

# DISTRICT OF COLUMBIA WINTER PLAN: 2015 – 2016



INTERAGENCY COUNCIL ON HOMELESSNESS

## ***Important Telephone Numbers***

*DC Shelter Hotline: 1-800-535-7252*

*Mayor's Call Center: 311*

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

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## I. INTRODUCTION

In compliance with the Homeless Services Reform Act of 2005 (HSRA), this Winter Plan for the 2015-2016 season has been developed by the District of Columbia's Interagency Council on Homelessness (ICH). The HSRA mandates that by September 1 of each year, a plan be in place describing how those who are homeless will be protected from cold weather injury. The Winter Plan for the 2015-2016 season describes how District government agencies and providers within the Continuum of Care will coordinate to provide hypothermia shelter and other services for those who are homeless in the District of Columbia, consistent with the right of consumers to shelter in severe weather conditions.

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

Many of the services included in this Winter Plan are in place and operational regardless of temperature. Some additional services, including severe weather shelters, operate only when a "hypothermia alert" is called by the District government. A hypothermia alert is to be called when the actual or forecasted temperature, including the wind chill factor, is 32 degrees Fahrenheit (F.) or below.

For planning purposes, it is anticipated that the Winter Plan for 2015-2016 covers the period beginning November 1, 2015 and ending on March 31, 2016. In practice, the additional services provided as a result of the calling of a hypothermia alert may begin before November 1 or extend beyond March 31<sup>st</sup> if weather conditions warrant.

In addition to meeting the requirements of the HSRA, this Winter Plan is intended to carry out the directives of Mayor's Order 2001-161, dated October 31, 2001, which guides activities during hypothermia season, such as the notification of hypothermia alerts, the coordination of outreach efforts, and other life-saving activities. The order calls for coordination of outreach activities among the following District of Columbia agencies: Department of Human Services (DHS), the Homeland Security and Emergency Management Agency (HSEMA), the Metropolitan Police Department (MPD), the Fire and Emergency Medical Services Department (FEMS), the Department of Behavioral Health (DBH), the Department of Health (DOH), and both public and private outreach programs.

### HYPOTHERMIA SEASON 2014-2015

During the winter of 2014-2015, DHS, The Community Partnership for the Prevention of Homelessness (TCP), and nonprofit and government partners worked collaboratively to deliver the shelter and services that protected the lives of Washington D.C.'s homeless population. Of the 151 days in the 2014-2015 winter season, there were hypothermia alerts on 103 (or 68%) of those days. When alerts were called,

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

As in the prior year, the winter of 2014-2015 presented challenges because of extraordinarily cold temperatures. During the 2013-2014 winter season, the City piloted the use of “warming buses” to save lives among our most vulnerable clients who historically have been resistant to coming indoors. These buses were parked at strategic locations throughout the City, idling to stay warm. Food was provided, and clients could visibly see their belongings outside of the bus.<sup>1</sup> Although lauded for saving lives, the warming buses (and the associated noise, foot traffic, and portable toilets that went with them) were not well received by the homeowners and business owners in the neighborhoods where they were located.

During the winter of 2014-2015, the District suspended the use of the warming buses and expanded the use of neighborhood-based Recreation Centers and churches to be used as overflow sites. These sites were brought online only as the year-round, seasonal, and hypothermia sites reached capacity later in the winter season. The overflow sites served an important role in the system, because like the warming buses, some of our most vulnerable clients will only go inside when the temperatures get extremely cold, and some will only go to locations that they can access by foot. Therefore, having sites throughout the city has proven to be an important life saving measure.

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

During this year’s winter planning process, DHS worked with OCME to obtain historical information from the past five years. As Table 1 below shows, there were ten deaths in the District in 2014 associated with hypothermia. Unfortunately, it is extremely difficult to determine retrospectively whether an individual was experiencing homelessness at the time of death. Certainly some of the reported cases were individuals experiencing homelessness, but based on data matches, it is unlikely that all of the

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<sup>1</sup> The District’s shelters are generally inaccessible by foot from the downtown area where health services, case management, meal programs, and other supportive services are located. As such, management of personal belongings often becomes a significant barrier for clients, who cannot bring shopping carts and other large quantities of items on public transportation or into the shelters.

individuals were homeless. Nonetheless, the data below gives us an understanding of the baseline moving forward.

**Table 1: Hypothermia Deaths (All Persons), District of Columbia (FY 2010 - 2015)**

Year	Hypothermia Deaths (Primary COD)	Contributing COD Hypothermia or Cold Exposure	Total Deaths Associated with Hypothermia or Cold Exposure
FY2010	5	3	8
FY2011	5	5	10
FY2012	3	2	5
FY2013	12	2	14
FY2014	9	1	10
<b>Total</b>	<b>34</b>	<b>13</b>	<b>47</b>

Of course, no number of deaths is acceptable. The agencies that make up the ICH are committed to learning from past efforts and improving our hypothermia response. As described throughout this plan, the District has taken a number of additional measures this year in attempt to prevent deaths and other cold weather injury. In addition, DHS has established protocol with OCME to ensure that hypothermia deaths among individuals experiencing homelessness will be reported in an expedited manner to ensure the system can respond accordingly and make any necessary changes. These data will be reviewed monthly at the ICH Emergency Response and Shelter Operations (ERSO) Committee meetings.

