in family shelter on the last day of August and then used actual entries from the FY2017 hypothermia season,⁴ combined with actual exits from last season, to estimate the number of overflow units needed throughout the season. As illustrated in Table 4 below, DHS anticipates needing approximately 617 units of overflow during the peak of the season (January/February).

Table 4: Estimate of Family Shelter Unit Needs by Month, FY2017 Hypothermia Season

	Sept. 2017	Oct. 2017	Nov. 2017	Dec. 2017	Jan. 2018	Feb. 2018	March 2018
Estimate of families in shelter on last day of previous month	903	877	870	909	942	957	948
<i>(+) Estimated Entries</i>	71	46	114	135	93	78	77
<i>(-) Estimated Exits</i>	97	53	75	102	78	87	115
Total Units Needed	877	870	909	942	957	948	910
<i>(-) DC General Family Shelter (avg)</i>	221	227	228	249	247	241	237
<i>(-) Apt Style Units (avg)</i>	95	94	98	97	93	91	96
Shelter Overflow Units Needed	561	549	583	596	617	616	577

Because the District contracts with motel owners for overflow rooms, it makes fiscal sense to phase in capacity over the season based on the number of rooms anticipated to be needed in a particular month. Motivated by the difficulty of securing adequate space in the past, DHS is working to secure about 650 motels rooms for the peak of the season. This preparation will allow DHS to avoid the frequent moves that occurred in the past when rooms could only be secured for a few days or weeks.

⁴ Note that the District has realized significant reductions in family homelessness based on PIT count data as a result of homelessness prevention programming and year-round access to shelter. Specifically, the 2017 PIT count for family homelessness was 22% lower than the 2016 PIT count. DHS expects continued reductions in utilization, so the estimate of capacity needs provided here is likely conservative. In contrast, last year, the ICH work group assumed a 10 percent reduction over the FY16 counts.

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.

3.4 WARMING SITES AVAILABLE DURING COLD WEATHER EMERGENCIES

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

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

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

4. TRANSPORTATION

Transportation is a scarce resource for those who are homeless, especially during the winter months, and the transportation system outlined in this FY2018 Winter Plan is designed to serve the largest number of those who are homeless in the most efficient and effective way. In prior years, transportation has been a challenge in past years, with limited van capacity causing long wait times for clients as the District's transportation provider made several trips between the shelters and the designated drop off/pick up locations. To help alleviate this pressure, DHS added nine vehicles during the FY16 hypothermia season.

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 experiencing homelessness, as listed later in this section. As in past years, DHS will monitor transportation services closely. If changes to transportation routes or schedules are required for any reason, DHS will ensure all shelters receive updated schedules, and the most current schedules will always be available on the DHS website.

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 decline to come into shelter.

4.1 COORDINATING TRANSPORTATION RESOURCES AND OUTREACH

In addition to offering scheduled transportation services, UPO personnel conduct outreach (offering safety checks, warming items, and on-demand transportation to shelter). To ensure adequate services on all these fronts, beginning on November 1, 2017, UPO will provide eight vans from 8:00 a.m. to 4:00 p.m. and ten vans from 4:00 p.m. to 8:00 a.m. On each shift, at least one of the vans deployed by UPO will be accessible for people who have disabilities. Additionally, UPO will operate 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.

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

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

In addition to current shelters and other drop off and pick up locations, DHS continues its search for a downtown service center. ICH staff and member agencies are working with private sector partners to identify a location for this service center. If the service center opens during the FY2018 hypothermia season, there will be adjustments made to the transportation schedule to include the downtown service center. If these changes occur, as mentioned above, all appropriate parties will be notified and the new schedule will be advertised with all shelters and service providers.

4.2 SCHEDULED TRANSPORTATION FROM WOMEN'S SHELTER: MORNING SCHEDULES

In the morning, transportation will be provided from various shelter locations to Bethany Women's Center and SOME at 71 O Street, NW. Details are included in the table below.

