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.**

Please see Attachment 1 – DHS Senior Team.

      b. **Provide an explanation of the roles and responsibilities of each division and subdivision.**

Please see below chart.

      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.**

Please see below chart.

      d. **Provide a narrative explanation of any changes to the organizational chart made during FY21 or FY22, to date.**

The Department has not undergone a reorganization in FY21, or FY22 to date.

      e. **Note on the chart the date that the information was collected**.

The information in this response is accurate as of January 2022.

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.	677	202	879
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.	289	86	375

			176	36	212
Office of the Director (OD)	Tania Mortensen, 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.			
Total			**1,142**	**324**	**1,466**

Division	*Sub-Division*	*Title*	*Name*
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.

Division	*Sub-Division*	*Title*	*Name*
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.

Division	Sub-Division	Title	Name
ESA	Division of Customer Workforce Employment & Training	Deputy Administrator	Ann Pierre

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 Family Rehousing and Stabilization Program (FRSP) program, 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.

Division	Sub-Division	Title	Name
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 (DHCF) 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).

Division	*Sub-Division*	*Title*	*Name*
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.

Division	*Sub-Division*	*Title*	*Name*
FSA	Youth Division	Deputy Administrator	Sheila Clark

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.

Division	*Sub-Division*	*Title*	*Name*

FSA	Homeless Individuals	Deputy Administrator	*Vacant*

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.

Division	Sub-Division	Title	Name
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.

Division	*Sub-Division*	*Title*	*Name*

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Division	Sub-Division	Title	Name
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.

Division	Sub-Division	Title	Name
OD	Human Resources	Interim Human Resources Officer	Marlene Akas

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.

Division	Sub-Division	Title	Name
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.

Division	*Sub-Division*	*Title*	*Name*
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.

Division	*Sub-Division*	*Title*	*Name*
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.

Division	*Sub-Division*	*Title*	*Name*
OD	Call Center	Chief Customer Officer	Francine Miller

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.

2. **Attach in Excel a current Schedule A for the agency, as of January 14, 2022, with the following information for each position:**
   a. **Employee's name, if the position is filled;**
   b. **Program and activity name and code as appears in the budget;**
   c. **Office name, if different from activity code;**
   d. **Title/position name;**
   e. **Position number;**
   f. **Grade, series, and step;**
   g. **Salary and fringe benefits (separate salary and fringe and include the FY19 fringe benefit rate);**
   h. **Job status (e.g. continuing/term/temporary);**
   i. **Type of appointment (e.g. career, MSS);**
   j. **Full-time part-time, or WAE;**
   k. **Seasonal or year-round;**
   l. **Start date in the position (i.e. effective date);**
   m. **Start date with the agency;**
   n. **Previous office (program) and position (job title) with the agency, if relevant**
   o. **Position status (A-active, R-frozen, P-proposed, etc.);**
   p. **Date of vacancy or freeze, if relevant; and**
   q. **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 – Schedule A.

3. **Provide a list of all FY21 and to date in FY22 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 – Schedule A.

4. **How many vacancies were posted during FY21 and to date in FY22?**
   a. **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 – Time to Fill Dashboard.

5. **For each FTE specifically funded by Council in the FY22 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 14, 2022; and**
> e. **Which if any of the positions are vacant as of January 14, 2022.**

Please see Attachment 5 – Council Funded Positions.

> 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.**

Amy Mack, Office of the City Administrator, Gun Violence Prevention, 1/16/22 - 9/30/22

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 2020, 2021, and 2022 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 2019 and 2020 for each program and activity code.**
>   c. **Attach the cost allocation plans for FY21 and FY22.**
>   d. **In FY21 or FY22, 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 – Budget and Expenditures.

> 8. **Provide a table listing all intra-District transfers for FY21 and FY22 (YTD), as well as anticipated transfers for the remainder of FY22.**
>   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 FY20 or FY21 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 FY21, including the anticipated agency(ies), purposes, and dollar amounts.**

Please see Attachment 8 and 13 – Intra-Districts and MOUs.

9. **Provide a table listing every reprogramming of funds (i.e. local, federal and SPR) into and out of the agency for FY21 and FY22 to date, as well as anticipated inter-agency reprogrammings for the remainder of FY22. 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 and 10 – Reprogramming.

10. **Provide a complete accounting of all reprogrammings received by or transferred from DHS in FY21 and to date in FY22. 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 and 10 – Reprogramming.

11. **For FY21 and FY22, 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 – Special Purpose Revenue.

12. **Provide an update on the status of each of the following programs/initiatives to include: (1) FY21 and FY22 budget for each program/initiative, by funding source; (2) expenditures in FY21 and FY22 to date; (3) number of people served in FY21 and FY22 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.**
    o. **STAY DC**

Please see Attachment 12 – Program and Budgetary Updates.

13. **List all memoranda of understanding ("MOU") and memoranda of agreement ("MOA") entered into by your agency during FY21 and FY22, 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 FY22, including the anticipated agency(ies), purposes, and dollar amounts.**

Please see Attachment 8 and 13 – Intra-Districts and MOUs.

14. **List each grant or sub-grant, including multi-year grants, received by your agency in FY21 and FY22, 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 – Grants to DHS.

15. **Describe every grant your agency is, or is considering, applying for in FY22.**

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 helps 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:

o Help recently resettled refugees enroll in medical assistance programs
o Refer them for health screenings,
o Identify barriers to refugee self- sufficiency and well- being,
o Provide basic health education and tools, and
o 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:
  o Help reduce dependency and promote self-sufficiency,
  o Protect children and adults from neglect, abuse and exploitation, and
  o 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 FY21 and FY22, 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:**

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 FY21;**
    xv. **Total contract or procurement value in FY22 (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.).**

Please see Attachment 16 – Contracts and Leases February 2022.

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. **Please provide a detailed update on the status of the Pandemic Emergency Program for Medically Vulnerable Individuals. If there is one, please include a timeline or an anticipated timeline for the end of this program.**

Given the ongoing and evolving nature of the public emergency brought on by COVID-19, the District does not have a clear end date for the program. We are leveraging available federal funding to ensure the safety of our most vulnerable residents, including federal resources for non-congregate shelters. We know a safe, affordable home is the best ultimate outcome for residents staying in PEP-V.

As of January 25, 2022, a total of 496 residents have already transitioned from PEP-V to housing and we are working with each resident on an individualized housing plan. With new investments made by the Mayor, Council and the federal government, our goal is for residents exit PEP-V to with the foundation of a home as the program winds down.

C. **Capital Projects**

18. **List all capital projects in the financial plan and provide an update on all capital projects under the agency's purview in FY21 and FY22, 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 FY21, and FY22, 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 FY22, FY23, FY24, FY25, and FY26; and**
>
> e. **A description of whether the capital projects begun, in progress, or concluded in FY21, or FY22, to date, had an impact on the operating budget of the agency; if so, provide an accounting of such impact.**

Please see Attachment 18 – Capital Projects.

D. <u>**Agency performance, evaluation, and disputes**</u>

19. **List and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any that were completed during FY21 and FY22, to date. Attach copies of any such document.**

Name	*Description*
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. This evaluation was completed. DHS participated in an OIG Exit Interview to discuss findings. DHS has submitted a response to the OIGs office as a result of the communicated findings on January 14, 2021. Link: http://app.oig.dc.gov/news/view2.asp?url=release10%2FOIG+Final+Report%5FNo%2E%5F22%2DI%2D01JA+%5FEvaluation%5Fof%5FDHS+Family%5FR%0Ae%2DHousingandStabilizationProgram%2Epdf&mode=release&archived=0&month=20220&agency=0
Office of the Inspector General (OIG) - Follow-up on Inspection and Evaluation (I&E) recommendations issued during	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

Fiscal Years (FY) 2018, 2019, 2020, and 2021 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 November 6, 2019. See pdf attachment "DHS Follow Up Gift Card Report 21-03-23e HSSC".
2021 Annual Safeguard Report (SSR) – Internal Revenue	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.

Service (IRS)	
FY21 Single Audit	This is the FY 2020 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 Annual Comprehensive Financial Report (ACFR)	ACFR Link: https://cfo.dc.gov/sites/default/files/dc/sites/ocfo/publication/attachments/FY%202020%20DC%20C AFR_Full%20Report.pdf
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 15, 2021, the QC Division submitted the FY2022 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. A copy of the Fiscal Year 2022 Approval letter is available for review.
DC Semi-Annual Corrective Action Plan November 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. 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.
Supplemental Nutrition Assistance Program and FY2020 Quality Control (QC)	This is an update on the corrective action plan that was submitted to the Food and Nutrition Services on November 1, 2021 on behalf of Quality Control. The Quality Control Division resumed SNAP QC case reviews since July 2021 with eight (8) Compliance Specialists/Reviewers to complete 185 cases/per month through Fiscal Year 2021. Staff training was conducted in August 2021 along with ongoing technical assistance provided to the Management team by FNS-MARO. Currently the face-to-face interview waiver is in place through December 2021 and the District plans to submit an extension if applicable to ensure staff safety protocols. DC QC continues to work with the ESA team in identifying areas of improvement by building internal capacity. Our last meeting with ESA was October 18, 2021, and the presentation is attached for review.

Correcti ve Action Plan (11/1/20 21)	
FY 202 1 Congres s Heights Service Center Manage ment Evaluati on (ME) Report	Evaluate recent SNAP applications, denials and terminations, and recertifications to determine if appropriate actions were taken in accordance to federal regulations. In addition, the examination will conclude whether excessive verifications were requested, and proper SNAP 30-day requirements were met.
FY 2021 H Street Manage ment Evaluati on (ME) Review Report	Evaluate recent Supplemental Nutrition Assistance Program (SNAP) applications, denials and terminations, recertifications to determine if appropriate actions were taken in accordance with federal regulations. In addition, the examination will conclude whether excessive verifications were requested, and proper SNAP 30-day requirements were met.
FY 2021 Supple mental Nutritio n Assistan ce Program (SNAP) Househ old Reportin g Manage ment Evaluati on (ME) Review Report	Evaluate a total of twenty-five (25) randomly selected SNAP Recertifications, SNAP Mid-Certifications and SNAP Interim Contacts to determine the agency's adherence to federal regulations and processing standards related to Household Reporting.
FY 2021 Manage ment Evaluati on Review Report Recipie	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. DHS is working on the reinstatement of the TOP program for the District of Columbia.

nt Claims Management/Treasury Offset Program		
FY 2021 Monitoring Review of the Supplemental Nutrition Assistance Program Nutrition Education (SNAP-ED) program	Evaluated the compliance of the agency and sub-grantee monthly expenditures in accordance with the established policy and procedures. Specifically, the review examined the documentation of financial attributes.	
Engagement Letter: November 4, 2021 Evaluation of the District of Columbia's use of contracted companies to administer large-scale programs, an engage	The objectives are to: (1) identify large-scale programs that rely largely on contractors to administer the program; (2) assess agency controls for managing contracted services; (3) determine whether the programs are meeting their intended goals; and (4) identify and share procedures and practices from both within District government and other jurisdictions to help District government agencies and contractors work together to deliver services economically and effectively.	

ment we identified in our Fiscal Year 2022 Audit and Inspection Plan.	
Engagement Letter: August 30, 2021 Triennial Comprehensive Risk Assessment of the District of Columbia's Procurement Activities	The purpose of this assessment is to (1) identify high-risk systemic issues, practices, or incongruent rules and regulations within the District's procurement system; and (2) assess the status of high-risk areas and recommendations included in the Fiscal Year 2017 Procurement Practices Risk Assessment. The comprehensive risk assessment will pay particular attention to: (1) goods and services procured during the COVID-19 Public Emergency using emergency procurement authorities; (2) large-scale Information Technology system procurements; and (3) non-emergency goods and services procured using applicable laws, regulations, and policies. The OIG plans to release the results of this risk assessment iteratively through a series of reports. This engagement will be conducted under project code OIG No. 21-1-29MA.

20. **Provide a copy of the agency's FY21 performance accountability report.**
    a. **Explain which performance plan strategic objectives and key performance indicators (KPIs) were met or completed in FY21 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.**

See Attachment 20 for a copy of the FY21 Performance Accountability Report.

FY21 Met Strategic Initiatives

Initiative	On Time	On Budget
Expand internal capacity for inclusive culture, strategy, and racial equity	x	x
Improve access to benefit eligibility and enrollment services	x	x
Implement the next phase of 2Gen strategy	x	x
Targeted outreach to Wards 7 & 8.	x	x
Align workforce development initiatives to leverage high growth areas and key partnerships.	x	x

FY21 Nearly Met Strategic Initiatives

Initiative	Explanation
Improve voucher utilization (75-99% Complete)	DHS received an influx of emergency housing vouchers towards the end of the year, causing the agency to land slightly out of reach of fully completing this goal. The agency expects to reach the goal of utilizing FY21 vouchers in early FY22.
Enhance service delivery for families enrolled in the Family Rehousing and Stabilization Program (FRSP) (75-99% Complete)	This initiative was slowed down due to other more pressing matters presenting themselves during the public health emergency. In FY22, DHS will refocus on Career MAP, DC Flex expansion and modifications to FRSP's case management structure.

Unmet Strategic Initiatives

Initiative	Explanation
Implement redesigned Permanent Supportive Housing Program for individuals that is client-focused, flexible and primed for future Medicaid	In FY21, many strides were made towards redesigning the Permanent Supportive Housing program, culminating with the District submitting a State Plan Amendment to the US Centers for Medicare and Medicaid Services to request approval to establish DC's inaugural Medicaid-financed housing supportive services benefit. DHS expects that these changes will be implemented in FY22.

billing (50-75% Complete)	
Streamline intake for single adults (0-24% Completed)	In FY21 this initiative was focused on research and development in order to provide the best service possible for individual District residents experiencing homelessness. DHS anticipates this initiative's completion in FY22.

Nearly Met KPIs

KPI	Explanation
Number of youth who exited the youth homelessness system to permanent, stable housing	Due to the onset of the COVID-19 pandemic, the youth homeless system was not exiting youth from programs.
Percent of youth who completed Youth Services Division (YSD) programs who showed improved functioning at closure as indicated by decline in their Child and Adolescent Functional Assessment Scale (CAFAS)scores	YSD just missed its target for the fiscal year because of the impact the COVID-19 pandemic had on the previous quarters (Q1, Q2 and Q3), when case management was taking place virtually. Although in-person case management resumed during Q4, the underreporting that took place throughout most of the fiscal year resulted in not meeting our target. That is, caseworkers had to complete the CAFAS based on client self-report rather than receiving information from multiple sources and initial CAFAS scores tended to be either low or remained the same, so rates of improvement were less than previous fiscal years.
SNAP Application Timely Processing Rate (applications processed within 7 days for e-SNAP and	Currently awaiting SNAP Application Timely Processing Rate calculation; there have been extended delays in reporting due to the ongoing COVID-19 Pandemic. In FY21, calculations were only reported for Q1.

30 days for regular SNAP)	

Unmet KPIs

KPI	Explanation
Number of new employment placements per 1,000 TANF work-eligible customers (monthly average)	The low number of employment placements for TANF customers in FY21 can be attributed to the impacts of the COVID pandemic. It has been increasingly difficult to source new job opportunities and many pre-existing opportunities have been eliminated as the pandemic has continued. Additionally, childcare has been less available and many individuals have elected to not be vaccinated, eliminating them from many opportunities.
Percent of TANF Employment Program Participants Who Participated in Eligible Activities	The number of eligible customers served by the agency has grown significantly in FY21 from the previous year that didn't contribute to increased assignment to the vendors (due to # of outstanding assignments/Individual Responsibility Plans (IRPs)). The average number of customers served by the Job Placement Service Provider (JPSP) for FY21 went down by 30%, but the overall participation of customers served by the JPSPs has steadily gone up. The agency has been working to complete the outstanding assessments and IRPs that will allow them increased assignment to vendors.
Call Center: Average Wait Time (Minutes)	In FY21, the DHS call center saw a significant increase in call volume. DHS took measures to support call center staff with navigating the increase. However, wait times were still longer than anticipated due to the learning curve of ramping up new support staff. DHS expects this wait time to continue to improve in FY22.

21. **Provide a copy of your agency's FY22 performance plan as submitted to the Office of the City Administrator. Discuss any changes to outcomes measurements in FY21 or FY22, 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.**

See Attachment 21 for a copy of the FY22 Performance Plan.

For FY22, DHS added one KPI: Number of new positive cases in emergency shelter (annual). This measure was added to track American Rescue Plan Act (ARPA) project code C09311, which supports non-FEMA eligible COVID-19 public health emergency direct response costs, also known as modified operations for homeless shelters. DHS established this KPI to comply with

the requirement to have a KPI for each ARPA project. As this project is time-bound and a direct response activity to COVID-19, DHS anticipates the KPI will not be needed beyond FY22.

No other performance metric changes were made in the FY22 plan.

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

Please see Attachment 22 – Reports and Reporting.

23. **Provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY21 and FY22, 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 23 – Studies, Research, Analyses.

24. **List all recommendations identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during FY21 and FY22, to date. Provide an update on what actions have been taken to address each recommendation. If the recommendation has not been implemented, explain why.**

Augu st 202 0 - OIG Repor t Proje ct No. 20-I-07-JA - Inade quate	*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+Fi nal+Report+on+the+Evaluation+of+DHS%27+Economic+Security+Administration%2Epdf&mode=release& archived=0&month=00000&agency=61

Internal Controls Within the Economic Security Administration May Have Contributed to the Loss of $1.8 Million

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FY20 Single Audit Recommendations	*Status Update*
Finding Number: 2020-002 Prior Year Finding Number: 2019 - 001 Requirement: ADP System for SNAP	The findings are previously known issues that are being addressed through future system fixes/enhancements or separate mitigation plans. 1. Categorical Eligibility (211 Cases) a. The permanent code fix has been designed and developed; deployment of the fix into production is tied to DCAS Release 3.1.X - which does not have a release date yet. The status of the release should be better understood by January 2022. 2. TANF Reassessment (12 Cases) a. The DCAS/IT team continues to work on a long-term code fix to ensure that income is counted only for the certification period months for which TANF is active. DHS and DCAS started design sessions November 2021. 3.1.X scope is being finalized and does not have a release date yet. 3. Medical Expenses (1400 Cases) a. The process of the DCAS system systematically raising outstanding Medical expense verifications via a verification/request for information notice is tied to the deployment of Release 3 deployments 1 & 3, which deployed November 15, 2021. As part of the design for this release, minor enhancements and code fixes were identified to ensure all scenarios were addressed. DHS and DCAS are working to identify the next release date for Operations and Maintenance releases. In the interim, DHS and DCAS will intensely monitor the system to confirm that medical expense verifications are triggering correctly.

Finding Year and Number: 2020 – 003
Prior Year Finding 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.

OFT continues to utilize Regis & Associates, PC, to conduct management review of UPO to maintain EBT card security compliance. Regis completed their management review of EBT Card Security on Thursday, December 2, 2021. Please see the report attached. FIS is currently reviewing the findings and preparing a response. Once OFT receives FIS responses, a copy of the report will be forwarded.

OFT continues to work with ESA to develop a workflow approval process for Photo ID Referral forms. This will ensure that all Photo ID Referral forms are reviewed and approved by DHS staff and electronically forwarded to UPO to approve distribution of an EBT card.

The Office of the Deputy Administrator's Division of Program Operation (DPO) has continued to review 20 EBT Authorization Forms from the Anacostia, Congress Heights, and H St Service Centers on a quarterly basis. In September 2021, the first review was place.

The Division of Program Operations (DPO) Office of the Deputy Administrator completed its second quarterly assessment of 20 EBT Authorization Forms from Anacostia (01.13.2022), and Congress Heights (01.13.2022). The Service Center Management is responsible for the security of all EBT form completion, daily logs, and storage. The Program Manager at each Service Center keeps all EBT Authorization referral forms in a secure location. The Division of Program Operations (DPO) and the Office of Information Systems (OIS) are finalizing the business requirements for the new EBT Portal.

Finding Year and Number: 2020 – 007
Prior Year Finding Number: 2019-009
Requirement: Eligibility - TANF

ESA continues to focus on the timely processing of SNAP and Cash Assistance applications and recertifications. Customers continue to have the option to apply for or recertify for public benefits by way of 1.) Dropping off an application and supporting documents at one of the three open service centers (H Street Service Center, Anacostia Service Center, or the Congress Heights 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. Due to the current FNS waivers, ESA is not processing SNAP or Cash Assistance recertifications at this time. Recertifications for the months of January, February and March 2022 have been extended for 6 months.

The Taylor Street and Fort Davis Service Centers remain closed due to renovations. The remaining three service centers continue to operate on modified, limited operations to allow customers to drop off documents to be processed.

The Division of Program Operations (DPO) Service Center Management continues to meet with Service Center staff daily to verify that the current protocols and procedures for all Orphan Pending and Hold reports are being reviewed. The Orphan Pending and Hold reports are still being reviewed by Service Center Program Managers, who have assigned them to one management staff member responsible for ensuring that all papers are

uploaded to DIMS on that application and supporting documentation required to determine eligibility are uploaded from the Benefits Sentral Application (BSA) portal to DIMS. The DPO, Office of the Deputy Administrator, creates a bi-weekly report from DIMS that includes all orphan, default, and pending/hold batches for investigation.

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. The Supplemental Self-Declaration for SNAP and TANF have been included on the new Integrated Application which was rolled out in January 2022.

Finding Year and Number: 2020-009 Prior Year Finding Number: 2019 - 012 Requirement: Special Test and Provisions – Income Eligibility and Verification System	The DHCF/DCAS triage team developed a system enhancement to accept an "apostrophe" as a valid name character. This feature was launched on April 24, 2021, and this issue has been resolved and reported as complete as of May 2021.
Finding Year and Number: 2019 - 013 Requirement: Penalty for Refusal to Work	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. The Sanctions Unit and Office of Performance Monitoring (OPM) continues 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: 2020-010 Prior Year Finding Number: 2019 - 014 Requirement: Special Test and Provisions – Penalty for Failure to Comply with Work Verification Plan	There were no updates reported. The DHS Division of Data Analytics, Research & Evaluation (DARE), DCAS, and the external contractors meet regularly to remediate the Q5i interface issues with DCAS and the reporting of incorrect employment hours from DCAS to Q5i. DCAS reported in September 2021 that the employment hours fix had been implemented in DCAS for the July 2021 files. The Office of Quality Assurance (OQA) pulled 30 cases from the July 2021 report to validate the fix. DCAS has investigated the four (4) cases, which showed discrepancies between DCAS and Q5i and provided a response to OQA on December 7, 2021. OQA is still reviewing and validating the responses. Updates will be provided during the next update.

The Office of Performance Monitoring has assembled a team to investigate the 18 cases by comparing work participation hours found in DCAS to that in CATCH to identify the reasons/causes for these discrepancies in data. The team will conduct extensive research in multiple databases, including DCAS, CATCH, Q5i, DIMS, and CATCH, to explore possible causes and ways to reconcile existing discrepancies. OPM Management has requested the following system training in preparation for this monitoring activity: Q5i, DCAS System and DIMS. The goal is to receive training so that this project can be completed within 30 days. Additionally, on an ongoing basis, OPM will pull a report from Q5i to monitor the hours being reported from DCAS.

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 has 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.

Evaluation of the District of Columbia Family Re-Housing and Stabilization Program (OIG Project No. 22-I-01JA)

Recommendation 1: Adopt a policy requiring DHS or TCP to assign case managers within a specific period of time following a participant's entry date

DHS agrees with this recommendation. As DHS works towards enhancing the Family Rehousing and Stabilization Program (FRSP), new provider contracts will require case manager assignments prior to lease signing.

To ensure continuity of services for families who are transitioning from Short Term Family Housing programs (STFH) to FRSP, DHS also modified the STFH contracts to require shelter case managers to follow up with families for up to 60 days post program exit.

Finally, to address the need for services during periods of insufficient capacity among FRSP providers, DHS established a team to provide temporary services to families until the time a FRSP case manager could be assigned.

Recommendation 2: Expand capacity or take other measures to improve delivery of case management services to new participants.

DHS agrees with this recommendation. We continue to work to improve FRSP service delivery and have implemented enhancements to provide more information and resources to both providers and families regarding FRSP program policy, practices, and expectations.

These include:
• *Online Resource Guide for Providers compiled by DHS*. This is an online comprehensive guide providers can reference for resource information and day-to-day service delivery documents and procedures.
• *Shelter providers, in collaboration with DHS, will provide FRSP program orientations in Shelters*. These sessions provide families a program overview and orientation that includes information on service delivery expectations, program procedures and expectations for engagement. This allows families to receive a full understanding of the FRSP program prior to entering the program.
• *Expansion of Case Management Capacity*. To support a reduced timeframe for incoming FRSP families to be connected to a primary FRSP case

manager, DHS onboarded four additional provider entities to increase case management capacity.

• *Updated DHS Service Provider Manual and ongoing training to FRSP service providers.* This manual serves as a comprehensive policy document for service providers to ensure consistent service delivery across all FRSP providers.

• *Online Client Rental Payments.* To provide increased options for families to pay their rental portions, DHS collaborated with the District of Columbia Housing Authority (DCHA) to implement an online rental payment system that allows families to make monthly rental payment electronically.

DHS is currently in the process of implementing enhancements to the FRSP program, including issuing a direct solicitation to for FRSP services, rather than subcontracting through the management contract. This will give DHS added oversight, streamline communications and policy implementation, and allow DHS to enhance service delivery to customers.

DHS also plans to implement updated FRSP Key Performance Indicators (KPIs) that will focus on increasing income, assisting with stabilization after the program ends, program incentives for families and providers, enhanced oversight and monitoring, and increased resources for families.

Recommendation 3: Review its current practice of using provider assignment date as the start of a participant's 12-month term of FRSP assistance and determine whether this practice comports with the language and intent of Title 29 DCMR Chapter 78.

DHS does not agree with this recommendation. We follow this practice to ensure each family in the program receives – at a minimum - a full 12 months of program services, which includes the connection to their FRSP case manager so the family can work towards realizing program goals. DHS will continue to assess this practice to ensure compliance with applicable regulations.

Recommendation 4: Implement a process for monitoring case managers' payment tier decisions to determine whether decisions were justified and allow participants to appeal these decisions to an independent decision-maker.

DHS agrees with the recommendation to establish a process to monitor case managers' payment tier decisions. However, it is not feasible to allow participants to appeal these decisions to an independent decision-maker, as this will create an undue administrative burden. In new provider contracts, DHS will establish a two-tier process for payment decisions.

Recommendation 5: Implement a policy that establishes objective criteria for making participant tier changes.

DHS disagrees with this recommendation. DHS's FRSP program manual outlines an objective policy for making participant tier changes (see page 34 of FRSP manual).

Recommendation 6: Ensure that case managers complete budget documents monthly.

DHS does not agree with this recommendation. DHS temporarily modified case management requirements during the COVID-19 pandemic to allow for budgets to be updated on an as needed basis when there are changes to a family's income.

General FRSP service delivery requirements include monthly budgets. As DHS shifts back to normal case management requirements, we will revisit this requirement to determine the frequency and relevance towards achieving housing stability.

Recommendation 7: Modify existing systems to generate automatic notifications, which will alert TCP, DHS, and the relevant service provider when rent payments are processed.
DHS agrees with this requirement. We are currently in the process of working with our partners to automate the entire rental payment process. Updated technology will allow for online rental payments, payment reminders, rental balance inquiries, and other enhancements that allow for a more streamlined process to complete transactions.

Recommendation 8: Work with all required stakeholders to ensure case managers have access to all systems needed to execute the FRSP while continuing to maintain program participants' privacy
DHS agrees with this recommendation and will work with TCP to resolve these issues. However, given the challenges with HMIS, this is a complex issue that has proven challenging.

Recommendation 9: Designate an individual within DHS to correct system access issues, streamline processes, and be TCP's and service providers' IT liaison during system integration.
DHS agrees with the recommendation to provide assistance to service providers regarding access and system integration issues. DHS plans to provide direct technical assistance to FRSP service providers as we shift to contracting directly with FRSP providers.

