



## RESPONSES TO PRE-HEARING QUESTIONS DC COUNCIL COMMITTEE ON HOUSING

### GENERAL QUESTIONS

**1. Please provide the agency's mission statement.**

To provide leadership in the development of strategies and policies that guide the implementation of the District's policies and programs for meeting the needs of individuals and families who are homeless or at risk of homelessness (§ 4-752.02).

**2. Please list any statutory mandates that the agency lacks sufficient resources to fully implement.**

At the end of FY21 and the beginning of FY22 there was significant staff turnover at the ICH. For that reason, for most of FY22, the ICH was staffed by one FTE, the Executive Director. In response to this turnover, the Executive Director focused on fully staffing the agency. Given the limited staffing capacity of the ICH, there are three (3) statutory mandates prescribed under § 4-752.02 that the agency did not accomplish during FY22:

- Prepare and submit to the Mayor an annual update based on existing data and community input that reviews the strategic plan, changes in the landscape, and an assessment of the need for services among subpopulations, and that details the resources and strategies needed to support implementation of the strategic plan;
- As part of the annual update, review the efforts of each member of the Interagency Council to fulfill the goals and policies of the strategic plan; and
- The Mayor shall, upon release of the proposed annual budget each year, make available to all Interagency Council members the District's proposed budget breakdown of each agency's appropriations for services within the Continuum of Care. The Interagency Council shall give comments to the Mayor regarding the proposed budget.

However, upon review of ICH records, it may be worth noting that it is highly unlikely that the ICH has ever met these statutory mandates. For example, since adopting Homeward DC (2015 – 2020) and Solid Foundations DC (issued May 2017), the ICH did not release reports/updates annually. Rather, the ICH released two progress reports:

- One summarizing the first four years of implementing Homeward DC (2015 – 2020): [Looking Back to Move Forward: Progress and Lessons Learned During the First Four Years of Homeward DC](#) (September 2019)
- The second progress report mid-way through the implementation: [Coordinated Community Plan: Progress Updates to Solid Foundation DC](#) (Spring, 2018).

Additionally, looking through the contents of these progress reports, it is evident that the ICH did not “review the efforts of each member of the ICH to fulfill the goals and policies outlined in the strategic plan.” Finally, there are no records of reports or comments to the Mayor regarding the proposed budget for any fiscal year since the adoption of Homeward DC (2015 – 2020) in FY2016.

There are likely several reasons for this. For one, ICH Committees and Workgroups are navigating a constantly shifting landscape because the scale of the transformation efforts underway to implement the strategic plan is significant. On top of that, in the last three years, we have been grappling with the COVID-19 pandemic. More recently, the governors of Texas and Arizona have transported thousands of migrants to sanctuary cities (including Chicago, the District, and New York City). In this ever-changing and uncertain environment, Committee and Workgroup members need the meeting time to catch up on all the changes: get the updates they need, ask questions about the implications, and think through how to keep up with them. Gathering and reviewing data, drafting and finalizing language for an annual report across all the agencies and partners responsible for implementing the 160+ activities and strategies outlined in Homeward DC 2.0 does not allow Committee and Workgroup members to understand and keep up with the ever-shifting landscape.

Finally, the requirement to give comments to the Mayor on her proposed budget is likely inappropriate, given that half of our board are her appointed agency directors who are busy preparing for Budget Hearings to explain and defend the proposed budget to Council at Budget Hearings. The rest of our members (representatives of advocates, businesses, constituents with lived experience, and providers) are mobilizing in different coalitions to prepare their testimony and advocacy efforts around those same Budget Hearings. Given the significant efforts underway by our Board members (to explain and defend the proposed budget on the one hand versus advocate for different priorities and decisions on the other hand), it's likely not reasonable or appropriate for the ICH to be convening Committee and Workgroup members to give a thoughtful analysis and response to the Mayor on her proposed budget.

- 3. Please list all reporting requirements in the District of Columbia Code or Municipal Regulations that the agency is required to complete in FY 22 and FY 23, to date. For each requirement, please list the date the report was required and the date it was produced. If the agency did not produce the report on the mandated timeline, please explain why.**

The Interagency Council on Homelessness is required to comply with the Open Meeting Act for all standing Committee meetings.

In compliance, the ICH posts a Notice of Public Meetings for ICH Standing Committees at the beginning of every calendar year. Here are the links to the Notices that were posted for calendar years 2022 and 2023:

- [ICH 2022 Meeting Schedule & Notice of Public Meetings for Standing Committees](#)
- [ICH 2023 Meeting Schedule & Notice of Public Meetings for Standing Committees](#)

Additionally, per the Open Meeting Act, meeting materials for all ICH Standing Committees are available online.

- Materials for FY22 can be accessed by sorting the ICH meeting calendar from [10/01/2021 to 09/30/2022](#).
- Materials for FY23 are posted as they become available and can be accessed online by sorting the ICH meeting calendar from [10/01/2022 to 09/30/2023](#).

Otherwise, see question 2 above for the three (3) statutory mandates prescribed under § 4-752.02.

- 4. Please list and describe any regulations promulgated by the agency in FY 22 or FY 23, to date, and the status of each.**

N/A

**5. Please explain any significant impacts on your agency of any legislation passed at the federal or local level during FY 22 and FY 23, to date.**

The ICH has included, as an attachment, the list of local and federal legislation that impacts the District’s Homeless Services System, also known as the Continuum of Care (CoC).

One example, which is not yet available in LIMS, is Councilmember Charles Allen’s Bill to [Expand DPR Recreation Center Hours to Saturdays and Sundays](#). In early February, CM Allen announced the introduction of legislation to expand DC’s recreation center hours, as most recreation and community centers are not open on the weekends. The bill intends to provide opportunities for residents of all ages, particularly young people, to have safe places to go. The ICH is monitoring the development of this proposal as it would negatively impact the ability of hypothermia sites operating out of DPR recreation centers to stay open during the day on Sundays. The ICH welcomes the opportunity to collaborate on this bill if it goes to mark up.

**6. What are the agency’s top five priorities? Please explain how the agency expects to address these priorities in FY 23.**

The agency focuses on supporting the priorities established by the ICH Standing Committees. The ICH Executive Committee set and formally adopted [FY22 Priorities](#) across all the Standing Committees on October 12, 2021. These priorities were established in response to the influx of recovery-related resources and historic investments in Permanent Supportive Housing –particularly for single adults.

The ICH will establish priorities for FY23 once 2023 PIT data becomes available in April/May 2023. This will allow the Continuum of Care to understand the impact of right-sizing COVID interventions and absorbing the historic levels of recovery and housing investments.

The ICH advances its priorities by working with Committee and Workgroup co-chairs to establish monthly meeting agendas that align and track with these priorities.

**7. What are the metrics regularly used by the agency to evaluate its operations? Please be specific about which data points are monitored by the agency.**

The ICH reports on the number of ICH Full Council and Standing Committee meetings held to the Office of the Deputy Mayor for Health and Humans Services (DMHHS) quarterly. The ICH has included, as an attachment, the data reported for FY22 and FY23 (to date).

Here is a high level summary of the data reported:

| Meeting  | # of meetings held in FY |
|--|--------------------------|
| ICH Full Council   | N/A*                     |
| Executive Committee  | 7                        |
| Strategic Planning Committee                               | 6                        |
| Housing Solutions Committee                                | 12                       |
| Emergency Response and Shelter Operations (ERSO) Committee | 14                       |
| Youth Committee  | 2                        |
| Total # of Committee Meetings in FY22                      | 41                       |

| Meeting  | # of meetings held in FY |
|--|--------------------------|
| ICH Full Council   | N/A*                     |
| Executive Committee  | 1                        |
| Strategic Planning Committee   | 2                        |
| Housing Solutions Committee  | 3                        |
| Emergency Response and Shelter Operations (ERSO) Committee   | 4                        |
| Youth Committee  | 1                        |
| Total # of Committee Meetings in FY23 to date as of 02/10  | 11                       |
| * No ICH Full Council meetings have been held since the COVID-19 national and public health emergency (PHE) were declared in 2020. |                          |

**8. Please describe any new initiatives or programs that the agency implemented in FY 22 and FY 23, to date, to improve the operations of the agency. Please describe any funding utilized for these initiatives or programs and the results, or expected results, of each initiative.**

N/A

**9. Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel and note the date that the information was collected on the chart.**

| Position   | Employee       |
|--|----------------|
| Executive Director   | Theresa Silla  |
| Advisors   |                |
| Policy Advisor (CS-14), Singles and Veterans                     | Eileen Rosa    |
| Special Advisor (CS-14), Emergency Response & Shelter Operations | Synina Pugh    |
| Special Advisor (CS-14), Family and Youth                        | Jorge Membreno |
| Communications   |                |
| Public Information Officer (CS-14)                               | Donna Harris   |
| Graphics Designer (CS-11)  | Daisean Foster |
| Grant Funded Positions   |                |
| Veterans Project Manager (no CS equivalent)                      | TBD            |

**10. Please provide a narrative explanation of any changes made to the organizational chart during the previous year.**

At the FY22 Performance Hearing, the ICH was staffed by one FTE: the Executive Director. Since then, the ICH team has expanded to a team of 6: the Executive Director hired 3 advisors and a communication team comprised of a public information officer and a graphics designer.

**11. Please provide a current Schedule A for the agency which identifies each position by program and activity, with the salary, fringe benefits, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please indicate if any position must be filled to comply with federal or local law.**

The ICH has included, as an attachment, the DMHHS Schedule A that is relevant to the ICH. This data was pulled from People Soft as of 02/03/2023.

**12. Please list all employees detailed to or from your agency. For each employee identified, please 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.**

N/A

**13. Please provide:**

- a. A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY 22 and FY 23, to date;**

Since their onboarding, all ICH staff have received cell phones and iPad Pros at agency expense.

- b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned as well as a description of all vehicle accidents involving the agency's vehicles in FY 22 and FY 23, to date;**

N/A

- c. A list of travel expenses, arranged by employee for FY 22 and FY 23, to date, including justification for travel;**

N/A

- d. A list of total workers' compensation payments paid in FY 22 and FY 23, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.**

N/A

**14. For FY 22 and FY 23, to date, what was the total agency cost for mobile communications and devices, including equipment and service plans?**

The ICH has included, as an attachment, the total cost to DMHHS for mobile communications and devices, including equipment and service plans.

**15. Please separately list each employee whose salary was \$100,000 or more in FY 22 and FY 23, to date. Provide the name, position number, position title, program, activity, salary, and fringe. In addition, state the amount of any overtime or bonus pay received by each employee on the list.**

| Position  | Employee       | Salary     | Fringe      |
|---|----------------|------------|-------------|
| Executive Director  | Theresa Silla  | 178,809.30 | \$30,75520  |
| Advisors  |                |            |             |
| Policy Advisor (CS-14), Singles and Veterans                            | Eileen Rosa    | 120,569    | \$20,737.87 |
| Special Advisor (CS-14), Emergency Response & Shelter Operations (ERSO) | Synina Pugh    | 117,045    | \$20,131.74 |
| Special Advisor (CS-14), Family and Youth                               | Jorge Membreno | 141,707    | \$24,373.60 |
| Communications  |                |            |             |
| Public Information Officer (CS-14)                                      | Donna Harris   | 113,522    | \$19,525.78 |

**16. Please list in descending order the top 25 overtime earners in your agency in FY 22 and FY 23, to date, if applicable. For each, state the employee’s name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned by each.**

N/A

**17. For FY 22 and FY 23, to date, please provide a list of employee bonuses, special pay granted, or separation pay issued, that identifies the employee receiving the bonus, special pay, or separation pay, the amount received, and the reason for the bonus, special pay, or separation pay.**

N/A

**18. Please list and provide a copy of all memoranda of understanding (“MOU”) entered into by your agency during FY 22 and FY 23, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.**

The ICH has included, as an attachment, the 2 MOUs entered into by DMHHS on behalf of the ICH in FY22 and FY23:

1. FY 22 MOU between DMHHS and DHS, entered into 11/04/2021 and ending 9/30/2022 and,
2. FY 23 MOU between DMHS and DHS, entered into 12/07/2022 and ending 9/30/2023

**19. Please list each grant or sub-grant received by the agency in FY 22 and FY 23, to date. List the date, amount, source, purpose of the grant or sub-grant received, and the amount expended.**

While the ICH has not received any grants or subgrants, three grants have been made to support the ICH.

|                  |   |
|------------------|---|
| <b>Project</b>   | <b>Veteran Project Manager</b>  |
| <b>Source</b>    | <a href="#">Community Solutions</a> , leveraging philanthropic funds from Home Depot and MacArthur Foundation   |
| <b>Purpose</b>   | To hire a dedicated project manager to design and implement priority projects to end Veteran homelessness in the District by 2024. This position will be a contract position stationed at ICH but contracted directly by Community Solutions. Funding is provided based on the District’s participation in the <a href="#">Built for Zero</a> , Large City Last Mile initiative to end Veteran Homelessness. Hiring is still in progress. Close date for applications is February 24, 2023. |
| <b>Date(s)</b>   | Date Applied: July 2022<br>Date Awarded: September 2022   |
| <b>Amount(s)</b> | Amount Committed: \$400,000 over 24 months (2 years)<br>Amount Expended: N/A – hiring is still in progress. Applications are due 02/24.   |

|                  |  |
|------------------|--|
| <b>Project</b>   | <b>PSH Provider Readiness Projects</b>   |
| <b>Source</b>    | The <a href="#">Partnership to End Homelessness</a> (PTEH), leveraging philanthropic funds from a variety of donors  |
| <b>Purpose</b>   | To support the transition of PSH providers to billing Medicaid by providing training and technical assistance and Readiness Grants. CSH delivered technical assistance in 3 phases: <ol style="list-style-type: none"> <li>1) Level setting which included an assessment of current business models, administrative capacity, and knowledge base regarding Medicaid billing</li> <li>2) Building capacity through technical assistance, which included group training and one-on-one technical assistance to implement the necessary steps toward successfully billing Medicaid</li> <li>3) Support in the successful implementation and billing of Medicaid, which included delivering ongoing technical assistance.</li> </ol> |
|                  | To provide “Readiness Grants” that assist providers with the costs associated with transitioning to Medicaid Billing. The first allocation is a technology stipend of \$5,000 for new PSH providers initiating a new Electronic Health/Medicaid Record (HER/EMR). The second allocation is a tiered allocation based on the size and demonstrated capacity of the providers: <ul style="list-style-type: none"> <li>• Larger Providers, Fastest Transitions: \$5,000</li> <li>• Newest Providers, Significant Transition Costs: \$10,000</li> <li>• Mid-Tier Group, with Capacity to Scale: \$7,500</li> </ul>   |
| <b>Date(s)</b>   | Technical Assistance: January 2022 – December 2022<br>Readiness Grants: available February 2023  |
| <b>Amount(s)</b> | Technical Assistance: \$70,000<br>Readiness Grants: \$215,000  |

|                |  |
|----------------|--|
| <b>Project</b> | <b>Capacity Building Exhibition to Accelerate the Development of Units Dedicated to Homeless Services</b>  |
| <b>Source</b>  | The <a href="#">Partnership to End Homelessness</a> (PTEH), leveraging philanthropic funds from a variety of donors  |
| <b>Purpose</b> | To support the development of a capacity-building exhibition or a roadshow that accelerates the pipeline of site-based units dedicated to homeless services. |

|                  |                              |
|------------------|------------------------------|
| <b>Date(s)</b>   | January 2022 – December 2022 |
| <b>Amount(s)</b> | \$70,000                     |

**20. How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans, if any, are in place to continue funding the FTEs?**

Currently, none of the ICH staff positions are dependent on grant funding.

Once the Veterans Project Manager is hired, there will be new FTE that is dependent on grant funding. This role of Veterans Project Manager is purposefully designed as a contract position for two years as intensive support for project implementation and will no longer be needed once proper infrastructure and milestones are accomplished. However, the District may identify that similar project support is needed across the larger CoC, specific to ending homelessness among single adults or that there is a need to continue the support for sustaining efforts to end and prevent Veteran Homelessness and will pursue additional funding if necessary.

**21. Please list all pending lawsuits that name the agency as a party. Identify which cases on the list are lawsuits that potentially expose the District to financial liability or will result in a change in agency practices and describe the current status of the litigation. Please provide the extent of each claim, regardless of its likelihood of success.**

N/A

**22. Please list all settlements entered into by the agency and judgments against the agency (or by or against the District on behalf of the agency) in FY 22 or FY 23, to date, and provide the parties' names, the amount of the settlement or judgment, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).**

N/A

**23. Please list the administrative complaints or grievances that the agency received in FY 22 and FY 23, to date, broken down by source. Please describe any changes to agency policies or procedures that have resulted from complaints or grievances that were resolved in FY 22 or FY 23, to date.**

Administrative Complaints/Grievances Specific to the ICH

**October 2022** email to the ICH, DHS, and The Community Partnership for the prevention of homelessness (TCP), Michael Coleman expressed his "complaint"/concern, that ICH Director Theresa Silla was "creating a toxic environment for anyone who is not a pffc [People for Fairness Coalition] member."

Director Silla referred him to the DMHHS attorney and Ethics Officer, Ms. Sakina Thompson, for follow-up, however, Mr. Coleman has not yet followed up on that invitation.

**January 2023** email to ICH Director Theresa Silla, Michael Coleman, former ICH member and 2022 nominee in the Homeless or Formerly Homeless category, stated he "intends to file a complaint, or a report" against the ICH consumer engagement working group "for the stipend being so unfair. I am trying to get in touch with the right people."



Director Silla, after several communications explaining the ICH stipend policy and how it's implemented, which did not satisfy Mr. Coleman, referred him to the DMHHS attorney and Ethics Officer, Ms. Sakina Thompson, for follow-up. Ms Thompson reached out to him offering assistance, however, Mr. Coleman has not yet followed up on that invitation.

**24. Please provide the number of FOIA requests for FY 22, and FY 23, to date, that were submitted to your agency. Include the number granted, partially granted, denied and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.**

There were no FOIA requests for the ICH for FY22, and FY23, to date.

**25. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency that were completed during FY 22 and FY 23, to date.**

There are no investigations, audits, or reports on the agency or any employee of the agency that are on-going or were completed during FY22 or FY23, to date.

**26. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or funded during FY 22 and FY 23, to date. Please submit a digital copy to the Committee of any study, research paper, report, or analysis that is complete.**

The ICH did not prepare or fund studies, research papers, reports, or analyses during FY22 or FY23 (to date). Here are other deliverables (plans and applications packages) that are relevant to the work of the ICH and may be of interest to the Committee.

**Winter Plan:** The ICH is responsible for developing and adopting a Winter Plan describing how District residents experiencing homelessness will be protected from cold weather injury. The FY22 Winter Plan was drafted and adopted before the start of FY22. However, it was revised during FY22, and the revisions were approved by the ICH Executive Committee on January 01, 2022. The FY23 Winter Plan was approved on October 11, 2022 and is available on the ICH website.