Note the following limitations when reviewing the schedule:

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

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

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

Pick Up Location(s)	Time	Drop Off Destination(s)
Community of Christ @ 3526 Mass Ave NW*	6:30 am	Bethany Women’s Center @ N St Village SOME @ 71 O St NW
Emery Recreation Center @5701 Georgia Ave NW	6:30 am	Bethany Women’s Center @ N St Village SOME @ 71 O St NW
King Greenleaf Recreation Center @201 N St SW	6:30 am	Bethany Women’s Center @ N St Village SOME @ 71 O St NW
Nativity Shelter @ 6010 Georgia Ave NW	6:30 am	Bethany Women’s Center @ N St Village SOME @ 71 O St NW
New Covenant Baptist Church @ 1301 W St SE*	6:30 am	Bethany Women’s Center @ N St Village SOME @ 71 O St NW
Sherwood Recreation Center @ 640 10 St NE	6:30 am	Bethany Women’s Center @ N St Village SOME @ 71 O St NW
Harriet Tubman @ DC General (Building 27)	6:30 am 7:15 am 8:15 am 9:00 am	Central Union Mission @ 65 Mass Ave NW Bethany Women’s Center @ N St Village SOME @ 71 O St NW
Pat Handy Women’s Shelter @ 810 5th St NW	6:45 am 7:18 am 8:00 am	Bethany Women’s Center @ N St Village SOME @ 71 O St NW
*Hypothermia Night Shelter only. This site does not remain open after 7 am during hypothermia alerts.		

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

In the evening, the main pick up locations for women are from Bethany Women’s Center, Adams’ Place Day Center, and Church of the Epiphany at 13 & G Street, NW. Additionally, women who are shelter residents at Nativity Shelter will be transported to Nativity Shelter from the Sacred Heart Church. Details are included in the table below.

When reviewing the schedule, please note the following limitations:

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

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

Pick Up Location(s)	Time	Drop Off Destination(s)
Bethany Women’s Center @ N St Village	2:00 pm (Alert)	Pat Handy Center @ 810 5th St NW Harriet Tubman @ DC General Adams’ Day Center @ 2210 Adams PI NE
Bethany Women’s Center @ N St Village (as well as 13th & G St NW; 9th & G St NW; North Cap & Mass Ave)	4:00 pm	Harriet Tubman @ DC General
	6:30 pm	Pat Handy Center @ 810 5th St NW Sherwood Rec Center @ 640 10th St NE New Covenant Baptist Church @ 1301 W St SE*
SOME @ 71 O St NW	2:00PM (Non-Alert)	Adam’s Day Center @ 2210 Adams PI NE
	2:00 p.m. (Alert)	Pat Handy Center @ 810 5th St NW Harriet Tubman @ DC General Adam’s Day Center @ 2210 Adams PI NE
Adams’ Day Center @ 2210 Adams PI NE	4:15 pm 5:45 pm	Harriet Tubman @ DC General (also serves New York Ave Men’s Shelter and 801 Men’s Shelter)
	7:00 pm	Harriet Tubman @ DC General (also serves New York Ave Men’s Shelter; Minnesota Ave & Benning Road NE; and 801 Men’s Shelter)
Sacred Heart Church @ 16 & Park Rd NW	6:30 pm	Nativity Shelter @ 6010 Georgia Ave NW
Church of the Epiphany @ 13th & G St NW (as well as 9th & G St NW and North Capitol & Mass Ave)	7:30 pm 8:15 pm	Pat Handy Women’s Shelter; Emery Recreation Center @5701 Georgia Ave NW Sherwood Rec Center @ 640 10th St NE; New Covenant Baptist Church @ 1301 W St SE * King Greenleaf Recreation Center @201 N St SW
*Hypothermia Night Shelter only.		