Recommendation 10: Screen participants for PSH or TAH upon intake into FRSP.
DHS agrees with this recommendation. Families are assessed upon FRSP entry using the F-SPDAT. This screening tool helps case managers understand how to assist the family in overcoming barriers to stable housing and to determine appropriate housing interventions. To be eligible for PSH or TAH, families must meet certain disability and chronic homelessness criteria.

DHS plans to implement new program requirements for providers that will require case managers to assess families within the first 90 days in the program for a specific pathway.

Recommendation 11: Convene a meeting with the FRSP Task Force to discuss the feasibility of creating distinct TANF and Bridge Model paths within FRSP.
DHS disagrees with this recommendation. We are currently phasing in recommendations of the FRSP Task Force. As part of the implementation process, DHS is coordinating with the TANF program and building in "bridge models" to the updated FRSP service model in the upcoming solicitation.

Audit of Internal Controls over the Gift Card Program at Selected Agencies of the Human Support Services Cluster" (18-01-01b HSSC) issued November 6, 2019.	**Recommendation 9: We recommend the Executive Director, DHS, reinforce gift card policies related to monthly reconciliation reports submission and verification.** **Management's Response on November 6, 2019:** The agency agreed and noted – Beginning in the second Quarter of FY 2020, all gift card custodians

and distributors will be required to meet at least quarterly with the DHS AFO Team and with a representative from the DHS Office of Program Review, Monitoring and Investigation (OPRMI) to ensure gift card custodians are fully aware of responsibilities with respect to policies and procedures, monthly reporting, and quarterly reporting as participants in the gift card program.

Management's Response to Follow-up Questionnaire September 30, 2021: Quarterly audits were conducted by DHS/OCFO with all ESA and FSA agency designee(s) and monthly reconciliation reports are consistently being collected. The goal of DHS ESA and FSA program staff is to ensure 100% of monthly reconciliation reports are provided moving forward and established internal controls reviews have been implemented to meet this goal.

OIO's Evaluation: Fully Implemented. OIO obtained and reviewed the Meeting Minutes for October 28, 2020, and September 21, 2021, respectively between OCFO, OPRMI, Custodians, and Distributors and noted tracking and reconciliation issues were discussed. Additionally, we obtained and reviewed samples of quarterly and year-end Gift Card Reconciliation Reports. Based on our review, the corrective action taken by DHS was fully responsive and meets the intent of the Recommendation.

Recommendation 10: We recommend the ACFO, DHS, reinforce the monitoring and oversight requirements outlined in the existing procedures.

Management's Response on November 6, 2019: The agency agreed and noted, effective FY 2020, the OCFO has committed to meeting with the gift card custodians and distributors on a quarterly basis to ensure staff are aware of the responsibilities with regards to administering, accounting, and reporting on gift card inventory.

Management's Response to Follow-up Questionnaire September 28, 2021: The DHS Agency Fiscal Officer (AFO) and the Accounting Officer are updating policies and procedures to strengthening the enforcement of the gift card program for ESA and FSA. Beginning in the second quarter of FY20, all gift card custodians and distributors will be required to meet at least quarterly with the DHS AFO team and with a representative from DHS Office of Program Review, Monitoring and Investigation (OPRMI) to ensure gift card custodians are aware of responsibilities with respect to policies and procedures, monthly and quarterly reports as participants in the gift card program. These regular DHS gift card custodian and distributor meetings will also be an opportunity to voice concerns with respect to implementing policies and procedures (in case clarifications or updates are needed in internal policies) and to ensure that transition of gift card custodians is effective, so new custodians understand all of their responsibilities and no cards are unaccounted for. The agency has changed the quarterly meeting to annually due to COVID-19.

OIO's Evaluation: Fully Implemented. OIO obtained and reviewed the Meeting Minutes for October 28, 2020, and September 28, 2021 respectively, monitoring and oversight of the agency gift card were emphasized. Based on our review, the corrective action taken by DHS was responsive and meets the intent of the Recommendation.

Recommendation 11: We recommend the ACFO, DHS, research variances identified between Custodian and Distributor reporting.

Management's Response on November 6, 2019: The agency agreed and noted in its response that, "Upon completion of the count for each program, the accountants will review the monthly reconciliations submitted from the program for the quarter and compare to the actual count. Any discrepancies noted, will be discussed with the program to determine the cause of the

variance. In most cases, the discrepancies are resolved. If there is no resolve, then the program will be required to submit an incident report and the appropriate changes will be made to the reconciliation. Reconciliation is performed and retained for every program within the Department of Human Services that maintain an inventory of gift cards.

Management's Response to Follow-up Questionnaire September 30, 2021: Beginning in FY 2019, where variances or discrepancies were identified within programs, gift card custodians have been required to submit signed Memorandums to acknowledge any missing or unaccounted cards, and to acknowledge that monthly and quarterly counts will be performed to mitigate issues moving forward.

OIO's Evaluation: Fully Implemented. OIO obtained and reviewed supporting documentation such as meeting notes between OCFO, OPRMI, Custodians, and Distributors and noted tracking and reconciliation issues were discussed. Based on our review, the corrective actions taken by DHS was fully responsive and meets the intent of the recommendation.

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.

E. <u>Agency Operations</u>

25. **Describe any initiatives that the agency implemented in FY21 or FY22, 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?**

DHS met the needs of residents with these initiatives, new programs and new services mainly through existing employees assigned to special projects and/or overtime; in some cases, DHS leveraged additional federal resources.

New FY21-FY22 Initiative	Description
Vaccine Clinics and Access	In partnership with DHS, from January-April 2021, Unity Healthcare held vaccine clinics at nearly every low-barrier shelter and PEP-V site for staff and residents at shelters, transitional housing, and DV programs. Unity has also held mobile clinics for hypothermia shelters and encampments. Since October 2021, Unity has offered vaccines (including boosters) 2x/week on rotating schedule of shelters. Additionally, educational materials, including flyers and posters, were provided to locations and clients, and townhalls were conducted at sites prior to the clinics. • As of January 31, 2022, utilizing the data available to us by Unity Health Care (not DC Health

	District-wide data) we have administered **over 6,350 doses** of COVID vaccines
	• **314 sheltered clients** have received only one dose of the two-dose Moderna vaccination
	• **1,848 sheltered clients** are fully vaccinated
	   o Out of this group, **624 clients** have received boosters
	• **4 unsheltered clients** have received only one dose of the two-dose Moderna vaccination
	• **382 unsheltered clients** are fully vaccinated
	   o Out of this group **24 clients** have received boosters

Revamped Website	In FY21, DHS led an agency-wide process to update our website to ensure the information on the website is clear, accessible, and updated. The process incorporated feedback from customers, stakeholders, and staff.
Emergency Housing Vouchers with DCHA	DHS and the DC Housing Authority successfully matched 100% of the Emergency Housing Vouchers the District received from the U.S. Department of Housing and Urban Development. The agencies implemented a number of expedited processes to eliminate barriers in the matching process.
DCAS R3	On November 15, 2021, DHCF and DHS launched the final major release of the DCAS system, advancing the modernization of DHS's eligibility systems and integrating Medical Assistance eligibility determinations into the existing system.
COVID Peer Educator Program	In FY21, DHS partnered with DC Health, the ICH, and The Community Partnership to launch a COVID-19 Peer Educator program. This program hired shelter residents to complete a series of trainings with DC Health on COVID-19 transmission and vaccines and then share the information with other shelter residents. This program had tremendous success encouraging vaccine uptake and adherence to protective measures at the shelter. The educators engaged with well over 1,000 clients in shelters, youth programs, and encampments.
Online benefits portal/web app and mobile app	On Nov 15, 2021 DHS, with DHCF, launched a full upgrade to both the mobile app and online benefits portal. Both offerings are now called District Direct and they allow customers to log in to their own case - for all benefit programs - to view or update information about themselves, in addition to applying or recertifying for benefits.
Emergency Rental Assistance Program (ERAP)	ERAP helps District residents with incomes that do not exceed 40% of the Area Median Income (AMI) who are facing housing emergencies, by providing funding for overdue rent if a qualified household is facing eviction (including late costs and court fees). The program also supports

security deposits and the first month's rent. ERAP may provide up to five (5) times HUD's Rental Reasonable guideline for the zip code and bedroom size. Eligible households may apply for ERAP up to two (2) times in a single twelve (12) month period from the date of the first application, during the public health emergency, and within 60 days of the end of a public health emergency, to access the rent assistance within the eligibility cap.

26. **List each new program implemented by the agency during FY21 and FY22, 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.**

New Program	Program Description	Cost	Program Codes	Results
STAY DC (FY21)	STAY DC was designed to provide one stop for financial assistance to renters and housing providers who have lost income due to COVID-19 and need assistance paying for rent and utilities. The program is administered by the Department of Human Services (DHS) in collaboration with the Office of the Deputy Mayor for Planning and Economic Development (DMPED), the Office of the Deputy Mayor for Health and Human Services (DMHHS), and the Department of Housing and Community Development (DHCD). STAY DC consolidated the District's existing rental assistance programs by replacing the COVID 19 Housing Assistance Program (CHAP) and Low Energy Assistance Program	$140.1M in FY22	Family Services Administration/5039	To date STAY provided rental assistance to 33,931 households.
Career MAP (FY21)	The District's Career Mobility Action Plan (Career MAP) is a groundbreaking pilot that aims to remove barriers that families with low income confront as they pursue employment that can sustain their families. For up to five years, the pilot will provide resources directly to parents who recently experienced homelessness, are committed to pursuing a career in a high-demand sector, and are at risk of losing TANF,	$2.7M in FY22	Economic Security Administration/2030; Agency Management Program/1090	Pilot is still in design phase. No results to report yet.

	SNAP, rental subsidies and other benefits more quickly than their income can cover these lost resources (also known as the 'benefits cliff'). Beginning in spring 2022, 300 families will enroll. Career MAP takes a holistic, two-generational approach to supporting families. As Ascend at the Aspen Institute explains, a two-generational approach includes the many components of family well-being: career pathways, child development, financial assets, health and wellbeing, and social capital. Most importantly, the program recognizes families as drivers of their own success and the program will tailor service connections to meet the needs of individual participants.			
P-EBT: Pandemic-EBT (P-EBT)	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. o 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.	~$158M	The funds for P-EBT do not go through DHS's budget.	~80,000 school children

27. **Explain the impact on your agency of any legislation passed or regulations adopted at the federal level during FY21 and FY22, to date, which significantly affect agency operations.**

Please see Attachment 27 – Federal Laws and Regulations.

28. **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 28 – Electronic Databases.

29. **Provide a detailed description of any new technology acquired or any upgrades to existing technology in FY21 and FY22, to date, or anticipated for the remainder of FY22.**
    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**.

New/Upgraded Technology	Fiscal Year	Cost	Budget Codes	Implementation Issues
Upgrades to VMWare Technologies – Infrastructure upgrades	2021	$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	$84k	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	2022	$42k	Various	No Issues
DC WET Citizen portal for TANF program benefit recipients (Phase 1 implemented which is developed in-house with resources augmented)	2021	$770k	Various	No Issues

DC WET Citizen portal for TANF program benefit recipients (Phase II to be developed in-house with resources augmented and implemented)	2022	$550k	Various	No Issues
Pondera – New Fraud Data Analytics and Fraud case management system for OPRMI	2022	$300k	Various	Delayed from FY2021 – Targeted to complete in FY2022
New TANF Comprehensive Assessment – DHS is implementing a new robust cloud system for the TANF Comprehensive Assessment	2022	$400k	Various	Scheduled to go-live in Q3 of FY 22
Enhancements to ERAP Application – application being enhanced for additional features to match with STAY DC Program	2022	Apprx $650k	Various	No Issues
Smartsheet licenses	2021	Approx $45k	Various	No Issues
Poly X50 Conference Room Audio/Video equipment along with MS Team Rooms – Pilot initiative - Enabling Hybrid Meetings for staff that are in-person & teleworking to collaborate	2021 & 2022	Approx $10k	Various	No Issues
Adobe Licenses	2021	Approx $48k	Various	No Issues
Various IT Equipment – Enabling DHS Staff to work in a Hybrid operational mode (Partial Telework/Partial in-person)	2021	Aprox $207k	Various	No Issues
Various IT Equipment – Enabling DHS Staff to work in a Hybrid operational mode (Partial Telework/Partial in-person)	2022 to date (Jan 31, 2022)	Approx $252k	Various	Supply Chain Delays; Need more equipment to replace aging equipment and provide new equipment to those staff who did not receive equipment for telework.
Asset Verification System	2022	Approx $120k	Various	No Issues
Robo call services	2022	Approx $60k	Various	No Issues

II.   FAMILY SERVICES ADMINISTRATION

30.   **How many complaints did DHS' Homeless Shelter Monitoring Unit (HSMU) receive in FY21 and FY22, to date?**

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

Complaints By Category	FY 22 YTD (as of 2/5/22)	FY 21
Assault	0	0
Bullying/Harassment	0	5
Client Threat	1	1
Discrimination	0	1
Health and Environmental	5	8
Issues/Violations	7	26
Maintenance	1	11
Misconduct	0	2
Program Rules	3	3
Total	**17**	**57**

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

Please see Attachment 30.

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

Please see Attachment 30.

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

The median complaint response time is 19 days; the mean complaint response time is 50 days; the longest complaint response time was 258 days.

31.   **Provide a list of food vendors[1] and include for each vendor:**
        a. **Each site served;**
        b. **The price per meal; and**

Please see Attachment 31.

        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.**

There have been no food complaints in FY21 or FY22 to date.

32.   **Please provide the latest data on the vaccination and booster rates for all DHS clients and staff.**

DHS provides a biweekly report to the Council Committee on Human Services that includes available data on COVID-19 vaccine administration for residents served in the homeless services system. DHS also reports this information on our website at: https://arcg.is/1C4mO0

All DHS and partner staff are required to be vaccinated against COVID-19 pursuant to Mayor's Order (No. 2021-147).

        A. Youth Homelessness

33.   **What is the budget for homeless youth (18-24) and minors (under age 18) for FY22? Indicate and explain any variance from FY21.**
        a. **Identify funding sources.**
        b. **Indicate how funding is allocated among service providers.**

The FY22 budget for homeless youth that supports community-based providers is approximately $20 million. Of that, DHS allocates $3.2 million to support programs for homeless youth, minors and youth-headed households as well as $75,000 for HMIS subcontracted to TCP. All of this funding is local.

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

TCP DHS-Funded Subcontracts below:

Provider	Program	Type	Population	Units	FY21 Grant Amount	FY22 Grant Amount

Catholic Charities	Youth Transitional Program	Transitional Housing	Male Unaccompanied Youth Aged 18 to 24	24	$375,930.43	*program closed
Covenant House Washington	Rites of Passage	Transitional Housing	Unaccompanied Youth Aged 18 to 24	15	$396,023.67	$396,023.67
Echelon Community Services	New Start at Kia's Place	Transitional Housing	Families Headed by Youth Aged 18 to 24	25	$1,752.292.01	$1,752.292.01
Echelon Community Services	Kia's Place III	Transitional Housing	Families Headed by Youth Aged to 24	32	$980,506.44	$980,506.44
Edgewood Brookland	Iona Whipper Home	Transitional Housing	Families Headed by Youth Aged to 24	10	$463,500.00	$463,500.00
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	$239,499.72	$239,499.72
Latin American Youth Center	Hopes House	Transitional Housing	Unaccompanied Youth Aged 18 to 24	8	$305,831.80	$305,831.80
Sasha Bruce Youthwork	Sasha Bruce House	Crisis Beds	Unaccompanied Minors	15	$800,460.38	$800,460.38
Sasha Bruce Youthwork	Independent Living Program	Transitional Housing	Unaccompanied Youth Aged 18 to 24	12	$201,037.72	$201,037.72
Sasha Bruce Youthwork	Re*Generation House	Transitional Housing	Unaccompanied Minors and Youth Aged 18 to 24	16	$335,268.12	$335,268.12

Programs covered by federal funds:

Several District providers receive federal funds to support their programs (see below):

Provider	Program	Type	Population	Units	FY21 Grant Amount	FY22 Grant Amount
Community Connections	Project LIFT	Rapid Rehousing	Unaccompanied Youth Aged 18 to 24 at the Time of Program Entry	16	$546,728	FY22 grant amount has not been awarded yet. HUD award pending.
Community Connections	Project LIFT Plus	Joint Transitional Rapid Rehousing	Unaccompanied Youth Aged 18 to 24 at the Time of Program Entry	18	$616,822	FY22 grant amount has not been awarded yet.

						HUD award pending.
Sasha Bruce YouthWork	Independent Living Program	Transitional Housing	Unaccompanied Youth Aged 18 to 24 at the Time of Program Entry	12	$200,977	FY22 grant amount has not been awarded yet. HUD award pending.
Sasha Bruce YouthWork	Youth Joint TH RRH	Joint Transitional Rapid Rehousing	Unaccompanied transition aged youth (defined as a person who is aged 18-24 at the time of program entry)	30	$2,613,043	Initial Grant Funded Over Two Years
SMYAL	Y	Rapid Rehousing	Unaccompanied transition aged youth (defined as a person who is aged 18-24 at the time of program entry)	15	$1,484,345	Initial Grant Funded Over Two Years
St. John's Community Services	Youth PSH	Permanent Supportive Housing	Unaccompanied Youth Aged 18 to 24 at the Time of Program Entry	10	$314,682	Initial Grant Funded Over Two Years

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

Provider	Program Type	FY 21 Beds	FY 21 Budget	FY 22 Bed	FY 22 Budget
Casa Ruby	Short Term Housing (Formerly crisis beds)	10 LGBTQ	$400,000	10 LGBTQ	$400,000
Casa Ruby	Transitional Housing	10 LGBTQ	$458,000	10 LGBTQ	$458,000
Casa Ruby	Low Barrier Shelter	50 LGBTQ	$839,460	50 LGBTQ	$0 Grant not renewed
Collaborative Solutions for Communities	Rapid Re-Housing	20	$700,000	20	$700,000
Covenant House	Low-Barrier	20	$356,000 $1,351,000	20 54 (24	$331,000 $859,736

	Low-Barrier (Emergency Housing)	54 (24 LGBTQ)		LGBTQ)	
Covenant House	Transitional Housing	25	$856,000	25	$1,040,000
Covenant House	Transitional Housing (DYRS Youth)	8	$370,000	8	$370,000
DASH	Transitional Housing (DV Specific Services)	20	$837,829	20	$627,636
DC Doors	Transitional Housing	15	$575,000	15	$575,000
DC Doors	Extended Transitional Housing (formerly Permanent Supportive Housing)	22	$1,100,000	22	$1,100,000
Echelon Community Services	Extended Transitional Housing	11	$550,000	11	$468,877
Healthy Babies	Crisis Beds for pregnant/parenting minors and youth up to age 21	8	$536,879	8	$536,879
Housing Up	Transitional Housing	30	$1,289,851	30	$1,204,383
LAYC	Transitional Housing	12 LGBTQ	$766,449	12 LGBTQ	$706,529
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	$635,535	21	$635,535
SMYAL	Transitional Housing	12 LGBTQ	$466,000	12 LGBTQ	$466,000
SMYAL	Transitional Housing	14 LGBTQ	$585,000	14 LGBTQ	$561,035
SMYAL	Extended Transitional Housing	12 LGBTQ	$450,000	12 LGBTQ	$452,691

Wanda Alston Foundation	Extended Transitional Housing--LGBTQ	12	$550,000	12	$550,000
Total Beds		457		457	

DHS Direct Grantees/contractors for Other Services:

Provider	Program (Services)	FY21 Budget	FY22 Budget
Friendship Place	Street Outreach	$275,000	$177,779
HER Resiliency	Street Outreach	$43,750 (grant was not renewed after 1/1/21)	N/A
LAYC	Drop-in center	$300,000	$275,467
Sasha Bruce Youthwork	Drop-in center	$450,000	$430,000
Sasha Bruce Youthwork	Stabilization Services	$108,000	$108,000
DC Doors	24-hour Drop-in Center (including 30 low-barrier resting slots)	$735,520	$1,660,000
Damien Ministries	TGNC Wrap Around Workforce Development Program	$250,000	$320,813
Us Helping Us	TGNC Wrap Around Workforce Development Program	$250,000	$315,727
MOLGBTQ Affairs (MOU)	LGBTQ housing specialist and LGBTQ Cultural Competency Training	$165,000	$165,000

34. **How many homeless youth (18-24) <u>and</u> minors (under age 18) were served in FY21 and FY22, to date? Indicate the number placed in shelter. Of this number how many identified as LGBTQ?**
    a. **How many youth under 18 without children were served? Indicate the services received and the number placed in shelter.**
    b. **How many youth 18 to 24 without children were served? Indicate the services received and the number placed in shelter.**
    c. **How many youth under 18 with children were served? Indicate the services received and the number placed in shelter.**
    d. **How many youth 18 to 24 with children were served? Indicate the services received and the number placed in shelter.**

FY21	TOTAL	Identify as LGBTQ	Entered Shelter*
a. How many youth under 18 without children were served?	98	7	96
b. How many youth 18 to 24 without children were served?	689	130	599
c. How many youth under 18 with children were served?	1	0	1
d. How many youth 18 to 24 with children were served?	439	71	439

FY22 to date	TOTAL	Identify as LGBTQ	Entered Shelter*
a. How many youth under 18 without children were served?	43	5	41
b. How many youth 18 to 24 without children were served?	431	128	429
c. How many youth under 18 with children were served?	5	0	5
d. How many youth 18 to 24 with children were served?	133	9	133

*This number includes all youth who were served in emergency shelter and/or transitional housing 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 2020, showed 29 percent of youth self-identify as LGBTQ. Youth census data for 2021 will be released in March.

Services provided:
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, connections to behavioral health supports, and an opportunity to meet with a case manager.

35. **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 homeless minors or youth were turned away from shelter because of lack of capacity or other reasons in FY21 and FY22, to date? Identify the reasons.**

DHS has a total of 162 shelter beds to serve youth ages 18-24 years old experiencing homelessness. Of those, 60 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 SHINE) reported that they had to turn away any youth. They reported turning away 3 youth in FY21 and 5 youth in FY22 to date (October 1 – December 31, 2021); turn ways 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.

DHS and TCP began working with providers to track turnaways from youth programs in November 2021 so data to date is very limited. That said, for the time that providers have been reporting data, the number of turnaways has been very low (averaging less than 1 per night and most programs reporting that they have vacancies on a nightly basis.

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

   a. **How many youth were served in FY21?**

During FY21, PASS served 344 youth; 212 received Intensive Case Management (ICM), 64 received PASS Crisis and Stabilization Team (PCAST) services, and 68 received Functional Family Therapy (FFT) services.

As of December 31, 2021, PASS served 146 youth, which included 85 youth receiving PASS ICM, 22 youth receiving services from the PASS Crisis and Stabilization Team PCAST, and 41 youth receiving therapeutic services from the PASS FFT team. There is no waitlist for services currently.

   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." 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, services across the three programs were primarily virtual until July 2021 when District Government returned to in-person services. However, there were certain situations in which case workers made in-person visits with youth and families, while adhering to CDC guidelines for safety, prior to July 2021. These included safety concerns and helping families to receive critical resources such as emergency food, clothing assistance, etc. During the COVID spike at the end of 2021, services were provided primarily virtually to reduce the spread of the virus although PASS is transitioning back to in-person services in the first quarter of 2022.

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

PASS ICM currently does not have a waitlist, but this changes daily. 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 hired an additional bilingual (English-Spanish speaking) case manager during FY21.

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 (DBH) or a psychiatric hospital.

37.   **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 the Coordinated Assessment Housing Placement 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 FY21 and FY22, to date?

	Outreach Teams	Drop-In Center	Shelter/TH/ETH	Bruce House
	Youth*	Youth*	Youth*	Minors*
FY21 # referrals to MH & SA services	3	31	39	Unknown (not captured in HMIS)
FY22 # referrals to MH & SA services	0	4	3	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?

Program staff do not track the wait time for those who are seeking services.

38.   **In July/August 2021 DHS reported during a DHS Budget Briefing that the agency would use one-time federal relief to create a Mental Health Trauma Team for youth.**

> **What is the status of this newly created program, and when will the details be unveiled?**

In the FY 20 Budget Hearing, DHS responded to a question related to a small reduction in the youth homeless budget of approximately $300,000 - specifically the question was "What are the various small reductions in youth homeless services that add up to about $300K?" Funds for the development of the Mental Health Trauma Team were not drawn from the one-time federal relief that DHS received. The funds for the Mental Health Trauma Team were (incorrectly) pulled from the FY 21 youth homelessness budget as the question above noted. DHS corrected this error during the FY 21 budget execution process. Funds to support the Mental Health Trauma Team came from YSD's direct service programs (ACE, PASS, STEP, etc.) and were reallocated from grants to community-based providers to fund 3 FTEs that will staff this team.

The Mental Health Trauma Team is in the planning stages. An evidence-based model has been identified - Integrative Treatment for Complex Trauma for Adolescents (ITCT-A) - which was developed by clinicians at the University of Southern California. ITCT-A is evidence-based, assessment-driven treatment, which pays special attention to complex trauma issues, including posttraumatic stress, attachment disturbance, behavioral and affect dysregulation, interpersonal difficulties, and identity-related issues. ITCT-A uses multiple treatment modalities, including cognitive therapy, exposure therapy, mindfulness/meditation training, and relational treatment, in individual and group therapy sessions. Primary caretakers also participate to help resolve their own traumatic reactions and to improve their parenting skills. Family therapy sessions are also frequently included. More information on ITCT-A can be found [here.](#)

In exploring the model, supervisory staff at DHS were trained in ITCT-A by certified trainers at the Missouri Academy for Child Trauma Studies (Moacts). DHS also receives monthly consultation with Moacts who provides technical assistance to organizations starting new ITCA-T programs. DHS is currently working closely to identify opportunities to partner with DBH in the implementation of ITCT-A and the Mental Health Trauma Team. DHS expects post positions and staff this program with clinicians (2 FTEs) and a dedicated supervisor (1FTE) and be ready serve youth in the 4th quarter of FY 22.

39. **Describe the work of the Strengthening Teens Enriching Parents Program (STEP). Include the number of youth served in FY21 and FY22, to date. Include STEP intake procedures and screening process. Of the number of youth 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), 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). Staffing of the STEP Program includes one Program Manager, one Program Analyst, two Program Assistants, seven Social Workers/Case Managers, one Triage Social Worker, and one Parent Support Social 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. STEP does not waitlist any youth for the program.

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 FY21 to FY22 to date (October 1, 2020 through December 31, 2021), MPD received 1030 missing persons reports for youth. This total includes 894 youth who had one MPR within the last 12-month period. MPD (and thus STEP) receives an average of five youth referrals daily and 118 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 FY21 (October 1, 2020 through September 30, 2021), STEP engaged 108 youth, with 55 of them completing the program during the fiscal year and 21 youth whose cases carried over to FY22. During FY21 more than 281 additional youth have been/are being served by partner lead entities, CFSA, CSS, or other DHS YSD programs. In FY22 to date (October 1, 2020 –

December 31, 2021), STEP engaged 86 youth; 10 have completed the program and 33 cases are currently open.

Performance measures and outcome data for STEP in FY21 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 FY21, 48% of the youth who completed STEP did not have additional MPRs while in the STEP program. 52% 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 FY21, 70% 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 FY21, 100% of the youth who completed STEP did not have legal involvement while in the STEP program.

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

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 Permanent Supportive Housing (PSH) or being prepared for self-sufficiency without ongoing governmental support. To date, 5 youth have been matched to PSH.

Please see Attachment 40.

a. The contracted providers of this program:

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

b. The number of slots funded in FY21 and FY22 by provider;

Provider Name	Funded Slots FY21	Funded Slots FY22
DC Doors	22	22
Echelon Community Services	11	11
Sasha Bruce Youthworks	34	34
Wanda Alston Foundation (LGBTQ specific)	12	12
SMYAL (LGBTQ specific)	12	12

c. The number of youth served in FY21 and FY22, to date (12/31/2021), by provider:

Provider Name	# Youth Served FY21	# Youth Served FY22 (Qtr 1)
DC Doors	31	25
Echelon Community Services	13	2
Sasha Bruce Youthworks	42	6
Wanda Alston Foundation (LGBTQ specific)	13	2
SMYAL (LGBTQ specific)	12	3

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

DHS tracks changes in SPDAT scores, income, education attainment, behavioral health connections and exits to permanency. Extended Transitions Housing (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 three 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 and funding for existing beds were right sized. To date, DHS has been able to cover the higher costs for the ETH beds created in 2018 and 2020.