**HOME American Rescue Plan (ARP) Allocation Plan:** the ICH supported Department of Housing and Community Development by leading the Consultation Process for the HOME ARP Allocation Plan. The ICH details the robust engagement efforts, including the 17 standing committee meetings attended by 210+ attendees from 70+ organizations in the FY23 HOME ARP Allocation Plan available online via DHCD.

**HUD Continuum of Care (CoC) Notice of Funding Opportunity (NOFO):** ICH supported TCP as the HUD Collaborative Applicant in response to the annual NOFO for renewal and bonus project applications.

- Participated in the NOFO Ranking Committee to review and prioritize provider project applications.
- Leveraged ICH meeting forums for stakeholder engagement and review of priorities.
- Provided written response to the narrative portions of the application.
- Worked with the Consumer Engagement Workgroup (CEWG) and TCP to outline funds in the CoC Planning Grant to hire and contract with up to four people with current or lived experience to establish CAHP liaisons and infrastructure of consumer-led strategy for engagement and communications.

**HUD Supplemental NOFO to Address Unsheltered and Rural Homelessness:** On behalf of the District, TCP as the HUD Collaborative Applicant, submitted the complete application package in response to the HUD Supplemental NOFO to Address Unsheltered Homelessness, which made \$14.6 million available over 3 years.

- The District put forth seven proposed projects, including five outreach projects and two Rapid Rehousing projects. Project applications focus on single adults over the age of 25 (the largest group of unsheltered persons in the District), unaccompanied youth aged 18-24, LGBTQ+ identifying youth and adults, and individuals returning from incarceration.
- Although the District was not awarded under this NOFO, the ICH was critical in this funding response:
  - Participated in the NOFO Ranking Committee to review and prioritize provider project applications.
  - Led engagement with partners in the planning portion of the application, including response highlighting how the District is leveraging housing resources, collaborating with health care services, and responding to the need of unsheltered homeless in prioritization for permanent housing.
  - Solicited Letters of Support include commitments from the following District agencies: DHS, DCHA, DHCD, DBH, and the DC Hospital Association and ICH consumer engagement groups.

**27. Please list any task forces, committees, advisory boards, or membership organizations in which the agency participates.**

**DCHA STAR Board:** As of January 2023, the Executive Director of the ICH has been appointed to the DCHA STAR Board.

**Built for Zero (BFZ) Initiative:** The District CoC participates in the Built for Zero initiative under Community Solutions as one of the communities in the Large City Last Mile cohort focused on ending Veteran homelessness. Participation in Built for Zero includes technical assistance on measurably ending homelessness by mobilizing the local core team to identify and implement problem-solving strategies. As part of the BFZ movement and the Large City Last Mile (LCLM), the District has access to additional philanthropic funds to support impactful projects to promote progress in reducing homelessness. While the focus is on ending Veteran homelessness, strategies and lessons learned are applicable across all subpopulations. Additionally, funding received through the cases for investment is either direct to the contractor or subcontracted through The Community Partnership (TCP), the District’s HUD CoC Collaborative Applicant, HMIS, and CAHP Lead Agency.

Details on the District’s cases for investment are included in the table below.

| Case for Investment                                  | Description   |
|--|---|
| <b>Funded and Grant Term Complete</b>                |   |
| Transitional Housing Conversion to Permanent Housing | Funding to cover operational costs in conversion of 14 transitional housing beds into eight permanent units — fully-furnished one-bedroom apartments available at an affordable, below-market rate to Veterans exiting homelessness including Veterans connected to SSVF or VASH. |
| Flex Funds   | Funding to cover expenses not covered by traditional service programs and present a barrier to housing for unsheltered and sheltered Veterans. Eligible costs included security deposit assistance, care repairs, rental arrears.   |
| Prevention   | Funding to prevent homelessness for Veterans at risk of homelessness, but not   |

|  |  |
|--|--|
|  | eligible for other VA funded programs and/or where type of assistance was not covered under VA funded programming.   |
| Direct Cash Payments                     | Pilot program to provide cash (check) incentives directly to 50 Veterans moving into permanent housing.  |
| <b>Application or Hiring In Progress</b> |  |
| Veteran Project Manager                  | See Questions 19 and 20 for more information. Funding for two-year contract staff to build key system infrastructure including projects related to:<br>a) streamlining match to move in process with VA housing resources,<br>b) reducing inflow and stock of transitional housing, and<br>c) increase participation of persons with lived experience. ICH is accepting applicants for this position, though it is contract is maintained directly with Community Solutions. |
| Coordinated Entry (CAHP) Administrator   | Funding to support an additional CAHP Administrator to bolster capacity for quality assurance, performance, system improvement, and to ensure continuity of knowledge. Position will be stationed at The Community Partnership (TCP), CoC Collaborative Applicant, HMIS and CAHP Lead Agency.  |
| Special Engagement Outreach Staff        | Funding to support small team of staff dedicated to engaging and building rapport with Veterans who have historically refused case management, housing, and other services with the long-term goal of connecting to permanent housing. Veterans declining assistance are included in as a measure in the USICH Benchmarks for reaching a functional end to homelessness.   |

## AGENCY-SPECIFIC QUESTIONS

**28. Please provide a chart of the Interagency Council on Homelessness (ICH) members serving in FY 22 and FY 23, to date. Please include the names and titles of agency designees, as well as any changes in membership.**

The ICH has included, as an attachment, the members serving in FY22 and FY23 to date.

**29. Please provide the schedule and attendance list for ICH committee and working group meetings for FY 22 and FY 23, to date. Please list the name, title, and agency or organization of attendees and note whether they are a voting member, non-voting member, or non-member of the ICH.**

Meeting materials for all ICH Standing Committees are available online.

- Materials for FY22 can be accessed by sorting the ICH meeting calendar from [10/01/2021 to 09/30/2022](#).
- Materials for FY23 are posted as they become available and can be accessed online by sorting the ICH meeting calendar from [10/01/2022 to 09/30/2023](#).

For every meeting, there is a notes document that includes a participant list. The participant list registers meeting attendees, specifically their names and agency/organization.

To date, ICH participant lists do not identify voting and non-voting members or non-members for Standing Committees and Workgroups. The ICH has a unique model for participation and inclusion for our Standing Committees and Workgroups. Before making a decision, we seek consensus amongst all meeting attendees

regardless of their status as voting members or not, and only call for a vote amongst the members of the voting slate if there is no consensus. In this way, the ICH ensures that concerns and questions from all meeting attendees are carefully vetted and addressed.

**30. DC Code Section 4–752.01 established and defines the Interagency Council on Homelessness. The law requires the ICH to “serve as the District’s Continuum of Care Governance Board.” Please explain what this mandate means.**

DC Code Section 4–752.01 establishes the DC Interagency Council on Homelessness (DCICH), under the Homeless Service Reform Act of 2005 (HSRA), as the Continuum of Care (CoC) Governance Board which fulfills the McKinney-Vento Homeless Assistance Act, as amended by the HEARTH Act of 2009.

The main responsibility of the Board is the coordination of federal homeless assistance resources allocated to the District. The ICH carries out the functions of the CoC Governance Board directly and by way of partnership with appropriate agencies. The mandate details additional requirements, though for ease of communication, the ICH has translated into three categories outlined below.

**1) Establishing the Board. 578.5 (b)** requires the CoC to establish a board to act on behalf of the Continuum in partnership with the HUD Collaborative Applicant and HMIS Lead. The board must include representation of the relevant providers serving homeless population and at least one homeless or formerly homeless individual. This ICH fulfills this by way of the requirements specified under the HSRA to include seats for the following:

- a. Administrative head of each of the following:
  - i. Department of Human Services
  - ii. Department of Behavioral Health;
  - iii. Child and Family Services Agency;
  - iv. Department of Housing and Community Development;
  - v. Department of Health;
  - vi. District of Columbia Housing Authority;
  - vii. Department of Corrections;
  - viii. Department of Employment Services;
  - ix. Office of the State Superintendent of Education;
  - x. Homeland Security and Emergency Management Agency;
  - xi. Department of General Services;
  - xii. Metropolitan Police Department; and
  - xiii. Office of Lesbian, Gay, Bisexual, Transgender, and Questioning Affairs.
- b. One representative of the agency designated as the District’s Collaborative Applicant (The Community Partnership for the Prevention of Homelessness or TCP)
- c. one representative each from 7-8 organizations that provide services within the Continuum of Care;
- d. 3-4 individuals who are currently or who have experienced homelessness.
- e. 3-4 representatives of advocacy organizations; and
- f. 3-4 representatives of business, philanthropic, or other private sector organizations that have resources or expertise to contribute to addressing homelessness.

**2) Roles & Responsibilities of the CoC and Board. 578.7.** The mandate further establishes the responsibilities including:

- a. **Board responsibilities:** establishing board governance charter, membership process appointing committees, subcommittees, and workgroups, establishing performance targets for funding recipient’s, developing policies and procedures related to evaluating homelessness eligibility and determining and prioritizing individuals and families for housing assistance resources.
  - i. The ICH maintains Bylaws, last updated in 2021 and are maintained on the ICH website - <https://ich.dc.gov/publication/ich-bylaws>. The Bylaws outline details on the function of the ICH as well as its Committee structure.

- ii. TCP generates provider scorecards for HUD CoC funded programs. Annually provider scorecards are used to rank project applications seeking to renew project funding.
    - iii. The ICH and TCP work with the subpopulation specific working groups to establish Prioritization Criteria for Coordinated Assessment and Housing Placement (CAHP) annually. The subpopulation specific workgroups are the Single Adult System, Family System, and Youth CAHP Policy workgroups.
  - b. **Homeless Management Information System (HMIS):** Designate and operate HMIS by identifying HMIS Lead and ensuring compliance with HUD requirements related to privacy, security, and data quality.
    - i. In addition to serving as the Collaborative Applicant, TCP serves as the HMIS Lead Agency for the District and coordinates all functions related to the HMIS including but not limited to service provider and user management and training, system reporting and performance management, compliance with standards as established and updated annually by HUD.
  - c. **CoC Planning:** Requirement to develop a plan that outlines coordination and implementation of a housing and service system within its geographic area that meets the needs of the homeless individuals (including unaccompanied youth) and families via outreach, engagement, and assessment; shelter, housing, and supportive services; prevention strategies.
    - i. [Homeward DC 2.0 \(FY21 – FY25\)](#) fulfills the requirement for a strategic plan to prevent and end homelessness. Homeward DC 2.0 consists of four chapters:
      1. An overview that highlights lessons learned from the last five years;
      2. Vision, guiding principles, and building blocks of the plan;
      3. System modeling and housing inventory needs; and
      4. 160+ Strategies across 12 goals.
  - d. **Point-in-Time (PIT) Count:** Planning for and conducting, at least biennially, a point-in-time count of homeless persons within the geographic area that meets the HUD Notice Requirements.
    - i. TCP, in its role as CoC Collaborative Applicant and HMIS Lead Agency is uniquely positioned to coordinate PIT planning and analysis. Results are reported to the ICH and CoC and used to review progress and inform resource planning.
- 3) Application for and Grant Administration of CoC Funds. 578.9-578.109** outlines detailed requirements for CoCs applying for federal funding under the HUD CoC annual NOFO including definitions related to rental assistance, operating costs, match requirements, environmental reviews, etc.
- a. While TCP serves as the Collaborative Applicant responsible for applying for, receiving and subgranting federal funds awarded by HUD under the CoC Program, the ICH supports this process in several ways.
    - i. **Project Priorities:** identify inventory gaps and housing program priorities in alignment with the goals outlined in Homeward DC 2.0 such as the increase of permanent supportive housing.
    - ii. **Ranking Process:** The CoC establishes a Ranking Committee of non-conflicted proposal reviewers, including ICH staff, who are not affiliated with any entity applying in a given competition. The Ranking Committee considers proposals' congruency with the solicitation's requirements, its budget, the applicant's expertise and the project's alignment with local and federal priorities when making a selection
    - iii. **Application:** The ICH contributes to the narrative portions of the application and consults ICH members where necessary and appropriate.
    - iv. **Review and Performance:** The ICH leverages its established network of Committees and Workgroups to review funding awards and performance as well as the system performance measures required by HUD.

**31. Please provide the Priorities for all ICH Standing Committees and Work Groups for FY 22 and FY 23, to date. Please also include a summary chart that includes the below information for all committees and work groups. If the agency is unable to provide any of the requested information, please explain why.**

The ICH Executive Committee set and formally adopted [FY22 Priorities](#) across all the Standing Committees on October 12, 2021. These priorities were established in response to the influx of recovery-related resources and historic investments in Permanent Supportive Housing –particularly for single adults.

The ICH will establish new priorities for FY23 once 2023 PIT data becomes available in April/May 2023. This will allow the Continuum of Care to understand the impact of right-sizing COVID interventions and absorbing the historic levels of recovery and housing investments.

**a. Co-chairs, including organization/agency and position title;**

The [FY22 Priorities](#) documents identifies co-chairs for the Standing Committees and their Workgroups. This table will be updated once the 2022 nominees are successfully appointed and onboarded to the ICH.

**b. Meeting frequency, including days and times; and,**

ICH staff plans to host at least 36 Standing Committee meetings in FY23. The anticipated schedule for ICH Standing Committees in FY23 is available online by sorting the ICH meeting calendar from [10/01/2022 to 09/30/2023](#).

Additionally, at the beginning of every calendar year, the ICH posts a Notice of Public Meetings for ICH Standing Committees. Here are the links to the Notices that were posted for calendar years 2022 and 2023, as they are both relevant to the FY23 schedule:

- [ICH 2022 Meeting Schedule & Notice of Public Meetings for Standing Committees](#)
- [ICH 2023 Meeting Schedule & Notice of Public Meetings for Standing Committees](#)

**c. Point of contact.**

To centralize and coordinate all ICH logistics, the team inbox, [ICH.info@dc.gov](mailto:ICH.info@dc.gov), is the point of contact for all ICH Standing Committees and Workgroups.

**32. Please share if the meeting notes and presentations from ICH meetings are posted online and, if so, how to access them.**

Meeting materials for all ICH Standing Committees are available online.

- Materials for FY22 can be accessed by sorting the ICH meeting calendar from [10/01/2021 to 09/30/2022](#).
- Materials for FY23 are posted as they become available and can be accessed online by sorting the ICH meeting calendar from [10/01/2022 to 09/30/2023](#).

**33. Please describe the ICH's relationship with the Office of Migrant Services and the ICH's role in working with or addressing the migrants arriving in the District of Columbia since April 2022.**

As outlined in the [FY23 Winter Plan](#), the Mayor proposed, and the District's Council passed, the Migrant Services and Supports Emergency Amendment Act of 2022. This act creates an Office of Migrant Services responsible for providing services and support to incoming migrants (including offering grants to nongovernmental organizations to



support the provision of services) and seeking reimbursement and additional assistance from the federal government. Services provided through the Office of Migrant Services are not a part of the homeless service Continuum of Care.

Having said that, the District's homeless services Continuum of Care, is poised and ready to coordinate with the Office of Migrant Services so that migrants seeking homeless services are appropriately triaged and connected to the services rendered by the Office of Migrant Services and its non-governmental partners, including temporary shelter as appropriate. It is the intention of the Winter Plan that between OMS and the homeless services Continuum of Care, all migrants who are homeless in the District will have timely access to shelter during hypothermia conditions.

To support this coordination, the FY23 Winter Plan identifies the ERSO Committee meetings as the appropriate monthly forum for obtaining updates on, from, or about the Office of Migrant Services.

**34. Please state how much Consumer Members of the ICH are paid and explain the reasoning behind the payment structure.**

Governance documents located in ICH staff files and included as an attachment, indicate that Consumer Members or Lived Experience Appointees (LEAs) receive a stipend in the amount of \$50 per each workgroup meeting attended. The payment structure is not explained in the governance document.

**35. Please share how ICH members from the Council can be most helpful to the ICH's work.**

The ICH is powered by perspective. We welcome direct and active engagement with our Committee and Workgroup structure which can be achieved in a multitude of ways: attending meetings, tracking meeting materials for the latest updates and intel on homeless services, directing concerns and questions to the ICH Director so she can triage these concerns and questions to the appropriate Committees and Workgroups.

**36. Please provide an update on the ICH's work with the Metropolitan Washington Council of Governments (MWCOG), including the extent of the ICH's participation in MWCOG.**

The ICH participates in the monthly MWCOG Homeless Services Committee meetings. Most recently, the Committee has working to outline specific workplans under the Regional Compact to expand coordination. The compact centers five focus areas:

**1) Data sharing –**

- a. The District maintains a data sharing agreement with Montgomery County and Prince George's County. The Homeless Service Committee is working with all jurisdictions to outline the parameters needed to effectively expand the data sharing agreement.
- b. To sustainably expand data sharing and matching, the District is exploring the use of an online platform where the District, Montgomery County and Prince George's County, can upload data for visibility to support care coordination and for aggregate reporting. TCP will serve as central contract for this, supported by funding award from Kaiser Permanente. The ICH, in support of this effort, submitted request for funds to cover gap in start-up expenses to the Greater Washington Community Foundation.

**2) Regular Reporting –** The District participates in the COG data metrics workgroup which reports to the Homeless Services Committee. The workgroup continues to prioritize creation of a regional dashboard using the standard benchmarks reported to HUD annually.

**3) Regional By-Name Tracking and Case Coordination –**

- a. The District leverages the current data-sharing agreement with Montgomery County and Prince George’s County (referred to as the “Triad”) to compare By-Name Lists and coordinate on available resources for clients experiencing homelessness in multiple jurisdictions, honoring client choice whenever possible. The ICH supports TCP in this work as the CAHP and HMIS Lead Agency who maintains the data sharing agreement and manages the By-Name List for the District. The Triad has been effective in tracking outcomes to build a case for regional liaisons and broader case coordination.
- b. Additionally, the ICH participates in the Regional Case Coordination Learning Collaborative which has focused on building system knowledge around jurisdictions’ implementation of coordinated entry and front door services.

#### **4) Residency Requirements**

- 5) Racial Equity** – The ICH on behalf of the District also participated in the development of a regional framework to advance racial equity through contracted technical assistance in the Metropolitan Washington Council of Governments (MWCOCG) which includes nine jurisdictions surrounding the District.

### ***37. Please describe the District of Columbia Interagency Council on Homelessness’s relationship and interaction with the United States Interagency Council on Homelessness (USICH).***

The District’s ICH pays close attention to the work of the US ICH to ensure that the District’s efforts to end and prevent homelessness are informed by the federal efforts to end and prevent homelessness across the nation.

### ***38. Please explain the ICH’s role in the Coordinated Assessment and Housing Placement process and illustrate how CAHP works for each of the District’s shelter systems:***

#### Overview of CAHP

Coordinated Entry, locally referred to as Coordinated Assessment and Housing Placement (CAHP), is the triage process by which households are connected to permanent housing opportunities that are dedicated to the homeless services system.