4.4 SCHEDULED TRANSPORTATION FROM MEN’S SHELTERS: MORNING SCHEDULES

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

When reviewing the schedule, please note the following limitations:

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

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

Pick Up Location	Time	Drop Off Destination(s)
Banneker Rec Center @ 2500 Georgia Ave NW*	6:30 am	SOME @ 71 O St NW
Kennedy Rec Center @ 1401 7 St NW*	6:30 am	
King Greenleaf Rec Center @ 201 N St SW*	6:30 am	
Salvation Army @3355 Sherman Ave NW*	6:30 am	
Emery Rec Center @ 5701 Georgia Ave NW*	7:15 am	
Adams Place Men’s Shelter @ 2210 Adams Place NE	6:30 am 7:15 am 8:15 am	SOME @ 71 O St NW
	9:00 am	Central Union Mission @ 65 Mass Ave NW Church of the Epiphany @ 13 & G St NW

Pick Up Location	Time	Drop Off Destination(s)
801 East Men's Shelter, @ 2700 MLK, Jr. Ave SE	6:30 am 7:15 am	Central Union Mission @ 65 Mass Ave NW SOME @ 71 O St NW Church of the Epiphany @ 13th & G St NW
	8:30 am	Minnesota Ave & Benning Road NE Adam's Day Center @ 2210 Adams PI NE Church of the Epiphany @ 13 & G St NW Thrive DC @ 1525 Newton St NW
	9:00 am 11:30 am	Adam's Day Center @ 2210 Adams PI NE SOME @ 71 O St NW Central Union Mission @ 65 Mass Ave NW Church of the Epiphany @ 13 & G St NW
New York Ave Men's Shelter @ 1355-57 NY Ave NE	6:30 am 7:15 am 8:15 am	SOME @ 71 O St NW
	9:00 am	Adam's Day Center @ 2210 Adams PI NE Central Union Mission @ 65 Mass Ave NW Church of the Epiphany @ 13 & G St NW
*Hypothermia Night Shelter only. This site does not open after 7 am during hypothermia alerts.		

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

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

When reviewing the schedule, please note the following limitations:

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

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

Pick Up Location(s)	Time	Drop Off Destination(s)
SOME @ 71 O St NW	2:00 pm (Non-Alert)	Adam's Day Center @ 2210 Adams PI NE
	2:00 pm (Alert)	Adams Place Men's Shelter New York Ave Men's Shelter 801 East Men's Shelter Church of the Epiphany @ 13th & G St NW
Adam's Day Center @ 2210 Adams PI NE	3:30 pm	New York Ave Men's Shelter Covenant House @ 7 New York Ave NE 13 th & G Street NW
	4:15 pm 5:45 pm	New York Ave Men's Shelter 801 Men's Shelter (also serves Harriet Tubman @ DC General)
	7:00 pm	New York Ave. Men's Shelter Minnesota Ave and Benning Road, NE 801 East Men's Shelter (also serves Harriet Tubman @ DC General)
North Capitol & Mass Ave. NE	4:30 pm	Covenant House @ 7 New York Ave NE New York Ave Men's Shelter Adams Place Men's Shelter
	5:30 pm	
	6:30 pm	
	7:30 pm	
	8:00 pm	
Church of the Epiphany at 13 & G St NW	4:30 pm	Adams Place Men's Shelter
	6:30 pm 7:30 pm	801 East Men's Shelter
	8:30 pm	New York Ave Men's Shelter
Church of the Epiphany at 13 & G St NW	6:30 pm	Salvation Army @3355 Sherman Ave NW*
Sacred Heart Church @ 16 & Park Rd NW	6:45 pm	Church of the Epiphany @ 13 & G St NW
*Hypothermia Night Shelter only.		

4.6 SCHEDULED TRANSPORTATION FOR FAMILIES

There is no scheduled transportation for families during the hypothermia season. Daily, VWFRC will notify UPO of families that need transportation services to and from VWFRC.

This transportation is only provided on days/evenings when a hypothermia alert has been called and only for families who have been determined eligible for shelter (or have an Interim Eligibility designation) and have been given a specific placement designation.

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.

5. SERVICES COORDINATION

5.1 FOOD AND CASE MANAGEMENT SERVICES

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

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

Case management for families placed at the D.C. General shelter or the apartment style units will be provided by on-site case management staff. Families placed in motel(s) will receive case management services from DHS staff.