#### COLD WEATHER EMERGENCIES

Starting in the 2013-2014 winter, the District implemented a “Cold Weather Emergency” strategy which will again be implemented this winter. While The Cold Weather Emergency Plan is broader than the Winter Plan, as it is designed to “ensure all residents, workers, and visitors are protected from extreme cold weather and to prevent illness, injury and death,” it recognizes the need to particularly protect homeless residents during extreme winter weather. A Cold Weather Emergency was called when the temperature fell, or was forecasted to fall, to:

- 1) 15°F or below (including wind chill) or
- 2) 20°F (including wind chill), and one or more of the following conditions existed:
  - Steady precipitation for 60 consecutive minutes
  - Snow accumulation of 3 inches or more
  - Other meteorological conditions or threats as determined by HSEMA

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

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

- **Overnight Warming Sites.** The District may activate designated public buildings, including but not limited to, public libraries, recreation centers, and Senior Wellness Centers, as Overnight Warming Sites to serve as temporary respite from the cold. Overnight Warming Sites shall be in operation from 7:00 pm to 7:00 am. Some sites may open later than 7:00 pm based on regularly scheduled business operations. Sites may be opened prior to 7:00 pm and close later than 7:00 am based on the severity of the weather and as determined by the Cold Emergency Steering Committee.
- **Involuntary Transport.** Every effort will be made to secure client cooperation with voluntary transport to a warm and safe setting. If an individual refuses to go inside, outreach teams may call DBH or the Metropolitan Police Department (MPD) for involuntary transport if deemed appropriate by those authorized to execute an FD-12 (physician, DBH officer-agent, MPD officer, or licensed psychologist). Individuals shall be taken to CPEP or to other local emergency departments for emergency physical and mental health evaluation in accordance with provisions of the Ervin Act (78 Stat. 944; D.C. Official Code § 21-521).
- **Homeless Encampment Protocol.** The District may suspend homeless encampment clean-up of items that provide protection from the elements during a Cold Emergency.

By November 1st of each year, the Department of Human Services working with Department of General Services (DGS) will update the list of available Warming and Overnight Warming Sites. This information will be available on [www.dmhhs.dc.gov](http://www.dmhhs.dc.gov).

## PROCESS FOR DEVELOPING THE PLAN

The Interagency Council on Homelessness (ICH) Emergency Response and Shelter Operations (ERSO) Committee started the development of this year's Winter Plan with two public debriefing sessions, one dedicated to families and one dedicated to singles. At each, the Committee reviewed data on the 2014-2015 hypothermia season and solicited feedback from providers, advocates, and consumers on the season's operations.

The Shelter Capacity Subcommittee of ERSO held two meetings to more closely review shelter usage in previous hypothermia seasons and develop estimates for the number of bed/units needed for men, women, and families for the coming season.

A working group of ERSO presented a draft plan to the full ERSO Committee and interested members of the public in July to obtain initial feedback. The working group then presented an update draft to the ICH Executive Committee and discussed outstanding issues.

Two public feedback sessions were held, with a particular focus on getting consumer feedback. One aimed particularly at families was held at the DC General Family Shelter. The other, specifically aimed at singles, was held at the Martin Luther King, Jr. Public Library.

After reviewing this feedback, the working group presented a final draft to ERSO for its approval. After a positive vote from ERSO, the Plan was presented to the full ICH for a vote on September 1<sup>st</sup>.

## ELEMENTS OF THE 2015-2016 PLAN

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

- Section II outlines how the District will manage communications among stakeholders;
- Section III describes the process for calling a hypothermia alert and the considerations involved in calling an alert;
- Section IV explains the process used to develop estimates for shelter capacity needs during the 2015-2016 winter as well as the plan for delivering the number of beds/units needed;
- Section V outlines the transportation services that will be provided to ensure that clients have access to shelter and services;
- Section VI describes the services provided to help clients access shelter and while in shelter;
- Section VII discusses protocol and available resources for serving unaccompanied minors and transitioned aged youth (TAY); and
- Section VIII outlines resources in place to monitor shelter operations as well as protocol for raising concerns and/or filing complaints.



## II. COMMUNICATIONS

The success of the Winter Plan depends upon open and constant communications among all stakeholders, including the public, providers of shelter and other services, and those who are homeless. An individual seeking assistance for himself/herself or on behalf of another individual may call either:

- The District Shelter Hotline(staffed by UPO): 1-800-535-7252 (or)
- The Mayor's Call Center: 311

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

The District's Office of Unified Communications (OUC) will be notified of the 800 number to ensure coordination of service requests originating from law enforcement agencies. Police officers, including patrol officers of the MPD and the U.S. Park Police (USPP), can request services through the OUC for any citizen who is homeless and in need of assistance. Law enforcement agencies may also use the 311 line.

All interested persons may register for emergency alerts through Alert DC, an emergency notification system that provides different ways to get real-time information to help prepare for and respond to emergencies and disasters. Sign up for Alert DC at the District of Columbia's website at [dc.gov](http://dc.gov) or at <http://hsema.dc.gov/page/alertdc>

The hypothermia media campaign is implemented and managed by the D.C. Department of Human Services (DHS). The campaign, which will begin no later than October 1, 2015 and continue throughout the season, will include the following activities:

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

the public about the dangers of hypothermia. These announcements will publicize the emergency assistance telephone numbers and encourage District residents to call to seek help if they are homeless or to report the location of individuals who are homeless and possibly in need of assistance, especially in hypothermic weather conditions.

- Paid Advertising: DHS will purchase radio airtime for 30-second informational spots to air during peak coverage hours during hypothermia season. Informational announcements will also air on appropriate channels on local cable television during the season.
- Newspapers: Quarter-page hypothermia shelter hotline advertisements will be placed in community newspapers throughout the season. In the past, publications such as Hill Rag, DC North, East of the River, and Street Sense have been used.
- Business Cards: Pocket-sized business cards will be printed and distributed that will include the emergency assistance telephone numbers and a list of participating shelters. The cards will be available in both English and Spanish versions, and they will be distributed to the outreach community, to providers, and to those who are homeless so that they have the 800 number, the 311 number, and a list of shelter locations at hand in the event that assistance is needed.

### III. PROCESS FOR CALLING A HYPOTHERMIA ALERT

Daily consultations will be held between the District's Homeland Security and Emergency Management Agency (HSEMA) and meteorologists at the National Weather Service (NWS) in Sterling, Virginia, to determine real time weather conditions and the likely conditions in the next 24 hours. Additionally, throughout each day HSEMA and DHS will monitor the NWS website for the published forecast. Alerts will be called when either HSEMA reports or the NWS published forecast indicates that the actual or forecasted temperature, including wind chill, is or will be 32 degrees Fahrenheit (F.) or below.

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

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

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

DHS will also call an overnight hypothermia alert when the temperature is forecasted to be 40 degrees or below and the forecasted chance of precipitation is 50% or greater. The ERSO committee and relevant agencies will review the utilization of this protocol, forecasted and actual weather information in December to determine if there are any modifications needed. DHS is looking at expansion of shelter hours in the morning and afternoon to reduce people waiting in the rain/snow to access shelter and also leaving into the rain/snow in the morning.