The key components of coordinated entry systems are access, assessment and referral. The implementation must also include criteria and processes for determining eligibility, assessment and prioritization criteria for matching households to the available and appropriate housing resources. In the District, there are CAHP “subsystems” focused on families, individuals, and young adults (or unaccompanied youth) with parallel processes for entry, assessment tools, and prioritization criteria.

CAHP fulfills the CoC requirement for the development and use of a centralized or coordinated assessment system that covers the entire CoC, is easily accessible, well-advertised and includes standardized tools and processes.

#### CAHP Administration

TCP, as CAHP Administrator and HMIS Lead Agency, facilitate CAHP by training CAHP participating agencies and liaisons on the assessment tools and HMIS data entry requirements. CAHP participating agencies include providers funded by DHS, HUD and TCP as well as key partner agencies such as core service agencies and privately funded outreach teams. Shelter stays, outreach service engagements and assessment tool information recorded in HMIS is pulled into a report called the By-Name List (BNL) for the designated subpopulation. The BNL is typically pulled for a period of 30 days to indicate who is actively experiencing homelessness. The BNL is the mechanism that is used to review the prioritization order when housing resource vacancies are available.



## ICH's Role in CAHP

The ICH, as CoC Governance Board, works in partnership with TCP as the HMIS and CAHP Lead Agency to develop and monitor the CAHP processes.

Designated ICH staff members are present at each CAHP matching meeting and coordinate “core team” calls with TCP CAHP staff and DHS CAHP liaisons to ensure implementation of policies and procedures, identify and problem-solve for system gaps and solicit community feedback and recommendations through the appropriate ICH forums.

For example, prioritization criteria is reviewed annually through the designated subsystem workgroups (Youth Policy Workgroup, Family System Workgroup, Single Adult System Workgroup) and is key in determining who is served next and why. The discussion is informed by data on previous CAHP performance as well as community input on system flow.

### **a. Families;**

#### Overview of the Family Subsystem

There are two significant features that are key to understanding how the family subsystem is unique:

- 1) Families experiencing have single point of entry into the subsystem, and
- 2) Rapid ReHousing is used as a progressive engagement tool, meaning every household experiencing homelessness is connected to a housing resource and has the opportunity to exit homelessness into permanent housing.

Family CAHP (or F-CAHP) is used to triage families from FRSP to additional housing resources (like TAH or PSH), as appropriate.

Additional Details Related to the Family Subsystem include:

- **Entry** - As already mentioned above, there is a single point of entry into the Family Subsystem. Families are determined eligible for homeless services and shelter through the Virginia Williams Family Resource Center (VWFRC) where they are assessed, determined eligible and triaged to prevention services or shelter. In the last year, VWFRC also made placements for families with heads of household between 18-24 to transitional housing programs dedicated to serving youth headed families.
- **Shelter** - If prevention is not possible, DHS offers Short Term Family Housing (STFH) or emergency shelter to families. Each STFH program works with families to exit shelter within 90 days via diversion or rapid exit without long term resources or lease up through the Family Reunification and Stabilization Program (FRSP). The majority of families who enter STFH exit through FRSP.
- **Assessment Tool(s)** – Two assessment tools are utilized by F-CAHP:
  - **Family VI-SPDAT** – currently used as baseline survey assessment tool at point of intake with VWFRC or point at which a family is determined homeless and eligible for shelter.
  - **Family SPDAT (F-SPDAT)** – comprehensive assessment tool completed by shelter, transitional housing, and FRSP providers used to inform prioritization and eligibility for permanent housing resources. The F-SPDAT is completed via client interview and self report, assessor observation and (with client consent) supporting documentation and report from other professionals such as behavioral health agency. The F-SPDAT tool can be used to inform case management and is updated by the provider every 90 days.
- **Housing Programs** – The F-CAHP process facilitates housing matches to District and HUD funded permanent housing programs, including Targeted Affordable Housing (TAH), tenant-based or scattered site Permanent Supportive Housing (PSH), and project- or site-based PSH. Households

must meet chronic homelessness status (as defined by HUD) including presence of a qualifying disability.

- **Prioritization** – Here are some key features regard prioritization for F-CAHP:
  - Since the majority of families exit shelter to FRSP as a progressive engagement model, the majority (90%) of TAH and PSH resources allocated for families are matched from families who are already leased up in FRSP but in need of a permanent housing resource.
  - The remaining 10% are matched from chronically homeless families who are in shelter or transitional housing.
  - Specific prioritization criteria includes: F-SPDAT score (where higher score indicates higher vulnerability or risk), and the length of homelessness or program history (including repeated episodes of homelessness).

#### **b. Single adults;**

##### Overview of the Single Adult Subsystem

There are two significant features that are key to understanding how the single adult subsystem is unique, especially in relation to the family subsystem:

- 1) Single adults do not have a single point of entry. Rather, there is a “no wrong door” approach and
- 2) Rapid ReHousing is not used as a progressive engagement tool, meaning the District does not offer a permanent housing resource to every individual experiencing homelessness.

CAHP for single adults (also referred to as I-CAHP) is used to triage unaccompanied individuals to all the dedicated housing resources, including RRH and PSH.

##### Additional Details Related to the Single Adult Subsystem

- **Entry** – Unlike the family system, the single adult system does not have a single point of entry, rather multiple entry and assessment points where low barrier shelters, outreach and day service centers serve as the front door. Each access point at the front door is expected to participate in I-CAHP, designate CAHP liaisons and train staff who complete assessments with individuals confirmed as literally homeless (HUD definition of homelessness) and enter necessary information into the HMIS.
- **Assessment Tool** – Two assessment tools are utilized by I-CAHP:
  - **VI-SPDAT** – triage survey assessment tool that provides baseline data collection for determining client eligibility and homelessness history.
  - **SPDAT (“Full” SPDAT)** – comprehensive assessment tool with open-ended questions completed via client interview and self-report, assessor observation and (with client permission) supporting documentation and report from other professionals such as behavioral health agency. Given the breadth of information needed to complete this assessment, it is completed only where the VI-SPDAT is not reflective of the depth of client need or where the client is experiencing symptoms or barriers such that they cannot engage in assessment directly.
- **Housing Programs** – I-CAHP facilitates matches to permanent housing resources including Rapid ReHousing, tenant-based and project -based PSH. While the largest pool of resources is funded through DHS, there are several smaller PSH programs that are funded under the HUD CoC portfolio.
  - **RRH eligibility** – confirmed as literally homeless (staying outside or in shelter, including transitional housing), mid-scoring range on the assessment tools (4-7 on VI-SPDAT, 20-34 Full SPDAT).

- **PSH eligibility** – Chronically homeless as defined by HUD: presence of a qualifying disability and either 12 months or more of continuous homelessness or four times in the last three years where time adds up to 12 months or longer.
- **Prioritization** – Here are some key features regard prioritization for I-CAHP:
  - **RRH** – Individuals are referred and targeted for RRH based on the eligibility above and prioritized for housing match based on their active status (i.e. remains in shelter or outside as documented in HMIS). In FY23, the I-CAHP subsystem opted to prioritize some RRH matches for individuals who are employed or searching for employment, though this is not a requirement for entry.
  - **PSH** - Individuals who are eligible for PSH are prioritized based on the following factors:
    - SPDAT score – including a portion of matches from each assessment tool
    - Longest length of time homeless using date of identification

**c. Youth (please define youth by age); and,**

Overview of the Youth Subsystem

There are several significant features that are key to understanding how the youth subsystem is unique, especially in relation to the family and single adult subsystems:

- 1) Youth are unaccompanied young adults aged 18-24; meaning they are a subset of the single adult subsystem with access to additional dedicated resources.
- 2) Youth also do not have a single point of entry. Rather, youth can access either dedicated youth resources and/or the larger single adult subsystem.
- 3) The majority of programs dedicated for youth experiencing homelessness are transitional housing, including extended transitional housing (ETH) and
- 4) Rapid ReHousing is not used as a progressive engagement tool, meaning the District does not offer a permanent housing resource to every youth experiencing homelessness.

In the youth subsystem, Youth CAHP is used to triage unaccompanied individuals between the ages of 18 and 24 to all of the dedicated housing resources, including

- Temporary housing resources like temporary shelters and transitional housing, and
- Permanent housing resources like RRH, and limited PSH.

Additional Details Related to the Youth Subsystem

- **Entry** – Youth CAHP process mirrors that of the single adults with multiple points of entry in shelter, outreach and drop in centers.
  - Although there are youth specific shelter options, some young adults also present to adult low barrier shelter. As such, there is some overlap between the subpopulations.
  - The Youth BNL also includes youth who may be couch-surfing and doubled up per local legislation and that the majority of youth services in the District are locally funded through DHS.
- **Assessment Tool** – Three assessment tools are utilized by Youth-CAHP:
  - **TAY-VI-SPDAT** – youth version of the VI-SPDAT with questions specific to experience of homelessness as a young adult. Primarily tool used by the Youth CAHP subsystem.
  - **VI-SPDAT** – triage survey assessment tool that provides baseline data collection for determining client eligibility and homelessness history.
  - **SPDAT (“Full” SPDAT)** – comprehensive assessment tool with open-ended questions completed via client interview and self report, assessor observation and (with client permission) supporting documentation and report from other professionals such as behavioral health agency. Given the breadth of information needed to complete this

assessment, it is completed only where the VI-SPDAT is not reflective of the depth of client need or where the client is experiencing symptoms or barriers such that they can not engage in assessment directly.

- **Housing Programs** – Youth housing resources primarily include transitional housing (TH), extended transitional housing (ETH), RRH and limited PSH. ETH is a program model funded by DHS. A number of youth programs are also designated for individuals who identify as LGBTQ+.
- **Prioritization** – Criteria for prioritization is specific to the housing program but generally include targeting a percentage of matches for youth staying in shelter and youth who are on the BNL, but not residing in shelter. Prioritization, similar to other subsystems, takes into account longest stayers and vulnerabilities as informed by the SPDAT assessment tools.
  - For example, 60% of matches to transitional housing are targeted for youth staying in youth or adult shelter, informed by data analysis on where clients not yet matched to housing are residing.

**d. Designated population vouchers: LGBTQ, veterans, returning citizens**

The resources that are required to leverage CAHP and prioritize people experiencing homelessness are the HUD-Veteran Affairs Supportive Housing (VASH) and Local Rent Subsidy Program (LRSP) vouchers allocated to DHS and paired with extensive services under the Permanent Supportive Housing (PSH) program or limited services under the Target Affordable Housing (TAH) program.

While the ICH has working relationships with offices and providers serving special populations, the designated population vouchers allocated to offices and agencies like the Mayor’s Office on LGBTQ Affairs (MOLGBTQA), Department of Aging and Community Living (DACL) and Mayor’s Office on Returning Citizen Affairs (MORCA) are not required to prioritize people experiencing homelessness.

**39. In the ICH’s FY 22 Performance Oversight responses from February 2022, the agency identified the following three priorities for 2021 to improve landlord engagement. Please explain each of the following strategies and provide an update on its implementation:**

**a. Developing a Central Unit Repository.**

DHS is developing a Central Unit Repository scheduled to launch spring 2023.

**b. Centralizing Housing Navigation Services; and**

If it is still an appropriate next step, once the Central Unit Repository is successfully launched, DHS, ICH and TCP will turn to the task of Centralizing Housing Navigation Services.

**c. Hiring a Landlord Engagement Project Manager.**

DHS, ICH and TCP have designated key senior staff members to hold bi-weekly meetings and monitor progress. As such, a landlord engagement project manager will not be hired.

**40. In the ICH’s FY 22 Performance Oversight responses from February 2022, the agency stated that in September 2021, The Community Partnership launched an Emergency Housing Voucher (EHV) Housing Portal. Please explain the benefits of this portal and provide an update on its implementation.**

The Emergency Housing Voucher (EHV), Housing Portal, managed by The Community Partnership (TCP) serves as a repository for landlords leasing housing units in the District of Columbia to post vacant units to be considered by EHV program participants. Authorized EHV supportive service providers, have access to the system and share

detailed unit information with their clients. Based on portal information, EHV supportive service providers and their program participants, contact landlords directly regarding units of interest. The EHV portal remains active to date.

Here is the link used by landlords to post their housing units: [DC - Emergency Housing Voucher \(EHV\) Housing Unit Submission Form \(tfaforms.net\)](https://tfaforms.net)

**41. Please provide data regarding landlord engagement, including, but not limited to, the following:**

**a. Number of landlords engaged;**

103

**b. Number of units committed by landlords engaged;**

360

**c. Average size of units committed by engaged landlords;**

One-bedroom

**d. Average rental cost of units committed by engaged landlords; and**

\$1891

**e. Number of units for which a lease has been signed by a tenant in FY 22 and FY 23, to date.**

35

**42. In the ICH's FY 22 Performance Oversight responses from February 2022, the agency shared a framework for collaboration around workforce development that the ICH developed in conjunction with the Workforce Investment Council (WIC), the Department of Employment Services (DOES) and the Department of Small and Local Business Development (DSLBD). Please describe how this framework has been implemented and how the ICH measures successful workforce development. Please specifically provide updates on the following portions of the framework:**

**a. Supporting access to existing programming by 1) educating providers/case managers of options/programs and 2) outreaching to interested clients directly.**

**b. Understanding structural challenges & barriers to participation based on 1) historical interactions and 2) learning from the new cohorts accessing programs;**

**c. Understanding program outcomes for our clients; and**

**d. Tailoring/developing programming for our clients.**

This framework was not implemented.

**43. Please describe how the ICH works with the Department of Parks and Recreation (DPR), the Department of General Services (DGS), and any other relevant agencies responsible for the District’s facilities to determine how to best share space in the winter for shelter beds alongside normal programming.**

In preparation for the FY23 hypothermia season, ICH worked with the Office of the City Administrator (OCA), the Office of the Deputy Mayor for Health and Human Services (DMHHS), the Department of Human Services (DHS), the Department of General Services (DGS), and the Department of Parks and Recreations (DPR), to identify District facilities that would be appropriate to serve as overflow locations during the FY23 hypothermia season.

Key staff met regularly to identify and assess

- Estimated demand/need for overflow beds for the FY23 hypothermia season
- Potential overflow locations across all District facilities/properties outside the DPR portfolio
- Appropriate facilities within the DPR portfolio given the lack of alternative District facilities/properties

Once the overflow sites were identified for FY23 and as we navigate the FY23 hypothermia season itself, ICH meets with key DPR and DHS staff weekly to track:

- Efforts to solicit and contract with service providers and vendors supporting overflow operations
- Test runs to ensure overflow sites are ready to accommodate clients
- System capacity to determine if there is a the need for opening overflow sites
- Extended forecast and potential weather events that might require the system to expand operations
- System outages or issues and
- Constituent concerns/compliants

**44. Please describe any program shifts that occurred within recreation centers used as temporary shelters during the 2021-2022 hypothermia and the 2022-2023 hypothermia season, to date.**

The table below identifies the rec centers that were utilized as overflow sites during the FY21, FY22 and FY23 Hypothermia Season.

| FY21 Hypo Season     | FY22 Hypo Season | FY23 Hypo Season | Notes on Program Shifts at Rec Centers that Impact Use as Overflow   |
|----------------------|------------------|------------------|--|
| Kennedy (Men)        |                  |                  | N/A  |
| King Greenleaf (Men) |                  |                  | N/A  |
| Trinidad (Men)       | Trinidad (Men)   | Trinidad (Men)   | N/A  |
| Langdon (Men)        | Langdon (Men)    |                  | Installation of permanent/immovable gym equipment in Oct 2022 made it impossible to return to Langdon for the FY23 Hypothermia Season. |

| FY21 Hypo Season | FY22 Hypo Season | FY23 Hypo Season | Notes on Program Shifts at Rec Centers that Impact Use as Overflow  |
|------------------|------------------|------------------|---|
| Banneker (Coed)  |                  |                  | Installation of movable gym equipment significantly reduced the number of individuals that could be accommodated at that location. Additionally, rec center changed programming and became a Sports and Fitness Center, opening at 6 am and ending at 9 pm. This conflicts with hypothermia operations (from 8 pm to 8 am). This shift in programming has created a significant gap in the system as the system no longer has an overflow site for couples or adult families comprised of multiple genders. |
| Sherwood (Women) | Sherwood (Women) | Sherwood (Women) | N/A   |

**45. What metrics and information are used to determine Overflow Shelter locations?**

From a facility perspective, here are some of the features for ideal overflow locations:

- Building conditions that are appropriate for habitation and overnight stay including
  - Appropriate number of bathroom stalls and showers as required by code
  - Appropriate accessibility features to accommodate an aging and physically vulnerable population
  - Appropriate egress
- Capacity that accommodates at least
  - 50 – 60 clients to facilitate cost-efficient operations. As noted above, the number of clients that can be served at a location will depend on the number of bathroom and shower stalls available.
  - A separate meal service area that allows providers to store and serve hot food
- Layout that allows for
  - Easy set up/flow for all vendors and providers rendering services, including janitorial, security, and trash/debris pick up
  - Ample storage that accommodates all the supplies (cots, blankets, staff files, etc)
- Ample parking as
  - staff will be working overnight and
  - vendors will be delivering food and shelter supplies in the evenings
- Ample trash capacity to ensure minimal impacts on the surrounding community

From a client perspective, some additional features for ideal overflow locations include:

- Accessible to our clients, meaning
  - sites are located within walking distance of hot spots where our clients tend to gather during the day or sleep overnight and
  - sites are easy to navigate to, from and within for individuals with physical limitations or mobility impairments
- Consistent from year to year as our clients walk up to and try to access facilities that were serving as overflow locations in prior years



**46. Please provide an update on the implementation of the FY 23 Winter Plan, to date. Please include a progress update on changes made to the Overflow Shelter system for individuals.**

The ICH team drafted a mid-season review of the FY23 Winter Plan and presented a preliminary analysis at the 02/01 ERSO Committee meeting. The ICH has included the preliminary mid-season review as an attachment.

**47. Please describe the ICH's role in and authority over the Pandemic Emergency Program for Medically Vulnerable Residents (PEP-V) program.**

At the onset of COVID, the ICH worked closely with DHS to design and launch the PEP-V program as a part of the District's COVID response measures. As COVID response measures have loosened, the purpose of and target population for PEP-V has shifted, such that it now functions as a bridge to housing. To keep the CoC abreast of these shifts in purpose, target population, and the recent decision to demobilize PEPV, DHS provides regular updates to the appropriate ICH Committees and Workgroups.

Additionally, the ICH works with the TCP (the CAHP administrator), DHS, and the contracted PEP-V providers to ensure clients residing in PEP-V are connected to permanent housing and receiving the supports/services needed to expedite their housing placement.

**48. Please describe the ICH's role in shelter maintenance and the authority of the ICH to address shelter maintenance issues.**

The authority of the ICH is determined by the District and Federal laws, the ICH bylaws, and the roles and responsibilities of Committees and Workgroups.