41. **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 FY21.**

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 COVID.

42. **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?**

Youth do not "age out" of youth housing programs. Youth ages 18-24 are deemed eligible for youth housing programs based on their age at the time of program entry. 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. Of the singles and families served in the youth system in FY 21, 19% of singles and 4% of families returned to shelter within 12 months of program exit and less than 1% returned to shelter within 18 months.

43. **What percentage of homeless children and youth of compulsory school age are enrolled in school? Does this vary by race/ethnicity?**

Short-term Family Housing programs monitor enrollment and attendance for families. When families are placed in shelter, they sign a Release of Information that allows DHS to partner with the Office of the State Superintendent of Education (OSSE) to receive attendance records weekly for students who are enrolled in DC Public Schools (DCPS) and DC Public Charter Schools. As of January 26, 2022, there is one child who is of compulsory school age (of 170 children) staying in Short-term Family Housing and it is not enrolled in school; 99.5 percent of school aged students are enrolled. When a family is not enrolled, the provider works closely with the family and our partners at OSSE and DCPS' Families and Youth In Transition Program to identify a plan that meets the family's needs. This plan usually involves coordination with the local school's McKinney-Vento Liaison on enrollment. If a family does not follow through on that plan, the provider makes a referral to CFSA for educational neglect.

According to the 2021 Point in Time Count, when asked about race, 96.2% of the adults in families staying in emergency shelter identified as African American (301 adults), 2.2% identified as white (7 adults), 1 percent identified as multiple races and 0.6% identified as Pacific Islander/Native Hawaiian (1 adult). When asked about ethnicity, 2.9% identified as Latinx (9 adults) and 97.1% identified as Not Latinx (304 adults). Given the small sample size of individuals who do not identify as African American or Not Latinx and the fact that only 0.5% of students are not enrolled, it is not possible to determine whether school enrollment varies by race or ethnicity.

44. **What percentage of children and youth are consistently enrolled in Medicaid, DC Healthy Families, the Immigrant Children's Program, or the DC Healthcare Alliance Program during their time in DC's homelessness system? Are eligible families informed about Health Care for Children with Special Needs?**

Individuals in HMIS by January 2022
DHCF Coverage Status and Age

	All ages		Age 0-12		Age 13-17		Age 18-24		Age 25+	
	Number of individuals	% of total	Number of individuals	% of total	Number of individuals	% of total	Number of individuals	% of total	Number of individuals	% of total
Total	3,062	100%	373	100%	62	100%	389	100%	2,238	100%
DHCF coverage	2,231	73%	292	78%	52	84%	297	76%	1,590	71%
Medicaid	2181	71%	289	77%	52	84%	290	75%	1550	69%
Dual Medicaid/Medicare	358	12%	0	0%	0	0%	3	1%	355	16%
Alliance/ICP	50	2%	3	1%	0	0%	7	2%	40	2%
Not DHCF	831	27%	81	22%	10	16%	92	24%	648	29%

Source: Homeless Management Information System (HMIS) data as of December 2021 and Department of Health Care Finance (DHCF) Medicaid Management Information System data as of 1/31/2022.
Notes: ICP = Immigrant Children's Program.

When families seek services at VWFRC, VWFRC confirms that the family has health benefits. If a family is not connected to Medicaid (including HSCSN if the children have special health care needs) or private insurance, they are referred to the eligibility specialist at VWFRC to submit an application. In STFH, case managers also ensure that families are connected to all of the public benefits for which they are eligible.

45. **What percentage of homeless unaccompanied youth are employed? What percentage of adults experiencing family homelessness (over age 24) are employed?**
    a. **What percentage of each group are currently enrolled in education or job training programs?**
    b. **What is the median income of youth in our homeless services system?**
    c. **What is the median income of parents/guardians (over age 24) in our homeless services system?**

DHS operates under a housing first model. The model offers housing without preconditions – knowing that once an individual or family is in housing, they will have the foundation to pursue their personal goals and improve their quality of life. While families are not required to obtain employment prior to leasing up, case plans for most families including a goal around growing their income by gaining employment or working with the TANF Employment Program on education or job training activities. The data below represents the employment status of all families in Short-term Family Housing as of January 24, 2022.

Age of Head of Household	Number of Head of Households	Number of Head of Households Employed	Percentage of Head of Households Employed	Number of Head of Households who are not working, but engaged in education or job training activities	Percentage of Head of Households who are not working, but engaged in education or job training activities
18-24	30	7	23.33%	1	3.33%
25+	126	45	35.71%	15	11.90%
Total	156	52	33.33%	16	10.26%

As of February 15, 2022, the median income of all families in STFH is $809.87 and the median income for families with a head of household over the age of 24 is $857.48.

	FY21		FY22 to date	
	Unaccompanied Youth	Parenting Youth	Unaccompanied Youth	Parenting Youth
n=	689	439	431	133
% who are employed	12%	21%	33%	20%
% enrolled in education or job training programs	29%	31%	28%	23%
median income ($ monthly)	688	618	698	515

B. Family Shelter Access and Operations

46. **Provide the total number of family intakes conducted in FY21 and FY22, to date, broken down by how the intake was conducted (e.g. VWFRC, shelter hotline, etc.). Provide a breakdown by outcome.**

In FY21, 5,549 family intakes were conducted at VWFRC and 711 on the shelter hotline. Of those, 2,087 families were referred to the Homelessness Prevention Program, 637 families were placed in shelter; and 82 families were deemed ineligible for homeless services. The remaining households who contacted the VWFRC were linked
to appropriate resources within their community.

In FY22 to date, 1,300 family intakes were conducted at VWFRC and 131 on the shelter hotline. Of those, 1,006 families were referred to Homelessness Prevention Program; 185 were placed in shelter; and 25 families were deemed ineligible for homeless services. The remaining households who contacted the VWFRC were linked to appropriate resources within their community.

47.   **Identify the number of families who applied for a placement in shelter each month in FY21 and FY22, to date. Specify:**

FY21	Intakes (VWFRC)*
October	625
November	528
December	481
January	428
February	455
March	470
April	405
May	369
June	483
July	392
August	473
September	440
FY22 YTD	Intakes (VWFRC)*
October	393
November	377
December	318
January	212

*Note: The data includes all applications for homeless services (which include shelter and other supports) at VWFRC and duplicate intake assessments as families may have returned to VWFRC

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

In FY21, 637 families who applied for homeless services received a shelter placement. In FY22 to date, 185 families who applied for homeless services received a 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 subsides through the Coordinated Assessment and Housing Placement (CAHP) process.

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

In FY21, 82 families were deemed ineligible for homeless services. In FY22, to date, 25 families were deemed ineligible for homeless services. Of 3,454 households that did not require shelter placement, those families were referred to other Continuum of Care (CoC) programs.

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

In FY21 and FY22 year to date, there were 20 completed requests for apartment style non-communal settings based on disability.

i. The nature of the request; and

There were 7 requests for apartment style and 13 request for private bathrooms.
- 12 combined requests were approved and completed;
- 7 combined requests were closed due to failure to provide supporting documents;
- 1 request remains in a pending status awaiting supporting documents.

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

In FY21 and FY22 year to date, there have been no denials of completed ADA requests.

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

None of the ineligibility notices were issued during a hypothermic night.

Reason for Determination	FY21	FY22 YTD
Access to Safe Housing	18	10
Failure to Complete Eligibility Process	2	1
Not a DC Resident	48	8
No Minor Children in Custody	14	6

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, on average, has been between 7-14 days. During the Public Emergency, Interim Eligibility Placements were extended to sixty 60 days.

48. **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 Hotline assessed 61 individuals with limited /non-English proficiency. Of those, 35 screenings were conducted by the language access line and 26 were conducted by staff who speak the language of the customer.

49. **Provide for each STFH location and all other family placements (e.g. hotel, apartment style, etc.) the following for FY21 and FY22, 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;**

Program	Units	Census as of 1/18/2022	FY2021 Count of Households Served	FY2021 Average Length of Stay at Exit (Days)	FY2021 Median Length of Stay at Exit (Days)	FY2021 Longest Length of Stay (Days)	FY2022 Count of Households Served as of 1/18/2022	FY2022 Average Length of Stay at Exit (Days)	FY2022 Median Length of Stay at Exit (Days)	FY2022 Longest Length of Stay (Days)
The Terrell*+	35	10	27	61	63	149	26	70	71	149
The Brooks+	50	30	123	80	69	360	65	78	78	260
The Kennedy+	45	24	124	104	91	323	54	84	78	210
The Sterling+	46	26	129	97	72	382	63	63	52	164
The Aya+	50	25	128	80	73	287	66	62	53	188
The Horizon+	35	32	127	88	65	490	69	69	62	299
The Triumph+	50	13	139	84	60	377	51	86	87	212
50th St*	12	0	20	145	126	359	In October 2021, DHS scaled down use of apartment-style sites. While these sites are operationally ready, they are not currently serving families.			
Girard St*	20	0	24	398	268	1009				
Hope Apts*	10	0	12	80	61	173				
Naylor Rd*	28	0	27	376	250	1071				
Park Rd*	43	0	84	113	58	1454				
Hotels	DHS ended use of hotels for overflow capacity in FY2020.									

*denotes units that are apartment-style

+denotes units that DHS contracts for directly, as opposed to those contracted through TCP

e. **The wrap around services provided at <u>each site</u>; and**

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

Case Management
- Housing stabilization and exit planning including supporting clients to obtain vital documents, so they are able to lease up quickly, unit identification and building partnership with landlords
- Connection to TANF Employment Vendors

- Connection to schools and childcare – subsidy assistance, enrollment, transportation planning and assistance, and attendance tracking
- Connection to behavioral health services
- Budgeting and financial literacy

TANF Integration
- Vocational Development Specialist are on-site twice per month to complete TANF comprehensive assessments (during the public health emergency this support has been remote) and strengthen the 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
- Supports teaming with the Child and Family Services Agency

Children's Services
- Partnerships with My School DC, MBSYEP, and Early Stages
- Summer camp opportunities offered through a partnership with the Office of the Deputy Mayor for Education, OSSE, and the National Center for Children and Families
- Holiday celebrations, gift and coat drives, block parties/resource fairs

The Terrell	- Partners with Reading Partners, which offers school reading intervention services for students in grades K-5. Due to COVID, there have been some delays in start-up, but began the week of January 24, 2022. - Partners with Impact DMV to offer Thanksgiving meal to families. - Partners with The Christian Tabernacle Church who provided toys and gifts for Christmas. - Service connections with Creative Solutions for Communities, the Georgia Avenue Family Support Collaborative and Umbrella Therapeutic Services. - Francis on the Hill provides food and weekly snacks to families. - Facilitates Movie & Game Nights to enhance family engagement. - Therapeutic Support Groups- headed by The Terrell's licensed social worker and program liaison. This group provides supports to families experiencing trauma associated with homelessness, Domestic Violence (DV), CFSA involvement, substance abuse, mental and physical health issues.
The Brooks	- Partners with Playtime Project (summer 2021) – provides virtual playtime & various holiday events, outdoor playtime in person. - Youth Specialist supports education activities & special needs of youth: - Enrolls children in school as needed and ongoing communication with schools regarding attendance, IEP's, emotional and behavioral needs, etc. - Makes referrals to Early Stages and Bright Beginnings

	• Makes service connections to WIC in addition to other public assistance benefits • Hosts Food Truck Parties – Ice Cream Truck, DC Puddin' • Facilitates monthly Birthday Parties • Has summer reading challenges • Hosts Family Game Nights (virtual) – Bingo Night, Movie Nights, Painting, Jewelry-Making, and Holiday-Themed Craft Nights (Summer/Fall 2021) • Partners with Vistaprint for virtual family activities (e.g. gingerbread house building, December 2020) • Held Holiday gift drives with Friendship Place and MPD (December 2020 and 2021) Gingerbread Houses and Visit from Santa & Mrs. Claus/Gift Distribution (Dec. 2021) • Thanksgiving Dinner and Grocery Gift Cards were provided for Families (Nov. 2021) • Virtual Mindfulness/Self Care Groups held for Women in 2021 • In Summer 2021, hosted a Block Party w/ MPD and neighbors • Tutoring at The Brooks with Mentoring Through Athletics (Started December 2021) • Early Stages provided developmental screenings for children onsite in Oct 2021. • Distributed donated books, games, and toys to families upon arrival and as needed/requested. • Assisted with basic material needs (clothing, school supplies strollers, shoes, etc.) with donated funds in addition to connection to outside services such as pregnancy centers. • School Supplies/Bookbag distribution held in August 2020 and August 2021, Purchased and distributed school uniforms/school clothes and shoes in conjunction with MPD in 2021, and ongoing purchase of school clothes/shoes/supplies for newly arriving families as needed w/donated funds were provided in Fall/Winter 2021.
The Kennedy	• The Education and Employment Specialist aids with education, TANF connection or re-connection, employment, childcare referrals and application assistance, and concerns related to child development. • The Housing Navigator assists the case management team in finding housing leads for families who have difficulty finding leads on their own due to barriers like poor credit or eviction history. • 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.

	- The Social worker who provides brief therapy for children and adults. The Social Worker also facilitates weekly adult and child focused therapeutic groups. The Social Worker completes assessments and treatment plans where necessary and connects families to long term therapeutic care. Game nights are led by the social worker at the Kennedy. - Monthly Case Management Groups are led by the Case Management team with topics related to budgeting, credit repair, savings, and/or housing. - The Kennedy hosts paint nights in partnership with ANXO Cidery – ANXO sells the paintings and gives the funds back to the families. - Case management also assisted clients with accessing stimulus payments and the Child Care Tax Credit in 2021.
The 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 child development. - The Housing Navigator assists the case management team in finding housing leads for families who have difficulty finding leads on their own due to barriers like poor credit or eviction history. - 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. - The Social worker who provides brief therapy for children and adults. The Social Worker also facilitates weekly adult and child-focused therapeutic groups. The Social Worker completes assessments and treatment plans where necessary and connects families to long term therapeutic care. - Game and Movie nights are led by the residential team. - Life Skills groups are led by the residential team. - Monthly Case Management Groups are led by the Case Management team with topics related to budgeting, credit repair, savings, and/or housing - The Sterling has a partnership with Church of the Redeemer and Grace Mosaic (local ward 5 churches) who donate and volunteer to lead family activities. - Case managers also assisted clients with accessing stimulus payments and the Child Care Tax Credit in 2021.
The Aya	- DC Tutoring and Mentoring Initiatives (DCTMI) assists school aged children residing in The Aya with assignments and navigating challenging subjects, while also providing mentorship opportunities. - DC Public Library (DCPL) donates reading books and coloring/activity books for children, teens, and adults at The Aya. DCPL also assists families with resume building, cover letter writing, financial, and job search workshops for adults.

	• The Department of Parks and Recreation (DPR) mobile recreation division has recreational programs for all ages. The Roving Leaders provide mobile recreation to the children at the Aya. The skate mobile and fun wagon filled with outdoor play equipment such as bicycles, helmets, rollers skates, holla hoops, etc. • St. Augustine's Episcopal Church committed to delivering pre-packaged lunches and snack donates during school closures and on the weekends. They regularly provide clothing resources and donations, arts and craft supplies, and toys during the holiday seasons. • Serve Your City/Ward 6 Mutual Aid provides the families with housewarming boxes (dishware, cleaning products, non-perishable food, and hygiene products) when they successfully exit shelter into their apartments. They also provide application fee assistance. • Freedom Movers provides haircuts and grooming services to families. • Bethel DC 360 Church provides food boxes with fresh vegetables and fruit. They participate in the shelters "adopt-a-family' during the Christmas Holiday. • Who Speaks for Me? Provides cell phone assistance and PPE kits. • Capital City of Pearls Interest Group, Alpha Kappa Alpha, donates household goods and supplies for families transitioning from temporary to permanent housing Internal programming established by CORE DC – The Aya includes: • Movie nights, game nights, and arts & craft activities to enhance family engagement. • Therapeutic Support Groups are facilitated by The Aya's licensed social worker and program liaison. This group provides supports to families experiencing trauma associated with homelessness, Domestic Violence (DV), CFSA involvement, substance abuse, mental and physical health issues.
The Horizon	• DC Tutoring and Mentoring Initiatives (DCTMI) assists school aged children residing in The Horizon with assignments and navigating challenging subjects, while also providing mentorship opportunities. • D.O.L.L.S & DREAMS INC., creates an innovative platform that educates and empowers girls and young women ages 7-21 to galvanize their voices and become changemakers of their community. The organization not only provides women residing in The Horizon with self-care baskets, but it also helps with financial literacy and enhancing self-esteem. • Extra Ordinary Birthdays creates personalized birthday parties (cake, gifts, books, healthy snacks, balloons, etc.) for children of all ages residing in The Horizon. The goal is to make each child feel valued and inspired. The organization provides each family a survey consisting of questions

	surrounding birthday themes, cake flavors, party themes, and book suggestions for parent(s). • DC Public Library offers story hour from 7pm – 8pm to children of all ages residing in The Horizon. DCPL also assists families with resume building, financial health assessments, credit repair, debt/money management workshops, and tutoring opportunities for school aged children. • Get Fit Power Jam Cardio Dance offers health and wellness services to families residing in The Horizon, by utilizing a combination of modern choreographed music and dance. The mission is to get families excited about healthy living (body, mind, and spirit). • Purple Rose Petals educates and empowering families on how to navigate mental health challenges by enhancing awareness and self-care. • Gifted Hands provides haircuts and grooming services to families residing in The Horizon. Internal programming established by CORE DC – The Horizon includes: • Movie nights, game nights, and arts & craft activities to enhance family engagement. • Therapeutic Support Groups are facilitated by The Horizon's licensed social worker and program liaison. This group provides supports to families experiencing trauma associated with homelessness, Domestic Violence (DV), CFSA involvement, substance abuse, mental and physical health issues.
The Triumph	• Youth Specialist-led family engagement activities (games, crafts, reading) during dinner • 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 – currently on pause as they are changing students and because of COVID-19. • Site-based psychotherapist provides short-term individual, children, and family focused therapy services • Perinatal Coordinator assists families with children under 1 year old and expecting mothers.

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

Because DHS operates a Short-Term Family Housing (STFH) program in each Ward, when making shelter placements, DHS considers a range of factors as well as preference. Some factors include: the Ward in which a family has been residing prior to this episode of homelessness, where their children attend school or daycare, proximity to current employment, access to existing support systems. Safety is a critical factor, for example when a family is fleeing an abuser, in collaboration with DASH and other DV service providers, DHS places the

family outside of the neighborhood or Ward where the abuser is located. When vacancies are more limited, DHS has less flexibility to consider these factors and placement decisions are driven by availability.

50. **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 (including the Terrell which is apartment-style STFH)	$ 233.47*
(b) Apartment-style (includes 50th Street, Naylor Road, Park Road, Girard Street and Hope Apartments)	In FY20, the District paid on average $256 per night to operate each apartment-style unit. In October 2021, DHS scaled down use of apartment-style sites. While these sites are operationally ready, they are not currently serving families.
(c) Overflow Capacity Units/Motels	DHS ended use of motels for overflow capacity in FY2020.
(d) Any other family shelters in the city	---

*This includes the cost of STFH provider contracts, as well as DGS' consolidated maintenance contracts.

51. **Do you have customer service data on how youth and families initially seeking services through Virginia Williams Family Resource Center perceive the experience? More specifically, do you have data on whether youth and families perceive the waiting areas as safe, whether they feel they are treated respectfully by staff, etc.? Can the data be broken down by race/ethnicity?**

When households seek homeless services at the Virginia Williams Family Resource Center (VWFRC), they have the opportunity to complete the VWFRC Customer Service Satisfaction Survey about the service they received. This survey can be completed in person by placing it in our survey drop box or by completing the survey online.

Our survey data is not broken down by race or ethnicity but does include questions about the family's experience in the waiting area.

Below is the summary of the survey results for FY21 and FY22 to date:

Waiting Area

In FY19 and FY20, 1.1% of clients stated that the waiting area did not meet their children's needs. This problem was resolved in FY 2021 to FY22 0.6% of clients expressed concerns) when

DHS partnered with Bright Horizons to renovate the waiting area to brighten colors, add toys, and books.

From FY 2019 to FY 2020, 1.1% of clients (12 out of 1,137) expressed that there were either no soft toys in the waiting area's play area or insufficient activities for children. From FY 2021 to FY 2022 to date, 0.6% of clients (1 out of 160) reported that there were insufficient activities for children in the waiting area. This concern has also been addressed in collaboration with Bright Horizons and Playtime Project.

Customer Service

1.1% of clients (12 out of 1,137) expressed that VWFRC staff did not treat them with respect from FY 2019 to FY 2020. However, this was mostly resolved from FY 2021 to FY 2022 to date (0.6% of clients expressed concerns).

From FY 2019 to FY 2020, 1.1% of clients (12 out of 1,137) expressed concerns that front desk staff were discourteous. They also stated that security staff were not following protocol and were acting unprofessionally. From FY 2021 to FY 2022 to date, .6% of clients (1 out of 160) found staff disrespectful.

From FY 2021 to FY2022 to date, 14% of clients (22 out of 160) specifically provided comments highlighting that staff members treated them with respect and were warm, compassionate, or very pleasant. However, there were no reports of this being an issue in FY 2021 and FY 2022 to date.

Wait Times

From FY 2019 to FY 2020, 1.1% of clients (12 out of 1,137) were concerned about long wait times at the VWFRC. This problem has slightly increased from FY 2021 and FY 2022 to date, 1.3% of clients (1 out of 160) clients expressed concerns about wait times.

52. **How many children were served in each STFH facility and what are the age ranges? How has that shifted as the eviction moratorium has begun to be phased out?**

See chart below. There does not appear to be any discernable changes in the numbers or age of children staying in STFH because of the phasing out of the eviction moratoria.

Child Age at Program Entry - FY2021																			
Program	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Total
The Terrell	6	4	1	6	4	3	3	1	1	2	1		1	1	1	2	2	1		40
The Brooks	13	17	9	13	9	11	10	11	11	11	4	7	5	5	4	3	1	2	4	150
The Kennedy	9	13	10	11	7	8	9	9	6	13	6	8	6	9	5	3	2	2	4	140
The Sterling	12	17	9	8	14	15	15	14	6	15	12	6	3	3	2	5	2	1	1	160
The Aya	23	18	14	11	11	8	15	15	19	13	13	3	4	5	6		4	3		185
The Horizon	5	13	11	13	10	4	5	14	13	16	6	7	7	1	4	4	3	1	1	138
The Triumph	20	15	17	22	18	19	19	17	15	11	14	8	9	7	5	4	3	1		224
Total	88	97	71	84	73	68	76	81	71	81	56	39	35	31	27	21	17	11	10	1037

Child Age at Program Entry - FY2022																			
Program	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Total
The Terrell	6	8	3	4	3	5	6	10	5	3	4	5	2	8	1	3	3	1	1	81
The Brooks	19	16	13	8	7	3	8	6	2	6	5	6	2	2	2	1	2	2	1	111
The Kennedy	11	12	9	7	6	10	3	9	2	1	1	3	3	2	1	1	1	2	2	86
The Sterling	14	9	4	13	5	6	13	6	5	5	4	1	4	4	4	3	3	1	1	105
The Aya	11	12	9	8	7	6	11	12	3	6	7	3	10	3	6	3	5	3	3	128
The Horizon	13	9	11	4	17	6	9	8	11	16	5	6	3	7	2	2	1	1	2	133
The Triumph	14	8	9	10	5	10	11	9	5	4	14	4	7	5	5	2	3	1	1	127
Total	88	74	58	54	50	46	61	60	33	41	40	28	31	31	21	15	18	11	11	771

C. Interim Eligibility

53. **How many families were placed in an Interim Eligibility ("IE") placement in FY21 and to date in FY22? What is the average length of stay in an IE placement?**

138 families were placed in an Interim Eligibility ("IE") in FY21 and 48 in FY22 YTD.

The average length of stay in an IE placement was 14 days in FY21 and 6 days in FY22 YTD.

54. **In FY21 and FY22, to date, list the number and percent of families who:**
    a. Were found eligible following an IE placement;

In FY21, 107 families, or 78%, and in FY22 YTD, 30 families, or 62%, were found eligible following an IE placement. In FY21, 4 families were referred to the Homeless Prevention Program (HPP), and 22 families were no show to their shelter placement. In FY22, 6 of the IEP families were referred to the Homeless Prevention Program (HPP), and 8 families were a No Show to their shelter placement.

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

In FY21, 30 families, or 22%, and in FY22 YTD, 16 families, or 33% were placed in IE due to uncertainty around residency.

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

In FY21, 10 families, or 7%, and in FY22 YTD, 3 families, or 6% were placed in IE due to uncertainty around family composition.

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

In FY21, 46 families, or 33%, and in FY22 YTD, 29 families, or 60% were placed in IE due to uncertainty around other safe housing arrangements.

> ## b. Were found ineligible following an IE placement;

In FY21, 2 families, or 2%; FY22 YTD, 2 families, or 4%, were found ineligible following an IE placement.

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

No families in FY21 or FY22 YTD 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 FY21, no families, and in FY22 YTD, 2 families, or 4% were found ineligible due to a determination they had other safe housing arrangements.

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

There were no requests for administrative reviews in FY21 nor FY 22 to date, thus, no appeals of ineligibility findings.

> ## d. Had IE appeals resolved via administrative review;

There were no requests for administrative reviews in FY21. There have been no requests for administration review in FY22 YTD.

> ## i. How many of these appeals were 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

Had IE appeals brought to the Office of Administrative Hearings;

In FY21 and FY22 YTD, no appeals were brought to the Office of Administrative Hearings.

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

N/A

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

N/A

D. **Singles Shelter**

55.   **What is the average length of stay in a singles shelter in FY21 (before the public health emergency), FY21 (during the public health emergency), and FY22, to date?**
In FY21, the average length of stay in singles shelter was 179 days;169 days for those served during the time the public health emergency was in effect and 185 for the time it was not. FY22 YTD average length of stay is 184 days.

56.   **How many providers does DHS/TCP contract with to run singles shelters? For each provider, identify in FY21 and FY22, to date:**
    a.   **The amount of their contract;**
    b.   **The ratio of case managers to clients;**

Catholic Charities operates 801 East, New York Avenue, Adams Place, Harriet Tubman, and St. Josephine.

N Street Village operates Pat Handy Place for Women.

Name of Program	Operations (FY 2021)	Services (FY 2021)	Operations (FY 2022)	Services (FY 2022)	Pre-COVID Capacity	COVID Capacity	# of Case Managers	CM to Client Ratio (Pre-COVID)	CM to Client Ratio (COVID)
801 East	$1,669,334	$1,268,093	Not finalized	$2,375,000	380 /431 (HYPO)	240	13 FTE	29:1/33:1	18:1
New York Avenue	$1,331,171	$899,896	$1,350,000	$899,896	360 Year Round	200	12 FTE	30:1	17:1
Adams Place	$812,696	$439,450	$925,749	$439,450	150 / 180 (HYPO)	115	6 FTE	25:1/30:1	19:1

Harriet Tubman	$1,350,000	$650,000	$1,350,000	$650,000	175 Round	130	6 FTE	29:1	22:1
St. Josephine	N/A	$383,444	N/A	$383,444	20 / 25 (HYPO)	17	.5 FTE	20:1/25:1	17:1
Pat Handy Place for Women *	$150,000	$2,500,000	$1,2832.33.96	$2,500,000	213 All Programs 154 LBS*	105 LBS	6 FTE	36:1 All Programs; 39:1 LBS	26:1

The new 801 East shelter opened in January 2022, the new service model of the shelter separates the services and the operations. Community Connection won the solicitation for the services for this location and the amount of the grant award for FY22 was $2,375,000 for services.

The shelter has a different layout than the previous shelter and therefore needs a different monitoring and security complement. DHS, TCP, and Community Connections are reviewing the needs based on observations from the first several weeks that the shelter has been opened to finalize the operations budget.

