

Council of the District of Columbia
COMMITTEE ON HUMAN SERVICES
2021 PERFORMANCE OVERSIGHT- DEPARTMENT OF HUMAN SERVICES
 1350 Pennsylvania Avenue, N.W., Washington, D.C. 20004

I. GENERAL QUESTIONS

A. Agency Organization

1. **Provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision.**
 - a. **Include the names and titles of all senior personnel.**
 - b. **Provide an explanation of the roles and responsibilities of each division and subdivision.**
 - c. **Identify the number of full-time equivalents (FTEs) at each organizational level and the person responsible for the management of each program and activity.**
 - d. **Provide a narrative explanation of any changes to the organizational chart made during FY20 or FY21, to date.**
 - e. **Note on the chart the date that the information was collected.**

Please see Attachment 1 (organizational chart) and below for requested information.

(d) The Department has not undergone a reorganization in FY20 or FY21 to date.

(e) The information in this response is accurate as of January 2021.

Division	Name, Title	Roles/Responsibilities	FTEs on board	Vacant/ Frozen*	FTEs
Economic Security Administration (ESA)	Anthea Seymour, Administrator	ESA determines and maintains eligibility for cash, food, child care, and medical benefits. ESA also, through a Two Generational approach, administers the Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) Employment and Training programs, which provides employment and training-related activities designed to improve long-term employability and sustaining income.	681	118	799

Family Services Administration (FSA)	Rachel Pierre, Administrator	FSA provides an array of social services and supports for District residents to solve crises, strengthen families, and connect residents to resources and programs to improve their well-being. FSA manages a system of care to make homelessness rare, brief and non-recurring; administers a system of services and supports for youth who are at-risk of court involvement, school disengagement, homelessness and repeat teen pregnancy; and provides crisis-intervention services for families and refugees.	271	46	317
Office of the Director (OD)	Sharon Kershbaum, Chief Operating Officer	The Office of the Director provides executive management, policy direction, strategic and financial planning, human capital management, information technology, capital programs, legislative and community relations, legal guidance, and performance management. The Office of Program Review, Monitoring, and Investigation includes agency risk management, fraud investigation, homeless shelter monitoring, and a quality control division.	245	34	279
Total			1,197	198	1,395

<i>Division</i>	<i>Sub-Division</i>	<i>Title</i>	<i>Name</i>
ESA	Division of Program Operations	Deputy Administrator	Garlinda Bryant-Rollins

Narrative: The Division of Program Operations (DPO) is responsible for administering an assistance delivery system for public assistance eligibility determination and benefits issuance, to include but not limited to Medical Assistance (Medicaid), SNAP, and TANF. DPO provides a single point of entry for each customer regardless of the nature of his or her family needs. Services are delivered through the Division’s five physical locations and 13 locations throughout the city. The Division also reviews program operations to ensure compliance with regulatory guidelines; analyzes the effectiveness of work methods and other functions of the administration; and consults with others in preparation for executing timely delivery of services to DC residents. Specific offices within DPO include: Office of the Deputy Administrator, Five Service Centers (Anacostia, Congress Heights, Ft. Davis, H Street, and Taylor Street), Office of Medical Assistance (Medicaid Branch), Central Processing Unit, Child Care Services, Special Accommodations Unit, DPO Deputy Mailbox, and the Technical Processing Support Unit.

<i>Division</i>	<i>Sub-Division</i>	<i>Title</i>	<i>Name</i>
ESA	Division of Program and Policy Development, Training & Quality Assurance	Deputy Administrator	Michael Ribar

Narrative: The Division of Program and Policy Development, Training and Quality Assurance develops plans and procedures to administer economic security programs effectively in the District. The Office of Program Development, Training & Quality Assurance also evaluates and analyzes the need for services promoting and supporting self-sufficiency for individuals and families; develops strategies to promote cooperation with private providers; reviews federal and District regulations to ensure compliance with procedural and regulatory guidelines; documents and translates changes in federal laws including Temporary Assistance to Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), and Medical Assistance. This Division provides oversight to monitor the performance of activities conducted in accordance with grants awarded by the Administration. Other responsibilities include advising and providing technical assistance to the Administrator and program managers; providing recommendations and participating in the development of legislation. This Division also represents DHS to the federal government when necessary; designs and implements ESA’s performance reporting systems; identifies ESA’s training needs; monitors compliance with federal and District legislation. Specific offices within the Division of Program and Policy Development, Training and Quality Assurance include: Office of the Deputy Administrator, Office of Program Development, Office of Administrative Review and Appeals, Office of Training, Medical Review Team, and the Office of Quality Assurance & Analysis.

<i>Division</i>	<i>Sub-Division</i>	<i>Title</i>	<i>Name</i>
ESA	Division of Customer Workforce Employment & Training	Deputy Administrator	<i>Vacant</i>

Narrative: The Division of Customer Workforce Employment and Training (DCWE&T) was established to consolidate all customer employment and training functions into a single division. The Division includes the Office of Work Opportunity (OWO), which is responsible for the orientation and assessment of TANF customers, as well as providing case management/case coordination to a specialized TANF population. OWO has expanded in recent years to support collaboration with FSA to integrate housing and employment services for the families in the Rapid Re-Housing (RHH) program, Rapid Exit Program (hotels) and Homeless Prevention Program (HPP). The Office of Performance Monitoring OPM is responsible for managing and monitoring contractual service providers, who provide services to TANF customers. The SNAP Employment and Training (SNAP E&T) program is responsible for providing assessments, case management, and referrals for SNAP customers, and for grant monitoring for services associated with the SNAP E&T Program. The Sanctions Unit imposes and lifts work and child support sanctions on impacted TANF customers. Specific offices within DCWE&T include: Office of the Deputy Administrator, Office of Work Opportunity, Office of Performance Monitoring, Office of SNAP Employment & Training, and the Sanctions Unit.

<i>Division</i>	<i>Sub-Division</i>	<i>Title</i>	<i>Name</i>
ESA	Division of Innovation and Change Management	Deputy Administrator	Stephanie Bloch

Narrative: The Division of Innovation and Change Management (DICM) was established in the second quarter of FY 2018. The purpose of the DICM is to implement system and process enhancements for ESA that will improve both agency productivity and customer outcomes. The functions of the DICM are to serve as the liaison for the DC Access Systems (DCAS) – eligibility system – by working with the DC Healthcare Finance (DCHF) Project Management Officer’s team to address system concerns from federal partners and internal stakeholders; serve as business coordinator to lead priority setting for application and management reports; serve as reviewer for DCAS management reports and operational metrics; serve as Release 3 point-of-contact for business readiness and policy documentation; and to serve as the Knowledge Management coordinator for policy, system, process, and leadership training (future).

<i>Division</i>	<i>Sub-Division</i>	<i>Title</i>	<i>Name</i>
FSA	Community Services Division	Deputy Administrator	Debra Crawford

Narrative: The Community Services Division is responsible for the direction, operation, and performance oversight of the Strong Families Program, the Office of Refugee Resettlement, and the Community Services Block Grant (CSBG) program. DHS is the state agency responsible for the management, administration and oversight of the CSBG in the District of Columbia.

- The Strong Families Program coordinates services for families or individuals experiencing a range of crises and emergency situations such as building closures, fires, flooding or other disasters which may lead to displacement from the home. The program works with displaced families to help them regain stable housing and connects them to other critical resources.
- The Office of Refugee Resettlement provides social services, cash, and medical assistance to the refugee population to promote economic self-sufficiency. Services are provided through arrangements with community-based non-profit agencies.

The Community Services Block Grant provides assistance to low-income residents through a network of community action agencies and other neighborhood-based organizations in order to reduce poverty, revitalize low-income communities, and empower low-income families and individuals to become self-reliant.

<i>Division</i>	<i>Sub-Division</i>	<i>Title</i>	<i>Name</i>
FSA	Youth Division	Deputy Administrator	Hilary Cairns

Narrative: The Youth Services Division (YSD) provides youth-focused services through the following programs:

- Parent and Adolescent Support Services (PASS), which works with youth up to the age of 17 years old who have committed status offenses (mainly truancy) by conducting comprehensive youth assessments and providing intensive case management and linkages to other supportive services.
- PASS Crisis and Stabilization Team (PCAST), provides crisis assessment, intervention, and stabilization services to youth and their families that are referred to PASS. Staff provide outreach, advocacy, coordination of services, and engaging community resources. In addition, PCAST works to enhance coping skills and empower youth and their families to achieve stability.
- Functional Family Therapy (FFT) is an intensive, short term intervention/preventive service that offers in-home family counseling designed specifically to address status-offending behaviors and juvenile delinquency from a relational/family-based perspective. FFT services target adolescents who are experiencing a high level of conflict in the home, exposure to domestic violence, truancy, curfew violations, running away, and substance abuse. In addition, FFT services are also used as part of the homeless youth prevention services. FFT sessions are held at least once per week for 3-6 months; every session includes all key members of the family. FFT therapists use a national FFT evidence-based model to work with the referred youth and families. This model assesses family behaviors that have contributed to the youth's delinquent behavior, modifies strained family communication, improves parenting skills, and generalizes changes to community contexts and relationships.
- Alternatives to the Court Experience (ACE), the sole diversion program in Washington, DC, which offers individually tailored and clinically-appropriate services to youth up to 17 years old and families as alternatives to arrest and prosecution. ACE's goal is to reduce recidivism, reengage youths in school, and improve overall youth functioning
- The Teen Parent Assessment Program (TPAP), which provides case management and support services to teen parents ages 17 and under who receive TANF or self-refer to the program. TPAP's goal is to move program participants towards self-sufficiency through completion of their high school or GED program.
- Strengthening Teens Enriching Parents (STEP), which works with youth up to 17 years old who are reported missing to the police. Case managers provide outreach to assess why the youth has left home and together with the family, implement services with community partners--particularly Sasha Bruce--and other District agencies to reduce the likelihood of future missing persons reports, and increase family stability.
- Homeless Youth Services works with youth up to 24 years old who are experiencing homelessness—or at risk of experiencing homelessness—to connect them with services to reunite them with their family and resolve family conflicts. Community organizations provide services such as drop-in centers, street outreach and housing.

<i>Division</i>	<i>Sub-Division</i>	<i>Title</i>	<i>Name</i>
FSA	Homeless Individuals	Deputy Administrator	Johnathan Davis

Narrative: This division provides emergency and ongoing housing support and services to help unaccompanied individuals who are experiencing homelessness or at risk of homelessness, transition into or maintain permanent housing. Services include outreach and coordinated entry, crisis intervention and prevention, services targeted to veterans, a day center, low barrier shelter, temporary shelter, Rapid-Rehousing, transitional housing, Targeted Affordable Housing and Permanent Supportive Housing.

- The Homeless Outreach team engages individuals who are living on the streets and are experiencing homelessness. Outreach efforts consist of, but are not limited to sharing information on homeless resources, encampment assessments, vulnerability assessments, distribution of blankets, water, fruit and warming supplies and working with the community and sister agencies to ensure the wellbeing of the District's homeless. Outreach connects vulnerable individuals to housing resources within the Coordinated Entry system and outreach workers engage individuals and recommend ways to secure their personal belongings as they continue to navigate the housing process and strive toward stable and safe housing.
- The Housing Search Team provides support in locating DCHA rent reasonable units for all clients deemed eligible for a DHS voucher program. The team primarily provides assistance to the Targeted Affordable Housing (TAH) program but also provides assistance to DHS case managers or contracted vendors who are having difficulties locating a unit that will fit the client's needs. The team performs landlord outreach to identify new landlords and properties/units and matches individuals and families to available units of their choosing.
- Homeless Veterans Services provides two programs for homeless Veterans that provide long-term housing and intensive case management. HUD Veteran Affairs Supportive Housing (VASH) is federally funded through the Veterans Administration. The Local Veterans Program provides services for Veterans who are not VHA eligible.
- Daytime services at drop-in centers include: case management, food, laundry facilities, showers, computer access, as well as connections to employment services and help with housing.
- Emergency or low-barrier shelters are designed to keep people safe from extreme weather conditions. The Emergency Shelter program provides beds on a first come, first served basis, to any homeless person. It is sometimes also referred to as emergency shelter. As the name implies, low barrier shelters provide beds with few requirements to entry.
- Emergency Rental Assistance Program (ERAP) helps low-income, District residents who are facing housing emergencies, or at imminent risk for homelessness. A housing emergency is when immediate action is needed to avoid homelessness, to re-establish a home, or to prevent eviction from a home. ERAP can help to pay overdue rent, including late costs and court fees, if eviction is about to happen, security deposit for a new residence, and/or first month's rent.
- Rapid Re-housing for Individuals (RRH-I) Program provides access to permanent housing with the use of temporary financial supports and case management assistance. Referrals are based on vulnerability assessments with Rapid Rehousing recommendation.
- Transitional Housing is longer-term housing, usually for less than two years, that provides intensive support services, geared toward increasing a household's self-sufficiency and helping it move towards permanency, often specializing in particular areas of client needs.
- The Targeted Affordable Housing (TAH) Program includes a long-term housing subsidy and case management services. The household can independently function without intensive case management and is connected to community resources in order to remain stably housed.
- The Permanent Supportive Housing (PSH) program provides long-term permanent housing to eligible chronically homeless individuals and families who continue to be at imminent risk of becoming homeless and need intensive case management. Eligibility is based on vulnerability assessments with PSH recommendation.

<i>Division</i>	<i>Sub-Division</i>	<i>Title</i>	<i>Name</i>
FSA	Families	Deputy Administrator	Noah Abraham

Narrative: The families sub-division of FSA provides a continuum of services to families experiencing homelessness or at risk of homelessness, so that they can obtain and/or maintain stable housing. The continuum of family services includes centralized intake and eligibility determination at the Virginia Williams Family Resource Center, crisis intervention and prevention, emergency and temporary shelter, housing navigation and a portfolio of housing resources, including the Family Rehousing and Stabilization Program, transitional housing, Targeted Affordable Housing, and Permanent Supportive Housing.

- The Virginia Williams Family Resource Center (VWFRC) serves as the main entry point for families in the District of Columbia who are experiencing homelessness or are at imminent risk of homelessness. Staff at VWFRC work with families on a walk-in and appointment basis to help them find a safe, sustainable solution to an acute or chronic housing crisis.
- The Homelessness Prevention Program (HPP) works to prevent a family at imminent risk of losing housing from becoming homeless through the provision of stabilizing services and resources while briefly utilizing their existing support system. Supportive services offered include: diversion and mediation services, case management/case coordination, financial assistance, utility assistance, rental assistance, housing search, budgeting and credit repair services, connection to housing programs including first month's rent/security deposit, short term rental assistance, referrals to community partners and District agencies, connection to TANF vendors.
- The Emergency Rental Assistance Program (ERAP) helps low-income, District residents who are facing housing emergencies, or at imminent risk for homelessness. A housing emergency is when immediate action is needed to avoid homelessness, to re-establish a home, or to prevent eviction from a home. ERAP can help to pay overdue rent, including late costs and court fees, if eviction is about to happen, security deposit for a new residence, and/or first month's rent.
- Emergency or low-barrier shelters are designed to keep people safe from extreme weather conditions. The Emergency Shelter program provides beds on a first come, first served basis, to any homeless person. It is sometimes also referred to as emergency shelter. As the name implies, low barrier shelters provide beds with few requirements to entry.
- The Family Rehousing and Stabilization Program (FRSP) helps families achieve stability in permanent housing through individualized and time-limited assistance. FRSP offers a wide range of supports that are responsive to participant needs including: individualized case management services, housing identification, connection to mainstream and community-based resources and financial assistance.
- Transitional Housing is longer-term housing, usually for less than two years, that provides intensive support services, geared toward increasing a household's self-sufficiency and helping it move towards permanency, often specializing in particular areas of client needs.
- The Targeted Affordable Housing (TAH) Program includes a long-term housing subsidy and case management services. The household can independently function without intensive case management and is connected to community resources in order to remain stably housed.
- The Permanent Supportive Housing (PSH) Program provides long-term permanent housing to eligible chronically homeless individuals and families who continue to be at imminent risk of becoming homeless and need intensive case management. Eligibility is based on vulnerability assessments with PSH recommendation.

<i>Division</i>	<i>Sub-Division</i>	<i>Title</i>	<i>Name</i>
OD	Office of Program Review, Monitoring and Investigation (OPRMI)	Compliance and Accountability Officer	Christa Phillips

Narrative: The mission of OPRMI is to prevent fraud, abuse, and waste in the administration of social service programs and to ensure compliance with federal and District statutes, regulations, and procedures governing the programs and operations of DHS. OPRMI functions as the state accountability office and is responsible for managing allegations and incidents of fraud, abuse, and waste in DHS programs by investigating and referring for criminal prosecution or program disqualification persons accused of committing fraud, abuse and/or waste in SNAP, TANF, and Medicaid social services programs; ensuring departmental compliance with Title VI of the Civil Rights Act, the Rehabilitation Act, the Americans with Disabilities Act (ADA) and the Age Discrimination Act; as well as investigating and referring for administrative action DHS employees who are alleged to have committed fraud, malfeasance or other acts of employee misconduct. The divisions within OPRMI include: (1) Eligibility Review and Investigation Division (ERID) - which conducts investigations on DHS customers to ensure they qualify to receive benefits in Washington, D.C.; (2) Quality Control Division (QCD) - the federally- mandated District governmental entity that conducts payment accuracy reviews for SNAP and Medicaid; (3) Fraud Investigation Division (FID) - DHS' state investigatory and law enforcement bureau for federal and District public assistance programs, relating to fraud, waste and abuse of government resources and public assistance benefits by customers and retailers; (4) Homeless Shelter Monitoring Unit (HSMU) - which monitors shelters provided by the District to ensure compliance with the Homeless Services Reform Act (HSRA), as amended; (5) Internal Affairs Division (IAD) – which receives, records, and investigates allegations of employee, volunteer and contractor violations of federal and District statutes, District government personnel regulations, and DHS policies; and, (6) Office of the Chief Accountability Officer – which includes ADA compliance, risk management, audit compliance, the receipt of complaints and unusual incident reports, and support for OPRMI divisions.

<i>Division</i>	<i>Sub-Division</i>	<i>Title</i>	<i>Name</i>
OD	Human Resources	Human Resources Officer	Tammy Jo Scriven

Narrative: The Office of Human Resources (OHR) provides human resource management services to DHS to help strengthen individual and organizational performance, while enabling the District government to attract, develop and retain a well-qualified, diverse workforce. OHR strives to maintain a high-performing workforce via employee engagement throughout the agency and ensure agency compliance with statutes and regulations. OHR ensures that the agency has the best available employees onboard to achieve agency goals, oversees employee performance, and supports the overall culture of DHS.

<i>Division</i>	<i>Sub-Division</i>	<i>Title</i>	<i>Name</i>
OD	Emergency Management	Emergency Management Officer	Justin Brown

Narrative: The Office of Emergency Management’s mission is to respond to emergencies and mitigate harm while preparing the community it serves to recover from disastrous situations. The mission is accomplished by providing mass care services that include emergency sheltering services, mass feeding, and reunification operations to displaced District residents in the events/incidents such as apartment fires, power outages and extreme weather conditions while coordinating internal/external human service support and complementing services from our interagency, District and regional partners in an effort to mitigate increased harm.

<i>Division</i>	<i>Sub-Division</i>	<i>Title</i>	<i>Name</i>
OD	Capital and Operations Division	Capital Operations Project Manager	Lisa Franklin

Narrative: The Capital and Operations Division (COD) operates as the Real Estate and Facilities arm of the Office of the Director while managing the Fleet and Security Programs Agency-wide. The COD is comprised of team members with extensive knowledge, skills and experience in the arenas of Construction Management, Facilities Management, Space Planning and Design, as well as Fleet and Security administration.

<i>Division</i>	<i>Sub-Division</i>	<i>Title</i>	<i>Name</i>
OD	Office of Information Systems	Chief Information Officer	Madan Burra

Narrative: The Office of Information Systems (OIS) has the primary responsibility of implementing the latest technology for the delivery of services throughout DHS. OIS continuously improves the technological environment that facilitates and nurtures DHS’ business processes and customer interactions that are stable, secure, efficient and flexible.

<i>Division</i>	<i>Sub-Division</i>	<i>Title</i>	<i>Name</i>
OD	Call Center	Chief Customer Officer	Francine Miller
<p>Narrative: The DHS Call Center is responsible for all incoming calls regarding TANF, SNAP, and Medical Assistance. The Call Center provides high-quality customer support for a range of services including completing customer applications and recertifications as well as updating customer information. The Call Center handles over 200,000 calls/year and practices First Call Resolution to eliminate the need for customers to visit a Service Center.</p>			

2. **Attach in Excel a current Schedule A for the agency, as of January 23, 2021, with the following information for each position:**
- Employee's name, if the position is filled;**
 - Program and activity name and code as appears in the budget;**
 - Office name, if different from activity code;**
 - Title/position name;**
 - Position number;**
 - Grade, series, and step;**
 - Salary and fringe benefits (separate salary and fringe and include the FY19 fringe benefit rate);**
 - Job status (e.g. continuing/term/temporary);**
 - Type of appointment (e.g. career, MSS);**
 - Full-time part-time, or WAE;**
 - Seasonal or year-round;**
 - Start date in the position (i.e. effective date);**
 - Start date with the agency;**
 - Previous office (program) and position (job title) with the agency, if relevant**
 - Position status (A-active, R-frozen, P-proposed, etc.);**
 - Date of vacancy or freeze, if relevant; and**
 - Whether the position must be filled to comply with federal or local law (and if so, specify what federal or local law applies).**

Please see Attachment 2.

3. **Provide a list of all FY20 and to date in FY21 full-time equivalent (FTE) positions for DHS, broken down by program and activity. In addition, for each position, note whether the position is filled (and, if filled, the name of the employee) or whether it is vacant.**

Please see Attachment 2.

4. **How many vacancies were posted during FY20 and to date in FY21?**
- Indicate which positions were posted and provide a position description.**

- b. **Indicate how long the position was vacant; whether or not the position has been filled; and where the vacancies were posted (i.e., press release, internet, newspaper, etc.).**

Please see Attachment 4.

5. **For each FTE specifically funded by Council in the FY21 budget, indicate the following:**
 - a. **The position;**
 - b. **The date the position was posted;**
 - c. **The date the position was filled;**
 - d. **Whether the position is filled as of January 23, 2021; and**
 - e. **Which if any of the positions are vacant as of January 23, 2021.**

Please see Attachment 5.

6. **List all employees detailed to or from your agency. For each employee identified, provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee's projected date of return.**

Please see Attachment 6.

B. Budget and Expenditures

7. **Budget**
 - a. **Provide a table showing your agency's Council-approved original budget, revised budget (after reprogrammings, etc.), and actual spending, by program and activity, for fiscal years 2019, 2020, and 2021 to date. For each program and activity, include total budget and break down the budget by funding source (federal, local, special purpose revenue, or intra-district funds).**
 - b. **Include any over- or under-spending. Explain any variances between fiscal year appropriations and actual expenditures for fiscal years 2018 and 2019 for each program and activity code.**
 - c. **Attach the cost allocation plans for FY20 and FY21.**
 - d. **In FY20 or FY21, did the agency have any federal funds that lapsed? If so, provide a full accounting, including amounts, fund sources (e.g. grant name), and reason the funds were not fully expended.**

Please see Attachment 7.

8. **Provide a table listing all intra-District transfers for FY20 and FY21 (YTD), as well as anticipated transfers for the remainder of FY21.**
 - a. **For each transfer, include the following details:**
 - i. **Buyer agency;**
 - ii. **Seller agency;**
 - iii. **The program and activity codes and names in the sending and receiving agencies' budgets;**
 - iv. **Funding source (i.e. local, federal, SPR);**

- v. Description of MOU services;
 - vi. Total MOU amount, including any modifications;
 - vii. Whether a letter of intent was executed for FY19 or FY20 and if so, on what date,
 - viii. The date of the submitted request from or to the other agency for the transfer;
 - ix. The dates of signatures on the relevant MOU; and
 - x. The date funds were transferred to the receiving agency
- b. Attach copies of all intra-district transfer MOUs or MOAs, other than those for overhead or logistical services, such as routine IT services or security.
 - c. List any additional intra-district transfers planned for FY20, including the anticipated agency(ies), purposes, and dollar amounts.

Please see Attachment 8.

9. **Provide a table listing every reprogramming of funds (i.e. local, federal and SPR) into and out of the agency for FY20 and FY21 to date, as well as anticipated inter-agency reprogrammings for the remainder of FY21. Attach copies of the reprogramming documents, including the Agency Fiscal Officer's request memo and the attached reprogramming chart. For each reprogramming, include:**
- a. The reprogramming number;
 - b. The sending or receiving agency name;
 - c. The date;
 - d. The dollar amount;
 - e. The funding source (i.e. local, federal, SPR);
 - f. The program, activity, and CSG codes for the originating funds;
 - g. The program, activity, and CSG codes for the received funds; and
 - h. A detailed rationale for the reprogramming and which programs, activities, and services within DHS the reprogramming impacted.

Please see attachment 9.

10. **Provide a complete accounting of all reprogrammings received by or transferred from DHS in FY20 and to date in FY21. For each reprogramming, provide a narrative description as to the purpose of the transfer and which programs, activities, and services within DHS the reprogramming impacted.**

Please see attachment 9.

11. **For FY20 and FY21, to date, identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:**
- a. The revenue source name and fund code;
 - b. A description of the program that generates the funds;
 - c. The revenue funds generated annually by each source or program;
 - d. Expenditures of funds, including the purpose of each expenditure; and
 - e. The current fund balance (i.e. budget versus revenue).

Please see attachment 11.

12. **Provide an update on the status of each of the following programs/initiatives to include: (1) FY20 and FY21 budget for each program/initiative, by funding source; (2) expenditures in FY20 and FY21 to date; (3) number of people served in FY20 and FY21 to date; (4) timeline for issuing an RFP; (5) target date for funding to be distributed; and (6) identified service providers.**
- a. **Rapid Rehousing (singles and families);**
 - b. **Targeted Affordable Housing (singles and families);**
 - c. **Permanent Supportive Housing (singles and families);**
 - d. **SSI/SSDI Outreach, Access, and Recovery (SOAR);**
 - e. **Adam’s Place Daytime Service Center;**
 - f. **Downtown Service Center;**
 - g. **Coordinated Entry;**
 - h. **Homeless Prevention Program;**
 - i. **Shelter for seniors;**
 - j. **Transitional housing;**
 - k. **Emergency Rental Assistance Program;**
 - l. **Street Outreach;**
 - m. **PEP-V; and**
 - n. **ISAQ.**

Please see Attachment 12.

Further Details on Permanent Supportive Housing (PSH):

PSH budget includes funding for case management services, rental payments, HUD Shelter Plus Care rental assistance grants, and PSH staffing costs.

DHS is in the process of developing a new solicitation for PSH and plans to issue a Request for Applications in Fall 2021. DHS anticipates awarding new Human Care Agreements in Spring 2022. Current service providers for PSH - Individuals and Families include: Brookland/Edgewood Family Strengthening Collaborative, Catholic Charities, Community Connections, Community of Hope, DC Doors, Friendship Place, MBI Health Services Metropolitan Educational Solutions, N Street Village, Positive Kinship, Wheeler Creek, and the United Planning Organization.

Current service providers for only PSH- Families include, Latin American Youth Center, National Center for Children and Families, and Sasha Bruce Youthworks. Current service providers for only Permanent Supportive Housing - Individuals include Miriam’s Kitchen, Open Arms Housing, and Pathways to Housing.

DHS is working with DHCF to launch a new Medicaid Housing Supportive Services benefit, in April 2022. This new benefit will enable Medicaid to cover case management services for persons enrolled in the PSH-Individuals program.

Further Details on Transitional Housing:

Current service providers include: Access to Housing, Calvary Women’s Services, Casa Ruby, Catholic Charities, Christ House, Coalition for Homeless, Community of Hope, Covenant House, DC Doors, DASH, Echelon Community Services, Edgewood/Brookland Family Strengthening Collaborative, Healthy Babies Project, House of Ruth, Housing Up, Latin American Youth Center, N Street Village, New Endeavors by Women, Sasha Bruce Youthworks, SMYAL, and the Wanda Alston Foundation.

13. **List all memoranda of understanding (“MOU”) and memoranda of agreement (“MOA”) entered into by your agency during FY20 and FY21, to date, as well as any MOU or MOA currently in force. (You do not need to repeat any intra-district MOUs that were covered in the question above on intra-district transfers.).**
- a. **For each MOU, indicate:**
 - i. **The parties to the MOU or MOA;**
 - ii. **Whether a letter of intent was signed in the previous fiscal year and if so, on what date;**
 - iii. **The date on which the MOU or MOA was entered;**
 - iv. **The actual or anticipated termination date;**
 - v. **The purpose; and**
 - vi. **The dollar amount.**
 - b. **Attach copies of all MOUs or MOAs, other than those for overhead or logistical services, such as routine IT services or security.**
 - c. **List any additional MOUs and MOAs planned for FY21, including the anticipated agency(ies), purposes, and dollar amounts.**

Please see attachment 8.

14. **List each grant or sub-grant, including multi-year grants, received by your agency in FY20 and FY21, to date. List the following:**
- a. **Grant Number/Title;**
 - b. **Approved Budget Authority;**
 - c. **Funding source;**
 - d. **Expenditures (including encumbrances and pre-encumbrances);**
 - e. **Purpose of the grant;**
 - f. **Grant deliverables;**
 - g. **Grant outcomes, including grantee performance;**
 - h. **Any corrective actions taken or technical assistance provided;**
 - i. **DHS program and activity supported by the grant; and**
 - j. **DHS employee responsible for grant deliverables.**

Please see Attachment 14.

15. **Describe every grant your agency is, or is considering, applying for in FY21.**

Community Services Block Grant (CSBG)

- Funding agency: U.S. Department of Health and Human Services Administration, Children and Families
- Legal authority: Community Services Block Grant of 1998, effective October 27, 1998 (P.L. 105-285; 42 U.S.C. 9901, et seq.)
- Description: CSBG is a federally funded anti-poverty block grant operated through a state-administered network of community and faith-based, not-for-profit organizations. The objective of CSBG is to address the causes of poverty by implementing programs and services that empower low-income families and individuals, revitalize low-income communities and improve the economic self-sufficiency of low-income customers. DHS is the state agency responsible for the management, administration and oversight of the CSBG and the United Planning Organization is the designated Community Action Agency responsible for creating, coordinating and delivering CSBG programs and services. The targeted program priority areas are:
 - Education and employment,
 - Income management and self-sufficiency,
 - Housing,
 - Health and nutrition, and
 - Emergency services, coordination and linkage

Emergency Solutions Grant (ESG)

- Funding agency: U.S. Department of Housing and Urban Development
- Legal authority: Subtitle B of Title IV of the McKinney-Vento Homeless Assistance Act, 42 U.S.C. 11371 et seq.
- Description: The purpose of the ESG program is to assist individuals and families quickly regain stability in permanent housing after experiencing a housing crisis or homelessness. ESG provides grants by formula to aid homelessness prevention, emergency shelter, and related services. DHS utilizes this grant funding for homelessness prevention efforts, and to support families in the Rapid Rehousing program by providing payments for rents and case management.

Family Violence Prevention & Services State Grant

- Funding agency: U.S. Department of Health and Human Services Administration, Children and Families
- Legal authority: Family Violence Prevention and Services Act, 42 U.S.C. 10401
- Description: This grant provides the primary federal funding stream dedicated to the support of emergency shelter and supportive services for victims of domestic violence and their dependents. DHS's Family Violence Prevention and Services Program:
 - Supports the establishment, maintenance and expansion local and community-based domestic violence programs and projects to prevent incidents of family violence, and
 - Provides immediate shelter and related assistance for victims of family violence and their dependents that meet the needs of all victims.

Food Stamp Administration Grant (SNAP)

- Funding agency: U.S. Department of Agriculture, Food and Nutrition Service

- Legal authority: The Food and Nutrition Act of 2008, effective October 1, 2008 (Pub. L. No. 110-246; 7 U.S.C. §§ 2011, *et seq.*), as amended; 1 DCMR §§ 5000 *et seq.*; and any applicable District and federal laws, regulations, and policies.
- Description: SNAP offers nutrition assistance to millions of eligible, low-income individuals and families and provides economic benefits to communities. The Food and Nutrition Service works with State agencies, nutrition educators, and neighborhood and faith-based organizations to ensure that those eligible for nutrition assistance can make informed decisions about applying for the program and can access benefits. In addition to utilizing this grant to help income eligible residents and families buy the food they need for good health, DHS administers the SNAP Employment and Training Program to assist SNAP recipients in gaining employment or skills that would increase self-sufficiency.