Once in effect, an alert stays on until it is called off by HSEMA. When HSEMA calls an alert, they notify TCP, UPO, and DHS. At that time, UPO shall immediately notify all shelter providers to open hypothermia shelters. Shelter providers operating year-round and seasonal shelters must allow clients to remain in shelter until the alert is called off by HSEMA. Providers operating from D.C. Recreation Centers, houses of worship, and other community-based sites that are not available during the day are required to inform clients that transportation to another site that will be open during the daytime hours is available. Shelter providers may call the UPO Hypothermia Hotline at (202) 588-5031 at any time to determine the alert status.

DHS intends to send out an email alert twice daily on weekdays, at 7:00 a.m. and then between 2:30 – 3:00 p.m., to notify all interested persons and groups of the alert status regardless of whether the status has changed. On weekends and holidays, DHS intends for this alert email to go out between 2:30 – 3:00 p.m. The information on the alert status will also be posted on DHS's website, at [www.dhs.dc.gov](http://www.dhs.dc.gov), and

will be available via in-person inquiries at any open Metropolitan Police Department stations, Fire and EMS stations, public libraries, and Department of Parks and Recreation Centers. The ICH is also developing a new HopeOneSource text message application which will allow the ICH to send blast text messages to registered users. This will allow the ICH to better reach residents experiencing homelessness because many lack computer access and do not have data plans that allow them to check email on their phones, but do have access to text messages.

DHS will keep a daily record of forecasts and alert status. This data will be available upon request and reviewed by the ICH Emergency Response and Shelter Operations Committee during the debriefing session held after the season is completed. See the “Communications” section elsewhere in the Winter Plan for additional information on alert notifications.

## IV. EMERGENCY SHELTER

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

Individuals can access shelter by presenting directly at the shelter, waiting for transportation at the sites and times listed in the Section V of this Plan, and/or by calling the DC Shelter Hotline at 1-800-535-7252.

The District uses four types of shelter for adult individuals:

- Low-barrier shelter for individuals operate year round and provide a variety of services. A list of these sites is included as Appendix A. In addition to these existing year-round shelter facilities, there are three types of shelters that are available to serve those who are homeless during the winter season.
- Seasonal Shelters will be open 7:00 p.m. to 7:00 a.m., beginning on the first night a hypothermia alert is called and then every night through March 31, 2016.

Hypothermia Shelters will be open only on nights when a hypothermia alert has been called. D.C. Recreation Centers functioning as hypothermia shelters will be open from 9:00 p.m. to 7:00 a.m., and other community sites functioning as hypothermia shelters will be open from 7:00 p.m. to 7:00 a.m. Houses of Worship and other community-based sites will not be used as shelter during daytime hours, even if an alert is still in effect, since these sites are contracted only for use as alert-night shelter and are used for other purposes during the daytime hours. D.C. Recreation Centers are open to the public during daytime hours so residents experiencing homelessness may remain at Recreation Centers if they choose.

- Overflow Shelters will operate only when all other shelters are at or near capacity. These facilities have standby staff that are called in to operate the overflow shelters as needed. Together, DHS and TCP monitor capacity levels carefully and determine when (and where) additional sites need to be activated. When these shelters are activated, the Hotline provides transportation to these locations.

On days when the temperature with wind chill remains at or below 32 degrees F and a hypothermia alert is in effect, single adults using shelters will be allowed to remain in their facilities with the exception of those who are in hypothermia-night only shelters located within Houses of Worship or other community-based sites. These facilities end shelter operations at 7:00 a.m., and transportation will be provided from those sites to sites that are open and can provide daytime shelter.

All shelter locations, with the exception of the overflow sites, are listed in Appendix A. As overflow shelters are only opened if additional capacity is needed, they are not identified in this document. This is to prevent individuals from independently seeking shelter at locations that are not open. The list of overflow sites was reviewed by the ICH Emergency Response and Shelter Operations Committee, the body responsible for the development of this plan, as well as members of the ICH Executive Committee and ICH Committee of the Whole during the plan review/approval process. The list of overflow sites was

also reviewed during public feedback sessions and may be obtained anytime by contacting Dallas Williams at the Department of Human Services at [dallas.williams@dc.gov](mailto:dallas.williams@dc.gov).

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

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

- Monday through Thursday (except for holidays and days on which the District government is closed) from 8:30 a.m. to 4:00 p.m., families seeking emergency shelter should go to the Virginia Williams Family Resource Center (VWFRC) at 920 Rhode Island Avenue, NE.
- Monday through Thursday after 4 p.m.; Fridays; and on weekends, holidays, and days on which the D.C. government is closed, families should call the DC Shelter Hotline, which will put the family in contact with staff from the VWFRC or The Community Partnership for the Prevention of Homelessness (TCP). Staff at the VWFRC or TCP will make a determination regarding authorization of shelter placement and transportation. Families placed in shelter after regular business hours will be required to go to the VWFRC the following business day for assessment and verification of eligibility.

The D.C. General Family Shelter is the primary placement site for families seeking emergency shelter in the District of Columbia. When D.C. General is full, additional capacity (e.g., motel placements) is added. All family shelter, including D.C. General and motel placements, operates 24 hours a day.

## ESTIMATING SHELTER CAPACITY NEEDS

As part of the District's preparation for hypothermia shelter needs, the ICH Shelter Capacity Work Group – a work group under the Emergency Response and Shelter Operations Committee – develops estimates of the numbers of individuals and families who will need shelter during the upcoming winter. To develop these estimates, the work group looks at the numbers of individuals and families served during the past four years, noting upward and downward trends. They attempt to account for the impact of any changes in policy, such as the District's new policy to place families into shelter when they need it throughout the year rather than during hypothermic weather only, as well as any external/environmental factors. They also estimate the impact of any new resources (such as the new family homelessness prevention program) coming online that will be available to prevent the need for a shelter placement or help individuals and families quickly exit shelter into permanent housing (thereby making an existing shelter bed/unit available for a new individual/family). Lastly, the work group looks at broader economic conditions that could lead to changes in the number of people becoming homeless, such as changes to the unemployment rate or the number of affordable apartments in the District.

