

1. Please provide the agency’s mission statement.

The mission of the DC Department of Human Services is to empower every District resident to reach their full potential by providing meaningful connections to work opportunities, economic assistance, and supportive services.

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

DHS does not have sufficient resources to meet the full statutory mandate of the HSRA to provide access to shelter during hypothermia. Meeting this mandate requires supporting continuous movement through the family shelter system. However, most families require assistance to exit shelter, and do so through FRSP, which is more cost effective than shelter but has become a significant spending pressure for DHS.

3. Please list all reporting requirements in the District of Columbia Code or Municipal Regulations that the agency is required to complete in FY 23 and FY 24, 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.

Monica

Citation	Description of the requirement	Deadline	Most recent submission [note date, month, year as appropriate]	Description of whether the agency is in compliance [“in compliance” or “pending”]
<i>D.C. Official Code § 4-754.53(c)</i>	<i>Report on Shelter Monitoring</i>	<i>Annually</i>	<i>1/31/23</i>	<i>Pending</i>
<i>D.C. Official Code § 4-756.04.</i>	<i>Report on data from the Interim Eligibility Program</i>	<i>Annually by February 1 to the ICH and DC Council</i>	<i>2/4/2023</i>	<i>Pending</i>
<i>D.C. Official Code § 4-771.01(e)</i>	<i>Report on the operations and services of the Homeless Prevention Program</i>	<i>Annually by January 1 to the DC Council</i>	<i>1/1/2023</i>	<i>Pending</i>
<i>D.C. Official Code § 4-753.08(c-1)</i>	<i>Report on Emergency Rental Assistance applications, approvals, denials, funds disbursed, appeals, and program funding</i>	<i>Monthly</i>	<i>1/30/24</i>	<i>In Compliance. Dashboard published January 2024. December report was posted to website. January report post TBD.</i>

4. Please list and describe any regulations promulgated by the agency in FY 23 or FY 24, to date, and the status of each.

Emergency Rental Assistance Program (ERAP), 29 DCMR § 7500, et seq. Final Rulemaking published August 5, 2022.

Background:

This Rulemaking revised standards to administer the District’s Emergency Rental Assistance Program (ERAP) to align with the Emergency Rental Assistance Reform Temporary Amendment Act of 2021, effective February 18, 2022 (D.C. Law 24-60; 68 DCR 13214) (the “Amendment Act”), to reform ERAP to aid tenants in their recovery from the Covid-19 public health emergency and to reduce administrative barriers to ERAP payments for tenants in need. The Amendment Act amended the Homeless Services Reform Act of 2005 (HSRA), effective October 22, 2005, to include new eligibility requirements, standards for total payments of ERAP funds, and modified standards during a public health emergency. This rulemaking clarified the new standards and ERAP operations as required under the Emergency Act.

Targeted Affordable Housing (TAH) Program, 29 DCMR § 2570 – 73. Final Rulemaking published July 7, 2023. The purpose of these rules was to amend the existing Chapter 25 of the DC Municipal Regulations to include requirements and procedures for the DHS Targeted Affordable Housing Program, which supports individuals and families in maintaining housing with a permanent housing voucher. Chapter 25 includes the main body of regulations implementing the Homeless Services Reform Act of 2005 (“HSRA”) (effective October 22, 2005, D.C. Law 16-35, D.C. Official Code § 4-751.01, et seq.) and governing the District’s homeless services programs administered by DHS. These rules also satisfy the Agency’s requirement under the Local Rent Supplement Program Enhancement Emergency Amendment Act of 2021, to promulgate emergency 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.” See section 2042(b)(3) of the Fiscal Year 2022 Budget Support Emergency Act of 2021, effective August 23, 2021 (D.C. Act 24-159; 68 DCR 8602).

Medicaid Housing Supportive Services (HSS) and Provider Certification Standards, 29 DCMR § 7400, et seq. 4th Emergency and Final Rulemaking deemed approved February 2, 2024 and with OPLA for final review. These 4th emergency and final rules establish standards to administer the new 1915(i) State Plan Home and Community-Based Services (HCBS) Housing Supportive Services (HSS) benefit and conditions of participation for entities delivering these services. HSS are services that focus on helping District Medicaid beneficiaries who are homeless or at risk of homelessness find and maintain permanent housing in the community, build independent living and tenancy skills, and connect them to community resources. The benefit is targeted to people with disabilities or complex health needs, who often experience significant barriers to accessing care and housing. DHS will operate the new HSS benefit in conjunction with the District Department of Health Care Finance (DHCF). DHCF adopted corresponding rules in Chapter 103 (Medicaid Reimbursement for Housing Supportive Services) Title 29 (Public Welfare) of the DCMR. These rules establish HSS eligibility, enrollment procedures, provider requirements, provider certification procedures, and rates for provider reimbursement under the District’s Medicaid program. In addition, for the purpose of maintaining uniform housing-related supportive services standards between HSS and the Permanent Supportive Housing (PSH) programs, these rules also establish reimbursement rates for PSH services in Chapter 25.