Medicaid

- Funding agency: U.S. Department of Health & Human Services
- Legal authority: 42 CFR 431.10
- Description: The Medicaid program is jointly funded by the federal government and states. DC Medicaid is a healthcare program that pays for medical services for qualified people. It helps pay for medical services for low-income and disabled adults, children and families. This grant is reimbursed based on DHS' approved cost allocation plan.

Refugee Resettlement Cash and Medical Assistance Grant (CMA)

- Funding agency: U.S. Department of Health and Human Services Administration on Children and Families, Office of Refugee Resettlement
- Legal authority: Section 412(e)(5) of P.L. 82-414, the Immigration and Nationality Act (8 U.S.C. 1522)
- Description: CMA reimburses states for services provided to refugees and other eligible persons, as well as associated administrative costs. DHS utilizes this grant to:
 - Help recently resettled refugees enroll in medical assistance programs
 - Refer them for health screenings,
 - Identify barriers to refugee self- sufficiency and well- being,
 - Provide basic health education and tools, and
 - Assist clients with resolution of health verification and billing issues.

Refugee Resettlement Social Services Grant

- Funding agency: U.S. Department of Health and Human Services Administration on Children and Families, Office of Refugee Resettlement
- Legal authority: Section 412(e)(5) of P.L. 82-414, the Immigration and Nationality Act (8 U.S.C. 1522)
- Description: This grant supports employability services and other services that - address barriers to employment such as interpretation and translation services and day care for children. DHS's refugee employability services are designed to

enable refugees to obtain jobs that will lead to self-sufficiency in the shortest time possible.

Shelter Plus Care Grant (S+C)

- Funding agency: U.S. Department of Housing and Urban Development
- Legal authority: Continuum of Care Program Interim Rule 24 CFR Part 578 [Docket No. FR-5476-I-01]
- Description: The S+C Program provides a variety of permanent housing choices, accompanied by a range of supportive services to formerly chronically homeless individuals and families that are disabled by substance use disorder or mental illness. DHS subgrantees manage the waiting list and referral process for these housing resources and administer S+C resources, including rent subsidies and case management services for homeless individuals and families.

Social Services Block Grant (SSBG)

- Funding agency: U.S. Department of Health and Human Services Administration, Children and Families
- Legal authority: Title XX of the Social Security Act, as amended.
- Description: SSBG is a flexible funding source that allows recipients to tailor social service programming to their population's needs. DHS utilizes SSBG funding to provide social services that:
 - Help reduce dependency and promote self-sufficiency,
 - Protect children and adults from neglect, abuse and exploitation, and
 - Assist individuals who are unable to take care of themselves to maintain stable housing solutions.

Temporary Assistance for Needy Families (TANF)

- Funding agency: U.S. Department of Health & Human Services, Office of Family Assistance
- Legal authority: The Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, as amended (Pub. L. No. 104-193, 42 U.S.C. §601 *et seq.*); 1 DCMR §§5000 *et seq.*; and any applicable District and federal laws, regulations, and policies.
- Description: States receive TANF block grants to design and operate programs that accomplish one of the purposes of the TANF program. DHS leverages this grant to provide cash assistance to help heads-of-households meet the needs of their family, as well as providing multiple services to help TANF customers obtain and retain employment.

16. **List each contract, procurement, and lease leveraged in FY20 and FY21, to date, with a value amount of \$10,000.00 or more. "Leveraged" includes any contract, procurement, or lease used by DOES as a new procurement establishment (i.e. HCA, BPA, etc.), contract extension, and contract option year execution. This also include direct payments (if applicable). For each contract, procurement, or lease leveraged, attach a table with the following information, where applicable:**

Please see Attachment 16 for Part 1.

Part I

- i. Contractor/Vendor Name;**
- ii. Contract Number;**
- iii. Contract type (e.g. HCA, BPA, Sole Source, single/exempt from competition award, etc.);**
- iv. Description of contractual goods and/or services;**
- v. Contract's outputs and deliverables;**
- vi. Status of deliverables (e.g. whether each was met or not met, in-progress, etc.);**
- vii. Copies of deliverables (e.g. reports, presentations);**
- viii. Contract Administrator name and title assigned to each contract and/or procurement;**
- ix. Oversight/monitoring plan for each contract and associated reports, performance evaluations, cure notices, and/or corrective action plans;**
- x. Target population for each contract (e.g. unemployed adults, homeless youth, DOES staff, etc.);**
- xi. Subcontracting status (i.e. Did the Contractor sub any provision of goods and/or services with another vendor);**
- xii. Solicitation method (e.g. competitive bid via GSA or DCSS, sole source, task order against other agency's contract);**
- xiii. CBE status;**
- xiv. Total contract or procurement value in FY20;**
- xv. Total contract or procurement value in FY21 (YTD);**
- xvi. Period of performance (e.g. May 31 to April 30); and**
- xvii. Current year of contract (e.g. Base Year, Option Year 1, etc.).**

Part II

Attach monitoring documentation, including any monitoring reports or performance evaluations developed for use. If any contract is performance-based, specify the basis of performance (i.e. the metrics) and describe the payment formula.

Contract performance evaluations can be found in the Contractor Performance Evaluation System (CPES). Viewers may need to request access from OCP.

<https://dcgovict.sharepoint.com/sites/ocp-cpes/Lists/CPES%20Scorecard/Completed%20eVals.aspx>

The TANF Education and Occupational Training (EOT) Human Care Agreements and TANF Job Placement (JP) Human Care Agreements are performance (outcomes) based contracts. Details about the payment structure can be found in Section C.6.2 of the contract award documents searchable here: <http://app.ocp.dc.gov/RUI/information/award/search.asp>

- 17. Will Covid-related relief efforts and general budget shortfalls require budget cuts and reductions in DHS programs?**

- a. **Which programs?**
- b. **What customer-facing services will be reduced?**
- c. **How much is being considered for cuts by program?**
- d. **Will DHS staff be reassigned to other programs?**

The Executive is still in the process of formulating the FY2022 budget. Our goal during budget formulation is to identify savings with minimal or no impact on customer-facing services. The influx of Federal emergency rental assistance funds, 100% FEMA public assistance reimbursement for retroactive and new expenditures, and another pending relief bill seems to have adjusted the short term outlook on the District's operating budget.

18. **Is DHS giving any additional consideration to expanding its non-congregate shelter options (e.g. adding more PEP-V) or to investing in long-term housing by buying and renovating hotels?**

DHS continues to examine and analyze the demand for additional PEP-V sites, based on serving those residing in a congregate setting, who also meet medical eligibility criteria. The current focus at the PEP-V programs is to exit as many residents to housing as possible, while ensuring access to the vaccine.

DHS continues to work with both government and external partners to accomplish the Mayor's goal to make homelessness rare, brief and non-recurring. As part of these efforts, exploring the use of empty hotels and other vacant locations to meet this goal is on-going.

- a. **Provide a narrative explanation of how FEMA dollars, which no longer require states to take on a 25% cost share, can be used.**

The District may use FEMA's Public Assistance program for emergency non-congregate sheltering to address the immediate threat to public health posed by COVID-19 - the PEP-V and ISAQ services. The FEMA funds can be used for non-congregate PEP-V and ISAQ services including hotel rooms, operations staff, medical staff, meals, cleaning, laundry, and security. The FEMA funds cannot be used for case management staff or behavioral health services. The emergency non-congregate sheltering must be in place to protect the following high-risk populations:

- Persons who test positive for COVID-19 that do not require hospitalization, but need isolation or quarantine (including those exiting from hospitals);
- Persons who have been exposed to COVID-19 that do not require hospitalization, but need isolation or quarantine; and
- Persons at increased risk of severe illness if infected with COVID-19 needing social distancing as a precautionary measure, including older adults and people with certain underlying medical conditions.

- b. **If the new rule is retroactive, how much will the District save for costs already expended for PEP-V and any other placements funded with these dollars?**

The District is still processing FEMA reimbursement requests and analyzing previously reimbursed amounts to determine how much the District will save for PEP-V, ISAQ, and other FEMA-eligible expenditures.

- c. **How much did the District budget for PEP-V (assuming the 25% cost share) and how much will it save overall from the new rule? How does it plan to utilize these savings?**

The PEP-V and other FEMA-eligible expenditures are not budgeted or expended directly by DHS. It is our understanding that the Office of Contracting and Procurement (OCP) is making purchases using contingency or other available funds and then submitting and receiving FEMA public assistance funds centrally. DHS has not been involved in the budgeting for the match and will not be directing the use of these funds. The Office of Budget and Performance Management is better positioned to respond to these questions.

C. Capital Projects

19. **List all capital projects in the financial plan and provide an update on all capital projects under the agency's purview in FY20 and FY21, to date, including projects that are managed or overseen by another agency or entity. Provide:**
 - a. **A brief description of each project begun, in progress, or concluded in FY20, and FY21, to date;**
 - b. **A status report on all capital projects including:**
 - i. **The amount budgeted, actual dollars spent, and any remaining balances;**
 - ii. **Start and completion dates; and**
 - iii. **Current status of the project.**
 - c. **A list of which projects are experiencing delays, and which require additional funding;**
 - d. **A status report on all capital projects planned for FY21, FY22, FY23, FY24, and FY25; and**
 - e. **A description of whether the capital projects begun, in progress, or concluded in FY20, or FY21, to date, had an impact on the operating budget of the agency; if so, provide an accounting of such impact.**

Please see attachment 19.

20. **In the past year, there have been chronic facility issues with Patricia Handy and the Rolark. For each site, provide the following:**
 - a. **What company contracted with DGS for the original construction or most recent major renovation;**

The original construction for Pat Handy was contracted directly with the owner of the property. The contractor was HITT construction. DGS did not hold a contract for the original renovation.

Winmar Construction, LLC was the original company contracted for the Rolark building.

- b. **What contractor has been hired to perform renovations/fixes to the problems that have arisen in the past year;**

DGS has not yet hired a contractor to perform renovations at Pat Handy. DGS will first be awarding the design contractor in February 2021. The expected timeline for awarding a renovations contractor is early 2022.

RBK Banneker was hired to perform renovations/fixes to the problems that have arisen in the past year at Rolark.

- c. How much is each project expected to cost and is the cost of these renovations/fixes coming out of the capital budget or are the original contractors under a warranty (so to speak);**

The design and construction for the renovations at Pat Handy are expected to cost \$1.5M. The budget is coming from the DHS Small Capital Projects Budget.

The projected cost of the renovations/repairs at the Rolark is \$1M and will come out of the capital budget.

- d. What are the timelines for each of the projects and how will the construction affect clients residing at the respective sites;**

Clients who would have accessed shelter at Pat Handy will be accommodated in a temporary swing location (1009 11th Street, NW) while design and construction takes place. DGS procurement anticipates awarding design contractor in February 2021. DGS anticipates 10 months for design and 6 months for construction.

Pre-construction assessments at the Rolark have already begun. The projected date for all clients to be moved out of the facility is March 31, 2021. If all goes to plan, DGS would be able to start construction as early as April 1, 2021 and there would be no impact on clients. This site will reopen as PSH for families once construction is completed.

- e. How will the construction projects affect overall system capacity; and**

The shelter capacity for women at the Pat Handy Center for Women will be provided at temporary swing location (1009 11th Street, NW) during the design and construction at our permanent location. The swing site has a total capacity of 140 (using COVID reduced density standards). DHS is planning to use the original Pat Handy site for overflow hypothermia shelter for men through April 2021. The construction project will not impact the total capacity of the Pat Handy shelter.

The Rolark will be empty during construction and there should not be any impact to the overall system capacity. As a reminder, this building was meant serve as Short-Term Family Housing (STFH) until the remaining DC General replacement sites were completed. As of February 2021, all seven STFH sites are complete and available for occupancy.

- f. What are the timelines for the projects.**

DGS anticipates 10 months for design and 6 months for construction at Pat Handy. The projected start date for construction is March 2022 and the anticipated completion date is August 2022.

The projected construction/renovation timeline is 6 months at the Rolark. The projected start date for construction is April 1, 2021 and the anticipated completion date is October 1, 2021.

D. Agency performance, evaluation, and disputes

21. **List and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any that were completed during FY20 and FY21, to date. Attach copies of any such document.**

Please see attachment 21 for copies of documents.

<i>Name</i>	<i>Description</i>
Evaluation of the Family Rehousing and Stabilization and Rapid Rehousing Programs Engagement Letter: October 20, 2020	Evaluate the Family Rehousing and Stabilization Program (FRSP) and the Rapid Rehousing Program (RRP). The objectives of this evaluation, which is part of the OIG's Fiscal Year 2021 Audit and Inspection Plan, are to: (1) evaluate how the Department of Human Services (DHS) is managing the RRP and FRSP in accordance with D.C. Code and D.C. Municipal Regulations; and (2) determine the extent to which the programs meet the goal of providing enough stability so participants can transition to their own housing. The scope of this engagement will cover Fiscal Years 2018–2020. Link: http://app.oig.dc.gov/news/view2.asp?url=release10%2FOIG+Engagement+Letter+%2D%2DEvaluation+of+the+Family+Rehousing+and+Stabilization+and+Rapid+Rehousing+Programs%2Epdf&mode=letters&archived=0&month=00000&agency=0
Department of Human Services (DHS): Inadequate Internal Controls Within the Economic Security Administration May Have Contributed to the Loss of \$1.8Million Report Date: August 2020	Evaluation to: (1) assess the administration of SNAP and the TANF program; (2) assess the programs' system of internal control; and (3) make recommendations, as appropriate. Link: http://app.oig.dc.gov/news/view2.asp?url=release10%2FOIG+No%2E+20%2DI%2D07JA+%2D%2D+Final+Report+on+the+Evaluation+of+DHS%27+Economic+Security+Administration%2Epdf&mode=release&archived=0&month=00000&agency=61
Office of the Inspector General (OIG) - Follow-up on Inspection and Evaluation (I&E) recommendations issued during Fiscal Years (FY) 2018, 2019, and 2020	Link: http://app.oig.dc.gov/news/view2.asp?url=release10%2FOIG+Engagement+Letter+%2D%2D+Follow%2DUp+on+IandE+Recommendations+Issued+in+FY+2018+2019+2020%2Epdf&mode=release&archived=0&month=20210&agency=0
Engagement Letter: January 25, 2021 Final Report on the Audit of Internal Controls Over the Gift Cards Program at Selected Agencies of the Human Support Services Cluster - OCFO Office of Integrity and Oversight Report Date: November 6, 2019	An Audit of Internal Controls over the Gift Card Program at the selected agencies of the human support services cluster (HSSC), including: 1) DYRS 2) CFSA 3) DHS 4) DOH and 5) DBH. This audit was requested by the Associate Chief Financial Officer (ACFO) for HSSC, and included in the OIO Audit Plan for FY18. It was completed September 11, 2019. Link: https://cfo.dc.gov/node/1459396

2020 Annual Safeguard Security Report (SSR) – Internal Revenue Service (IRS)

Recipient agencies that legally receive federal tax information (FTI) directly from either the IRS or from secondary sources (e.g., Social Security Administration [SSA], Office of Child Support Enforcement [OCSE]), pursuant to IRC 6103 or by an IRS-approved exchange agreement, must have adequate programs in place to protect the data received, and comply with the requirements set forth in IRS Publication 1075, Tax Information Security Guidelines For Federal, State and Local Agencies. This annual report certifies that any outstanding actions identified by the IRS Office of Safeguards from the prior year's SSR have been addressed.

FY19 Single Audit

This is the FY 2019 Single Audit of Federal Awards Programs awarded to DHS. Implementation of Corrective Action Plan items is ongoing in FY21.

Link to Single Audits: <https://cfo.dc.gov/page/single-audit-reports>

FY20 Comprehensive Annual Financial Report (CAFR) Quality Control (QC) Integrity Management Evaluation (ME) Review

CAFR Link: <https://cfo.dc.gov/node/1519361>

The purpose of the review is to verify the District's compliance with federal regulations governing the QC review process.

Supplemental Nutrition Assistance Program (SNAP) QC Sampling Procedures and Data Management Systems

This periodic review is of DHS' sampling procedures, caseload estimation procedures and systems of data management to ensure compliance with sections 275.11, 275.12 and 275.13 of the CFR, as well as FNS Handbook 311, policy memoranda and the District's USDA/FNS approved sampling plan.

On August 13, 2020, the QC Division submitted the FY2021 Sampling Plan to FNS for their review and approval. The impact of the COVID-19 pandemic on the caseload and the uncertainty as to how this might change in the future create challenges in projections. For the Active Caseload, we took the average of April 2020 to July 2020 to create a post-pandemic average of 72,086 and used that as our estimate for the August 2020 caseload.

Under the assumption that the caseload will slowly decrease, QC used the average pre-pandemic over the month change for October 2019 to March 2020 of -383 to project the decrease in caseload each month. For the Negative Caseload, which has been heavily impacted by the waiver that allowed benefits to be automatically extended, QC used the average of April 2020 to July 2020 for the expected caseload in August 2020. QC used the average pre-pandemic monthly negative caseload of 4,829 for September 2020. For each subsequent month, QC used the average pre-pandemic over the month change for October 2019 to March 2020 of -49 to project the decrease in caseload each month.

A copy of the FY2021 Sampling Plan and approval letter are available for review.

DC Semi-Annual Corrective Action Plan November 2020 Supplemental Nutrition Assistance Program and FY2020 Quality Control (QC) Corrective Action Plan (12/1/2020)

Update reflecting Quality Control findings for Fiscal Year 2020, DHS (8) Corrective Action Initiatives, and open findings pertaining to the FY 2018 DC Program Integrity Management Evaluation (ME) and the FY 2018 DC Local Program Access Review (PAR) ME. This update also includes a complete CAP for Quality Control (QC) and an overview of the Quality Improvement Program (QIP).

The CAP is based on the requirements of the Code of Federal Regulations 7, Subpart E, and Section 275.16. Corrective action planning is the process by which the District of Columbia determines the appropriate actions needed to substantially reduce or eliminate deficiencies in SNAP operations. Deficiencies are defined as untimely benefit delivery or inaccurate benefit determinations. Inaccurate determinations include over issuances, under issuances, improper denials and improper terminations.

Quality Assurance Recipient Integrity – Computer Matching FY 2020 Management Evaluation (ME) Review Report

Review on the agency’s computer matching for the Prisoner Verification System (PVS) and Deceased Matching System (DMS) for the period effective October 2019 through June 2020. This review evaluated and determined whether the agency is following Federal and State laws regarding information discovered through computer matching. The MicroStrategy database within the District of Columbia Access System (DCAS) was accessed and reviewed to acquire specific match information received by the agency for the sampled prisoner and death matches. FY20 Quality Assurance Management Evaluations of UPO EBT Card Distribution Transfer Training Centers

Quality Assurance (QA) Management Evaluation (ME) of 645 H Street and Anacostia Good Hope Road Electronic Benefit Transfer (EBT) Training Centers FY 2020 Monitoring Review of the Supplemental Nutrition Assistance Program Nutrition Education (SNAP-ED)

Evaluate the compliance of agency and sub-grantees activities in accordance with the established policy and procedures. The review examined the documentation of financial attributes, program integrity, and policy and training.

FY 2020 Management Evaluation Review Report Recipient Claims Management/Treasury Offset Program

Review on the Recipient Claims Management/Treasury Offset Program. The Treasury Offset Program (TOP) is operated by the Department of the Treasury, is a fully automated, centralized offset program which intercepts federal payments to collect debts owed to state agency.

Fort Davis Service Center FY 2020 Management Evaluation Review Report

Findings of the Office of Quality Assurance and Analysis Management Evaluation Review conducted on the Fort Davis Service Center in FY 2020. The report includes SNAP Denials/Terminations, Recertifications, Applications, and OQAA Case Findings.

Taylor Street Service Center FY 2020 Management Evaluation Review Report

Findings of the Office of Quality Assurance and Analysis Management Evaluation Review conducted at

SNAP Employment and Training (E&T) Program FY 2020 Management Evaluation Review Report	<p>the Taylor Street Service Center in FY 2020. The report includes SNAP Recertifications, Household Reporting Module, Applications, and Denials/Terminations. This review was conducted using the mandatory target areas for FY 2020 in accordance with 7 CFR Section 275.8 as specified by the Food and Nutrition Service (FNS).</p>
FY 2020 SNAP QC Sampling Procedures and Data Management Systems Management Evaluation	<p>Review on the SNAP Employment and Training (E&T) program, effective December 14, 2019 through March 15, 2020. The purpose of this review was to evaluate recent E&T registrant case files to determine the adherence to the Federal work registration requirements. In addition, the evaluation covered the efficiency of the following: Orientation and assessment operational procedures; Completion of required orientation forms; Proper E&T case documentation of customer reimbursements and timely issuance. The entrance exam was conducted on 07/23/2020 to discuss the review and the exit review was conducted on 09/23/2020 to discuss the findings.</p> <p>The Food and Nutrition Service (FNS) is mandated by regulation to “review the State agency's sampling procedures, estimation procedures, and the State agency's system for data management to ensure compliance with §§275.11 and 275.12.” (7 CFR 275.3 (c) (1) (iv)). This periodic review entails a review by our office of your agency’s sampling procedures, caseload estimation procedures, and system for data management to ensure compliance with sections 275.11, 275.12 and 275.13 of the regulations, as well as FNS Handbook 311, policy memoranda, and the District’s FNS-approved sampling plan. FNS conducted a Quality Control (QC) statistical review remotely (not in the District office) during the weeks of September 15 and 22, 2020.</p>
Summary of DC SNAP Overpayments Report – October 2020	<p>A copy of the report along with the QC submitted corrective action plan is available for review.</p> <p>Summary of DC Supplemental Nutritional Assistance Program (SNAP) Overpayments – October 2020. The report details DC Access System (DCAS) FY20 system issuance error root causes and dollar amounts.</p>

22. **Provide a copy of the agency’s FY20 performance accountability report.**
- a. **Explain which performance plan strategic objectives and key performance indicators (KPIs) were met or completed in FY20 and which were not.**
 - b. **For any met or completed objective, also note whether they were completed by the project completion date of the objective and/or KPI and within budget. If they were not on time or within budget, provide an explanation.**
 - c. **For any objective not met or completed, provide an explanation.**

Please see Attachment 22 for a copy of FY20 performance accountability report.

DHS is reporting on the status of Strategic Initiatives (as opposed to strategic objectives) and Key Performance Indicators from our 2020 Performance Accountability Report. The statuses are defined as Met, Nearly Met, and Unmet.

FY20 Met Strategic Initiatives

<i>Initiative</i>	<i>On Time</i>	<i>On Budget</i>
Increase employee engagement and sustain a leadership development strategy.	x	x
Improve access to benefit eligibility and enrollment services.	x	x
Empower workers to connect customers with range of needed services.	x	x
Complete the opening of neighborhood-based Short Term Family Housing Programs (STFH).	x	x
Address identified barriers and enhance the Rapid Re-housing Program (RRH).	x	x
Enhance the low barrier shelter facilities and service delivery.	x	x
Improve the case management service delivery in permanent housing programs and finalize the categorization of the Permanent Supportive Housing (PSH) site spectrum.	x	x
Increase District-wide resources to support systematic street outreach services.	x	x
Implement targeted outreach and incentives to increase engagement in education and work activities.	x	x
Targeted outreach to Wards 7 & 8.	x	x
Align workforce development initiatives to leverage high growth areas and key partnerships.	x	x

Nearly Met Strategic Initiatives

<i>Initiative</i>	<i>Explanation</i>
Refine and expand homeless youth interventions as directed by Solid Foundations DC Youth Homeless Plan. (75-99% Complete)	While DHS was able to create 143 beds (50 shelter, 50 transitional and 43 extended transitional) in FY20 for District youth aged 18-24 experiencing homelessness, the agency fell short of its goal to create a total of 160 new beds (60 emergency, 50 transitional, 50 extended transitional). This was due to a shift in operations as a result of the COVID-19 pandemic. However, in previous fiscal years DHS created more than the required number of ETH beds and as a result, DHS has a total of 93 of the required 95 PSH/ETH beds.

Unmet Strategic Initiatives

<i>Initiative</i>	<i>Explanation</i>
Implement an improved process to measure youths' educational achievement/attainment (0-24% Completed)	The COVID-19 pandemic caused both the Office of the State Superintendent of Education and DC Public Schools to make drastic changes, including an unprecedented shift to 100% virtual operations. As a result, the systems and processes slated to be co-developed and launched in FY20 to better measure youth educational achievement were de-prioritized and unable to move forward. For this reason, DHS was unable to make progress on this initiative.

Nearly Met KPIs

<i>KPI</i>	<i>Explanation</i>
Percent of TANF Employment Program participants who participated in eligible activities	In response to the COVID-19 pandemic and in an effort to align with recommended social distancing and public safety guidelines, DHS limited, temporarily ceased or transitioned to a virtual setting for most in-person activities beginning in March 2020. As a result, participation levels were lower than anticipated for FY20.
Service Center same day completion rate (percent of lobby cases)	ESA eliminated in-person (lobby) services as a protective measure in March 2020 (end of Q2), emphasizing existing drop-off and mail-in channels while simultaneously rolling out online and mobile options for case intake. For this reason, same-day completion rates were lower in FY20.

Unmet KPIs

<i>KPI</i>	<i>Explanation</i>
Number of new employment placements per 1,000 TANF work-eligible customers (monthly average)	In response to the COVID-19 pandemic, DHS, its providers and many partner employers made significant modifications to programs, services and operations. As a result of these modifications, the number of employment opportunities available to TANF customers significantly decreased, leading to fewer overall placements in FY20.

Call Center: Average Wait Time (Minutes)	In response to the COVID-19 pandemic, DHS shifted services and supports that are normally offered in-person via service centers to a 100% virtual offering. This has led to customers utilizing the call center at a much higher rate than before. While DHS continues to make every effort to maximize staff capacity at the call center, the influx of calls led to an increased wait time in FY20.
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23. **Provide a copy of your agency’s FY21 performance plan as submitted to the Office of the City Administrator. Discuss any changes to outcomes measurements in FY20 or FY21, including the outcomes to be measured, or changes to the targets or goals of outcomes; list each specifically and explain why it was dropped, added, or changed.**

Please see Attachment 23 for FY21 Performance Plan.

For FY21 DHS updated the language of KPIs that measure outcomes related to the Youth Services Division (YSD, listed below). These changes were made to capture the full impact of the work of YSD more accurately, as the previous wording limited DHS to reporting outcomes such as attendance rate and additional juvenile justice involvement only when youth participated in specific programs. The KPI targets have not changed for FY21.

Key Performance Indicator	FY21 Target
3 - Implement a system of services and supports for youth, parenting youth and their families (7 Measures)	
Percent of youth who completed YSD programs without juvenile justice involvement while they were in the program.	85.0%
Percent of youth who completed YSD programs with improved school attendance when truancy was an issue at referral and/or at closure.	60.0%
Percent of youth who completed YSD programs who showed improved functioning at closure as indicated by decline in their Child and Adolescent Functional Assessment Scale (CAFAS) scores.	85.0%
Annual percent of teen parents receiving services from the Teen Parent Assessment Program (TPAP) who do not have additional pregnancies	85.0%
Annual percent of teen parents who met the educational component of their Service Plan	75.0%
Number of youth who exited the youth homelessness system to permanent, stable housing	48
Number of youth diverted from shelter or time limited housing programs (Diverted is defined as family preservation, reunification with natural supports, and other exits to permanency)	36

24. **List all reports or reporting currently required of the agency in federal law, the District of Columbia Code, or Municipal Regulations. For each, include**
- The statutory code or regulatory citation;**
 - Brief description of the requirement;**
 - Any report deadlines;**
 - Most recent submission date; and**
 - A description of whether the agency is in compliance with these requirements, and if not, why not.**

<i>Citation</i>	<i>Description of the requirement</i>	<i>Deadline</i>	<i>Most recent submission [note date, month, year as appropriate]</i>	<i>Description of whether the agency is in compliance ["in compliance" or "pending"]</i>
<i>D.C. Official Code § 4-754.53(c)</i>	<i>Report on Shelter Monitoring</i>	<i>Annually</i>	<i>5/2019</i>	<i>In Compliance</i>
<i>D.C. Official Code § 4-756.04.</i>	<i>Report on data from the Interim Eligibility Program</i>	<i>Annually by February 1 to the ICH and DC Council</i>	<i>1/18/2021</i>	<i>In Compliance</i>
<i>D.C. Official Code § 4-771.01(e)</i>	<i>Report on the operations and services of the Homeless Prevention Program</i>	<i>Annually by January 1 to the DC Council</i>	<i>FY2019</i>	<i>Pending- FY20 Report under review</i>
<i>7 CFR §272.2(c) / SNAP State Plan</i>	<i>Report on SNAP Administration</i>	<i>Annually on August 15</i>	<i>8/14/2020</i>	<i>In Compliance</i>
<i>45 CFR§596.17 Section 404(d) of the Social Security Act</i>	<i>Social Service Block Grant Intended Use Plan</i>	<i>Annually on September 1</i>	<i>9/30/2020</i>	<i>In Compliance</i>
<i>45 CFR§596.17 Section 404(d) of the Social Security Act</i>	<i>Social Service Block Grant Post Expenditure Reports</i>	<i>Annually on March 30</i>	<i>3/1/2020</i>	<i>In Compliance</i>
<i>TANF State Plan</i>	<i>Description of the State TANF Plan for the District of Columbia</i>	<i>Every three years on 12/31</i>	<i>11/20/2018</i>	<i>In Compliance</i>
<i>SNAP State Plan</i>	<i>Report of activities and requirements associated with the SNAP program</i>	<i>Annually on August 15</i>	<i>8/14/2020</i>	<i>In Compliance</i>
<i>SNAP E&T Annual Report</i>	<i>Data report including employment and training related outcome measures on SNAP E&T participants</i>	<i>Annually</i>	<i>12/31/2019</i>	<i>In Compliance</i>

Citation	Description of the requirement	Deadline	Most recent submission [note date, month, year as appropriate]	Description of whether the agency is in compliance [“in compliance” or “pending”]
ACF 204	TANF Annual Report: Description of Activities in the TANF program	Annually on 12/31	12/28/2020	In Compliance
ACF 4125	Report on Children in Foster Homes	Annually on 12/31	12/28/2020	In Compliance
TANF Closed Case Report	Report on all closed TANF cases in previous quarter	45 days after the close of the previous quarter	11/14/2020	In Compliance
TANF Active Case Report	Report on all Active TANF cases in previous quarter	45 days after the close of the previous quarter	11/14/2020	In Compliance
TANF Aggregate Report	Aggregate numerical report of TANF caseload in previous quarter	45 days after the close of the previous quarter	11/14/2020	In Compliance
7 CFR 273.7(c)(8) - SNAP 583 Quarterly Report	Quarterly Employment and Training (E&T) Program Activity Reports. (Source of state data about work registrant and E&T participation)	Due 45 days after the completion of each quarter in the fiscal year	12/31/2019	In Compliance
7 CFR 274.6(b)(2)	SNAP Electronic Benefit Transfer (EBT) Multiple Card Replacement Reports, trafficking of cards, and EBT out-of-state usage.	Bi-Monthly	01/15/2021	In Compliance
42 CFR §431 Subpart Q	The PERM program measures improper payments in the Medicaid program and Children's Health Insurance Program (CHIP). The improper payment rates are based on reviews of the fee-for-service (FFS), managed care, and eligibility components of Medicaid and CHIP.	Annually	Not Applicable	In Compliance

Citation	Description of the requirement	Deadline	Most recent submission [note date, month, year as appropriate]	Description of whether the agency is in compliance [“in compliance” or “pending”]
42 CFR §431 Subpart P	The MEQC program is a separate eligibility review program set forth in section 1903(u) of the Social Security Act (the Act) and requires states to report to the Secretary the ratio of States' erroneous excess payments for medical assistance under the state plan to total expenditures for medical assistance	Off-Years of the PERM Cycle	12/7/2020	In Compliance
SNAP Quality Control Report	Monthly report to ensure the integrity of SNAP programs.	Monthly	12/14/2020	In Compliance
366-B –SNAP Program Activity Statement	Report to USDA of certification results and fraudulent activity in the SNAP program	Quarterly	10/30/2019	In Compliance
Federal regulations at 7 CFR 275.16(b) and Administrative Notice 21-2005	Corrective action planning is the process by which State agencies shall determine appropriate actions to substantially reduce or eliminate deficiencies in program operations and provide responsive service to eligible households. In planning corrective action, the State agency shall coordinate actions in the areas of data analysis, policy development, quality control, program evaluation, operations, administrative cost management, civil rights, and training to develop appropriate and effective corrective action measures.	Semi-annual CAP updates on May 1st and November 1st	12/1/2020	In Compliance; requested and received extension from FNS to submit in Dec due to COVID

Citation	Description of the requirement	Deadline	Most recent submission [note date, month, year as appropriate]	Description of whether the agency is in compliance [“in compliance” or “pending”]
<i>FNS Monthly Report</i>	<i>The report provides FNS with monthly data on caseload and benefit amounts, timely processing of applications, SNAP notices, SNAP payment matters, customer service at DHS service centers and fair hearing requests. Additionally, ESA includes in the report a point-in-time number of service center backlog cases (cases waiting to be worked by caseworkers).</i>	<i>Monthly</i>	<i>2/15/2020(requirement suspended due to COVID-19)</i>	<i>In Compliance</i>
<i>FNS-209 (Status of Claims Against Households)</i>	<i>A quarterly report submitted to FNS with data on claims against households receiving SNAP benefits.</i>	<i>Quarterly</i>	<i>11/6/2019</i>	<i>Pending</i>
<i>FNS-388 State issuance and participation estimates</i>	<i>A monthly report submitted to FNS with actual and estimated data on SNAP caseload and benefit amounts. The most recent and first preceding month data are estimates and the second preceding month data are actuals.</i>	<i>Monthly</i>	<i>12/15/2019</i>	<i>In Compliance</i>
<i>FNS-46 SNAP Issuance Reconciliation</i>	<i>A monthly report submitted to FNS with data on SNAP benefit issuance operations, including reconciliations.</i>	<i>Monthly</i>	<i>12/6/2019</i>	<i>In Compliance</i>
<i>FNS-101 Participation in SNAP By Race</i>	<i>An annual report submitted to FNS with data on SNAP customers by race and ethnicity.</i>	<i>Annually</i>	<i>9/19/2019</i>	<i>In Compliance</i>
<i>SNAP Emergency Allotments</i>	<i>Monthly report submitted to FNS with data on issuance of SNAP Emergency Allotment amounts and number of households</i>	<i>Monthly</i>	<i>2/2021</i>	<i>In Compliance</i>
<i>Pandemic Electronic Benefit Transfer (P-EBT)</i>	<i>Report submitted to FNS with data on issuance of P-EBT amounts and SNAP vs Non-SNAP households</i>	<i>Monthly when issuances occur</i>	<i>1/2021</i>	<i>In Compliance</i>

25. **Provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY20 and FY21, to date. Attach a copy if the study, research paper, report, or analysis is complete. For each study, paper, report, or analysis, include:**
- a. **The name;**

- b. **Status, including actual or expected completion date;**
- c. **Purpose;**
- d. **Author, whether the agency or an outside party;**
- e. **Reference to the relevant grant or contract (name or number) in your responses above; and**
- f. **Source of funding (program and activity codes) if not included in responses above.**

Please see Attachment 25.

