

DISTRICT OF COLUMBIA FY2017 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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I. INTRODUCTION

In compliance with the Homeless Services Reform Act of 2005 (HSRA), this FY2017 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 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/>.

Many of the services included in this Winter Plan are in place and operational regardless of temperature. Some additional services, including severe weather shelters, operate only when a "hypothermia alert" is called by the District government.

For planning purposes, it is anticipated that the FY2017 Winter Plan covers the period beginning November 1, 2016 and ending on March 31, 2017. 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.

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 following District of Columbia agencies: 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.

¹ The District of Columbia government budgets by fiscal year, which starts on October 1 and ends on September 30. Fiscal year 2017 (FY2017) starts October 1, 2016 and ends on September 30, 2017. Unless noted as "winter FY2017" or "hypothermia FY2017," all references to "FY" in the plan refer to the entire fiscal year named.

FY2016 HYPOTHERMIA SEASON REVIEW

Each winter, 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 152 days in the FY2016 winter season, there were hypothermia alerts on 68 days (45%), eight 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.

The most important measure we use to evaluate the success of winter plan operations is the number of hypothermia deaths among persons experiencing homelessness. In the past, this information has been difficult to obtain in real time due to the time lag associated with completing autopsies and issuing official reports and a lack of specific reporting protocol between the Office of Chief Medical Examiner (OCME) and DHS. As such, zero deaths were typically reported because there were no known deaths.

During last year's winter planning process, DHS worked with OCME to obtain historical information from the past five years. As Table 1 below shows, there were on average nine hypothermia deaths in the District each year between FY2011 and FY2015. 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.

The District took a number of additional measures last year in attempt to prevent deaths and other cold weather injury, including adding more vans/buses, expanding outreach services, and developing a hypothermia outreach protocol. DHS also 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. During the FY2016 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.

² Alerts were called on 68 occasions during the formal hypothermia season (Nov 1 to March 30), though nine additional alert days were called outside of this time period (one in October and eight in April), for a total of 77.

Table 1: Hypothermia Deaths in the District - All Persons (FY2011 - FY2015) and Among Persons Experiencing Homelessness (FY2016)

Year	Hypothermia Deaths (Primary COD)	Contributing COD Hypothermia or Cold Exposure	Total Deaths Associated with Hypothermia or Cold Exposure
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
Winter FY2016	2	0	2
Total	36	13	49

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 was 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.

During a Cold Emergency Alert, the District will continue operations in accordance with the annual Winter Plan but may take additional steps beyond the requirements of the Winter Plan. These steps may include:

- **Overnight Warming Sites.** The District may activate designated public buildings, including but not limited to public libraries, recreation centers, and Senior Wellness Centers as Overnight Warming Sites to serve 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.
- **Involuntary Transport.** 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 teams may call DBH or 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). 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).
- **Homeless Encampment Protocol.** The District may suspend homeless encampment clean-up of items that provide protection from the elements during a Cold Emergency.

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 www.dmhhs.dc.gov.

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. At each, the Committee reviewed data on the FY2016 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 working group of ERSO presented a draft plan to the full 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 N Street Village, with a particular focus on getting consumer feedback. After reviewing this feedback, the working group presented a final draft to ERSO for its approval. After a positive vote from ERSO, the Plan was presented to the ICH full Council for a vote on September 13, 2016.

ELEMENTS OF THE FY2017 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 II outlines how the District will manage communications among stakeholders;
- Section III describes the process for calling a hypothermia alert and the considerations involved in calling an alert;
- Section IV explains the process used to develop estimates for shelter capacity needs during the FY2017 winter as well as the plan for delivering the number of beds/units needed;
- Section V outlines the transportation services that will be provided to ensure that clients have access to shelter and services;
- Section VI describes the services provided to help clients access shelter and while in shelter;
- Section VII discusses protocol and available resources for serving unaccompanied minors and transition aged youth (TAY); and
- Section VIII outlines resources in place to monitor shelter operations as well as protocol for raising concerns and/or filing complaints.

II. 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. 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 the District of Columbia’s website 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, 2016, 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.

III. PROCESS FOR CALLING A HYPOTHERMIA ALERT

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. 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.

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 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.

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 greater. 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.

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 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. Last winter, the ICH

also began piloting a new HopeOneSource text message application that allowed the ICH 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 II on Communications for additional information on alert notifications.

IV. EMERGENCY SHELTER

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 the Section V 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 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, 2017.

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.wiliams@dc.gov.

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.

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.