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

is prepared to open additional Recreation Centers for individuals. As families need to be sheltered in apartments or private rooms, which can take longer and be more difficult to secure, the ICH has included an additional contingency capacity estimate to ensure the District is adequately prepared.

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

CAPACITY NEEDS: ADULT MEN

Based on the methodology described above, the ICH estimates that the District will need nearly 1,600 beds for single adult men at the height of the 2015-2016 hypothermia season. Table 2 below outlines the plan for meeting this capacity:

**Table 2: Shelter Capacity Overview, Adult Men**

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Alert Night Beds	Overflow	Total
New York Avenue	Catholic Charities	360				360
801 East Shelter	Catholic Charities	380	52			432
Adams Place Shelter	Catholic Charities	150	30			180
Community for Creative Non-Violence (CCNV) - 3 South*	CCNV		44			44
Banneker Recreation Center	Catholic Charities			50		50
Community for Creative Non-Violence Drop-In Center	CCNV			135		135
Sacred Heart Church	Catholic Charities			25		25
Kennedy Rec Center	Catholic Charities			50		50
Columbia Heights Rec Center	Catholic Charities			35		35
Salvation Army	Catholic Charities			30		30
Overflow Capacity**					256	256
<b>Total Capacity</b>		<b>890</b>	<b>126</b>	<b>325</b>	<b>256</b>	<b>1,597</b>
<p>* The 44 seasonal beds at CCNV (3 South) will operate as 24 hour low barrier beds.                      *** As discussed on page 13, overflow sites are not listed in this plan to prevent individuals from seeking shelter at locations that are not open.</p>						



CAPACITY NEEDS: ADULT WOMEN

Likewise, the ICH estimates that the District will need nearly 490 beds for single adult women at the height of the 2015-2016 hypothermia season. Table 3: Shelter Capacity Overview, Adult Women below outlines the plan for meeting this capacity:

**Table 3: Shelter Capacity Overview, Adult Women**

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Alert Night Beds	Overflow	Total	Accessible
D.C. General Building 9-Harriet Tubman	Catholic Charities	100				100	
John Young*	New Hope Ministries	85				85	
Open Door*	New Hope Ministries	108	10			118	
Nativity Shelter	Catholic Charities	20	5			25	
Community for Creative Non-Violence (CCNV) - 2 South**	CCNV		48			48	Yes
New Covenant Baptist	Catholic Charities			25		25	
Community of Christ	Catholic Charities			25		25	
Overflow Capacity	Catholic Charities				60	60	
<b>Total Capacity</b>		<b>313</b>	<b>63</b>	<b>50</b>	<b>60</b>	<b>486</b>	

\* A new women’s shelter will be opening at 810 5th Street NW to replace the John Young and Open Door Shelters. The new shelter’s capacity will match or exceed the capacity of John Young and Open Door. It is anticipated that the new women’s shelter will open in January 2016.

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

## CAPACITY NEEDS: FAMILIES

The number of shelter units needed for families depends on BOTH shelter entries and exits per month. This is because one shelter unit is used by multiple families over the course of the hypothermia season. When a family exits shelter, the shelter unit is available to accommodate a newly homeless family. This cycle repeats itself throughout the season.

Because the District contracts with motel owners for overflow rooms, it makes fiscal sense to phase in capacity over the season based on the number of rooms anticipated to be needed in a particular month.

As families need to be sheltered in apartments or private rooms, which can take longer and be harder to secure, the ICH included a contingency capacity estimate as an additional measure to ensure the District is adequately prepared for potential need.

**Table 4: Estimate of Family Shelter Unit Needs by Month, 2015 – 2016 Hypothermia Season**

	<b>November 2015</b>	<b>December 2015</b>	<b>January 2016</b>	<b>February 2016</b>	<b>March 2016</b>
Estimate of families in shelter on last day of previous month	475	553	665	875	981
Entries	140	160	250	180	85
Exits	90	80	90	110	120
Contingency capacity	28	32	50	36	18
Total number of needed units	553	665	875	981	964
DC General Family Shelter	260	260	260	260	260
<b>Shelter overflow units Needed</b>	<b>293</b>	<b>405</b>	<b>615</b>	<b>721</b>	<b>704</b>

The estimates in the above chart are based on actual families in shelter in July 2015. The District will continue to update projections based on families entering and exiting shelter leading up to and throughout the hyperthermia season to plan for and meet the needs of residents.

In developing these estimates, the ICH:

- Examined last year's entry data. 1,007 families entered shelter last hypothermia season.

- Estimated the effect of the new policy to place families into shelter when they need it, year-round rather than just during hypothermic weather. We assumed some families who would have entered shelter during hypothermia season will instead enter during the summer. This led us to increase our estimates of the number of families in shelter at the start of the season and decrease the number entering in November and December.
- Assumed that the new homelessness prevention program would reduce the number of families entering shelter and that the number of families served would increase over the course of the season as more families and community organizations know about the program.
- Assumed the number of families seeking shelter would increase as it has over the past few years. This increase is reflected in the contingency capacity.
- Assumed that the new housing navigators at DHS, the housing resources coming online in FY2016, the changes to the District's Family Re-Housing and Stabilization Program, and concerted efforts to support shelter providers to reduce lengths of stay would increase the pace of exits from shelter.

Families who are referred from VWFRC to emergency shelter and who need a reasonable accommodation – e.g., a wheelchair-accessible unit or a placement with private bathrooms, eating or sleeping areas due to a disability of a household member – will be provided an appropriate placement the day they are found eligible for such shelter.

## V. TRANSPORTATION

Transportation is a scarce resource for those who are homeless, especially during the winter months, and the transportation system outlined in the 2015-2016 Winter Plan is designed to serve the largest number of those who are homeless in the most efficient and effective way. Transportation has been a challenge in past years, with limited van capacity causing long wait times for clients as the District's transportation provider made several trips between the shelters and the designated drop off/pick up locations. To help alleviate this pressure, DHS will be adding nine additional vehicles during the upcoming hypothermia season.