26. **List all recommendations identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during FY20 and FY21, to date. Provide an update on what actions have been taken to address each recommendation. If the recommendation has not been implemented, explain why.**

August 2020 - OIG Report Project No. 20-I-07-JA - Inadequate Internal Controls Within the Economic Security Administration May Have Contributed to the Loss of \$1.8 Million

Status Updates:
A list of the 23 Recommendations, DHS' Responses, and Status Notes Including Actions taken to Address Recommendations, is available in Appendix D (p.48) of the Final Report, online at:
<http://app.oig.dc.gov/news/view2.asp?url=release10%2FOIG+No%2E+20%2DI%2D07JA+%2D%2D+Final+Report+on+the+Evaluation+of+DHS%27+Economic+Security+Administration%2Epdf&mode=release&archived=0&month=00000&agency=61>

FY19 Single Audit Recommendations
 Finding Year and Number: 2019 - 001
 Requirement: ADP System for SNAP

Status Update
 The findings are previously known issues that have been addressed through prior system fix/enhancements or separate mitigation plans. The DCAS system enhancement to resolve issues with the BENDEX Interface and double counting of income is on track for the application development stage in early 2021. The BENDEX fix is scheduled to deploy in Spring 2021. The last progress meeting was held between DHS, Division of Change and Innovation, and the DHCF DCAS Project Management Office on January 14, 2020.

In the interim, DCAS continues to release its monthly BENDEX report to DPO. The report consists of cases duplicated with the BENDEX income and required manual processing. DPO Management is completing this report. Also, DPO continues to track verification of external earnings in Supervisory Reviews such as the Work Number to ensure the printouts are scanned in DATACAP/DIMS

Finding Year and Number: 2019 - 002
Requirement: Special Test and Provisions – EBT Card Security

The Office of Finance and Treasury continues to manage the relationship between FIS and UPO to ensure updates to the UPO Quality Improvement plan and EBT Employee Manual plan with additional procedures/controls as needed and utilized. Effective September 22, 2020, UPO updated the Employee Manual with new standard operating procedures to combat and prevent further incidents of errors, including the handling and acceptance of only fully complete Referral forms without photocopied signatures. All UPO Staff have been updated on the new procedures and practices for operational efficiency. Each staff member signed a form stating they understand and will follow the Employee Manual's new policy and processes on September 28, 2020. OFT continues to utilize Regis & Associates, PC, to conduct monthly management reviews of UPO to maintain EBT card security compliance. Management reviews for the months of October and November 2020 have not been scheduled; due to the pandemic, there have been delays with scheduling manager reviews. Once the management reviews are scheduled and completed, OFT will forward the reports.

The digital in-take device with photographic capturing continues to be an innovative plan to enhance UPO EBT Card Distribution sites' quality of service. Further investigation into the cost for this service has provided funding challenges that force us to place the initiative on hold.

The DHS Service Center Management Team continues to adhere to the procedures set in place to ensure completion of the EBT form, the daily logs are being adequately updated for tracking purposes, and the copies are appropriately stored. The Division of Program Operations (DPO) Office of the Deputy Administration will perform the quarterly review on January 27th and January 29th to ensure the Division of Program Operations' (DPO) continue compliance with established procedures.

Finding Year and Number: 2019 - 009
Requirement: Eligibility - TANF

Over the last 10 months, during the ongoing public health emergency declared by Mayor Bowser in March 2020, ESA continues to ensure customers have access to benefits. The focus on eligibility has included going live with a new online application for public benefits (available at <https://dcbenefits.dhs.dc.gov/>) the first week of April 2020. In addition, DHS launched the mobile application for public benefits (DCAS Access app) on June 15, 2020. Enhancements have been added to the mobile application to allow customers to recertify for public benefits and report a change in their circumstances. The Anacostia and Fort Davis Service Centers remain closed due to the pandemic. The remaining three service centers

continue to operate on modified, limited operations to allow customers to drop off documents to be processed.

ESA continues to focus on the timely processing of applications received and ensuring customers can reach a caseworker at the virtual call center to inquire about the status. SNAP and TANF benefit mid-certifications and recertifications set to expire in March, April, May, June, July, and August of 2020 were automatically extended without customer action, as approved by federal agencies. TANF recertifications and SNAP Mid-certifications set to expire September, October, November, and December 2020 will continue to be automatically extended. SNAP recertifications that were set to expire have been extended for the month of January 2021 per federal guidance. Customers still have the option to apply for public benefits by way of 1.) Dropping off an application and supporting documents to the service center; 2.) Completing the application, mid-certification or recertification through the online application, or 3.) Completing the application, mid-certification or recertification through the mobile application.

During the public health emergency, Quality Control work continues to ensure applications and supporting documentation required to determine eligibility are being uploaded from the Benefits Sentral Application (BSA) portal to DIMS.

DPO Management held its quarterly meeting on January 21, 2021 with all Program Managers and Section Chiefs regarding the Datacap/DIMS statistical reports. The current process will be evaluated to determine if any modifications need to be made or if the process needs to be changed. DPO Management will continue to monitor and evaluate the new process and report out at the next meeting in April 2021.

DPO Executive Management will continue to monitor the statistical scanning report, bi-weekly, from the IBM Dashboard. The Orphan Pending and Hold report is distributed to the Service Center weekly to complete and ensure customers supporting documents are being scanned and tagged accordingly. Service Center Managers are expected to provide weekly updates to DPO's Assistant Deputy Administrators on all documents addressed. The Office of Quality Assurance (OQA) conducted monthly case reviews for November 2020 to ensure documents are being properly scanned and tagged to the correct case. During the November 2020 review, OQA reviewed the cases to ensure applications/recertifications forms were completed, signed, and appropriate actions were taken by the

agency timely. Once the second level review of the November 2020 findings is complete, all findings will be reported to DPO for corrective action. OQA is currently working on the December 2020 case reviews.

Finding Year and Number: 2019 - 010

The Supplemental Self-Declaration for SNAP and TANF form has been included in the online application. The completion of this form is required for the applicant to proceed and submit the application. This form is also included in the mobile application. Requirement: Reporting - OCFO reported that this finding was completed in September 2020.

Finding Year and Number: 2019 - 011
Requirement: Special Test and Provisions – Child Support Non-Cooperation

In response to the FY19 Single Audit findings, the DHS Sanction Unit drafted new sanction notices to include the federal citations. The notices were submitted and approved by the DHS Office of General Counsel in September 2020. The notices were submitted to DCAS for implementation in early October 2020. On December 1, 2020, a meeting was held between DHS and DHCF/DCAS to discuss the automation of the sanction notices. It was discovered that the notice requires information to be inserted from the CATCH system. This requires the Office of Information Systems (OIS) to update CATCH to ensure DCAS can implement the notice. OIS reported that they would begin updating the CATCH system in the 2nd quarter of FY21.

In the interim, the Sanction Unit uses the approved notice template to create general communications in DCAS when imposing or removing sanction request. The Sanction Unit Supervisor continuously conduct case reviews to ensure the language in the notices is clear, concise and that the notices are issued from DCAS timely. In addition, The Office of Quality Assurance will resume conducting reviews of the sanction request received by the Office of Attorney General, Child Support Service Division to ensure action is being taken timely and monitor notices for content and issuance.

Finding Year and Number: 2019 - 012
Requirement: Special Test and Provisions – Income Eligibility and Verification System

The DHCF/DCAS and DHS IT program management team continues to monitor instances where required income verifications are not obtained or documented through the IEVES due to special characters in the beneficiaries' names. The long-term system enhancements to addressing this issue are under development by DCAS App Developers. The goal is to include this fix with the BENDEX fix that is scheduled to deploy in Spring 2021. The last progress meeting was held on January 14, 2020, between DHS, Division of Change and Innovation and the DHCF DCAS

Finding Year and Number: 2019 - 013
Requirement: Penalty for Refusal to Work

Project Management Office to ensure the alignment of the DCAS 2021 roadmap. Effective September 29, 2020, DHS, Division of Customer Workforce, Employment and Training (DCWET) has deployed the automation of customer assignments in CATCH for active TANF customers who are participating in the TANF grant. The automation ensures all customers are assigned to a TEP provider timely.

DCWET is working with the Office of Information Systems (OIS) to create a report to monitor the Closed Case queue in CATCH. The report will be effective on October 1, 2020 and will be generated every 30 days. DHS anticipates the report will be available by the end of the first quarter of 2021. The DHS Sanction Unit will monitor the report to ensure only closed TANF cases remain in the Closed Case queue. If active TANF cases are identified within the Closed Case queue, the case will be removed and placed into the correct queue in CATCH.

The Sanctions Unit and Office of Performance Monitoring (OPM) continue to monitor customer PIT assignments for quality assurance. A meeting was held on January 12, 2021 between the Sanction Unit, OPM and the Office of Work Opportunity (OWO) to review active and non-active PITs and develop a plan for manually deactivating non-active PITs. This will ensure that customers are assigned to PITs properly. In addition, the Sanction Unit is working with OWO to address customers who were improperly assigned to the “closed case queue.” 318 unique cases were identified. OWO plans to contact each of these customers to complete an assessment and update the IRP so that the Assignment team can assign the customers to a TEP Provider.

The Office of Quality Assurance (OQA), Audit Unit conducted the monthly case review for December 2020. Forty (40) active TANF cases were select to determine the why these customers were not assigned to a TEP provider. Once the second level review of the December 2020 findings is complete, all findings will be reported DCWET.

Finding Year and Number: 2019 - 014
Requirement: Special Test and Provisions – Penalty for Failure to Comply with Work Verification Plan

DHS agrees with the findings in the report. DHS is working with DHCF/DCAS to ensure that the hours in DCAS will be tied to an employer. The issue arises when there may be multiple employers for a participant, yet hours have not been tied to a specific employer in DCAS. Going forward, hours will be tied to an employer, so that when an employment evidence ends, the hours will also end. This information will then follow with the Q5i interface and thus be properly reflected on the ACF-199 report.

Finding Year and Number: 2019 – 015
Requirement: Community Services Block Grant
(CSBG) Subrecipient Monitoring

Status: Fully Remediated as of October 1, 2020.
DHS/CSBG office has reestablished the FSRS.gov (FFATA reporting portal) account and have begun to update all required information for current federal fiscal year (FY 2020) and henceforth. Additionally, the CSBG office has modified the existing article (Reports) of the Grant Agreement between DHS and the sub-grantee organization in order to meet the sub-grantee requirements of the FFATA.

DHS also participates in routine Management Evaluations with Federal oversight entities including USDA/FNS for the SNAP Program that result in corrective action plans. DHS then implements the corrective action plans. The corrective action plan findings and latest status updates are available in the Question 21 Response Attachment.

E. Agency Operations

27. **Describe any initiatives that the agency implemented in FY20 or FY21, to date, to improve the internal operations of the agency or the interaction of the agency with outside parties.**
- a. **Describe the results, or expected results, of each initiative.**
 - b. **How have the standing up of these initiatives placed pressure on DHS staff levels and where are additional resources needed?**

New FY20-FY21 Initiative	Description
Low-Barrier Shelter COVID-19 Protocols	DHS introduced safeguards into our shelter operations including reduced population counts in low barrier shelters, grab and go meals, keeping sites open for 24 hours, enhanced levels of cleaning, the distribution of PPE and sanitizers, and on-site nurses to provide health screenings. DHS also held mass testing events when there were positive cases reported and rapidly moved positives and close contacts to an Isolation and Quarantine site (ISAQ). As a result of the comprehensive and vigilant response, there have been few COVID outbreaks in our shelters, and in most cases, we have been able to act swiftly to contain spread of the virus. DHS has redeployed staff, hired contracted staff and increased existing shelter contracts to enable the new protocols. Most of the additional costs have been covered with Coronavirus Relief Funds.
PEP-V Support Groups	DHS hosted support groups at the 3 the Pandemic Emergency Program for Highly Vulnerable (PEP-V) sites over 8 months to bring together 121 residents (in groups of 6) who were all going through similar experiences, such as chronic medical conditions, homelessness, and/or behavioral health conditions, among others. The support groups provided an opportunity for residents to share their personal experiences, thoughts, feelings, and coping strategies. When asked “what do you like best about the groups?” residents said talking; mixing and

mingling with different people; expressing myself; the chance to be open and honest and get feedback. These groups offered a unique opportunity during the pandemic for residents of PEPV sites to give each other comfort, encouragement, and advice.

Online benefits portal/web app
And mobile app

In FY20, DHS introduced an online web portal (available for people with computers and phones) and mobile phone (available for iPhone and Android phones) portals for submission of applications, recertifications, and uploading of verification documents.

2 Gen compensation model

To ensure that families remained at the center during the COVID-19 public health emergency, DHS temporarily used local operating funds to incorporate benchmarks and corresponding payment points for 2Gen activities (e.g. supporting child(ren) with distance learning, acquiring permanent housing, opening a bank account, etc.) from July through September 2020. The 2Gen Compensation Model was well-received among providers and customers.

Modified business operations
– Virtual work

DHS shifted to online access and virtual service capacity during the pandemic to provide continuity of services for all vulnerable residents seeking assistance during unprecedented times. A majority of staff have been equipped to operate virtually; including case management services.

Digital divide

DHS is working to close the digital divide for families by leveraging discrete work-related funding in TANF to allow TEP providers to procure devices for TANF customers. DHS also implemented a laptop loaner program in partnership with Byte Back for customers enrolled in SNAP E&T. DHS is working with OCTO and partner entities to implement internet access solutions for SNAP and TANF customers as well.

Moving call function to AWS

The District boosted its Call Center capability by expanding to Amazon Web Services – Call Center as a Services (AWS CCaaS) to ensure that District residents have access to eligibility staff normally available in person:

- o The Web-based technology provides staff the capability to send and receive phone calls through a laptop or mobile device.
- o This allows the District to expand and contract to meet the demand of increased calls.

Emergency allotments

DHS also worked with FNS to provide Emergency Allotments, increasing SNAP allocations to the maximum benefit according to household size during the pandemic.

SNAP on line purchasing

Currently, District residents participating in SNAP may only use their benefits to make online purchases of authorized food using their Electronic Benefits Transfer (EBT) card through:
o Amazon: amazon.com/snap-ebt

DHS “Change Team”

o ALDI via Instacart: <https://shop.aldi.us/>
SNAP EBT benefits can only be used to purchase food online and cannot be used to pay shipping, delivery, or other fees. DHS recently launched a Change Team to create policies, practices, and norms that center racial justice, equity, and inclusion. The Change Team is a representative entity of employees and will model a structure that is inclusive and draws on the experience of employees and residents to implement meaningful change.

Virtual Family Assistance Center (VFAC)

In Spring 2020, DHS and DC Gov established the first Virtual Family Assistance Center in the country. Under the District Response Plan, DHS is responsible for setting-up and maintaining a FAC, an ad hoc organization made up of service representatives from multiple agencies led by DHS. Typically in a FAC, DHS identifies a site, sets it up, staffs it, provides food, security, communications, and coordinates the inclusion of all resources within it. Services are then primarily provided by other agencies including OCME, MPD, DBH, DOH, DMV, DCPS, and OVSJG. In the case of this “virtual” FAC, citizens are referred to the appropriate mix of services through a software system provided by a third-party vendor, Unqork. The system provides a standardized, semi-automated process to determine a client’s need and eligibility then points the client and their assigned navigator to appropriate resources. Clients are connected with a trained call-taker with access to resources to assist with navigating the system (though there is an option to complete an online form without navigator assistance). The system allows the District to see what services are being provided, to whom, and how successfully, which allows the District to close cases and ensure clients get what they need without slipping through the cracks. Since its inception, the VFAC has received nearly 1,000 referrals and closed 855 cases.

28. **List each new program implemented by the agency during FY20 and FY21, to date. For each program, provide:**
- a. **A description of the program;**
 - b. **The funding required to implement to the program;**
 - c. **The program and activity codes in the budget; and**
 - d. **Any documented results of the program.**
- DHS awarded \$250k grants to two community-based providers to implement Transgender and Gender Nonconforming Employment programs. Grants were awarded in January 2021; Us Helping Us will start taking referrals mid-February 2021 and Damien Ministries will take referrals starting

in March 2021. DHS also awarded a grant to SMYAL for 12 new Extended Transitional Housing (ETH) beds for LGBTQ youth; the facility opens in March 2021.

- The District is receiving \$200 million in new federal Emergency Rental Assistance (ERA) funds to assist households unable to pay rent and utilities due to the COVID-19 pandemic. At least 90% of the funds must be used to provide financial assistance, including back and forward rent and utility payments. Up to 10% of the overall funds can be used for housing services and other housing expenses. Assistance can be provided for 12 months, although an additional 3 months can be provided to ensure housing stability. These funds are available until December 31, 2021. The rental assistance funds may be provided to eligible households below 80% Area Median Income (AMI) through existing or newly created rental assistance programs, and states and localities must prioritize households below 50% AMI or those who are unemployed and have been unemployed for 90 days have qualified for unemployment benefits. By statute, these rental assistance payments would not be regarded as income or considered when determining eligibility for federal benefits or federally assisted programs.

ERA funds will become the District's main source of rental assistance, altogether replacing DHCD's CHAP and preceding access to DHS's ERAP, with ERAP serving clients who are not eligible for ERA such as those receiving federal rental assistance.

- In FY20, DHS designed and implemented isolation and quarantine (ISAQ) sites for anyone who had tested positive for COVID-19, was awaiting test results, or was a close contact of a positive case and could not safely quarantine at home. In addition, DHS opened Pandemic Emergency Program for Medically Vulnerable Individuals (PEP-V) sites to allow individuals experiencing homelessness who had risk factors associated with severe health outcomes or death if they were to contract COVID-19, to safely self-quarantine and social distance. In FY20, more than 2,000 residents received ISAQ and/or PEP-V services. DHS also determined which PEP-V residents were eligible for Permanent Supportive Housing and as a result 33 residents moved into permanent housing.

DHS is working toward program launch on March 12 with distribution of funds to begin the week of March 15, 2021

- The Department implemented a brand-new program, Pandemic-EBT (P-EBT), in partnership with OSSE and the Department of Agriculture. This resource replaces free-and-reduced-price lunch program, since children are staying at home.
 - P-EBT benefits are intended to cover school breakfast and lunch at the free-price rate, which the U.S. Department of Agriculture sets as \$5.70 per day per child. This means, each eligible child will receive, on average, \$28.50 per week.

29. Explain the impact on your agency of any legislation passed or regulations adopted at the federal level during FY20 and FY21, to date, which significantly affect agency operations.

Families First Coronavirus Response Act (FFCRA; H.R.6201, P.L. #116-127), March 18, 2020

ESA:

The FFCRA provided the U.S. Department of Agriculture (USDA) authority to approve various requests from States to expand Supplemental Nutrition Assistance Benefit (SNAP) benefits to eligible households, adjust certification procedures, and implement a Pandemic Electronic Benefit Transfer (P-EBT) program for eligible school children. Under the FFCRA, the District requested and received approval as follows:

- SNAP Emergency Allotments:
 - Emergency Allotments ensures each SNAP household receives the maximum SNAP monthly benefit for the household size.
 - USDA provides States monthly approvals and is contingent on a Public Health Emergency (PHE) due to COVID-19 is in effect in the District and at the Federal level.
 - To date, the District has received approval to issue Emergency Allotments from March 2020 through February 2021 and has issued \$73 million in additional SNAP benefits to over 47,000 District SNAP households.
 - DHS will continue to request approval to issue Emergency Allotments each month the PHE is in effect.
- Certification Procedure Adjustments:
 - The District has requested and received approval to extend SNAP certification periods by 6-months for customers due to complete the recertification, waive the SNAP periodic reporting for customers due to complete these reports, and waive the interview requirements between March 2020 and August 2020. USDA denied DHS' requests to continue this adjustment for the month of September 2020.
- P-EBT
 - The District requested and received approval to implement a P-EBT program to provide food benefits to children who would normally receive free or reduced-price meals at their school if not for school closures due to the COVID-19 pandemic.
 - The District's initial P-EBT covered eligible children between March 2020 and July 2020, and the month of September 2020 issuing \$33 million in benefits to over 68 thousand children from over 45,000 District families.

Coronavirus Aid, Relief, and Economic Security (CARES) Act:

The CARES Act allocated federal funds to the District for several programs administered by DHS, which has provided support for several critical agency operations and for District residents.

FSA:

- Emergency Solutions Grants (DHS Total: \$27,726,924): The CARES Act provided \$4 billion overall in Emergency Solutions Grants to help prevent an outbreak among sheltered and unsheltered people experiencing homelessness and very low-income households (earning less than 50% of Area Median Income) who are at risk of homelessness. The District received \$27.7 million in ESG, which supported individuals and families experiencing homelessness in response to the COVID-19 public health emergency, including homelessness prevention activities and rental support. Specifically, DHS used approximately \$8.7M of ESG CARES funding in FY20 for the District's Family Rehousing and Stabilization (FRSP) program and overflow emergency shelter for families, and plans to use the remainder for FRSP rental assistance in FY22.
 - The FRSP program helped the District respond to the COVID-19 pandemic by assisting households experiencing homelessness with rental assistance and supportive services to quickly stabilize them and support families to meet their goals.

- The District also used this funding for hotels to provide overflow emergency shelter to maintain access to non-congregate shelter during the COVID-19 pandemic. Families residing in these shelters received wrap-around case management services to help them quickly transition to permanent housing.

DHS discussed proposed uses for these funds with the District's Interagency Council on Homelessness's Strategic Planning Committee, which includes providers, clients, partners, and other key stakeholders.

- Community Services Block Grant (Total DC funding \$16,427,550, of which DHS can spend \$1,642,755): The CARES Act provided a total of \$1 billion overall, directing funding to local community-based organizations to provide a wide-range of social services and emergency assistance for those who need it most. These CARES Act funds must be fully expended by 9/30/22. The District received \$16,427,550 in total; DHS received \$1,642,755 (10% of total funds), and UPO (the CSBG eligible entity) received \$14,784,795 (90% of total funds). Of DHS's funds, half of the funds were for administrative costs and half were discretionary. DHS is using its discretionary dollars (\$821,377.50) to support its Homelessness Prevention Program (HPP), which works to prevent families at risk of becoming homeless from entering the shelter system by providing services and resources that stabilize the family within the community.
- Family Violence and Prevention Services (FVPS) Formula Grants (Total DC funding: \$73,784): The CARES Act provided an extra \$45 million for FVPS formula grants, which provides funds for temporary housing and assistance for family, domestic, and dating violence. The District received \$73,784, which it awarded equally (\$18,446 each) to four providers providing shelter and case management services (DASH, My Sisters Place, House of Ruth and DC SAFE).
- Coronavirus Relief Fund (\$18.9M): FSA received support from the District's CRF allocation of \$495 million to support its operations. This support includes \$8.9M to support expanded shelter operations during the pandemic, and \$10M to support FRSP rental assistance. Expanded shelter costs include the cost of operating shelters 24 hours/day, prepackaged meals, meals and sanitation support for unsheltered individuals, and extension beds to support social distancing at congregate sites.

ESA: No impacts

Continuing Appropriations Act, 2021 and Other Extensions Act (CR, H.R. 8337, P.L. # 116-159), October 1, 2020

ESA:

The CR removed USDA's authority to approve State requests to adjust certification procedures and made them a State option through June 2021. The CA also expanded P-EBT for the 2020-2021 School Year and includes coverage from children in a child care facility.

- Certification Procedure Adjustments:
 - The District reimplement the SNAP 6-month certification extensions for customers due to complete the recertification, waiver of the SNAP periodic reporting for customers due to

complete these reports, and waiver of the interview requirements effective October 2020 through June 2021.

- P-EBT
 - The District intends to implement P-EBT for the 2020-2021 School Year.

Consolidated Appropriations Act, 2021 (which included the December 2020 COVID-19 stimulus package):

FSA:

- Emergency Rental Assistance Funds (Total DC funding \$200 million): The District is receiving \$200 million in new federal Emergency Rental Assistance (ERA) funds to assist households unable to pay rent and utilities due to the COVID-19 pandemic.¹ At least 90% of the funds must be used to provide financial assistance, including back and forward rent and utility payments. Up to 10% of the overall funds can be used for housing services and other housing expenses. Assistance can be provided for 12 months, although an additional 3 months can be provided to ensure housing stability. These funds are available until December 31, 2021.² The rental assistance funds may be provided to eligible households below 80% Area Median Income (AMI) through existing or newly created rental assistance programs, and states and localities must prioritize households below 50% AMI or those who are unemployed and have been unemployed for 90 days have qualified for unemployment benefits.³ By statute, these rental assistance payments would not be regarded as income or considered when determining eligibility for federal benefits or federally-assisted programs. The District is finalizing its spend plan, which will include some funds coming to DHS.

ESA:

- The CA temporary increases the SNAP maximum benefit allotment by household size and the minimum SNAP benefit, expands eligibility to certain college students, and excludes Federal Pandemic Unemployment Compensation as income or resources. The District has implemented each of these three major provisions except for the expansion of college student eligibility which is expected to be fully implemented by March 2021.

Some Federal rules introduced in FY2020 that the Agency was concerned about, such as the Supplemental Nutrition Assistance Program (SNAP) Requirements for Able-Bodied Adults Without Dependents (ABAWD) 84 Fed. Reg. 66,782 (Dec. 5, 2019) Final Rule, the proposed SNAP Broad-based Categorical Eligibility Rule, and the proposed changes to SNAP Standard Utility Allowances calculations never took effect. For the ABAWD Rule, the DC Office of the Attorney General (OAG) along with several other states were successful in obtaining an injunction against implementation of the ABAWD Rule, and the USDA Food and Nutrition Service (FNS) did not move forward with finalizing the SNAP Broad-based Categorical Eligibility proposed rules or the proposed changes to the SNAP Standard Utility Allowances calculation.

The Federal rules that are still applicable for the FY 2020/FY2021 period are as follows:

1. SNAP E&T Rule, final published in Fed. Reg. 1/5/21, modified 7 CFR §273.7. The summary in the final rule preamble provides: *“The final rule implements the changes made by section 4005 of the Agriculture Improvement Act of 2018 (the Act) to the Supplemental Nutrition Assistance Program*

(SNAP) pertaining to the Employment and Training (E&T) program and aspects of the work requirement for able-bodied adults without dependents (ABAWDs). In general, these changes are related to strengthening the SNAP E&T program, adding workforce partnerships as a way for SNAP participants to meet their work requirements, and modifying the work requirement for ABAWDs. This rule is effective March 8, 2021. The provisions in 7 CFR 237.7(c)(1) pertaining to the consolidated written notice and oral explanation of work requirements, and the provisions in 7 CFR 273.7(c)(11)(iii) and (iv) and 7 CFR 273.7(c)(18) are applicable beginning October 1, 2021. The final rule implements the changes made by section 4005 of The Agriculture Improvement Act of 2018 (Pub. L. 115-334) (the Act) to the Supplemental Nutrition Assistance Program (SNAP). The Department published the proposed rule on March 17, 2020, and received 75 comments, 72 of which were substantive. The final rule requires State agencies to consult with their State workforce development boards on the design of their E&T programs and to document in their E&T State plans the extent to which their E&T programs will be carried out in coordination with activities under title I of the Workforce Innovation and Opportunity Act (WIOA). The final rule also makes changes to E&T components including: Replacing job search with supervised job search as a component; eliminating job finding clubs; replacing job skills assessments with employability assessments; adding apprenticeships and subsidized employment as allowable activities; requiring a 30-day minimum for provision of job retention services; and allowing those activities from the E&T pilots authorized under the Agricultural Act of 2014 (Pub. L. 113-79) that have had the most demonstrable impact on the ability of participants to find and retain employment that leads to increased income and reduced reliance on public assistance to become allowable E&T activities. The final rule also requires that, in addition to providing one or more E&T components, all E&T programs provide case management services to E&T participants. The rule revises the definition of good cause for failure to comply with the requirement to participate in E&T to include instances in which an appropriate component or opening in an E&T program is not available. It also modifies the required reporting elements in the final quarterly E&T Program Activity Report provided by State agencies to include the number of SNAP applicants and participants who are required to participate in E&T, of those, the number who begin participation in the E&T program and an E&T component, and the number of mandatory E&T participants who are determined ineligible for failure to comply. The rule adds workforce partnerships as a way for SNAP participants to meet their work requirements. It also establishes a funding formula for reallocated E&T funds and increases the minimum allocation of 100 percent funds for each State agency to \$100,000, as prescribed by the Act. The rule requires State agencies to re-direct individuals who are determined ill-suited for an E&T program component to other more suitable activities. The final rule also codifies some changes to policy pertaining to able-bodied adults without dependents (ABAWDs). These changes include updating the regulations to reflect the reduction in the number of ABAWD work exemptions from 15 percent to 12 percent (this change was implemented at the start of Fiscal Year 2020) and referring to such exemptions as “discretionary exemptions,” as well as adding workforce partnerships and employment and training programs for veterans operated by the Department of Labor or the Department of Veteran's Affairs to the list of work programs for ABAWDs. The rule replaces “job search” with “supervised job search” as a type of activity that cannot count as a work program for the purposes of an ABAWD fulfilling their work requirement, unless it comprises less than half the work requirement. The final rule adds the requirement that all State agencies advise certain zero-income households subject to the general work requirement at recertification of employment and training opportunities. The rule also requires State agencies to

provide to all households subject to work requirements a consolidated written notice and comprehensive oral explanation of the work requirements for individuals within the household.”