Family Re-Housing and Stabilization Program (FRSP), 29 DCMR § 7800 et seq. Emergency and Proposed Rulemaking. Pre-approved by OPLA; certified for legal sufficiency by the Office of the Attorney General (OAG) Legal Counsel Division (LCD); currently under OPLA review. The purpose of these proposed rules is to amend the existing Chapter 78, which was adopted via a final rulemaking published at 63 DCR 5273 on April 8, 2016. Chapter 78 established the District’s Family Re-Housing and Stabilization Program (FRSP). FRSP provides time-limited rental assistance to District residents who are experiencing homelessness or are at risk of experiencing homelessness. Families are offered a range of services, tailored to the unique needs and strengths of the entire household, to assist them in achieving greater housing stability and economic security, including: individualized case management services, housing identification, connection to government and community-based resources, and time-limited rental subsidies.

- This rulemaking revises the FRSP rules to reflect the Department’s response to the shifting needs of housing-insecure District residents and the limited resources available to meet this challenge. These rules also implement the Family Re-Housing Stabilization Protection Temporary Amendment Act of 2023, effective November 28, 2023 (D.C. Law 25-75; 70 DCR 13812).
- *Flexible Rent Subsidy Pilot Program (DC Flex Program), 29 DCMR § 7900 et seq. Emergency and proposed rulemaking published August 11, 2023. Second Emergency and Final Rulemaking pending OPLA certification.*

The purpose of these rules is to update the existing Chapter 79, which contains rules for the Flexible Rent Subsidy Pilot Program (“DC Flex Program”), which is a time-limited financial assistance pilot program that provides up to a five (5)-year benefit to eligible households to support their ability to pay monthly rental expenses, especially during periods of income volatility, to promote long-term housing stability. Among other changes, these updated rules authorize the Department to operate the DC Flex Program for adult-only households in addition to the family households (adults with dependent children) that are authorized under the existing rules. The updated rules also further expand eligibility by reducing the minimum age for a Program applicant from twenty-one (21) to eighteen (18) years.

Designated Isolation and Quarantine Sites, 29 DCMR § 2200 et seq. Final rulemaking approved and certified by OPLA and being prepared for publication.

The purpose of these emergency rules is to establish authority for the District to continue to operate designated isolation, quarantine, and mitigation sites as part of the public health response to the ongoing 2019 Novel Coronavirus Disease (COVID-19) pandemic to prevent and control the spread of communicable diseases that are communicable by air or casual contact among District of Columbia residents experiencing or at risk of experiencing homelessness. The District first established the COVID-19 Isolation and Quarantine Program (“ISAQ”) and the Pandemic Emergency Program for Medically Vulnerable Individuals (“PEP-V”) following the Mayor’s declarations of a public emergency and public health emergency pursuant to the Public Emergency Act of 1980, D.C. Official Code §§ 7-2304 and 7-2304.01, and through Mayor’s Orders 2020-045 and 2020-046, dated March 11, 2020, and subsequent orders extending those declarations.

The continued operation of designated isolation, quarantine, and mitigation sites was vital to the public health of District residents, particularly those experiencing homelessness. These rules authorized the Department to designate available sites where individuals may isolate and quarantine following a positive test result for COVID-19, and upon exhibiting symptoms of a

communicable disease that is communicable by air or casual contact, as well as designated sites to shelter individuals experiencing homelessness in the District who are at a high risk of severe health-related outcomes from contracting COVID-19. In addition, these rules authorized the Department to immediately transfer an individual who receives a positive test result for COVID-19, and upon exhibiting symptoms of other communicable diseases that are communicable by air or casual contact, from a District homeless shelter to a designated isolation and quarantine site, in accordance with current public health guidance and in consultation with the District's Department of Health.

Office of Migrant Services, 29 DCMR § 11300 et seq. Emergency and proposed rulemaking pending OAG LCD legal certification and OPLA certification.

These emergency and proposed rules establish standards to administer the new Department of Human Services (DHS) Office of Migrant Services (OMS). DHS administers OMS programs to provide services and supports to recent immigrants to the United States, including a reception center, temporary lodging, personal necessities, and referrals to other services. These rules also establish eligibility and termination criteria for OMS programs.

Emergency action is necessary to promote the immediate preservation of the health, safety, and welfare of migrants arriving in the District following their entry into the United States. Over the past year, several states have chartered buses from the southern border to transport thousands of recent migrants to the District. This influx of migrants into the District creates conditions that, absent the emergency direction of supports and resources, will soon exceed the District government's capacity to provide appropriate and humane care for arriving migrants while maintaining necessary and appropriate levels of human services for District residents, particularly access to lodging and other services for residents experiencing homelessness. As a result of the current situation, the District government must take emergency action to provide for the public health, safety, and welfare.

Peer Case Manager Certification, 29 DCMR § 11400 et seq. Emergency and proposed rulemaking pending OPLA certification.