5.2 STREET OUTREACH SERVICES

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

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

Additionally, while every effort will be made to secure client cooperation with voluntary transport to a warm and safe setting, if an individual refuses to go inside, outreach and DBH teams may call on the Metropolitan Police Department (MPD) for involuntary transport. If deemed appropriate by those authorized to execute an FD-12 (physician, DBH officer-agent, MPD officer, or licensed psychologist), MPD may be called to assist with transportation, particularly as DBH policies prohibit DBH staff from conducting an FD-12 transport. To effectuate involuntary transport, as deemed appropriate by those authorized to execute an FD-12, MPD does not need to witness the behavior directly.

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

5.4 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 911.

MPD officers also play an important role in protecting vulnerable individuals that are unable or unwilling to go inside during extreme cold weather situations. In addition to physicians, licensed psychologists, and DBH officer-agents, MPD officers are also authorized to execute an FD-12 when required to keep an individual safe from hypothermia or other cold weather injury. Because DBH officer-agents may not be available on a 24-hour cycle, MPD officers can be enlisted to assist with involuntary detention and transport as needed.

Again, as noted above, while every effort will be made to secure client cooperation with voluntary transport to a warm and safe setting, if an individual refuses to go inside, outreach and DBH teams may call on the Metropolitan Police Department (MPD) for involuntary transport. If deemed appropriate by those authorized to execute an FD-12 (physician, DBH officer-agent, MPD officer, or licensed psychologist), MPD may be called to assist with transportation, particularly as DBH policies prohibit DBH staff from conducting an FD-12 transport. To effectuate involuntary transport, as deemed appropriate by those authorized to execute an FD-12, MPD does not need to witness the behavior directly. Individuals shall be taken to Comprehensive Psychiatric Emergency Program (CPEP) or to other local emergency departments for emergency physical and mental health evaluation in accordance with provisions of the Ervin Act (78 Stat. 944; D.C. Official Code § 21-521).

5.5 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). The HOP will attempt to link or re-link the consumer to mental health services or provide a crisis assessment and initiate the appropriate intervention. DBH staff will provide 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. The DBH Access HelpLine is staffed to take phone calls 24 hours a day at 1-888-793-4357.

When a Cold Weather Alert is called, HOP staff work with other District agencies and stakeholders to assist unsheltered individuals experiencing homelessness in accessing warming centers and low barrier shelters. The HOP team, along with Mobile Crisis team, are dispatched to reach vulnerable individuals experiencing homelessness who have remained on the street and offer them an alternative to staying outdoors. Staff assess individuals for risk of harm due to the weather and determine if individuals are safe to remain on the street due to the inclement weather.

HOP hours are extended when a Cold Weather Emergency is in effect - outreach is conducted until 2:00 am with an additional team remaining available until 9:00 am, to respond to individuals calling for assistance. During Hypothermia Alerts, HOP operates under normal business hours, 9:00 am until 9:00 pm.

Again, as noted above, while every effort will be made to secure client cooperation with voluntary transport to a warm and safe setting, if an individual refuses to go inside, outreach and DBH teams may call on the Metropolitan Police Department (MPD) for involuntary transport. If deemed appropriate by those authorized to execute an FD-12 (physician, DBH officer-agent, MPD officer, or licensed psychologist), MPD may be called to assist with transportation, particularly as DBH policies prohibit DBH staff from conducting an FD-12 transport. To effectuate involuntary transport, as deemed appropriate by those authorized to execute an FD-12, MPD does not need to witness the behavior directly. Individuals shall be taken to Comprehensive Psychiatric Emergency Program (CPEP) or to other local emergency departments for emergency physical and mental health evaluation in accordance with provisions of the Ervin Act (78 Stat. 944; D.C. Official Code § 21-521).

5.6 HEALTH SERVICES AND DETOXIFICATION SERVICES

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

Detoxification at a facility under contract with DBH, as listed below, will be available for those requiring it.

Table 9: Detoxification Facilities

Name of Center	Location	Number
Seton House (Providence Hospital)	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.

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

The District is committed to ensuring the safety and well-being of all persons served by the Homeless Services Continuum of Care. Gender expression, gender nonconformity, or the fact that a person is transgender may not be used as a factor by District government agencies or providers funded by the District government in determining access to programs and services. Without exception, all persons who are eligible to receive homeless services in the District of Columbia may receive services at a facility serving persons of the gender with which he/she identifies regardless of the sex assigned at birth, whether or not he/she has had medical procedures to align his/her physical bodies with his/her gender expression.