2. REVISION OF REGULATIONS IMPLEMENTING SECTION 1557 OF THE ACA, PUBLISHED 6/19/20, EFFECTIVE 8/18/20 (45 CFR 92): ([HTTPS://WWW.FEDERALREGISTER.GOV/DOCUMENTS/2020/06/19/2020-11758/NONDISCRIMINATION-IN-HEALTH-AND-HEALTH-EDUCATION-PROGRAMS-OR-ACTIVITIES-DELEGATION-OF-AUTHORITY](https://www.federalregister.gov/documents/2020/06/19/2020-11758/nondiscrimination-in-health-and-health-education-programs-or-activities-delegation-of-authority)) -Among other changes, this Rule change reduced the instances in which Medicaid-related notices must include taglines in the top 15 languages as well as notice of civil rights complaint procedures to reduce financial burden and better align with pre-existing civil rights laws and regulations. Part of this Rule change was enjoined 9/2/20 by the U.S. District Court for DC in *Whitman-Walker Clinic v. HHS*, No. 1:20-cv-01630; however, the Court declined to invalidate this notice and taglines aspect of the Rule change.
3. Emergency Solutions Grant (24 CFR § 576.500 (aa) Reports). The recipient must collect and report data on its use of ESG funds in the Integrated Disbursement and Information System (IDIS) and other reporting systems, as specified by HUD. The recipient must also comply with the reporting requirements in 2 CFR part 200 and 24 CFR part 91 and the reporting requirements under the Federal Funding Accountability and Transparency Act of 2006, (31 U.S.C. 6101 note), which are set forth in Appendix A to 2 CFR part 170. “Recipient” means any State, territory, metropolitan city, or urban county, or in the case of reallocation, any unit of general purpose local government that is approved by HUD to assume financial responsibility and enters into a grant agreement with HUD to administer assistance under this part. *See* 24 CFR 576.2.
4. Continuum of Care Grant (24 CFR § 578.103 (e)) Reports. In addition to the reporting requirements in 2 CFR part 200, subpart D, the recipient must collect and report data on its use of Continuum of Care funds in an Annual Performance Report (APR), as well as in any additional reports as and when required by HUD. Projects receiving grant funds only for acquisition, rehabilitation, or new construction must submit APRs for 15 years from the date of initial occupancy or the date of initial service provision, unless HUD provides an exception under § 578.81(e). “Recipient” means an applicant that signs a grant agreement with HUD. *See* 24 CFR 578.3.

Refugee Resettlement Program (45 CFR § 400.28 Maintenance of records and reports). (a) A State must provide for the maintenance of such operational records as are necessary for Federal monitoring of the State’s refugee resettlement program in accordance with 45 CFR 75.361 through 75.370. This recordkeeping must include: (1) Documentation of services and assistance provided, including identification of individuals receiving those services; (2) Records on the location, progress, and status of unaccompanied minor refugee children, including the last known address of parents; and (3) Documentation that necessary medical follow-up services and monitoring have been provided. (b) A State must submit statistical or programmatic information that the Director determines to be required to fulfill his or her responsibility under the Act on refugees who receive assistance and services which are provided, or the costs of which are reimbursed, under the Act. Report forms are available here: <https://www.acf.hhs.gov/orr/form/report-forms>

30. **Identify all electronic databases maintained by your agency, including the following:**
- a. **A detailed description of the information tracked or maintained within each system;**
 - b. **The age of the system and any discussion of substantial upgrades that have been made or are planned to the system; and**
 - c. **Whether the public can be granted access to all or part of each system.**

Please see attachment 30.

31. **Provide a detailed description of any new technology acquired or any upgrades to existing technology in FY20 and FY21, to date, or anticipated for the remainder of FY21.**
- a. **Include the cost, what it does, and the budget program and activity codes that fund it.**
 - b. **Cross reference to any relevant contracts (name or number) in the responses above.**
 - c. **Explain if there have there been any issues with implementation.**

<i>New/Upgraded Technology</i>	<i>Fiscal Year</i>	<i>Cost</i>	<i>Budget Codes</i>	<i>Implementation Issues</i>
Bomgar – Remote Desktop/Laptop Support Licensing – Maintenance and Support contract to support remote desktop support activities due to Telework/Pandemic requirements extension; This expenditure is critical in supporting DHS staff who working from home by the OIS IT Team and resolving staff's issues by connecting remotely.	2020	\$44k	Various	No Issues
Upgrades to VMWare Technologies – Infrastructure upgrades	2020	\$20k	Various	No Issues
Software AG – Database Management Services support – In support of resolving database issues raised in recent times on the legacy mainframe systems/applications	2021	\$42k	Various	No Issues
New Citizen portal for TANF program benefit recipients (to be developed in-house with resources augmented)	2021	Apprx: \$735k	2000/2040	No Issues

iOffice – New office space management system	2021	Apprx: \$70K	1000/1040	No issues
Pondera – New Fraud Data Analytics and Fraud case management system for OPRMI	2021	Apprx: \$300k	1000/1055	No issues
New TCA – DHS is seeking a new robust cloud system for TANF Comprehensive Assessment to be implemented subject to budget approval	2021	Approx: \$400k	TBD	No issues
New ERAP App – New & robust application development to support local ERA program subject to budget approval	2021	Approximately \$4.5mil	TBD	No issues

II. FAMILY SERVICES ADMINISTRATION

32. How many complaints did DHS’ Homeless Shelter Monitoring Unit (HSMU) receive in FY20 and FY21, to date?

a. Provide a breakdown of the number and types of complaints received.

Type	Number
Threat	4
ADA/Reasonable Accommodation Complaint (Referral to DHS ADA Coordinator)	7
Assault	3
Bullying	3
Client’s Bed Given Away	1
Discrimination	2
Food Mishandling	1
Furniture Taken By Other Client	1
Harassment	2
Health/Sanitation	1
Injury/Staff Nonfeasance	1

Issue/Violation	13
Maintenance	15
Pests	1
Program Rule Violation	6
Property Damage During Bed Bug Treatment	1
Request for Case Management	1
Room Key Non-Functional	1
Staff Misconduct	1
Staff Policy Violation	2
Visitation Policy Complaint	2

b. Identify the specific facility or program identified in the complaint/HSRA violation.

Please see Attachment 32.

c. Provide the outcomes or corrective actions to address each complaint/HSRA violation.

Please see Attachment 32.

d. Provide the median and mean times of responding to complaints and the longest response time

The median response time to complaints in FY20 and FY21 to date was 5 days; the mean response time was 17 days; and the longest response time was 147 days.

33. Provide a list of food vendors and include for each vendor:

- a. Each site served;**
- b. The price per meal; and**
- c. The number of complaints received about the services broken down by reason (e.g. food quality, quantity, temperature, etc.) and any remedial actions that have been taken.**

Please see Attachment 33.

34. Although DC Health has provided some broad information about vaccinations for individuals in congregate settings, provide a more detailed description of the plan for vaccinating all DHS clients and staff, including:

- a. Order of prioritization of each population (e.g. low barrier shelter, Hypothermia shelter, PEP-V, STFH, etc.);**

In developing our vaccination rollout plan, we considered the ability to mitigate exposure, length of potential exposure, likelihood of exposure, and size of the facility. Based on these considerations, we are prioritizing clients at our low-barrier shelters, PEP-V sites, and hypothermia shelters in the first eight weeks of vaccinations. We are including staff that are critical for operating these sites as well. The shelters included in the first eight weeks of vaccinations are: All PEP-V hotel sites (3), CCNV, 801 East, New York Avenue, Pat Handy, Harriet Tubman, Adam’s Place, St. Josephine, Kennedy Rec Center, Banneker

Rec Center, Langdon Rec Center, King Greenleaf Rec Center, Sherwood Rec Center and Trinidad Rec Center.

In weeks 9 through 16, we anticipate offering the vaccine to clients at other congregate facilities, including our transitional housing programs, youth facilities, domestic violence shelters, as well as supportive services sites and resources, such as the Downtown Day Services Center, and unsheltered individuals. We will also include non-congregate facilities, such as Short-Term Family Housing, as much as possible.

b. If possible, vaccination milestones DHS wishes to reach by certain dates; and

We are offering the vaccine to clients and staff and, based on experience to date, we project to administer the vaccine to 50% of clients and up to 75% of staff at each shelter, including administration of the first and second doses at the above listed locations during the first eight weeks. That stated, we are also working to overcome vaccine hesitancy in order to generate this level of client participation in the first round of vaccine distribution.

c. Strategy for encouraging vaccination as well as for ensuring clients receive their second dose.

We developed a targeted communications plan to increase uptake. This includes:

- Town hall events in the week prior to vaccine clinics at every low-barrier shelter and PEP-V site, hosted by a DHS staff member and Unity staff member. During these sessions, we provide information on the vaccine, side effects, and logistics of the clinics, as well as providing an opportunity for clients to ask questions and hear from medical professionals.
- Information resources including one-pagers on how the vaccine works and FAQs in English, Spanish and Amharic. *Please see Attachment 34(c) for reference.*
- Reminder cards provided to every client in the days before the vaccine clinic
- DHS has also partnered with DC Health, The Community Partnership, and the Interagency Council on Homelessness, with funding from Kaiser Permanente, to launch a new COVID-19 Peer Educator Program for shelter residents as a way to encourage vaccine participation and disseminate information via trusted peer messengers. Through the COVID-19 Peer Educator Program, twenty-three District residents currently or formerly experiencing homelessness, have been selected and hired to share information and resources on COVID-19 protective measures, promote compliance with COVID-19 guidance, and encourage vaccination participation among shelter residents.
 - Since launching on 2/3, the program has already seen several positive outcomes:
 - Over 50% of the Peers received the vaccine & have encouraged others to get vaccinated at the shelter. While the vaccine is currently voluntary, we will continue to educate our peers, as well as our broader homeless community, about the benefits of the vaccine in an effort to get individuals to a “Yes” to get the vaccine.
 - 95% of the Peers completed the 20 hour training & passed the final COVID-19 post-test.
 - 73% of the Peers indicated they have adopted stricter compliance with the COVID-19 Protocols since completing the training and encouraged other residents to do the same.

- 100% of the Peers report that the training gave the knowledge and information needed to be an effective COVID-19 Peer Educator in shelter.

To ensure follow up with the second dose the following have been implemented:

- Collection of contact information and data to allow us to contact clients proactively to remind them of their second dose;
- Communication materials and town halls all of which emphasize the importance of the second dose; and
- At the first dose, every client is receiving a lanyard with waterproof card holder to protect the vaccine card and a reminder bracelet with the date of the second vaccine dose.

A. Youth Homelessness

35. What is the budget for homeless youth (18-24) and minors (under age 18) for FY21? Indicate and explain any variance from FY20.

a. Identify funding sources.

b. Indicate how funding is allocated among service providers.

The FY21 budget is approximately \$21M, a \$1.1M increase in funds to support additional housing resources and homeless services for youth. With the \$1.1M budget increase, DHS created additional Extended Transitional Housing beds for LGBTQ youth and created a Transgender Gender Non-Conforming Workforce Development Program. Of the \$21M local funds, DHS allocates \$3.2M to support programs for homeless youth, minors and youth-headed households subcontracted to TCP.

In addition to the grantees and contractors listed below, the youth homelessness funds support personnel costs for DHS’s direct service youth homelessness prevention/stabilization team (Youth HOPE,) and administrative personnel to oversee grant solicitations and implementation.

DHS direct grantees/contractors for beds (All programs serve youth 18-24 years old unless otherwise stated):

Provider	Program Type (Beds)	FY20 Beds	FY20 Budget	FY21 Beds	FY21 Budget
Casa Ruby	Short Term Housing (formerly Crisis Beds)	10 (LGBTQ)	\$400,000	10 (LGBTQ)	\$400,000
Casa Ruby	Low-Barrier	50 (LGBTQ)	\$839,460	50 (LGBTQ)	\$839,460

Casa Ruby	Transitional Housing	10 (LGBTQ)	\$458,000	10 (LGBTQ)	\$458,000
Collaborative Solutions for Communities	Rapid Re-Housing	20	\$700,000	20	\$700,000
Covenant House	Transitional Housing	25	\$856,000	25	\$856,000
Covenant House	Low-Barrier	20	\$356,000	20	\$356,000
Covenant House	Transitional Housing (DYRS Youth)	8	\$370,000	8	\$370,000
Covenant House	Low-Barrier (extended)	30	\$643,486	30	\$643,486
DASH	Transitional Housing	20	\$837,829	20	\$837,829
DC Doors	Transitional Housing	15	\$575,000	15	\$575,000
DC Doors	Extended Transitional Housing (formerly Permanent Supportive Housing)	22	\$600,000	22	\$1,100,000
DC Doors	Low-Barrier (in the drop in center)	30 (currently offline)	0 (funding is captured in the drop-in center budget)	30	0 (funding is captured in the drop-in center budget)
Echelon Community Services	Extended Transitional Housing	11	\$550,000	11	\$550,000
Healthy Babies	Crisis Beds for pregnant/parenting minors and youth up to age 21	8	\$538,000	8	\$536,879
Housing Up	Transitional Housing	30	\$1,289,851	30	\$1,289,851
LAYC	Transitional Housing	12 (LGBTQ)	\$777,000	12 (LGBTQ)	\$766,449
LAYC	Transitional Housing	10	\$420,000	10	\$420,000
LAYC	Permanent Supportive Housing	15	(funding is captured with the TH budget)	15	(funding is captured with the TH budget)

Sasha Bruce	Transitional Housing (Youth heads of household)	6	\$200,000	6	\$200,000
Sasha Bruce	Extended Transitional Housing (formerly Permanent Supportive Housing)	34	\$1,078,682	34	\$1,078,682
Sasha Bruce	Low-Barrier (extended)	21	\$636,535	21	\$636,535
SMYAL	Transitional Housing	12 (LGBTQ)	\$443,312	12 (LGBTQ)	466,000
SMYAL	Transitional Housing	14	\$585,000	14	\$585,000
SMYAL	Extended Transitional Housing--LGBTQ (starting March 1)	N/A	N/A	12	\$450,000
Wanda Alston Foundation	Extended Transitional Housing--LGBTQ	12	\$550,000	12	\$550,000
Total Beds		444		456	

DHS direct grantees/contractors for other services:

Provider	Program (Services)	FY20 Budget	FY21 Budget
Friendship Place	Street outreach	\$275,000	\$275,000
HER Resiliency	Street outreach	\$175,000	\$43,750 (grant was not renewed after 1/1/21)
Greater Washington Urban League	Prevention Services (Project Reconnect)	\$200,000	\$0
LAYC	Drop-in center	\$272,881	\$300,000
Sasha Bruce Youthwork	Drop-in center	\$323,967	\$450,000
Sasha Bruce Youthwork	Stabilization Services	\$219,670	\$108,000
DC Doors	24-hour Drop-in Center (including 30 low-barrier resting slots)	\$450,000	\$735,520
Constituent Services Worldwide	Vocational Job Development	\$67,500	\$0
Damien Ministries	TGNC Wrap Around Workforce Development Program	N/A	\$250,000
Us Helping Us	TGNC Wrap Around Workforce Development Program	N/A	\$250,000
MOLGBTQ Affairs (MOU)	LGBTQ housing specialist and LGBTQ Cultural Competency Training	\$154,000	\$165,000

The Community Partnership (TCP) Subcontracts

\$3.2M of the total funds allocated to DHS for youth homelessness services goes to support a portion of TCP’s sub-grants with youth providers. The programs and contract amounts are listed below:

Provider	Program	Type	Population	Units	FY20 Grant Amount	FY21 Grant Amount
Catholic Charities	Youth Transitional Program	Transitional Housing	Male Unaccompanied Youth Aged 18 to 24	24	\$364,981	\$364,981

Covenant House Washington	Rites of Passage	Transitional Housing	Unaccompanied Youth Aged 18 to 24	15	\$384,489	\$384,489
Echelon Community Services	Family Rehousing Stabilization Program	Rapid Rehousing	Families Headed by Youth Aged 18 to 24	75	\$754,038	\$754,038
Echelon Community Services	New Start at Kia's Place	Transitional Housing	Families Headed by Youth Aged 18 to 24	25	\$1,701,254	\$1,701,254
Echelon Community Services	Kia's Place III	Transitional Housing	Families Headed by Youth Aged to 24	32	\$951,948	\$951,948
Edgewood Brookland	Iona Whipper Home	Transitional Housing	Families Headed by Youth Aged to 24	10	\$450,000	\$450,000
Latin American Youth Center	Extended Living Program	Transitional Housing	Unaccompanied Youth Aged 18 to 24 and Families Headed by a Youth Aged 18 to 24	10	\$232,524	\$232,524
Latin American Youth Center	Hopes House	Transitional Housing	Unaccompanied Youth Aged 18 to 24	8	\$296,924	\$296,924
Sasha Bruce Youthwork	Sasha Bruce House	Crisis Beds	Unaccompanied Minors	15	\$777,146	\$777,146
Sasha Bruce Youthwork	Independent Living Program	Transitional Housing	Unaccompanied Youth Aged 18 to 24	12	\$195,182	\$195,182
Sasha Bruce Youthwork	Re*Generation House	Transitional Housing	Unaccompanied Minors and Youth Aged 18 to 24	16	\$325,503	\$325,503
Sasha Bruce Youthwork	V Street PSH*	Permanent Supportive Housing	Families Headed by Youth Aged 18 to 24	13	\$585,505	\$585,505
Sasha Bruce Youthwork	Transitional Housing Program	Transitional Housing	Families Headed by Youth Aged 18 to 24	8	\$344,017	\$344,017
So Others Might Eat	Family Rehousing Stabilization Program	Rapid Rehousing	Families Headed by Youth Aged 18 to 25	21	\$211,130	\$211,130

Wanda Alston House Foundation	Wanda Alston House	Transitional Housing	Unaccompanied LGBTQ Youth Aged 18 to 24	8	\$354,329	\$354,329
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*The V Street PSH program receives funding directly from DHS for PSH case management, as well as funding through a TCP subcontract for program operations.

Programs covered by federal funds:

In addition to the programs funded above with the local youth homelessness dollars, several District providers receive federal funds to support their programs. These are listed below.

Provider	Program	Type	Population	Units
Community Connections	Youth Families	Permanent Supportive Housing	Families Headed by Youth Aged 18 to 24	17
Community Connections	Project LIFT	Rapid Rehousing	Unaccompanied Youth Aged 18 to 24	16
Covenant House Washington	My Place	Permanent Supportive Housing	Unaccompanied Youth Aged 18 to 24 and Families Headed by a Youth Aged 18 to 24	13
Sasha Bruce Youthwork	HUD Grant Supports DHS funded Independent Living Program	Transitional Housing	Families Headed by Youth Aged to 24	12

In FY20, DC was awarded \$4.28M for the Youth Homelessness Demonstration Program (YHDP) from HUD. In FY21, TCP, the collaborative applicant, released two Requests for Proposals (RFP) to support the coordinated community plan for a site-based Youth PSH program and either a Joint Transitional Housing – Rapid Rehousing or a Rapid Rehousing program to fill gaps in services available in the youth system. TCP plans to make a total of two awards in Spring/Summer of 2021.

In FY20, the District was awarded \$1M for the A Way Home America (AWHA) Grand Challenge for technical assistance and travel funds. DHS, in collaboration with ICH, TCP, and community partners, are utilizing those funds to create a data-driven plan to improve services for LGBTQ+ youth and youth of color to standardize all programming to ensure all youth experiencing homelessness have a consistent experience.

36. How many homeless youth (18-24) and minors (under age 18) were served in FY20 and FY21, to date? Indicate the number placed in shelter. Of this number how many identified as LGBTQ?

FY20	TOTAL	Identify as LGBTQ	Entered Shelter*
a. How many youth under 18 without children were served?	172	11	172
b. How many youth 18 to 24 without children were served?	699	164	694
c. How many youth under 18 with children were served?	2	0	2
d. How many youth 18 to 24 with children were served?	282	19	282
FY21 to date	TOTAL	Identify as LGBTQ	Entered Shelter*
a. How many youth under 18 without children were served?	59	4	59
b. How many youth 18 to 24 without children were served?	372	98	366
c. How many youth under 18 with children were served?	4	0	4
d. How many youth 18 to 24 with children were served?	150	14	150

*This number includes all youth who were served in emergency shelter and/or transitional housing (the entire CoC) during the fiscal year in which they received services; youth who only sought services at drop in centers are excluded from this column but are counted in the "TOTAL" column.

Please note that not all youth choose to identify their sexual orientation or gender identity, so a definitive response on the number of youth and minors identifying as LGBTQ might be underreported. However, this information is asked on the annual youth census conducted by TCP which, in 2019, showed 34 percent of youth self-identify as LGBTQ. Youth census data for 2020 will be released in March 2021.

a. How many youth under 18 without children were served? Please indicate the services received. Indicate the number placed in shelter.

TCP funds one program serving unaccompanied minors, Sasha Bruce Youthwork’s Sasha Bruce House. Sasha Bruce House is a crisis program at our Bruce House shelter to serve 6 unaccompanied youth under the age of 18 at any point in time. This project has been designed to address immediate crises, as well as the most prominent, practical challenges associated with family reunification for this vulnerable population. The specific type and scope of services for

each youth is based on a detailed assessment of her/his needs. However, the most common services provided to youth, beyond access to shelter, includes:

1. Individualized case management geared towards school attendance and truancy prevention;
2. Nutritious meals twice per day (and three times per day for youth not attending school);
3. Provision of bed linens, personal items (such as toiletries and school supplies), and storage for personal belongings;
4. Crisis intervention, conflict resolution counseling and parenting education;
5. Family reunification, including family sessions at the Bruce House and in clients' homes;
6. Contact with CFSA Child Protective Services Hotline in cases of apparent abuse, neglect, or in instances where families have refused to care for youth;
7. Referrals to mental health providers and community-based supports as indicated in initial service plans; and
8. Seamless access to leveraged, supportive services as indicated at any of SBY's 19 programs.

In cases where a young person cannot or should not return home immediately, service plans include a wide range of TCP-funded and SBY-leveraged activities including:

1. Comprehensive education about the effects of psychoactive substances as indicated through SBY's Prevention Center, located in the basement of the shelter;
2. Individual counseling (three sessions each week inclusive of case management/exit planning);
3. Group counseling (daily);
4. Family counseling (two sessions each week);
5. Tutoring (twice each week during the school year);
6. Recreational activities (one activity each week - daily during the summer);
7. HIV and pregnancy prevention education (one session each week); and
8. Art therapy (twice each week).

b. How many youth 18 to 24 without children were served? Indicate the services received and the number placed in shelter.

See the table above for data.

Youth specific housing programs other than shelter provide each youth with supportive services including case management, employment and housing location assistance, behavioral health support, life skills training, social skills development, and basic needs.

Youth specific shelter provide each youth with meals, hygiene products, and an opportunity to meet with a case manager.

c. How many youth under 18 with children were served? Indicate the services received and the number placed in shelter.

Healthy Babies is DHS' emergency bed provider for minors with children (as well as parenting youth up to age 21) experiencing homelessness. In FY20, 20 youth under the age of 18 were

served. In FY21 to date (October 1-December 31, 2020), 11 youth under the age of 18 were served. Each youth receives wraparound support services including case management, employment and housing location assistance, behavioral health support, life and parent skills training, art therapy, and social skills development.

d. How many youth 18 to 24 with children were served? Indicate the services received and the number placed in shelter.

See above table for data.

37. How many shelter beds have been reserved for homeless youth (18-24); minors (under age 18); and minors and youth who identify as LGBTQ? How [many] homeless minors or youth were turned away from shelter because of lack of capacity or other reasons in FY20 and FY21, to date? Identify the reasons.

DHS has a total of 210 beds to serve youth ages 18-24 years old experiencing homelessness. Of those, 100 beds are specifically for youth who identify as LGBTQ. Regarding minors, Sasha Bruce House is the sole shelter bed facility for minors, and it has capacity to serve 15 youth. DC does not have any beds specifically reserved for minor youth who identify as LGBTQ.

Only Covenant House (Sanctuary and Safe Haven) reported that they had to turn away any youths. They reported turning away 27 youth in FY20 and 6 youth in FY21 to date (October 1 – December 31, 2020); turnaways occurred because the site was full. If capacity is reached at youth-specific facilities for transition-aged youth, youth are referred to an adult program.

The only minor-serving shelter, Sasha Bruce Youthworks (Bruce House), reported having no turnaways in FY20 and FY21 to date (October 1 – December 31, 2020).

38. How many youth are currently being served under Parent Adolescent Support Services (PASS) program?

As of January 31, 2021, PASS is serving 112 youth, which includes 71 youth receiving PASS Intensive Case Management (ICM), 17 youth receiving services from the PASS Crisis and Stabilization Team (PCAST), and 24 youth receiving therapeutic services from the PASS Functional Family Therapy (FFT) team.

a. How many youth were served in FY20?

During FY20, PASS served 364 youth; 191 received ICM, 77 received PCAST services, and 96 received FFT services. In addition to those served via PASS' regular referral and assignment process, in FY20, PASS staff were detailed to serve youth diverted to DHS' Alternatives to the Court Experience (ACE) diversion program due to an influx of truancy and delinquency cases. Specifically, in FY20, PASS took on 63 ACE diversion cases, with 50 diverted by the Office of the Attorney General and 13 diverted by Metropolitan Police Department. Of these 63 diversions, 37 were referred for truancy and 26 were referred for delinquency.

b. Describe the services provided in this program.

PASS is a voluntary program that helps youth (10-17 years old) and their families reduce challenging behaviors referred to as “status offenses” (i.e. truancy). PASS ICM provides case management for six months and works with families to identify and implement appropriate supports such as therapy, after-school programming, parenting classes, and mentoring, to help reduce problematic behaviors. PASS also has an FFT team that provides intensive in-home family counseling to address the referring behaviors and improve family relationships. When necessary, FFT therapists make referrals to ongoing services in the community at the end of the FFT process. Lastly, the PCAST team provides crisis assessment, intervention, and stabilization services to youth and their families that are referred to PASS. PCAST case managers provide outreach, advocacy, and coordination of services while engaging community resources. In addition, PCAST works to enhance coping skills and empower youth and their families to achieve stability, usually within three months. Throughout the COVID-19 pandemic, case management services across the three programs have primarily been virtual. However, there have been certain situations in which case workers have made in-person visits with youth and families, while adhering to CDC guidelines for safety. Any in-person visit is on a voluntary basis by the case worker and family members. Furthermore, staff must receive approval from their supervisor prior to conducting the in-person visit.

c. Is there a waitlist for services at this time?

PASS ICM currently does not have a waitlist, but this changes on a daily basis. Of note, PASS ICM has seen an increased need for bilingual (English-Spanish speaking) case managers to serve participating families. As a result, PASS ICM has requested assistance of ACE bilingual (English-Spanish speaking) case managers to provide services to some PASS ICM clients. PASS FFT currently has no waitlist at this time, and PCAST cannot maintain a waitlist since youth in the program are in crisis and therefore served immediately by PCAST staff or referred to another potential support such as the Department of Behavioral Health or a psychiatric hospital.

39. What coordinated efforts are made to assess and connect homeless minors and youth to substance abuse and mental health services?

Street Outreach teams assist youth with setting up mental health and/or substance abuse appointments through the Access Helpline or by submitting a referral to providers within the Continuum of Care (CoC) for further assistance. Within housing facilities and drop-in centers, case managers are tasked with linking youth to community-based providers. Some providers, such as LAYC, are Core Service Agencies themselves, so participants may access those supports internally. Likewise, some facilities include onsite therapeutic support. DBH participates in the ICH Youth Committee and shares information with all providers about how to access services.

a. How many referrals for substance abuse (SA) and mental health (MH) services were made for homeless minors and youth in FY20 and FY21, to date?

	Outreach Teams Youth*	Drop-In Center Youth*	Shelter/TH/ETH Youth*	Bruce House Minors*
FY20 # referrals to MH & SA services	22	9	80	Unknown (not captured in HMIS)
FY21 # referrals to MH & SA services	7	25	14	Unknown (not captured in HMIS)

*Youth are 18-24 years old; minors are under 18 years old.

b. Provide the number of youth actually connected to services.

Due to privacy protections, unless a Release of Information (ROI) form was signed by the youth for the service provider to share information with DHS about whether they actually connected to and participated in services, DHS does not know this information. Provider Monthly Reports to DHS do not capture this information, nor do the HMIS Service Transaction Reports. This information would need to come directly from the various service providers for those youth who signed a release form.

c. What is the average wait time for those seeking services?

Although there is a coordinated effort by providers to assess and connect homeless minors and youth to substance abuse and/or mental health services, due to HIPAA/privacy regulations, it is not possible to know how long of a wait time it took for the minors/youth to be connected to these services. In order to track this, each minor/youth would need to sign an ROI in which the mental health/substance abuse provider would then be allowed to confirm that the minor/youth started services.

40. Describe the work of the Strengthening Teens Enriching Parents Program (STEP). Include the number of youth served in FY20 and FY21, to date. Include STEP intake procedures and screening process. Of the number of youths who have completed an intake procedure, include how many engage in services. Include STEP performance measures and any outcome data collected.

The Strengthening Teens Enriching Parents (STEP) program is housed within DHS' Youth Services Division (YSD) in partnership with the Metropolitan Police Department (MPD) and in collaboration with the District of Columbia's child-serving agencies: Child and Family Services Agency (CFSA), Court Social Services (CSS), Office of Attorney General (OAG), Department

of Behavioral Health (DBH), Department of Youth Rehabilitation Services (DYRS), Sasha Bruce Youthwork, and a network of community-based service providers.

The STEP program provides Intensive Case Management services for young people under the age of 18 who reside in the District of Columbia who have had one or more Missing Persons Reports (MPRs). Currently there is one Program Manager, one Program Analyst, six Case Managers, one Triage Social Worker, and one Parent Support Worker. Collectively, the staff provide a range of services based on the youth and their family's needs including stabilization services, mentoring, mediation, and behavioral health interventions to increase stability, safety and overall functioning. There are monthly parent groups and quarterly parent/family activities facilitated by the Parent Support Worker to assist the parent/guardian with accessing community supports. Sasha Bruce Youthwork, the key community-based provider for the STEP program, delivers respite care and an in-home family strengthening program. The STEP program is voluntary and lasts for up to six months depending on the needs of the youth and their family.

On a daily basis, youth come to the attention of STEP via official MPRs filed with the MPD. If youth are currently involved with a partner child-serving agency such as CFSA, CSS, DYRS, Sasha Bruce, or are receiving services from another DHS YSD program, those entities serve as the lead agency to address the presenting issue(s) of that youth and their family. Cases are prioritized based on the age of the youth (youth 13 years and under are high priority); youth with prior CFSA involvement; CSS or legal involvement; prior MPRs; and/or whether a youth is suspected to have been sexually exploited.

For youth not already linked to a child-serving agency or with existing involvement in another DHS YSD program, the STEP Triage Social Worker contacts the family by phone within 24-hours of receiving the daily MPR to explain the program and schedule an in-home consultation if the family is interested in services. All families are also sent a STEP Resource Letter that includes a list of helpful community-based services, resources, and supports (so that families that do not engage in STEP services have contact information if they change their mind at a later point in time). Through this immediate outreach, STEP staff make an initial assessment as to why the youth ran away and, together with the family, recommends services that will help reduce the likelihood of future runaway episodes and increase family stability.

During FY20 to FY21 to date (October 1, 2019 through January 31, 2021), MPD received 2,015 missing persons reports. This total includes 1,088 youth who had one MPR within the last 12-month period. MPD (and thus STEP) receives an average of five youth referrals daily and 138 youth referrals monthly. In collaboration with its partner agencies, STEP has instituted a weekly review process to look closely at youth — in STEP as well as those served by other agencies — who are reported missing three or more times within the past 12 months. Along with STEP partner agencies, the critical needs of the youth and family are discussed, and a strategy of next steps for engagement and services with the youth and family is developed.

In FY20 (October 1, 2019 through September 30, 2020), STEP engaged 148 youth, with 79 of them completing the program during the fiscal year and 55 youth whose cases carried over to FY21. During FY20 more than 247 additional youth have been/are being served by partner lead entities, CFSA, CSS, or other DHS YSD programs. In FY21 to date (October 1, 2020 – January

31, 2021), STEP engaged 56 youth; 27 have completed the program and 26 cases are currently open.

Performance measures and outcome data for STEP in FY20 included:

- a. *Reduced number of repeat MPRs by youth participating in STEP or served by another lead agency by ensuring youth/families receive clinically appropriate behavioral health services if needed and/or other supportive services to stabilize the family.*

In FY20, 56 percent of the youth who completed STEP did not have additional MPRs while in the STEP program. 78 percent of the youth who completed STEP did not have additional MPRs six months post-completion from the STEP program.

- b. *Improved youth scores on the Child and Adolescent Functional Assessment Scale (CAFAS), which measures the functioning of the youth across critical life subscales including home, community, and school.*

In FY20, 80 percent of the youth who completed the STEP program showed improved functioning based on in their CAFAS scores.

- c. *Reduced percentage of youth having legal involvement while in the STEP program.*

In FY20, 96 percent of the youth who completed STEP did not have legal involvement while in the STEP program.

The performance and outcome measures in FY21 include the same three measures above, as well as: 1) improvement in school attendance when truancy is an issue at the time of referral or while in the STEP Program, and 2) tracking grade promotion/graduation of youth that complete the STEP program. As a result of the pandemic, attendance data for FY20 was not collected by the public/public charter schools from March 14, 2020 through the end of the 2019-2020 school year.