Except where there is an emergency situation, the shelter transportation system will operate on a rational, scheduled basis to serve both those who are homeless and the shelter providers optimally. As with any other "public" transportation system, an attempt to provide customized or individualized service decreases the availability of the service to others and is disadvantageous to the general ridership.

Generally, transportation is available to and from shelters to selected locations only. Ideally, those who are homeless should be enabled to utilize the comprehensive and convenient public transportation system in the District of Columbia (Metrorail and Metrobus) in cases where it is cost effective to do so.

There will be both scheduled and unscheduled (on-demand) transportation. The scheduled transportation is limited and is designed to provide general transportation in the mornings and evenings from and to specific locations for groups of individuals that are homeless, as listed later in this section. As the new vehicles are brought online, DHS will monitor transportation services closely. If changes to transportation routes or schedules are required, DHS will ensure all shelters received updated schedules, and the most current schedules will always be available on the DHS and ICH websites.

On Alert days, the scheduled transportation system should be the primary means for persons to get to shelters, and persons seeking shelter should plan to be at one of the designated pickup locations at the designated times. The District's homeless van transportation system has very limited capacity to provide unscheduled (on-demand) transportation. Unscheduled (on-demand) transportation will be provided only when the alert is in effect:

- a) before the time frames for scheduled transportation, provided shelter is open, or
- b) after the time frames for scheduled transportation

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

Note that at all times, priority for unscheduled (on-demand) will be given to persons (individuals and families) who have a need for reasonable accommodation or cannot reasonably get to one of the designated pickup locations.

During hypothermia season, transportation will include moving people to and from shelters, transporting individuals from over-crowded shelters to less-crowded shelters, and moving supplies to the street for those who do not accept shelter.

## TRANSPORTATION RESOURCES AND OUTREACH

Beginning on November 1, 2015, UPO will provide eight vans from 8:00 a.m. to 4:00 p.m. and ten vans from 4:00 p.m. to 8:00 a.m. On each shift, at least one of the vans deployed by UPO will be accessible for people who have disabilities. Additionally, UPO will operate a radio communications system on a 24-hour schedule to coordinate hypothermia services on the streets.

Van drivers will have hand-held radios with them at all times to facilitate effective communications between UPO vans and their central office. Outside of the scheduled transportation listed later in this section, if a person needs assistance, a van will be dispatched and a shelter assignment may be made, based on bed availability and the person's needs. The District of Columbia Fire and Emergency Medical Services Department (FEMS) will be notified to provide emergency medical care and possible transportation to a medical facility whenever a person appears to be suffering from hypothermia or any other medical issues.

The UPO vans will focus their outreach efforts in areas that have the largest concentrations of individuals who are homeless. As part of their outreach activities, UPO personnel will offer transportation to shelter to those living on the streets, and will distribute blankets and other supplies to persons who decline to come into shelter. In addition, the vans will traverse the city to pick up individuals from shelters that have exceeded capacity to take them to shelters that have available beds. Outreach and transportation services, as necessary, will also be provided to those who have called an emergency assistance number for service.

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

In addition to current shelters and other drop off and pick up locations, there are resources in the FY 2016 budget for a downtown service center. ICH staff and member agencies are working with private sector partners to identify a location for this service center. If the service center opens during the 2015-2016 hypothermia season, there will be adjustments made to the transportation schedule to include the downtown service center. If these changes occur, all appropriate parties will be notified and the new schedule will be advertised with all shelters and service providers.

## SCHEDULED TRANSPORTATION FROM WOMEN’S SHELTERS - MORNING SCHEDULES

It is important to note that all times listed on the schedules are estimates and are subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern, especially during the winter season.

In the morning, women who are shelter residents at Nativity Shelter receive Metro tokens for transportation. Women who are residents at the Harriet Tubman shelter and the New Covenant Baptist Church will be transported to programs as shown in the following schedule. Note that all destinations for morning transportation are subject to change based on availability of the site and/or actual numbers of persons seeking to go to a specific site.

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

Pick Up Time	Location	Destination(s)
6:30 a.m.	New Covenant Baptist Church 1301 W Street, SE (hypothermia night shelter only)*	Bethany Women’s Center @ N St Village
6:30 a.m. 7:15 a.m. 8:15 a.m.	Harriet Tubman at D.C. General, Building 27	Union Station; So Others Might Eat (SOME) (71 O Street, NW); Bethany Women’s Center @ N St Village
*This site does not remain open after 7:00 a.m. during daytime hypothermia alerts, so transportation from the New Covenant Baptist Church is provided only during daytime hypothermia alerts. On alert mornings, the Hotline will call this site to determine if service is needed. Pickups are made only when there are women at this site who request transportation.		

Accessible transportation for persons with disabilities is provided upon request.

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

## SCHEDULED TRANSPORTATION TO WOMEN’S SHELTERS - EVENING SCHEDULES

It is important to note that all times listed on the schedules are estimates and are subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern, especially during the winter season.

In the evening, women who are shelter residents at Nativity Shelter will be transported to Nativity Shelter from the Sacred Heart Church. Additionally, women will be transported from the corner of 9<sup>th</sup> and G Streets NW (MLK Library) to Harriet Tubman, and to the New Covenant Baptist Church.

**Table 6: Scheduled Transportation from Women’s Shelter Evening**

Pick Up Time	Location	Destination
2:00 p.m. (Alert nights ONLY)	Bethany Women’s Center @ N St Village	Open Door, John Young Center, Harriet Tubman at D.C. General
2:00 p.m. (Alert nights ONLY)	SOME	Open Door, John Young Center, Harriet Tubman at D.C. General
6:30 p.m.	Sacred Heart Church 16 <sup>th</sup> Street and Park Road, NW	Nativity Shelter
6:30 p.m. 7:15 p.m. 8:15 p.m.	9 <sup>th</sup> & G Streets, NW (MLK Library)	Open Door, John Young Center, Harriet Tubman at D.C. General; New Covenant Baptist*
*Transportation to the New Covenant Baptist Church is provided only during hypothermia alerts.		

Accessible transportation for persons with disabilities is provided upon request.