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.**

	FY21				
Name of Program	# Served	# Receiving Case Mgmt	% Receiving Case Mgmt	# Moving to Permanent Housing & Long Term Subsidy	% Moving to Permanent Housing & Long Term Subsidy
801 East	1356	455	34%	7	>1%
New York Avenue	1386	617	45%	11	>1%
Adams Place	409	258	63%	3	>1%
Harriet Tubman	609	374	61%	4	>1%
St. Josephine	33	24	73%	0	0%
Pat Handy Place for Women *	398	225	57%	2	>1%
Pat Handy Legacy Space	615	60	10%	0	0%

Name of Program	FY22 to date				
	# Served	# Receiving Case Mgmt	% Receiving Case Mgmt	# Moving to Permanent Housing & Long Term Subsidy	% Moving to Permanent Housing & Long Term Subsidy
801 East	779	266	34%	14	2%
New York Avenue	513	195	38%	15	3%
Adams Place	225	173	77%	13	6%
Harriet Tubman	356	200	56%	9	3%
St. Josephine	76	24	32%	0	0%
Pat Handy Place for Women *	241	73	30%	8	3%
Pat Handy Legacy Space	275	10	4%	1	0%

57. **Provide the number of individuals that exited shelter in FY20, FY21, and FY22, 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.**

Subsequent returns to shelter within 12, 18, and 24 months were calculated using HMIS data on shelter exits and comparing them to later shelter entries. For this purpose, TCP reviewed all shelter exits during FY21 and FY22 and checked to see if there was a shelter entry after the shelter exit for a given individual.

	FY20		FY21		FY22 to date	
	#	% of all exiters, FY20	#	% of all exiters, FY21	#	% of all exiters, FY22
a. exits to permanent housing	61	9%	72	11%	6	4%

b. exits to long-term subsidy programs	603	91%	578	89%	156	96%
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 20, returned no later than the end of FY20		Exited in FY 21, returned no later than the end of FY21		Exited in FY 22, returned no later than the end of FY22	
	#	% of all exiters, FY20	#	% of all exiters, FY21	#	% of all exiters, FY22
returned within 6 months	44	7%	9	>1%	6	>1%
returned within 7-12 months	19	3%	8	>1%	n/a	n/a
returned within 13-18 months	5	1%	n/a	n/a	n/a	n/a
returned within 19-24 months	1	0%	n/a	n/a	n/a	n/a

58.   **Please give a report on the progress made towards the goal laid out in Homeward DC to replace large shelters for individuals with "smaller, service-enriched, community base facilities that operated 24 hours a day, 7 days a week"?**

As outlined in Homeward DC 2.0, the District is making significant physical improvements to our shelter facilities serving individuals. A significant accomplishment on that front is the new 801 East Men's Shelter Facility. On Jan 31, 2022, DHS welcomed clients to the new facility. To emulate the model of a "smaller, service-enriched" facility, the site has 3 shelter wings, with separate entrances and exits, each serving a different purpose. The Low Barrier Shelter wing includes 192 beds. Specialized beds for seniors, those with medical needs, and medical respite beds are housed in a second wing. The third wing includes specialized work-beds for individuals who are employed, in training, and actively working toward employment goals.

Additional LBS sites slated for replacement are New York Avenue, Harriet Tubman, and Adam's Place. Regarding the New York Avenue replacement efforts, a replacement site has been identified and DGS issued a bid for architectural services. Once bid responses are evaluated and awarded, the architect will work with DHS and the ICH's Emergency Response and Shelter Operations (ERSO) Committee members to ensure the design meets community

needs and addresses lessons learned from the 801 East replacement efforts, as applicable and appropriate. Regarding the Harriet Tubman and Adam's Place replacement efforts, DGS has a solicitation to identify suitable properties.

59.   **What is the current capacity for medical respite beds? Is there a plan to expand the number of respite beds?**

Beginning in March 2022, there will be 24 respite beds available at the new 801 East Men's Shelter. The Department plans on expanding through future shelter re-designs across the system.

60.   **What is the maximum bed capacity of each of the following low barrier shelters for individuals, both on hypothermia alert nights and non-hypothermia alert nights?**

   a. **801 East-** 192 beds
   b. **Adam's Place Shelter** –125 beds
   c. **New York Avenue-** 225 beds
   d. **Patricia Handy**-132 beds (currently operating in the "Swing Space")
   e. **Saint Josephine Bakhita-** 20 beds
   f. **Harriet Tubman** –145 beds

Since 2020, the low barrier shelters only have a single capacity number and do not expand during hypothermia. During hypothermia alerts, an additional six sites are brought online to meet the needs of district residents.

Note that the Patricia Handy "Legacy" site is temporarily operating as a men's low barrier shelter, with a capacity of 118 beds.

61.   **How many case managers work at each of the following low barrier shelters for individuals?**

   a. **801 East**- 19 FTEs
   b. **Adam's Place Shelter-** 6 FTEs
   c. **New York Avenue-** 12 FTEs
   d. **Patricia Handy (Swing Space)**- 6 FTEs
   e. **Saint Josephine Bakhita** .5 FTEs
   f. **Harriet Tubman-** 6 FTEs

There are no case managers working at the Pat Handy Legacy site. This site was designed to be a temporary swing space through hypothermia season 2021. However, the space was extended and is intended to close by summer 2022. Residents are referred to Downtown Day Services Center for case management support.

62.   **What are the current eligibility requirements for Pandemic Emergency Program for Medically Vulnerable Individuals (PEP-V)?**

DHS follows CDC guidance on factors that increase risk of severe health outcomes from a COVID-19 infection. Given the availability and strong protections offered by vaccines, DHS continues to encourage all residents to access vaccines as the most effective measure of protecting their health. Understanding that federal funding for PEP-V is temporary, we must constantly prepare for transition to a permanent setting for residents in PEP-V. The factors that increase vulnerability to COVID largely align with how our community prioritizes matches to housing. Thus, DHS considers both risk factors to COVID and connection to housing as components of PEP-V eligibility.

Matched to a permanent housing rental subsidy *AND* Be 45 years of age or older* ** Previously 55 years or older*	**---OR---**	Matched to a permanent housing rental subsidy *AND* Regardless of age, have chronic health conditions or partake in certain in lifestyle choices that increase the risk of serious COVID-related illness** *** Additional qualifying conditions were added to previous PEP-V eligibility criteria --- including, overweight and obesity; pregnancy; smoking (current or former)*

a.   **What is the current capacity for PEP-V?**

As of Feb 10, 2022, there are 333 beds remaining for client occupancy.

b.   **How many people are currently housed at PEP-V sites?**

As of January 24, 2022, 536 people are occupying 465 rooms.

c.   **How many people are the currently on the waitlist for PEP-V?**

The PEP-V wait list closed Summer 2021, after DHS called each person experiencing homelessness who was referred, or self-referred, to the PEP-V program. Since Fall 2021, PEP-V placement has remained open to all persons meeting PEP-V eligibility criteria and do not have a positive COVID-19 infection and can safely reside in a non-congregate shelter setting.

E. **Permanent Supportive Housing and Targeted Affordable Housing**

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

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

Please note that rent subsidies are appropriated by dollar amount and the District estimates the number of households who can be served at the time of budget development. Therefore, the number of "slots/vouchers" is an approximation and changes over time. The number of residents who can be served diminishes over time as rents increase. This has made tracking voucher utilization extremely complex. DHS and DCHA have strengthened our collaboration which has yielded improvements that advance our ability to maximize resources. For example, the below response to the Committee's question, includes the estimated number of vouchers at the time of appropriation. Since the rent subsidy budget is fixed, the rent full budget amount was expended, although far fewer residents were served than what was "allotted" at the time of appropriation. Therefore, in addition to the requested charts tracking number of vouchers by year, we are also providing DCHA and DHS' joint analysis of the LRSP funding utilization.

VOUCHER UTILIZATION		Number of slots/vouchers							FY21 Budget
		FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	
TAH-I	**Allotted**	50	140	160	93	30	66		$5,330,000
	Utilized	42	99	116	92	27	25		$7,332,251
	Not Utilized	8	41	44	1	3	41		
	% Utilized	*84%*	*71%*	*73%*	*99%*	*90%*	*38%*		*138%*
TAH-F	**Allotted**	147	200		295	203	59	307	$21,264,000
	Utilized	147	195		225	137	19	11	$18,136,715
	Not Utilized	0	5		70	66	40	296	
	% Utilized	*100%*	*98%*		*76%*	*67%*	*32%*	*4%*	*85%*
PSH-I	**Allotted**	150	380	240	296	585	214	1924	$25,017,000
	Utilized	127	273	167	243	480	212	21	$25,917,113
	Not Utilized	23	107	73	53	105	2	1903	
	% Utilized	*85%*	*72%*	*70%*	*82%*	*82%*	*99%*	*1%*	*104%*
PSH-F	**Allotted**	100		145	142	180	96	395	$27,880,112*
	Utilized	72		127	121	144	51	13	$20,434,069
	Not Utilized	28		18	21	36	45	382	
	% Utilized	*72%*		*88%*	*85%*	*80%*	*53%*	*3%*	*73%*

LRSP (DHS clients)	**Allotted**								**$79,491,112 ****
	Utilized								**$81,545,496**
	Not Utilized								
	% Utilized								**103.18%**

*Unlike PSH-I, TAH-I and TAH-F, there was no dedicated line item for PSH-F. The amount allocated to PSH-F was grouped into the "tenant-based voucher" line item. This leads to some uncertainty about the actual amount allocated to the PSH-F program each year.
**This is the total budget for DHS clients but does not include the LRSP budget for non-DHS or DCHA clients (covered in the Shallow and Tenant-Based line item).

EHV-I	**Allotted**						532		
	Utilized						107		
	Not Utilized						425		
	% Utilized						*21%*		
EHV-F	**Allotted**						175		
	Utilized						39		
	Not Utilized						136		
	% Utilized						23%		

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

We responded to this question with data by program rather than by funding year given that the Home for the Holidays Campaign is not associated with any funding years and the below tables better reflect how we are tracking data for the campaign.

	TAH-I	TAH-F	PSH-I	PSH-F	EHV-I	EHV-F	Total
As of 10/31/21	405	1055	2267	1233	427	175	**5562**

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

	TAH-I	TAH-F	PSH-I	PSH-F	EHV-I	EHV-F	Total
As of 10/31/21	364	879	2016	1036	29	10	**4334**

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

	TAH-I	TAH-F	PSH-I	PSH-F	EHV-I	EHV-F	Total
As of 2/1/22	406	1057	2484	1348	489	175	**5959**

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

	TAH-I	TAH-F	PSH-I	PSH-F	EHV-I	EHV-F	Total
As of 2/1/22	376	900	2050	1064	107	39	**4536**

    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.

	TAH-I	TAH-F	PSH-I	PSH-F	EHV-I	EHV-F	Total
As of 2/1/22	30	157	434	284	382	136	**1,423**

    Please also provide any supplemental data or tables will be helpful for the Committee in understanding voucher resources spent and resources available.

Please note addition of funds expended in explanation above.

64. **For each month of fiscal year 2022, 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);

	October		November		December		January	
	Lease-Ups	Turnover	Lease-Ups	Turnover	Lease-Ups	Turnover	Lease-Up	Turnover
TAH-I	364	-2	371	-5	374	-9	375	-10
TAH-F	884	0	891	-0	900	-2	904	0
PSH-I	2018	-14	2036	-26	2043	-33	2048	-48
PSH-F	1033	-3	1045	-4	1056	-14	1057	-15
EHV-I	28	-4	48	-13	81	-21	96	-23
EHV-F	9	0	18	-1	28	-1	37	-1
TOTALS	**4336**	**23**	**4409**	**-49**	**4482**	**80**	**4517**	**-97**

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

		TAH-I	TAH-F	PSH-I	PSH-F	EHV-I	EHV-F
October	**Scheduled Matches**	0	0	112	57	76	0
	Actual Assignments	0	0	49	11	78	0
November	**Scheduled Matches**	0	0	208	60	76	0
	Actual Assignments	0	0	119	54	138	1
December	**Scheduled Matches**	0	0	220	90	Turnovers if needed	Turnovers if needed

	Actual Assignments	0	0	195	107	0	0
January	Scheduled Matches	0	52	307	96	Turnovers if needed	Turnovers if needed
	Actual Assignments	0	0	216	107	-	0
February	Scheduled Matches	0	51	317	64	Turnovers if needed	Turnovers if needed
	Actual Assignments	0	-	-	-	-	-
March	Scheduled Matches	0	51	249	78	Turnovers if needed	Turnovers if needed
	Actual Assignments	0	-	-	-	-	-
April	Scheduled Matches	0	51	41	Turnovers if needed	Turnovers if needed	Turnovers if needed
	Actual Assignments	0	-	-	-	-	-
May	Scheduled Matches	0	51	40	Turnovers if needed	Turnovers if needed	Turnovers if needed
	Actual Assignments	0	-	-	-	-	-
June	Scheduled Matches	0	51	40	Turnovers if needed	Turnovers if needed	Turnovers if needed
	Actual Assignments	0	-	-	-	-	-
TOTALS	Scheduled Matches	0	307	1534*	445	152	0
	Actual Assignments	0	0	579	279	216	1

*Note: DHS is working with its PSH providers to scale their case management capacity in order to assign the full 1,924 FY22 vouchers this year but have not identified sufficient case management capacity for the full number of vouchers yet.

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

	TAH-I	TAH-F	PSH-I	PSH-F	EHV-I	EHV-F	TOTALS
October	7	15	21	12	20	8	83
November	7	7	18	12	20	9	73
December	3	9	7	11	33	10	73
January	1	4	15	15	40	15	90
February	0	16	60	30	40	15	161
March	0	15	60	30	50	15	170
April	0	17	60	30	40	15	162
May	0	13	80	30	40	15	178
June	0	13	100	30	40	15	198
July	0	13	100	30	21	15	179
August	0	15	100	30	21	9	175

September	0	15	100	30	21	9	175
TOTALS	**18**	**152**	**721**	**290**	**386**	**150**	**1717**

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

October through January are actual data on turnovers; February through September are projected data based on analysis of turnover data from FY19, 20 and 21.

	TAH-I	TAH-F	PSH-I	PSH-F	EHV-I	EHV-F	TOTALS
October	0	0	14	3	4	0	21
November	3	0	12	1	9	1	26
December	4	2	7	10	8	0	31
January	1	0	15	1	2	0	19
February	2	1	21	0	0	0	24
March	2	0	27	3	0	0	32
April	2	0	18	1	0	0	21
May	1	1	25	1	0	0	28
June	3	0	34	0	0	0	37
July	0	1	19	0	0	0	20
August	0	0	22	1	5	0	28
September	2	1	18	1	8	0	30
TOTALS	**20**	**6**	**232**	**22**	**36**	**1**	**317**

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

To date, 88%[2] of individuals and 99% of families of all PSH assignments have been filled through CAHP. To date, no individuals have been referred to TAH (due to no FY22 budget increases) and 94% of family TAH assignments have been filled through CAHP.

66. **In FY21 (before the public health emergency), FY21 (during the public health emergency), and FY22, 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.).**

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[2] The other 12% are individuals who have been placed in TAH, however, upon further assessments are found to need a higher level of services.

Funding Stream		Program Type - Most Recent Stay at Time of Match to Funding Stream								
		Engaged with Street Outreach /Day Services Only	Emerg. Shelter for Families	Emerg. Shelter for Indiv.	ISO (COVID Response Site)	PEP-V (COVID Response Site)	Rapid Rehousing for Families	Rapid Rehousing for Individuals	Transitional Housing for Families	Transitional Housing for Individuals
EHV-F										
	FY21	-	14	-	-	-	137	-	-	-
	FY22	-	2	-	-	-	18	-	-	-
EHV-I										
	FY21	16	-	92	8	197	-	9	-	12
	FY22	7	-	24	-	75	-	5	-	4
PSH-F										
	FY21	-	10	-	-	-	25	-	-	-
	FY22		30	-	-	-	85	-	-	-
PSH-I										
	FY21	17	-	96	13	185	-	4	-	11
	FY22	13	-	92	18	94	-	7	-	12
TAH-F										
	FY21	-	3	-	-	-	58	-	1	-
	FY22	-	1	-	-	-	1	-	-	-
TAH-I										
	FY21	-	-	-	-	8	-	1	-	-
	FY22	-	-	-	-	3	-	-	-	-

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

Since the beginning of the public health emergency, a total of 381 individuals have exited PEP-V to permanent housing using a TAH or PSH voucher. The table below indicates the total number of matches and lease-ups from PEP-V during FY21 and FY22 to date.

	FY2021				FY2022			
	Total PEP-V Matches	% (out of total matches to PSH, TAH or EHV)	Total PEP-V Lease-Ups	% (out of total lease ups to PSH, TAH or EHV)	Total PEP-V Matches	% (out of total matches to PSH, TAH or EHV)	Total PEP-V Lease-Ups	% (out of total lease ups to PSH, TAH or EHV)
TAH-I	16	100%	9	39%	10	100%	6	32%
PSH-I	107	33%	237	41%	104	44%	28	56%
EHV-I	148	44%	3	38%	77	67%	72	80%
TOTAL	**264**		**249**		**191**		**106**	

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

Matching residents to Housing Programs
DHS worked to expedite PEP-V matches and lease ups, as well as matches and lease ups for the entire supportive housing portfolio. In terms of matches, members of the Interagency Council on Homelessness (ICH) Single Adult System Workgroup (SASWG) collectively agreed in FY2021 to prioritize individuals who were chronically homeless and deemed Extremely Medical Vulnerable (EMV), which included individuals who were currently at PEP-V and those who were approved but refused placement or were awaiting placement in PEP-V.

In FY2022, program prioritization shifted due to the historic number of PSH vouchers funded. Through the SASWG, the District collectively agreed to alter the criteria for matches by reducing the length of homelessness down from over 3 years and allowing for matches of individuals at-risk of becoming chronically homeless. CAHP Coordinators at The Community Partnership for the Prevention of Homelessness (TCP) meet with homeless providers across the continuum (e.g. shelter, outreach, transitional housing, community health providers, etc) weekly to facilitate CAHP matches. These meetings allow for faster matches to a PSH resource and help TCP/DHS to more accurately account for clients' needs and appropriateness for PSH.

Expediting Lease-ups
In terms of lease-ups, we have piloted and rolled out a number of strategies to expedite the lease up process from PEP-V, including:

- DCHA has agreed to prioritize and expedite the housing applications, inspections process, and lease up requests of individuals residing at PEP-V, and each application, inspection or lease up is flagged as PEP-V when submitted to DCHA;
- DCHA has applied waivers for EHV applicants to allow self-certification of applicants' identification, income, and citizenship status. Clients have 90-180 days from the time of (voucher issuance?), depending on the document, to submit vital documents;
- Clients are encouraged to begin the housing search with their PSH provider as soon as they are assigned, while they are waiting to be deemed eligible by DCHA. Additionally, there are weekly bus tours of available units organized by the DHS housing navigators for individuals at PEP-V and a dedicated EHV Housing Portal which aggregates all available units submitted by landlords for EHV providers;
- EHV providers and clients are eligible for financial incentives for speedy application submissions and lease ups.

67. **How many units became available due to turnover (including housed, unhoused, and total) in FY21 and FY22, to date, for PSH-I, PSH-F, TAH-I, and TAH-F?**

	FY2021			FY2022		
	Housed	**Unhoused**	**TOTAL**	**Housed**	**Unhoused**	**TOTAL**
TAH-I	15	5	20	5	5	10
TAH-F	4	5	9	2	0	2

PSH-I	136	132	268	34	14	48
PSH-F	10	4	14	11	4	15
EHV-I	0	13	13	0	23	23
EHV-F	0	0	0	0	1	1
TOTALS	**165**	**159**	**324**	**52**	**47**	**99**

68. **How many families with children are on the waitlist for Permanent Supportive Housing?**

The F-CAHP system does not have a waitlist for Permanent Supportive Housing. Instead, the F-CAHP system captures 1) the total number of family households scoring for PSH on the F-SPDAT, 2) the total number of family households who have been in FRSP longer than 18 months and 3) FRSP long-stayers (18+ months) who are scoring for PSH.

The F-CAHP prioritization criteria is below, the main priority groups are family households scoring for PSH on the F-SPDAT and have been in FRSP 18 months or more.
- PSH score on F-SPDAT of 53+
- 90% of PSH matches are step-ups from FRSP
  - 75% are dedicated for FRSP long-stayers 18+ months
  - 15% for 12 – 17 months in FRSP
  - 10% for less than 12 months in FRSP
- Match 10% from shelter or transitional housing

	Scoring PSH range on F-SPDAT	**FRSP long-stayer and scoring PSH range**
FRSP	157	59
Shelter	10	N/A
TH	2	N/A

F. Rapid Re-Housing Program (RRH)

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

Families: There are currently 3,400 families in the Family Rehousing Stabilization Program (FRSP).

Individuals: There are currently 521 individuals in the RRH-I program.

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

Families: $28.9 million.

Individuals: $10.8 million

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

Families:
- Maximum subsidy term: 60 months
  FRSP is designed to provide up to 18 months of rental assistance. As a result of the public health emergency, both the maximum and average subsidy terms have increased.

- Average subsidy term: 22 months

Individuals:
- Maximum subsidy term: 49 months
  RRH-I typically provides subsidy supports for up to 12 months with up to an additional 6 months of assistance should individuals meet specific program extension benchmarks.

- Average subsidy term: Approximately 19 months
  As a result of the public health emergency, RRH-I granted extensions outside of the program norms, resulting in a large number of individuals who far exceeded the maximum subsidy term, and resulting in an average subsidy term above that of the program's maximum.

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

Families:
Maximum subsidy amount: $7,613
Average subsidy amount: $1,698

Individuals:
Maximum subsidy amount: $2,467
Average subsidy amount: $978

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

Families:

No. Bedrooms	FY21	FY22	Average of Both
0	$ 1,950.46	$ 2,030.51	$ 1,995.26
1	$ 1,390.92	$ 1,434.94	$ 1,405.21
2	$ 1,570.12	$ 1,630.83	$ 1,590.10
3	$ 2,077.83	$ 2,167.95	$ 2,107.88
4	$ 2,714.02	$ 2,953.85	$ 2,790.83
5	$ 3,550.28	$ 3,547.40	$ 3,549.34
6	$ 5,439.49	$ 5,586.36	$ 5,491.27
7	$ 6,387.00	$ 6,591.33	$ 6,455.11
Grand Total	**$ 1,698.29**	**$ 1,768.93**	**$ 1,721.58**

Individuals:
Efficiency- $1,215
One Bedroom - $930
Shared Housing - $836

70. **Provide the following information about families participating in RRH in FY21 and FY22, to date:**
    a. **The number and percentage that is on the DCHA waiting list for subsidized housing;**

FY21: 193 (7%); FY22: 218 (6%)

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

FY21: 3,075 (75%) FY22: 2,122 (66%)

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

FY21: 194 (5%); FY22: 138 (4%)

71. **Identify the providers DHS/TCP are or have worked with to implement the RRH program for FY20, FY21 and FY22 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.**

Families:

District-funded Rapid Rehousing for Families							
Provider	FY22 Budget	FY20 Capacity	FY21 Capacity	FY22 Capacity	FY22 Expanded Capacity*	Current Households Served****	#Current Caseload Ratio
Everyone Home DC	$617,067.00	55	55	55	67	52	1:13
Catholic Charities	$1,385,171.40	100	141	141	162	135	1:20
Collaborative Solutions for Communities	$1,009,746.00	90	90	90	105	106	1:18
Community of Hope	$3,020,438.40**	211	211	211	235	149	1:19

Community of Hope - YF		64	64	64	73	67	1:23
East River Collaborative	$1,093,223.04	112	112	112	130	86	1:15
Echelon Community Services	$1,402,425.00	125	125	125	137	99	1:25
Edgewood Brookland Collaborative	$560,970.00	50	50	50	56	48	1:24
Far Southeast Collaborative	$362,439.00	35	35	35	37	34	1:34
Georgia Avenue Collaborative	$1,275,125.31	136	136	136		103	1:12
North Capitol Collaborative	$2,533,521.13	315	315	315	351	290	1:24
SOME ***	$642,185.32	21	21	21	N/A	8	1:08
Housing Up	$3,367,517.40	300	300	300	348	236	1:15
DHS-OWO	DHS	345	460	460	N/A	439	1:23
My Sister's Place	$459,243.00	45	45	45	54	57	1:19
KBEC Group	$612,324.00	60	60	60	69	65	1:22
Veterans on the Rise	$408,216.00	40	40	40	46	39	1:20
DHS-Direct Services	DHS	N/A	345	345	N/A	343	1:23

* Contracts were modified without a funding increase during FY21 to have all Providers expand their capacities in order to serve more families during the PHE. Capacities were expanded by a minimum addition of 3, and no more than 5, families to the caseloads of each Case Manager staffed with the Provider. Expanded Capacities remain in effect to date. FY22 to Date Expanded Capacities reflect the number of families each Provider will serve based on their current staffing capacities we confirmed as of 2/2/2022. Across all providers there is a staffing deficit of about 25 case managers which effects the ability to assign approximately 475 families.

** Amount is for both COH FRSP programs, administered through one contract

*** Includes rental dollars in whereas all other contracts are for supportive services only

**** As of 2/16/2022 there are 275 vacancies in the expanded capacity, which will be filled by 2/25/2022

Individuals:

RRH-I is currently budgeted to serve a total of 600 participants. Three vendors under the previous Human Care Agreement have a contractual capacity to serve up to 100 individuals and are currently serving 100 participants each. The four new vendors also have a contractual

capacity to serve up to 100 individuals (except CORE DC). However, to allow for program growth and initial evaluation, are serving up to 75 participants each.

Vendor	Contract Amount	Contracted to serve	Currently being served	Case Manager Ratio
Bradley and Associates	$995,250.04	Up to 100	100	1:12-20
CORE DC	$835,061.40	Up to 80	55	1:12-20
Echelon	$994,336.60	Up to 100	100	1:12-20
Hillcrest	$996,197.32	Up to 100	54	1:12-20
IER	$995,000.00	Up to 100	51	1:12-20
Metropolitan Ed Solutions	$999,735.61	Up to 100	61	1:12-20
Wheeler Creek	$934,576.00	Up to 100	100	1:12-20

b. What training and support are offered to providers?

Individuals:
- Rapid Re-housing Case Management Training
- Homeless Services Reform Act (HSRA) 2007 Overview
- DHS Identified Database (or other designated system)
- Homeless Management Information System (HMIS) Training
- Coordinated Assessment and Housing Placement (CAHP) System Training
- Reasonable Accommodations and ADA Training
- Cultural Competency and Sensitivity Training
- Understanding Special Needs Training
- Non-Coercive Approaches to Conflict Management Training
- C.P.R. / First Aid
- Unusual Incident Reporting
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Crisis Intervention
- Housing Habitability Standards/Inspection
- US Department of Housing and Urban Development Visual Assessment Training

- Housing Code Violation
- Participant Tenancy Rights
- Emergency Rental Assistance (ERA) Eligibility and Recertification Training

The RRH-I program is also receiving technical assistance through the National Alliance to End Homelessness. The Learning Cohort uses a peer-to-peer approach and assistance from national experts in rapid re-housing to help participating teams set bold but achievable goals for improving their rapid re-housing program. Teams are participating in conference calls, in-person meetings, webinars, hands-on technical assistance with national experts and other organizations in the cohort to accomplish goals that will be set by each team.

Families:

The Community Partnership for the Prevention of Homelessness (TCP) offers over 25+ professional development-training courses to TCP sub-grantees and DHS direct grantees on a monthly basis in the areas of:

- Trauma Informed Care

- Emergency Preparedness

- HIPAA

- Cultural Competency

- LGBTQ+ Cultural Competency

- Fair Housing

- ADA & Reasonable Accommodations

- Conflict Resolution

- Landlord & Tenant Rights & Responsibilities

- Unusual Incident Reporting

- Mental Health Triage & Suicide Risk Assessment

- Client Engagement & Customer Service

Over 70% of the trainings offer attendees the opportunity to earn three Continuing Education Units (CEU) per training course completed and others offering directly to Masters Level Social Workers 4 CEU's. The extensive offering of trainings was developed through TCP's contract with DHS in addition to feedback acquired through TCP monitoring visits and sub-grantee feedback. The purpose of such a vast listing of trainings is to (1) ensure that sub-grantees are

fully aware of requirements and expectations, (2) provide meaningful education based on best practices and (3) provide a forum to hear from sub-grantees on key areas and to provide technical assistance in an area where multiple sub-grantees can benefit.