41. Provide program description for the Extended Transitional Housing Program (ETH) and provide the following:

- a. All of the contracted providers of this program;**
- b. The number of slots funded in FY20 and FY21 by provider;**
- c. The number of youth served in FY20 and FY21, to date, by provider;**
- d. A narrative description of any outcomes including the data points DHS is tracking; and**
- e. A narrative description of any changes to the funding formula for providers.**

Program Description

Extended Transitional Housing (ETH) program is a long-term transitional housing program specifically for youth ages 18 to 24. ETH includes housing and intensive supportive services for participating youth for up to six years with the goal of stabilizing the youth and preparing them

for independence as they transition to adulthood. ETH serves the most vulnerable youth with intensive support as a way to prevent long-term, chronic homelessness in adulthood. Through the program, youth are ultimately identified as needing long-term Permanent Supportive Housing through the adult system or being prepared for self-sufficiency without ongoing governmental support.

a. The contracted providers of this program:

DC Doors, Echelon Community Services, Sasha Bruce, Youthworks, and Wanda Alston Foundation.

b. The number of slots funded in FY20 and FY21 by provider;

Provider Name	New Funded Slots FY20	New Funded Slots FY21	Total Slots Funded since FY18
DC Doors	12	N/A	24
Echelon Community Services	11	N/A	11
Sasha Bruce Youthworks	10	N/A	34
Wanda Alston Foundation (LGBTQ specific)	12	N/A	12
SMYAL (LGBTQ specific)	N/A	12 (as of 3/1/2021)	12

c. The number of youth served in FY20 and FY21, to date (12/31/2020), by provider:

Provider Name	# Youth Served FY20	# Youth Served FY21
DC Doors	12	12
Echelon Community Services	9	10
Sasha Bruce Youthworks	24	24
Wanda Alston Foundation (LGBTQ specific)	8	11
SMYAL (LGBTQ specific)	N/A	(site will open 3/1/2021)

d. A narrative description of any outcomes including the data points DHS is tracking;

DHS tracks changes in SPDAT scores, income, education attainment, and behavioral health connections. ETH is designed to give the youth up to six years to overcome any barriers to housing stability. The model has only been in practice for two years so it is too soon to report on most outcomes at this time, especially longer-term outcomes such as transition to permanency.

e. A narrative description of any changes to the funding formula for providers.

When DHS was first allotted dollars for youth PSH in FY17, the funding formula used was the same as adult PSH (approximately \$25K per slot per year). DHS and advocates recognized that youth needed additional services, so DHS covered the additional cost to fill the gap. In later years (FY18 and FY20), as DHS received funding for additional youth PSH beds despite shifting

to the ETH model described above, the funding allocation continued to be based on the adult PSH rate, much less than the actual cost for ETH. In FY21, new ETH beds were fully funded, with a budget of \$600,000 for 12 new beds. To date, DHS has been able to cover the higher costs for the ETH beds created in 2018 and 2020 because start-up time for new programs has resulted in enough funds being available each year.

42. Provide the procedure and practices for responding to homeless minors in instances where current youth providers are at capacity during hypothermia and non-hypothermia seasons. Indicate and explain any change in procedure or practice from FY20.

Sasha Bruce has never turned away youth during hypothermia season. For non-hypothermia season, if Bruce House is full and they receive a phone call asking for placement, Sasha Bruce problem-solves with the caller to ensure the youth has a safe place to go. This practice has remained unchanged even during the COVID-19 pandemic.

43. For individuals aging out of youth housing programs provide the number (and percentage) who are in shelter within 6, 12, 18, 24 months of their exit, broken down by program?

This information is not tracked in HMIS.

When assessing returns to homelessness, TCP, DHS, and ICH developed a method that is consistent across all funding streams wherein the number of persons returning in a given time frame is counted and compared to the total number of persons who exited two years prior to that timeframe. In assessing youth provider performance on a quarterly basis, TCP found that an average of 6 percent of youth served had returned to shelter following a previous exit.

B. Family Shelter Access and Operations

44. Provide the total number of family intakes conducted in FY20 and FY21, to date, broken down by how the intake was conducted (e.g. VWFRC, shelter hotline, etc.). Provide a breakdown by outcome.

In FY20, 7,463 family intakes were conducted at VWFRC and 1,180 on shelter hotline. Of those, 1,705 families were referred to Homelessness Prevention Program; 807 were placed in shelter; and 867 families were deemed ineligible for homeless services.

In FY21, 3,706 family intakes were conducted at VWFRC and 316 via the shelter hotline. Of those, 1,077 families were referred to Homelessness Prevention Program; 217 were placed in shelter; and 81 families were deemed ineligible for homeless services.

45. Identify the number of families who applied for a placement in shelter each month in FY20 and FY21, to date. Specify:

**Intakes
(VWFRC)***

FY20	
October	686
November	585
December	521
January	644
February	490
March	543
April	499
May	531
June	770
July	889
August	607
September	698
FY21 YTD	
October	625
November	528
December	481
January	431

*Note: the data includes duplicate intake assessments.

a. The number of families that received a shelter placement;

In FY20, 807 families received shelter placement. In FY21 to date, 217 families have received shelter placement.

b. The number of families that were referred directly to be screened for targeted affordable housing or permanent supportive housing;

The Virginia Williams Family Resource Center (VWFRC) does not refer families directly to target affordable housing or permanent supportive housing. Families are connected to long-term housing subsidies through the Coordinated Assessment and Housing Placement (CAHP) process once they are placed in shelter or transition to the Family Re-housing and Stabilization Program (FRSP).

c. The number of families that did not receive a shelter placement or were denied a shelter referral;

In FY20, 867 families were deemed ineligible for homeless services. In FY21 to date, 81 families were deemed ineligible for homeless services.

d. The number of families who have requested being placed in non-communal or other special units due to a disability, and specify;

In FY20 and FY21 year to date, there were 66 completed requests for apartment style non-communal settings based on disability.

i. The nature of the request; and

The requests were for private bathrooms.

ii. Whether the request was granted or denied and, if denied, the reason for denial;

In FY20 and FY21 year to date, there have been no denials.

e. For any denials, the reason for the denial and whether the denial was on a hypothermic night; and

None of the denials took place during a hypothermic night.

Reason for Determination	FY20	FY21 YTD
Access to Safe Housing	404	10
Failure to Complete Eligibility Process	4	24
Not a DC Resident	378	42
No Minor Children in Custody	81	5

f. For non-shelter placements or diversions from shelter, identify the non-shelter placement and the length of time the family was able to stay.

Families are diverted when they can stay with family members or friends. The length of time varies based on the individual family circumstances and is not specifically tracked.

If a family is in an interim eligibility placement and are determined ineligible for shelter because they have a safe place to stay, the length of the non-shelter placement is at least seven (7) to fourteen (14) days.

46. How many calls or screenings were conducted on the Shelter hotline or at VWFRC for individuals who are limited/non-English-proficient? In each case, state how communication was facilitated (e.g., by language line, by staff who speak the language, etc.).

VWFRC and the Shelter Hotlines assessed 253 individuals with limited/non-English proficiency. Of those, 125 screenings were conducted by the language line and 128 were conducted by staff who speak the language.

47. Provide for each STFH location and all other family placements (e.g. hotel, apartment style, etc.) the following for FY20 and FY21, to date:

- a. The number of slots for families at each site;**
- b. The number of slots being used at each site;**
- c. The average length of stay at the site (mean and median);**
- d. The longest length of stay at the site;**

(a), (c), and (d) addressed in below chart.

FY20						
Project	Project Type	Number of Units	Count of Households Served during FY	Mean LOS (as of exit or end of FY20)	Median LOS (as of exit or end of FY20)	Maximum LOS (as of exit or end of FY20)
DHS/TCP - Motel Overflow Shelter	Motel Overflow	varied	599	206	155	1,710
COH - The Triumph	Short Term Family Housing	50	176	105	87	391
CORE DC - The Aya	Short Term Family Housing	50	49	36	36	64
CORE DC - The Horizon	Short Term Family Housing	35	125	107	94	331
Friendship Place - The Brooks	Short Term Family Housing	50	65	52	50	116
Hillcrest - The Rolark	Short Term Family Housing	26	79	101	75	329
NCCF - The Kennedy	Short Term Family Housing	45	150	117	94	569
NCCF - The Sterling	Short Term Family Housing	46	167	89	77	358
CFTH - 50th Street Family Shelter	Temporary	12	25	193	178	1,118
COH - Girard Street	Temporary	20	32	348	305	936
Everyone Home DC - Corcoran Street	Temporary	1	1	2,051	2,051	2,051
Everyone Home DC - Kramer Street	Temporary	1	1	838	838	838
JHP - Naylor Road Family Shelter	Temporary	28	40	419	236	1,954
NCCF - Park Road Family Shelter	Temporary	43	75	251	176	1,954
TCP - Sargent Road	Temporary	1	1	1,748	1,748	1,748

FY21						
Project	Project Type	Number of Units	Count of Households Served during FY	Mean LOS (as of exit or 2/1/21)	Median LOS (as of exit or 2/1/21)	Maximum LOS (as of exit or 2/1/21)
COH - The Triumph	Short Term Family Housing	50	74	90	80	367
CORE DC - The Aya	Short Term Family Housing	50	74	76	71	187
CORE DC - The Horizon	Short Term Family Housing	35	58	98	75	314
Friendship Place - The Brooks	Short Term Family Housing	50	69	74	68	221
Hillcrest - The Rolark	Short Term Family Housing	26	21	153	117	346
NCCF - The Kennedy	Short Term Family Housing	45	70	106	95	323
NCCF - The Sterling	Short Term Family Housing	46	61	115	97	382
CFTH - 50th Street Family Shelter	Temporary	12	13	141	129	359
COH - Girard Street	Temporary	20	20	412	326	1,009
COH - Hope Apartments Shelter	Temporary	10	5	94	105	122
Everyone Home DC - Corcoran Street	Temporary	1	1	2,175	2,175	2,175
Everyone Home DC - Kramer Street	Temporary	1	1	962	962	962
JHP - Naylor Road Family Shelter	Temporary	28	22	396	244	858
NCCF - Park Road Family Shelter	Temporary	43	50	150	83	1,454

TCP - Sargent Road	Temporary	1	1	1872	1,872	1,872
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b. The number of slots being used at each site;

Census as of 2/1			
Project	Project Type	Number of Units	Census
COH - The Triumph	Short Term Family Housing	50	24
CORE DC - The Aya	Short Term Family Housing	50	18
CORE DC - The Horizon	Short Term Family Housing	35	26
Friendship Place - The Brooks	Short Term Family Housing	50	25
Hillcrest - The Rolark	Short Term Family Housing	26	10
NCCF - The Kennedy	Short Term Family Housing	45	24
NCCF - The Sterling	Short Term Family Housing	46	28
CFTH - 50th Street Family Shelter	Temporary	12	8
COH - Girard Street	Temporary	20	8
COH - Hope Apartments Shelter	Temporary	10	3
Everyone Home DC - Corcoran Street	Temporary	1	
Everyone Home DC - Kramer Street	Temporary	1	
JHP - Naylor Road Family Shelter	Temporary	28	12
NCCF - Park Road Family Shelter	Temporary	43	18
TCP - Sargent Road	Temporary	1	

e. The wrap around services provided at each site; and

All Short-term Family Housing providers offer the following services:

Case Management

- Housing stabilization and exit planning including unit identification
- Connection to TANF Employment Vendors
- Connection to schools and childcare – subsidy assistance, enrollment, transportation planning and assistance, attendance tracking
- Connection to behavioral health services
- Budgeting and financial literacy

TANF Integration

- Vocational Development Specialist on-site twice per month to complete TANF comprehensive assessments (during the public health emergency this support has been remote) and strengthen connection between the homeless services provider and the TANF Employment Provider

Social Worker

- Provides crisis support and connection to behavioral health services in the community

Children’s Services

- Partnerships with My School DC, MBSYEP, Early Stages and DC Public Libraries
- In partnership with the Deputy Mayor for Education, hired coordinating entities to provide summer camp to kids in the programs in 2019 and currently planning for 2021
- Holiday celebrations, gift and coat drives, block parties/resource fairs

Brooks*	Partnerships with Playtime Project – virtual playtime & various holiday events Youth Specialist to support education activities & special needs of youth Food Truck Parties – Ice Cream Truck, DC Puddin’ Monthly Birthday Parties Summer Reading Challenge Family Gave Nights (virtual) – Bingo Night Partnership with Vistaprint for virtual family activities (e.g. gingerbread house building)
Kennedy	Education and Employment Specialist who provides assistance with education, TANF connection or re-connection, employment, childcare referrals and application assistance, and concerns related to children’s development Housing Navigator assists the case management team in finding housing leads for families who have difficulty finding leads on their own due to various barriers Freedom School is an afterschool program designed to increase literacy, self-esteem, socio-emotional skills, and a love of learning for children in grades K-8. Social worker who provides brief therapy for children and adults. The Social Worker also facilitates weekly adult and children therapeutic groups. The Social Worker completes assessments and treatment plans where necessary and connects families to long term therapeutic care. Monthly Case Management Groups are led by the Case Management team with topics related to budgeting, credit repair, savings, and/or housing Monthly paint night in partnership with ANXO Cidery – ANXO sold the paintings and gave the funds back to the families
Sterling	The Education and Employment Specialist provides assistance with education, TANF connection or re-connection, employment, childcare referrals and application assistance, and concerns related to children’s development Housing Navigator assists the case management team in finding housing leads for families who have difficulty finding leads on their own due to various barriers

	<p>Freedom School is an afterschool program designed to increase literacy, self-esteem, socio-emotional skills, and a love of learning for children in grades K-8.</p> <p>Social worker who provides brief therapy for children and adults. The Social Worker also facilitates weekly adult and children therapeutic groups. The Social Worker completes assessments and treatment plans where necessary and connects families to long term therapeutic care.</p> <p>Game and Movie nights are led by the residential team</p> <p>Life Skills groups are led by the residential team</p> <p>Monthly Case Management Groups are led by the Case Management team with topics related to budgeting, credit repair, savings, and/or housing</p> <p>Partnership with Church of the Redeemer and Grace Mosaic (local ward 5 churches) who donate and volunteer to lead family activities</p>
<p>Aya*</p>	<p>Partnership with St. Augustine’s Episcopal Church (weekly snacks for families, delivery of lunches from Amidon-Bowen)</p> <p>Partnership with Ward 6 Mutual Aide (donation coordination, housewarming packages for families)</p> <p>Partnership with Who Speaks for Me? (cell phone assistance, PPE kits);</p> <p>Partnerships with Westminster Presbyterian, Christ United Methodist, Bethel DC 360, and One Love Ministries (games, clothes, books);</p> <p>Partnership with Serve Your City DC (application fee assistance, PPE kits)</p> <p>Social worker will begin providing therapeutic support groups and brief individual therapy for children and adults offered by Horizon staff</p> <p>Hosted the Eat Think and Move Virtual and in person Project which focused on Nutrition, Exercise and Substance Abuse Prevention in partnership with the Aya and Horizon</p>
<p>Horizon</p>	<p>Partnerships with DC Tutoring and Mentoring Initiatives (DCTMI)</p> <p>Weekly story hour with DCPL</p> <p>Partnerships with DOLLS & DREAMS assisting families with financial literacy, self-esteem and empowerment</p> <p>Partnerships with Far Southeast Family Support Collaborative for parenting classes</p> <p>Resume workshops with DCPL</p> <p>Partnership with Iron Sharpening Iron, a men’s empowerment group</p> <p>Cardio Dance via Get Fit</p> <p>Movie and game nights hosted by Horizon staff</p> <p>Therapeutic Support groups and brief individual therapy for children and adults offered by Horizon staff</p> <p>Know your Rights workshops with the Washington Legal Clinic for the Homeless</p> <p>Hosted the Eat Think and Move Virtual and in person Project which focused on Nutrition, Exercise and Substance Abuse Prevention in partnership with the Aya and Horizon</p>

Triumph	<p>Partnership with Project CREATE to host arts & crafts activities for children twice per week w/ the assistance of the Young Engagement Specialist</p> <p>Youth Specialist-led family engagement activities (games, crafts, reading) during dinner</p> <p>Partnership with Hoya Clinic for medical triage services to children and adults once per week; though paused for the pandemic, Hoya has provided numerous donations with COVID information and PPE</p> <p>Site-based psychotherapist short-term individual/children/family therapy services</p> <p>Partnership with MPD for donations/snacks to clients during the summer months</p>
Rolark	<p>Partnerships with Girls on the Run and Far Southeast Family Support Collaborative for Virtual Summer Camp</p> <p>Social worker who provides brief therapy for children and adults</p> <p>Hosted the Eat Think and Move Virtual and in person Project which focused on Nutrition, Exercise and Substance Abuse Prevention in partnership with the Aya and Horizon</p> <p>Hosted a 4-week virtual Women’s support group</p> <p>Hosted a 4-week Manhood virtual training in which we also partnered with the Horizon; Men received a stipend for their participation.</p> <p>Playtime Project provided play activity for the families twice per week and provided families snacks, toys, and entertainment from various community providers. Christmas Wish list were fulfilled for every family.</p> <p>Held a Black History Program which included the participation of the children.</p> <p>Hosted several book fairs for the families</p> <p>DC Central Kitchen and the White House provided food bags which included Fresh Fruits and Veggies weekly</p> <p>Developed a partnership with Arbor View Apartments which allowed our families to pick up dinner meals several days a week throughout the summer</p>

*Denotes programs that opened during the public health emergency.

f. The factors determining what site a family is placed.

The location of the Short-Term Family Housing (STFH) programs give DHS the option to place a family in a Ward in which families have been residing, where their children attend school or daycare, where it is closer to their employment, and/or where they have a support system. However, families may be placed outside their preferred site when shelter vacancies are limited.

48. On average, how much is the District paying per night to shelter families at:

- a. STFH;**
- b. Apartment-style placements;**
- c. Overflow Capacity Units/Motels; and**

d. Any other family shelters in the city?

Shelter Type	Average cost/night
(a) STFH	\$ 215
(b) Apartment-style	\$ 256
(c)N/A*	---
(d) N/A	---

*The District previously closed the last overflow hotel for families in FY20.

C. Interim Eligibility

49. How many families were placed in an Interim Eligibility (“IE”) placement in FY20 and to date in FY21? What is the average length of stay in an IE placement?

There were a total of 150 families placed in an Interim Eligibility (“IE”) placement in FY20 and 63 in FY21 YTD.

The average length of stay in an IE placement was 10 days in FY20 and 15 days in FY21 YTD.

50. In FY20 and FY21, to date, list the number and percent of families who:

a. Were found eligible following an IE placement;

FY20, 121 families, or 80%, FY21 YTD, 47 families, or 75% were found eligible following an IE placement.

i. Were placed in IE due to uncertainty around residency;

FY20, 41 families, or 27%, FY21 YTD, 9 families, or 14% were placed in IE due to uncertainty around residency.

ii. Were placed in IE due to uncertainty around family composition; or

FY20, 9 families, or 6%, FY21 YTD, 6 families, or 10% were placed in IE due to uncertainty around family composition.

iii. Were placed in IE due to uncertainty around other safe housing arrangements.

In FY20, 100 or 67%, FY21 YTD, 48 families, or 76% were placed in IE due to uncertainty around other safe housing arrangements.

b. Were found ineligible following an IE placement;

In FY20, 12 families, or 8%, FY21 YTD, 2 families or 3% were found ineligible following an IE placement.

i. How many were found ineligible due to a determination that they were not District residents?

In FY20, 5 families, or 3%, FY21 YTD, 0 families or 0% were found ineligible due to a determination they were not District residents.

ii. How many were found ineligible due to a determination that they had other safe housing arrangements?

In FY20, 7 families, or 5%, FY21 YTD, 0 families or 0% were found ineligible due to a determination they had other safe housing arrangements.

c. Were found ineligible following an appeal of ineligibility finding;

In FY20, 3 families and FY21 YTD, 0 families or 0% were found ineligible following an appeal ineligibility finding.

d. Had IE appeals resolved via administrative review;

In FY20, 2 families, or 67%, had IE appeals resolved via administration review. There has been no request for administration review in FY21 YTD.

i. How many of these appeals were resulted in a finding that the family was eligible?

In FY20, 2 families, or 67%, FY21 YTD, no families had IE appeals resolved via administration review and the family was deemed eligible.

ii. How many of these appeals resulted in a finding that the family was ineligible?

Three appeals resulted in a finding the family was ineligible.

e. Had IE appeals brought to the Office of Administrative Hearings;

In FY20 and FY21, there have been no appeals brought to the Office of Administrative Hearings.

i. How many of these appeals resulted in a finding that the family was eligible?

N/A

ii. How many of these appeals resulted in a finding that the family was ineligible?

N/A

D. Singles Shelter

51. What is the average length of stay in a singles shelter in FY20 (before the public health emergency), FY20 (during the public health emergency), and FY21, to date?

FY20 during PHE (Oct 19-Feb 20): 138 days
 FY20 during PHE (Mar 20-Sep 20): 169 days
 FY21 YTD: 202 days

52. How many providers does DHS/TCP contract with to run singles shelters? For each provider, identify in FY20 and FY21, to date:

- a. The amount of their contract;**
- b. The ratio of case managers to clients;**
- c. The number (percentage) of clients engaged in case management services; and**
- d. The number (percentage) of clients moving out of Low Barrier Shelter into permanent housing and/or other longer-term housing programs.**

Please see Attachment 52.

53. Provide the number of individuals that exited shelter in FY19, FY20, and FY21, to date, as well as:

- a. The number and percent of exits to permanent housing;**
- b. The number and percent of exits to a long-term subsidy program;**
- c. The number and percent of exits that resulted from termination from the program as well as the reason for the terminations;**
- d. The number and percent of exits that resulted from any other cause, identifying the cause; and**
- e. The number and percent that avoided subsequent returns to shelter at 6, 12, 18, and 24 months following exit from shelter. Provide a description of how this figure was calculated**

	FY19		FY20		FY21 (to date)	
	#	% of all exiters, FY19	#	% of all exiters, FY20	#	% of all exiters, FY21
a. exits to permanent housing	72	9.5%	61	9.2%	8	5.6%
b. exits to long-term subsidy programs	685	90.5%	603	90.8%	135	94.4%
c. terminations	n/a	n/a	n/a	n/a	n/a	n/a
d. other exits	n/a	n/a	n/a	n/a	n/a	n/a
e. exited but returned	Exited in FY 19, returned no later than the end of FY21		Exited in FY 20, returned no later than the end of FY20		Exited in FY 21, returned no later than the end of FY21	
	#	% of all exiters, FY19	#	% of all exiters, FY20	#	% of all exiters, FY21
<i>returned within 6 months</i>	59	7.8%	29	4.4%	5	3.5%
<i>returned within 7-12 months</i>	14	1.8%	14	2.1%	n/a	n/a
<i>returned within 13-18 months</i>	4	0.5%	n/a	n/a	n/a	n/a

returned within 19-24 months	0	0.0%	n/a	n/a	n/a	n/a
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For (a) - (d) above it is important to note that exits from Low Barrier shelter are tracked differently than other residential programs. Because Low Barrier Shelters typically close every day with all participants leaving, providers are not documenting an "exit destination" (only the date of exit) as would be done for someone leaving a residential program. The chart above is counting the instances where someone is known to have exited the greater shelter system for long term subsidized housing (PSH, RRH, TAH) or other types of permanent housing (housing on one's own, moving in with family, etc.).

For (e), these are the rates at which the exiters counted in (a.-d.) have returned to the system following their "exit" at the different time intervals requested. However, please note, for exits occurring in FY20 and FY21, not enough time has passed for an exit to have occurred within all requested time frames.

E. Permanent Supportive Housing/Target Affordable Housing

54. Provide a table including the following information for PSH-I, PSH-F, TAH-I, and TAHF:

a. Total number of slots/vouchers by year they were funded (include all vouchers, whether or not they are matched/leased-up/etc.);

TAH-I

Funding Year	Vouchers Allotted	Utilized (Housed)	Not Utilized (Unhoused)	% Utilized
FY21	66	0	66	0%
FY20	30	27	3	90%
FY19	93	89	4	96%
FY18	160	126	34	79%
FY17	140	115	25	82%
FY16	50	43	7	83%

PSH-I

Funding Year	Vouchers Allotted	Utilized (Housed)	Not Utilized (Unhoused)	% Utilized
FY21	214	11	203	5%
FY20	585	328	257	56%
FY19	296	230	50	78%
FY18	240	202	38	84%
FY17	380	339	41	89%
FY16	150	150	0	100%

TAH-F

Funding Year	Vouchers Allotted	Utilized (Housed)	Not Utilized (Unhoused)	% Utilized
FY21	59	0	59	0%
FY20	203	54	149	27%
FY19	295	211	84	72%
FY18	N/A	N/A	N/A	N/A
FY17	200	200	0	100%
FY16	147	147	0	100%

PSH-F

Funding Year	Vouchers Allotted	Utilized (Housed)	Not Utilized (Unhoused)	% Utilized
FY21	96	0	96	0%
FY20	180	67	113	37%
FY19	142	117	42	82%
FY18	145	110	35	76%
FY17	75	69	6	92%
FY16	100	81	19	81%

b. Total number of matched slots/vouchers on the day before Home for The Holidays began by year they were funded;

Home for the Holidays is a campaign to engage landlords and increase communications around housing and those experiencing homelessness. The campaign typically occurs from November 15 through January 15. The business process for match ups and lease ups is not altered during this time. Further, the Department does not track vouchers by funding year but rather by the year it was utilized.

Utilization Year	TAH-I	PSH-I	TAH-F	PSH-F	Total
FY20 (10.01.2019 - 11.14.2019)	11	222	102	24	359
FY21 (10.01.2020 - 11.14.2020)	0	81	0	25	106

c. Total number of leased up slots/vouchers on the day before Home for The Holidays began by year they were funded;

Utilization Year	TAH-I	PSH-I	TAH-F	PSH-F	Total
FY20 (10.01.2019 - 11.14.2019)	19	51	31	27	128
FY21 (10.01.2020 - 11.14.2020)	6	54	9	18	87

d. Total number of matched slots/vouchers after Home for The Holidays ended by year they were funded;

Utilization Year	TAH-I	PSH-I	TAH-F	PSH-F	Total
FY20 (10.01.2019 - 01.15.2020)	23	315	199	91	628
FY21 (10.01.2019 - 01.22.2021)	2	168	0	73	243

e. Total number of leased up slots/vouchers after Home for The Holidays ended by year they were funded; and

Utilization Year	TAH-I	PSH-I	TAH-F	PSH-F	Total
FY20 (10.01.2019 - 01.15.2020)	31	102	64	53	251
FY21 (10.01.2019 - 01.22.2021)	6	149	21	31	207

f. Total number of slots/vouchers that have not been matched or leased-up since the conclusion of Home for the Holidays by year they were funded.

Please note this data point was not tracked in FY20.

Utilization Year	TAH-I	PSH-I	TAH-F	PSH-F	Total
FY21	64	35	59	23	181

55. For each month of fiscal year 2021, provide the following for PSH-I, PSH-F, TAH-I, and TAH-F (the exact number or estimates for future dates):

a. The total number of units/slots that are housed (this is a gross number that should include all past and new lease-ups, as well as any reductions from turn-over);

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
TAH-I	367	367	367	367	377	387	396	405	414	423	432	441
PSH-I	1677	1707	1752	1788	1855	1922	1989	2056	2123	2189	2255	2321
TAH-F	534	539	548	554	594	633	672	711	750	789	828	867
PSH-F	930	936	943	947	948	980	1012	1044	1075	1106	1137	1168

b. The number of units/slots that were (or are projected to be) matched in that month;

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
TAH	0	0	0	0	0	17	16	16	16	Turn	Turn	Turn
-I										over	over	over
PSH	56	38	36	28	28	28	Turn	Turn	Turn	Turn	Turn	Turn
-I							over	over	over	over	over	over
TAH	0	0	0	0	0	14	14	14	13	Turn	Turn	Turn
-F										over	over	over
PSH	18	18	18	14	14	14	Turn	Turn	Turn	Turn	Turn	Turn
-F							over	over	over	over	over	over

c. The number of units/slots that were (or are projected to be) leased up in that month;

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
TAH	6	0	0	0	10	10	9	9	9	9	9	9
-I												
PSH	40	30	45	36	67	67	67	67	67	66	66	66
-I												
TAH	5	5	9	2	40	39	39	39	39	39	39	39
-F												
PSH	14	6	7	4	32	32	32	32	31	31	31	31
-F												

**d. The number of units/slots that DHS has been notified will be turning over in that month;
and**

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
TAH-	0	0	4	1	~1	~1	~1	~1	~1	~1	~1	~1
I												
PSH-	6	8	16	11	~7	~7	~7	~7	~7	~7	~7	~7
I												
TAH-	0	0	0	1	~1	~1	~1	~1	~1	~1	~1	~1
F												
PSH-	1	0	2	0	~2	~2	~2	~2	~2	~2	~2	~2
F												

e. The number of units/slots that have turned over and are released in that month.

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
TAH-I	0	0	4	1	~1	~1	~1	~1	~1	~1	~1	~1
PSH-I	6	8	16	11	~7	~7	~7	~7	~7	~7	~7	~7
TAH-F	0	0	0	1	~1	~1	~1	~1	~1	~1	~1	~1
PSH-F	1	0	2	0	~2	~2	~2	~2	~2	~2	~2	~2

DHS is not notified before a unit is turned over, thus 55(d) & 55(e) represent the same information, the total number of exits of clients who were housed at the time of exit in FY21. When an individual is set to exit the program (due to fatality or otherwise), the provider or case worker will notify the program monitor and program supervisor. All program exit documents and protocol must be completed (forms signed and submitted or next of kin will be notified and clients belongings will be removed from the unit, if applicable). Once all documentation has been completed, the program will exit the client from the Housing the Homeless (HTH) Database. A stop rental payment form is submitted to DCHA to alert DCHA to cease rental payments on the client’s unit, however, DCHA does not report back to DHS when the voucher has been released from the previous client. The projections account for the average number of exits in each program from FY20.

56. What percentage of DHS PSH, and TAH units for individuals are being filled through the coordinated entry system for individuals? For families?

Individuals:

In FY20, 500 (81%) of all matches of unaccompanied adults came from the I-CAHP process. I-CAHP matches accounted for 499 (83%) of PSH matches and 1 (3%) of TAH matches.

Families:

In FY20, 485 (85%) of all matches of families came from the F-CAHP process. F-CAHP matches accounted for 158 (87%) of PSH matches and 169 (83%) of TAH matches.

57. In FY20 (before the public health emergency), FY20 (during the public health emergency), and FY21, to date, for PSH-I, PSH-F, TAH-I, and TAH-F, provide a breakdown of the previous placement of the individual or family before being matched or at the time of being matched (e.g. PEP-V, low barrier shelter, STFH, unsheltered, etc.).

a. What percentage of the total matches and lease ups are from PEP-V?

In FY20, DHS stopped housing placements at the start of the COVID-19 public health emergency. DHS made housing matches from October 2019 to March 2020 and resumed making housing matches from June 2020 to September 2020.

Program	FY20 PEP-V Matches (Overall)	FY20 PEP-V Matches (06/2020 – 09/2020)	FY20 PEP-V Lease-Ups	FY21 PEP-V Matches (10/20 – to date)	FY21 PEP-V Lease-Ups
TAH-I	11 of 44 (25%)	7 of 8 (75%)	6	0 of 0 (0%)	5
PSH-I	106 of 499 (21%)	106 of 134 (79%)	25	131 of 168 (78%)	83

Program	FY20 Matches from FRSP (Overall)	FY20 Matches from Shelter (Overall)	FY20 Matches from FRSP (06/2020 – 09/2020)	FY20 Matches from Shelter (06/2020 – 09/2020)	FY21 Matches from FRSP	FY21 Matches from STFH
TAH-F	147 of 165 (89%)	18 of 165 (11%)	36 of 38 (95%)	2 of 38 (5%)	0 of 0 (0%)	0 of 0 (0%)
PSH-F	138 of 158 (87%)	20 of 158 (13%)	25 of 30 (83%)	5 of 30 (17%)	61 of 73 (84%)	12 of 73 (16%)

b. Are any different procedures being used to expedite PEP-V matches and lease ups?

Yes, in FY21 chronically homeless individuals at PEP-V are being prioritized for PSH-I housing placements. Additionally, a smaller percentage (~10%) of individuals are being prioritized from case conferencing during I-CAHP. This is intended to capture individuals who are medically vulnerable and refusing placement at PEP-V. As for lease-ups, DHS with the partnership of EOM, DCHA, and Consultant’s Team have identified points of contacts for each stage of the housing navigation process for the PEP-V Lease-Up Sprints. Each point of contact is responsible for taking ownership of their part of the process and escalating concerns whenever needed. This has mitigated concerns where clients at PEP-V sites who do not know who their case manager are, need assistance completing housing related paperwork and/or need guidance at Meet & Lease events. DCHA has been instrumental reviewing and expediting the application approval process by creating a “self-certification” template for clients who cannot verify their employment, running background checks upfront, approving overtime for staff to ensure they could meet the Lease-Up Sprint deadlines. The DHS’ Navigator Team and PSH Providers have worked to better understand clients’ preferences and housing needs, creating more successful matches to units in a shorter period.