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

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

5.8 SERVICES FOR THE LATINO COMMUNITY

Printed materials will be provided in Spanish for distribution to organizations that primarily serve the Latino community. The Mayor's Office on Latino Affairs (MOLA) will be requested to assist in the distribution of these materials. The District Shelter 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.

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

5.9 INTERPRETATION SERVICES

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

5.10 SUPPLIES

TCP works closely with volunteers and nonprofit agencies to secure supplies for distribution and use during the hypothermia season. An ample inventory of other supplies will also be on hand, namely, sleeping bags and essential items to guard against the effects of the cold such as hats, gloves, scarves, socks, and thermal underwear. TCP and the UPO hypothermia staff will coordinate the retrieval and storage of all supplies. Any provider seeking supplies should contact the DC Shelter Hotline directly.

An Important Message Regarding Donations During Hypothermia Season

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

5.11 TRAINING

Training for outreach workers and shelter providers on the District's hypothermia season protocol will be conducted by TCP in conjunction with DHS. 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. Based on discussion in debrief sessions training for security guards on understanding trauma informed techniques is recommended.

6. UNACCOMPANIED MINORS AND TRANSITION AGED YOUTH

Over the past three years, members of the ICH youth subcommittee have been working hard to both expand and enhance the services available to youth⁵ experiencing homelessness in the District. In 2015, the subcommittee launched a system of coordinated entry for youth to enhance coordination across providers, facilitate access to services, and ensure limited resources were being targeted as effectively as possible. During that same year, the community also began conducting an annual youth census to improve our understanding of the number, characteristics, and needs of youth experiencing homelessness in the District. Finally, a number of additional emergency shelter and transitional housing beds were brought online, many of which were dedicated to LGBTQ youth; this programming expansion allowed us to further engage youth to learn more about the barriers they faced and how programs must be modified to meet their unique needs. All of these steps laid the groundwork for a comprehensive plan to prevent and end homelessness among youth. That plan, Solid Foundations DC, was approved unanimously by the ICH in December of 2016 and released to the public in the spring of 2017.

Solid Foundations DC identifies a range of different program interventions needed within the District's homeless services system to stabilize and assist young people experiencing a housing crisis and to ensure homelessness among youth is brief, rare, and nonrecurring. As with Homeward DC, the strategies in Solid Foundations will take time to implement; we will not be able to bring all of the needed programs to scale overnight. Accordingly, the information in this FY2018 Winter Plan is to ensure that, in the meantime, the District government and its network of providers have strategies in place to ensure vulnerable youth have a safe place to go and are protected from cold weather injury during the hypothermia season.

6.1 UNACCOMPANIED MINORS (<18 YEARS OF AGE)

The system for responding to the needs of unaccompanied children under the age of 18 is fundamentally different than the system designed to assist adults, and in FY17, there were some key enhancements to the District's approach.

In September 2017, DHS launched the Strengthening Teens Enriching Parents (STEP) Program – an initiative resulting from Mayor Bowser's Missing and Runaway Youth Task Force, which convened in the spring of 2017. DHS is implementing the STEP program in partnership with MPD, DBH, and Sasha Bruce Youthwork. STEP helps youth who are running away from home and works to resolve the issues contributing to the youth's instability. The ultimate goal is to reduce the likelihood of future incidents (of the youth running away or being kicked out) by providing families with tools to resolve conflict in a healthy way and ensuring youth have the support of caring adults.

⁵ The term "youth" includes anyone under the age of 25. For programming purposes, it is broken down into Transition Age Youth (TAY), ages 18 to 24 (+364 days), and minors under the age of 18.

Under the STEP program, the Sasha Bruce Youthwork Bruce House, a 24-hour facility for minors, increased its shelter capacity by 5 beds (see Table 10 below) to ensure youth have a safe place to stay while the situation is being resolved. STEP focuses on assessment to determine the reason(s) the youth ran away, followed by the development of a tailored service plan for the entire family.