The Community Partnerships training vendors use a quantitative evaluation process to assess participants satisfaction with the training sessions. Participants are provided Training Evaluations via a web-based survey collection platform (e.g., SurveyMonkey and Qualtrics). Participants also complete pre and post-test knowledge-based assessments prior to and directly after the training sessions accessed through provided weblinks or in-person pre and post-tests. The evaluation and assessments are compiled and analyzed to ascertain if trainings achieved the intended outcome and to make decisions about future trainings. Additionally, TCP's training team sits in on trainings conducted by external training vendors to better evaluate the training to ensure the trainings are productive and the information being delivered is accurate and relevant. On a quarterly basis or as needed, TCP Staff meets with training vendors to discuss any changes to scheduling and content, evaluations, trainer feedback, ways to improve training delivery and content and all relevant information.

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

Individuals:
DHS RRH aims to rapidly house 80% of clients that are matched to the program within 45 days from intake, and house all clients within 90 days of intake, to assist clients around community programs by connecting the clients to the services that they may need to remain stable housed when they exit, provide clients with the skills they need to increase their income, and building viable landlord relationships. DHS RRH uses these components to assess the success of the program and to also evaluate provider's performance, which can vary based on how our providers implement and manage the goals and benchmarks for the program.

The RRH Program has expanded the number of providers from 3 to 7 to reach a wider cross section of homeless individuals in the District. The program also added to provider staffing to include a Housing Navigator and an Employment Specialist to each team which will further strengthen provider's ability to achieve the desired outcomes of the RRH Program. Additionally, each provider is paired with a shelter or program to provide closer coordination and more efficient and consistent engagement with residents. The pairing system may impact participants' outcome across providers. For example, a provider paired with a shelter that houses participants who are employed, but need RRH assistance to get back on track, are more likely to sign a lease within 45 days and may exit RRH more quickly.

Similarly, some individuals who are matched to RRH experience past traumas, addiction and other health conditions that do not prohibit them from working, but require time spent supporting strong linkages to services in addition to housing. Using a progressive engagement approach some of these participants may eventually step up to PSH or TAH.

Families:
TCP sends each provider a quarterly performance report.
Please see Attachment 71.

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

Individuals:

Individuals matched to RRH-I begin receiving case management within five to seven days. This timeframe is the time in which the case manager is locating the individual, who may be sheltered or unsheltered. Once the client has been located, the case manager begins the intake process. The intake process consists of a detailed questionnaire capturing the client's current location, employment, community resources connection, amongst other attributes.

Families:

The days are calculated from date of move-in to date of case manager assignment for the entire program not by provider.

     FY21- 198 days
     FY22 YTD- 261 days

While families are awaiting connection to primary case management they are connected to STFH and/or HPP case managers for the initial 60 days and connected to the DHS Outreach team who connects with the family to provide supports until a primary FRSP case manager is available.

There are requests for expedited case management due to high needs of a family as determined by their previous case manager

72. For individuals and for families who participated in RRH in FY21 and FY22, to date:

Please see below table for Families and Individuals responses (a)-(d)

     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 FY21 and FY22 to date increased their income? What percentage of participants did this represent?
     d. How many families who participated in RRH in FY21 and FY22 to date did not experience an increase in their income? What percentage of participants did this represent?

	FY21		FY22 to date	
	Unaccompanied Individuals	Adults in Families	Unaccompanied Individuals	Adults in Families
Households Served	1119	3198	969	2790
Households Exiting during fiscal year	*451*	751	279	596
Average monthly income at program entry	$1,323	$867	$1,263	$852
Average monthly income at program exit	$1,546	$906	$1,359	$989
Number of households increasing income (exiters only)	77	195	47	173
% of households increasing income (exiters only)	17%	26%	17%	29%
Number of households NOT increasing income (exiters only)	374	556	232	423
% of households NOT increasing income (exiters only)	83%	74%	83%	71%

73. **What number and percent of families who were exited from RRH in <u>FY18 and FY19</u>, due to a time limit, returned to shelter within one year? With two years?**

There are three reasons a family may exit FRSP: "Assistance Cap", "Transfer" and "Program Termination. The data is not currently tracked in a way to break out exit reason. FRSP is not an entitlement program, nor is designed to be an indefinite bridge to long-term affordable housing; therefore, length of participation in the program beyond 18 months may be a valid factor for denial of an extension. However, the Eligibility Provider must take into consideration the participants "good faith efforts", meaning the household has paid their share of the housing costs during the subsidy period on a timely basis and demonstrated activity in achieving the goals identified in their Individualized Responsibility Plan (IRP). Beyond "good faith efforts" the Eligibility Provider must consider the "totality of circumstance" of the case, including but not limited to, PSH/TAH assessment, domestic violence history, recent job loss, and/or pregnancy.

	Exited FY18	Exited FY19
Families exiting RRH	630	970
# returned in 1 year	58	75
% returned in 1 year	9.2%	7.7%
# returned in 2 years	30	31
% returned in 2 years	4.8%	3.2%

74.   **What percentage of families with children re-entered the homelessness system this year after having previously been in Rapid Rehousing? Is there any variation between the rates for different Rapid Rehousing providers or for families that entered Rapid Rehousing from different Short-Term Family Housing providers (or from the hotels)?**

	Overall Entries to Family Shelter	Families entering shelter who had any prior history in RRH
Jan-21	50	5
Feb-21	47	5
Mar-21	51	9
Apr-21	43	10
May-21	42	2
Jun-21	58	3
Jul-21	56	3
Aug-21	64	8
Sep-21	62	13
Oct-21	70	9
Nov-21	52	5
Dec-21	59	15
TOTAL for 2021	654	87
% for 2021		14%

75.   **Please provide the number and percentage of individuals/families that have accepted RRH since October 1, 2019 that have moved into housing.**

Individuals:
Since October 1, 2019, 1,235 unaccompanied individuals have accepted RRH and 653 (53%) of those individuals have moved into housing according to Housing Move in Date information entered by providers into HMIS.

Families:
Families move into housing as a part of their acceptance of FRSP and are later assigned a case management provider. Thus, all participating families are moved into housing when they begin working with FRSP staff.

76. **Please provide the number of "housing locators" that have been hired on a full-time basis for the RRH program, either by DHS or by the RRH providers. Please provide the number of clients that have been served by these locators and the overall percentage that this represents of clients identified for the program.**

Families:
In FY21, DHS had six FTEs for Housing Coordinators. In FY22, DHS added three additional 13-month NTEs for a total of nine positions. In FY22 to date, DHS onboarded six new Housing Coordinators and all nine positions are currently filled. Housing Coordinators serve clients in all housing programs at DHS including FRSP, PSH, TAH, and RRH-I. They also organize van tours weekly for clients in STFH and at the PEP-V sites. From October 2021 through December 2021, DHS Housing Coordinators supported 106 clients to lease up into their own units.

Individuals:
In September 2021 DHS completed the solicitation process to increase its providers from three to seven. In doing so DHS also added the requirement that each team have at least one housing navigator on their team. DHS does not require housing navigators to track how many clients they serve specifically, however, their role is intended to support all clients who enter the program and are actively seeking housing. The navigator role is to build relationships with landlords, support clients with unit viewings, completing inspections, supporting the lease-up process, and supporting client and landlord relationships once housed.

77. **Please provide the following information about families participating in RRH in FY21 and FY22 to date:**
    a. **The number and percentage that is on the DCHA waiting list for subsidized housing;**
    b. **The number and percentage with a head of household that receives TANF; and**
    c. **The number and percentage with a head of household that receives SSI or SSDI.**

Please see response to Q70.

78. **Regarding the process for determining whether an apartment unit is of acceptable quality for RRH, please:**
    a. **Explain the standards that are used to evaluate whether an apartment unit is of acceptable quality for RRH.**

Families:
All FRSP inspections are completed by DCHA and are assessed via the Housing Quality Standards via the Housing Quality Standards Checklist (*see Attachment 78: HCVP HQS Annual Inspection Checklist for Landlords*). Lease ups are not completed until units pass inspection.

Individuals:
Rapid Rehousing uses the Housing Habitability Standards Inspection Checklist to evaluate and determine the acceptable quality standard of the unit. The unit must pass all the elements listed on the checklist to be

deemed ready for occupancy. There are 11 elements listed such as access, interior air quality, water supply, and sanitary facilities.

b. Explain the inspection process, including the process and timeline for initial inspections and addressing problems with units that do not initially meet standards of acceptable quality.

Families:
All units are required to complete and pass a Housing Quality Standards (HQS) inspection prior to being scheduled for lease up. If a unit fails the initial inspection, the inspector generally provides the landlord or property owner a list of items that must be mitigated for the unit to pass inspection, and a follow up inspection is scheduled once repairs are completed. The follow-up inspection is generally 14 days from the initial inspection. However, this can be extended if the landlord requested additional time to ensure all items are mitigated or reduced if the landlord is able to mitigate the items quickly.

Upon re-inspection, if the unit does not pass inspection, the family is encouraged to look for an alternative unit. However, families have the right to choose the unit that they believe best fits the need of their family. In some cases, a family may opt to pursue the unit, and a follow up inspection will take place.

Individuals:
There are several factors which must be satisfied before beginning a unit inspection. The client must view and accept the unit as indicated by affixing their signature to the Unit Viewing Form. Second, the Provider/Housing Navigator must ensure that the unit is rent reasonable. Once the client applies and the landlord informs the Housing Navigator of the approval status. The Housing Navigator informs the client of the approval status. The Housing Navigator, Leasing Agent/Property Owner and client will arrange on a mutually agreed time and date on which the unit can be inspected, DHS RRH requires that a unit should be inspected within 7 days of approval. If the unit fails the initial inspection, the DHS Housing Navigator discusses with the Leasing Agent/Property Owner the areas that need repairs. The timeline for completing repairs varies based on the nature of the infraction. However, the maximum time allotted for repairs to be completed is one week. If the unit fails inspection a second time, The Housing Navigator and Case Manager will discuss with the client the reasons for the delay and advise the client to consider looking for a new unit. The Housing Navigator will meet with the leasing agent to discuss the outcome of the inspection and a given timeline of no more than one week for final inspection. If the unit fails, the final inspection the Housing Navigator meets with the client and the client's case manager to discuss the outcome and advised the client that the unit is not rent ready. The Housing Navigator should inform the leasing agent/ property owner that they are no longer interested in the unit.

79. **Separated out for individuals and for families, for FY21 and for FY22 to date, please provide: (need to update)**

     i. **The number of units inspected.**

	FY21	FY22 to date
Families	1291	332
Individuals	Not tracked	175

     ii. **The number of units described in (i) above that passed initial inspection. Note that this category includes units that failed inspection as well as units that were categorized as not ready or unable to inspect.**

	FY21	FY22 to date
Families	975	232
Individuals	Not tracked	172

     iii. **The number of units described in (i) above that failed initial inspection.**

	FY21	FY22 to date
Families	316	100
Individuals	Not tracked	3

Families:

DHS recognizes that the answers to iii and vi are the same. This is because of the way our STEP tool system works. To request an inspection, a unit must be connected to a customer. If and when DHS or the customer decides not to move forward with a unit – because it did not pass inspection or because the customer decided to move on – the unit is removed from the inventory system and previous inspections connected to that unit are no longer reflected in the system.

     iv. **The types of corrective actions taken to address problems found in units described in (iii) above.**

Families:

After a unit is inspected, the landlord receives a report from the DCHA inspector. If a unit does not pass inspection, the landlord receives a report that details where there are problems and what mitigation is required. After the landlord makes the necessary repairs and confirms with DHS, the Department requests the unit be inspected again. If the unit does not pass inspection, DHS will not move forward with scheduling a lease up.

Individuals:

2 units failed inspection because the bathtubs needed to be reglazed, which was completed. 1 unit failed because the walls needed repairs and the plumbing was not operable.

v. The average length of time it took to correct problems identified in units described in (iii) above.

	FY21	FY22 to date
Families	14 days	21 days

Families: DHS does not request that DCHA schedule the unit for reinspection until the landlord confirms that the unit is ready for inspection. As expected, minor repairs are completed quickly and major repairs take longer, but what is most important to DHS is that the unit actually passes the HQS inspection and is ready for a client to move into, even if that means that the time period the client has to wait is longer.

Individuals: The repairs for the bathtubs were completed in 4 days. The other unit was not revisited as the client declined the unit.

vi. The number of units described in (iii) that customers eventually moved into.

	FY21	FY22 to date
Families	316	100
Individuals	N/A	2

80. **Does the Department track how often housing conditions issues arise in units that RRH tenants rent? If so, please provide any data the Department has regarding the frequency of housing conditions issues, with an explanation of how that data is collected.**

Individuals: DHS do not track this for RRH-I, but will explore opportunities to do so in the future.

Families: TCP employs the use of the Qualtrics web-based platform, to collect, track and analyze housing condition issues. Providers are required to submit the monthly Housing and Participant Assessment Report (HPAR) for each client. The Qualtrics platform supports the filtering of targeted questions within the HPAR that addresses issues pertaining to housing conditions and the creation of unique reports that highlight the data in meaningful ways. See data in response to question 81 below

Service Providers and families can request relocations if "The unit has substantial housing code violations which adversely impact the health or safety of the participant's household, which the landlord fails to address after receiving notice of the housing code violation." Before making requests it is expected that both the CM and family adhere to requests for maintenance /repairs

via the terms of the lease. In the event the landlord is unresponsive or makes inadequate repairs a HQS inspection can be conducted by the DC Housing Authority for families within FRSP outlining the violations to the landlord in an effort to have the landlord make the necessary repairs

DHS tracks housing issues that ultimately lead to a relocation. Such data is provided in the response to Q81(a) below.

81.   **Please provide an explanation of the process for assisting RRH tenants in ensuring that landlords address housing conditions issues that arise during their participation in RRH.**

Families:
When families are experiencing issues with housing conditions, their case manager works with the family to ensure that the issues are reported to the landlord and opportunity is given to the landlord to mitigate the concern. Additionally, if issues are not mitigated timely (emergency concerns within 48 hours and non-emergency within 30 days), case managers work with TCP and DHS to initiate a complaint inspection.

- Complaint inspections are conducted by DCHA, who inform DHS and the landlord of the results and if needed, the items that are required to be repaired along with the required timeline to mitigate (48 hours for emergency issues: no heat or air, gas leak, major plumbing leaks of flooding etc.; 30 days for non-emergency issues).
- DHS offers a shelter placement if unit issues present imminent safety risk to the family.
- If a landlord fails to mitigate the noted items listed for repairs in a timely manner, DHS has the ability to stop the monthly rental payment via the Housing Assistance Payment contract (HAP).
- If issues are not resolved, case managers works with families to relocate to another unit.

Individuals:
When individuals are experiencing issues with housing conditions, their case manager works with the individual to ensure that the issues are reported to the landlord and opportunity is given to the landlord to mitigate the concern. Additionally, if issues are not mitigated timely (emergency concerns within 48 hours and non-emergency within 30 days), case managers work with the client to inform legal advocates and tenant right's programs. If a landlord fails to mitigate the noted items listed for repairs in a timely manner, DHS has the ability to stop the monthly rental payment. Additionally, the case manager works with the individual to relocate to another unit.

a. **For families in Rapid Rehousing in FY21 and FY22 to date:**
    i. **How many families have requested transfers for housing conditions in their units?**
    ii. **How many families have been granted transfers due to housing conditions?**

	Requested	Approved	Denied	Pending
FY 22	89	71	12	6
FY 21	229	189	40	0

iii. **What is the average length of time between when a family requests a transfer due to housing conditions to when they are awarded transfers due to housing conditions issues?**

	Average # Days
FY 22	3
FY 21	6

iv. **How many families were successfully moved due to a requested transfer due to housing conditions in their Rapid Rehousing property?**

	Relocations
FY21	92
FY22	20

v. **How many families requested a reasonable accommodation in their unit?**

vi. **How many families were granted a reasonable accommodation in their unit?**

vii. **How many families who requested a reasonable accommodation in their unit received one?**

Response for (v)-(vii) below:

Due to families having a signed lease, FRSP rules cannot supersede DC's Landlord/Tenant law, meaning FRSP cannot impose the need to make accommodations on a private landlord. Thus, we do not track how many reasonable accommodations were made or approved directly to a landlord, aka "in their unit." FRSP program rules do stipulate that a family may request to relocate due to a reasonable accommodation; however, if approved by FRSP the family may still be subject to fines and penalties outlined in the lease. Both the family and case manager are encouraged to work with the landlord to eliminate or mitigate any such penalties.

In cases where the issue is not resolved with the landlord, families are able to request Reasonable Accommodations:

	Total	Approved	Denied	Pending
FY 22	21	12	5	4

FY 21	45	27	18	0

82. **Please describe how DHS keeps track of landlords who have units with housing conditions issues.**

Families:

Complaint Inspections are tracked via the STEP Tool system. In cases where a landlord has multiple cases, payments are stopped and additional outreach occurs to gain an understanding of the challenges and if other units are affected. Based on the information provided, the following can occur: scheduled complaint inspections for the entire building or other units that are reporting issues, or a scheduled meeting with the landlord to develop a mitigation plan moving forward.

Individuals:
While DHS does not track this information currently, it identifies a gap in the data that we are collecting. In collaboration with the FRSP program, RRH-I is working to develop a plan and begin collecting this data moving forward.

83. **For units vacated by RRH participants due to housing conditions, how many were later leased by other RRH participants?**

This data is not tracked for RRH-I or FRSP. DHS may legally stop payments and relocate a family from a unit if maintenance issues are not mitigated timely, the agency cannot prohibit a property owner from resolving habitability issues and offering the unit to a new FRSP household, upon the unit passing an initial complaint inspection.

84. **In each instance in which a RRH participant was moved due to housing conditions, how many total units did the former landlord rent through the RRH program in the prior fiscal year?**

 This data is not tracked for RRH-I or FRSP.

85. **Upon placement in housing, do all individuals/families immediately receive the case management that comes with RRH? If no, what is the average time between placement and connection to case management?**

Please see response to Q71.

86. **What is the average cost of in-person case management for RRH?**

RRH-I: $546/month
FRSP: $863/month
87. **What is the average cost of virtual case management?**

RRH-I: Same as in-person services

FRSP: Same as in-person services. That stated, during the pandemic, caseloads increased by approximately 3 families per case manager.

88.   **How does virtual case management differ from in person case management? What, if any, assistance does DHS or providers provide to participants to access virtual case management (such as monetary assistance for cell phones, internet etc.)?**

Families: The goals of case management remain the same, broadly speaking, increasing income while maintaining housing stability. With virtual case management, providers continue to work with families to support all goals included within their housing stability plan, whenever appropriate, alternative video options via the phone have been utilized to support case management which include Facetime to ensure visual interaction occurs. DHS worked with TCP and Providers to transfer most of the case management documents online. In situations of unresponsiveness, safety concerns, or emergency issues, case managers will conduct an unscheduled in-person home visit. DHS provided updated case management guidance and facilitated meetings to answer questions (*see Attachment 88*). Further, TCP issued $2.4 million in one-time grants across service providers for the following:

> "Allowable expenses [which] include but are not limited to: personal protective equipment and supplies, cleaning and hygiene products and services, laptops, phones and other communications equipment and technology, and staff incentives such as one-time bonus payments, gift cards, extra paid vacation day(s), or anything that would directly benefit staff working on TCP-funded programs and/or consumers using those programs."

For assistance with utilities or internet, families were notified of their option to apply to STAYDC when additional resources were needed.

Individuals: The difference between virtual case management and in-person case management is dependent on the client's skill set, comfort level with meeting face-to-face, and access to virtual platforms. Providers report that interaction between Case Managers and Participants increased using virtual platforms as a communication tool. Providers are able to support clients with cell phones to communicate and exercise flexibility in working with clients virtually. Providers continue to conduct in-person meetings in the community with those participants who were not comfortable with the virtual platform or required a higher level of care to ensure successful case management was completed.

89.   **What, if any, program requirements were adjusted due to the pandemic? Specifically, what requirements regarding work were adjusted? If case managers continued to focus on assisting participants in increasing income, how did they work with participants on that goal? By percentage of program participants, how much of the rent were participants required to pay?**

Due to shifting priorities given the health risks of Covid-19, it was decided that families would not exit FRSP unless it was because they were transferring to TAH/PSH. This resulted in more families in the program than case management slots available. To meet this increased need for services the program's requirements were modified (*see Attachment 89*).

Individuals: Program adjustments were made to allow for continued case management with participants in the RRH Program. Some case management services were provided remotely. Case managers were allowed to conduct visits using video applications whenever possible. In home and in-person visits were required if there were concerns that could not be addressed remotely. There are several phases to finalizing a lease which were adjusted to facilitate a smooth transition as the client progresses toward completion.

Participants are required to pay 30% of their gross income toward their rent. If a Participant becomes unemployed, RRH will do a rental adjustment at zero income and assume full responsibility for the full market rent. During the pandemic, RRH partnered with the SNAP E&T Workforce Development Program where Participants received SNAP. Those who were unemployed or wanted to increase their income were referred for increased job development skills and connection to employers.

90. **For individuals and for families who participated in RRH in FY21 and FY22 to date:**
   a. **What was the average monthly income of RRH participants at the time of program entry (including for those who entered before the start of FY21)?**
   b. **At the time of program exit?**
   c. **How many families who participated in RRH in FY21 and FY22 to date increased their income? What percentage of participants did this represent?**
   d. **How many families who participated in RRH in FY21 and FY22 to date did not experience an increase in their income? What percentage of participants did this represent?**

Please see response to Q72.

91. **Please provide the following outcome measurements for families participating in RRH in FY21 and FY22, to date:**
   a. **The average number of months of assistance;**

The average number of months families receive Case Management assistance is measured from the time families were assigned to a Provider for services.

FY22 to date includes all families currently assigned to a Provider who have not exited the program. FY21 captures families who received services and exited in FY21. See table below:

	Average # Months of Assistance
FY21	25
FY22 to date	20

b. The average number of months between a family/individual being determined eligible for the program and actually moving into a unit;

Families that come into Short-term Family Housing are presumptively eligible for the FRSP program; STFH providers are contractually required to complete all of the steps in the application process for FRSP with families in the first 15 days of their stay. The average length of time it took a family from shelter placement to lease up through the FRSP program in FY21 was 92 days. The average length of time it took a family from shelter placement to lease up through the FRSP program in FY22 to date was 81 days.

Please note that the path from seeking homeless services to leasing up with FRSP is not always linear. A family may start their housing search process while in shelter and complete it while in HPP or vice versa.

c. The average increase in or maintenance of income over the course of the program; and

	FY21	FY22
	Adults in Families	Adults in Families
Households Served	3198	2790
Households Exiting during fiscal year	751	596
Average monthly income at program entry	$867	$852
Average monthly income at program exit	$906	$989
Number of households increasing income (exiters only)	195	173
% of households increasing income (exiters only)	26%	29%
Number of households NOT increasing income (exiters only)	556	423
% of households NOT increasing income (exiters only)	74%	71%

d. The average rent burden at the time of program exit.

Fiscal Year	Average Months of Assistance	Average Rent Burden with Most Recent Income	Subsidy at Exit Less than $100	Subsidy at Exit $101-$500	Subsidy at Exit Less $501-$1000	Subsidy at Exit $1001-$1500	Subsidy at Exit $1501-$2000	Subsidy at Exit Greater than $2000
FY21	23.60	289%	2%	3%	21%	44%	17%	12%
FY22	32.50	350%	2%	3%	21%	44%	19%	11%

The assistance period has been measured from the time the family is assigned a case manager. The rental calculations are based on the last subsidy payment. Meaning if a family increased their income that 40-60% covered their entire monthly rent, it is not calculated here, as the family began making the full rental payments at that time, not the program.

92. **Please provide the number of individuals/families that exited from RRH in FY21 and FY22 to date. Please provide:**
Individuals: 421
   a. **The number and percent of exits as the result of no longer requiring assistance.**
   b. **The number and percent of exits to permanent housing.**
   c. **The number and percent of exits to a long-term subsidy program (e.g., LRSP, HCVP).**
   d. **The number and percent of exits that resulted from the expiration of the subsidy.**
   e. **The number and percent of exits that resulted from termination from the program as well as the reasons for the termination.**
   f. **The number and percent of exits that resulted from any other cause. Please identify the cause.**
   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. Please provide a description of how this figure was calculated, including how the Department defines a "subsequent return to homelessness" for the purposes of this question.**

		FY21			FY22	
		Families	Singles		Families	Singles
Total Exits		586	370		393	221
No Longer Needs Assistance	#	17	29		9	3
	%	2.9%	7.8%		2.3%	1.4%
Obtained Permanent Housing	#	428	189		281	101
	%	73.0%	51.1%		71.5%	45.7%

Long Term Subsidy	#	97	14		79	30
	%	16.6%	3.8%		20.1%	13.6%
Subsidy Expired	#	1	2		4	0
	%	0.2%	0.5%		1.0%	0.0%
Abandoned Unit/Termination	#	7	21		7	5
	%	1.2%	5.7%		1.8%	2.3%
Other Exits (Incarcerated)	#	0	2		2	0
	%	0.0%	0.5%		0.5%	0.0%
Other exits (Long term care facility)	#	1	3		0	4
	%	0.2%	0.8%		0.0%	1.8%
Other exits (Deceased)	#	10	10		2	5
	%	1.7%	2.7%		0.5%	2.3%
Other Exits (Not specified)	#	10	71		6	58
	%	1.7%	19.2%		1.5%	26.2%
Other Exits (Returned to Shelter Immediately Upon Exit)	#	15	29		3	15
	%	2.6%	7.8%		0.8%	6.8%
Returned to Shelter within 12 mo. of exit	#	16	39		3	10
	%	3%	11%		>1%	5%
Returned to Shelter within 18 mo. of exit	#	1	1		n/a	n/a
	%	>1%	>1%		n/a	n/a
Returned to Shelter within 24 mo. of exit	#	0	0		n/a	n/a
	%	0%	0%		n/a	n/a

Subsequent returns to shelter within 12, 18, and 24 months was calculated using HMIS data on RRH exits and comparing them to shelter entries. For this purpose, TCP reviewed all RRH exits during FY21 and FY22 and checked to see if there was a shelter entry after the RRH exit for a given household.

93.   **In October of 2021, how many cessation notices were issued?**
        a. How many of these notices were rescinded? When were those notices rescinded?

Approximately 150 notices of cessation (NOCs) were issued and rescinded in early to mid-November 2021 as they were sent out prematurely. In order to remain aligned with the exit strategy DHS wanted to ensure compliance with noted timelines

        b. How were participants notified that they were rescinded?

Providers notified participants of rescission by contacting them in writing by e-mail as well as by phone.

        c. Were all participants notified of any extension of time? How?

Participants have the right to request an Extension at any point while participating in the program. Participants who received case management services for more than 18 months in October 2021 were provided and informed of a final 6-month Extension of rental assistance through the 'Intent to Exit' Letter.   This was followed by a NOC that stated their case management and rental assistance end dates.

        d. How many of these families subsequently received a notice of cessation in November or December of 2021?

The first cohort of notices were sent between October and December 2021. During this period, 384 NOCs were issued to families.

94.   **Of the families receiving notice of cessation:**
        a. How many have been assessed for LRSP?

All families who were to potentially receive a Notice of Cessation were assessed for all potential voucher resources If they were deemed as potentially eligible for a voucher resource an NOC was not provided. This was based on their SPDAT score, length of time in the program, and a presenting documented disabling condition.
        i. How many were found to be eligible?

None of the families that received notices of Cessation were deemed potentially eligible. Families who were not deemed potentially eligible received a Notice of Cessation, and based on current employment status were also assessed for potential connection to DC Flex.

        b. How many have been assessed for PSH?

Please see response to (a) above.

        i. How many were found to be eligible?

Please see response to (a) above.

c. How many have been assessed for TAH?