To date, DHS and the consultant teams have hosted six meet-and-lease events at PEP-V which have been attended by over 182 participants. DHS and the consultant team has arranged for consistent transportation via shuttles and Ubers to get clients to unit viewings. The creation of the Excel sheet known as the PEP-V By-Name-List has allowed for more accurate and efficient data collection and reporting to identify if individuals are stuck in a part of the housing navigation process.

58. How many units became available due to turnover (including housed, unhoused, and total) in FY20 and FY21, to date, for PSH-I, PSH-F, TAH-I, and TAH-F?

FY20

	TAH-I	PSH-F	TAH-F	PSH-F
Housed	18	86	1	13
Unhoused	8	108	5	6
Total	26	194	6	19

FY21 to date (as of 02.02.2021)

	TAH-I	PSH-F	TAH-F	PSH-F
Housed	5	41	1	3
Unhoused	3	56	1	3
Total	8	97	2	6

Note: This table represents the total number of exits that have occurred in each program for FY20 and FY21, whether they were housed or unhoused. DHS considered the clients who exited while housed the “turnover” units because those are the clients we’re disbursing rental payments for. The housed exits information for FY21, directly relates to the information provided in questions 55(e) and 55(d).

F. Rapid Re-Housing Program (RRH)

59. How many individuals and families are currently participating in the Rapid Rehousing (RRH) program.

Individuals: 300 participants

Families: 2,905 participants

a. What is the total funding for the RRH program?

Individuals: \$6.2 million

Families: \$82M million

b. What are the maximum and average subsidy terms for this program?

Individuals:

Maximum subsidy term- 12 months, with potential for 6-month extension for specific programmatic reasons

Average subsidy term- 16 months (an increase due to pandemic)

Families:

Maximum subsidy term- 73 months

Average subsidy term- 15.6 months

c. What are the maximum and average subsidy amounts for the program?

Individuals:

Maximum subsidy amount – \$2,600/mo

Average subsidy amount- \$ 775.96/mo

Families:

Maximum subsidy amount – \$7,599/mo

Average subsidy amount- \$1,327.77/mo

d. Identify the average rents of the apartments rented by RRH participants by number of bedrooms.

Individuals:

1 Bedroom Apartment- \$1,298.54,

Single room in a shared house- \$1,008.07

Families:

Bedrooms	FY21
1	\$ 1,371.66
2	\$ 1,546.34
3	\$ 2,085.49
4	\$ 2,835.32
5	\$ 3,755.62
6	\$ 5,682.13
7	\$ 6,080.50

60. Provide the following information about families participating in RRH in FY20 and FY21, to date:

a. The number and percentage that is on the DCHA waiting list for subsidized housing;

FY20, 201 (9%)

FY21, to date- 193 (7%)

b. The number and percentage with a head of household that receives TANF; and

FY20- 2,048 (73%)

FY21, to date- 2,245 (74%)

c. The number and percentage with a head of household that receives SSI or SSDI.

FY20- 260 families (9%) received SSI; 68 families (3%) received SSDI

FY21, to date- 154 families (4.7%) received SSI; 40 families (1.2%) received SSDI

61. Identify the providers DHS/TCP are or have worked with to implement the RRH program for FY19, FY20 and FY21 to date.

a. For each provider, identify the amount of their contract, number of individuals/families contracted to serve; number of families/individuals currently being served; and the ratio of case managers to families/individuals.

Individuals:

FY19

Provider	Amount of Contract	Number Contracted	Number Currently Serving	CM: Client Ratio
Bradley & Associates	\$831,265.92	60	N/A	1:12-20
Echelon	\$831,265.92	60	N/A	1:12-20
Wheeler Creek	\$831,265.92	60	N/A	1:12-20
Life Deeds	\$867,626.09	60	N/A	1:12-20
Collaborative Solutions for Communities	\$867,626.09	60	N/A	1:12-20

FY20

Provider	Amount of Contract	Number Contracted	Number Currently Serving	CM:Client Ratio
Bradley & Associates	\$997,000.00	100	N/A	1:12-20
Echelon	\$999,999.00	100	N/A	1:12-20
Wheeler Creek	\$993,500.00	100	N/A	1:12-20
GWUL (rental payments only)	\$748,281	200	N/A	N/A

FY21

Provider	Amount of Contract*	Number Currently Contracted	Number Currently Serving	CM:Client Ratio
Bradley & Associates	\$760,840.00	100	100	1:12-20
Echelon	\$760,840.00	100	100	1:12-20
Wheeler Creek	\$760,840.00	100	100	1:12-20
GWUL (rental payments only)	\$2,789,546.80	300	179	N/A

*Contract value reduced from FY20 due to rental payments being removed from scope of RRH-I case management providers.

Families: *Please see Attachment 61(a)*

b. What training and support are offered to providers?

Individuals:

DHS RRH-I team meets with each provider monthly to review each case, make recommendations, and train providers on corrective actions to remedy any errors. Case managers attend training for administering the SPDAT and data entry in HMIS. In addition, DHS conducts case management training that covers techniques for outreach and engagement, housing identification, community services connections, data entry, and case management. Also, case managers are required to attend the following trainings held by TCP:

- Homeless Services Reform Act (HSRA) 2007 Overview
- Homeless Management Information System (HMIS) Training
- Trauma Informed Care Training
- Coordinated Assessment and Housing Placement (CAHP) System Training
- Reasonable Accommodations and ADA Training
- Cultural Competency and Sensitivity Training
- Unusual Incident Reporting
- CPR/First Aid
- Non-Coercive Approaches to Conflict Management Training

Families: case managers are required to attend the following trainings :

- Homeless Services Reform Act (HSRA) 2007 Overview
- Homeless Management Information System (HMIS) Training
- Trauma Informed Care Training
- Coordinated Assessment and Housing Placement (CAHP) System Training
- Reasonable Accommodations and ADA Training
- Cultural Competency and Sensitivity Training
- Unusual Incident Reporting
- CPR/First Aid
- Non-Coercive Approaches to Conflict Management Training
- Customer Assessment Tracking and Case History (CATCH) Training

- American Disabilities' Act and Reasonable Accommodations
- Cultural Competency

c. To what extent do client outcomes differ based on provider?

Individuals:

Outcomes are consistent across providers. DHS evaluates providers by the number of participants housed, landlord relationships, time from match to intake, connections to employment, and resources within the community. The providers have built relationships with landlords which has led to an increase in securing housing for participants. To further satisfy the requirement of housing participants within 45 days, some providers hired a Housing Navigator which has strengthened their ability to meet this benchmark. Additionally, each provider is paired with shelters to connect to the population they serve. The pairing system further dictates participants’ outcomes across providers. For example, a provider paired with a shelter that houses clients who are employed but need RRH assistance to get back on track may exit the program within six or ten months. Similarly, a provider paired with a shelter that houses clients with behavioral issues will be connected to the appropriate community organizations. The employment outcome of participants informs the ability of the participant to remain stably housed.

Families: *Please see Attachment 61c*

d. What is the average time between placement and connection with case management for each provider in each fiscal year requested?

Individuals:

As a rule, case managers are assigned to a client within 24 hours of being assigned to a provider. A provider contacts the client within 72 hours of assignment to a case manager.

Families: 62 days in FY19; 124 days in FY20; and 154 days in FY21.

FY19 – 62 days (table with average time per Provider in FY19)

Provider ↑	Average Days from Entry to Provider Assignment
Catholic Charities	69
Collaborative Solution for Communities	66
Community of Hope	64
DHS-OWO	61
East River	76
Echelon	61
Edgewood/Brookland	65
Everyone Home DC (Formerly CHGM)	45
Far Southeast Collaborative	49
Georgia Avenue	65

Housing Up	59
North Capitol Collaborative	72
All	62

FY20 –124 days (table with average time per Provider in FY20)

Provider ↑	Average Days from Entry to Provider Assignment
Catholic Charities	143
Collaborative Solution for Communities	142
Community of Hope	109
DHS-OWO	139
East River	114
Echelon	126
Edgewood/Brookland	108
Everyone Home DC (Formerly CHGM)	125
Far Southeast Collaborative	127
Georgia Avenue	126
Housing Up	119
KBEC Group Inc	120
North Capitol Collaborative	119
Veterans on the Rise	146
My Sister's Place	100
All	124

FY 21 – 154 days (table with average time per Provider in FY21)

Provider ↑	Average Days from Entry to Provider Assignment
Catholic Charities	117
Collaborative Solution for Communities	163
Community of Hope	151
DHS-OWO	173
East River	149
Echelon	161
Edgewood/Brookland	158
Everyone Home DC (Formerly CHGM)	153
Far Southeast Collaborative	168
Georgia Avenue	148
Housing Up	159
KBEC Group Inc	167

North Capitol Collaborative	159
Veterans on the Rise	128
My Sister's Place	156
All	154

62. For individuals and for families who participated in RRH in FY20 and FY21, to date:

a. What was the average monthly income of RRH participants at the time of program entry?

b. At the time of program exit?

c. How many families who participated in RRH in FY20 and FY21 to date increased their income? What percentage of participants did this represent?

d. How many families who participated in RRH in FY20 and FY21 to date did not experience an increase in their income? What percentage of participants did this represent?

RRH Program (DHS Funded)	FY20					
	Avg. mo. Income, Program Entry	Avg. mo. Income, Program Exit	# of households increasing income	% of households increasing income	# of households income did not change	% of households income did not change
Singles	\$967	\$1,173	15	10.6%	54	38.3%
Families	\$952	\$992	76	9.3%	295	36.0%
Youth	\$525	\$626	0	0.0%	1	7.1%
RRH Program (DHS Funded)	FY21 to date					
	Avg. mo. Income, Program Entry	Avg. mo. Income, Program Exit	# of households increasing income	% of households increasing income	# of households income did not change	% of households income did not change
Singles	\$1,200	\$1,273	12	17.9%	36	51.0%
Families	\$863	\$981	24	12.4%	54	28.0%
Youth	\$531	n/a-no exiters in FY21	0	0.0%	20	100.0%

63. What number and percent of families who were exited from RRH in FY17 and FY18, due to a time limit, returned to shelter within one year? With two years?

Please see relevant data in Attachment 61(c).

The “returners” are families that exited RRH to some kind of permanent housing (typically housing on their own without a subsidy), but later re-entered shelter. That stated, TCP is unable

to track returns among families that exited RRH specifically because of a time limit as that is not considered an allowable reason to end a family's time in RRH under the FRSP program under the HRSA.

64. For individuals/families exited from RRH in FY20 and FY21, to date, provide:

For Families (a-f), please see Attachment 64.

a. The number and percent of exits as the result of no longer requiring assistance;

FY20- 44 (17%)

FY 21, to date- 12 (14.1%)

b. The number and percent of exits to permanent housing.

FY20- 29 (11.20%)

FY21, to date- 6 (7.14%)

c. The number and percent of exits to a long-term subsidy program (e.g. LRSP, HCVP);

FY20- 29 (11.20%)

FY21, to date- 6 or 7.14 %

d. The number and percent of exits that resulted from the expiration of the subsidy;

FY20- 2 (0.77%)

FY 21, to date: 18 (21.43%)

e. The number and percent of exits that resulted from termination from the program as well as the reasons for the termination;

FY20-There were no terminations for FY20

FY21, to date- 1 (1.19%) participant was terminated from the program. The individual was incarcerated for repeatedly physically abusing his housemate.

f. The number and percent of exits that resulted from any other cause. Identify the cause;

FY20 - Unable to Engage 93 (36%); Relocated-6 (2.32%); Deceased 7 (2.7%); Ineligible- 5 (1.93%); Transferred to FRSP 2 (0.86%); Abandoned their Unit- 3 (1.16%); Incarcerated- 1 or 0.38%; Noncompliance 2 or 0.77%; Substance Abuse Treatment; 1 or 0.38%, Not motivated, not making progress, 43 or 16.60%

FY21, to date- Unable to Engage- 20 (25%); Deceased 1 (1.19%); Relocated- 6 (5.66%)Not motivated, not making progress, unable to locate a Unit 12 or 14.28%

g. The number and percent that avoid subsequent returns to homelessness at 12, 18, and 24 months after exiting the program over the course of RRH program, disaggregated by reason for program exit; and

Individuals:

The RRH-I program does not track this data.

Families:

Cannot provide an answer at this time as most of the exiters from '20 and '21 have not been out of their respective program for 18 or 24 months as of today, and reporting for 12 months would still only cover some exiters from FY20, offering incomplete information.

h. The number and percent of individuals/families that were evicted or sued for eviction within 6, 12, or 18 months after exiting the program.

Individuals:

The RRH-I program does not track this data.

Families:

Pursuant to D.C. Code § 42–3505.09 (Sealing of court eviction records), the courts have suspended the data match with DHS until the impact of any such data exchange agreements are assessed.

65. Provide an update regarding the implementation of the memorandum of understanding between DHS and the D.C. Superior Court to track eviction cases for RRH participants, as well as any other efforts the Department has made in FY20 or FY21, to date, to collect data regarding the eviction cases of former Rapid Rehousing participants.

Pursuant to D.C. Code § 42–3505.09 (Sealing of court eviction records), the courts have suspended the data match with DHS until the impact of any such data exchange agreements are assessed.

a. If any such data has been collected or analyzed, share this data/analysis with the Committee.

As a result of the Public Health Emergency and the Eviction Moratorium, this analysis has not been conducted for FY20 and FY21, to date.

66. Regarding the Public Health Emergency:

a. If the Public Health Emergency is extended past March, will DHS continue to extend Rapid Re-housing subsidies?

Individuals:

RRH-I will continue to extend subsidies to clients should the Public Health Emergency extend past March. The decision will be guided further through careful monitoring of the participants' program compliance and spend rate of funding.

Families:

DHS is in the process of assessing such extensions past March as there are a number of fiscal constraints to consider. Once a final plan is in place all stakeholders will be informed.

b. What is the approximate cost per month of extending RRH-I and FRSP (assuming consistent client numbers)?

Individuals:

\$32,000/month

Families:

\$148,140/month. Worth noting, however, is projected net new entries of 90 families in the program.

c. How will DHS ensure that there is not a massive exit from RRH all at once when the Public Health Emergency ends, whether that is in March or a later date?

Individuals:

DHS should conduct a Case Conference Clinic for participants who have reached their maximum stay in the Program. The focus should be on the Housing Stability Plan and the progress made towards achieving goals. If the client needs an extension of 2 or 3 months to complete a goal that would support housing stability the client should be granted an extension.

DHS should begin the exit process by identify those clients with the maximum months more than the Program requirement. These clients should exit first and proceed accordingly.

Families:

The agency is planning to conduct a series of case review sessions for all families. These sessions will allow for a family's case to be fully reviewed and next steps will be assessed in regard to additional resources needed, and a potential exit date. Additionally, in these sessions, the family's circumstances are reviewed in totality in order to assess potential extension options, and the agency is working with TCP to continue to assess overall needs and connections to resources to assist with transitions from the program.

Case review sessions will take place in tiers during consecutive months based on length of time in the program, and any exits will take place on a staggered basis.

Tier	LoS (in months)
1	30 and over
2	24 through 29
3	18 through 23

G. Domestic Violence

67. How many individuals served through the continuum of care identified domestic violence as a housing barrier and/or contributing factor to homelessness in FY20 and FY21 to date? What housing and/or shelter placements were made for these identified individuals?

In FY20, 1,786 individuals reported a *history* of domestic violence as did 742 individuals in FY21 (to date). Of the 1,786 in FY20 that reported a *history* of domestic violence, 194 were families that were placed in shelters. Of the 742 in FY21, 54 were families that were placed in shelter.

DHS does not currently have a process for tracking individuals who identify domestic violence as a sole barrier to placement in housing. The system for single adults is different because there are multiple entry points and it does not include extensive assessment at intake but rather occurs through the Coordinated Assessment and Housing Placement (CAHP) process. By definition, low-barrier shelters provide emergency shelter services to anyone who needs them without any additional obstacles or pre-requisites. Shelters do not require clients to answer questions about why they are seeking services—their goal is to provide immediate easy shelter to anyone who needs it. As a result, information about domestic violence—or any housing barrier—is not collected at intake.

Instead, it is collected in two different ways:

1. The SPDAT Assessment (Service Prioritization Decision Assistance Tool). Anyone seeking housing assistance in addition to shelter is connected to the District's Coordinated Assessment and Housing Placement process—a process required by the U.S. Department of Housing and Urban Development. The first step in that process is taking the VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool) assessment to determine housing needs and barriers. This SPDAT includes several questions about experiencing domestic violence and previous traumatic experiences. The answers to these questions are then used to match the person to housing that will best meet their needs.

2. The Point in Time Count. Since the questions about domestic violence are different in the family system than in the singles system, we do not have one number for both systems. In order to determine the number of homeless families and individuals fleeing domestic violence, we include a question about domestic violence in the Annual Point in Time Count.

68. Did the number of individuals who identified domestic violence as a housing barrier and/or contributing factor to homelessness in FY20-21 increase during the Public Health Emergency?

Yes, there has been an increase in Domestic Violence according to the Family Violence Prevention and Services Administration monthly reports that our Domestic Violence providers complete. This has added to the increase in shelter stays which has caused bottle necks in the continuum of services. There was an initial decrease in services at the beginning of the pandemic

due to the stay-at-home order and adjusting to remote services. After adjusting the response lines at DC SAFE and survivors adjusting to reaching out to services remotely, survivors were still able to receive intake, shelter services, and resources to help them navigate the system. Many providers were able to collaborate to better serve our survivors which has strengthened the multidisciplinary approach during engagement and sharing of resources. With DC SAFE intake services being closed, there is an uptick in calls due to all services being addressed via the DC SAFE response lines.

69. How many families assessed at VWFRC in FY20 and FY21 to date were identified as, or disclosed being, survivors of domestic violence/having experienced domestic violence? How many referrals were made to domestic violence services?

In FY20, 677 families (95% of families) were identified as, or disclosed being, survivors of domestic violence/having experienced domestic violence. All families were referred to domestic violence services.

Thus far in FY21, 138 families (80% of families) were identified, or disclosed being, survivors of domestic violence/having experienced domestic violence. All families were referred to domestic violence services.

H. Emergency Rental Assistance Program (ERAP)

70. Identify all entities with which DHS maintained contracts to provide ERAP in FY20, and all entities with which DHS is contracting for FY21. For each ERAP provider, report:

a. The amount of funds allocated to the provider in FY20, FY21;

Provider	FY20	FY21
Catholic Charities	\$1,418,935	\$2,400,000
Housing Counseling Services	\$1,836,764	\$3,523,444
Greater Washington Urban League	\$750,000	\$1,200,000
Salvation Army	\$950,000	\$2,400,000
The Community Partnership	\$1,651,720	\$3,300,000
United Planning Organization (UPO)	\$675,000	\$1,200,000

b. The number of staff each provider allocates to administering ERAP;

- i. How many are full-time;**
- ii. How many are part-time;**

Provider	Full-Time	Part-Time
Catholic Charities	5	1
Housing Counseling Services*	6.5	*

Greater Washington Urban League	3	1
Salvation Army	6	0
The Community Partnership	5	0
United Planning Organization (UPO)	9	0

**HCS: 6.5 FTE positions served ERAP. Individual staff serve both ERAP and CHAP as applicants, calls and serves move between the two programs.*

c. The amount of funding allocated for administrative costs associated with ERAP in FY20, FY21, to date;

Provider	FY20	FY21
Catholic Charities	\$141,893	\$240,000
Housing Counseling Services	\$183,676	\$353,344
Greater Washington Urban League	\$75,000	\$120,000
Salvation Army	\$95,000	\$240,000
The Community Partnership	\$165,720	\$330,000
United Planning Organization (UPO)	\$67,500	\$120,000

d. The number of individuals seeking emergency rental assistance by method (e.g. phone, walk-in, etc.) in FY20, FY21, to date;

Phone:

Provider	FY20	FY21
Catholic Charities	434	48
Housing Counseling Services*	~10,000	5,600
Greater Washington Urban League	270	120
Salvation Army	160	93
The Community Partnership**	354	0
United Planning Organization (UPO)***	2,251	1,521

**HCS: The number of calls in to the ERAP information line averages about 60-70 calls per day, which is 1,400 calls regarding rental assistance. Prior to the Public Health Emergency, this line was not answered except during scheduling days (once a month). There was a high volume of calls monthly to obtain rental assistance or to find out the status of scheduling (approximately 1000 people, pre-pandemic). This number does not include the number of rental assistance inquiries which go through HCS' main number. During any given day, approximately 75% of those calls are for rental assistance. So the approximate number of 10,000 calls is much higher.*

***All calls to TCP in FY21 were directed to apply online.*

****Includes all calls for emergency rental assistance and is approximate. Out of the number of requests received by UPO in FY20 served 205 were served and in FY21, 42 residents.*

Online:

Provider	FY20	FY21
Catholic Charities	296	329
Housing Counseling Services	0	3,762
Greater Washington Urban League	630	180
Salvation Army	120	63
The Community Partnership	542	694
United Planning Organization (UPO)**	398	724

Walk-ins

Provider	FY20	FY21
Catholic Charities *	N/A	N/A
Housing Counseling Services *	N/A	N/A
Greater Washington Urban League	65	10
Salvation Army	93	35
The Community Partnership	262	0
United Planning Organization (UPO)	323	67

**CC and HCS do not accept walk-ins for applications. Most agencies have not had traditional walk-in hours due to the public health emergency.*

e. The number of individuals seeking emergency assistance in FY20, FY21, to date who were provided with a reasonable accommodation to seek assistance via means other than calling to schedule an appointment or going to a provider during live-writ “walk-in” hours, including:

Provider	FY20	FY21 YTD
Catholic Charities	61	18
Housing Counseling Services	*	*
Greater Washington Urban League	0	0
Salvation Army	0	0
The Community Partnership	0	1
United Planning Organization (UPO)	57	0

**Many LEP/immigrant tenants, tenants with limited technology skills, tenants who received direct referrals and tenants who received HCS services in the past, applied directly. HCS posted applications on our website this summer and many applications come directly without entering the DHS portal. Many individuals call our hotline, receive emailed applications and submit directly. It would take a significant of time to count every client entry point.*

i. The types of reasonable accommodations provided;

ERAP providers provide the following reasonable accommodations: ASL interpreters; literacy support; support for blind applicants; private appointments for applicant whom are uncomfortable in group intake sessions; home visits for the homebound; and allowance for authorized representatives to assist in completing the applications.

ii. If this data is not collected, explain why not;

N/A

f. The number of individuals seeking emergency rental assistance who were denied or did not formally apply due to lack of availability of ERAP funds in FY20, FY21, to date. If DHS does not collect this data, explain why not;

FY20	FY21
24	0 (funds still available)

g. The number of individuals who submitted ERAP applications in FY20, FY21, to date;

FY20	FY21
3,912	1,681

i. How many of these applicants had an active writ of restitution;

FY20	FY21
458	19

ii. How many of these applicants did not have an active writ of restitution;

FY20	FY21
3,454	1,662

h. Regarding applicants in FY20, FY21, to date;

i. Average household size;

FY20	FY21
2.14	1.9

ii. Average income;

FY20	FY21
\$1,011.51/month	\$1,194.60/month

iii. Average amounts requested;

FY20	FY21
\$4,129	\$4,721.73

i. The number of applicants in FY20, FY21, to date who previously received ERAP. For each of these applicants, provide;

In FY20, a total of 966, and in FY21, 420 applicants previously received ERAP services.

i. The year(s) that they received ERAP;

Year Received Previously before FY20	Families who received services in FY20	Families who received services in FY21
2007	0	0
2008	0	1
2009	0	0
2010	0	0
2011	11	6
2012	68	25
2013	80	27
2014	86	33
2015	116	42
2016	159	57
2017	153	31
2018	153	48
2019	140	77
2020	0	36

**The data in this table varies from previous years submissions. Previously, DHS evaluated this data by looking at the “total applicants” from the previous years. This year, we answered the question to address the total number of “approved applicants” to give a more accurate description of the requested data for those who “received” ERAP.*

ii. Whether the applicant’s previous ERAP award was for the same address;

In FY20, 134 applicants’ previous ERAP award was from the same address. In FY21 to date, 38 applicants’ previous ERAP award has been from the same address.

iii. The amount of their prior award;

The average amount of previous awards in FY20 was \$2,590; in FY21 the average of the previous award is \$2,472.

j. Regarding ERAP awards in FY20, FY21, to date;

i. The average award amount;

FY20	FY21
\$3,469	\$4,506

ii. The median award amount;

FY20	FY21
\$6,000	\$4,303

iii. The most common award amount, and the number of applicants who received it;

FY20	FY21
\$4,250/360 applicants	\$6,000/25 applicants

iv. The number of awards granted for security deposits and the total amount of funds awarded for security deposits;

FY20	FY21
189 Awards/\$194,369	30 Awards/\$34,747

v. The number of awards granted for rent and the total amount of funds awarded for rent, broken down by awards in cases with active writs of restitution and those awards where there is no active writ of restitution;

FY20	FY21
Writ: 222/\$803,855	Writ: 19/\$53,101
No Writ: 1,537/\$5,298,245.60	No Writ: 830/\$3,767,327.16

vi. The average and median award amounts for security deposits;

FY20 Average - \$859; Median - \$900
FY21 Average - \$1,158; Median - \$894

vii. The average and median award amounts for first month's rent;

FY20 Average - \$884; Median - \$900
FY21 Average - \$1,333.43; Median - \$900

viii. The number and percentage of applications for whom the award covered their entire rental arrearage;

DHS cannot provide a response based on system data. Currently, the amount requested by the customer is not a required field in the system. However, whenever the payment amount cannot cover the entire arrearage, the customer can enter a payment arrangement to pay the remaining balance. DHS is currently developing a new platform that will require the amount requested on each application and will be able to provide that information moving forward.

k. The number of applicants who were denied emergency rental assistance in FY20, FY21, to date, and the reason for each denial;

	FY20 831	FY21 87
Reasons for Denial	FY20	FY21
Over Income	441	14
Received ERAP within past 12 months	20	12
ERAP will not alleviate the housing crisis	33	1
Documents not returned	90	3
Landlord refusal of payment or failure to submit required tax documents	4	0
Client requested case to be closed	39	13
Not a DC resident	3	1
Not 30 days past due	6	3
No verifiable crisis/emergency or has resources to mitigate the emergency	66	3
Agency out of funds	24	0
Client is in another DHS funded program that pays their rent	15	7
Client voluntarily quit job within past 3 months	3	0
Unreported income to DCHA	4	0
Other	149	30

l. The number of applicants who appealed denial of emergency rental assistance in FY20, FY21, to date;

FY20	FY21
11	2

i. How many appeals resulted in a finding that the applicant was eligible for ERAP;

FY20	FY21
0	0*

**One FY21 case is still open in court.*

ii. How many appeals resulted in a finding that the applicant was not eligible for ERAP;

FY20	FY21
3	0*

**One FY21 case is still open in court.*

iii. The average length of time between the applicant filing an appeal and the issuance of a decision;

FY20	FY21
Four to six weeks	Up to eight weeks

m. For each provider that exhausted its ERAP funding in FY20, the date on which the provider exhausted its funds; and

Catholic Charities	September 30, 2020
Housing Counseling Services	September 21, 2020
Greater Washington Urban League	September 29,2020
Salvation Army	September 16, 2020
The Community Partnership	September 23,2020
United Planning Organization (UPO)	July 31, 2020

n. For each provider that did not exhaust its ERAP funding in FY20, the amount of unspent funds as of the end of FY20.

All funds were exhausted for FY20. DHS de-obligated \$100,000 of funds from Catholic Charities.

n. For each provider that did not exhaust its ERAP funding in FY20, the amount of unspent funds as of the end of FY20.

N/A

71. Explain DHS’s oversight of ERAP providers, including:

a. Any guidance that DHS provides to ERAP providers regarding ERAP eligibility or the manner in which providers select applicants for ERAP awards. Provide copies of any written guidance to the Committee;

Providers are required to follow the ERAP regulations under section 7503 of the DCMR. DHS also distributed new guidance to all ERAP providers regarding the Emergency Act from November 2020.

Please see Attachment 71a for referenced guidance.

b. Any efforts in FY20, FY21, to date, to ensure standardization of application and other procedures across ERAP providers; and

DHS created an online system for centralized intake, the application is currently standardized and used by all ERAP providers. In cases where a customer has limited technology support, they can still receive assistance by calling the providers directly.

By mid-February, DHS will have launched a new .NET platform to ensure easier and more streamlined application process.

c. Any data that providers collect regarding outcomes for ERAP applicants, including data regarding the housing stability of ERAP award recipients. If such data is available, provide it to the Committee.

DHS and providers make every effort to ensure award recipients remain stably housed once they have received rental assistance. Case managers have a “case management” tool within the Quickbase system to assist the customer in establishing goals related to their housing stability. Goals may include budgeting and employment strategies. Case managers also have the ability to refer clients to other resources (e.g., SNAP, TANF, community-based resources, etc.) to further assist in stabilizing the household.

DHS, with the assistance of the ERAP providers, are creating a tracker to collect data regarding outcomes of families who have received ERAP assistance. Our goal is to have this completed by March 31, 2021.

72. With respect to the Emergency Rental Assistance Program Online Portal available on dhs.dc.gov, indicate:

a. The date such online portal was first available to the public;

The online portal was first made available to the public in 2019 and was relaunched in April 2020.

b. What process occurs after an application for an appointment is submitted through the online portal to schedule an appointment;

On December 11, 2020, DHS disabled the appointment scheduling function of the online application system. Prior to that date, customers were able submit an online screening assessment. If the assessment determined they were eligible to apply, the customer was sent a link to schedule an appointment electronically by choosing a date and time associated with the case managers availability. Case managers were asked to open their schedules for up to 60 days at a time. Realizing that the number of residents who would need to schedule appointments exceeded the number of available appointments, the Department disabled the scheduling option. Customers are still able to apply and the case managers are assisting clients on a first come first served basis according to when they submitted an application and turned in documents.

c. Which providers utilized the online portal to schedule appointments;

All providers used the online portal to schedule appointments.

d. The average time between an application being submitted through the portal and a scheduled appointment resulting from that submission;

2.5 weeks.

e. The number of appointments that were scheduled utilizing the online portal in

In FY20 there were 2,175 appointments and in FY21, as of December 2020, there were 1,017 appointments.

f. Any information regarding dates or periods of time during which the online portal was not available after it became available, and the reasons for such unavailability;

There was no time period that the online portal was not available after it became available. However, since the demand to schedule an appointment surpassed the number of available appointment slots within a 60-day time frame, DHS removed the need to schedule an appointment on December 11, 2020. DHS is currently in the process of finalizing a revised application platform.

g. What efforts, if any, DHS made to educate DC residents about the existence of the online portal; and

DHS updated its website including information and a direct link to the online portal. DHS also worked with DHCD to create a combined flyer that promotes both ERAP and CHAP. The combined flyer was distributed electronically on the DHS, DHCD and COVID-19 websites. It was also shared with the new COVID-19 hotline staff to use as guidance when speaking to residents who inquire about available assistance.

h. What DHS expects the role of the online portal will be in ERAP appointment scheduling and any plans for future use or expansion of the online portal, including expected timing of any such plans.

DHS is working toward a portal that operates similarly to what's been previously established by ESA to support residents to apply for income supports. We expect significant improvements in the way we deliver timely responses, case evaluation, review, and processing without a need to schedule an appointment. Also, DHS has engaged a consulting firm to support a business process redesign for the current ERAP create a more efficient and improved customer experience for residents.

73. How much emergency rental assistance (\$ amount and percentage of amount budgeted) has been distributed thus far in FY21 and in the same period in FY20?

As of February 1, 2021 in FY21 - \$4,403,306.09 (41%) and in the same period in FY20- \$1,327,236.36 (24%).

74. Regarding the \$200 million the District expects to receive for rental assistance from the federal government:

a. How much will be invested in ERAP, CHAP, other programs, or a new program/initiative;

The District is receiving \$200 million in new federal Emergency Rental Assistance (ERA) funds to assist households unable to pay rent and utilities due to the COVID-19 pandemic. Per federal statute, at least 90% of the funds must be used to provide direct financial assistance, including rent, rental arrears, utilities and home energy costs, utilities and home energy costs arrears, and other expenses related to housing. Up to 10% of the overall funds can be used for program administration, housing services and other housing expenses. The District will establish a single point of entry to access these rental and utility assistance resources and others available through existing programs in accordance with regulations, which are forthcoming from U.S. Department of Treasury.

