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**COUNCIL OF THE DISTRICT OF COLUMBIA  
COMMITTEE ON HEALTH  
CHAIRMAN VINCENT C. GRAY  
COUNCILMEMBER, WARD 7**

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**OFFICE OF THE DEPUTY MAYOR FOR HEALTH AND HUMAN SERVICES (DMHHS)  
FY21-22 PERFORMANCE OVERSIGHT QUESTIONS**

**Organizational**

1. Please provide a current organizational chart for DMHHS, and include:
  - a. The number of full-time equivalents (FTEs) at each organizational level;
  - b. A list of all FY22 FTE's broken down by program and activity;
  - c. The employee responsible for the management of each program and activity; and
  - d. A narrative explanation of any organizational changes made during FY21 or to date in FY22.

**Response:** Please see attachment Q1.

**Spending**

2. Please identify any reprogrammings received by or transferred from DMHHS during FY21 and to date in FY22, and include a description of the purpose of the transfer and which DMHHS programs, activities, and services were affected.

**Response:** Please see attachment Q2.

3. Please identify any intra-district transfers received by or transferred from DMHHS during FY21 and to date in FY22, and include description as to the purpose of the transfer and which DMHHS programs, activities, and services were affected.

**Response:** Please see attachment Q3.

**Programs**

**FY21 Performance Plan**

4. Did DMHHS meet the objectives set forth in the performance plan for FY21? For any performance indicators that were not met, please provide a narrative description of why they were not met and the corrective actions taken.

**Response:** Please see attachment Q4. Additionally, please note that performance indicators were not met due to the continued challenges of providing services and conducting task force meetings during the pandemic when there have been adjustments. performance metrics did not anticipate that there would be multiple waves of the COVID-19 pandemic resulting in continued stresses on the system. However, agencies continued to reprioritize and reengineer the delivery of health and human services throughout the District without interruption. Additionally, agencies experienced an influx of District residents accessing agencies' systems and programs due to the other outgrowths of the public health emergency (e.g., loss of employment, healthcare related needs, burdened community organizations, etc.). Since agencies were not able to anticipate these challenges when they established their performance metrics, some performance indicators reflect underperformance. The hope is that new developments in telehealth, ARPA funds, and other resources will allow for metrics to be met going forward.

#### FY22 Objectives

5. What are DMHHS's performance objectives for FY22?

**Response:** Please see Attachment to Q5.

#### General

6. How many encampment cleanups have been completed during FY21 and FY22 to date?

**Response:** DMHHS conducted 78 coordinated encampment cleanup engagements, which included 33 full cleanups, 39 trash only cleanups, and 6 immediate dispositions.

For each encampment engagement outlined above, please provide:

a. **How many people were impacted by each cleanup or site closure.**

**Response:** It is difficult to determine an accurate account of how many encamped residents were connected to the 78 sites that required cleanup engagement during FY21 due to the transient status of many encamped residents. It is also important to cite that the purpose of these coordinated cleanup engagements was to decrease health and safety risk factors that had been flagged by the encamped residents themselves, with rat infestations presenting a particularly acute concern this past year. (Given the tendency of rats to burrow into boxes and other tight spaces, when residents request exterminators to be called in, it is frequently impossible to conduct the extermination without deconstructing and/or temporarily removing encamped structures and other belongings.) Regular cleanup engagements help to mitigate biohazards and excessive trash clutter that breed unsanitary conditions for the encamped residents and create hoarding grounds for increased rodent presence.

b. **How many of those residents were placed in housing.**

**Response:** Housing placement is not an extended function of the normal encampment engagement process conducted by DMHHS. All housing referrals and navigation is managed by the coverage area providers connected to that specific coverage area as assigned by the Department of Human Services (DHS).

7. Please provide a chart that details the following for each encampment clean up engagement or encampment site closure by location and date of operation:

a. **Total cost;**

**Response:** DMHHS is unable to depict the total cost of the coordinated interagency efforts that comprise the completion of an encampment cleanup engagement. Each encampment engagement is assessed and addressed on a case-by-case basis and includes the following agencies whose budgets are monitored outside of DMHHS' scope of service: DHS, Department of Behavioral Health, Department of Public Works, District Department of Transportation, Metropolitan Police Department, the biohazard team, and the assigned coverage area provider. Agencies, however, do not have specific budget line items to fund their work with encampments.

b. **Staff time spent (including outreach and coordination);**

**Response:** The standard timeframe of an encampment engagement usually runs from 9am – 12pm. Encampment cleanup engagement timeframes vary based on the number of tents, structures, and items present that need to be addressed.

c. **Clean up cost (including staffing and equipment);**

**Response:** Please see the response provided for question 7/a.

d. **Storage costs;**

**Response:** DHS oversees the storage of encamped items per their established protocol. These are stored at the Adams Place Day Center (a DHS-managed facility) in northeast DC. This expenditure falls under DHS' facility management cost for that location.

e. **MPD costs.**

**Response:** Please see the response provided for question 7/a.

8. Please identify what activity number funds encampment clean ups and site closures.

**Response:** As noted above, the Encampment Protocol Engagements (cleanups) involve eight different government agencies and they do not have specific budget line items to fund their work with encampments.

**Sanitation and Public Restrooms**

9. How many hand washing stations and portable restrooms are currently deployed? How many are operational? How many are offline?

**Response:** There is currently a total of 12 portable restroom units and 33 handwashing stations placed near various encampment sites and areas know to have residents experiencing homelessness. Portable restrooms and handwashing stations are all currently online and operational.

9. What is the estimated restroom to unhoused-person ratio?

**Response:** The current ratio matches one portable restroom unit per 10 encamped residents for District governed properties. National Park Services have the jurisdiction to approve or decline the placement of a portable restroom unit on their properties.

10. Please describe the factors in deciding to increase or decrease the number of sanitation stations. Please describe any changes in number or location of sanitation stations planned for FY22.

**Response:** DMHHS will continue to evaluate the size of each encampment location and its impact on the need for portable restrooms and handwashing stations to be assigned to each District governed property. As stated in the response to question 11, if the number of encamped residents exceeds 10, a portable restroom and handwashing station will be placed at that location for all District governed properties. If the residents present vacate the encampment location, and the site is deemed inactive as a result, the portable restrooms and handwashing stations will be removed or relocated accordingly.

11. Please describe the maintenance and upkeep for public restrooms and sanitation stations and provide a maintenance schedule for FY22.

**Response:** The maintenance frequency for both the public restrooms and handwashing stations are currently set a five times per week, although the specific days and time can vary. Regular rounds are conducted by the vendor's staff to conduct spot checks of each unit and station to assess the level of services needed.