Please see response to (a) above.

l. How many were found to be eligible?

Please see response to (a) above.

d. How many were assessed for DC Flex?

Based on assessment, approximately 300 families were deemed potentially eligible for DC Flex. These families must be selected via the DC Flex lottery to initiate a connection to the program.

i. How many were found to be eligible?

To date, 175 families have been selected via the monthly lottery and are in varying stages of review and document submission to gain approval. To date, 21 families have been approved for DC Flex

95. How were families selected to receive notices of cessation?

FRSP providers assessed FRSP families for potential housing resources based on the family status. If a family was connected to program services for over 18 months and was not eligible for TAH or PSH, the family was provided a final six-month extension and intent to exit notice, additionally families were provided Notices of Cessation in November and December 2021. Families who potentially met the criteria for the Flexible Rent Subsidy Program (DC Flex) received a six-month extension and have been provided the opportunity to apply for the DC Flex lottery. Upon lottery selection, verification of documents, and eligibility determination, the family will be transitioned to DC Flex.

a. If families were determined not to be eligible for TAH, what specific criteria were used?

In order to be eligible for participation in the Targeted Affordable Housing (TAH) Program, a client must meet the general Continuum of Care eligibility requirements (*see* D.C. Official Code § 4-753.02(a)) and be:
2)

a. An individual or family that is chronically homeless as defined in section 2(6C) of the Act (D.C. Official Code § 4-751.01(6C));

b. An individual or family that is at risk of chronic homelessness as defined in section 2(5A) of the Act (D.C. Official Code § 4-751.01(5A)); or

c. A family with a household member who can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental

disability (as defined in D.C. Official Code § 21-1201(3)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability.

Note that families in FRSP are not considered chronically homeless but are eligible if other eligibility factors are met.

A client eligible for TAH will be referred to the Family Coordinated Assessment and Housing Placement (F-CAHP) subject to the applicable CAHP protocol and the following TAH priority factors:

a. The client is chronically homelessness or at risk of experiencing chronic homelessness;
b. Recommendation based on an evidence-based assessment tool as selected by the Department, such as the SPDAT;
c. The household member's condition, as described in section 2571.1(c), prevents the head of household from increasing their income;
d. Receipt of Rapid Re-Housing (RRH) or Family Re-Housing Stabilization Program (FRSP) services for eighteen (18) or more months;
e. Limited income earning potential, if the client receives RRH or FRSP services or resides in transitional housing or temporary shelter; and
f. Active engagement in case management services and completion (or attempted completion, as documented in case notes) of activities and milestones outlined in the most recent case management plan from a Continuum of Care provider.

b. Did families receive a notice that were found ineligible for TAH?

As part of the eligibility screening process for TAH, case managers assess the SPDAT score and other eligibility factors and make a recommendation for the family to be matched to a TAH voucher. Families who meet the above received a letter of intent which informed them that they would be assessed for any alternative housing programs for which they may be eligible. The letter also provided information on the upcoming timelines and information/resources that can be used.

Families then go through the F-CAHP process to be matched to a TAH voucher and complete the application for TAH. A family is provided a notice of ineligibility in cases where they may have been matched to a voucher and, upon application, is deemed ineligible for TAH by the District of Columbia Housing Authority (DCHA)

c. Please provide a copy of the written guidance given to providers to determine eligibility for TAH

Please see Attachment 95.

96. **How many of the families who have been found eligible for LRSP, PSH, TAH, or DC Flex are being exited from Rapid Rehousing without placement in the program(s) for which they have been found eligible? Please break down your response by program.**

Families who are deemed potentially eligible for any of the voucher programs did not receive a Notice of Cessation, as the goal is for the families to be matched to FY22 voucher resources.

Families who are deemed eligible for DC Flex, were provided an opportunity to enter their names in the DC Flex lottery. Families in this category received Notices of Cessation if they were not eligible for one of the voucher programs. As the connection to DC Flex is not a guarantee, these families also received a 6-month program extension.

Pathway	# of Families	# Matched to Resource	NOCs Issued
EHV/TAH/PSH	426	283	0
DC Flex	300	175*	300

*175 selected via Lottery to date

97. **What number and percent of families who were exited from RRH in FY19 and in FY20, due to a time limit, returned to shelter within one year? Within 2 years?**

	Exited FY18	Exited FY19	Exited FY20
Families exiting RRH	630	970	716
# returned in 1 year	58	75	35
% returned in 1 year	9%	8%	5%
# returned in 2 years	30	31	12
% returned in 2 years	5%	3%	2%

98. **How many families who came to Virginia Williams for assistance in FY21 were participating in Rapid Rehousing at the time of their visit or had participated in Rapid Rehousing at any time in two years prior to their visit? How many families who came to Virginia Williams for assistance in FY22 to date were participating in Rapid Rehousing at the time of their visit or had participated in Rapid Rehousing at any time in two years prior to their visit?**

In FY 21, 187 families came to VWFRC for assistance and were either in RRH at the time or had been in the two years prior; FY22 to date: 79 families in this category have requested assistance from VWFRC.

99. **How many families were terminated from shelter in FY21 because they refused offers of Rapid Rehousing in the past year? FY22 to date?**

There were no families terminated from shelter in FY21 or FY22 to date for this reason.

100. **How many families in FY21 received ERAP while participating in Rapid Rehousing or within 2 years of having participated in Rapid Rehousing? FY22 to date?**

No families in FY21 of FY22 to date received ERAP while in FRSP.

101. **How many of the families currently in shelter have previously participated in any RRH program (FRSP, HPRP, Homeward, SSVF, etc.)? How many families admitted to shelter over the course of FY21 have previously participated in any RRH program? FY22 to date?**

In FY21, 128 families who stayed in STFH were at that time connected to, or previously connected to, a FRSP resource. 26 of those families had a stay in STFH that crossed into FY22. An additional 31 families, who were at that time connected to or previously connected to an FRSP resource, stayed in STFH in FY22. As of January 18, 2022, there are 21 families staying in STFH who are currently or were previously connected to FRSP.

Please note that these numbers also include families who are considered "special placements," meaning they are connected to FRSP or another housing resource and were staying in shelter temporarily while they relocated.

102. **What percent of RRH families who exited the program in FY19 and FY20 were sued for eviction within 1 year of exiting the program? 2 years? What percent did DHS confirm were not sued for eviction? What percent of those families was DHS unable to confirm their eviction status? How does DHS obtain this data?**

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.

103. **Please 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 FY21 or FY22 to date to collect data regarding the eviction cases of former Rapid Rehousing participants.**
    a. **If any such data has been collected or analyzed, please share this data/analysis with the Committee.**

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.

104.   **With respect to RRH case outcomes which DHS considers to be successes, please answer the following:**

        a. **If a family has been evicted or forced to move by the threat of eviction but has not applied for shelter, are they counted as successful or unsuccessful?**

At the core of DHS's values and mission is the well-being of families. This line of questions implies that DHS would consider any non-return to shelter a success without regard for harms that families may experience. **DHS is not myopic and does not ever consider evictions, overcrowding, being subject to violence and abuse, or further instability as measures of success.**

FRSP is designed to be a 12-18 month program that supports families to exit homelessness and connect to services to improve stability. Through the provision of housing search assistance, rental support, and case management FRSP reduces the amount of time families experience the trauma of homelessness.   FRSP is not designed or funded to provide long-term housing affordability. FRSP is not designed or funded to close the income and opportunity gap in the District of Columbia. FRSP is not able to end family violence or prevent future traumas. DHS strongly encourages the Council to consider what it would take to eliminate evictions, overcrowding, domestic violence, and future instabilities for all residents. Doing so, would similarly benefit families in FRSP and reduce the over reliance on the FRSP program to ameliorate the effects of poverty and the affordable housing crisis

        b. **If a family is doubled or tripled up, are they counted as successful or unsuccessful?**

See above.

        c. **If a family is in a domestic violence shelter that does not report to the Homeless Management Information System (HMIS), are they counted as successful or unsuccessful?**

See above.

        d. **If a family applies for shelter but is diverted to the Homeless Prevention Program, are they counted as successful or unsuccessful?**

See above.

        e. **If a family is homeless in Maryland or Virginia, are they counted as successful or unsuccessful?**

See above.

G. Domestic Violence

105. **How many individuals served through the continuum of care identified domestic violence as a housing barrier and/or contributing factor to homelessness in FY21 and FY22 to date? What housing and/or shelter placements were made for these identified individuals?**

1,803 individuals and 789 individuals experiencing homelessness reported domestic violence as a housing barrier in FY21 and FY22 (to date), respectively. Each of these individuals received housing and/or a shelter placement.

106. **Did the number of individuals who identified domestic violence as a housing barrier and/or contributing factor to homelessness in FY21-22 increase during the Public Health Emergency?**

The rate at which domestic violence was reported as a housing barrier to homelessness has not significantly changed during the public health emergency.

107. **How many families assessed at VWFRC in FY21 and FY22 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?**

1,059 families and 197 families were identified as, or disclosed being, survivors of domestic violence/having experienced domestic violence in FY21 and FY22, respectively. All families were referred to domestic violence services.

H. ERAP

108. **Identify all entities with which DHS maintained contracts to provide ERAP in FY21, and all entities with which DHS is contracting for FY22. For each ERAP provider, report:**
    a. **The amount of funds allocated to the provider in FY21, FY22;**

Provider	FY21	FY22 (Original)	FY22 (Add'l)	FY22 Total
Catholic Charities	$ 2,400,000	$2,400,000	$3,274,740	$5,674,740
Greater Washington Urban League	$ 1,200,000	$1,123,445	$2,500,000	$3,623,445
Housing Counseling Services	$3,523,442	$3,700,000	$5,000,000	$8,700,000
Salvation Army	$2,400,000	$2,400,000	$4,000,000	$6,400,000
The Community Partnership	$3,300,000	$3,500,000	$5,000,000	$8,500,000
United Planning Organization (UPO)	$1,200,000	$900,000	$0	$900,000

    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	4	0
Greater Washington Urban League	3	1
Housing Counseling Services	3	9*
Salvation Army	6	0
The Community Partnership	5	0
United Planning Organization (UPO)	4	0

*Per HCS, the part-time staff are also paid through other grant funding and working on varies prevention efforts.

    c. The amount of funding allocated for administrative costs associated with ERAP in FY21, FY22, to date;

Provider	FY21	FY22
Catholic Charities	$240,000	$491,211
Greater Washington Urban League	$120,000	$375,000
Housing Counseling Services	$352,344	$750,000
Salvation Army	$240,000	$600,000
The Community Partnership	$330,000	$750,000
United Planning Organization (UPO)	$120,000	$225,000

    d. The number of individuals seeking emergency rental assistance by method (e.g. phone, walk-in, etc.) in FY21, FY22, to date;

Phone:

Provider	FY21	FY22
Catholic Charities	119	N/A
Greater Washington Urban League	~3,000	375
Housing Counseling Services	8,500	N/A
Salvation Army	7,185	648
The Community Partnership	720	240
United Planning Organization (UPO)	800	356

Online:

Provider	FY21	FY22
Catholic Charities	164	482
Greater Washington Urban League	182	357
Housing Counseling Services	193	626
Salvation Army	96	242
The Community Partnership	571	744
United Planning Organization (UPO)	384	132

Walk-Ins:

Provider	FY21	FY22
Catholic Charities	0	0

Greater Washington Urban League	96	32
Housing Counseling Services	0	0
Salvation Army	381	63
The Community Partnership	0	4
United Planning Organization (UPO)	212	83

e. **The number of individuals seeking emergency assistance in FY21, FY22, 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:**
   i. **The types of reasonable accommodations provided;**

ERAP providers provide the following reasonable accommodations: ASL interpreters; literacy support; support for the blind applicants; private appointments for applicant who 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;**

The data is not tracked because we assist everyone regardless of the RA request. They are grouped with the entire applicant population.

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 FY21, FY22, to date. If DHS does not collect this data, explain why not;**

FY21	**FY22**
0	0

g. **The number of individuals who submitted ERAP applications in FY21, FY22, to date;**

FY21	**FY22**
4,017	5,181

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

FY21	**FY22**
452	296

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

FY21	**FY22**
3,566	4,885

h. **Regarding applicants in FY21, FY22, to date;**
   i. **Average household size;**

FY21	FY22
2.17	2.13

   i. **Average income;**

FY21	FY22
$1,396/month	$1,599/month

   ii. **Average amounts requested;**

FY21	FY22
$4,794	$5,221

i. **The number of applicants in FY21, FY22, to date who previously received ERAP. For each of these applicants, provide;**

In FY21, a total of 625, and in FY 22 to date, a total of 2 applicants, previously received ERAP.

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

The number of ERAP recipients in FY21 and FY22 to date who previously received ERAP		
Year Received Services Prior to FY21	**Families who received services in FY21**	**Families who received services in FY22 (to date)**
2008	1	0
2009	0	0
2010	0	0
2011	11	0
2012	37	0
2013	41	1
2014	44	0
2015	53	0
2016	82	0
2017	83	0
2018	76	1
2019	121	0
2020	76	0
2021	0	0

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

107 (17%) of FY21 recipients have the same addresses. Neither of the FY22 recipients have the same address.

    iii. **The amount of their prior award;**

The average amount of previous ERAP awards for people receiving ERAP in FY21 was $2,681; the average amount of previous ERAP awards for people receiving ERAP in FY22 (to date) was $4,166.

    j. Regarding ERAP awards in FY21, FY22, to date;
        i. The average award amount;

FY21	FY22
$4,488	$4,112

        iii. The median award amount;

FY21	FY22
$4,824	$2,777

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

FY21	FY22
$6,000	$5,800
143 applicants	44 applicants

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

FY21	FY22
$132,739.50	$92,193.35

        vi. 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;

FY21	FY22
Writ: $194,974.99 (37 apps)	Writ: $791,471.49 (132 apps)
No Writ: $7,003,128 (1,534 apps)	No Writ: $1,657,769 (421 apps)

117

    vii. **The average and median award amounts for security deposits;**

<div align="center">

FY21 Average-$1,525; Median-$1,350
FY22 Average-$1,882; Median-$1,496

</div>

   viii. **The average and median award amounts for first month's rent**

<div align="center">

FY21 Average-$1,345; Median-$1,269
FY22 Average-$1,438; Median-$1,044

</div>

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

ERAP only makes the payment when it will satisfy the outstanding amount and/or the landlord is willing to accept a payment agreement for any outstanding balance that may be owed. The ERAP .net system does not currently track if the entire balance was paid. Upon approval, it should be assumed the emergency was prevented.

    k. **The number of applicants who were denied emergency rental assistance in FY21, FY22, to date, and the reason for each denial;**

<div align="center">

FY21	**FY22**
646	441

</div>

Reasons for Denial	**FY21**	**FY22**
Over Income	30	6
Received ERAP within past 12 months	4	1
ERAP will not alleviate the housing crisis	2	0
Documents not returned/Abandoned	52	3
Landlord refusal of payment or failure to submit required tax documents	2	0
Client requested case to be closed	7	2
Not a DC resident	6	9
Not 30 days past due	11	18
No verifiable crisis/emergency or has resources to mitigate the emergency	20	2
Agency out of funds	18	0
Client is in another DHS funded program that pays their rent	8	18
Client voluntarily quit job within past 3 months	1	0
Unreported income to DCHA	0	1
Other//Referred to STAY DC/Abandoned over 60 days	466	0
STAY DC – Assisted or Customer received direct payment and did not apply to rental balance	19	123

Reason pending from Case manager   0   258

   l. **The number of applicants who appealed denial of emergency rental assistance in FY21, FY22, to date;**

FY21	**FY22**
1	0

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

FY21	**FY22**
1	n/a

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

FY21	**FY22**
0	n/a

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

FY21	**FY22**
9 months*	N/A

*The case was filed one week before the Mayor's Public Health Emergency declaration. Evictions were halted. Customer withdrew request for hearing and reapplied for assistance.

   m. **For each provider that exhausted its ERAP funding in FY21, the date on which the provider exhausted its funds; and**

Provider	Date
Catholic Charities	5/15/2021
Greater Washington Urban League	5/31/2021
Housing Counseling Services	4/1/2021 (agency shifted funds from staffing to assist more customers and paid 25 cases between May and August 2021)
Salvation Army	4/30/2021
The Community Partnership	09/30/2021
United Planning Organization (UPO)	N/A

   n. **For each provider that did not exhaust its ERAP funding in FY21, the amount of unspent funds as of the end of FY21.**

UPO had unspent funds in the amount of $67,400 that were reallocated.

109.   **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 guidelines to all ERAP providers regarding the Emergency Act from
November 4, 2020. DHS continues to meet with providers on bi-weekly bases to share
information and guidance, address questions, and assess progress. Further, DHS reviews reports
and invoices submitted by providers to assess effective implement of the program.

Please see Attachment 109 for written guidance.

        b. **Any efforts in FY21, FY22, to date, to ensure standardization of application
            and other procedures across ERAP providers; and**

DHS created an online system for centralized intake with an application that 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 or contacting the ERAP
Hotline. In April 2021, DHS launched a new .net platform to ensure an easier and more
streamlined application process.

During the Spring and Summer of FY21, DHS contracted a consulting firm, Change Innovation
Agency (C!A), to work with DHS and the providers to review and redesign the application
review business process. The goal for the team was to establish streamlined ways to assist
customers through the .net portal and centralized phone system. Currently, all providers are
working the system as redesigned and also started answering calls through the new centralized
call center.

        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
receive rental assistance. Case managers have a "case management" tool within the .net platform
to assist the customer in establishing goals related to their housing stability. Goals may include
budgeting, housing counseling and employment strategies. Case managers also refer clients to
other resources (e.g., TANF, SNAP, community-based services, etc.) to further assist in
stabilizing the household.

DHS, with the assistance of ERAP providers, is creating a tracker to collect data regarding
outcomes of families who received ERAP assistance within our new .net platform. Our goal is to
have this completed by March 31, 2022.

110.   **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 FY20 and was relaunched in January 2021.

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

After an application is submitted through the portal, an ERAP provider will claim the application and process it accordingly. The system generates emails to both the landlord and the customer to request any required additional documents. Once it is finished processing, the system notifies the customer of their approval or denial.

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

DHS removed the need to schedule appointments on December 11, 2020. DHS launched a new .net platform which allows customers to apply online and gives then the option to upload required documentation, thus eliminating the need for a customer to schedule an appointment.

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

We are not scheduling appointments through the portal. Providers are claiming applications in the order they were received. Currently, the average time between submitting and claiming is 42 days.

        e.   The number of appointments that were scheduled utilizing the online portal in FY21, FY22 to date;

Appointments are not scheduled utilizing the online portal.

        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;

When STAY DC launched on April 12, 2021, the ERAP portal temporarily closed, as the STAY DC program covered all applicants who qualify for ERAP. A message was posted on the portal with a link to the STAY.dc.gov portal. With the closure of ERAP, customers were able to apply for emergency rental assistance from April 1, 2020 to October 27, 2021 utilizing STAY funds.

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

The link to the portal is listed on the Department's website. It is also shared with the public on our partner websites as well as on the bi-weekly call that DHS holds with providers. Prior to

STAY DC closing, the link to the ERAP application was posted on the site as well as the ERAP centralized phone number.

> **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 has launched a help line to aid customers with any questions they have regarding current application statuses. Staff can assist customers with their applications over the phone. Staff can also enter an application over the phone, eliminating the need for the customer to request an appointment.

111. **How much emergency rental assistance ($ amount and percentage of amount budgeted) has been distributed thus far in FY22 and in the same period in FY21?**

FY21	FY22
$3,569,440.80 (34%)	$1,605,814.00 (6%)

As of January 21, 2021 in FY21, $3,569,440.80 (34%) and in the same period (January 21, 2022) in FY22, $1,605,814 (6%) of the amount that is allocated for rental assistance (not inclusive of admin and staffing costs).

112. **Please provide the latest data on the disbursement of federal emergency rental assistance funds through STAY DC.**

> **a. How many applicants have been approved and deemed as eligible, but yet to receive funds?**

4,949 applications have been awarded rental assistance but have not yet been sent a check. As of January 26, 2022, approximately 3,200 checks have been mailed but not yet deposited.

> **b. How many applicants were ruled ineligible, and have pending appeals?**

As of January 26, 2022, the program has been notified of one pending appeal that is being analyzed by the case management team.

I. STAY DC
113. **Please provide a copy of all policies, procedures, and guidance documents issued by District agencies with respect to STAY DC, including but not limited to any policies, procedures, and guidance documents issued to comply with U.S. Treasury Department guidance and program requirements.**

Please see Attachment 113.

114. **Please provide a breakdown of STAY DC spending to date in the following categories:**

Unless otherwise indicated, below information is as of January 24, 2022.

    a. **STAY DC rental assistance;** $249,735,341
    b. **STAY DC utility assistance;** $15,526,864 (*as of January 25, 2022*)
    c. **Family Rehousing Stabilization Program;** $40,617,525
    d. **Any other rental assistance; and** $4,397,062
    e. **Administrative and housing stability costs.** $21,139,661

115. **For categories a.-d. in the previous question, please provide a detailed breakdown of how funds in each category were expended, including:**

STAY DC rental and utility assistance

    a. **The number of households assisted;** 33,931 households (rental assistance)
    b. **The mean and median payment provided**

Note: the below are averages per *payment,* not necessarily per household.

- Mean rent: $5135
- Median rent: $3558
- Mean electric: $754
- Median electric: $395
- Mean water: $970
- Median water: $459
- Mean gas: $514
- Median gas: $412
- Mean Internet: $277
- Median Internet: $195

    c. **The mean and median income of the households assisted;**
- Rental Assistance Awarded 2020 Mean Income = $23,999
- Rental Assistance Awarded 2020 Median Income = $17,602
- Rental Assistance Awarded 2021 Mean Income = $16,831
- Rental Assistance Awarded 2021 Median Income = $12,000
- Utilities Paid 2020 Mean Income = $24,077
- Utilities Paid 2020 Median Income = $17,000
- Utilities Paid 2021 Mean Income = $16,332
- Utilities Paid 2021 Median Income = $11,568

    d. **The mean and median household size of the households assisted; and**
- Rental Assistance Awarded Mean HH size = 2.08
- Rental Assistance Awarded Median HH size = 2
- Utilities Paid Mean HH size = 2.38
- Utilities Paid Median HH size = 2

e. The mean and median monthly rent amount of the households assisted (except for category c.).
- Rental Assistance Awarded Mean Rent Amount = $1,058
- Rental Assistance Awarded Median Rent Amount = $1,019
- Utilities Paid Mean Rent Amount = $1,029
- Utilities Paid Median Rent Amount = $1,007

FRSP:

a. **The number of households assisted**; 3,380 households
b. **The mean and median payment provided**

Mean: $1,505.19; Median: $1,281.87

c. **The mean and median income of the households assisted;**

Mean: $10,220; Median: $7,416

d. **The mean and median household size of the households assisted; and**

Mean: 3.1; Median: 3

e. **The mean and median monthly rent amount of the households assisted (except for category c.)**

This data is not collected.

Other rental assistance (CHAP):

a. **The number of households assisted;** 579 households
b. **The mean and median payment provided**

Mean: $7,676; Median: $6,269

c. **The mean and median income of the households assisted;**

Note that data is collected in income ranges:

- 30% AMI: 74% of households assisted
- 31-50% AMI: 18% of households assisted
- 50%- 80% AMI: 8% of households assisted

d. **The mean and median household size of the households assisted; and**

This data is not collected.

e. **The mean and median monthly rent amount of the households assisted (except for category c.)**

Mean: $1,298; Median: $1,253

116. **For category e. in question 109 above, please provide a detailed breakdown of how administrative funds were expended, including:**
    a. **Whether funds were provided to non-governmental entities, and, if so, the names of all such entities, the amount awarded to each entity, and the nature of the services provided to each entity;**

Vendor/Subrecipient	Awarded	Expended	Services Provided
DELOITTE AND TOUCHE LLP	$21,966,784.41	$15,715,232.66	Design and implementation of the STAY DC program and application
GREATER WASHINGTON URBAN LEAGUE	$229,836.01	$229,836.01	Administration of the COVID-19 Housing Assistance Program (CHAP)
HOUSING COUNSELING SERVICES INC	$186,565.75	$186,565.75	*Note that these subrecipients also received rental assistance funds to passthrough to eligible households; this is calculated as direct financial assistance and is not included in the reported admin. amounts
UNITED PLANNING ORGANIZATION	$114,712.30	$114,712.30	
MIDTOWN PERSONNEL, INC.	$33,257.60	$32,594.72	Contracted Administrative Assistant for STAY DC program support
COMPUTER AID, INC	$41,997.92	$10,203.72	Contracted IT Specialist for Central Unit Repository project, which will be an electronic clearinghouse that will provide unit inventory to households in the CoC seeking housing, including those seeking housing in which to apply a subsidy such as PSH, TAH, FRSP-I, RRH, HUD-VASH etc or those at risk of experiencing homelessness.
Small Purchases - Supplies and Equipment	$16,458.97	$16,458.97	Equipment and supplies for supporting staff
DHS Administrative Staff (PS)	$1,607,783.74	$1,607,783.74	Staff supporting STAY DC and other housing stability programs
MCKINSEY AND COMPANY, INC. DC	$68,718.00	$68,718.00	Covid-19 Economic Development Srvcs
AMERICAN UNIVERSITY	$60,000.00	$58,758.21	STAY DC/ERA program Media Communications services
BISNOW LLC	$84,000.00	$84,000.00	
BROWN NAFF PITTS OMNIMEDIA, IN (WASHINGTON BLADE)	$21,200.00	$21,200.00	
CAPITAL COMMUNITY NEWS INC	$21,600.00	$21,600.00	
COMCAST SPORTSNET	$114,850.00	$114,849.45	
FORMOST ADVANCED CREATIONS LLC	$2,578.00	$2,578.00	
HUBBARD RADIO WASHINGTON, DC	$58,120.00	$58,120.00	
MAS TV/ EL PLANETA LLC	$40,000.00	$39,990.00	
METROPOLITAN STRATEGIES & SOLU	$845,846.00	$845,856.00	
NASH HOLDINGS LLC	$60,000.00	$59,942.08	
NBC SUBSIDARY WRC TV (TELEMUNDO DBA WZDC)	$362,776.00	$330,560.08	

OUTFRONT MEDIA INC.	$34,370.00	$34,370.00
PERPETUAL CORP	$100,200.00	$100,200.00
RADIO ONE INC.	$99,990.00	$99,990.00
THE BEACON NEWSPAPERS INC.	$8,940.00	$8,940.00
THE WASHINGTON INFORMER	$60,000.00	$57,392.74
URBANTURF LLC	$48,000.00	$48,000.00
TOTAL ERA Administrative Costs:	**$26,288,584.70**	**$19,968,452.43**

117. **For category e. in question 109 above, please provide a detailed breakdown of how housing stability funds were expended, including:**

(b-e) Not applicable as data not collected.

      a. **The number of households assisted**; 546
      b. **The mean and median payment provided;**
      c. **The mean and median income of the households assisted;**
      d. **The mean and median household size of the households assisted;**
      e. **The mean and median monthly rent amount of the households assisted;**
      f. **Any further breakdown of the purposes of funds provided.**

Vendor/Subrecipient	Awarded	Expended	Services Provided
Edgewood/Brookland Family Support Collaborative	$91,438.04	$23,199.84	Provide emergency case management services for participants in its Permanent Supportive Housing Program Emergency Housing Voucher (PSHP EHV) program. The PSHP EHV provides longterm housing and case management services to chronically homeless and other highly vulnerable individuals and families experiencing homelessness
MBI Health Services, LLC	$407,870.27	$244,370.27	
METROPOLITAN EDUCATIONAL SOLUTIONS	$135,253.68	$104,753.68	
NATIONAL CENTER FOR CHILDREN AND FAMILIES	$68,233.00	$31,733.00	
OPEN ARMS HOUSING INC.	$123,664.48	$66,664.48	
PATHWAYS TO HOUSING DC, INC.	$139,531.98	$37,865.32	
MIDTOWN PERSONNEL, INC.	$1,087,803.36	$618,616.32	Case Managers to provide direct case management services for participants in its Family Rehousing and Stabilization Program (FRSP). FRSP is the primary housing intervention for families who are transitioning from the emergency shelter system.
TOTAL ERA Housing Stability Services Costs:	**$2,053,794.81**	**$1,127,202.91**	