Per the regulations, the District established the Interagency Council on Homelessness for the purpose of facilitating interagency, cabinet-level leadership in planning, policymaking, program development, provider monitoring, and budgeting for the Continuum of Care of homeless services (§ 4-752.01(a)).

ICH bylaws establish the standing committees of the ICH, which include the Strategic Planning, Emergency Response and Shelter Operations, Housing Solutions, and Youth. The ICH Executive Committee reviews and adopts proposed roles and responsibilities for the ERSO Committee.

ERSO roles and responsibilities that are pertinent to shelter conditions and maintenance include:

- Monitor, troubleshoot, and coordinate on issues related to: shelter capacity, shelter conditions and facility issues, etc.
- Coordinate response to unanticipated problems/emergencies.
- Serve as the formal link to any special efforts on shelter transformation (e.g., 801 East, Harriet Tubman).

**49. Please describe the ICH's current role in the redevelopment of shelters in the District of Columbia.**

The ICH is supporting the redevelopment of New York Avenue Men's Shelter. Working with DHS, DGS, and the architect, ICH developed resident and staff surveys administered at New York Avenue and 801-East Men's Shelter. DHS and ICH are also planning to engage unsheltered clients.

**50. It has been reported that the elevators at the new 801 East Men's Shelter stopped functioning within a year of development and that the shelter only has a few respite beds, despite plans to have over 20 respite beds.**

- a. Please describe the ICH's role in the 801 East Men's Shelter redevelopment process.**



The ICH supported the 801 East shelter development process by standing up an advisory group focused on community and constituent feedback in order to develop a shelter that met the needs of the community. Through feedback gathered at town halls, engagements, and interviews, the advisory group was able to provide design and programmatic recommendations.

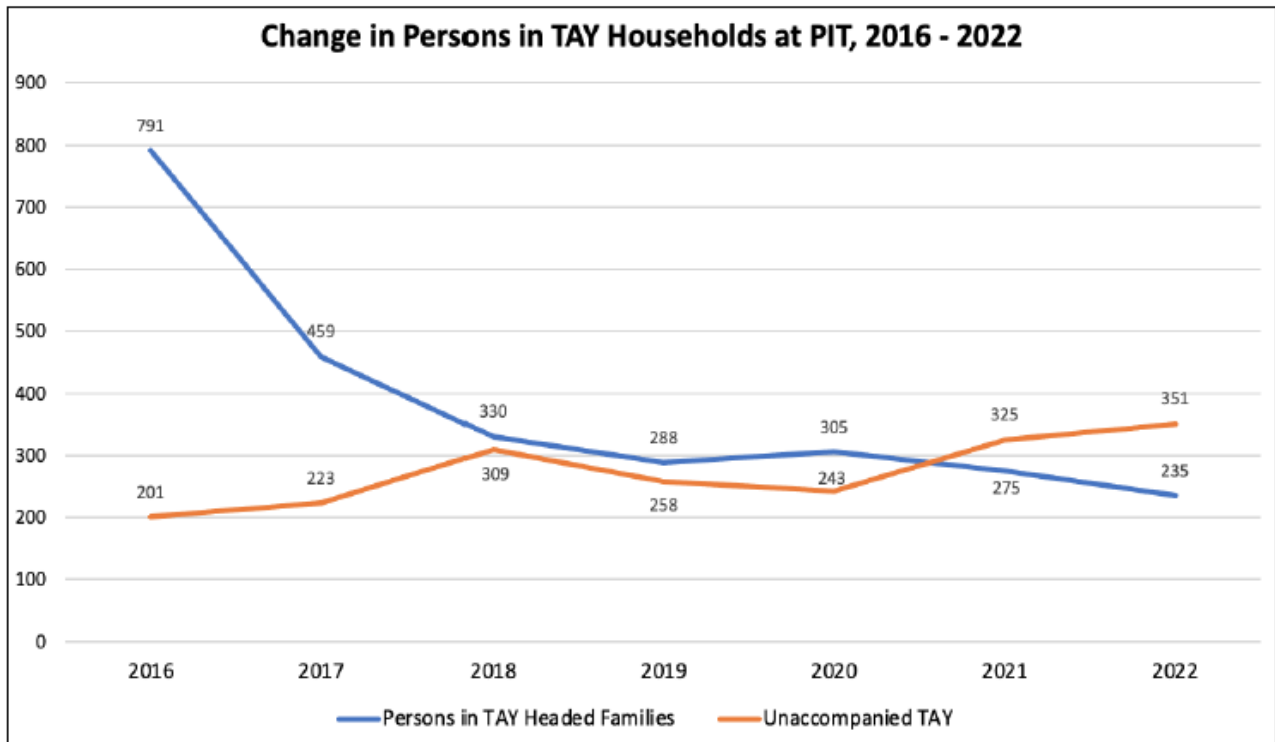
**b. Please describe the ICH’s authority to address the elevator and respite bed issues.**

Please see the response to question 48.

**51. In May 2017, the ICH created the “Solid Foundations DC: Strategic Plan to Prevent and End Youth Homelessness,” as mandated under DC Code § 4-752.02a. The goal for ending youth homelessness was 2022. Please list the number of homeless youth in FY 22 and in FY 23, to date.**

There are two sources of data for youth experiencing homelessness: the annual Point-In-Time (PIT) Count and the Homeless Youth Count (HYC) which is a weeklong effort that tries to quantify youth that are couch surfing or experiencing housing instability, not just those that are literally homeless and captured in the PIT Count. However, changes to methodology and the paucity of data captured and available from the pandemic make year to year comparisons difficult. For this reason, the ICH is presenting the PIT data and trend lines here.

| Year of the Count | Persons in TAY Headed Families | Unaccompanied TAY |
|-------------------|--------------------------------|-------------------|
| 2016              | 791                            | 201               |
| 2017              | 459                            | 223               |
| 2018              | 330                            | 309               |
| 2019              | 288                            | 258               |
| 2020              | 305                            | 243               |
| 2021              | 275                            | 325               |
| 2022              | 235                            | 351               |



**52. If youth homelessness did not end in the District by the end of 2022, please explain the factors that led to that result and next steps for meeting this goal.**

Clearly, the District has not ended youth homelessness. To understand why, it is helpful to study the most successful subsystem in the District’s homeless services system. The family subsystem has reduced family homelessness by ~80% due to significant system reform across several areas including a single point of entry with robust homelessness prevention resources for diverting families at risk of experiencing homelessness before they enter the homeless services system, year-round access to small service-enriched short term family housing that facilitates location, engagement and the delivery of housing navigation related case management supports, and short-term housing subsidies for every family experiencing homelessness.

Per the PIT data and visualization above, the number of youth headed households (also referred to as Transition Aged Youth, TAY) in the family system is decreasing apace with the family system. This is expected as TAY have historically made up roughly 40 percent of the adults in families and therefore, we should expect the number of TAY in the family system to decrease as the count of families decreases.

The subsystem for unaccompanied youth (or TAY), which is a subset of the single adult system with additional targeted programs, lacks a single point of entry, robust homelessness prevention resources, year-round access to shelter, and enough rapid rehousing resources to quickly and effectively exit every youth experiencing homelessness into permanent housing. Having said, the increase in the count of unaccompanied TAY in recent years is likely attributable to the continued expansion of programming for this subpopulation. As the CoC has expanded its inventory for unaccompanied youth, it has continued to see increased use of these programs.

One example of the expansion of programming for youth is Extended Transitional Housing, a “housing first” program that allows for stays of up to 6 years, access to independent living styles with 24-hour staffing and clinical services as needed, and a progressive engagement case management model. The CoC decided to pilot ETH instead of creating more youth PSH with the goal of giving youth more time in the program to work toward goals of independence, while also giving the system time to better understand which youth residing in ETH will likely qualify for PSH in adulthood.

In terms of next steps, Sold Foundations DC identifies that the youth system needs to develop more permanent housing options by expanding rapid re-housing (RRH) resources, with flexible lengths of stay, that allow young people choice to move to a surrounding jurisdiction and/or pursue roommate opportunities. This is largely due to the sustainability of paying rental prices in the District. The ICH will be collaborating with providers, clients, DHS, TCP, and the Youth Action Board to conduct an analysis of the “front door” of our system and the RRH program model.

Additionally, across the Youth System, the ICH is hearing that we must continue building capacity for young adults with higher acuity needs. The current inventory of ETH beds does not meet the need of young adults with mental and behavioral health challenges, which are impediments to independence. The continuously rising rates of substance use, coupled with mental health challenges, have exacerbated the need for crisis interventions and additional supports and services.

**53. Please describe the work of the Racial Equity and Inclusion Work Group, including the framework the Work Group is compiling.**

The primary purpose of the REI Workgroup is to advance three (3) activities from [Homeward DC 2.0](#).

| Goal   | Objective/Strategy   |
|--------|--|
| 7.5.1  | Convene an expert task force, including people with lived experience, to <b>review homeless services system operations</b> from a lens of racial equity, focusing on issues such as leadership and decision-making, access to services, and quality of services, to ensure we – as the CoC – are aware of and responsible for ways we contribute to issues of racial discrimination and oppression; issue report on recommendations to ICH Executive Committee |
| 7.3.2  | Develop and implement the use of a <b>racial equity impact assessment tool</b> to promote system- and provider-level examination of how different racial and ethnic groups will likely be affected by policies and programming.  |
| 12.2.1 | Using a racial equity lens, <b>develop an affordable housing policy statement</b> that quantifies the District's full scope of need and clarifies the District's position on the federal government's role in providing housing assistance to all eligible households.   |

The workgroup is developing a framework for reviewing homeless services system operations. The ICH has included this framework as an attachment.



## LOCAL OR FEDERAL LEGISLATION IMPACTING HOMELESS SERVICES

The table below lists laws and acts that impact the District’s Homeless Services Continuum of Care.

| Title   | Summary   | Effective Date |
|---|---|----------------|
| <b>District Laws</b>  |   |                |
| D.C. Law 24-115.<br>Eviction Record<br>Sealing Authority and<br>Fairness in Renting<br>Amendment Act of<br>2022 | To amend section 16-1501 of the District of Columbia Official Code to provide that a person aggrieved shall not file a complaint seeking restitution of possession for nonpayment of rent in an amount less than \$600 and to provide that the person aggrieved shall not file a complaint seeking restitution of possession without a current rental housing license; to amend the Rental Housing Act of 1985 to require that a written notice be served on a tenant before evicting the tenant for nonpayment of rent, to require photographic evidence to be submitted to court if a summons is posted on the property, to require notice in a tenant's primary language if the housing provider knows a tenant speaks a covered language other than English, to prohibit a housing provider from filing a claim to recover possession of a rental unit for the nonpayment of rent unless the housing provider has provided the tenant with at least 30 days' written notice of its right to do so, to specify language that must be included in a nonpayment notice, to require the Court to dismiss claims for possession in certain circumstances, to prohibit eviction if the housing provider does not have a valid rental registration or claim of exemption and current business license, to require the Court to seal certain eviction records, to authorize the Court to seal certain eviction records upon motion by a defendant, to authorize the Court to release sealed eviction records under limited circumstances with privacy protections in place, to require disclosure of certain information prior to requesting information or fees for the purpose of screening a prospective tenant, to limit the fees charged to a prospective tenant, to require a refund of application fees under certain circumstances, to prohibit the use of certain information for the purposes of adverse actions against a prospective tenant, to provide for enforcement of the law through the Office of Human Rights, and to allow a prospective tenant to file a civil action in the Superior Court of the District of Columbia if a housing provider violates this act and the tenant does not pursue administrative enforcement; to amend the Human Rights Act of 1977 to describe types of actions that may be considered unlawful source of income discrimination, to prohibit discrimination in housing based on a person having a sealed eviction record, and to prohibit conditioning real estate transactions and other terms or conditions of housing on disclosure of a sealed eviction record. | May 18, 2022   |

| Title   | Summary  | Effective Date      |
|---|--|---------------------|
| D.C. Law 24-120. Department of Human Services Emergency Powers Temporary Amendment Act of 2022. | To amend, on a temporary basis, the Homeless Services Reform Act of 2005 to grant the Director of the Department of Human Services the authority to exercise emergency powers regarding Continuum of Care services during the existence of a public emergency declaration.   | May 18, 2022        |
| D.C. Law 24-167. Fiscal Year 2023 Budget Support Act of 2022.                                   | <ul style="list-style-type: none"> <li>• Housing Production Trust Fund Accountability and Transparency</li> <li>• Local Rent Supplement Program Enhancement Act of 2021 –requiring the DC Housing Authority to establish emergency and final rules that allow applicants to self-certify eligibility factors.</li> <li>• Targeted Affordable Housing Prioritization - In Fiscal Year 2022, the Department of Human Services shall allocate 350 Targeted Affordable Housing Vouchers and include a prioritization for families that have been in rapid re-housing the longest but are not eligible for Permanent Supportive Housing.</li> </ul> | September 21, 2022  |
| D.C. Law 24-172. Human Rights Enhancement Amendment Act of 2022.                                | To amend the Human Rights Act of 1977 to help protect individuals experiencing homelessness from discrimination, provide training for law enforcement personnel on the impact of enforcement decisions on people experiencing homelessness and the protections against discrimination in this act, prohibit employment discrimination against independent contractors, and clarify and enhance protections against workplace harassment.   | September 21, 2022. |
| D.C. Law 24-230. Emergency Rental Assistance Reform Temporary Amendment Act of 2022.            | To amend, on a temporary basis, the Homeless Services Reform Act of 2005 to reform the Emergency Rental Assistance Program to aid tenants in their recovery from the public health emergency and to reduce administrative barriers to Emergency Rental Assistance Program payments for tenants in need.  | December 21, 2022   |
| D.C. Law 24-234. Migrant Services and Supports Temporary Amendment Act of 2022.                 | To authorize, on an emergency basis, the Mayor to establish and administer programs to provide services and supports to recent immigrants to the United States; and to make confirming amendments to the Homeless Services Reform Act of 2005.   | December 21, 2022   |

| Title   | Summary   | Effective Date    |
|---|---|-------------------|
| <b>District Acts</b>  |   |                   |
| DC Act 24-44. Racial Equity Achieves Results (REACH) Congressional Review Emergency Amendment Act of 2021.        | To establish, on an emergency basis, due to congressional review, an Office of Racial Equity to coordinate the District's efforts to achieve racial equity and too require the Office to establish a Racial Equity Advisory Board to advise it and to serve as a liaison to the public; to establish a Commission on Racial Equity, Social Justice, and Economic Inclusion to advise the Council, to state the sense of the Council that it should include in its rules for Council Period 24 the establishment of a Racial Equity Program; to amend the Office of Human Rights Establishment Act of 1999 to require the Office of Human Rights, in coordination with the Department of Human Resources and the Office of Racial Equity, to provide racial equity training for District employees and District boards and commissions; and to amend Chapter 3 of Title 47 of the District of Columbia Official Code to require the Office of Racial Equity to coordinate with the Office of the City Administrator to design and implement racial equity tools to aid in eliminating racial disparities and to require the Mayor, beginning in Fiscal Year 2022, to include racial equity-related performance measures in the development of an agency's annual performance plans and an evaluation of the use of racial equity tools in the annual performance accountability reports. | March 24, 2021    |
| D.C. Act 24-629. Housing Authority Accountability Emergency Amendment Act of 2022.                                | To amend, on an emergency basis, the District of Columbia Housing Authority Act of 1999 to require the District of Columbia Housing Authority to report certain financial and operating information, revise the training requirements for commissioners, and establish training requirements for the executive director; and to amend chapter 39 of Title 28 of the District of Columbia Official Code to confirm the applicability of landlord-tenant consumer protections to the District of Columbia Housing Authority.  | November 3, 2022  |
| D.C. Act 24-702. District of Columbia Housing Authority Stabilization and Reform Emergency Amendment Act of 2022. | To amend, on an emergency basis, the District of Columbia Housing Authority Act of 1999 to establish a temporary Stabilization and Reform Board to govern the District of Columbia Housing Authority ("DCHA") and to require that the Board and the Executive Director of DCHA take specific actions to reform and revitalize the operations of DCHA.   | December 22, 2022 |
| <b>Contracts under Council Review</b>   |   |                   |
| NW One Phase 2 – CA25-0028  | DCHA proposes to provide a \$2.9M housing subsidy to the owner for a multi-year term of 15 years to support the District's Local Rent Supplemental Program to provide affordable housing units at Northwest One Apartments – Phase II, located at 33 K Street, NW. The contract proposal is currently under Council review.   |                   |
| Worthington Woods –   | DCHA proposes to provide \$604K annually to the owner for a muti-year term of 15 years in support of the District's   |                   |

| Title   | Summary   | Effective Date    |
|---|---|-------------------|
| CA25-0029   | Local Rent Supplemental program to provide affordable housing units at Worthington Woods Apartments, located at 4421 3rd Street, SE. The contract proposal is currently under Council review.   |                   |
| The Community Partnership for the Prevention of Homelessness (TCP) - CA25-0014    | Mayor Bowser put forth a contract modification proposal for TCP in the amount of \$17.4M for the period February 1, 2023 to March 31, 2023 to continue to provide continuous management of oversight for shelter programs under the District’s Continuum of Care. The two-month contract extension includes shelter services provided, including COVID-19 expansion shelter services and hypothermia. The contract is posted as ‘Deemed Approved’ by DC Council.  |                   |
| <b>Program Rules Under Review</b>   |   |                   |
| PR25-0039 – Targeted Affordable Housing Program Rules Approval Resolution of 2022 | Through Chairman Mendelson, Mayor Bowser put forth a resolution that would approve rules that establish requirements and procedures for the District’s Targeted Affordable Housing (TAH) Program which supports individual and families maintaining housing with a permanent housing voucher. The rules also satisfy the Department of Human Services’ (DHS) requirement under the Local Rent Supplemental Program Enhancement Emergency Amendment Act of 2021 to promulgate rules “governing the referral of applicants to the [District of Columbia Housing] Authority for tenant-based voucher assistance, including eligibility criteria for Targeted Affordable Housing. This measure remains under DC Council review. |                   |
| <b>Federal Legislation</b>  |   |                   |
| FY23 Omnibus Appropriations Bill  | The FY23 Omnibus would increase funding for the Tenant-Based Rental Assistance (TBRA) appropriation to \$30.3 billion which is an increase of nearly \$2 billion from last year’s amount. These funds would include for the renewal of tenant-based vouchers, new incremental vouchers to expand affordable housing opportunities to low-income individuals.  |                   |
| FY23 Consolidated Appropriations Bill (H.R. 2617)                                 | The legislation would increase the Homelessness Assistance Grants (HAG) account to \$3.63 billion, an increase of \$420 million. The 13.1% increase is the largest ever for the homelessness program and the total amount is also the largest ever for the program.   | December 29, 2022 |
| American Rescue Plan of 2021 (H.R. 1319)  | Nearly \$5B in new federal grants from the Biden Administration to state and local governments to provide for rental assistance, emergency housing vouchers, the development of affordable housing and other services to help people experiencing or on the verge of homelessness.  | March 11, 2021    |



GOVERNMENT OF THE DISTRICT OF COLUMBIA  
INTERAGENCY COUNCIL ON HOMELESSNESS

FY2022 PERFORMANCE OVERSIGHT

KEY PERFORMANCE METRICS REPORTED BY THE ICH

The District’s Interagency Council on Homelessness reports quarterly to DMHHS on the number of ICH Full Council and Standing Committee meetings held that quarter. Below is the data reported for FY22 and FY23 to date.