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

**SCHEDULED TRANSPORTATION FROM MEN’S SHELTERS: MORNING SCHEDULES**

It is important to note that all times listed on the schedules are estimates and are subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern, especially during the winter season.

In the morning, men will be picked up from the Adams Place, 801 East, and New York Avenue shelters and dropped off at various locations in the downtown area. Additionally, men will be picked up in the morning from the Banneker Recreation Center and Salvation Army and dropped off at SOME during hypothermia alerts only. Note that all destinations for morning transportation are subject to change based on availability of the site and/or actual numbers of persons seeking to go to a specific site.

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

Pick Up Time	Location	Destination(s)
6:30 a.m. 7:15 a.m. 8:15 a.m.	2210 Adams Place, NE	SOME (71 O Street, NW);
6:30 a.m. 7:15 a.m. 8:15 a.m.	801 East Shelter, 801 Making Life Better Lane, St. Elizabeth’s Hospital Campus, 2700 Martin Luther King, Jr. Ave., SE	Union Station; SOME; 9 <sup>th</sup> & G Streets, NW (MLK Library)

6:30 a.m. 7:15 a.m. 8:15 a.m.	1355-57 New York Avenue, NE	SOME
6:30 a.m.	Banneker Recreation Center* 2500 Georgia Avenue, NW	SOME
6:30 a.m.	Salvation Army* 3335 Sherman Ave NW	SOME
8:30 a.m.	MLK Library at 9 <sup>th</sup> & G Streets, NW	Thrive DC - St. Stephen's 1525 Newton Street, NW
* These sites do not remain open after 7:00 a.m. during daytime hypothermia alerts, so transportation from the Banneker Recreation and Salvation Army is provided only during daytime hypothermia alerts.		

Accessible transportation for persons with disabilities is provided upon request.

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

#### SCHEDULED TRANSPORTATION TO MEN'S SHELTERS: EVENING SCHEDULES

It is important to note that all times listed on the schedules are estimates and are subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern, especially during the winter season.

In the evening, men will be picked up from the MLK Library and transported to Adams Place, 801 East, and New York Avenue shelters.

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

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



8:15 p.m.		
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Accessible transportation for persons with disabilities is provided upon request.

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

### SCHEDULED TRANSPORTATION FOR FAMILIES

Note that all destinations for scheduled transportation for families are subject to change based on availability of the site and/or actual numbers of persons seeking to go to a specific site.

**Table 9: Scheduled Transportation for Families**

Pick Up Time	Location	Destination(s)
2:00 p.m.	920 Rhode Island Avenue, NE	Varies depending on designated placements for each family (e.g., shelter, housing, hotels, etc.)
5:00 p.m.	920 Rhode Island Avenue, NE	Varies depending on designated placements for each family (e.g., shelter, housing, hotels, etc.)
8:00 p.m.	920 Rhode Island Avenue, NE	Varies depending on designated placements for each family (e.g., shelter, housing, hotels, etc.)
10:00 p.m.	920 Rhode Island Avenue, NE	Varies depending on designated placements for each family (e.g., shelter, housing, hotels, etc.)

This transportation is only provided on days/evenings when a hypothermia alert has been called and only for families who have been determined to be Priority One and given a placement referral and for whom a specific placement designation has been determined/given.

If they are in need of transportation, families who have been given a placement referral and are awaiting a placement designation may remain at 920 Rhode Island Avenue, NE, until transportation is provided.

Accessible transportation for persons with disabilities is provided upon request.

## VI. SERVICES COORDINATION

### FOOD AND CASE MANAGEMENT SERVICES FOR FAMILIES AND INDIVIDUALS

Food service for families at the D.C. General shelter will, at a minimum, include two meals a day. In motels contracted for overflow, the motels will provide breakfast, and a hot dinner meal will be served on site via contract with an outside vendor. If additional overflow is required beyond the contracted overflow locations, such placements will be made, to the extent possible, at locations that provide each room with a microwave and refrigerator. Gift cards and/or other forms of financial assistance will be provided as needed on a case-by-case basis. In all cases, information regarding provision of meals and food resources will be discussed at the time of placement.

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

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

### OUTREACH AGENCIES

The District government contracts with a number of agencies to provide outreach services during hypothermia season and extreme weather conditions. The ICH facilitates a work group comprised of these District-funded outreach providers, privately funded outreach teams, and the outreach specialists at the Department of Human Services and the Department of Behavioral Health to ensure community resources are strategically deployed and effectively coordinated. Following the 2014-2015 hypothermia season, the work group developed common protocol to ensure that different agencies covering different catchment areas are working in a coordinated fashion to protect vulnerable individuals sleeping in unsheltered locations. In addition, the ICH is working on a smartphone application that would allow both outreach teams and the general public to report individuals on the street in need of assistance to our transportation provider, UPO. Using location technology, the app is intended to de-duplicate incoming requests for help so that the UPO team can more efficiently dispatch drivers to individuals in need of assistance and reduce wait times for both individuals placing calls to the hotline as well as individuals waiting for transportation.

The outreach agencies provide a vital function in our homeless services system, working to engage vulnerable individuals and connect them to shelter and housing resources. Through this engagement process, the teams provide an array of services, including routine safety checks and the provision of essential survival items (e.g., food, water, blankets, hats, gloves, socks, thermal underwear) for clients

that are not yet willing or able to come into shelter, connection to shelter and support services for clients willing and able to accept assistance, and crisis evaluation to determine when additional measures (e.g., involuntary evaluation) are needed to protect individuals from cold weather injury.

**An Important Message to Volunteers During Hypothermia Season**

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

Calls for information regarding outreach services should be directed to the DC Shelter Hotline at 1-800-535-7252 or the Mayor’s Call Center at 311. The Mayor’s Call Center staff will link callers to the appropriate outreach providers based on the caller’s location. As additional information regarding outreach providers becomes available, it will be posted on the Interagency Council on Homelessness website at [www.ich.dc.gov](http://www.ich.dc.gov)

**POLICE AND OUTREACH PROVIDERS COOPERATION**

The Metropolitan Police Department (MPD) is committed to assisting homeless outreach agencies and workers who wish to enter a vacant building to engage a person who is homeless whenever there is a safety risk in the opinion of the outreach representative. Assistance from MPD may be obtained by calling 911.