**Note, this is distinguishable from ERAP, as explained in Q74(c).

b. Which agency or agencies will be responsible for distributing the funds (provide a description of the role of each agency);

DHS will take a lead in implementing the ERA program in partnership with DHCD. DMPED will have oversight over communication and outreach. DHS will administer a single entry point for emergency rent and utility assistance and collaborate with partners such as DOEE and DHCD, as well as ERAP providers to facilitate connection to needed supports.

c. If a new program will be created to distribute these funds, provide as much detail about it as you can (target population, timing, etc.); and

The District is receiving \$200 million in new federal Emergency Rental Assistance (ERA) funds to assist households unable to pay rent and utilities due to the COVID-19 pandemic. At least 90% of the funds must be used to provide financial assistance, including back and forward rent and utility payments. Up to 10% of the overall funds can be used for housing services and other housing expenses. Assistance can be provided for 12 months, although an additional 3 months can be provided to ensure housing stability. These funds are available until December 31, 2021. The rental assistance funds may be provided to eligible households below 80% Area Median Income (AMI) through existing or newly created rental assistance programs, and states and localities must prioritize households below 50% AMI or those who are unemployed and have been unemployed for 90 days have qualified for unemployment benefits.

By statute, these rental assistance payments would not be regarded as income or considered when determining eligibility for federal benefits or federally assisted programs.

ERA funds will become the District's main source of rental assistance, replacing DHCD's CHAP and preceding access to DHS's ERAP, with ERAP serving clients who are not eligible for ERA, such as those receiving federal rental assistance.

The District is finalizing a task order under a GSA contract for a management consulting firm to provide end-to-end program set-up, execution, and program administration, including activities related to application intake and review, funding and/or reimbursement processing, compliance monitoring, reporting, program closeout, and customer service support. The consulting firm will lead the hiring, training, and management of a contact center and case management staff. The District has set a target for 100% of the contact center staff to be DC residents. DHS and DHCD will also deploy staff to closely work with the consulting third-party contracted firm to design the policy and program requirements, provide oversight, review approval decisions, address appeals, facilitate referrals process between ERA and existing programs, including ERAP; ensure compliance; address constituent concerns; administer CHAP and its eventual sunset; confirm policy and program requirements, etc.

DHS anticipates launching the program in mid-March 2021.

d. Will this influx of federal funding result in any changes to the rules of ERAP and/or CHAP and if so, how?

Currently, DHS does not anticipate changes in ERAP regulations. DHS is closely working with Department of Housing and Community Development (DHCD) and other District agencies to determine how the federal Emergency Rental Assistance (ERA) program will replace or complement CHAP.

I. Homeless Prevention Program (HPP) and Project Reconnect

75. Identify all entities with which the Department maintained contracts for the provision of HPP services in FY20, and all entities with which DHS is contracting for FY21. For each provider organization with which the Department contracts, report:

a. The amount of funds allocated to that provider in FY20 and FY21, to date;

Provider	FY20	FY21
Community of Hope	Total Reward: \$974,500.00	Total Reward: \$1,017,425.00 Awarded to date: \$254,356.25
Everyone Home DC	Total Reward: \$974,500.00	Total Reward: \$1,017,425.00 Awarded to date: \$254,356.25
MBI	Total Reward: \$974,500.00	Total Reward: \$1,017,425.00 Awarded to date: \$254,356.25
Wheeler Creek DC	Total Reward: \$974,500.00	Total Reward: \$1,017,425.00 Awarded to date: \$254,356.25

b. The number of staff each provider allocates to HPP (number full-time and number part-time);

Provider	Staffing
Community of Hope	8 FT Staff
Everyone Home DC	6 FT Staff 1 Vacancy
MBI	6 FT Staff 1 Vacancy
Wheeler Creek	5 FT Staff 1 Vacancy

c. The total number of families served in FY20, FY21, to date;

In FY20, 1,636 families were served in HPP. In FY21 YTD, 889 families have been served.

d. The services offered to families participating in HPP, the number of families receiving each service, and the amount of funding allocated to each service in FY20, FY21, to date;

All HPP providers offer services to meet the individual family’s needs. The amount of assistance a family may receive is based on the Westat and VI-SPDAT assessments as required by all families in order to best address the family’s immediate barriers to housing stability. As needs may vary, level of case management and financial assistance are dependent upon the outcome of

the assessment. The amount of funding allocated for client services associated with HPP was \$1,231,500 in FY20 and \$1,189,842 in FY21.

In general, HPP provides the following services to families experiencing homelessness:

- Case Management
- Rental Assistance
- Utility Assistance
- Travel Assistance
- Transportation Assistance
- Food Assistance
- Credit repair and budgeting workshops or referral
- Housing Search Assistance
- Connection to services in the District of Columbia

e. The amount of funding allocated for administrative costs associated with HPP in FY20, FY21, to date; and

The amount of funding allocated for administrative costs associated with HPP was \$1,968,391.44 in FY20 and \$2,027,572.86 in FY21, \$574,603.76 to date.

f. The average cost per family of HPP in FY20, FY21, to date.

The average cost per family was \$433.00 FY20 and \$250.69 FY21 YTD.

76. Regarding case management provided to families receiving HPP services, provide:

a. The number of case managers at each HPP provider;

Provider	Case Managers
Community of Hope	5 Case Managers
Everyone Home DC	4 Case Managers
MBI	3 Case Managers
Wheeler Creek	4 Case Managers

b. The maximum permitted caseloads for HPP case managers; and

The maximum permitted caseload is 38 per case manager. However, there are times caseloads may exceed this target when the demand for referrals increases. DHS continues to conduct case reviews with HPP providers to ensure that household needs are addressed, and cases are closed timely. In instances where a provider is at capacity or there is staff turnover, DHS stops referrals to a given HPP provider until the issue is resolved.

c. How often case managers are required to make contact with families.

Case management are required to meet with families , minimally, every 14 days. That stated, case management contact frequencies differ depending on the family's service needs. Families who are at risk of losing housing may need two to three times a week contact to resolve crisis and ensure housing stability. Whereas, other families may contact their case managers less frequently to provide an update on their housing stability plan progress.

77. Regarding outcomes for families participating in HPP:

a. How does the Department define successful “prevention” of homelessness for families participating in the program?

The homelessness prevention program aims to support families to resolve a housing crisis whenever possible and facilitate a connection to safe shelter when needed.

Prevention is intentionally designed to be flexible and quickly problem solve with families through case management services that strengthen and resource family support systems, when safe and appropriate. As such, HPP works to decrease the need for shelter placements, and promote a return to stability by building on the strengths of each family through assistance with: employment (to increase income), budgeting (to assist in maintaining units), credit report (to clear and understand the importance of credit), and partnering with other District programs to assist with continued housing stability.

b. Provide any FY20, FY21, to date, data that the Department or providers are collecting regarding outcomes for families participating in HPP?

In FY20, HPP received 2,259 referrals. Of those, 162 were placed in shelter, 810 leased up, 760 were permanently diverted with family/friends, 433 were closed for no contact and 698 cases were reopened.

In FY21, HPP has received 701 referrals thus far. Of those, 38 were placed in shelter, 236 leased up, 262 were permanently diverted with family/friends, 94 were closed for no contact and 276 cases were reopened.

78. How many individuals were served by Project Reconnect in FY 20 and FY 21, to date?

FY20

- Completed Diversion - 138
- Reported referrals to CHAP for rental assistance or Traveler’s Aid for assistance with travel costs - 8

FY21, through January 31, 2021

- Completed Diversion - 39
- Reported referrals to CHAP for rental assistance or Traveler’s Aid for assistance with travel costs – 1

a. Of those served, what was the average disbursement per person? The maximum and minimum?

Average - \$1,119.38

Maximum - \$3320.00

Minimum - \$45.00

b. Of those served, how many entered homelessness?

At this time, we do not track if a consumer who has received diversion assistance has returned to shelter. We are working toward a mechanism that will generate direct alerts to the program if one of our diverted consumers re-enters shelter. Further, we have been working with our HUD Technical Assistance partner and TCP to identify how other jurisdictions capture this information in HMIS, or if the central intake model they use, creates an easier opportunity for this information to be tracked in the future.

c. How many individuals applied for assistance but were denied? What were the reasons for these denials?

DHS does not track “denials” for Project Reconnect per se. Instead we track unsuccessful diversions- “No shows” or “No Diversions.” Since the launch of the program, Project Reconnect has received 535 total referrals. Of those, 200 resulted in “No Diversions” and 24 resulted in “No Shows.”

While DHS does not track unsuccessful diversions specifically by reason, examples of “No Diversion” or “No Show” include:

- Unqualified Referrals- Project Reconnect accepts referrals from numerous providers throughout the district. However, providers often send referrals for consumers who do not meet one of the Project Reconnect profiles, resulting in unsuccessful diversions.
- Consumer refuses assistance- a consumer is referred to the program, but once they speak to the Diversion Specialist it is determined that the diversion process is not what the consumer is seeking. i.e. the consumer states that they want to obtain a voucher, and therefore refuses the assistance
- Those receiving housing subsidy were deemed ineligible
- Applicant has young children- the program is not set up to assist families with children under the age of 18. Therefore, we will refer the consumer to the diversion program at the Virginia Williams Family Resource Center.
- Consumer is housed, and lives in another state
- Consumer is under 18 years of age
- Consumer is seeking a unit with multiple bedrooms
- Consumer does not have the income to sustain selected unit
- Consumer seeks assistance with vehicle repairs, but wishes to remain in shelter

III. ECONOMIC SECURITY ADMINISTRATION

A. DCAS, ESA Service Centers & Business Process Redesign (BPR)

79. **What accommodations has DHS implemented during the public health emergency for DC residents with disabilities to complete an application for benefits (assuming they cannot do so without assistance)?**

As part of DHS' broader COVID-19 response strategy, the agency deployed available resources to ensure benefits and services are accessible to our customers, including residents with disabilities. DHS quickly modified operations by shifting to virtual services and ensuring continuity of essential services while adhering to public health protocols.

DHS finds the expansion of online functionality and assistance through the call center promotes accessibility to services for people with a range of disabling conditions. The Department also responds to requests for accommodations to adapt to the individual needs of residents that may go beyond these offerings.

Further, the Department increased access to benefits by leveraging technology as well as Call Center capacity. Below is a more detailed breakdown and timeline of accommodations:

- Prior to the public health emergency, residents could only apply for one program online - MAGI Medical Assistance by visiting DHealthLink.
- On March 30, 2020 DHS implemented an **online application** that enabled District residents to apply for SNAP, Non-MAGI, TANF, and other cash programs as well as submit any verification documentation online – no longer requiring residents to physically visit a service center in-person.
- On April 20, 2020 the District initiated **mailing new and replacement EBT** cards to SNAP and cash beneficiaries' homes, no longer requiring residents to physically visit an EBT site to pick up their EBT cards.
- On June 15, 2020 DHS rolled out the District's first **mobile app** for Apple and Android devices. The mobile application enables District residents to apply for benefits, manage their accounts, and receive important communications from DHS straight to their mobile devices.
- The District increased Call Center capacity and allowed staff to telework by switching call servicing software from Avaya to Amazon Web Services. This gave staff the ability to answer calls directly from their computers instead of requiring them to take calls by using physical telephones at desks in the office. As a result, DHS has been able to safely maintain a full complement of call center staff serving customers from a telework location, as well as flexibly redeploy additional DHS staff during periods of high volume.

Additionally, DHS re-allocated staffing, by adding resources to improve access in the form of a dedicated Help Desk and Call Center Tier 1 team (*additional Tier descriptors found in response to Q80*). These teams helped expedite online- and mobile application- related inquiries, as well as inform customers of pandemic-related service adjustments.

DHS also received a waiver from the US Department of Agriculture Food and Nutrition Service (FNS) and implemented **program changes** beginning on May 13, 2020, which allowed SNAP participants to use their EBT cards to make **online purchases** of authorized food items for delivery or pickup at Amazon. The program has since expanded to Aldi.

Finally, DHS **partnered with DC Health Exchange (HBX)** to conduct Open Enrollment events virtually. Customers traditionally visit enrollment events in person at Carlos Rosario Charter School where they submit applications with the assistance of HBX Assisters and Interpreters, when necessary. However, this past year, the assisters met with customers using **Zoom appointments** and submitted applications using DHS' online portal. ESA staff participated to raise awareness of ESA access points, responded to inquiries, and directed reported changes through the mobile app. Success in these digital events encouraged scheduling additional events, which HBX will be hosting at least throughout February 2021 and possibly through the remainder of the public health emergency.

80. Describe any changes to Service Center and Call Center staffing as a result of the Public Health Emergency.

As of March 17, 2020, while maintaining a physical presence at three Service Centers, DHS transitioned away from in-person services. DHS rapidly obtained Federal waivers for in-person requirements, implemented automated renewals, and repurposed Service Centers as places for pick up, drop-off and mail-in of applications.

Simultaneously, DHS prepared Service Center and Call Center staff for virtual work:

- Trained staff on telework policies, practices, and expectations – as well as revised processes;
- Prepared staff for use of virtual platforms including Amazon Virtual Call Center software, Teams, and logging in through a VPN;
- Acquired and distributed laptops, cell phones, and monitors in order for staff to work remotely.
-

DHS also increased capacity and adjusted the role of the Call Center, from full-service to a tiered model by:

- Standing up a new Tier 1 Call Center (composed of contractors and flex staff) to expedite inquiries related to online and mobile applications as well as pandemic-related service adjustments;
- Repurposing the existing Call Center as Tier 2, focused on flagging and understanding more complex case issues;
- Organizationally, realigning the Call Center in the same reporting structure with the Service Centers, enabling faster, more coordinated decision-making.

With in-person interviews suspended and all eligibility staff working remotely, DHS leveraged a new service model by enabling workload sharing across all Service Center teams and the Call Center; flexing capacity to meet surges in demand. DHS designed a new series of reports to track

both workload, as well as staff capacity, to efficiently and effectively allocate resources. For example, during periods of extremely high call volume, Call Center staff were able to focus on putting customers first and thus shift more technically demanding case processing to Service Center staff. Throughout the public health emergency, the agency has taken an “all hands on deck” approach, where DHS reassigned internal teams to support eligibility demands – including answering phones, conducting outreach, updating case information, etc.

a. In regard to the individual service centers, describe how staff were re-assigned upon the closure of the Anacostia and Fort Davis Service Centers.

As described above, all Service Centers suspended in-person operations as of March 17, 2020. Service Center locations were repurposed as drop-off and mail-in hubs to minimize person-to-person interaction. Eligibility staff were rapidly transitioned to virtual operations platforms and processed cases through non-lobby queues that were essentially location-agnostic.

b. In the months since Anacostia and Fort Davis Service Centers were closed, provide numbers about increased phone calls or in-person visits to the remaining three Service Centers.

All customer phone traffic is directed to the centralized DHS Call Center and not measured according to Service Center location. As a result, the Call Center has experienced a significant increase in call volume to date. DHS has augmented the Call Center’s capacity to address increased call volumes (*see Question 82 for more details*).

81. List the total number of Call Center staff and their functions. Describe any changes to the staffing of the Call Center over FY20 and FY21, to date.

There are currently 134 positions in the Call Center, as follows:

Position/Title	Number of Staff
Program Manager	1
Section Chief – Quality Assurance	1
Section Chief – Call Center Operations	1 (vacant)
Supervisors	6
Social Services Representatives	48
Additional Reallocated Staff	77

Program Manager:

The Program Manager drives Center Performance by monitoring the DHS Call Center and functions executed by Social Services Representatives (SSRs) determining eligibility for social services programs including SNAP, TANF, Medical, and General Assistance.

Section Chief – Quality Assurance:

The Section Chief’s primary role is to develop and execute on the Strategic Plan for the Quality Assurance (QA) Program. The QA Program offers a coaching methodology that’s aligned to

support the mission, provide a unified message, and improve collaboration between the DHS Call Center Leadership Team and SSRs. The QA Program drives strategic coaching that focuses on meaningful and long-term behavior change for improved overall performance. The Section Chief – QA goal is also focused on driving Center Performance, the Customer Experience, and Culture and Engagement.

Section Chief – Call Center Operations:

The Section Chief drives Center Performance, the Customer Experience, and Culture and Engagement. Serves as first point of contact for Supervisor Team. Plans, monitors, and reports on daily operational workflow within the DHS Call Center.

Supervisor:

The Supervisors' primarily focus on driving Center Performance through Coaching, Compliance and Monitoring, managing inbound call volume and workflow, the Customer Experience, Personnel Management, and utilization of tools and resources.

SSR:

Primary focus of the SSRs is to review, interview, process applications, recertifications, and changes to determine eligibility for the following social services programs: SNAP, TANF, Medical, and General Assistance. SSRs goals are to improve the Customer Experience, Current Utilization, Productivity, promote First Call Resolution, and improve utilization of tools and resources.

Additional Staff

In March 2020, the DHS Call Center fully transitioned to telework and virtual operations. During the summer of 2020, the DHS rotated staff to augment the Call Center's capacity to address increases in call volume. During periods of high call volume, Service Center staff pivoted to assist with Call Center case processing; thereby allowing the Call Center staff to maintain lower wait times and abandon rates.

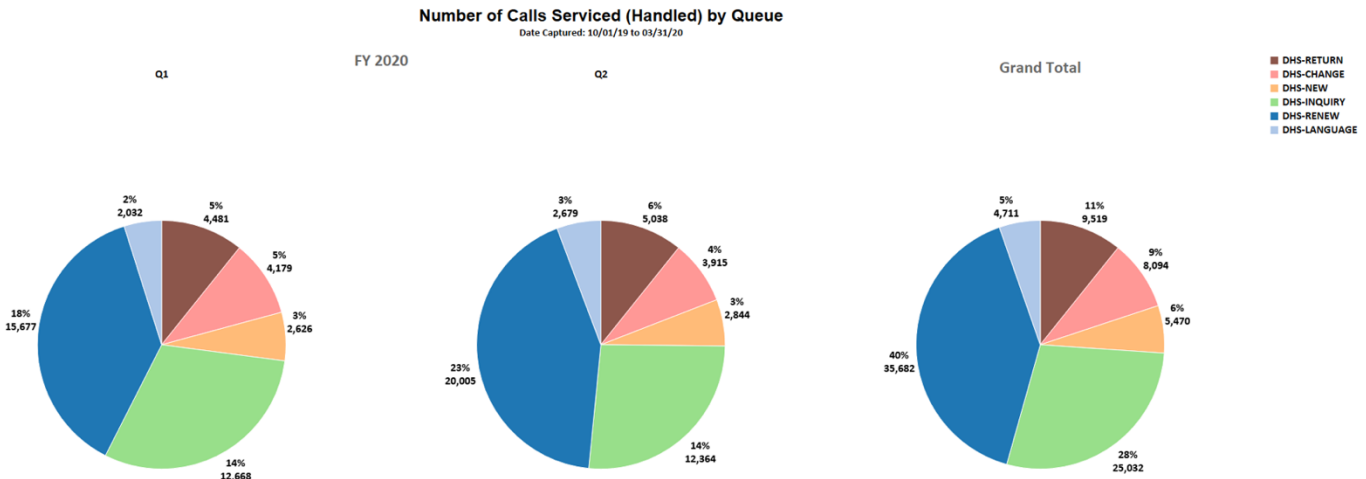
82. **Provide the monthly Call Center hold times and abandon rates during FY20 and FY21, to date, by the benefits program about which the caller was calling and the purpose of the call.**

In April 2020, DHS transitioned from the AVAYA phone system (legacy system) to Amazon Web Services (AWS/cloud-based system) to ensure a continuity of services for District residents as AWS allows staff to handle inquiries from their place of residence. While providing continued services to customers is a positive outcome, the downside is that, at the time of this request, DHS cannot easily retrieve the requested data in its legacy system. Fortunately, prior to retiring the legacy system, DHS captured October 2019 through March 2020 data—but only in quarterly increments, as illustrated below.

Metric	Oct –Mar 2020		April – Dec 2020								
	Oct-Dec *Sum	Jan-Mar *Sum	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Total # of Calls	91,784	107,626	32,152	30,202	28,724	27,718	29,001	41,075	48,841	32,000	32,143
# of Calls Served by Agent	41,663	46,845	28,544	27,139	23,643	21,508	22,745	32,792	33,553	23,605	22,308
# of Calls Abandoned	50,121	60,781	3,608	3,063	5,081	6,210	6,256	8,283	15,288	8,395	9,835
Abandonment Rate	55%	56%	11%	10%	18%	22%	22%	20%	31%	26%	31%
Wait (Hold) Time (min)	22.4	24.2	17	14	22	38	31	36	28	15	19

Please note that AVAYA did not track calls by benefit program- but instead by ‘queue,’ as categorized in below graphs. AWS, however, does not track calls by queue as the function of the Call Center significantly changed during the public health emergency. This change was necessary to expedite inquiries related to online and mobile applications as well as pandemic-related service adjustments. Further, there was a need to focus on flagging and understanding more complex case issues which are then routed to Service Center staff for processing.

Number of Calls Handled by Queue
October 2019 – March 2020 – AVAYA System

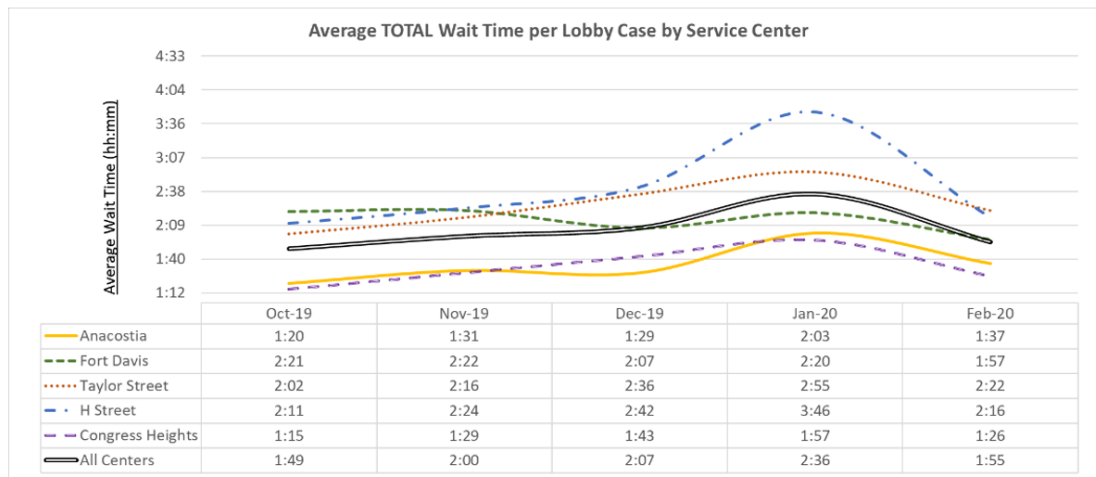


***As stated above: Calls by benefit program** are no longer tracked as a result of the Call Center’s new job function; there is no available data as of April 2020 to date.

83. **Regarding ESA Service Centers:**

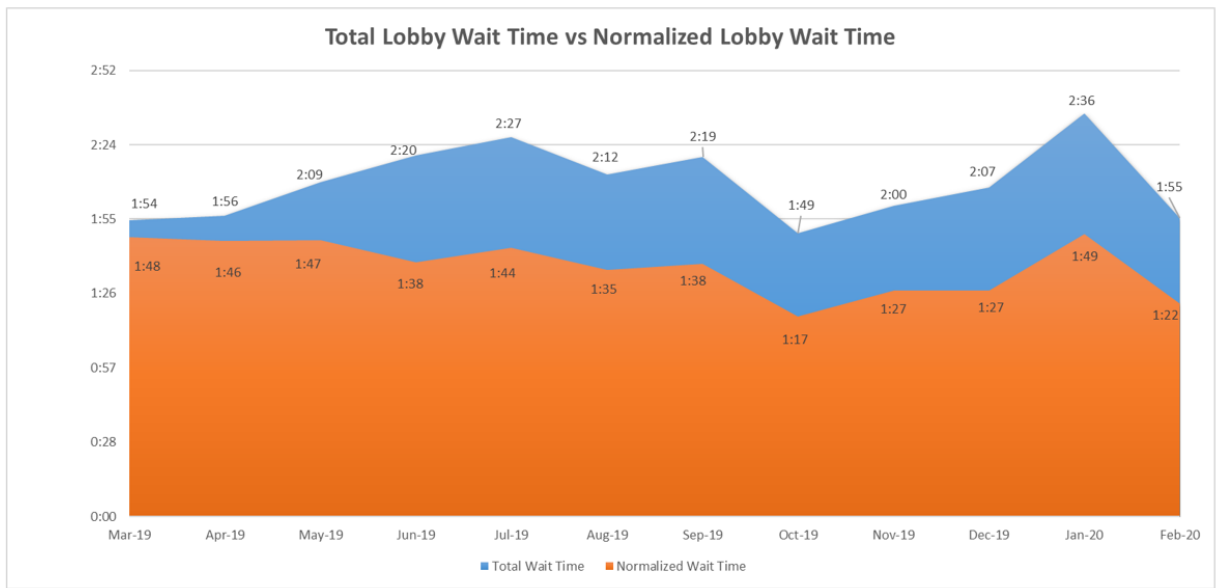
- a. **For each month of FY20 and FY21, to date, for each service center, the average amount of time a customer must wait to be seen. Specify how wait times are calculated, including at what point in a customer’s visit to a service center the Department begins measuring the customer’s wait time.**

Between 2017 and May 2019, DHS measured lobby wait time beginning when the customer checked-in at the triage desk until they were called for their in-person interview, measured using the agency’s workflow management system (then PathOS, now called *Current*). DHS initiated the Navigator program at ESA Service Centers between March and June 2019. The Navigator program allowed DHS to measure **total wait time** starting when the customer passed through security, was greeted, and registered by the DHS personnel (PathOS/*Current*); therefore allowing DHS to capture additional wait time in the measurement.

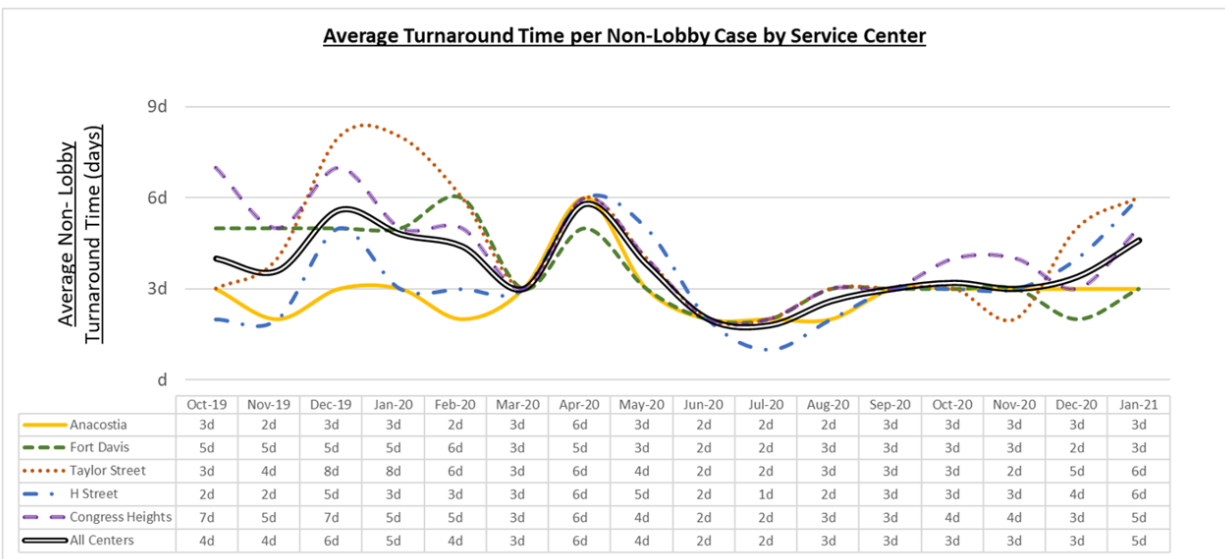


In order to baseline the new definition with the previous definition, DHS referred to time measured between passing through security and the triage desk as **pre-triage wait time**. The time measured between triage and the start of the in-person interview as **normalized lobby wait time**.

Looking at the chart below, normalized lobby wait time (subtracting the newly measured pre-triage wait time) **improved consistently** from FY19 Q3 (1 hour 44 minutes) to FY19 Q4 (1 hour 39 minutes) through FY20 Q1 (1 hour 24 minutes). After an influx of cases in January 2020, lobby wait times for February and March matched FY20 Q1 performance.



Since DHS suspended in-person services at the outset of the public health emergency, all cases have been directed to non-lobby processing. Therefore, since March 2020, DHS has no lobby wait times to report. Customer service performance has been wholly measured against non-lobby turnaround time since that change. Non-lobby turnaround times notably spiked as the agency transitioned to telework during April 2020, but eligibility processing teams quickly recovered and have maintained an average turnaround time of 3 days between May and December 2020. DHS will continue to monitor case processing wait times throughout the fiscal year.



- b. Regarding customers who line up outside service centers in order to be seen, provide:**
- i. Any data the Department collects regarding how early customers get in line each day; and**

DHS customers historically lined up outside of Service Centers in the early morning to guarantee an in-person interview during the early part of the day. DHS has been unable to collect data to quantify this pattern, but has taken intentional steps to address it, such as:

- In June 2018, Service Centers began opening 45 minutes earlier (7:30 a.m.). In combination with business process redesign processing improvements, this service modification significantly reduced the frequency of early morning lines.
- In March 2019, DHS implemented the Navigator Program which allowed all customers to enter the Service Center upon opening. This includes:
 - o Giving customers a warm greeting and confirming the service for application;
 - o Directing customers to the correct set of services (Triage Desk, Burial Assistance, IDA, EBT, ID card, etc.); and
 - o Allowing customers to sit comfortably while awaiting triage.

Even with this, some customers continued to arrive before Service Centers opened. In March 2020, the public health emergency forced DHS to suspend in-person interviews and the agency quickly launched online and mobile application channels. These new self-service tools continue to be enhanced, making it easier for customers to submit applications, renewals, and verification documents virtually and at any time.

- ii. Any data the Department collects regarding the time of day at which each service center begins turning customers away due to reaching capacity.**

ESA Services Centers do not turn customers away for service due to reaching capacity. ESA Service Centers calculate the amount of work they have received each day against the available staffing capacity for each queue. When the demand outstrips capacity, DHS notifies customers that they can no longer guarantee the customer will receive an in-person interview and provides alternative service options.

ESA measures daily lobby capacity against workload by recording “limited services call time.” Limited service call time is the point when the agency informs the first customer from a single service queue they can no longer be guaranteed same-day services. However, customers are not uniformly steered towards alternative service options at this time. Those arriving for other services (other queues) can continue to receive same-day services following limited services call time.

ESA suspended in-person interviews at the onset of the public health emergency, so limited services has not been calculated since March 2020. However, with the launch of the online portal and mobile application, customers can now apply for benefits any time, whether over the weekend, early in the morning, or late at night.

There is no lobby capacity data from March 2020 to present. Limited Service Call Times for FY20, through February 2020, are included below.

FY20 Limited Services Average Call Time by Service Center						
Month	Anacostia	Congress Heights	Fort Davis	H Street	Taylor Street	ESA Average
Oct-19	14:46	14:31	13:47	13:42	14:00	14:09
Nov-19	14:20	14:17	14:16	12:45	14:08	13:57
Dec-19	14:18	13:47	13:52	11:14	12:29	13:08
Jan-20	13:34	12:53	14:22	11:23	11:27	12:44
Feb-20	14:56	15:02	15:41	14:22	14:59	15:00

84. Report any efforts the Department anticipates making during FY21 to shorten wait times and build capacity (including language access capacity) at ESA Service Centers and at call centers.

Throughout the remainder of FY21, DHS is focused on expanding and improving workload sharing practices, thus addressing wait times and building capacity. Much of this effort revolves around using business analytics for optimal staff allocation. DHS will continue to encourage and market the use of mobile and online capabilities for District residents and is also examining program and service delivery model adjustments, enabling customers to maximize utilization of these platforms. Customers without access to the internet or those seeking a quick resolution to an issue can contact the Call Center, or visit one of our three operating Service Centers to pick up a drop off applications.

The Department will continue to maintain and improve language access options for residents e.g. enabling customers to apply, renew, verify, and submit changes in multiple languages. The Office of Human Rights has officially designated fifty-seven (57) staff as fluent in a non-English language prevalent among DHS’s limited English proficient and non-English proficient (LEP/NEP) customers. An additional six (6) eligibility workers assigned to the DHS Call Center have language access skills and are in the process of obtaining official proficiency designation. The agency also maintains a number of services to enhance language access:

- o Customers with LEP/NEP are serviced by utilizing the Language Line during triage and the interview process. This service is also available through our outstation support activities.
- o The AWS system does allow a customer to select their preferred language before being connected to a SSR. Leadership monitors AWS real time to address wait times and abandon calls. Language lines calls are routed to five (5) dedicated language proficient team members first and if not available the call is rolled to the next available SSR to assist, who uses the language line. The Call Center conducts internal LEP/NEP internal training for new hires; additionally, all staff are required to attend a yearly mandatory civil rights training which includes LEP/NEP language line training. Leadership has also included language line in their monthly monitoring form to assure it was used when needed and to address if any refresher training is needed.