**FY22**

| Meeting   | Date       | Total                 |
|---|------------|-----------------------|
| <b>Quarter 1 - 10/1/2021 to 12/31/2021</b>          |            |                       |
| Executive Committee                                 | 10/12/2021 | 11 Committee Meetings |
| Housing Solutions Committee                         | 10/18/2021 |                       |
| Strategic Planning                                  | 10/26/2021 |                       |
| Emergency Response and Shelter Operations Committee | 10/27/2021 |                       |
| Executive Committee                                 | 11/9/2021  |                       |
| Housing Solutions Committee                         | 11/15/2021 |                       |
| Strategic Planning                                  | 11/30/2021 |                       |
| Emergency Response and Shelter Operations Committee | 12/1/2021  |                       |
| Executive Committee                                 | 12/14/2021 |                       |
| Housing Solutions Committee                         | 12/20/2021 |                       |
| Emergency Response and Shelter Operations Committee | 12/22/2021 |                       |
| <b>Quarter 2 - 1/1/2022 to 3/31/2022</b>            |            |                       |
| Executive Committee                                 | 1/11/2022  | 7 Committee Meetings  |
| Emergency Response and Shelter Operations Committee | 1/26/2022  |                       |
| Strategic Planning                                  | 2/15/2022  |                       |
| Housing Solutions Committee                         | 2/28/2022  |                       |
| Housing Solutions Committee                         | 3/21/2022  |                       |
| Emergency Response and Shelter Operations Committee | 3/23/2022  |                       |



| Meeting   | Date      | Total                 |
|---|-----------|-----------------------|
| Youth Committee                                     | 3/24/2022 |                       |
| <b>Quarter 3 - 4/1/22 to 6/30/22</b>                |           |                       |
| Housing Solutions Committee                         | 4/4/2022  | 14 Committee Meetings |
| Executive Committee                                 | 4/12/2022 |                       |
| Housing Solutions Committee                         | 4/18/2022 |                       |
| Strategic Planning                                  | 4/26/2022 |                       |
| Emergency Response and Shelter Operations Committee | 4/27/2022 |                       |
| Housing Solutions Committee                         | 5/2/2022  |                       |
| Emergency Response and Shelter Operations Committee | 5/10/2022 |                       |
| Housing Solutions Committee                         | 5/16/2022 |                       |
| Emergency Response and Shelter Operations Committee | 5/25/2022 |                       |
| Emergency Response and Shelter Operations Committee | 6/14/2022 |                       |
| Emergency Response and Shelter Operations Committee | 6/22/2022 |                       |
| Youth Committee                                     | 6/23/2022 |                       |
| Housing Solutions Committee                         | 6/27/2022 |                       |
| Strategic Planning Committee                        | 6/28/2022 |                       |
| <b>Quarter 4 - 7/1/2022 to 9/30/22</b>              |           |                       |
| Executive Committee                                 | 7/18/2022 | 10 Committee Meetings |
| Housing Solutions Committee                         | 7/25/2022 |                       |
| Emergency Response and Shelter Operations Committee | 7/27/2022 |                       |
| Executive Committee                                 | 8/9/2022  |                       |
| Strategic Planning Committee                        | 8/23/2022 |                       |
| Emergency Response and Shelter Operations Committee | 8/24/2022 |                       |
| Emergency Response and Shelter Operations Committee | 9/13/2022 |                       |
| Youth Committee                                     | 9/15/2022 |                       |
| Housing Solutions Committee                         | 9/19/2022 |                       |
| Emergency Response and Shelter Operations Committee | 9/28/2022 |                       |
| <b>TOTAL: 42 Committee Meetings</b>                 |           |                       |

**FY23 TO DATE (10/01/2022 – 02/14/2023)**

| Meeting   | Date       | Total                |
|---|------------|----------------------|
| <b>Quarter 1 - 10/1/2022 to 12/31/2022</b>          |            |                      |
| Executive Committee                                 | 10/11/2022 | 7 Committee Meetings |
| Housing Solutions Committee                         | 10/17/2022 |                      |
| Strategic Planning                                  | 10/25/2022 |                      |
| Emergency Response and Shelter Operations Committee | 10/26/2022 |                      |
| Housing Solutions Committee                         | 11/21/2022 |                      |
| Emergency Response and Shelter Operations Committee | 11/23/2022 |                      |
| Strategic Planning                                  | 12/13/2022 |                      |
| <b>Quarter 2 - 1/1/2023 to 2/14/2023</b>            |            |                      |
| Emergency Response and Shelter Operations Committee | 1/4/2023   | 5 Committee Meetings |
| Housing Solutions Committee                         | 1/23/2023  |                      |
| Youth Committee                                     | 1/26/2023  |                      |
| Emergency Response and Shelter Operations Committee | 2/1/2023   |                      |
| Executive Committee                                 | 2/14/2023  |                      |
| <b>TOTAL: 12 Committee Meetings</b>                 |            |                      |

PeopleSoft

Report ID: DCPYR215 POSITION AGENCY VIEW REPOR Page No. 1  
Run Date: 2/3/2023  
Run Time: 12:23:41  
As Of Date: 3-Feb-23

Salaries  
Fringe

\$ 749,231.50  
\$ 128,867.82

17.2%

FTE's

6.00

| Data-Issue? | Position Status | Position N | Position Type | Title                          | Name           | Emplid   | Empl Rcd | Agency Hire Date | Vacant St: | Grade | Step | Salary    | FTE x Dist | Report Agency | Funding Agency | HR Agency | Fund    | Program | CostCenter |
|-------------|-----------------|------------|---------------|--------------------------------|----------------|----------|----------|------------------|------------|-------|------|-----------|------------|---------------|----------------|-----------|---------|---------|------------|
| A           |                 | 00075208   | Continuing    | Policy Advisor                 | Rosa,Eileen C  | 00123174 | 0        | 7/5/2022         | F          | 14    | 4    | 120569    | 1          | HG            | HGO            | HG        | 1010001 | 100151  | 70108      |
| A           |                 | 00090861   | Continuing    | Executive Director (Interagenc | Silla,Theresa  | 00088338 | 0        | 10/4/2021        | F          | E4    | 0    | 178809.25 | 1          | HG            | HGO            | HG        | 1010001 | 100151  | 70108      |
| A           |                 | 00108312   | Continuing    | Graphic Designer               | Foster,Daisean | 00125698 | 0        | 10/11/2022       | F          | 11    | 4    | 71579     | 1          | HG            | JA0            | HG        | 1010001 | 700190  | 70349      |
| A           |                 | 00108313   | Continuing    | Public Information Officer     | Harris,Donna L | 00098432 | 0        | 10/23/2022       | F          | 14    | 2    | 113522    | 1          | HG            | JA0            | HG        | 1010001 | 700190  | 70349      |
| A           |                 | 00108349   | Continuing    | Special Advisor                | Pugh,Synina A  | 00071107 | 0        | 10/23/2022       | F          | 14    | 3    | 117045    | 1          | HG            | JA0            | HG        | 1010001 | 700190  | 70349      |
| A           |                 | 00108367   | Continuing    | Special Advisor                | Membreño,Jorge | 00125936 | 0        | 10/11/2022       | F          | 14    | 10   | 141707    | 1          | HG            | JA0            | HG        | 1010001 | 700190  | 70349      |

Totals

| Agency Code | Fiscal Year | First Name | Last Name | Email                 | Vendor    | Phone#     |
|-------------|-------------|------------|-----------|-----------------------|-----------|------------|
| HG          | 2023        | SYNINA     | PUGH      | Synina.Pugh@dc.gov    | AT&T      | 2022971931 |
| HG          | 2023        | DAISEAN    | FOSTER    | daisean.foster@dc.gov | AT&T      | 2022973180 |
| HG          | 2023        | DONNA      | HARRIS    | donna.harris@dc.gov   | AT&T      | 2022975497 |
| HG          | 2023        | JORGE      | MEMBRENO  | jorge.membreno@dc.gov | AT&T      | 2022979154 |
| HG          | 2023        | DAISEAN    | FOSTER    | daisean.foster@dc.gov | VerizonWL | 2023027764 |
| HG          | 2023        | JORGE      | MEMBRENO  | jorge.membreno@dc.gov | AT&T      | 2025503084 |
| HG          | 2023        | JORGE      | MEMBRENO  | jorge.membreno@dc.gov | VerizonWL | 2025805177 |
| HG          | 2023        | EILEEN     | ROSA      | Eileen.Rosa@dc.gov    | AT&T      | 2027182352 |
| HG          | 2023        | THERESA    | SILLA     | theresa.silla@dc.gov  | VerizonWL | 2028535017 |
| HG          | 2023        | JORGE      | MEMBRENO  | jorge.membreno@dc.gov | AT&T      | 2028943287 |
| HG          | 2023        | SYNINA     | PUGH      | synina.pugh1@dc.gov   | AT&T      | 2028943288 |
| HG          | 2023        | THERESA    | SILLA     | theresa.silla@dc.gov  | AT&T      | 2028943289 |
| HG          | 2023        | EILEEN     | ROSA      | eileen.rosa@dc.gov    | AT&T      | 2028943296 |

**\$ 1,120.46 \$ - \$ 606.93**

| <b>Service Type</b>          | <b>Device Type</b>      | <b>Office</b> | <b>FY Total</b> | <b>FY One<br/>Time<br/>Charge</b> | <b>OCT</b> |
|------------------------------|-------------------------|---------------|-----------------|-----------------------------------|------------|
| Cellular                     | iPhone 12               |               | \$ 107.57       | \$ -                              | \$ 60.59   |
| Cellular                     | iPhone 12               |               | \$ 107.57       | \$ -                              | \$ 60.59   |
| Cellular                     | iPhone 12               |               | \$ 107.57       | \$ -                              | \$ 60.59   |
| Cellular                     | iPhone 12 (64 GB Black) |               | \$ 107.57       | \$ -                              | \$ 60.59   |
| Tablet with wireless service | iPAD PRO 11 INCH 64GB   |               | \$ 60.02        | \$ -                              | \$ 30.01   |
| Tablet with wireless service | iPhone 7                |               | \$ 78.13        | \$ -                              | \$ 41.90   |
| Tablet WIFI Only             | AC595                   | DMHHS         | \$ 60.02        | \$ -                              | \$ 30.01   |
| Cellular                     | iPhone 11               |               | \$ 108.57       | \$ -                              | \$ 61.59   |
| Cellular                     | iPhone XR (64 GB Black) | DMHHS         | \$ 74.92        | \$ -                              | \$ 37.46   |
| Cellular                     | iPad Pro 128GB          |               | \$ 77.13        | \$ -                              | \$ 40.90   |
| Cellular                     | iPad Pro 128GB          |               | \$ 77.13        | \$ -                              | \$ 40.90   |
| Cellular                     | iPad Pro 128GB          |               | \$ 77.13        | \$ -                              | \$ 40.90   |
| Cellular                     | iPhone 12               |               | \$ 77.13        | \$ -                              | \$ 40.90   |

|           |      |
|-----------|------|
| \$ 513.53 | \$ - |
|-----------|------|

| NOV      | DEC  |
|----------|------|
| \$ 46.98 | \$ - |
| \$ 46.98 | \$ - |
| \$ 46.98 | \$ - |
| \$ 46.98 | \$ - |
| \$ 30.01 | \$ - |
| \$ 36.23 | \$ - |
| \$ 30.01 | \$ - |
| \$ 46.98 | \$ - |
| \$ 37.46 | \$ - |
| \$ 36.23 | \$ - |
| \$ 36.23 | \$ - |
| \$ 36.23 | \$ - |
| \$ 36.23 | \$ - |
| \$ 36.23 | \$ - |

**MODIFICATION NUMBER FOUR  
TO  
MEMORANDUM OF UNDERSTANDING  
BETWEEN  
THE DISTRICT OF COLUMBIA  
OFFICE OF THE DEPUTY MAYOR FOR HEALTH AND HUMAN SERVICES  
AND  
DEPARTMENT OF HUMAN SERVICES  
FOR  
FISCAL YEAR 2022**

Memorandum of Understanding (“MOU”) dated November 4, 2021, was entered into between the District of Columbia (“District”) Department of Human Services, the buyer agency (“DHS”) and the Office of the Deputy Mayor for Health and Human Services, the seller agency (“DMHHS”), collectively referred to herein as the “Parties.”

The Parties now desire to modify the MOU as follows:

- I. **Section III. SCOPE OF SERVICES: Sub-Section B**, is hereby amended to add a new **Paragraph 3** to read as follows:
  3. “Transfer an additional ninety-two thousand five hundred seventy-two dollars and forty-eight cents (\$92,572.48) to DMHHS to cover the costs of one (1) additional staff member for the Interagency Council on Homelessness (ICH) within thirty (30) days of the execution of this MOU.”
- II. **Section VI. FUNDING PROVISIONS: Sub-Section A. COST OF SERVICES, Paragraph 1**, is hereby deleted and replaced with the following:
  - A. **“COST OF SERVICES**
    1. Total cost for the services under this MOU shall not exceed six hundred sixty-six thousand one hundred forty-eight dollars and thirty cents (\$666,148.30) for Fiscal Year (FY) 2022 as shown in **Attachment A** hereto provided and incorporated by reference.”
- III. **Section VI. FUNDING PROVISIONS: Sub-Section B. PAYMENT, Paragraphs 1 and 2**, are hereby deleted and replaced with the following:
  - B. **“PAYMENT**
    1. Payment for all goods and services shall be made through an Intra-District advance by DHS to DMHHS based on the total amount of this

modification of six hundred sixty-six thousand one hundred forty-eight dollars and thirty cents (\$666,148.30) for FY 2022.


2. The advance to DMHHS for the services to be performed shall not exceed the amount of this modification of six hundred sixty-six thousand one hundred forty-eight dollars and thirty cents (\$666,148.30).

**IV. Attachment A:** Attachment "A" is modified to reflect FY 2022 costs and incorporated by reference to this modification.

All other terms and conditions of the MOU shall remain the same.

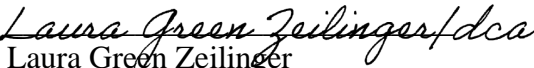
**IN WITNESS WHEREOF**, the Parties hereto have executed this MOU as follows:

**FOR THE OFFICE OF THE DEPUTY MAYOR FOR HEALTH  
AND HUMAN SERVICES:**

  
\_\_\_\_\_  
Wayne Turnage  
Deputy Mayor

Date: 3/23/2022

**FOR THE DEPARTMENT OF HUMAN SERVICES:**

  
\_\_\_\_\_  
Laura Green Zeilinger  
Director

Date: 03/17/2022



**ATTACHMENT A**

**Costs for Services under Modification Number Three**

**Two Full-Time Homeless Encampment Outreach Navigators**

**Personnel Services (PS): Grade 11 (CS-11), Step 5, Non-union,  
DCG Salary Schedule: Career Service (General) FY22**

|                         |                    |
|-------------------------|--------------------|
| Salary:                 | \$69,429.00        |
| Fringe (25.3%):         | \$17,565.54        |
| Cost of Living Increase | <u>\$ 2,082.87</u> |

Total per Navigator            \$89,077.41

Number of Navigators:        2

*2 Navigators (Oct. 1, 2021-Sept. 30, 2022):* **Total Navigator PS cost:    \$178,154.82**

**Non-Personnel Support (NPS):**

|                    |                          |
|--------------------|--------------------------|
| Fleet Share        | \$15,000.00 (2 minivans) |
| Supplies           | \$10,591.48              |
| Cellphones & IPADs | <u>\$ 1,751.52</u>       |

**Total NPS Cost:            \$ 27,343.00**

**Total Navigator Cost:    \$205,497.82**

**Four Full-Time Positions for the Interagency Council on Homelessness (ICH)**

**Personnel Services (PS):**

**Senior Policy Analyst:** One Position (MS-14/0)

|         |                     |
|---------|---------------------|
| Salary: | \$129,411.00        |
| Fringe: | <u>\$ 33,517.00</u> |

Total:                                \$162,928.00

**Policy Analyst:** One Position (CS-12/4)

|         |                    |
|---------|--------------------|
| Salary: | \$89,997.00        |
| Fringe: | <u>\$23,302.00</u> |

Total:                                \$113,299.00

**Program Support Specialist:** One Position (CS-11/4)

Salary: \$72,956.00

Fringe: \$18,895.00

Total: \$91,851.00

**Policy Advisor:** One Position (CS-14/7)

Salary: \$73,528.58 (Prorated)

Fringe: \$19,043.90

Total: \$92,572.48

*4 ICH Positions (Oct. 1, 2021-Sept. 30, 2022):*      **Total ICH PS cost: \$460,650.48**

**Total PS cost for Navigators: \$178,154.82**

**Total PS cost for ICH Positions: \$460,650.48**

**Overall Total for PS: \$638,805.30**

**Overall Total for NPS: \$ 27,343.00**

**Grand Total for MOU: \$666,148.30**

**MEMORANDUM OF UNDERSTANDING  
BETWEEN  
THE  
DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
AND  
OFFICE OF THE DEPUTY MAYOR FOR HEALTH AND HUMAN SERVICES  
FOR  
FISCAL YEAR 2023**

**I. INTRODUCTION**

This Memorandum of Understanding (“MOU”) is entered into between the District of Columbia (District) Department of Human Services (“DHS” or “Buyer Agency”) and the Office of the Deputy Mayor for Health and Human Services (“DMHHS” or “Seller Agency”), individually referred to herein as a “Party” and collectively referred to herein as the “Parties”.

**II. LEGAL AUTHORITY FOR MOU**

D.C. Official Code § 1-301.01(k), and any other applicable District and federal laws and regulations.

**III. OVERVIEW OF PROGRAM GOALS AND OBJECTIVES**

The purpose of this MOU is to establish the terms and conditions under which the Buyer Agency shall reimburse the Seller Agency to transfer funds from DHS to DMHHS to hire, train, and supervise two (2) Homeless Encampment Outreach Navigators to support outreach services for District residents experiencing homelessness and residing in encampments, and to hire, train, and supervise four (4) staff under the Interagency Council on Homelessness (ICH).

DMHHS is the part of the Executive Office of the Mayor that supports the Mayor in coordinating a comprehensive system of benefits, goods and services across multiple agencies to ensure that children, youth and adults, with and without disabilities, can lead healthy, meaningful and productive lives. Both the District’s Encampment Response and the ICH are vital roles of DMHHS, providing leadership, strategic direction, and key interagency coordination in support of the District’s goal to make homelessness rare, brief, and non-recurring.