CAPACITY NEEDS: ADULT MEN

Based on the methodology described above, the ICH estimates that the District will need just over 1,500 beds for single adult men at the height of the FY2017 hypothermia season. Table 2 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
Community for Creative Non-Violence (CCNV) - 3 South*	CCNV		44			44
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
Kennedy Rec Center	Catholic Charities			50		50
Salvation Army	Catholic Charities			30		30
Overflow Capacity**					225	225
Total Capacity		890	126	290	225	1,531

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

CAPACITY NEEDS: ADULT WOMEN

Likewise, the ICH estimates that the District will need nearly 510 beds for single adult women at the height of the FY2017 hypothermia season. Table 3 below outlines the plan for meeting this capacity.

Table 3: Shelter Capacity Overview, Adult Women

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Alert Night Beds	Overflow	Total	Accessible
D.C. General Building 9-Harriet Tubman	Catholic Charities	100				100	
Patricia Handy Place for Women*	N Street Village	201*				201	
Nativity Shelter	Catholic Charities	20	5			25	
Community for Creative Non-Violence (CCNV) - 2 South**	CCNV		48			48	Yes
New Covenant Baptist	Catholic Charities			25		25	
Community of Christ	Catholic Charities			25		25	
Sherwood Recreation Center	Catholic Charities			30		30	
Overflow Capacity	Catholic Charities				56	56	
Total Capacity		321	53	80	56	510	

* Includes all beds less medical respite beds.

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

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 FY2017 hypothermia season, the work group started with an estimate of households in family shelter on the last day of August. The work group then used actual entries from the FY2016 hypothermia season *less ten percent*,³ combined with actual exits from last season, to estimate the number of overflow units needed throughout the season. As illustrated in Table 4 below, we anticipate needing approximately 945 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. 2016	Oct. 2016	Nov. 2016	Dec. 2016	Jan. 2017	Feb. 2017	March 2017
Estimate of families in shelter on last day of previous month	946	944	932	1,033	1,103	1,306	1,310
<i>(+) Estimated Entries</i>	58	48	158	169	295	148	57
<i>(-) Estimated Exits</i>	60	60	57	99	92	144	155
Total Units Needed	944	932	1,033	1,103	1,306	1,310	1,212
<i>(-) DC General Family Shelter</i>	260	260	260	260	260	260	260
<i>(-) Apt Style Units</i>	104	104	104	104	104	104	104
Shelter Overflow Units Needed	580	568	669	739	942	946	848

³ The work group assumed a ten percent reduction in entries to account for the impact of the City's new homelessness prevention program, which had just launched at the start of last hypothermia season but has now been operating for a full year (and will be expanded in FY2017 to serve more families). Further, DHS has now been operating year-round access to shelter for over a year. While the numbers had been trending up every winter, last winter's placement numbers were flat relative to the preceding winter, likely due to the start of year round access last summer. Given that DHS has continued placing families throughout the summer and given continued work to improve business processes at Virginia Williams Family Resource Center, the work group assumed a 10 percent reduction over last winter was a reasonable estimate.

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, as well as the January presidential inauguration, DHS has already secured over 900 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.

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.

V. TRANSPORTATION

Transportation is a scarce resource for those who are homeless, especially during the winter months, and the transportation system outlined in this FY2017 Winter Plan is designed to serve the largest number of those who are homeless in the most efficient and effective way. 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 last 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 homeless, 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 and ICH websites.

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

Transportation will be provided to and from the Adam's Place Day Center 7 days a week, 8-4:30 p.m. and until 6 p.m. during cold weather alerts. If a cold weather alert is called, transportation will be provided to the shelters and warming sites from the day center. There will be two vehicles designated for this route. Starting at 8:00 a.m., the vans will pick up at SOME and go to Covenant House; North Capitol Street & Massachusetts Avenue; 9th and G Streets (Martin Luther King Jr. Library), New York Ave Shelter to Adams Place Day Center; the schedule will be repeated every hour until the last pick up at 4:30 p.m.

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.

TRANSPORTATION RESOURCES AND OUTREACH

Beginning on November 1, 2016, 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.

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 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 FY2017 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.

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.

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

Pick Up Time	Location	Destination(s)
6:30 a.m.	New Covenant Baptist Church 1301 W Street, SE (hypothermia night shelter only)*	Bethany Women’s Center @ N St Village
6:30 a.m. 7:15 a.m.	Community of Christ, 3526 Massachusetts Ave, NW Pat Handy Women’s Shelter, 810 5 th St, NW Sherwood Recreation Center, 640 10 th St, NE	Bethany Women’s Center @N St Village So Others Might Eat (SOME) (71 O St, NW)
6:30 a.m. 7:15 a.m. 8:15 a.m.	Harriet Tubman at D.C. General, Building 27	Union Station; So Others Might Eat (SOME) (71 O Street, NW); Bethany Women’s Center @ N St 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 this 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 9th and G Streets NW (MLK Library) to Harriet Tubman, and to the New Covenant Baptist Church.