[Treasury FAQ with examples of Housing Stability Services](#) *(Please see Attachment 117):*
Such services may include, among other things, eviction prevention and eviction diversion
programs; mediation between landlords and tenants; housing counseling; fair housing
counseling; housing navigators that help households access ERA programs or find housing; case
management related to housing stability; housing-related services for survivors of domestic

abuse or human trafficking; legal services or attorney's fees related to eviction proceedings and maintaining housing stability; and specialized services for individuals with disabilities or seniors that support their ability to access or maintain housing.
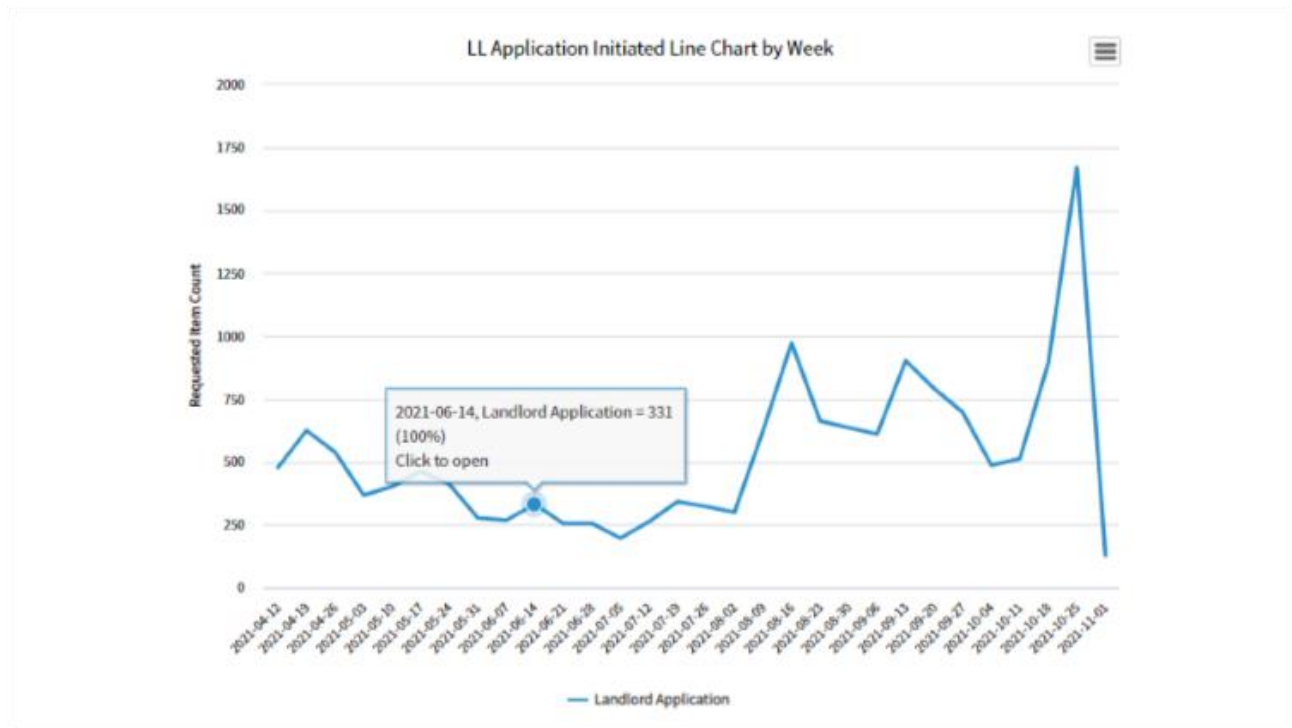
118. **Please provide a detailed breakdown of all applications received by STAY DC for rental assistance, including:**
   a. **The number of applications initiated by landlords and the number initiated by tenants, as a total number and broken down by week;**
      i. **Tenant initiated**

Tenant Application Initiated Line Chart by Week
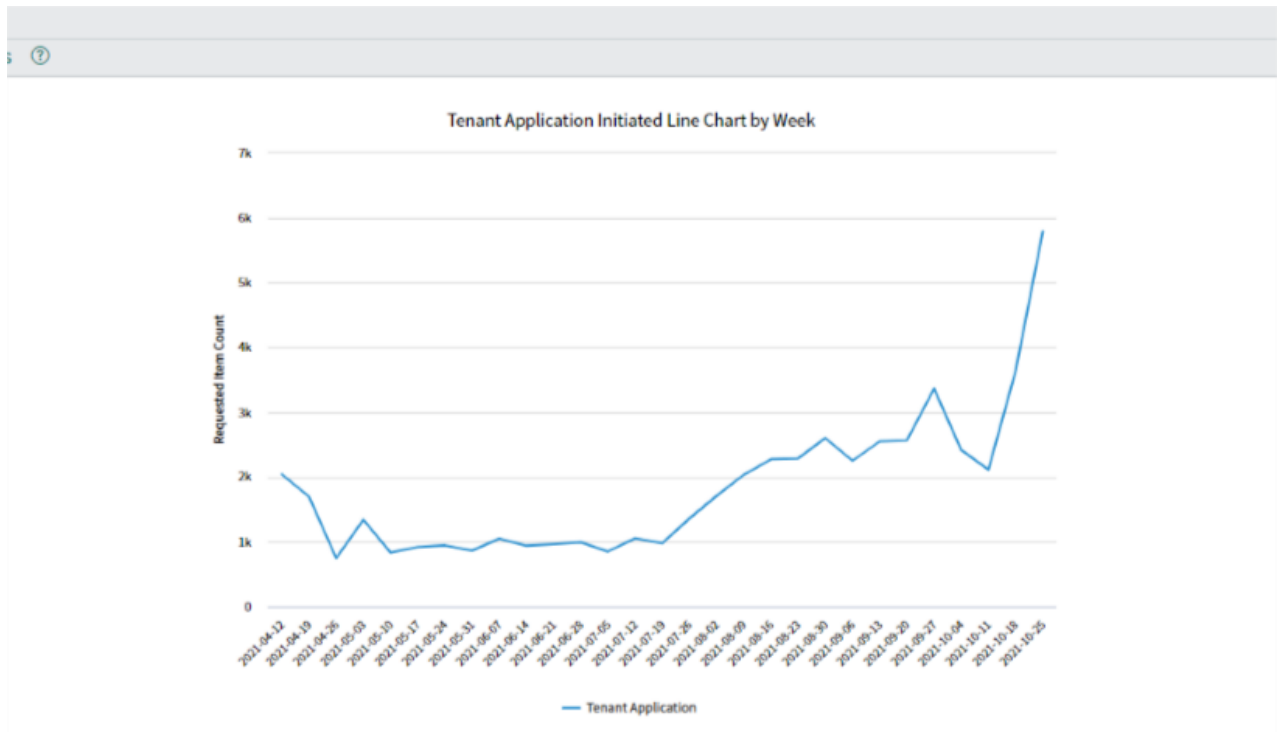
      ii. **Landlord initiated**

b. **The number of landlord-initiated applications in which tenants failed to respond, and the number of tenant-initiated applications in which landlords failed to respond;**

9,210 Landlord-submitted applications in Awaiting Match Stage

29,450 Tenant-submitted applications without a Landlord match

Note that tenant-submitted applications may move forward without a landlord match, but not vice versa.

c. **For all landlord-initiated applications, the number granted, the number denied, the reasons denied, and the mean and median payment amounts;**

Number of applications in Payment Stage = 6,647

Number of applications in Application Rejected Stage = 563

Mean rental assistance payment amount = $6,064

Median rental assistance payment amount = $4,094

See Attachment 118 for reasons denied.

d. For all tenant-initiated applications, the number granted, the number denied, the reasons denied, and the mean and median payment amounts;

Number of applications in Payment Stage = 46,499

Number of applications in Application Rejected Stage = 5,135

Mean rental assistance payment amount = $4,491

Median rental assistance payment amount = $3,100

See Attachment 118 for reasons denied.

e. The income level breakdown for applications received;

2020 HH Income Range	# of Applications Received
0-10000	20285
10000-20000	11849
20000-30000	9668
30000-40000	8200
40000-50000	5309
50000-60000	3246
60000-70000	1333
70000-80000	570
80000-90000	284
90000-100000	146
>100000	407
Grand Total	**61297**

2021 HH Income Range	# of Applications Received
0-10000	26788
10000-20000	13045
20000-30000	8535
30000-40000	6245
40000-50000	3733
50000-60000	2124
60000-70000	599
70000-80000	175
80000-90000	43
90000-100000	8
>100000	2
Grand Total	**61297**

f. The racial breakdown for applications received;

Race	Household member count	Percentage of Household members
Black or African American	47234	76%
Prefer not to answer / (empty)	5362	9%
Other	4220	7%
White	3155	5%
Multi-racial	1107	2%
Asian	655	1%
American Indian or Alaska Native	242	0%
TOTAL	61975	100%

g. The ward breakdown for applications received; and
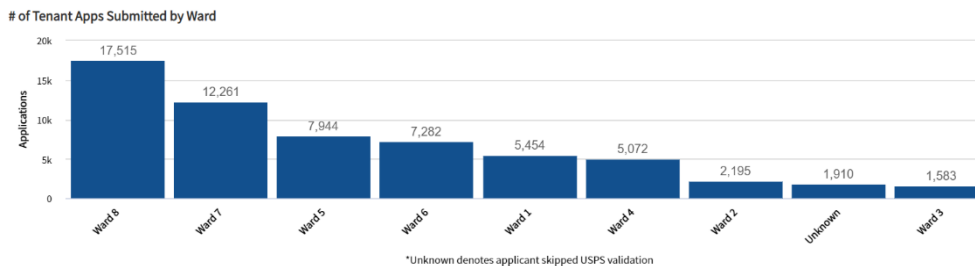
h. The LEP status of applicants for applications received.

Language	# of Applications Received
English	59,847
Non-English	1,450

119. **Please provide a detailed breakdown of all applications granted by STAY DC for rental assistance, including:**
    a. **The total number of applications granted;** 53,263 applications

    b. **The total number of unique households granted;** 33,391 households

c. **A breakdown of total dollars awarded for back rent and future rent;**

Back: $154,012,513
Future: $95,722,828

d. **The income level breakdown for applications granted;**

2020 HH Income Range	# of Applications with Rental Assistance Awarded
0-10000	16,604
10000-20000	10,543
20000-30000	8711
30000-40000	7447
40000-50000	4,808
50000-60000	2,849
60000-70000	1123
70000-80000	438
80000-90000	207
90000-100000	106
>100000	317
Grand Total	53,153

AMI Group (based on 2020 income)	# of Applications with Rental Assistance Award	Percent of total
30	36,975	70%
30-50	11,745	22%
50-80	3,205	6%
Over 80 (note: awards made based on most recent income data; no >80% AMI applicants were awarded funds)	1,219	2%
Not Available	9	0%

2021 HH Income Range	# of Applications with Rental Assistance Awarded
0-10000	22,371
10000-20000	11,644
20000-30000	7,650
30000-40000	5,615
40000-50000	3,313

50000-60000	1,849
60000-70000	517
70000-80000	149
80000-90000	35
90000-100000	8
>100000	2
Grand Total	53,153

AMI Group(based on 2021 income)	# of Applications with Rental Assistance Award	Percent of total
30	42,566	80%
30-50	8,451	16%
50-80	2,127	4%
Not Available	9	0%

e. The ward breakdown for applications granted; and

Ward	# of Applications with Rental Assistance Awarded
Unknown	1,652
Ward 1	4,733
Ward 2	1,897
Ward 3	1,378
Ward 4	4,423
Ward 5	6,882
Ward 6	6,275
Ward 7	10,656
Ward 8	15,386

f. The LEP status of applicants for applications granted.

Language of Application Submission	# of Applications with Rental Assistance Awarded
English	51,989
Amharic	6
French	3
Korean	1

Mandarin	2
Spanish	1,281

120. **Please provide a detailed breakdown of all applications received by STAY DC for utility assistance, including:**
     a. **The income level breakdown for applications received;**

By 2020 Household Income

2020 HH Income Range	# of Apps with Utilities Requested
0-10000	8874
10000-20000	4984
20000-30000	4157
30000-40000	3509
40000-50000	2301
50000-60000	1382
60000-70000	562
70000-80000	229
80000-90000	112
90000-100000	52
>100000	171

By 2021 Household Income

2021 HH Income Range	# of Apps with Utilities Requested
0-10000	11771
10000-20000	5671
20000-30000	3515
30000-40000	2585
40000-50000	1537
50000-60000	864
60000-70000	293
70000-80000	72
80000-90000	21
90000-100000	3
>100000	1

b. The racial breakdown for applications received;

Race	# of Apps with Utilities Requested
Not Entered	800
American Indian or Alaska Native	80
Asian	151
Black or African American	21,361
Multi-racial	951
Native Hawaiian or Other Pacific Islander	28
Other	927
Prefer Not to Answer	1,194
White	841

c. The ward breakdown for applications received; and

Ward of Residence	# of Apps with Utilities Requested
Unknown	766
Ward 1	1841
Ward 2	462
Ward 3	263
Ward 4	1856
Ward 5	3495
Ward 6	2782
Ward 7	5808
Ward 8	9060

d. The LEP status of applicants for applications received.

Language Application Submitted In	# of Apps with Utilities Requested
English	25828
Non-English	505

121. **Please provide a detailed breakdown of all applications granted by STAY DC for utility assistance, including:**
     a. **The total number of applications granted;**

   Electricity: 15,456

   Gas: 4,046

   Water: 1,396

   Internet: 1,520

   Other: 41

   b. **The total number of unique households granted;** 14,834 households

   c. **A breakdown of total dollars awarded for each utility type;**

   Electricity: $11,653,451

   Gas: $2,079,929

   Water: $1,354,799

   Internet: $420,515

   Other: $18,190

   d. **A breakdown of total dollars awarded for each utility provider;**

PEPCO= $11,653,451;

DC Water = $1,354,799; and

Washington Gas = $2,079,929

Comcast (internet) = $261,724

Verizon (internet) = $137,937

RCN (internet) = $20,853

Other = this category represents payments that went to the above utilities but for categories in the database were mislabeled making the data difficult to pull at this time. Work is being done to clean up the database to clarify these final amounts.

e. **The income level breakdown for applications granted;**

By 2020 Household Income

2020 HH Income Range	Sum of # of Apps with Utilities Paid
0-10000	5911
10000-20000	3373
20000-30000	2760
30000-40000	2371
40000-50000	1516
50000-60000	920
60000-70000	333
70000-80000	139
80000-90000	65
90000-100000	32
>100000	105

By 2021 Household Income

2021 HH Income	Sum of # of Apps with Utilities Paid
0-10000	7833
10000-20000	3800
20000-30000	2360
30000-40000	1715
40000-50000	1000
50000-60000	568
60000-70000	181
70000-80000	52
80000-90000	15
90000-100000	1

f. **The racial breakdown for applications granted;**

Race	# of Apps with Utilities Paid
Not Entered	579
American Indian or Alaska Native	49
Asian	65

Black or African American	14217
Multi-racial	630
Native Hawaiian or Other Pacific Islander	21
Other	594
Prefer Not to Answer	810
White	560

g. The ward breakdown for applications granted; and

Ward of Residence	# of Apps with Utilities Paid
Unknown	483
Ward 1	1233
Ward 2	279
Ward 3	161
Ward 4	1264
Ward 5	2355
Ward 6	1821
Ward 7	3876
Ward 8	6053

h. The LEP status of applicants for applications granted.

Language Application Submitted In	# of Apps with Utilities Paid
English	17180
Non-English	345

122. **Please provide a detailed breakdown of all calls received by the STAY DC call center (833-478-2932), including:**
    a. **Total calls received to date;**

The Call Center closed on December 31, 2021. At that time, a total of 174,066 calls had been received.

  b. Any further breakdown of the nature of calls by category or type of inquiry; and

Total call volume:		174,066	
Disposition	**%**	**Calls**	**Disposition Definition**
Application Issue	48.0	84,074	Checking application status, cancelling application, document upload issues, and utility only issues
Application Payout	14.19	24,700	Zero dollar payments, check traces, check payment status, and incorrect payment amounts
Program	12.28	21,375	Referrals and general information
Technical	11.22	19,530	Logging in error, password resets, and any system issues
Application Update	10.03	17,459	Tenant/HP match, updates needed to application, and extensions
Application Appeal	2.98	5,187	Any issues with the appeal process
Application No Access	1.0	1,741	Applicant had no access to online application

  c. The number of callers referred to community-based organizations.

1,028 calls (may be inclusive of duplicates)

123. **Please provide a detailed breakdown of all emails received at the STAY DC email address (stay@dc.gov), including:**
  a. Total emails received to date;

There have been over 10,000 emails received.

  b. Any further breakdown of the nature of emails by category or type of inquiry; and

STAY DC inbox traffic remains in Microsoft Outlook and not a formal database. Detailed categorization of the types of emails is therefore not possible. Throughout the course of the program, email themes have included troubleshooting the application process, application status checks, and check status requests, amongst other issues.

  c. The number of emailing parties referred to community-based organizations.

While this information is not specifically tracked, STAY DC maintains close relationships with the CBO community and referred consistently throughout the program for assistance with application submission, eviction-related difficulties, and other vital housing stability services.

124. **Please provide a detailed breakdown of all STAY DC application denials, including:**
    a. The reasons for denial, with total denials by category;

Please see Attachment 125.

      b. The number of appeals filed; and

9,473 applicants filed for an appeal.

      c. The number of appeals granted.

6,513 appeals were granted.

125. **Please provide a detailed breakdown for all households that received 12 months or more of rental assistance, including:**
    a. The number of households assisted;

8,253 households were assisted with 12 months or more of rental assistance.

      b. The mean and median payment provided per household;

Mean = $14,595
Median = $13,517

      c. The mean and median income of the households assisted;

Mean 2020 Income = $20,053
Median 2020 Income = $13,428

Mean 2021 Income = $13,839
Median 2021 Income = $9,528

      d. The mean and median household size of the households assisted;

Mean - 2.09
Median - 2

      e. The mean and median monthly rent amount of the households assisted;

Mean - $1,032
Median - $982

f. The racial breakdown for households assisted;

Race	# of Households w/ 12+ Months Rental Assistance
Not Entered	562
American Indian or Alaska Native	47
Asian	55
Black or African American	6482
Multi-racial	332
Native Hawaiian or Other Pacific Islander	11
Other	307
Prefer Not to Answer	452
White	415

g. The ward breakdown for households assisted; and

Ward	# of Households w/ 12+ Months Rental Assistance
Unknown	264
Ward 1	738
Ward 2	302
Ward 3	187
Ward 4	643
Ward 5	1051
Ward 6	966
Ward 7	1809
Ward 8	2348

*Note: The total is greater than the unduplicated # of households because in some cases differing wards have been entered across multiple applications for the same household.

h. The LEP status for households assisted.

Language Application Submitted In	# of Households w/ 12+ Months Rental Assistance
English	8126
Spanish	127

126. **Please provide a detailed breakdown for all households that received $18,000 or more of rental assistance, including:**

    a. **The number of households assisted;**
- 2,611 households

    b. **The mean and median payment provided per household;**
- Mean - $25,799
- Median - $22,950

    c. **The mean and median income of the households assisted;**
- Mean 2020 Income - $25,131
- Median 2020 Income - $19,911
- Mean 2021 Income - $17,695
- Median 2021 Income - $13,469

    d. **The mean and median household size of the households assisted;**
- Mean - 1.95
- Median - 1

    e. **The mean and median monthly rent amount of the households assisted;**
- Mean - $1,885
- Median - $1,650

    f. **The racial breakdown for households assisted;**

Race	# of Households w/ $18K+ in Rental Assistance
Not Entered	240
American Indian or Alaska Native	18
Asian	33
Black or African American	1680
Multi-racial	151

Native Hawaiian or Other Pacific Islander	1
Other	162
Prefer Not to Answer	235
White	291

*Note: The total is greater than the unduplicated # of households because in some cases differing races have been entered across multiple applications for the same household.

g. The ward breakdown for households assisted; and

Ward	# of Households w/ $18K+ in Rental Assistance
Unknown	89
Ward 1	328
Ward 2	149
Ward 3	133
Ward 4	253
Ward 5	414
Ward 6	364
Ward 7	370
Ward 8	536

*Note: The total is greater than the unduplicated # of households because in some cases differing wards have been entered across multiple applications for the same household.

h. The LEP status for households assisted.

Language Application Submitted In	# of Households w/ $18K+ in Rental Assistance
English	2541
Non-English	70

127. **Please explain in detail how the $17.7 million in federal rental assistance money that the District has been awarded will be distributed.**
    a. **How much of it will go to paying past/pending STAY DC applicants?**

Based on STAY DC budget numbers of January 26, approximately $7.55 million will fund existing STAY DC applications that have been reviewed and approved.

      b. How much of it will go towards assistance for new applicants?

We do not anticipate re-opening STAY to accept new applicants.

      c. Will it go towards STAY DC, towards other existing rent relief programs, or other new rent relief programs?

The District intends to use the additional U.S. Treasury ERA funds for local housing stabilization programs. Analysis is underway to determine the best way to align the federal ERA requirements for the funds with local DC program policy.

J. Homeless Prevention

128. **Identify all entities with which the Department maintained contracts for the provision of HPP services in FY21, and all entities with which DHS is contracting for FY22. For <u>each</u> provider organization with which the Department contracts, report:**
      a. The amount of funds allocated to that provider in FY21 and FY22, to date;

Provider	FY 21	FY 22
Community of Hope	Total Reward: $1,017,425.00	Total Reward: $1,225,000.00 Awarded to date: $612,500.00 Awarded to Talbert Street* Project: $ 250,000.00
Everyone Home DC	Total Reward: $1,017,425.00	Total Reward: $1,225,000.00 Awarded to date: $612,500.00 Awarded to Talbert Street Project: $ 400,000.00
MBI	Total Reward: $1,017,425.00	Total Reward: $1,225,000.00 Awarded to date: $612,500.00 Awarded to Talbert Street Project: $ 300,000.00
Wheeler Creek DC	Total Reward: $1,017,425.00	Total Reward: $1,225,000.00 Awarded to date: $612,500.00 Awarded to Talbert Street Project: $ 600,000.00

*Talbert Street: Our HPP team has been working to relocate 45 households connected to River East at Grandview Condominium with relocation, by providing a DHS-HPP Housing Certificate Subsidy.

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

Provider	Staffing
Community of Hope	9 FT

Everyone Home DC	7 FT
MBI	6 FT (2 addl. Vacant)
Wheeler Creek	7 FT

c. The total number of families served in FY21, FY22, to date;

In FY21, 2,087 families were served in HPP. In FY22 YTD, 1,006 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 FY21, FY22, to date;

All HPP providers offer services tailored to meet the specific needs of each family. Providers use the Westat and VI-SPDAT assessments to inform the types and amounts of assistance to support families to resolve their housing crises. The amount of funding allocated for client services associated with HPP was $1,208,890 in FY21 and $1,494,682 FY22. At this time, DHS does not track cost by service.

In general, HPP provides the following services to families experiencing homelessness:
- o Case Management
- o Mediation & Diversion
- o Rental Assistance
- o Utility Assistance
- o Transportation Assistance
- o Food Assistance
- o Credit repair and budgeting workshops or referral
- o Housing Search Assistance
- o Connection to services in the District of Columbia

e. The amount of funding allocated for administrative costs associated with HPP in FY21, FY22, to date; and

The amount of funding allocated for administrative costs associated with HPP was $1,973,370 in FY21 and $548,771 in FY22 to date.

f. The average cost per family of HPP in FY21, FY22, to date.

The average cost per family was $627 in FY21 and $765 in FY22 to date.

129. **Regarding case management provided to families receiving HPP services, provide:**
   a. The number of case managers at each HPP provider;

Provider	No. Case Managers
Community of Hope	5
Everyone Home DC	4

| MBI | 3 |
| Wheeler Creek | 4 |

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

The maximum permitted caseload is 38 cases per case manager. However, there are times when caseloads may exceed this target when the demand for referrals increases. DHS continues to conduct case reviews with HPP providers to ensure that a household's needs are addressed in accordance with program requirements. In instances where a provider is at capacity or there is staff turnover, DHS relies on other provider in the HPP network until the issue is resolved.

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

Case management is required to meet with families, minimally, every 14 days. That stated, case managers are often in more frequent contact with families navigating crises and as situations stabilize contacts may decrease before program exit.

130. **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 housing crises whenever possible and facilitate a connection to safe shelter when needed.

Prevention is designed to provide case management services that allow families to retain their current housing without interrupting the families' community support system. In such, HPP works to decrease the need for shelter placements, when safe and appropriate, while capitalizing on families' strengths which included: employment (to increase income), budgeting (to assist in maintaining units), credit report (to clear and understand the importance of credit), and partner with other District programs to assist with continued housing stability.

b. Provide any FY21, FY22, to date, data that the Department or providers are collecting regarding outcomes for families participating in HPP?

In FY21, HPP received 1,194 new referrals and reopened 866 cases. In FY 21, 113 families were placed in shelter, 788 were assisted to lease-up in FRSP, 771 were permanently diverted with family/friends, and 293 were closed for no contact.

In FY22 to date, HPP received 393 new referrals and reopened 211 cases. In FY22 to date, 41 families were placed in shelter, 252 leased up, 221 were permanently diverted with family/friends, and 107 were closed for no contact.

131. **How many individuals were served by Project Reconnect in FY21 and FY22, to date?**
     a. **Of those served, what was the average disbursement per person? The maximum and minimum?**

FY21
Served- 152
The Average disbursement per person – $1,003
Minimum – $25
Maximum – $3410

FY22
Served- 35
The Average disbursement per person – $726
Minimum – $87
Maximum – $3690

     b. **Of those served, how many entered homelessness?**

DHS is not currently able to track entries to homelessness after Project Reconnect assistance. Please note that today, most people assisted through Project Reconnect are already experiencing homelessness and the program works towards a rapid exit from shelter. Over the course of the next year, as coordinated intake is developed, we will be working with the District's technical assistance provider, TAC and TCP to develop the systems and capacity to measure this data point.

     c. **How do you assess success of the program?**

	FY21	**FY22**
Total Referred	277	78
Total Assessed for Services	206	36
Total with Completed Service Plan	152	35
Total Ineligible	54	1
Total Received Financial Assistance	139	29

DHS currently measures success in a number of different ways: total number of referrals; total assessed for services; of those individuals assessed, total with a completed service plan and closed out; total number of people who received financial assistance (which may or may not be part of the service plan). The program was built on "light touch" case management, so Diversion Specialists do not provide follow-ups to each consumer once they exit the program. As DHS reforms the front door of the homeless services system, DHS will be reviewing gaps in the data collected to better understand successes and challenges.

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

Project Reconnect has processed 54 as ineligible in FY21, and 1 as ineligible in FY22. Some of the reasons for denial include, customer refuses assistance, the customer already receives a housing subsidy, the customer is not a single unaccompanied adult over age 18 or is seeking larger unit; or consumer is housed. Even for customers that are not eligible, the program staff will make referrals to assist the consumer before exiting them within our tracking system.

III. **Economic Security Administration**

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

132. **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)?**

During the public health emergency (PHE) DHS along with DC Health Care Finance (DHCF) expanded access to public benefits across many fronts – including online access, mailing applications directly to homes, rolling out a mobile application, customer-facing portal, and standing up additional supports. When residents need assistance with applications (including those with disabilities), they request assistance through the DHS Call Center, by coming into a DHS service center, or through community organizations. DHS expanded Call Center operations and maintained an in-person presence at the Service Centers, where staff answer questions and provide assistance. Finally, DHS keeps in close contact with community agencies known to serve the same customer base, offering individual assistance when needed.