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

**MENTAL HEALTH SERVICES**

If a service provider is concerned about a client’s mental health stability, a request may be made to the Homeless Outreach Program (HOP) of the Department of Behavioral Health (DBH). The HOP will attempt to link or re-link the consumer to mental health services or provide a crisis assessment and initiate the appropriate intervention. DBH staff will provide outreach workers with orientation, training, and written materials to increase their understanding of psychiatric impairments and how to make an initial determination whether DBH involvement is needed. The overarching goal is to protect the health and safety of the consumer, especially during severe weather conditions.

HOP services are available on Monday through Friday from 9:00 a.m. until 9:00 p.m., with some availability until 11:00 p.m. The telephone number for the HOP is 202-673-9124. DBH also has a Mobile Crisis Service (MCS) that is available seven days per week from 9:00 a.m. until 1:00 a.m. The MCS telephone number is 202-673-9300. The DBH Access HelpLine is staffed to take phone calls 24 hours a day at 1-888-793-4357.

## HEALTH SERVICES AND DETOXIFICATION SERVICES

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

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

**Table 10: Detoxification Facilities**

Name of Center	Location	Number
Seton House (Providence Hospital)	1053 Buchanan St., NE	(202) 269-7649
Psychiatric Institute of Washington	4228 Wisconsin Avenue NW	(202) 885-6510

The Metropolitan Police Department (MPD) is responsible for transporting persons in need of detoxification facilities.

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

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

In sex-segregated facilities, the service provider, in consultation with the client, will make individualized decisions about where to place the client based on the level of comfort, safety, and degree of privacy

required to preserve physical and mental wellbeing. Low Barrier, Seasonal, Hypothermia, and Overflow Shelter providers who are not able to make an appropriate accommodation for safety or privacy concerns onsite should contact the DC Shelter Hotline at 1-800-535-7252 so that the client may be transported to a facility that can make such an accommodation. Clients waiting for a pickup by UPO must be provided with a safe location in which to wait.

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

## SERVICES FOR THE LATINO COMMUNITY

Printed materials will be provided in Spanish for distribution to organizations that primarily serve the Latino community. The District's Office of Latino Affairs (OLA) will be requested to assist in the distribution of these materials. Two (2) bilingual (English-Spanish) outreach workers will work from Neighbors' Consejo to conduct outreach in the Columbia Heights and Mt. Pleasant areas in Ward One. The UPO Hotline will seek to have bilingual staff at the Hotline office, and it will seek to hire a bilingual driver to operate one (1) of the vans that will be on the street this winter. UPO will have access to interpretation services for Spanish-speaking callers through Language Line Solutions at 1-800-367-9559.

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

## INTERPRETATION SERVICES

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

## SUPPLIES

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

## TRAINING

Training for outreach workers and shelter providers on the District's hypothermia season protocol will be conducted by TCP in conjunction with DHS on October 21st and 22nd from 9:30am-12pm at the 801 East Men's Shelter. All agency directors or designated staff directly involved in the provision and

management of hypothermia-related services will be required to attend an initial review of protocols, processes, communications, and responsibilities related to the upcoming hypothermia season.

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

## VII. UNACCOMPANIED MINORS AND TRANSITION AGED YOUTH

While the needs and circumstances of vulnerable youth are well understood in a general sense, the District – like most communities around the country – has not had the data on unaccompanied youth needed to truly drive planning efforts. Over the past year, members of the ICH youth subcommittee have been working hard to both increase and elevate the services available to youth experiencing homelessness in the District. In addition to launching a system of coordinated entry for youth, the subcommittee has also been laying the groundwork to develop a youth strategic plan later this fall. As of the drafting of this plan, the District was in the midst of its first-ever youth specific census to gather comprehensive data on the number and circumstances of unaccompanied youth experiencing homelessness.

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

### OUTREACH SERVICES FOR UNACCOMPANIED MINORS AND TRANSITIONED AGED YOUTH

Youth-focused outreach is conducted year-round by Sasha Bruce Youthwork, Covenant House Washington, Latin American Youth Center, and StandUp for Kids. (Note that resources were included in the FY15 budget to allow DHS to expand outreach and drop-in services for youth; these services will be coming online in advance of the FY16 hypothermia season.) In addition to the youth-focused outreach providers, there are street outreach organizations that cover catchment areas across the city. These outreach organizations engage with all persons experiencing street homelessness in their respective catchment areas regardless of age.

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

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

The system for assessing and responding to the needs of unaccompanied children under the age of 18 is fundamentally different from the systems that are in place for adults and families. When an unaccompanied minor is identified (e.g., via street outreach or other system partners) or otherwise presents for assistance anywhere in the community, the person making the identification should immediately call or should ensure that a call is made immediately to the 24 Hour Runaway and Homeless Youth (RHY) Hotline, currently managed by Sasha Bruce Youthwork, at (202) 547-7777.

RHY Hotline staff will identify a staff person to pick up the minor within 30 minutes, conduct an initial screening, and determine appropriate next steps in accordance with the District's Youth Coordinated Assessment Protocol and the District's Framework for Serving Unaccompanied Minors.

## CAPACITY FOR UNACCOMPANIED MINORS (<18 YEARS OF AGE)

In FY 2015, the District had ten dedicated beds for unaccompanied minor children. Four of the beds are funded via the Federal Runaway and Homeless Youth Program. In FY15, the average length of stay in these beds was a little over four weeks. (As show in the table below, each bed turns over 12.6 times a year.) Accordingly, these beds will serve just over 50 minors over the course of a year.

In FY 2014, the District government allocated additional resources to DHS to expand the availability of crisis beds for unaccompanied minors (under age 18) who do not have a safe place to stay. This funding provided an additional six beds at one facility, which came online in July 2014. According to the District’s Framework for Serving Unaccompanied Minor Children, shelter and reunification services for unaccompanied minors may be provided by the homeless services system for up to three days without parental or court approval, and for up to two weeks with parental or court approval. Using an average two week length of stay, these beds will be able to provide shelter for an estimated 156 youth over the course of the year.