Table 6: Scheduled Transportation to Women’s Shelter (Evening)

Pick Up Time	Location	Destination
2:00 p.m. (Alert nights ONLY)	Bethany Women’s Center @ N St Village	Pat Handy Center, Harriet Tubman at D.C. General
2:00 p.m. (Alert nights ONLY)	SOME	Pat Handy Center, Harriet Tubman at D.C. General

6:30 p.m.	Sacred Heart Church 16 th Street and Park Road, NW	Nativity Shelter
6:30 p.m. 7:15 p.m. 8:15 p.m.	9 th & G Streets, NW (MLK Library)	Pat Handy 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 Salvation Army 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.

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

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 th & 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. 7:15 a.m.	Kennedy Recreation Center, 1401 7 th street NW	SOME
6:30 a.m.	Banneker Recreation Center* 2500 Georgia Avenue, NW	SOME
6:30 a.m.	Salvation Army*	SOME

	3335 Sherman Ave NW	
8:30 a.m.	MLK Library at 9 th & 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 Salvation Army 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.

Table 8: Scheduled Transportation to Men's Shelter (Evening)

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

Accessible transportation for persons with disabilities is provided upon request.

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

SCHEDULED TRANSPORTATION FOR FAMILIES

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.

VI. SERVICES COORDINATION

FOOD AND CASE MANAGEMENT SERVICES FOR FAMILIES AND INDIVIDUALS

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.

OUTREACH AGENCIES

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.

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.

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. 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

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.

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.

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.

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/>.

SERVICES FOR THE LATINO COMMUNITY

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

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. 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.

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.

VII. UNACCOMPANIED MINORS AND TRANSITION AGED YOUTH

While the needs and circumstances of vulnerable youth are well understood in a general sense, the District – like most communities around the country – has not had the data on unaccompanied youth needed to truly drive planning efforts. Over the past year, members of the ICH youth subcommittee have been working hard to both increase and elevate the services available to youth experiencing homelessness in the District. In addition to launching a system of coordinated entry for youth, the subcommittee conducted the first-ever youth census in fall 2015, is preparing for a second youth census in fall 2016, and has also been laying the groundwork to develop a youth strategic plan. This plan is anticipated to be approved in December of this year.

While the winter plan outlines a strategy to ensure youth are safe from cold weather injury during the upcoming hypothermia season, our current efforts to document the needs of this population will allow us to better address gaps in our service system and ensure we are increasingly more equipped to meet capacity needs moving forward.

OUTREACH SERVICES FOR UNACCOMPANIED MINORS AND TRANSITION AGED YOUTH

Youth-focused outreach is conducted year-round by Sasha Bruce Youthwork, Covenant House Washington, 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.

With the launch of the youth coordinated entry system, the best way to connect a youth experiencing homelessness to emergency services is by contacting the 24 Hour Runaway and Homeless Youth (RHY) Hotline, currently managed by Sasha Bruce Youthwork, at (202) 547-7777.

PROTOCOL FOR SERVING UNACCOMPANIED MINORS (<18 YEARS OF AGE)

The system for assessing and responding to the needs of unaccompanied children under the age of 18 is fundamentally different from 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 up the minor within 30 minutes, conduct an initial screening, and determine appropriate next steps in accordance with the District's Youth Coordinated Assessment Protocol and the District's Framework for Serving Unaccompanied Minors.

CAPACITY FOR UNACCOMPANIED MINORS (<18 YEARS OF AGE)

In FY2016, the District had ten dedicated beds for unaccompanied minor children. Four of the beds are funded via the Federal Runaway and Homeless Youth Program. In FY2016, the average length of stay in

these beds was a little over four weeks. Accordingly, these beds will serve just over 50 minors over the course of a year.

The other six beds are funded by the District. 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, and for up to two weeks with parental or court approval. Using an average two week length of stay, these beds will be able to provide shelter for an estimated 156 youth over the course of the year.

Taken together, the beds in our system dedicated to unaccompanied minors will serve an estimated 206 youth per year – an average of 17 youth per month.