Table 10: System Capacity –Unaccompanied Minor Children (Under 18)

Beds Available for Minors	
Inventory (as of 01/17)	22
New/Additional Beds in FY18	6
Total Beds	28

Family reunification is the goal whenever minors can safely return home, and when they cannot, DC’s Child and Family Services Agency (CFSA) is engaged. Consequently, there is a high turnover rate on beds earmarked for minors.⁶ Given the increased media attention and outreach to missing and runaway youth over the past year, task force members advised adding additional beds to ensure the system had capacity available in case we see an increase in youth presenting for assistance in the coming months. The ICH will continue to monitor bed utilization to ensure resources are being deployed as strategically as possible.

While the STEP Program is targeted to minors that are reported missing, similar services are available to minors who leave home and are *not* reported missing by a parent.

Any youth, or anyone that comes into contact with a minor on the street, can request assistance by calling the District’s 24-Hour Runaway and Homeless Youth (RHY) Hotline (managed by Sasha Bruce Youthwork) at (202) 547-7777.

RHY Hotline staff will identify a staff person to pick up the minor within 30 minutes, conduct an initial screening, and determine appropriate next steps.

6.2 TRANSITION AGED YOUTH 18 TO 24 YEARS

A number of new beds for Transition Age Youth (TAY) ages 18 to 24 have come online in the past three years. Additionally, under the Solid Foundations DC plan, additional beds/units of varying program types will be procured in FY18. (See Table 11 below.) This is notable because having more transitional housing, rapid re-housing, permanent supportive housing, and family reunification/stabilization support earmarked

⁶ According to the District’s Framework for Serving Unaccompanied Minor Children, shelter and reunification services for unaccompanied minors may be provided by the homeless services system for up to three days without parental or court approval. Average stay is 21 days, but can be extended as needed. Using an average three week length of stay, these beds will be able to provide shelter for an estimated 390 youth over the course of the year.

for TAY means we have resources available to help youth exit shelter more quickly, thereby increasing the turnover rate on shelter beds. In FY17, each TAY shelter bed turned over (on average) three times per year. With the additional housing resources for TAY coming online in FY18, it's reasonable to assume we'll see shorter lengths of stay in shelter, thereby (indirectly) increasing shelter capacity as well.

Table 11: System Capacity –Transition Aged Youth (18 – 24)

Type of Bed	Inventory (as of 01/17)	New in FY18	Total
TAY Shelter	30	22	52
Transitional Housing	137	15	152
Rapid Re-Housing	0	72	72
Permanent Supportive Housing	21	16	37

Ideally we would have a developmentally appropriate resource for every young person that presents, but as discussed in the opening of this section, it will take time to scale youth programming. In instances where no dedicated beds are available, TAY can access shelter at any of the District's low-barrier shelters, including year-round, seasonal, alert night, and overflow facilities. (Transportation services to these facilities in discussed in Section 4. Transportation) In such cases, the youth will be transferred to a dedicated TAY resource as it becomes available. For the FY18 hypothermia season, the ICH will work with partners to develop outreach materials that can be distributed to any youth entering the low barrier shelter system to inform them of other resources available to them in the system and how to access those resources.

6.3 OUTREACH & IN-REACH SERVICES FOR YOUTH

Youth-focused outreach is conducted year-round by Sasha Bruce Youthwork, Friendship Place, Latin American Youth Center, and StandUp for Kids. In addition to the 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.

Data reviewed during the FY17 hypothermia season debrief revealed that we have a fairly significant number of TAY accessing the adult low-barrier shelter system that did not appear on the District's youth CAHP system registry (meaning they were directly accessing the low barrier shelter system, versus being referred there from youth providers because youth beds were at capacity). While it should always be up to the youth to access the program they feel is most appropriate for them, we want to ensure youth are aware of their options. Accordingly, the ICH Youth Committee will analyze utilization data throughout the winter to identify hotspots for youth outreach providers to conduct targeted shelter in-reach. Likewise, training will be provided to all low barrier shelter operators on youth system resources, referral protocols, and techniques for offering more developmentally appropriate services in the context of the adult low-barrier system.