The mission of DHS is to empower every District resident to reach their full potential by providing meaningful connections to work opportunities, economic assistance, and supportive services. DHS has two administrations, which include the Economic Security Administration (ESA) and the Family Services Administration (FSA). ESA is responsible for making eligibility determinations for federally and locally funded public assistance programs. FSA is responsible for providing protection, intervention and social services to District residents.

#### **IV. SCOPE OF SERVICES**

Pursuant to the applicable authorities and in furtherance of the shared goals of the Parties, the Parties agree as follows:

##### **A. RESPONSIBILITIES OF SELLER AGENCY**

1. Use funds transferred from DHS to fund personnel and non-personnel costs for two (2) Homeless Encampment Outreach Navigators; and
2. Use funds transferred from DHS to fund personnel costs for four (4) ICH staff positions for ICH.

##### **B. RESPONSIBILITIES OF BUYER AGENCY**

1. Transfer two hundred twenty-nine thousand two hundred eighty-five dollars and eighty-four cents (\$229,285.84) to DMHHS to cover the costs of two (2) Homeless Encampment Outreach Navigators within thirty (30) days of the execution of this MOU; and
2. Transfer five hundred twenty thousand one hundred ninety-five dollars and seventy-one cents (\$520,195.71) to DMHHS to cover the costs of four (4) staff members for the Interagency Council on Homelessness (ICH) within thirty (30) days of the execution of this MOU.

#### **V. DURATION OF THIS MOU**

##### **A. PERIOD**

The period of this MOU shall be from the date the MOU is fully executed through September 30, 2023, unless early terminated pursuant to Section XI of this MOU.

##### **B. EXTENSION**

The Parties may extend the period of this MOU by exercising a maximum of five (5) of one year option period(s). Option periods may consist of a fiscal year, a fraction thereof, or multiple successive fractions of a fiscal year. Buyer Agency shall provide Seller Agency with written notice of its intent to exercise an option period at least thirty (30) days before the expiration of the initial or extended term of this MOU. The exercise of an option period is subject to the availability of funds at the time it is exercised.

#### **VI. FUNDING PROVISIONS**

##### **A. COST OF SERVICES**

The total cost to the Buyer Agency for the goods and/or services provided under this MOU shall not exceed seven hundred forty-nine thousand four hundred eighty-one dollars and fifty-five cents (\$749,481.55) for Fiscal Year (FY) 2023. The total cost of

the goods and/or services is based on the Buyer and Seller Agency's estimate of the cost of the goods and/or services that will be provided under this MOU. These estimates are based on a combination of actual costs currently being incurred and projections about the Programs scope and is provided in the budget attached as **Attachment A** hereto incorporated by reference.

## **B. PAYMENT**

1. Within fourteen (14) calendar days from the date this MOU is fully executed, the Buyer Agency shall create an Interagency Transactions (IAT) process. IAT is the process of acquiring and paying for goods and/or services provided by one or more District of Columbia agency(s) to another District of Columbia agency. The IAT shall be established in a manner that allows the Seller Agency to directly charge the Project for the costs the Seller Agency incurs in providing goods and/or services under this MOU.
2. The Seller Agency shall charge the Interagency Project only for the actual cost of goods and/or services provided under this MOU.
3. For each charge against the Interagency Project, the Seller Agency shall attach, to the Project, documentation that supports the charge, including invoices as applicable.

## **C. ANTI-DEFICIENCY CONSIDERATIONS**

The Parties acknowledge and agree that nothing in this MOU creates a financial obligation in anticipation of an appropriation and that all provisions of this MOU are and shall remain subject to the provisions of (i) the federal Anti-Deficiency Act, 31 U.S.C. §§ 1341, 1342, 1349, 1351, (ii) the District of Columbia Anti-deficiency Act, D.C. Official Code §§ 47-355.01-355.08, (iii) D.C. Official Code § 47-105, and (iv) D.C. Official Code § 1-204.46, as the foregoing statutes may be amended from time to time, regardless of whether a particular obligation has been expressly so conditioned.

## **VII. AMENDMENTS**

This MOU may be amended only by the written agreement of the Parties. Amendments shall be dated and signed by authorized representatives of the Parties.

## **VIII. COMPLIANCE WITH LAW**

The Parties shall comply with all applicable laws, rules, and regulations whether now in effect of hereafter enacted or promulgated.

## **IX. COMPLIANCE MONITORING**

The Seller Agency will be subject to scheduled and unscheduled monitoring reviews to ensure compliance with all applicable requirements of this MOU.

**X. RECORDS AND REPORTS**

- A. The Buyer Agency and Seller Agency shall maintain records and receipts for the expenditure of all funds provided pursuant to this MOU for a period of no less than three (3) years after the date of expiration or termination of this MOU.
- B. Both the Buyer Agency and Seller Agency shall have access to all records in the Interagency Project established pursuant to section VI.B. of this MOU.

**XI. TERMINATION**

- A. Either Party may terminate this MOU in whole or in part by giving ninety (90) calendar days advance written notice to the other Party.
- B. In the event of termination of this MOU, the Buyer Agency and Seller Agency shall reconcile any amounts due to the Seller Agency under this MOU. The Buyer Agency shall not remove funding from the Interagency Project established pursuant to section VI.B. of this MOU until the Seller Agency has drawn down the amounts due, except to the extent that the funding in the Interagency Project exceeds the amounts due to the Seller Agency.
- C. In the event of termination of this MOU, the Buyer Agency and Seller Agency shall reconcile any amounts due to the Seller Agency under this MOU. The Seller Agency shall return any remaining advance of funds that exceeds the amounts due within thirty (30) days after the reconciliation or at the end of the fiscal year, whichever is earlier.

**XII. NOTICES**

The following individuals are the contact points for each Party:

Buyer Agency (DHS)  
 Tania Mortensen  
 Chief Operating Officer  
 Department of Human Services  
 64 New York Avenue, N.E., 6<sup>th</sup> Floor  
 Washington, DC 20002  
 Email: tania.mortensen@dc.gov  
 Phone: (202) 258-2471

Seller Agency (DMHHS)  
 Ciana Creighton, Chief of Staff  
 Office of the Deputy Mayor for Health  
 and Human Services  
 1350 Pennsylvania Avenue, N.W., Suite 223  
 Washington, DC 20004  
 Email: ciana.creighton@dc.gov  
 Phone: (202) 716-5116

**XIII. PROCUREMENT PRACTICES ACT**

If a District of Columbia agency or instrumentality plans to utilize the goods and/or services of an agent, contractor, consultant or other third party to provide any of the goods and/or services under this MOU, then the agency or instrumentality shall abide by the provisions of the District of Columbia Procurement Practices Reform Act of 2010, effective April 8, 2011 (D.C. Law 18-371; D.C. Official Code § 2-351.01, *et seq.*) to procure the goods or services.

**XIV. RESOLUTION OF DISPUTES**

The Chief Procurement Officer and the Director of DHS or their designees, shall resolve all disputes and/or adjustments resulting from goods or services provided under this MOU. In the event the parties cannot resolve a dispute, the matter shall be referred to the City Administrator. The decision of the City Administrator related to any disputes referred shall be final. In the event the Parties are unable to resolve a financial issue, the matter shall be referred to the Office of the Chief Financial Officer.

**XV. CONFIDENTIAL INFORMATION**

The Parties shall use, restrict, safeguard, and dispose of all information related to goods and/or services provided under this MOU in accordance with all relevant federal and District statutes, regulations, and policies.

**IN WITNESS WHEREOF**, the Parties have executed this MOU as follows:

**FOR THE DEPARTMENT OF HUMAN SERVICES:**

*Laura Green Zeilinger/dca*  
\_\_\_\_\_  
Laura Green Zeilinger  
Director

12/05/2022  
Date

**FOR THE OFFICE OF THE DEPUTY MAYOR FOR HEALTH  
AND HUMAN SERVICES:**

*Wayne Turnage*  
\_\_\_\_\_  
Wayne Turnage  
Deputy Mayor

12/07/2022  
Date

**ATTACHMENT A**

**Costs for Services under Modification Number Three**

**Two Full-Time Homeless Encampment Outreach Navigators**

**Personnel Services (PS): Grade 11 (CS-11), Step 5, Non-union  
DCG Salary Schedule: Career Service (General) FY22**

|                     |                     |
|---------------------|---------------------|
| Salary:             | \$ 77,873.00        |
| Fringe (17.2%):     | \$ 13,394.16        |
| Total per Navigator | <u>\$ 91,267.16</u> |

Number of Navigators: 2

2 Navigators (Oct. 1, 2022-Sept. 30, 2023): **Total Navigator PS cost: \$182,534.32**

**Non-Personnel Support (NPS):**

|                    |                    |
|--------------------|--------------------|
| Fleet Share        | \$ 25,000.00       |
| Supplies           | \$ 20,000.00       |
| Cellphones & IPADs | <u>\$ 1,751.52</u> |

**Total NPS Cost: \$ 46,751.52**

**Total Navigator Cost: \$229,285.84**

**Four Full-Time Positions for the Interagency Council on Homelessness (ICH)**

**Personnel Services (PS):**

**Special Advisor: Family and Youth** One Position (CS-14/10)

|                 |                     |
|-----------------|---------------------|
| Salary:         | \$141,707.00        |
| Fringe (17.2%): | <u>\$ 24,373.60</u> |
| Total:          | \$166,080.60        |

**Special Advisor: ERSO** One Position (CS-14/03)

|                 |                     |
|-----------------|---------------------|
| Salary:         | \$117,045.00        |
| Fringe (17.2%): | <u>\$ 20,131.74</u> |
| Total:          | \$137,176.74        |

**Public Information Officer** One Position (CS-14/02)

|                 |                     |
|-----------------|---------------------|
| Salary:         | \$113,522.00        |
| Fringe (17.2%): | <u>\$ 19,525.78</u> |
| Total:          | \$133,047.78        |



**Graphic Designer** One Position (CS-11/04)

|                 |                     |
|-----------------|---------------------|
| Salary:         | \$ 71,579.00        |
| Fringe (17.2%): | \$ <u>12,311.59</u> |
| Total:          | \$ 83,890.59        |

*4 ICH Positions (Oct. 1, 2022-Sept. 30, 2023):*      **Total ICH PS cost: \$520,195.71**

|   |                      |
|---|----------------------|
| <b>Total PS cost for Navigators:</b>    | <b>\$ 182,534.32</b> |
| <b>Total PS cost for ICH Positions:</b> | <b>\$ 520,195.71</b> |

|                               |                            |
|-------------------------------|----------------------------|
| <b>Overall Total for PS:</b>  | <b>\$ 702,730.03</b>       |
| <b>Overall Total for NPS:</b> | <b>\$ <u>46,751.52</u></b> |
| <b>Grand Total for MOU:</b>   | <b>\$ 749,481.55</b>       |



GOVERNMENT OF THE DISTRICT OF COLUMBIA  
INTERAGENCY COUNCIL ON HOMELESSNESS

FY2022 PERFORMANCE OVERSIGHT

ICH MEMBERS

The Interagency Council on Homelessness is comprised of eight (8) categories.

1. GOVERNMENT REPRESENTATIVES

The entities represented do not change from year to year.

| Entities/Divisions, including Roles/Responsibilities                                | Name                    |
|---|-------------------------|
| City Administrator (CA), Chair  | Kevin Donahue           |
| Deputy Mayor for Health and Human Services  | Wayne Turnage           |
| Director to End Homelessness, assist the CA in leading/ coordinating ICH            | Theresa Silla           |
| Directors of:   |                         |
| A. Department of Human Services (DHS);  | Laura Zeilinger         |
| B. Department of Behavioral Health (DBH);   | Barbara J. Bazron       |
| C. Child and Family Services Agency (CFSA);   | Robert L. Matthews      |
| D. Department of Housing and Community Development (DHCD);                          | Colleen Green           |
| E. Department of Health (DC Health);  | Sharon Lewis*           |
| F. District of Columbia Housing Authority (DCHA);                                   | Brenda Donald           |
| G. Department of Corrections (DOC);   | Quincy L. Booth         |
| H. Department of Employment Services (DOES);  | Unique N. Morris-Hughes |
| I. Office of the State Superintendent of Education (OSSE);                          | Christina Grant         |
| J. Homeland Security and Emergency Management Agency (HSEMA);                       | Chris Rodriguez         |
| K. Department of General Services (DGS);  | Keith Anderson          |
| L. Metropolitan Police Department (MPD); and  | Robert J. Contee III    |
| M. Office of Lesbian, Gay, Bisexual, Transgender, and Questioning Affairs (OLGBTQA) | Japer Bowles            |

## 2. REPRESENTATIVE OF THE DISTRICT'S COLLABORATIVE APPLICANT

This entity does not change from year to year.

| Entities/Divisions, including Roles/Responsibilities                                    | Name         |
|---|--------------|
| The Community Partnership to End Homelessness (TCP), CoC Collaborative Applicant to HUD | Sue Marshall |

## 3. CONTINUUM OF CARE SERVICE PROVIDERS (7 – 8 REPRESENTATIVES)

Since a minimum of seven (7) representatives are required, there are two (2) expired terms and one (1) vacant seat. The ICH Director worked with the ICH Executive Committee to identify new appointees in 2022 and is now working with MOTA to submit legislation for the incoming members.

In terms of filling the eighth seat, MOTA had vetted and was working to appoint Jorge Membreno (SMYAL) as a service provider representative when he applied and was successfully employed as the ICH Family and Youth Advisor. ICH and MOTA will include that eighth seat in the 2023 call for nominations.

| Name                  | Org                        | Term Ends | 2022 Nominee       | Org                | Term Ends |
|-----------------------|----------------------------|-----------|--------------------|--------------------|-----------|
| 1. Christy Respress   | Pathways to Housing        | 2023      |                    |                    |           |
| 2. Ishan Heru         | Community Connections      | 2023      |                    |                    |           |
| 3. Jean-Michel Giraud | Friendship Place           | 2023      |                    |                    |           |
| 4. Koube Ngaaje       | DASH                       | 2023      |                    |                    |           |
| 5. Michael Ferrell    | Coalition for the Homeless | 2022      | Amanda S Chesney   | Catholic Charities | 2025      |
| 6. Kelly S McShane    | Community of Hope          | 2022      | Kelly S McShane    | Community of Hope  | 2025      |
| 7. Vacant             |                            |           | Kenyatta T Brunson | N Street Village   | 2025      |
| 8. Vacant             |                            |           |                    |                    |           |

## 4. ADVOCACY ORGANIZATIONS (3 – 4 REPRESENTATIVES)

Since a minimum of three (3) representatives are required, this category has one (1) expired term. The ICH worked with the Executive Committee to identify new appointees and is working with MOTA to submit legislation for the incoming members. Incoming members have been identified for all seats.

| Name             | Org                        | Term Ends | 2022 Nominee     | Org                        | Term Ends |
|------------------|----------------------------|-----------|------------------|----------------------------|-----------|
| 1. Adam Rocap    | Miriam's Kitchen           | 2023      |                  |                            |           |
| 2. Debby Shore   | Sasha Bruce Youthworks     | 2023      |                  |                            |           |
| 3. Kate Coventry | DC Fiscal Policy Institute | 2022      | Kate Coventry    | DC Fiscal Policy Institute | 2025      |
| 4. Vacant        |                            |           | Karen Cunningham | Everyone Home DC           | 2025      |

## 5. HOMELESS OR FORMERLY HOMELESS (3 – 4 REPRESENTATIVES)

Since a minimum of three (3) representatives are required, this category has two (2) expired terms. The ICH worked with the Executive Committee to identify new appointees and is working with MOTA to submit legislation for the incoming members.

| Name              | Org  | Term Ends | 2022 Nominee    | Org               | Term Ends |
|-------------------|------|-----------|-----------------|-------------------|-----------|
| 1. Aaron White    | DBH  | 2023      |                 |                   |           |
| 2. Qaadir El-Amin | PFFC | 2022      | Qaadir El-Amin  | PFFC              | 2025      |
| 3. Reginald Black | PFFC | 2022      | Reginald Black  | PFFC              | 2025      |
| 4. Vacant         |      |           | Michael Coleman | Concerned Citizen | 2025      |

## 6. BUSINESS, PHILANTHROPIC, OR OTHER PRIVATE SECTOR ORGANIZATIONS (3 – 4 REPRESENTATIVES)

There are two expired terms in this category. The ICH worked with the Executive Committee to identify new appointees and is working with MOTA to submit legislation for the incoming members.

| Name                  | Org                                     | Term Ends | 2022 Nominee       | Org                    | Term Ends |
|-----------------------|---|-----------|--------------------|------------------------|-----------|
| 1. Tonia Wellons      | Greater Washington Community Foundation | 2023      |                    |                        |           |
| 2. Jill Carmichael    | National Community Church               | 2023      |                    |                        |           |
| 3. Chapman Todd       | Development Consultant                  | 2022      | Shellon Fraser     | National Housing Trust | 2025      |
| 4. Catherine Crosland | Unity HealthCare                        | 2022      | Catherine Crosland | Unity HealthCare       | 2025      |

**7. CHAIRMAN OF THE COUNCIL AND THE CHAIRMAN OF THE COMMITTEE OF THE COUNCIL HAVING PURVIEW OVER HOMELESS SERVICES (NON-VOTING MEMBER)**

The Committee that includes the ICH under its purview changed from FY22 to FY23. In FY22, the ICH reported to a Committee on Human Services chaired by Councilmember Nadeau.

| Entities, including Roles/Responsibilities    | Name                         |
|---|------------------------------|
| DC Council, Chairman                          | Chairman Phil Mendelson      |
| DC Council, Chairman of the Housing Committee | Councilmember Robert C White |

**8. ADMINISTRATIVE HEAD OF THE OFFICE OF SHELTER MONITORING (NON-VOTING MEMBER)**

This entity does not change from year to year.

| Entities, including Roles/Responsibilities                            | Name            |
|---|-----------------|
| DHS, Office of Program Review, Monitoring, and Investigations (OPRMI) | Christa Philips |



## A. OVERVIEW AND PURPOSE

The Interagency Council on Homelessness (ICH) was created to facilitate interagency coordination with regard to planning, policymaking, program development, and budgeting for the homeless services system in the District.

Recognizing the vast experience and knowledge held by the District's homeless services consumers, a Consumer Engagement Work Group was created in order to assure that the mission of the Homeward DC plan received the guidance of those whom it would affect the most. The purpose of the Consumer Stipend is to compensate consumers for both their expertise and their time.

This document describes the established ICH policies and procedures for purchasing, administering, tracking, and safeguarding stipends for the Consumer Engagement Work Group and its members.