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

Type of Bed	FY17 (Anticipated Capacity)
Runaway and Homeless Youth Beds	4
Annual Turnover Rate	12.6
Annual Capacity	50.4
Locally Funded Crisis Beds*	6
Turnover Rate	26
Annual Capacity	156
System Capacity: Average Annual Placements	206.4
System Capacity: Average Monthly Placements	17.2
*To address a gap in the homeless services system for pregnant and parenting minors, the FY2016 budget included \$500,000 in local funds for the Department of Human Services to create a pilot project to support minor headed households experiencing a housing crisis. In addition to the beds listed in this chart, the funding will support approximately 10 additional beds for pregnant or parenting minors. As of the drafting of this plan, a provider for this project had been selected; the beds are expected to come online before the start of hypothermia season.	

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 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.

TRANSITION AGED YOUTH 18 TO 24 YEARS

In recent years, the District has invested resources to increase dedicated programming for Transition Aged Youth (TAY) aged 18 to 24. Between FY2015 and FY2016, the District added a significant number of transitional housing units, including units specifically earmarked for LGBTQ youth, raising the total number

of dedicated transitional beds to 150 (see Table 11 below). In addition, 16 hypothermia beds were added to provide overflow capacity for vulnerable youth, for a total of 43 TAY shelter beds. Currently, these resources are often used somewhat interchangeably as providers work to find youth the first available placement. Taken together, these beds will allow us to serve a projected 339 TAY per year – an average of nearly 30 placements per month.

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

Type of Bed	FY17 (Anticipated Capacity)
TAY Shelter Beds	43
Annual Turnover Rate	3.0
Annual Capacity	129
TAY Transition Housing Units	150
Annual Turnover Rate	1.4
Annual Capacity	210
System Capacity: Average Annual Placements	339
System Capacity: Average Monthly Placements	28

OVERFLOW CAPACITY FOR TRANSITION AGED YOUTH

Although targeted programming that meets the unique developmental needs of young adults is preferable, in instances where no dedicated beds are available, TAY can access shelter at all Year-Round, Seasonal, Alert Night, and Overflow Shelters in the District. In such cases, the youth will be transferred to a dedicated TAY resource as it becomes available.

VIII. COMPLAINTS & GRIEVANCES

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.

Customers with specific concerns may report an incident or file a complaint with the Homeless Services Monitoring Unit by calling its 24-hour customer service number, 202-673-4464, or by submitting an online form at <http://dhs.dc.gov/page/shelter-monitoring>.

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 12-Hour Low Barrier Sites

Name of Shelter	Location	Telephone
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
Adams Place Shelter	2210 Adams Place, NE	(202) 832-8317

Table 13: MEN’S SHELTER: SEASONAL & HYPOTHERMIA LOCATIONS

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

Table 14: WOMEN’S SHELTER: YEAR-ROUND 12–HOUR LOW BARRIER SITES

Name of Shelter	Location	Telephone
Nativity Shelter	6010 Georgia Avenue, NW	(202) 487-2012
Harriet Tubman, D.C. General Building 27	1900 Massachusetts Ave., SE	(202)-795-9966
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
New Covenant Baptist	1301 W Street, SE	(202) 588-5031
Nativity Shelter	6010 Georgia Avenue, NW	(202) 487-2012
Sherwood Recreation Center	640 10 th St, NE	(202) 698-3075
Community for Creative Non-Violence (CCNV)	425 2 nd Street, NW	(202) 393-1909

Community of Christ	3526 Massachusetts Ave, NW	(202) 588-5031
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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
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
Covenant House Washington	Outreach	202-610-9600/9670

Table 18: Emergency Shelter for Youth

Agency Name	Program Name	Population Served
Casa Ruby	LGBTQ Youth Transitional Housing	Unaccompanied LGBTQ Youth Aged 18 to 24
Catholic Charities	Youth Transitional Program	Male Unaccompanied Youth Aged 18 to 24
Covenant House Washington	Rites of Passage	Unaccompanied Youth Aged 18 to 24 and Families Headed by a Youth Aged 18 to 24
Latin American Youth Center	Extended Living Program	Unaccompanied Youth Aged 18 to 24 and Families Headed by a Youth Aged 18 to 24
Latin American Youth Center	Hopes House	Unaccompanied Youth Aged 18 to 24
Sasha Bruce Youthwork	Bruce House	Minor Children
Sasha Bruce Youthwork	Independent Living Program	Unaccompanied Youth Aged 18 to 24
Sasha Bruce Youthwork	Transitional Living Program	Unaccompanied Minors and Youth Aged 18 to 24
Wanda Alston House Foundation	Wanda Alston House	Unaccompanied LGBTQ Minors and Youth Aged 16 to 24
Latin American Youth Center	LGBTQ Youth Transitional Housing	Unaccompanied LGBTQ Youth Aged 18 to 24

ACKNOWLEDGEMENT

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