7. COMPLAINTS & GRIEVANCES

7.1 HOMELESS SERVICES MONITORING

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

7.2 COMPLAINTS OR SUGGESTIONS

Customers with specific concerns may report an incident or file a complaint with the Homeless Services Monitoring Unit through the following avenues:

1. DHS website	dcdhs.dc.gov/page/suggestions-and-complaints (If on a District Government provided network) dhs.dc.gov/page/suggestions-and-complaints (On any other network)
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2. Email	OPRMI@dc.gov
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3. Fax	202-671-4409
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4. Telephone	202-673-4464 (Hotline)
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5. Postal Mail or Walk-in	OPRMI, 64 New York Avenue, NE, 6th Floor, Washington, DC 20002.
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APPENDIX A: SHELTER LOCATIONS

As discussed throughout this plan, overflow shelter locations are only open if additional capacity is needed. The sites are not listed to prevent individuals from accidentally seeking shelter at closed sites.

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

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

Table 13: Men’s Shelter –Seasonal & Hypothermia Locations

Name of Shelter	Location	Telephone
801 East Shelter	801 Making Life Better Lane, SE	(202) 561-4014
Adams Place Shelter	2210 Adams Place, NE	(202) 832-8317
Banneker Recreation Center	2500 Georgia Avenue, NW	(202) 588-5031
Community for Creative Non-Violence (CCNV)	425 Second Street, NW	(202) 393-1909
Emery Rec Center (Co-Ed)	5701 Georgia Ave NW	(202) 576-3211
King Greenleaf Rec Center (Co-Ed)	201 N St SW	(202) 645-7454
Kennedy Recreation Center	1401 7 th Street NW	(202) 588-5031
Sacred Heart Church	16 th Street and Park Road, NW	(202) 588-5031
Salvation Army	3335 Sherman Ave NW	(202) 829-0100

Table 14: Women’s Shelter –Year-Round Low Barrier Sites

Name of Shelter	Location	Telephone
Harriet Tubman, D.C. General Building 27	1900 Massachusetts Ave., SE	(202)-795-9966
Nativity Shelter	6010 Georgia Avenue, NW	(202) 487-2012
Patricia Handy Place for Women	810 5th Street, NW	(202) 733-5378

Table 15: Women’s Shelters –Hypothermia & Seasonal Shelters

Name of Shelter	Location	Telephone
Community for Creative Non-Violence (CCNV)	425 2 nd Street, NW	(202) 393-1909
Community of Christ	3526 Massachusetts Ave, NW	(202) 588-5031

Emery Rec Center (Co-Ed)	5701 Georgia Ave NW	(202) 576-3211
King Greenleaf Rec Center (Co-Ed)	201 N St SW	(202) 645-7454
Nativity Shelter	6010 Georgia Avenue, NW	(202) 487-2012
New Covenant Baptist	1301 W Street, SE	(202) 588-5031
Sherwood Recreation Center	640 10 th St, NE	(202) 698-3075

Table 16: Table 16: Family Shelter

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

APPENDIX B: YOUTH PROVIDERS

Table 17: Outreach and Hotlines

Agency Name	Program Name	Contact Information
Friendship Place	Street Outreach	202-631-5008
Latin American Youth Center	Street Outreach	202-319-2624
Sasha Bruce Youthwork	Emergency Hotline	202-547-7777
Sasha Bruce Youthwork	Street Outreach	202-675-9340
StandUp for Kids	Street Outreach	202-905-3898

Table 18: Emergency Shelter for Youth

Agency Name	Program Name	Population Served	Contact Information
Casa Ruby	LGBTQ Crisis Beds	Unaccompanied LGBTQ Youth Aged 18 to 24	202-355-5155
Casa Ruby	LGBTQ Low-Barrier	Unaccompanied LGBTQ Youth Aged 18 to 24	202-355-5155
Covenant House	Elizabeth House	Families Headed by a Youth Aged 16 to 21	202-610-9600
Covenant House	The Sanctuary	Unaccompanied Youth Aged 18 to 24	202-610-9600
Sasha Bruce Youthwork	Bruce House	Minor Children	202-546-4900

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