## B. DEFINITIONS OF KEY TERMS

- **Community Event:** An event hosted by the Consumer Engagement Work Group which intends to inform, elicit feedback from, and/or engage with the homeless and/or homeless service provider community.
- **Consumer Engagement Work Group (CEWG):** An eight member work group which operates under the Executive Committee and which functions as a part of the ICH. The primary responsibility of the CEWG is to ensure that the District's consumers of homeless services are involved in planning the solutions to end long-term homelessness in the District.
- **Consumer Engagement Work Group Member:** An appointed member of the CEWG with the lived experience of homelessness as a District resident.
- **Department of Employment Services (DOES):** A District agency which provides comprehensive employment services and full employment to District residents.
- **Gift Card:** A stored-value device issued in lieu of cash or check. For purposes of this policy, "gift card" includes Visa cards, food cards, retail cards, and transportation cards.
- **Interagency Council on Homelessness (ICH):** A council established in 2005 by the Homeless Services Reform Act (2005) for the purpose of facilitating interagency coordination with regard to planning, policymaking, program development, and budgeting for the homeless services system in the District.



- **Secure Area:** A restricted access area that contains a non-moveable safe used for the secure storage of gift cards.
- **Standing Committee:** A leadership group with decision-making authority per the ICH Bylaws. Each standing committee typically operates two or more workgroups to help advance its work.
- **Youth Action Board (“Through the Eyes of Youth”):** A seven member work group which operates under the Youth Committee and which functions as a part of the ICH. The primary responsibility of the YAB is to ensure that the District’s transition age youth (between 18 and 24 years of age) with current or previous lived experience of homelessness are involved in planning the solutions to end long-term youth homelessness in the District.
- **Work Group:** A sub-section of a Standing Committee convened to achieve a specific objective of the Standing Committee. Work Groups may change over time as Standing Committees proceed with plan implementation and priority shifting.

## C. OVERVIEW OF STIPEND OPTIONS

### 1. Stipend Eligibility

Consumer Stipends are available for official seats/positions on the ICH Full Council, Standing Committees and/or Work Groups. In order to be eligible for the Consumer Stipend, the following criteria must be met:

- a) The individual must be a CEWG or YAB Member
- b) The individual must have signed up to a maximum of two Standing Committees (YAB members attend a monthly Youth Committee meeting and a monthly YAB meeting)
- c) The individual must attend the entirety of each meeting to which they are assigned in person; arrival 15 minutes late and/or departure 30 minutes early will result in no compensation
- d) The individual must have completed and signed the ICH Stipend Agreement.

### 2. ICH Visit Gift Card Stipend Option

CEWG and YAB Members have the option to receive compensation through the ICH’s Visa Gift Card Stipend. CEWG and YAB Members will be paid \$50 for attending each Standing Committee and Work Group meeting to which they have been appointed.

The Visa Gift Card Stipend will max out at just under \$600 annually.



### 3. DOES Stipend Option

CEWG Members have the option to receive compensation through a partnership with the Department of Employment Services (DOES). The DOES Stipend does not have an annual compensation limit. Additional information can be found in the DOES Memorandum of Understanding and DOES policies and procedures.

## D. ROLES AND RESPONSIBILITIES OF ICH EMPLOYEES

### 1. Gift Card Procurement

Gift Cards will be stored on-site in a secure area with access restricted to ICH. Prior to ICH Employees having access to the secure area, each employee will review all CEWG Policies and Procedures.

ICH Employees will keep an up-to-date Gift Card Safe Log to track inventory. The Gift Card Safe Log will remain in the secure area. ICH Employees will update the online tracking system on a monthly basis.

### 2. Gift Card Distribution

Gift Cards will be distributed by ICH Employees. Gift Cards will be distributed at the end of each Standing Committee and Work Group meeting. ICH Employees will be required to complete a Gift Card Distribution Form which is to include the following information: Date and name of the Standing Committee or Work Group attended, CEWG Member name and signature, ICH Employee name and signature. The completion of the Gift Card Distribution Form is required in order to track CEWG Member compensation.

#### a. Gift Card Distribution for Non-CEWG Members and Special Purposes

Gift Cards may be distributed to individuals outside of the CEWG for special purposes. Examples of a special purpose is a community event hosted by the CEWG, a survey distributed by the CEWG/ICH, etc. All special purpose events must be approved by the CEWG.

Under certain circumstances, Gift Cards may be distributed by CEWG Members. Prior to distribution, ICH staff will track all gift cards administered by CEWG Members. All requests will not exceed the maximum request amount of \$100.





ICH Employees are to follow the distribution guidelines listed above in section D.2. 'Gift Card Distribution'.

## E. ROLES AND RESPONSIBILITIES OF CEWG MEMBERS

### 1. Attendance of Standing Committee and Work Group Meetings

Consumer Engagement Work Group Members are expected to attend the CEWG meetings, Standing Committee meetings and Work Group meetings to which they have been appointed. CEWG Members are required to sign up for two Standing Committees. CEWG Members may choose any Standing Committee offered by the ICH. It is suggested that CEWG Members choose Standing Committees and Work Groups based on their personal experience and expertise.

CEWG Members are welcome to attend additional Standing Committee meetings and ICH community events as members of the public, with the understanding that they will not receive compensation.

### 2. Organization of Community Events

The CEWG will host Community Events which include, but are not limited to, town halls and listening sessions. When receiving a proposal for a Community Event the CEWG will propose a vote to accept or decline the proposal as determined by the majority.



# GOVERNMENT OF THE DISTRICT OF COLUMBIA INTERAGENCY COUNCIL ON HOMELESSNESS

## EMERGENCY RESPONSE & SHELTER OPERATIONS (ERSO) COMMITTEE

### HYPOTHERMIA CHECK-IN: MID-SEASON REVIEW

#### PURPOSE

To review

- 1) the implementation of the FY23 Winter Plan and
- 2) outstanding FY22 concerns and issues that the ERSO Committee is tracking outside the context of the winter plan.

The goal of the review is to highlight operational shifts, additional resources mobilized, and capture lessons learned.

#### BACKGROUND/CONTEXT

The Winter Plan describes how District government agencies and providers within the Continuum of Care will coordinate to protect people experiencing homelessness from cold weather injury. The FY23 Winter Plan was approved at the 10/11 Executive Committee Meeting and finalized on 11/02 November 2022. The finalized document is available [online](#).

Additionally, the ICH ERSO Committee identified several outstanding issues and concerns for tracking and reporting outside the FY23 Winter Plan, including:

- Lack of Case Management services or CAHP Liaisons at Blair, Hypothermia Sites, and Pat Handy Legacy
- Daytime services during Alerts, Sundays, and Holidays
- Fully leveraging Bridge Housing (especially PEPV) and
- Transportation Services: OSSE support to UPO and need for real-time intel on hotline calls

## REVIEW & LESSONS LEARNED

The table below presents the information reviewed and the lessons learned. ICH Staff will walk through these notes and take feedback from ERSO Committee members.

| Winter Plan Provisions            | Implementation Notes, including Operational Shifts   | Impact/Lesson Learned   |
|-----------------------------------|--|---|
| <b>Winter Plan Review</b>         |  |   |
| <p><b>Start of the Season</b></p> | <p>The season starts with the first hypothermia alert after 11/01. Based on this definition, the season started on 11/13.</p> <p><b>DPR overflow shelters:</b> none of the options identified and presented to the 10/11 Executive Committee meeting were activated. This is because once identified, DGS mobilizes to procure and contract services: deep cleaning, security, and trash pick up. It takes at least 6 – 8 weeks.</p> <p><b>Non-DPR overflow shelters:</b> 5 locations were activated on 11/13:</p> <ul style="list-style-type: none"> <li>• 801 East Drop-In Center for Men,</li> <li>• Adam’s Place Day Center for Women,</li> <li>• CCNV Drop-In Center for Men and Women,</li> <li>• Church of the Ephianny, and</li> <li>• Salvation Army.</li> </ul> <p>Two (2) of these 5 locations activated were not listed in the Winter Plan: Church of the Ephianny and Salvation Army. DHS contracted with these two locations to address significant capacity constraints and the likely timeline for activating DPR overflow shelters.</p> | <p>To ensure DPR overflow shelter options are ready by 11/01, potential DPR locations must be identified no later than 08/30.</p> <p>Churches and mission-driven organizations are critical partners in ensuring a successful hypothermia season.</p> <p>Test runs before the predicted alert (on 11/12) for the Church of the Epiphany and the Salvation Army helped ensure successful openings on alert nights.</p> |

| Winter Plan Provisions            | Implementation Notes, including Operational Shifts   | Impact/Lesson Learned  |
|-----------------------------------|--|--|
| <p><b>Shelter Capacity</b></p>    | <p>The shelter capacity tool reviewed is the Daily Census.</p> <p>For transparency, capacity data for 2 of the resources listed in the Winter Plan are not included in the daily census:</p> <ul style="list-style-type: none"> <li>• <b>Specialized beds at 801 East</b> –there are 3 categories of specialized beds at 801 East that are not included in the Daily Census: work beds, senior/medically frail, and respite beds.</li> <li>• <b>PEPV</b> –PEPV beds are not included.</li> </ul>                     | <p>The mid-season review is limited.</p> <p>Additionally, TCP produces an annual hypothermia report on capacity and occupancy rates for the Shelter Capacity WG.</p>   |
| <p><b>Overflow Thresholds</b></p> | <p>Based on the Daily Census, overflow thresholds have yet to be triggered. For context, overflow locations open when gender-specific locations reach thresholds of</p> <ul style="list-style-type: none"> <li>• Men: 20 beds or less</li> <li>• Women: 10 beds or less</li> </ul> <p>Regardless, additional overflow shelters were activated on 11/15 as soon as providers were secured for the DPR overflow shelters.</p> <p><b>DPR overflow shelters:</b> 2 locations were activated (Sherwood and Trinidad).</p> | <p>Opening the Church of Ephiany and Salvation Army on 11/12 and 13 eased the need for DPR locations. However, the opening of two DPR locations on 11/15 provided significant capacity for sheltering men and women shelters.</p> <p>For DPR overflow shelters, test runs before the official opening helped flag and address mechanical challenges.</p>   |
| <p><b>Shelter Densities</b></p>   | <p>The plan recognizes that once DHS exhausts all available options for overflow shelters, it will have to consider returning to pre-COVID shelter densities at strategic shelter locations.</p> <p>Thus far, ICH staff have noted:<br/> +25 beds at Adam’s Place Shelter (Men) on 01/18<br/> +25 beds at NYA (Men)</p>  | <p>While overflow thresholds have yet to be triggered, several concerns about shelter capacity have emerged:</p> <ul style="list-style-type: none"> <li>• <b>PEPV demobilization:</b> stop on new PEPV placements</li> <li>• <b>Hold on mobilizing additional DPR overflow:</b> Due to strenuous objections from nearby residents, the mobilization of King Greenleaf is on hold.</li> </ul> <p>Given these considerations, it makes sense that densities at key shelter locations are increasing.</p> |

| Winter Plan Provisions  | Implementation Notes, including Operational Shifts   | Impact/Lesson Learned  |
|---|--|--|
| <b>Warming Buses</b>  | <p>The Winter Plan does not make provisions for warming buses.</p> <p>However, during the Cold Weather Emergency from 12/23 – 12/26, 8 warming buses were deployed. These warming buses served almost 100 unsheltered persons.</p> <p>Additionally, for the predicted cold snap at the end of this week, we anticipate deploying 4 warming buses.</p>  | <p>The FY23-24 Winter Plan must account for and integrate Warming Buses as a key strategy for preventing cold weather injury.</p>  |
| <b>Day Center Services/Hours</b>                              | <p>The Winter Plan does not speak to Day Center Services or hours. However, during Cold Weather Emergencies, the hours of the Downtown Day Center were extended. The extension of day center hours assisted numerous clients and provided a reprieve from the cold.</p>  | <p>Day Centers provide respite from the cold and are critical resources to unsheltered individuals. Their hours of operation should likely be included in the Winter Plan.</p> |
| <b>Beyond the Winter Plan: Review of Outstanding Concerns</b> |  |  |
| <b>Lack of Case Management services or CAHP Liaisons</b>      | <p>The Winter Plan is focused on preventing cold weather injuries. As such, it does not make provisions for case management services or CAHP Liaisons at all locations that serve as shelters or hypothermia sites.</p> <p>Having said that, the ERSO Committee has previously flagged that the following locations have access to limited case management services and do not have dedicated CAHP Liaisons: Blair, Hypothermia Sites, and Pat Handy Legacy</p> <p>This is an outstanding issue. However, PSH matches have been on pause, so this may be less of an issue this year.</p> | <p>It takes concerted planning and funding to ensure each site has dedicated case management support/services or CAHP Liaisons.</p>  |

| Winter Plan Provisions  | Implementation Notes, including Operational Shifts  | Impact/Lesson Learned   |
|---|---|---|
| <p><b>Daytime services during Alerts, Sundays, and Holidays</b></p> | <p>Daytime services during Alerts, Sundays, and Holidays were flagged as a concern last year but not included in the FY23 Winter Plan to allow the District time to evaluate and better understand/quantify the need for daytime services.</p> <p>So far, daytime services at DPR overflow sites were critical on Sundays/Holidays during the Cold Weather Emergencies from 12/23 – 12/26, as these coincided with Christmas.</p> <p>Sunday services at DPR overflow sites were also offered on New Year’s Day to stay consistent with the offering on Christmas day.</p> | <p>ICH to continue evaluating the need for daytime services, especially as we move into the coldest winter month.</p> <p>However, a flag that what is reasonable to include in the next Winter Plan will depend on the portfolios of properties that serve as overflow sites, as church locations may not be able to accommodate day services on Sundays.</p> |
| <p><b>Fully leveraging Bridge Housing (especially PEPV)</b></p>     | <p>Demobilization of PEPV and the immediate stop on placement significantly impact the ability of the Single Adult System to leverage PEPV fully.</p>   | <p>ICH to evaluate how shelter occupancies and capacity are impacted by the inability to leverage PEPV.</p>   |
| <p><b>OSSE support to UPO</b></p>                                   | <p>The role of OSSE was identified as critical during the last hypothermia season. Thus far this year, ICH and DHS have worked with OSSE to establish that OSSE can render support to UPO when the following conditions are met:</p> <ul style="list-style-type: none"> <li>• A Cold Weather Emergency is in effect</li> <li>• There is no school scheduled for the following day.</li> </ul>   | <p>OSSE must prioritize the delivery of transportation services to school-aged residents and can only offer support during Cold Weather Emergencies when no school is scheduled for the following day.</p>  |
| <p><b>Need for real-time intel on hotline calls.</b></p>            | <p>Last year, there was at least one day when UPO transportation services were interrupted. This flagged the need for real-time intel on hotline calls so that they can be triaged to other emergency responses partners (for example: OUC, FEMS, MPD).</p> <p>There was a 2 hour outage of the hotline early in the FY23 Hypothermia Season that indicates that it is always good to think about and plan for back-ups across all critical infrastructure, especially the hotline.</p>   |   |



# GOVERNMENT OF THE DISTRICT OF COLUMBIA INTERAGENCY COUNCIL ON HOMELESSNESS

## RACIAL EQUITY & INCLUSION (REI) WORKGROUP

### DRAFT FRAMEWORK FOR REVIEWING SYSTEM OPERATIONS

#### PURPOSE

To develop a framework that can assist with reviewing homeless services system operations from a lens of racial equity, focusing on issues such as:

- Leadership and decision-making
- Access to services and
- Quality of services.

The system review aims to ensure that we, as the CoC, are aware of and responsible for how we contribute to racial discrimination and oppression. The focus of this analysis is solely on those aspects and elements that are under the control of the homeless services system.

**Feedback from 01/18 WG Meeting:** can we add something around ensuring that we don't uphold or create policies that perpetuate racial disparities in future operations? Does it make sense to reference the tool we will be developing to ensure that future policies do not perpetuate racial disparities?

#### BACKGROUND/CONTEXT

This framework advances Goal 7.5.1 of [Homeward DC 2.0](#) (HWDC 2.0). In particular, this framework leverages the key questions proposed by the [National Alliance to End Homelessness](#) for their Racial Equity Network<sup>1</sup> and the format of the District's first [Racial Equity Action Plan](#), which leverages [Racial Equity Indicators](#) to highlight disparities or equity gaps and to track progress toward a more racially equitable DC.

**Feedback from 01/18 WG Meeting:** Consider including the statutory provision that the DC Racial Equity Action Plan is responding to: Racial Equity Achieves Results (REACH) Amendment Act of 2020 (D.C. Law 23-181).

#### KEY QUESTIONS FROM THE NAEH FRAMEWORK

There are 5 key questions or areas of investigation that are advanced by the NAEH framework (both the racial equity toolkit and the action steps) and that form the basis of this framework:

1. Who enters the system?
2. Who gets temporary housing?

<sup>1</sup> For the complete library of NAEH's Racial Equity Resources, see <https://endhomelessness.org/resource/racial-equity-resources/>. The toolkit specific to the Racial Equity Network is available at <https://endhomelessness.org/resource/the-alliances-racial-equity-network-toolkit/>. The Action Steps build on the toolkit and are available at <https://endhomelessness.org/resource/the-alliances-racial-equity-network-action-steps/>.

3. Who gets housing assistance?
4. Who re-experiences homelessness?
5. How do we improve Racial Equity practices?

The District’s framework builds on these five key questions by asking about and quantifying the quality of services and housing.

**Feedback from 01/18 WG Meeting:**

- People born in the District should go first in terms of housing. 578 or 579 on their SSN.
- Who doesn’t know to enter the system? To include people new to the system and did not know they were eligible for shelter access.

**1. WHO ENTERS THE SYSTEM?**

The four subsystems have significant variations at the front door that impact who can access services/supports at the front door. This analysis aims to highlight the variations and to ask how we can ensure that all District residents at risk of experiencing homelessness have access to the same level and quality of assistance to prevent the trauma of homelessness across all subpopulations.

Most significantly, the table below outlines the aspect of who experiences homelessness that the homeless services system can control and therefore take responsibility for and why assessment of these areas is critical to advancing racial equity and inclusion in how the District operates its homeless services system.

| Key Areas of Analysis  | Racial Equity/Inclusion Implications   |
|--|--|
| 1. Who is defined as experiencing homelessness   | Variations in how the system defines homelessness reveal whom the system defines as vulnerable and, therefore, deserving of assistance and support.  |
| 2. How the front door is organized   | <p>It takes significant effort and resources to implement a system that effectively</p> <ul style="list-style-type: none"> <li>• assesses every household at risk of homelessness and</li> <li>• triages homelessness prevention or diversion resources to intervene and ensure that the least number of households possible experience the trauma of homelessness.</li> </ul> <p>Variations in how the system organizes the front door and makes homelessness prevention and diversion resources available highlight whom the system defines as vulnerable and protects from experiencing the trauma of homelessness.</p> |
| 3. The level and quality of homelessness prevention or diversion assistance offered at the front door. | <p>In addition to the presence or lack of homelessness services and who can access them, HWDC identifies variations in the level and quality of services as an important aspect of the REI analysis.</p> <p>Level of investment (\$/person or household), program requirements regarding caseloads, or the ratio of case managers to shelter/transitional</p>  |



|  |   |
|--|---|
|  | housing residents also reveal who is defined as vulnerable and deserving of support/services as they navigate the experience and trauma of experiencing homelessness. |
|--|---|

**Feedback from 01/18 WG Meeting:**

- how do we incorporate the feedback about who doesn't know to enter the system?
- Can we add a fourth analysis area about whom we should expect to see at the front door?
  - Is there a way to think about this issue?
  - Are racial/ethnic subpopulations, LEP, and undocumented seeking services at rates consistent with what other data indicate about how many might be at risk of or experiencing homelessness?
  - Quantifying households at or below 30 AMI ← reaction that this should likely be 10 – 15% AMI!
- Are the housing/shelter options ones that all populations can avail themselves of?