- o There are *I SPEAK Cards* at the front desk that are used to designate a customer’s language preference initially and onsite translators (certified staff) are utilized as well. We also have signage in our Service Centers.
- o DHS works with the Language Access Coalition and members of the Language Access Customer Advisory Board to provide an Ombudsman for each Service Center.

Further, ESA has introduced a new dimension of language access through the technology solutions deployed during the pandemic:

- o The online application and mobile app are currently available in Spanish and Amharic.
- o The online application is available in 10 additional languages through the support of web-based translation capabilities.

DHS also overlaid its entire website with the industry standard Google Translate function.

B. Temporary Assistance of Needy Families (TANF)

85. **How many families are currently participating in the incentive/bonus program established following the changes to the TANF Child Benefit Protection Act in FY20 and FY21, to date?**

As of February 04, 2021

Incentive Type	# of Customers who Received Incentive for FY20	# of Customers who Received Incentive for FY21 YTD
EOT Incentives for Completing Education Program	480	254
JP Incentives for Retention	838	293
JP Incentive for Job Promotion	27	13
JP Incentive for Case Closure	81	20
Incentives from 2Gen Compensation Model (July – September 2020)*	657	NA

EOT: Education and Occupational Training

JP: Job Placement.

*The 2Gen Compensation Model was a pilot, implemented as a result of the pandemic from July 1, 2020 through September 30, 2020. The 2Gen Compensation Model offered providers financial bonuses and customers financial incentives for completing activities related to supporting the whole family, which kept financial resources in the home.

86. **Regarding the TANF Employment Program (TEP):**

a. Provide a breakdown of how FY21 funding for the TANF Employment Program (TEP) will be utilized; and

TEP Provider	Service Category	Contracted Point-in-Time Caseload	Contract Amount*
America Works of Washington, DC	JPSP	150	\$1,854,528.00
Career T.E.A.M. LLC	JPSP	150	\$1,854,528.00
Constituent Services Worldwide	EOT	150	\$2,503,917.00
DB Grant Associates, Inc.	EOT	150	\$2,503,917.00
DB Grant Associates, Inc.	JPSP	150	\$1,854,528.00
Excalibur Legal Staffing, LLC	JPSP	150	\$1,854,528.00
Fedcap Rehabilitation Services, Inc.	EOT	150	\$2,503,917.00
Fedcap Rehabilitation Services, Inc.	JPSP	150	\$1,854,528.00
JHP, Inc.	JPSP	150	\$1,854,528.00
KRA CORPORATION	EOT	150	\$2,503,917.00
KRA CORPORATION	JPSP	150	\$1,854,528.00
Maximus Human Services, Inc.	JPSP	150	\$1,854,528.00
Washington Literacy Council	EOT	150	\$2,503,917.00

EOT: Education and Occupational Training Provider

JPSP: Job Placement Service Provider

*FY20 and FY21 contract amounts and projected utilization for providers remain unchanged

b. For each TEP provider provide, by service category: caseload size; contract amount; and the actual number of customers being served.

TEP Provider	Service Category	Contracted Point-in-time Caseload Size	Contract Amount	Customers Served	Monthly Average Caseload
		FY20	FY20	Total	
America Works of Washington, DC	JPSP	150	\$1,854,528	602	265
Career T.E.A.M. LLC	JPSP	150	\$1,854,528	628	290
Constituent Services Worldwide****	EOTP	150	\$2,503,917	581	235
DB Grant Associates, Inc.	EOTP	300	\$2,503,917	819	398
DB Grant Associates, Inc.	JPSP	300	\$1,854,528	740	467
Excalibur Legal Staffing, LLC	JPSP	150	\$1,854,528	615	269
Fedcap Rehabilitation Services, Inc.*****	EOTP	300	\$2,503,917	1189	437
Fedcap Rehabilitation Services, Inc.	JPSP	150	\$1,854,528	676	265
JHP, Inc.	JPSP	150	\$1,854,528	473	233
KRA CORPORATION****	EOTP	300	\$2,503,917	1061	377
KRA CORPORATION	JPSP	150	\$1,854,528	456	245
Maximus Human Services, Inc.	JPSP	150	\$1,854,528	662	280
Washington Literacy Council	EOTP	150	\$2,503,917	490	206

87. **Regarding the Work Readiness program:**

a. What changes did the Department make to the Work Readiness program and procedures as a result of the Public Health Emergency?

During FY20, The Division of Customer Workforce, Employment, and Training (DCWET) continued to invest in families through education, training, employment, and multi-generational services. As a result of the public health emergency, DCWET transitioned case coaching (case management) services in TEP (aka Work Readiness) to a virtual environment and accelerated the inclusion of 2Gen activities into TANF case plans by developing a 2Gen Compensation Model pilot. This pilot ran between July 1 and September 30, 2020, expanding financial incentives to include caregiving activities (e.g. supporting child(ren) with distance learning, participating in a family wellness activity) for customers who are engaged with their TEP Provider. Continuation of this model is under consideration during FY21.

b. How many families are waiting to receive services from a Work Readiness vendor? For a Job Placement Vendor? What is the average wait time?

As of February 3, 2021 there were no families on the waitlist for Education, Occupational and Training (EOT - formerly Work Readiness), or Job Placement services.

88. **Respond to the following by POWER qualification category, for FY20 and FY21, to date.**

a. How many households were referred to POWER?

During FY20, a total of 236 people were referred and approved for POWER.

During the first quarter of FY21, 14 people were referred and approved for POWER.

b. How many POWER applications are pending?

There are no POWER applications pending.

c. How many households applied for but were denied POWER? Indicate the reasons for denial.

In FY20, 29 customers were denied POWER. 22 customers were denied after a medical review was conducted because they were employable, and 7 customers were denied due to insufficient medical information.

In FY21 to date, 1 customer has been denied POWER due to insufficient medical information submitted.

Regarding Domestic Violence (DV) POWER, no families were denied services. All families who request services from our domestic violence provider receive services through domestic violence POWER or through traditional domestic violence service provision.

d. What is the average length of time for POWER participation?

The average length of time for POWER participation is 6-12 months, depending on customer circumstance. For example, a customer who has a medically verified disability, the average length is 12 months. For customers who are parenting teens, the average length is 6 months. Renewals are possible upon review of current medical diagnosis and prognosis.

e. How many of these households have received TANF for 60 months or more?

Approximately 60% of POWER customers have received TANF for 60 months or more. It should be noted that months a customer receives benefits through POWER are not counted towards the federal TANF 60-month time limit.

89. Regarding POWER

a. What changes did the Department make to the POWER program as a result of the Public Health Emergency? What supportive services are POWER vendors offering to participants during the Pandemic? Are POWER vendors accepting new applicants?

During the Public Health Emergency, DHS automatically recertified customers on POWER to ensure there was no interruption in benefits. Technology was leveraged to provide additional avenues and virtual processes for the submission and review of medical documentation electronically. These changes have improved the response time in notifying appropriate eligibility staff and customer of medical-related eligibility decisions for POWER.

In FY20, POWER customers were served by the University of the District of Columbia (UDC). However, as a result of the public health emergency, DHS shifted POWER services to the DHS Office of Work Opportunity (OWO) in FY21, which was implemented in various phases. In phase one, OWO surveyed customers to better understand their presenting needs, shared information regarding OWO's services and 2 Gen offerings, and had customers update their assessments where appropriate. In phase two, customers were referred to OWO's dedicated team of social workers, supervised by a clinical social worker; offered services that are tailored to meet customers' individual presenting needs; and ensured linkages to other District agencies, as appropriate.

Additionally, in phase three, DHS is working to deepen our relationship with the Department of Disability Services (DDS) in order to leverage applicable services for POWER customers .

Currently, OWO is the only POWER vendor and is accepting new applicants.

b. What is the current process for referring survivors of domestic violence enrolled in POWER to counseling? Do you anticipate any changes to this referral process in FY19?

Once DHS submits a domestic violence referral to DC SAFE, the customer is offered counseling from DC SAFE advocates. DC SAFE notifies DHS if the customer is interested/eligible in

participating in DV POWER. Some customers chose not to participate and remain in the TANF program. These customers, like those receiving DV POWER, will continue to receive services such as counseling through DC SAFE.

There are no anticipated changes to this referral process in FY21.

c. Regarding customers requesting POWER based on a disability:

i. What is the timeframe for a request to be reviewed by a medical review time?

All requests and exemptions/decisions are processed within seven days.

ii. What is the timeframe for a decision as to whether such a request will be granted?

All requests and exemptions/decisions are processed within seven days.

d. Do you anticipate any changes to POWER in FY21?

No, DHS does not anticipate any changes to POWER in FY21.

e. Has anyone been removed from POWER for failure to recertify? If yes, how many of them have been reinstated?

No residents have been removed from POWER for failure to recertify in FY20-21.

f. What percentage of POWER recipients have pending SSI and/or SSDI applications? How many have been referred to SOAR for assistance?

A total of 5% of recipients had pending SSI/SSDI applications; no individuals were referred to SOAR.

90. Provide an update regarding the Department's progress in making changes to the IRP process. How will changes to the IRP process affect the Department's approach to screening customers with high barriers to employment, particularly barriers that currently make them eligible for POWER?

The process for developing an Individual Responsibility Plan (IRP) continues to be a multifaceted three-pronged approach that includes: 1) an orientation; 2) a comprehensive assessment; and 3) a detailed IRP that is informed by the comprehensive assessment. Then, as the customer engages with their provider, the IRP is continuously updated to reflect the evolving needs of the family.

IRPs outline a set of goals for customers to achieve within a 90-day period. These goals include core activities focused on employment and education/training and 2 Generation (2Gen) activities, such as therapy, peer groups, financial literacy classes, and supporting distance learning. During

the public health emergency, customers have continued to work with their case managers/TEP provider to design and update IRPs that are family-centered.

In FY20, DHS introduced a 2Gen Compensation Model that incentivized customers to focus on the needs of their family during the pandemic. This model informed IRPs for customers and focused on the core components of the 2Gen Approach, as defined by Ascend, at the Aspen Institute: 1) Postsecondary Education and Employment Pathways; 2) Early Childhood Education and Development; 3) Economic Assets; 4) Health and Well-Being; and 5) Social Capital. The introduction of these benefits informed the development of each IRP.

Further, customers are screened through the TANF Comprehensive Assessment (TCA) and then referred to services and programs, like POWER, based on the results of the TCA. This information is then reflected in the customers’ initial IRP. DHS is currently exploring a new assessment tool, which offers customers the ability to conduct their own assessments, and more holistically embraces all elements of the 2-Gen approach. DHS aims to launch the new self-assessment tool in the final quarter of FY 21.

91. What is the current status of the Mental Health Outreach for Mothers (MOMS) Partnership pilot?

The Office of Work Opportunity (OWO) completed the pilot for the DC Mental health Outreach for MotherS (DC MOMS) program during the first quarter of FY21 after graduating eight (8) cohorts of participants.

OWO is now working to complete the 3-month follow up activities for each cohort, including working with Yale to analyze data from the program and determine the measurable impact on participant outcomes.

a. How many customers are participating in this program?

Cohort No.	Start/End Dates	No. of Moms
1	April 23, 2019 – June 14, 2019	21
2	June 25, 2019 – August 23, 2019	23
3	September 17, 2019 – November 8, 2019	26
4	December 3, 2019 – February 14, 2020	21
5	February 25, 2020 – April 24, 2020	16
6	May 23, 2020 – July 17, 2020	25
7	August 4, 2020 – October 2, 2020	25

8	October 20, 2020 - December 29, 2020	26
	Total Graduates	183

b. Does the Department have plans to expand the program?

Based on customer feedback and engagement, the program was a tremendous success. DHS is discussing the best way to continue the DC MOMS program during FY21, including the ongoing partnership with Yale, the staffing complement, and necessary resources.

C. Medicaid

92. Regarding new applications for Medicaid in FY20 and FY21 to date, provide:

- a. The number of applications that were submitted on-line;**
 - i. The number of these applications that were processed within 45 days of submission;**
 - ii. For those applications that were not processed within 45 days, discuss the reasons for any delays and what the Department is doing to prevent such delays in the future;**
 - iii. The average processing time;**
- b. The number of applications submitted in-person at ESA Service Centers;**
 - i. For applications not based on disability;**
 - 1. The number of these applications that were processed within 45 days of submission;**
 - 2. For those applications that were not processed within 45 days, discuss the reasons for any delays and what the Department is doing to prevent such delays in the future;**
 - 3. The average processing time;**
 - ii. For applications based on disability;**
 - 1. The number of these applications that were processed within 90 days of submission;**
 - 2. For those applications that were not processed within 90 days, discuss the reasons for any delays and what the Department is doing to prevent such delays in the future; and**
 - 3. The average processing time.**
- c. At any point in either FY20 or FY21 to date, was there a backlog of Medicaid applications awaiting processing? If so, report:**
 - i. The number of applications that were or are backlogged and the average length of time applications were delayed.**
 - 1. For applications submitted online.**
 - 2. For applications submitted in person at the service centers**
 - 3. For applications submitted through any other means.**
 - ii. The causes of such backlog(s)**
 - iii. The Department's efforts to reduce such backlog(s)**
 - iv. The extent to which such backlog(s) have been reduced**

- v. Any steps the Department has taken or will take in FY21 to prevent backlogs from developing in the future and to investigate whether or not such backlogs exist, both for applications submitted online and for applications submitted at ESA Service Centers.
- d. At any point in either FY20 or FY21 to date, has the Department encountered technological problems that have impeded the ability to process application. If so, how many applications have been affected in FY20 or FY21 to date?

(a)-(b) Medical Assistance Applications

Please note that DHS does not track disability applications. Further, DHS cannot determine a customer’s disability status at the time of initial application.

Sections (c)(d) address how the agency has improved processing timelines.

<i>Pre-Public Health Emergency (10/1/19 – 3/31/20)</i>	Month						
Metric	<i>Sep-19</i>	<i>Oct-19</i>	<i>Nov-19</i>	<i>Dec-19</i>	<i>Jan-20</i>	<i>Feb-20</i>	<i>Mar-20</i>
<i>Applications Received</i>	4,746	5,525	4,353	5,542	6,059	6,454	4,817
<i>Applications processed < 45 Days</i>	4,318	4,264	3,367	4,010	4,395	5,268	4,270
<i>Applications processed > 91+ Days</i>	295	247	87	93	102	117	123

<i>During Public Health Emergency (4/1/20 – 1/31/21)</i>	Month									
Metric	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21
<i>Applications Received</i>	2,334	2,701	3,043	2,859	2,654	2,659	3,109	2,765	2,858	2,412
<i>Applications processed < 45 Days</i>	963	1,335	937	3,122	1,712	2,927	3,352	2,926	3,160	2,736
<i>Applications processed > 91+ Days</i>	33	75	32	94	160	113	193	131	136	131

Total Number of Medical Assistance Online & Mobile Applications received 4/1 to 12/31/2020 – 13,500

- o Online Applications - 9,745
- o Mobile Applications – 3,755

Assumptions:

- We do not know whether online and mobile applications, if included, are distributed between the MAGI and non-MAGI categories based on their ultimate eligibility determination category. Our understanding is that the DHS online portal and mobile app applications are initially counted as non-MAGI. If this is the case, it would lead to an undercount of MAGI applications, and over count of non-MAGI/ICP applications.
- Applications are not necessarily unique across rows and a sum of the numbers may include some duplication. Please note, although the DHS online portal and mobile app

were intended to be for non-MAGI Medicaid, ICP, and Alliance applicants, we do not have information on whether individuals were ultimately determined as MAGI-eligible.

- There was a noticeable decline in the number of medical assistance applications received every month during the public health emergency. The initial hypothesis is that due to federal government flexibilities and waivers around recertifications and verifications, there was less beneficiary churn (returning after exiting) throughout the year.

(c)-(d)

Prior to the Public Health Emergency (October 2019 – March 2020), DHS experienced a small percentage of delays processing Medical Assistance applications. Medicaid regulations require applications without a disability determination be processed within 45 days; the District’s average processing time for cases without a disability determination was three (3) days. During the public health emergency; the District experienced an increase in processing times to five (5) days due to: (a) adoption of online and mobile applications; and, (b) a 200% increase in public assistance applications (*across all programs*). One solution that was implemented to reduce processing time is to include supplemental medical assistance forms with the Combined application for those applying for Non-MAGI without being determined MAGI eligible first. Typically, these forms were captured in-person at a service center or if applicable, as part of the interview process for another program(s). With the move to online and mobile applications, processing could be delayed if the supplemental forms were not included with the application.

Additional solutions:

- A DCAS MicroStrategy report designed to monitor the scope and the status of pending applications has been implemented, and is acted on by DPO on a weekly basis..
- Enhancement to the Person Match algorithm (in DCAS) to ensure the system could match a client record in a new application with an existing one using SSN, date of birth, and gender AND make Person Match mandatory in the system prior to the creation of a new application to prevent duplicates or delayed applications.
- Introduce online and mobile verification upload features.

System issues and oversight by workers were the most prevalent reasons for the delay in processing applications timely. We will continue to monitor all applications/recerts to ensure they are processed timely by providing daily reports to program managers to identify applications that require immediate attention.

D. Supplemental Nutrition Assistance Program (SNAP)

93. **Provide the following characteristics for SNAP households for FY20 and FY21, to date:**
- a. Number of SNAP households;**
 - b. Average size of SNAP households;**
 - c. Number of SNAP household by ward;**
 - d. Number of individual seniors receiving SNAP; and**
 - e. Number of individual children in SNAP households.**

		Oct 19 – Mar 20 <i>Monthly Average</i>	Apr 20 – Sep'20 <i>Monthly Average</i>	Oct 20 – Jan 21 <i>Monthly Average</i>
(a)	Number of SNAP Households	64,930	75,488	83,168
(b)	Average Size of SNAP Households	1.68	1.67	1.66
(c)	Number of SNAP Households by Ward*			
	Ward 1	3,869 (7%)	4,609 (7%)	5,011 (7%)
	Ward 2	1,717 (3%)	1,943 (3%)	2,070 (3%)
	Ward 3	712 (1%)	893 (1%)	1,010 (1%)
	Ward 4	4,778 (9%)	5,868 (9%)	6,466 (9%)
	Ward 5	7,750 (14%)	9,282 (14%)	10,102 (14%)
	Ward 6	7,091 (13%)	8,289 (13%)	9,031 (13%)
	Ward 7	12,612 (23%)	15,259 (23%)	16,600 (23%)
	Ward 8	16,627 (30%)	19,469 (30%)	21,202 (30%)
	Number of all individuals receiving SNAP	109,323	125,869	138,405
(d)	Number of individual seniors receiving SNAP	15,837 (14%)	17,380 (14%)	18,972 (14%)
(e)	Number of individual children in SNAP households	40,696 (37%)	45,667 (36%)	48,881 (35%)

* The number of households represents the sum of SNAP households whose ward information was successfully identified based on geo-coding of their address information.

94. **Describe any changes the Department has made to its procedures for processing SNAP applications and recertifications over the last fiscal year. In particular, describe any changes in how the Department conducts interviews for SNAP recertifications.**

Federal legislation passed in response to the COVID-19 pandemic provided various flexibilities to the SNAP application and recertification process. Initially, the flexibilities required approval from U.S. Department of Agriculture Food Nutrition Service (FNS) but Federal legislation passed in October 2020 allowed the District to implement many of these flexibilities without FNS approval. Below is a summary of the changes made during FY2020 that continue through FY2021:

Certification Procedure Adjustments:

- o Between March 2020 and August 2020, SNAP certification periods were extended by 6-months for customers due to complete the recertification, periodic reporting requirements (mid-certs and interim contacts) were waived, and interview requirements were waived.
- o FNS denied DHS' requests to continue these adjustments for the month of September 2020.
- o In October 2020, these adjustments were re-implemented and will continue through June 2021.

Under Federal legislation passed in October 2020, SNAP customers can only receive one 6-month certification period extension since October. As a result, March 2021 will be the first month in FY 2021 that customers will be required to complete the recertification process.

Interviews for both initial and recertifications continue to be waived through June 2021. DHS will contact SNAP customers only if additional information or clarity is needed to process their initial application or recertification.

95. State the number of SNAP terminations which occurred in FY20 and FY21, to date. Of those terminations, how many were due to clerical or administrative error? How many were due to an alleged failure by the customer to recertify? How many of the terminations were reinstated and why were they reinstated?

	Monthly Average	
	Oct-2019 ~ Feb-2020 (Pre-COVID)	Mar-2020 ~ Aug-2020** (During COVID)
Total number of SNAP cases closed	4,526	156
Failed to complete certification actions by the due date	3,830 (85%)	0
Determined ineligible based on change in circumstance	696 (15%)	156
<i>Reinstated after completing cert action during the grace period</i>	<i>2,245 (59% of 3,830)</i>	<i>N/A</i>

* Certification actions include recertification, mid-certification and interim-contacts.

** September data is not included in the table due to a retroactive action taken at the end of October 2020. Refer to "September 2020 and FY2021 Data To Date" below.

Failed to complete certification actions by the due date

- Pre-COVID, the majority of terminations occurred due to the customer failing to a complete a required certification action (recertification, mid-certification, or interim-contact). On average, 59% of these customers completed the certification action within 30-days after termination and were reinstated.
- From March 2020 to date, the District was able to extend SNAP certification periods by six months and waive SNAP the mid-certification and interim-contact requirements under flexibilities provided by the Federal government, and later through Congress. Therefore, no cases were scheduled to close due to the failure of completing certification actions during this period.
 - It should be noted that the Federal government denied the District’s request to continue these flexibilities for the month of September 2020. As a result, 1,897 customers were initially terminated for failing to complete the required certification action. Subsequent Congressional action allowed the District to reverse these terminations.
 - March 2021 will be the first month customers will be required to complete SNAP recertifications and July 2021 will be the first month customers will be required to complete mid-certifications and interim-contacts under the current flexibilities provided by Congress.

Determined ineligible based on change in circumstance

- Pre-COVID and during the pandemic, the District is required to take action on changes reported by the customer and changes discovered through required data matches that impact eligibility - regardless of when these changes are reported. Customers are terminated if these changes make the customer ineligible. For example, a change in income or a death in the household may have been reported by a customer or the Social Security Administration through the automated data exchange, making the household no longer eligible for SNAP.

Clerical/Administrative Errors

- In situations where a case is terminated due to a clerical/administrative error, the affected case is thoroughly investigated, and any necessary corrective action is taken, including reinstatement of the eligibility. However, there is no easy way to track such errors in aggregate since they often involve complicated situations, and findings are documented generally in individual case notes.

Terminated Customers who are Reinstated

- Currently, the District only tracks customers who were terminated for failing to complete a required certification action and who subsequently complete the certification action within 30-days. On average, a little over half of customers complete their certification action within 30-days after termination from failure.
- As mentioned above (Clerical/Administrative Errors), the District is unable to track the number of reinstatements for other reasons due to the complexities of each case-specific situation.

September 2020 and FY2021 Data To Date

Due to the complexities of actions taken on cases as a result of the flexibilities provided by the Federal government and Congress combined with current resource constraints, at this time we are unable to provide termination and reinstatement data from September 2020 to date.

96. **State the number of SNAP initial and recertification applications over the last fiscal year, prior to the Public Health Emergency, that were subject to a delay in processing. Describe any efforts the Department is taking to address these processing delays. For each month since the Public Health Emergency, provide the average amount of time for the Department to process SNAP applications.**

Between October 2019 and February 2020, before the COVID-19 Pandemic, about 5% of SNAP applications experienced delayed processing based on the entire universe of cases adjusted to remove those cases attributable to customer caused delays. Additionally, the District is required to monitor the application timeliness through its Quality Control (QC) sample review process per FNS guidelines. The QC sample review results for this period suggest that about 8% of applications were processed with a delay. (Note that the sample size is small at 16 cases per month, a margin of error is applicable, and the month of December appears to be an outlier.)

Metric	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Average	Source
Initial Application Approved	2,775	2,264	2,254	2,488	2,465	2,449	<i>Adjusted State APT Rate for new applications</i>
<i>Timely Processed</i>	94.67%	93.52%	94.54%	95.29%	94.92%	94.59%	
<i>Delayed</i>	5.33%	6.48%	5.46%	4.71%	5.08%	5.41%	
Recertification approved	3,638	2,380	2,887	3,156	2,852	2,983	<i>Timeliness of recert applications</i>
<i>Recertification Timeliness Rate</i>	95.05%	94.11%	95.95%	95.60%	95.80%	95.30%	
<i>Delayed</i>	4.95%	5.89%	4.05%	4.40%	4.20%	4.70%	
QC Sample Reviewed	17	14	16	16	18	16	<i>Sample review results measured per federal rule (FNS QCS System)</i>
Official APT Rate	94.44%	100.00%	88.89%	84.21%	94.74%	92.05%	
<i>Delayed</i>	5.56%	0%	11.11%	5.79%	5.26%	7.95%	

To ensure the District is timely processing applications, the District monitors APT (application timeliness rate) on a monthly basis; ensuring adherence to the 7-day processing requirements for expedited SNAP and 30-day processing requirements for non-expedited SNAP applications. Although the District experienced minimal delays in processing applications prior to the public health emergency, we are committed to ensuring all applications are processed timely, and routinely process complete applications ahead of regulatory deadlines. During the relevant time period, the federal class action lawsuit alleging that the District was failing to timely process SNAP applications and recertifications was dismissed on Summary Judgment.

The District has implemented the following actions to continue to improve its already high application processing timeliness rates :

- A DCAS tool designed to monitor the scope and the status of pending applications has been implemented and checked by DPO on a routine basis. enhancement to the Person Match algorithm (in DCAS) to ensure the system could match a client record in a new application with an existing one using SSN, date of birth, and gender AND make Person Match mandatory in the system prior to the creation of a new application to prevent duplicates or delayed applications.
- Introduce online and mobile verification upload features.

Since the onset of the Public Health Emergency, the number of food benefits applications significantly increased. The high volume of applications and various challenges the agency faced during the Public Health Emergency impacted the agency's ability to process applications timely, especially at the beginning of the Health Emergency. To respond to the challenges, DHS quickly developed and delivered its online application form and a mobile application. They allowed customers to submit their applications conveniently through the DHS website or using their mobile phones. DHS continued to process applications to the best of the agency's ability, maintaining the percentage of applications delayed under 9% during this period. Please note that the Department does not calculate the average amount of time for application processing as it is not an optimally informative metric.

Since the beginning of the Public Health Emergency, through February 2021, the District has been approved for the waiver of recertification and periodic report requirements. Thus, there is no timeliness data available for recertification cases during this period.

E. Interim Disability Assistance

97. **Regarding Interim Disability Assistance (IDA), describe any changes made to procedures processing IDA during the Public Health Emergency, including whether the agency is accepting applications online.**

At the outset of the Pandemic Health Emergency, DHS included an option for customers to apply for Interim Disability Assistance (IDA) through the online portal and mobile app channels, in addition to drop-off or mail-in options.

IDA program benefits have not been automatically extended month-to-month, as a condition of eligibility is continuance of an active SSI application. Unlike other DHS programs, IDA is also a capped program, based on availability of funding.

The IDA application process has not changed due to the Public Health Emergency. District residents continue to apply for IDA by visiting our Service Centers, our online benefits portal and through the mobile portal (app).

98.Regarding Interim Disability Benefits (IDA) for each month in FY20 and in FY21, to date, provide the:

- a. Total number of IDA applications;**
- b. Average processing time for an IDA application;**
- c. Total number of approvals for IDA applications;**
- d. Average number of days an individual must wait before receiving benefits after being approved for IDA benefits;**
- e. Number of individuals able to receive IDA benefits every month;**
- f. Number of individuals who have applied in-person for IDA benefits during the Public Health Emergency; and**
- g. Number of individuals who have applied online for IDA benefits during the Public Health Emergency.**

Total number of IDA applications (monthly breakdown):

Labels	Oct 2019	Nov	Dec	Jan 2020	Feb	Mar	April	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan 2021	Total	FY20	FY21YTD*
Approved	172	112	103	140	129	83	23	47	82	91	113	120	197	93	65	61	1544	1215	416
Denied		1		1									1				3	2	1
Total	172	113	103	141	129	83	23	47	82	91	113	120	198	93	65	61	1547	1217	417

Interim Disability Benefits (IDA)	FY20	FY21YTD*
a. # of IDA Applications	1,217	417
b. Average Processing Time (Days)	8.7	20.1
c. # of IDA Approvals	1,215	416
d. Average Waiting Days for Benefits	1-2 Days	1-2 Days
e. # of Individuals able to Receive Benefits every month	673	673
f. # of individuals who have applied in-person for IDA benefits during the Public Health Emergency	86	
g. # of individuals who have applied online for IDA benefits during the Public Health Emergency.	480	428 (*online and in-person; can't distinguish type at this time)

IV. CROSS AGENCY STUDY

[The Committee on Human Services is participating in a cross-agency study being led by the Comprehensive Homicide Elimination Strategy Task Force and we are asking our relevant agencies to answer the following questions]

99. Describe any initiatives, programs, or projects currently underway within your agency directed at preventing homicide in the District of Columbia. (Note: If you currently do not have any initiatives, programs, or projects currently underway directed at homicide prevention, describe three ways in which your agency could play a role in reducing homicides in the District of Columbia.)

DHS does not have any of its own initiatives, programs, or projects that are directly targeted toward preventing homicide in DC.

Below are three ways that DHS is indeed playing a role in reducing homicides:

(1) Continuing early intervention work in the Youth Services Division, including ACE, PASS and STEP programs. While not specifically focused on homicide prevention, we know that early involvement with the juvenile justice system increases the likelihood of involvement with the adult justice system. In addition, DHS will continue developing and implementing a trauma-focused therapy team within the Youth Services Division, which we look to launch in the summer of 2021.

(2) Ensuring youth and adults experiencing homelessness have access to emergency shelter and are placed into longer-term housing as needed, noting that lack of housing has been identified as factor contributing to violence.

(3) Participating in cross-agency efforts, including the newly-announced Building Blocks initiative focused directly on gun violence prevention, as well as participating in other long-standing initiatives such as the Community Stabilization Process that provides support to victims and family members impacted by violence, and the Interagency Council on Homelessness (ICH) and the Juvenile Justice Advisory Group (JJAG), among other cross-agency groups, that address underlying issues known to contribute to violence.

100. Describe the resources currently allocated to these initiatives, program, or projects, and describe what additional resources you would need to improve the efficacy or scale of these efforts. (Note: If you currently do not have any initiatives, programs, or projects currently underway directed at homicide prevention, describe the resources you would need to implement the ideas detailed in response to question 1.)

DHS is adequately resourced for the above referenced ways in which we currently play a role in homicide prevention.

101. Describe how your agency is working collaboratively with other DC agencies toward the goal of reducing homicides. Also describe how your agency is engaging nongovernmental organizations and the community at large on the issue of homicide prevention. (Note: If you currently do not have any initiatives, programs, or projects currently underway directed at homicide prevention, describe with whom you would collaborate and how you would engage the community in order to implement the ideas detailed in response to question 1.)

As noted above, DHS is a key partner in the Mayor's newly announced gun violence prevention effort, Building Blocks DC, which is launching this February. Two of DHS' senior managers have been tapped to hold leadership roles in this work and will be dedicating significant portions of their working hours to this initiative. While Building Blocks is in its infancy stage, we know that much of the work will involve inter-agency collaboration, collaboration with community-based providers, and direct support and engagement with District individuals and families.

102. Describe how you currently measure (or would measure) the efficacy of the aforementioned initiatives, programs, or projects. Additionally, if three metrics related to homicide prevention were added to your Key Performance Indicators (KPIs), what should those metrics be?

Building Blocks DC is working to formulate KPIs to guide its work and DHS will play a significant role in developing these measures. With regard to DHS' own KPIs related to this work, we propose looking at:

(1) Senior level involvement in all aspects of Building Blocks DC, as indicated by our level of effort (participation in meetings to develop the program, staff hours allocated to the work, etc.).

(2) Commitment to ensuring all of DHS is aware of the Building Blocks DC work and consistently considering ways DHS can contribute to the work, as indicated by at least quarterly updates and engagement with all divisions of DHS, and mechanisms to receive input/feedback from agency personnel.

(3) DHS' direct role in developing the Building Blocks DC's KPIs, as indicated by senior level involvement in implementation of the initiative.