133. **List the total number of Call Center staff and their functions. Describe any changes to the staffing of the Call Center over FY21 and FY22, to date.**

The ESA Public Benefits Call Center has maintained continuous coverage to meet the needs of District residents throughout the pandemic by answering calls and doing case processing. During this period, the Call Center closely coordinated with the Division of Program Operations (DPO) to address presenting customer service demands. Due to the increase of Call Center volume, additional contracted staff were on-boarded (previously AnswerNet and now Maximus) to triage all basic inquiries and answer all questions related to the District's online and mobile applications (District Direct Mobile Application and Citizen Portal, along with the Online Fillable form). DHS developed a new web-based interface - StreamLined Informational Microstrategy Explorer (SLIME) system to improve efficiencies with calls from customers which allow staff/agents to answer calls without navigating through many screens in DCAS.

As of January 31, 2022, a total of 130 personnel and contractors are staffing the Call Center. with an additional 35-40 staff providing ad hoc daily support as needed.

FY21-22 Staffing Structure	Total Staff & Contractors
Supervisors, SSRs, and Support Staff	80
Contractors: Tier 1	50
Total	130

134. **Provide the monthly Call Center hold times and abandon rates during FY21 and FY22, to date, by the benefits program about which the caller was calling and the purpose of the call.**

	FY21													
Metric	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Total	Monthly Average
Total calls received	48,841	32,172	32,143	32,924	27,490	28,200	28,213	35,691	40,191	38,171	41,509	44,799	430,344	35,862
# Calls served	33,553	23,708	22,308	22,594	24,170	22,437	24,586	27,754	29,746	24,495	27,229	27,562	310,142	25,845
# Calls abandoned	15,288	8,464	9,835	10,330	3,320	5,763	3,627	7,937	10,445	13,676	14,280	17,237	120,202	10,017
Abandonment rate	31%	26%	31%	31%	12%	20%	13%	22%	26%	36%	34%	38%		28%
Wait (Hold) time (min)	36	19	24	15	5	9	5	12	17	28	44	66		23
Average Handle Time (AHT)	7	8	10	7	7	7	8	8	8	8	10	9		8

FY22 to Date (Oct-Jan)						
Metric	Oct-21	Nov-21	Dec-21	Jan-22	Total	Average
Total calls received	50,295	40,760	45,058	17,639	153,752	38,438
# Calls served	17,309	15,816	36,439	14,106	83,670	20,918
# Calls abandoned	32,986	24,944	8,619	4,665	71,214	17,804
Abandonment rate	66%	61%	19%	25%		43%
Wait (Hold) time (min)	79	47	14	11		38
Average Handle Time (AHT)	9	10	10	9		10

 i. The average wait time is defined as the average time that a customer is in the queue before the call is answered, which does not include listening or responding to interactive voice response (IVR) prompts.

 ii. The average handle time (AHT) is defined as the average length of time for each call.

 iii. The abandon rate is the percentage of inbound phone calls made to a call center that is abandoned by the customer before speaking to an agent.

Below is a breakdown of calls by the current Call Center's queues, designed to reflect the purpose of calls and the service structure. Each call is routed to its appropriate queue based on the response supplied by the caller in the IVR. Also, any calls needing translation services are placed in the Language Line queue, which are not tracked by a specific benefit program.

Of the 430,344 calls received in FY21, 53% or 229,616 calls were queued for the Medical Assistance program, 30% or 127,111 calls were queued for SNAP or TANF, and 8% or 35,848 calls were queued for Verification Return. In addition, there were 3,773 calls queued for the Online Application. Finally, 33,994 calls (8%) were directed to the Language Line for assistance.

Month	Medical Asstnc.	SNAP and TANF	Return Verfctn.	Online App	Language Line	Other	Grand Total
Oct-20	18,815	18,330	6,037	1,902	3,757		48,841
Nov-20	13,248	11,435	4,032	1,205	2,252		32,172
Dec-20	15,986	9,934	3,338	666	2,219		32,143
Jan-21	17,655	10,125	2,690	N/A	2,453	1	32,924
Feb-21	16,558	6,403	2,251	N/A	2,278		27,490
Mar-21	16,718	6,355	2,387	N/A	2,740		28,200
Apr-21	15,273	7,937	2,506	N/A	2,497		28,213
May-21	17,316	11,883	3,815	N/A	2,677		35,691
Jun-21	20,987	12,693	3,693	N/A	2,818		40,191
Jul-21	25,021	9,057	1,264	N/A	2,828	1	38,171
Aug-21	26,118	10,672	1,688	N/A	3,031		41,509
Sep-21	25,921	12,287	2,147	N/A	4,444		44,799
Grand Total	**229,616**	**127,111**	**35,848**	**3,773**	**33,994**		**430,344**

135. **Regarding ESA Service Centers:**
    a. **For each month of FY21 and FY22, 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.**
    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**
        ii. **Any data the Department collects regarding the time of day at which each service center begins turning customers away due to reaching capacity.**

DHS initially suspended in-person services in response to the public health emergency. Since April 2020, all cases were directed to non-lobby processing. District residents are encouraged to apply for benefits using the mobile app or online application. District residents can also apply for benefits via the following options: mailing completed applications, dropping off or completing an application at a Service Center of choice. The Call Center has been staffed up to absorb customer needs.

Between March and November 2021, recertifications resumed resulting in a correlated increase in the number of customers waiting in the lobby to receive services. During these months, we saw wait times increase to 60 minutes. After pressing for, and receiving, Federal approval to reinstate the recertification waiver in December 2021, the number of customers visiting Service Centers drastically decreased, resulting in short to no wait times.

136. **Report any efforts the Department anticipates making during FY22 to shorten wait times and build capacity (including language access capacity) at ESA Service Centers and at call centers.**

In FY22, DHS continues to focus on expanding and improving its capacity to address customer wait times by hiring additional staff and contractors and improving workload sharing practices.

DHS will continue to encourage and market the use of mobile and online capabilities for District residents and is also implementing service delivery model adjustments, enabling customers to maximize utilization of these platforms. Customers without access to the internet, or those more comfortable with a phone conversation, can contact the Call Center. DHS is maintaining a physical presence at three of our Service Centers where customers can pick up and drop off applications.

DHS has continued 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 57 staff as fluent in a non-English language prevalent among DHS limited English proficient and non-English proficient (LEP/NEP) customers. An additional 5 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, including:

- 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 phone system allows a customer to select their preferred language before being connected to an SSR. Managers monitor Amazon Web Services (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 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.
- o The paper version of the benefits application is available in four languages: Spanish, Amharic, Chinese and French.

Finally, ESA 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 five additional languages through the support of web-based translation capabilities.
- o DHS also overlaid its entire website with the industry-standard google translate function.

B. Temporary Assistance of Needy Families (TANF)

137. **How many families are currently participating in the incentive/bonus program established following the changes to the TANF Child Benefit Protection Act in FY21 and FY22, to date?**

*As of January 24, 2022

Incentive Type	# of Customers Who Received Incentives in FY21	# of Customers Who Received Incentives in FY22 YTD
EOT Incentives for Completing Education Program	449	189
JPSP Incentives for Retention	448	251
JPSP Incentive for Job Promotion	24	4
JPSP Incentive for Case Closure	48	15

EOT: Education and Occupational Training
JPSP: Job Placement Service Provider

138. **Regarding the TANF Employment Program (TEP):**
   a. **Provide a breakdown of how FY22 funding for the TANF Employment Program (TEP) will be utilized; and**
   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 Count FY22	Contract Amount FY22
America Works of Washington, DC	JPSP	150	$1,940,227.29
Career T.E.A.M. LLC	JPSP	150	$1,940,227.29
Constituent Services Worldwide	EOT	150	$2,236,444.89
DB Grant Associates, Inc.	EOT	150	$2,236,444.89

DB Grant Associates, Inc.	JPSP	150	$1,940,227.29
Excalibur Legal Staffing, LLC	JPSP	150	$1,940,227.29
Fedcap Rehabilitation Services, Inc.	EOT	150	$2,236,444.89
Fedcap Rehabilitation Services, Inc.	JPSP	150	$1,940,227.29
JHP, Inc.	JPSP	150	$1,940,227.29
KRA CORPORATION	EOT	150	$2,236,444.89
KRA CORPORATION	JPSP	150	$1,940,227.29
Maximus Human Services, Inc.	JPSP	150	$1,940,227.29
Washington Literacy Council	EOT	150	$2,236,444.89

EOT: Education and Occupational Training Provider
JPSP: Job Placement Service Provider

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 FY21/FY22	Contract Amount FY22	Total # of Unique Customers Served during FY21	Monthly Average Caseload FY21
America Works of Washington, DC	JPSP	150	$1,940,227.29	417	202
Career T.E.A.M. LLC	JPSP	150	$1,940,227.29	332	214
Constituent Services Worldwide	EOTP	150	$2,236,444.89	397	202
DB Grant Associates, Inc.	EOTP	150	$2,236,444.89	608	242
DB Grant Associates, Inc.	JPSP	150	$1,940,227.29	365	212
Excalibur Legal Staffing, LLC	JPSP	150	$1,940,227.29	455	204
Fedcap Rehabilitation Services, Inc.	EOTP	300	$2,236,444.89	552	232

Fedcap Rehabilitation Services, Inc.	JPSP	150	$1,940,227.29	553	226
JHP, Inc.	JPSP	150	$1,940,227.29	325	189
KRA CORPORATION	EOTP	150	$2,236,444.89	486	255
KRA CORPORATION	JPSP	150	$1,940,227.29	390	206
Maximus Human Services, Inc.	JPSP	150	$1,940,227.29	340	205
Washington Literacy Council	EOTP	150	$2,236,444.89	220	124

The contracted amount for all providers is 150. However, the actual number being served is generally higher, as customers who are engaging in employment or education/training are not counted against that contract amount.

139. **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 FY21, 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 Education, Occupational, Training) to a virtual environment. In July 2021 a return-to-work plan was implemented offering a combination of virtual and in-person services. To accommodate the customers in a virtual environment, the program offered laptops to customers participating in the program.

    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?**

There are currently no families on the waitlist for Education, Occupational and Training (EOT - formerly Work Readiness), or Job Placement services.

140. **Respond to the following by POWER qualification category, for FY21 and FY22, to date.**

    a. **How many households were referred to POWER?**

During FY21, a total of 48 customers were referred and approved for POWER.

During the first quarter of FY22, 20 customers 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 FY21, one customer was denied POWER due to insufficient medical information submitted.

During the first quarter of FY22, one customer has been denied POWER due to insufficient medical information submitted and one customer was found employable.

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

Depending on customer circumstances, the average length of time for POWER participation is 6-12 months. For example, for a customer who has a medically verified disability, the average length is 12 months. For customers who are parenting teens, the average length is six months. POWER 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 61% of POWER customers have received TANF for 60 months or more.

141. **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?**

Historically, many of the POWER services were provided by the University of the District of Columbia (UDC). However, following the lifting of the time limit, reduction in sanction amount and inclusion of the 2Gen service model, the demand for POWER services dropped, with the increased capacity at the DHS Office of Work Opportunity (OWO), it made both practical and financial sense to bring those services "in house". Accordingly, in FY21, DHS shifted POWER services internally to OWO.

As a result of the Public Health Emergency, OWO offered virtual case management services to customers enrolled in POWER. The case management services are provided by OWO's social workers and vocational development specialists and include supportive services that are tailored to meet customers' individual presenting needs, such as working with the customers in developing an Individual Development Plan; reviewing their progress towards their goals; quarterly contact (virtual) for unengaged customers and conducting a status review on upcoming expiration of POWER exemption and discussing next steps. Customers are also referred to the DC Department of Disabilities (DDS) for services as appropriate. OWO continues to accept new POWER customers as they are found eligible for the program.

    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 FY22?**

Once DHS submits a domestic violence referral to DC SAFE, the customer is offered counseling from their advocates. DC SAFE then notifies DHS if the customer is interested/eligible in participating in DV POWER. Some customers choose 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 FY22.

    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 reviewed within three to 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 three to seven days.

    d. **Do you anticipate any changes to POWER in FY22?**

No, DHS does not anticipate changes to POWER in FY22.

    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 FY21 or FY22 to date.

    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 24% of recipients have pending SSI/SSDI applications and are at various stages of their process. No individuals have been referred to SOAR.

    142. **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 Individual Responsibility Plan (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.

DHS has not made changes to the process that is used to develop an IRP. It continues to be informed by the TANF assessment, which is used to identify strengths and needs, and help inform the referral of customers to the appropriate employment, education and/or support services. Once a customer engages with a TEP provider, a detailed IRP is drafted. The detailed IRP outlines a set of goals that the customer plans to work towards over the next 90-day period. These goals include core activities focused on employment and education/training and 2 Generation (2Gen) activities, such as supporting distance learning, attending medical appointments/therapy, and peer group classes. 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 the second quarter of FY22, DHS will implement a new comprehensive assessment that is web-based and allows for customers to complete self-assessments. This new assessment will also help identify customers who could be eligible to receive POWER.

143. **What is the current status of the Mental Health Outreach for Mothers (MOMS) Partnership pilot?**

DC MOMS is no longer a pilot, but rather is included as one of the standard service offerings for work-eligible customers in TANF (pilot phase successfully ended on December 29, 2020). DHS worked with the Elevate Policy Lab at Yale University for nine months to examine lessons learned after the pilot phase and to officially launch the program in October 2021. Since that time, 40 mothers have participated in the stress management course with a graduation held on January 6, 2022. The program is currently recruiting eligible customers receiving TANF to participate in Cohort 2.

a. **How many customers are participating in this program?**

40 mothers enrolled in Cohort 1 of DC MOMS since resuming the program in October 2021. Of those, 25 mothers graduated and completed at least four or more classes over the eight-week period. Mothers may have stopped attending classes during the eight-week period for various reasons, including conflicting work/school schedules or parenting/care-giving responsibilities. Mothers are given the opportunity to re-enroll in DC MOMS during other cohorts.

b. **Does the Department have plans to expand the program?**

DHS will continue to offer the DC MOMS program, conducting four cohorts in a calendar year, serving a total of 160 to 200 mothers each year. Each cohort is comprised of four separate Stress Management class groups. To maintain the fidelity of the model, the program will not expand beyond the number deemed appropriate for maximum impact by Yale University (8-10 mothers per class). DHS is properly resourced to offer the program at this level, which includes staffing and incentive payments.

C. **Medicaid**

144. Regarding new applications for Medicaid in FY21 and FY22 to date, provide:
    a. **The number of applications that were submitted on-line**;

        Table 1a.

Metric	FY 2021 (October 2020 - September 2021)	FY 2022 (October 2021 - January 2022 MTD)
Online	6,660	11,976
In-Person	22,694	14,295
Total Applications Received	29,354	26,271

Note: The application counts reflect duplicate applications received

Online: FY 2021 reflects the number of applications submitted through the BSA Portal; FY 2022 reflects the number of applications submitted through the District Direct Mobile App and Citizen Portal.

In-person: DHS did not track paper applications separately; this represents the variance. In-Person Applications are Paper submissions received by email, fax, mail, and in-person drop-offs.

Applications Received: All Medical Assistance applications, including MAGI, Non-MAGI & Alliance.

i. **The number of these applications that were processed within 45 days of submission**

See Table 1b below

Note: Applications received, and applications processed, are different measurements. The total number of applications processed will lag behind the total number of applications received, due to application processing time taking up to 45 days.

        i. **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;**

The most prevalent reasons for delay in timely processing applications are Restarting/Stopping Renewals, deploying a new system, existing system issues, and case processing capacity.

DHS will continue to monitor all applications/recerts to ensure they are processed timely by providing reports to program managers to identify applications that require immediate attention. Additional processes include:

- A DCAS MicroStrategy report designed to monitor the scope and the status of pending recertification and renewal applications.
- Introduction of streamlined online and mobile renewals for Alliance, which automatically updates the case in DCAS, and will send notices automatically.

iii.   **The average processing time;**

During the public health emergency, the District experienced an increase in processing times due to: (a) adoption of online and mobile applications and (b) a significant increase in workload related public assistance applications (across all programs). The average processing time across all Medicaid programs was 30 days Medicaid regulations require applications without a disability determination be processed within 45 days.

Table 1b.

Metric	FY 2021 (October 2020 - September 2021)	FY 2022 (October 2021 - January 2022 MTD)
Applications Processed < 45 Days	31,887	15,752
Applications Processed 46-90 Days	1,139	285
Applications Processed > 91+ Days	1,401	81

- ❖ The application processing time is based on the date that the applications were received and an eligibility determination was made by DHS.
- ❖ For most of the reporting period (Oct 2020 – Nov 2021), DHS staff processed Medicaid Application across two systems (DCAS and ACEDS). All applications are evaluated under MAGI rules first, if denied, are then evaluated under Non-MAGI rules.
- ❖ The online and mobile applications in use prior to November 15, initially counted all applications as Non-MAGI.

b. **The number of applications submitted in-person at ESA Service Centers;**
   i. **For applications not based on disability;**
      0. **The number of these applications that were processed within 45 days of submission;**

DHS did not have the ability to track Non-MAGI applications by disability status at the time of application in FY 2021 due to limitations of the legacy system.

Starting in FY 2022, since the implementation of Release 3, DCAS can track the number of applications submitted, and have disability verification evidence outstanding. 3,222 applications were processed within 45 days in FY22 to date.

1. **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;**

See response above in Q144 (i-iii).

2. The average processing time;

See table 1b above

 ii. **For applications based on disability:**
   0. **The number of these applications that were processed within 90 days of submission:**

DHS did not have the ability to track Non-MAGI applications by disability status at the time of application in FY 2021 due to limitations of the legacy system

Starting in FY 2022, since the implementation of Release 3, DCAS can track the number of applications submitted, and an outstanding disability verification evidence. 30 applications were processed within 90 days.

    1. 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:

See table 1b above.

    2. The average processing time:

See Table 1b above.

 c. **At any point in either FY21 or FY22 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.**

    0. For applications submitted online.
See Table 1b above.

    1. For applications submitted in person at the service centers

See Table 1b above.

    2. For applications submitted through any other means.

Not applicable.

   ii. **The causes of such backlog(s)**

See response above in Q144 (i)-(iii).

iii. **The Department's efforts to reduce such backlog(s)**

DHS will continue to monitor all applications/recerts to ensure they are processed timely by providing reports to program managers to identify applications that require immediate attention. Additional remedies are included below:

- A DCAS MicroStrategy report designed to monitor the scope and the status of pending recertification and renewal applications.
- Introduction of a streamlined online and mobile renewals for Alliance which automatically updates the case in DCAS, and will send notices automatically.

iv. **The extent to which such backlog(s) have been reduced**

This issue impacted less than 100 applications, but each was mitigated without any adverse impact on the applicant.

v. **Any steps the Department has taken or will take in FY22 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.**

DHS will continue to monitor all applications/recerts to ensure they are processed timely by providing reports to program managers to identify applications that require immediate attention.

d. **At any point in either FY21 or FY22 to date, has the Department encountered technological problems that have impeded the ability to process applications? If so, how many applications have been affected in FY 21 or FY22 to date?**

During the implementation of Release 3, Deployments 1 & 3, there was a defect with remote identity proofing (RIDP). RIDP is a tool that facilitates automatic identity verification using Experian; this defect required applicants without an SSN to contact Experian directly to complete their identity-proofing over the phone before returning to complete their application online. This defect was impacting approximately 5-10 Alliance applications a day. It took approximately one week from launch but about 24 hours from discovery to implement a fix.

D. Supplemental Nutrition Assistance Program (SNAP)

145. **Provide the following characteristics for SNAP households for FY21 and FY22, 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.**

		FY21 (Oct 20 – Sep 21) *Monthly Average*	FY22 (Oct 21-Nov 21) *Monthly Average*
(a)	Number of SNAP Households	85,998	88,481
(b)	Average Size of SNAP Households	1.63	1.62
(c)	Number of SNAP Households by Ward		
	Ward 1	5,294	5,844
	Ward 2	2,115	2,338
	Ward 3	1,077	1,225
	Ward 4	6,898	7,525
	Ward 5	10,335	11,268
	Ward 6	9,176	10,049
	Ward 7	16,677	18,106
	Ward 8	21,242	22,950
	Number of all individuals receiving SNAP	136,064	143,693
(d)	Number of individual seniors receiving SNAP	20,113	21,467
(e)	Number of individual children in SNAP households	46,514	49,239

146. **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. Federal legislation passed in October 2020 allowed the District to implement many of these flexibilities without FNS approval through June 2021. DHS continued requesting flexibilities for FNS approval beyond June 2021. Below is a summary of the changes made during FY21:

  Certification Procedure Adjustments:
  ▪ Interviews for Initial and Recertification
    • Waived throughout FY21
  ▪ Recertifications

- October 2020 – February 2021: Waived and certification periods extended for 6-months for all customers
- March 2021 – June 2021: Waived/Extended for 6-months for customers who never received a waiver/6-month extension since October 2020
- July 2021 – September 2021: Waived/Extended for 6-months for customers who never received a waiver/6-month extension since October 2020; subsequent Federal authority was received in December 2021 to reinstate customers who were terminated for failing to complete the recertification process during these months.
  - Periodic Reporting Requirements (mid-certs and interim contacts):
    - October 2020 – June 2021: Waived for all customers
    - July 2021 – August 2021: Required
    - September 2021: Waived

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 was the first month in FY21 that customers were required to complete the recertification process. While recertifications continued through FY21, in December 2021 the District received authority from FNS to reinstate any customers who were denied benefits for failing to complete the recertification process for the months of July 2021 – September 2021. Recertifications for all customers are waived and certification periods extended by 6-months in FY22 for the months of October 2021 - March 2022.

Interviews for both initial applications and recertifications, and periodic reporting requirements continue to be waived through March 2022. DHS will contact SNAP customers only if additional information or clarity is needed to process their initial application or recertification.

147. **State the number of SNAP terminations which occurred in FY21 and FY22, 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?**

During FY21 through the beginning of FY22, there were several changes to Federal administrative relief that caused the District's recertification policy to change. As a result, a significant number of customers had their SNAP eligibility restored retroactively after termination from failure to recertify. This has made it very difficult for the agency to track and report the exact number terminations that occurred in FY21 and FY22 and even more difficult to determine terminations by customer or agency cause.

148. **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.**

Prior to the COVID-19 Pandemic, about 5% of SNAP applications experienced delayed processing based on the entire universe of cases adjusted to remove cases attributable to customer caused delays. The Quality Control (QC) sample for this same pre-COVID period suggest that about 8% of applications were processed with a delay. DHS implemented enhanced weekly monitoring of pending applications that were worked by caseworkers and reviewed untimely cases to identify the causes of delays in order to identify system enhancements and/or training needs.

Since the onset of the Public Health Emergency, the number of food benefits applications significantly increased. For FY21, changes in pandemic related flexibilities from the Federal government along with a continued increase in the need for food assistance has impacted the agency's ability to process all applications timely. While we are unable to provide the average amount of time it takes to process a SNAP application by month due to resource, system, and data constraints, DHS has proactively sought case processing flexibilities from the Federal government to allow caseworkers to focus on process initial applications to ensure District residents impacted by the pandemic receive access to SNAP. We continue to work with our Federal partners and seek best practices from other states to identify and implement resource, process, policy, and technology changes to help address the unprecedented caseloads and resulting workload demands on our staff caused by the pandemic.

149. **Please provide the average hold time that non-English-speakers experienced when applying for benefits, broken down by the purpose of the call. Please also provide the number of hours or days that callers waited for a call-back when needing support in a language other than English, broken down by the purpose of the call.**

The average hold time for non-English-speakers during FY21 was 21 minutes. The wait time was at its peak during the last quarter of the year (Jul-Sep) where it averaged 36 minutes for each call. Every call is routed to its appropriate queue based on the response supplied by the caller in the IVR and any call needing translation services are placed in the Language Line queue. Those calls do not get tracked by a specific benefit program.

The AWS system does not track call back times of the Language Line.

Month	Average Wait Time -Language Line Per call
Oct-20	30
Nov-20	24
Dec-20	27
Jan-21	24
Feb-21	5
Mar-21	9
Apr-21	5
May-21	12
Jun-21	15

Jul-21	24
Aug-21	33
Sep-21	51
FY21 Total	**21**

E. Interim Disability Assistance

150. **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 Public 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, using our online benefits portal and through the mobile portal (app).

151. **Regarding Interim Disability Benefits (IDA) for each month in FY21 and in FY22, to date, provide the:**

a. **Total number of IDA applications**

Please see Attachment 151.

b. **Average processing time for an IDA application;**

It takes an average of 60 days to complete an application. Unlike other programs, IDA customers need to submit documents from their medical office and schedule appointments with the SSA.

c. **Total number of approvals for IDA applications;**

Please see Attachment 151.

d. **Average number of days an individual must wait before receiving benefits after being approved for IDA benefits;**

Benefits are issued the month following approval, and applications are approved on a rolling basis, when all documentation is submitted.

    e. Number of individuals able to receive IDA benefits every month;

IDA has a program capacity of 637 customers.

    f. Number of individuals who have applied in-person for IDA benefits during the Public Health Emergency; and

75% of applications are in-person.

    g. Number of individuals who have applied online for IDA benefits during the Public Health Emergency.

25% of applications are submitted online.

    F. Health Care Alliance

152.   **Regarding Health Care Alliance Program re-certifications:**
        a. For enrollees initially required to recertify by October 31, 2021, please indicate:
            i. The number of enrollees who were required to recertify by October 31, 2021

There were approximately 8,500 Alliance and Immigrant Children's Program (ICP) enrollees required to recertify by October 31, 2021.

            ii. The number of enrollees in (i) who:

                A. Successfully completed recertification.

Approximately 2,400 Alliance/ICP beneficiaries recertified by November 12, 2021, the date when, due to operational issues, the Deputy Mayor for Health and Human Services directed a reinstatement and extension of coverage for all who were due to recertify by October 31.

                B. Did not successfully complete recertification.

As of November 12, approximately 6,100 Alliance/ICP beneficiaries were terminated for failure to recertify by October 31, 2021.

                C. Were terminated for failure to recertify by October 31, 2021.

As of November 12, approximately 6,100 Alliance/ICP beneficiaries were terminated for failure to recertify by October 31, 2021

                D. Were successfully reinstated following termination for failure to recertify by October 31.

On November 12, approximately 6,100 Alliance/ICP beneficiaries were successfully reinstated following termination for failure to recertify by October 31, 2021.

153. **In November, 2021, the Department of Healthcare Finance modified the recertification deadlines for Alliance participants due to recertify by November 30, 2021 and reinstated participants terminated due to failure to recertify by October 31, 2021. Per DHS's website, the Administration has since modified Alliance recertification deadlines so that individuals required to recertify by September 30, 2021, October 31, 2021, November 30, 2021, and December 31, 2021, will have their recertification deadlines postponed by 6 months.**
     a. **With respect to participants previously required to recertify by October 31, 2021:**
          i. **Please indicate the number of participants who submitted materials related to recertification prior to October 31, 2021, but whose materials were not processed prior to October 31, 2021.**

Through policy guidance from DHCF, all Alliance participants due to recertify at the beginning of FY22 were extended for six months. Currently, DHS is unable to provide information about how many participants submitted recertification materials prior to October 31, 2021 but were not processed.

          ii. **Please indicate the methods by which the DHCF/DHS determined the number reported in (i) above.**

Not applicable.

     b. **Regarding document submission backlogs more generally:**
          i. **Please explain the reasons for any backlogs of submitted materials related to Alliance recertifications that occurred between September 1, 2021 and the present.**

The average processing time across all Medicaid programs was thirty (30) days. Medicaid regulations require applications without a disability determination be processed within 45 days. There were some impacts to case processing due to restarting/stopping renewals, deploying a new system, worker learning curve, and case processing capacity.

          ii. **Please explain the steps that the Department is taking to ensure that any barriers to the submission and timely processing of recertifications will be addressed in time for the March-June 30, 2022 recertification period**

DHS will continue to monitor all applications/recerts to ensure they are processed timely by providing reports to program managers to identify applications that require immediate attention. Additional remedies are included below:
- A DCAS MicroStrategy report designed to monitor the scope and the status of pending recertification and renewal applications.

- Introduced streamlined online and mobile renewals for Alliance, which automatically updates the case in DCAS and will send notices automatically.

> **iii. Please explain what steps DHCF and DHS are taking to clear any currently existing backlogs and ensure that such backlogs do not occur in the future.**

DHS will continue to monitor all applications/recerts to ensure they are processed timely by providing reports to program managers to identify applications that require immediate attention.