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

**Table 11: System Capacity –Unaccompanied Minor Children (Under 18)**

Type of Bed	FY16 (Anticipated Capacity)
Runaway and Homeless Youth Beds	4
Annual Turnover Rate	12.6
Annual Capacity	50.4
Locally Funded Crisis Beds*	6
Turnover Rate	26
Annual Capacity	156
<b>System Capacity: Average Annual Placements</b>	<b>206.4</b>
<b>System Capacity: Average Monthly Placements</b>	<b>17.2</b>
*To address a gap in the homeless services system for pregnant and parenting minors, the FY16 budget includes \$500,000 in local funds for the Department of Human Services to create a pilot project to support minor headed households experiencing a housing crisis. At the drafting of this plan, the Administration was working with members of the ICH youth subcommittee to design this pilot. DHS will be issuing an Request for Applications (RFA) in the fall.	

## OVERFLOW CAPACITY FOR UNACCOMPANIED MINOR CHILDREN

It is important to note that annual capacity does not account for day-to-day fluctuations. In the case of an emergency situation where an unaccompanied minor presents or is referred, a responsible family



member in a safe location cannot be identified before night, and no crisis beds are available, the District of Columbia will work with youth service providers to provide contracting authority for overflow capacity. In preparation for the FY16 hypothermia season, DHS will be working with relevant youth-serving agencies this fall to assess facility options and identify the resources needed to provide emergency overflow capacity.

#### TRANSITION AGED YOUTH AGED 18 TO 24 YEARS

In recent years, the District has invested resources to increase dedicated programming for Transition Aged Youth (TAY) aged 18 to 24. In FY15, the Continuum of Care added 12 transitional housing units dedicated for LGBTQ youth, raising the total number of dedicated beds to 137 (see Table 12 below). Currently, these resources are often used somewhat interchangeably as providers work to find youth the first available placement. Taken together, these beds will allow us to serve a projected 226 TAY per year – an average of nearly 20 placements per month.

**Table 12: System Capacity –Transition Aged Youth (18 – 24)**

Type of Bed	FY16 (Anticipated Capacity)
TAY Crisis Beds	21
Annual Turnover Rate	3.05
Annual Capacity	64
TAY Transition Housing Units	116
Annual Turnover Rate	1.4
Annual Capacity	162.4
<b>System Capacity: Average Annual Placements</b>	<b>226.4</b>
<b>System Capacity: Average Monthly Placements</b>	<b>18.8</b>

In addition to the beds detailed above, the FY15 budget included resources allowing DHS to continue to expand capacity in this part of the system. As of the drafting of this plan, DHS was in the process of reviewing applications under an open RFA, but anticipated adding 30 additional beds during the FY16 hypothermia season. These resources will allow the District to serve another 58 TAY per year.

#### OVERFLOW CAPACITY FOR TRANSITIONED AGED YOUTH

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

## VIII. COMPLAINTS & GRIEVANCES

### HOMELESS SERVICES MONITORING

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

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

## APPENDIX A: SHELTER LOCATIONS

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

**Table 13: Men's Shelter: Year-Round 12-Hour Low Barrier Sites**

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

**Table 14: MEN'S SHELTER: SEASONAL & HYPOTHERMIA LOCATIONS**

Name of Shelter	Location	Telephone
Sacred Heart Church	16 <sup>th</sup> Street and Park Road, NW	(800) 535-7252
801 East Shelter	801 Making Life Better Lane, SE	(202) 561-4014
Community for Creative Non-Violence (CCNV)	425 Second Street, NW	(202) 393-1909
Salvation Army	3335 Sherman Ave NW	(202) 829-0100
Banneker Recreation Center	2500 Georgia Avenue, NW	(800) 535-7252
Adams Place Shelter	2210 Adams Place, NE	(202) 832-8317
Kennedy Recreation Center	1401 7 <sup>th</sup> Street NW	(800) 535-7252
Columbia Heights Rec Center	1480 Girard Street NW	(800) 535-7252

**Table 15: WOMEN'S SHELTER: YEAR-ROUND 12-HOUR LOW BARRIER SITES**

Name of Shelter	Location	Telephone
Open Door*	425 2 <sup>nd</sup> Street, NW (at E St.)	(202) 639-8093
Nativity Shelter	6010 Georgia Avenue, NW	(202) 487-2012
Harriet Tubman, D.C. General Building 27	1900 Massachusetts Ave., SE	(202)-795-9966
John Young*	117 D Street, NW	(202) 639-8469
* A new women's shelter will be opening at 810 5th Street NW to replace the John Young and Open Door Shelters. It is anticipated that the new women's shelter will open in January 2016.		

**Table 16: WOMEN'S SHELTERS: HYPOTHERMIA & SEASONAL SHELTERS**

<b>Name of Shelter</b>	<b>Location</b>	<b>Telephone</b>
Open Door*	425 2 <sup>nd</sup> Street, NW (at E St.)	(202) 639-8093
New Covenant Baptist	1301 W Street, SE	(800) 535-7252
Nativity Shelter	6010 Georgia Avenue, NW	(202) 487-2012
Community for Creative Non-Violence (CCNV)	425 2 <sup>nd</sup> Street, NW	(202) 393-1909
Community of Christ	3526 Massachusetts Ave, NW	(800) 535-7252
* A new women's shelter will be opening at 810 5th Street NW to replace the John Young and Open Door Shelters. It is anticipated that the new women's shelter will open in January 2016.		

**Table 17: FAMILY SHELTER**

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

## APPENDIX B: YOUTH PROVIDERS

**Table 18: Outreach and Hotlines**

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

**Table 19: Emergency Shelter for Youth**

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

Sasha Bruce Youthwork	Independent Living Program	Unaccompanied Youth Aged 18 to 24
Sasha Bruce Youthwork	Transitional Living Program	Unaccompanied Minors and Youth Aged 18 to 24
Wanda Alston House Foundation	Wanda Alston House	Unaccompanied LGBTQ Minors and Youth Aged 16 to 24
Latin American Youth Center	LGBTQ Youth Transitional Housing	Unaccompanied LGBTQ Youth Aged 18 to 24

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