**ANALYSIS: POTENTIAL APPROACHES &/OR METRICS**

The cell highlighted in the table below identifies the potential approach/metric that is likely easiest to generate and analyze.

**Feedback from 01/18 WG Meeting:**

- Housing as a human right? How do we advance on Goal 12 as quickly as possible? Quantifying households at or below 10-15% AMI might get at that.
- Representation in the CAHP meetings and CAHP-related decision-making. Will talk more about this for Qxn 5.

| Area of Analysis                             | Potential Approaches<br>If metrics are not readily available or appropriate.  | Potential Metrics |
|--|---|-------------------|
| Definition                                   | 1. Identify variations in how the four subsystems define homelessness<br>2. Consider which variations, if adopted across the subsystems, are likely to advance or hinder REI            |                   |
| Organization of the Front Door               | 1. Identify variations in how the front door of the four subsystems is organized<br>2. Consider which variations, if adopted across the subsystems, are likely to advance or hinder REI |                   |
| Level and quality of homelessness prevention |   | By subsystem:     |

|  |  |   |
|--|--|---|
| <p>or diversion assistance offered at the front door</p> |  | <ol style="list-style-type: none"> <li>1. Number of households/individuals assessed for homelessness prevention/diversion assistance</li> <li>2. Absolute and relative number of households/individuals that receive homelessness prevention/diversion assistance</li> <li>3. Level/amount of homelessness prevention/diversion assistance per household/individual assisted</li> <li>4. Caseload per case manager or total population assisted/number of case managers engaged by the homelessness prevention/diversion programs.</li> </ol> |
|--|--|---|

**Feedback from 01/18 WG Meeting:**

- Assessed as imminently at-risk of becoming homeless and what percentage avoid becoming homeless. Able to divert 90% of families that access homelessness prevention resources.

## 2. WHO GETS TEMPORARY HOUSING?

The type and availability of temporary housing vary significantly across the four subsystems. The table below proposes three key areas of analysis. This analysis aims to highlight the variations and to ask how we can ensure that all District residents experiencing homelessness have access to the same level and quality of assistance to minimize the trauma of homelessness and maximize the level of support and services available across all subpopulations.

| Key Areas of Analysis  | Racial Equity/Inclusion Implications   |
|--|--|
| 1. Availability of Temporary Housing, including short-term family housing, emergency shelter, or transitional housing options. | Vacancy rates potentially indicate which subsystems are resource-rich and whether there are opportunities to redistribute shelter and temporary housing resources to ensure a racially equitable and inclusive homeless services system.   |
| 2. Quality of Temporary Housing Options  | <p>Vacancy rates may indicate poor shelter conditions or options that are not client-centered, so it's important to consider the quality of shelter options by subsystem.</p> <p><b>Feedback from ABB (LAYC) rcvd (02/07): There might be other conditions affecting vacancies in the programs, such as several unsuccessful matches based on the client not being able to be outreached, staff turnover, or program building renovations. The measure might provide more accurate results for shelters. However, shelters that might have been closed during the pandemic or are relatively new might not be as known to consumers and therefore get lower rates of occupancy. I still believe that it is worth assessing the quality of the services, but I wonder if we could find an alternative measuring tool that provides more accurate results.</b></p> |
| 3. Services Offered at Temporary Housing   | <p>As already indicated above, in addition to who can access temporary housing, HWDC identifies variations in the level and quality of services as an important aspect of the REI analysis.</p> <p>Level of investment (\$/person or household), program requirements regarding caseloads, or the ratio of case managers to shelter/transitional housing residents also reveal who is defined as vulnerable and deserving of support/services as they navigate the experience and trauma of experiencing homelessness.</p>   |

### ANALYSIS: POTENTIAL APPROACHES &/OR METRICS

The cells highlighted below identify potential metrics that are likely readily available.

| Area of Analysis                   | Potential Approaches<br>If metrics are not readily available or appropriate. | Potential Metrics  |
|------------------------------------|--|--|
| Availability of Temporary Housing  |  | By subsystem:<br>1. Absolute number of units/beds on any given night versus the number of households/individuals experiencing homelessness on any given night<br>2. Average occupancy/vacancy rate during FY22   |
| Quality of Temporary Housing       |  | By subsystem:<br>1. Average number of unrelated households/individuals sharing a unit/dormitory<br>2. Average number of unrelated households/individuals sharing showering/bathroom facilities<br>3. Average age of facilities<br>4. Average number of system outages across all facilities per quarter<br>5. <b>Feedback from 01/18 WG Meeting: Locations of our facilities across all 8 wards to ensure that temporary housing is available equitably across the District</b>  |
| Services: Availability and Quality |  | By subsystem:<br>1. Absolute and relative number of households/individuals assessed for housing resources at any given moment across the front door<br>2. Average number of security staff per facility or security staff/clients across all facilities<br>3. Availability of Case Management Services, either at the temporary housing location and/or otherwise offered to the clients, including: <ol style="list-style-type: none"> <li>Caseload per case manager or</li> <li>Average number of case managers per facility or</li> <li>Total case management staff/total clients served in subsystem</li> </ol> 4. Facilities with access to high-speed internet: for case managers and clients<br>5. Enrichments programs/partnerships offered onsite or available to clients |

**Feedback from 01/18 WG Meeting:**

- Where are folks being housed in the City, as all 8 wards should be responsible for housing people experiencing homelessness? Make sure to add this comment/feedback in the section related to permanent housing resources!
- I think individuals sharing bathrooms is unimportant: we should be focused on just housing the most vulnerable population. Being formally homeless for 17 years, that was not a priority for me to share a bathroom/ shower, just a roof over my head, speaking through my own lived experience.

- Might sharing the bedroom/resting space also intersect with a lack of safety of their belongings?
- How can we ensure that we're tracking the investments to solve for these issues: particularly on the individual (single adult side).
- Having suitable lockable storage at the shelter will be a good in-the-meantime investment in our current shelters to help with that concern!

### 3. WHO GETS HOUSING ASSISTANCE?

The type and availability of housing resources vary significantly across the four subsystems. The table below proposes key analysis areas and notes potential implications for racial equity and inclusion. This analysis aims to highlight the variations and to ask how we can ensure that all District residents experiencing homelessness have access to the same level and quality of assistance to exit homelessness as quickly as possible.

| Key Areas of Analysis  | Racial Equity/Inclusion Implications  |
|--|---|
| Availability of housing resources, including Flex Funds, Rapid Re-Housing (RRH), Targeted Affordable Housing (TAH), Permanent Supportive Housing (PSH), and Career Map | The success of the family and veterans subsystems in ending and preventing homelessness since 2016 is likely tied to the number of housing resources available relative to the level of need in those subsystems. Ending and preventing homelessness for single adults and transition-aged youth likely requires similar levels of investment over the next 7 years.  |
| Quality of Housing Programs/Options  | In addition to the number of resources available, variations that impact the quality of housing programs (for example, how long a household or individual can be served by a program) should be quantified.   |
| Services Offered   | As already indicated above, in addition to who can access temporary housing, HWDC identifies variations in the level and quality of services as an important aspect of the REI analysis.<br><br>Level of investment (\$/person or household), program requirements regarding caseloads, or the ratio of case managers to shelter/transitional housing residents also reveal who is defined as vulnerable and deserving of support/services as they navigate the experience and trauma of experiencing homelessness. |

### ANALYSIS: POTENTIAL APPROACHES &/OR METRICS

The cells highlighted below identify potential metrics that are likely readily available.

| Area of Analysis  | Potential Approaches<br>If metrics are not readily available or appropriate. | Potential Metrics  |
|---|--|--|
| Availability of housing resources, including: <ul style="list-style-type: none"> <li>• Flex Funds</li> <li>• Rapid Re-Housing (RRH)</li> <li>• Targeted Affordable Housing (TAH)</li> <li>• Permanent Supportive Housing (PSH)</li> <li>• Career Map</li> </ul> |  | By subsystem, for each type of resource: <ol style="list-style-type: none"> <li>1. Absolute number of slots available vs. absolute number of households/individuals experiencing homelessness on any given night</li> </ol> <p><b>Feedback from 01/18 WG Meeting: not sufficient to look by subsystem,</b></p> |

| Area of Analysis                    | Potential Approaches<br>If metrics are not readily available or appropriate.  | Potential Metrics  |
|-------------------------------------|---|--|
|                                     |   | <p>also need to assess the rates at which black men are housed!</p> <ol style="list-style-type: none"> <li>2. Number of slots available vs. the number of households/individuals assessed or estimated to be most appropriate for the type of resource</li> <li>3. <b>Feedback from 01/18 WG Meeting:</b> Where are clients housed by these different housing programs? Is it across all 8 wards to ensure that housing is available equitably across the District?</li> </ol> |
| Quality of Housing Programs/Options | <ol style="list-style-type: none"> <li>1. Identify variations in how the four subsystems implement housing programs and why</li> <li>2. Consider which variations, if adopted across the subsystems, are likely to advance or hinder REI</li> </ol> |  |
| Services Offered                    |   | <p>By subsystem, for each type of resource:</p> <ol style="list-style-type: none"> <li>1. Caseload per case manager mandated by contracts/regulation</li> <li>2. Clients served any given month/ total number of case managers supporting the program</li> </ol>   |

**Feedback from 01/18 WG Meeting:**

- None around availability of housing resources
- Check with DHS and TCP around case management resources.

#### 4. WHO RE-EXPERIENCES HOMELESSNESS?

There are likely two categories of analysis of households and individuals who re-experience homelessness:

- Households and individuals who exit the system without assistance and
- Households and individuals who received housing assistance to exit the system.

Given that the type and availability of housing resources vary significantly across the four subsystems, it may be helpful to understand if the rate at which people re-experience homelessness varies across the subsystems by type of housing assistance accessed during the prior experience of homelessness.

#### ANALYSIS: POTENTIAL APPROACHES &/OR METRICS

The cells highlighted below identify potential metrics that are likely readily available.

| Area of Analysis   | Potential Approaches<br>If metrics are not readily available or appropriate. | Potential Metrics  |
|--|--|--|
| People re-experiencing homelessness who did not receive housing assistance to exit the system during their initial engagement with homeless services |  | By subsystem:<br>1. Absolute number of households or individuals re-experiencing homelessness<br>2. Average number of months between prior exit and re-experience of homelessness                                    |
| People re-experiencing homelessness who received housing assistance to exit the system   |  | By subsystem, for each type of housing resource:<br>1. Absolute number of households or individuals re-experiencing homelessness<br>2. Average number of months between prior exit and re-experience of homelessness |
| Services Offered   |  | By subsystem, for each type of resource:<br>5. Caseload per case manager mandated by contracts/regulation<br>6. Clients served any given month/ total number of case managers supporting the program                 |

#### Feedback from 01/18 WG Meeting:

- Is there an opportunity to assess whether the housing assistance is culturally appropriate?
- Who do returns/reexperiencing homelessness look like for those individuals/households that are
  - exiting directly from ES or TH vs
  - receive any kind of housing assistance



## 5. HOW DO WE IMPROVE RACIAL EQUITY PRACTICES?

This section is particularly relevant for thinking through leadership and decision-making.

There are likely many formal aspects that should be evaluated on a system level and by org:

- Racial composition/demographic of frontline staff versus program and executive management teams,
- Number of BIPOC-led organizations providing services,
- Number of individuals with lived experience in decision-making roles (program and executive management teams), and
- Mechanisms in place for soliciting feedback from clients and front-line staff in planning initiatives.

### Feedback from 01/18 WG Meeting:

- Need to think through the roles and responsibilities of peers in the system, especially requirements for certifications or licenses that keep peers working in the system but rather proactively engaging and hiring peers.
- In fairness to case managers, they are being expected to prepare individuals for housing as well as identify housing for the same individuals. The system is hampered further by the challenges some of the folks are experiencing, with mental health being at the forefront for many. Hence, the need for hiring individuals who bring a diverse set of skills and experiences, both lived and educational.
- For smaller non-profits, the board composition is influential, so we should also look at that!

For the ICH in particular, it may also be helpful to think through the following:

- Composition of the Board/Members,
- Participation in Committee and Workgroup Meetings, and
- Composition and the roles and responsibilities of Committee/Workgroup Voting Slates

Additionally, **the most significant and frequent decision that is made at the ICH is related to agenda-setting.**

Agendas are generally set by Core Teams that are generally comprised of

- Committee/Workgroup Co-Chairs, and
- Staff from DHS, ICH, and TCP.

Finally, it may be useful to establish standards for surveying a percentage of clients and front-line staff to ensure the participation of clients and front-line staff in all planning activities led by the ICH.

### Feedback from 01/18 WG Meeting:

- All orgs should report out on their Board Members and Executive/Program Management teams
- How do we move away from checking boxes and ensuring that we make real and sustained advances in incorporating and integrating people with lived experience and front-line staff in decision-making roles?
- Where are we collecting our information from? There is a growing homeless population in areas of the District where we maybe weren't seeing many people experiencing homelessness previously.

## ANALYSIS: POTENTIAL APPROACHES &/OR METRICS

The cells highlighted below identify potential metrics that are likely readily available.

| Key Areas of Analysis                             | Potential Approaches<br>If metrics are not readily available or appropriate.   | Potential Metrics to Evaluate  |
|---|--|--|
| Composition of the Board                          | <p><b>Feedback from 02/15 Meeting:</b></p> <p>Vision:</p> <ul style="list-style-type: none"> <li>• Can we have as many consumer seats as provider seats?</li> <li>• Allows us to make sure we have all the sub-populations represented including women w/ lived experience, youth, family heads of households, Veterans</li> </ul>   | <p>Percentage of each category:</p> <ul style="list-style-type: none"> <li>• Government Agencies</li> <li>• Provider Representatives</li> <li>• Representatives with Lived Experience</li> <li>• Advocates</li> <li>• Business/Private Sector Representatives</li> </ul> <p><b>Feedback from co-chairs (02/02)</b><br/>What are we looking at beyond what is the percentage of each category:</p> <ul style="list-style-type: none"> <li>• Racial composition</li> <li>• Lived experience (what counts literal homelessness vs. housing instability vs. poverty vs. severe mental illnesses?)</li> <li>• Small BIPOC organizations included among our provider representatives?</li> </ul> <p><b>Feedback from 02/15 Meeting:</b><br/>Calculating the Baseline</p> <ul style="list-style-type: none"> <li>• Have members of the board identify themselves</li> <li>• Ask other jurisdictions how they approach this question (Kally will follow up with an example), RB identifies Louisiana as an example (LZ likely has more intel)</li> </ul> |
| Participation in Committee and Workgroup Meetings | <p><b>Feedback from co-chairs (02/02)</b><br/>What are we looking at beyond what is the percentage of each category:</p> <ul style="list-style-type: none"> <li>• What are the times we are hosting meetings?</li> <li>• Are we facilitating access, including meeting times and locations?</li> <li>• Are our contracts and program requirements allow front-line staff to join our meetings and define what we are tackling?</li> <li>• What does it mean for staffing models and access to the space/time that they need to participate?</li> </ul> | <p>Likely easier to evaluate the participation of</p> <ul style="list-style-type: none"> <li>• BIPOC-led organizations and</li> <li>• Representatives with lived experience</li> </ul> <p>It may be harder to assess the participation of</p> <ul style="list-style-type: none"> <li>• Individuals with lived experience and</li> <li>• Front-line staff</li> </ul> <p><b>Feedback from 02/15 Meeting:</b><br/>Yes, let's look at who is participating:</p> <ul style="list-style-type: none"> <li>• How do they identify?</li> <li>• Do they have lived experience?</li> <li>• Do they work for an organization that is BIPOC-led?</li> </ul>   |

| Key Areas of Analysis             | Potential Approaches<br>If metrics are not readily available or appropriate.   | Potential Metrics to Evaluate   |
|-----------------------------------|--|---|
| Voting Slates and Decision Making | <p>ICH Committees have voting slates that are established annually but are rarely activated.</p> <p>May be more meaningful to think about how Committees and Workgroups establish the agenda for ICH meetings. At this time, agenda setting is limited to core teams of ICH co-chairs and staff from DHS, ICH, and TCP.</p> <p>It may be most useful and appropriate to expand that nexus of power to include the Voting Slates.</p>   |   |
| Accessible Planning Processes     | <p>To ensure that planning is client-centered and responsive to the needs of front-line staff, it likely makes sense to adopt the standards soliciting feedback/surveying:</p> <ul style="list-style-type: none"> <li>• 10% of clients</li> <li>• 10% of front-line staff</li> </ul> <p>In the past, COHHO used to solicit feedback from clients on the Winter Plan at the N Street Village Community Room.</p> <p>How do we ensure Winter Planning integrates client feedback EARLY &amp; Consistently?</p> <ul style="list-style-type: none"> <li>• Wrap up hypothermia season</li> <li>• Mid-way through the planning process</li> <li>• Before we finalize the plan</li> </ul> <p>How to promote engagement at the leisure and availability of clients?</p> <ul style="list-style-type: none"> <li>• Should we have videos of the planning process? And</li> <li>• Online surveys that clients can complete at their leisure?</li> </ul> | <p><b>Feedback from 02/15 Meeting:</b><br/># of constituents with lived experience informing today's discussion: 6/27 = 22%.</p> <p>Is that sufficient?</p> <p>Let's ensure we think about Focus Groups!<br/>How many focus groups are reasonable?</p> <ul style="list-style-type: none"> <li>• Once a quarter?</li> <li>• How we are compensating focus group participants for their expertise!</li> </ul> <p>Surveying early enough to ensure the feedback is integrated!</p> |

| Key Areas of Analysis   | Potential Approaches<br>If metrics are not readily available or appropriate. | Potential Metrics to Evaluate   |
|---|--|---|
| <p><b>Feedback from 02/15 Meeting:</b></p> <p>Commitment to Racial Equity</p> |  | <p><b>Feedback from 02/15 Meeting:</b></p> <ul style="list-style-type: none"> <li>• Do you have a commitment? Yes/No,</li> <li>• What is the statement/commitment?</li> <li>• Has this been adopted by the Board?</li> <li>• Is this in your strategic plan?</li> <li>• What activities are underway to advance their commitment?</li> <li>• Do you have board recruitment and hiring practices that advance racial equity and inclusion?</li> <li>• How do you integrate this commitment into performance evaluations?</li> <li>• If not, why not? What kinds of support do you need to realize a commitment and take action on this front?</li> </ul> |