These rules establish the Department's Peer Case Management Institute (PCMI) and the requirements for training and certifying Peer Case Managers. The PCMI will train Peer Case Managers with lived experience of homelessness for employment by Department-funded Continuum of Care (CoC) homeless services agencies, including providers of Medicaid-reimbursable housing stabilization and housing navigation services, low-barrier shelter providers, and other providers in the homeless services field. These rules establish PCMI eligibility criteria, the application and selection process, requirements for PCMI classroom and field practicum training, and requirements for the awarding of the Peer Case Manager Certification.

Career Mobility Action Plan (Career MAP) Program, 29 DCMR § 13000, et seq. Second Emergency and Proposed Rulemaking published February 17, 2023.

The Second Emergency and Proposed Rulemaking updated the manner in which benefits and income were determined based on experience launching the program under the First Emergency Rulemaking. While the Agency did not receive any public comments to the original Emergency and Proposed Rulemaking, upon implementing the program, the Agency discovered certain aspects of the Rulemaking did not operate as intended and other aspects were not operationally

feasible. Specifically, the original Rulemaking: (1) resulted in customers being rewarded for increases solely in their unearned income when there is no earned income, which is not consistent with the legislative intent; (2) did not allow the Agency to consider more current income information when ESA records are out-of-date; and, (3) was not operationally feasible to manage as related to accounting for overpayment recoupments in ESA programs.

Career Mobility Action Plan (Career MAP) Program, 29 DCMR § 13000, et seq. Final Rulemaking published June 9, 2023.

The final rulemaking adopted new Chapter 130 (Career Mobility Action Plan) of Title 29 (Public Welfare) of the District of Columbia Municipal Regulations (“DCMR”). The rules established standards to administer the District’s Career Mobility Action Plan (“Career MAP”) program. Through the Career MAP program, the Department provides supports and services to remove obstacles that low-income District households confront as they pursue higher income through employment. The rulemaking sets the initial and ongoing eligibility requirements, defines the available supports and services, and establishes the grounds for Career MAP sanctions.

Career Mobility Action Plan (Career MAP) Program, 29 DCMR § 13000, et seq. Emergency and Proposed Rulemaking under review.

The Rulemaking amends the current Career MAP regulations to:

1. Allow the Agency to direct its limited resources to households that would not qualify for other permanent housing solutions; and
2. Eliminate an administratively burdensome escrow fund provision that acts as an unintended disincentive to Career MAP participants.

To ensure the program’s limited resources are directed towards households most able to benefit from the program, DHS needs authority to limit the lottery to households that will be less likely to exit the program to another housing assistance program. Additionally, in practice, the Program has discovered that the policy of using escrow funds to meet past-due rent obligations is administratively burdensome and acts as an unintended disincentive to program participants.

Fiscal Year 2023 Temporary Assistance for Needy Families Payment Levels, Proposed published December 2, 2022. Final published February 17, 2023.

The cash assistance payment rates increase each fiscal year pursuant to District law (D.C. Official Code § 4-205.52) based on the consumer price index. DHS is required to update its corresponding regulations at 29 DCMR § 7200 and 29 DCMR § 5814.5 to notify the public of the updated dollar amounts for the cash assistance program payment levels.

Fiscal Year 2024 Temporary Assistance for Needy Families Standards of Assistance Proposed Rulemaking, under review.

The proposed rulemaking modifies the District of Columbia’s public assistance standards of assistance applicable to District of Columbia residents who participate in the Temporary Assistance for Needy Families (TANF) program, General Assistance for Children (GAC), Interim Disability Assistance (IDA), and the Program on Work, Employment, and Responsibility

(POWER) public benefit programs. The rule proposes increasing the standards of assistance to the Federal Poverty Guidelines.

The standards of assistance are meant to represent the minimum needs of public assistance benefit recipients including a portion of basic costs of food, clothing, shelter, household and personal items, and certain transportation costs. *See* D.C. Official Code § 4-205.52(c). DHS recently adopted rules on an emergency basis updating the legacy standards of assistance to match the Fiscal Year 2024 (FY24) public assistance payment levels to prevent households with countable income between the legacy standards of assistance and the FY24 payment levels from losing eligibility for public assistance.

The proposed rule updates the standards of assistance to align with the 2022 Federal Poverty Guidelines. Federal Poverty Guidelines are updated periodically in the Federal Register by the U.S. Department of Health and Human Services under the authority of 42 U.S.C. § 9902(2). The federal poverty guidelines are based on the official poverty measure established by the U.S. Census Bureau. Poverty guidelines indicate the least amount of income an individual or family needs to meet their basic needs. Individuals with income below the specified amount for the applicable family size are considered poor. The Federal Poverty Guidelines are updated annually using the Consumer Price Index for All Urban Consumers for all items from the preceding calendar year, to reflect changes in the basic costs of food, clothing, shelter, household and personal items and certain transportation costs. Aligning the standards of assistance with the Federal Poverty Guidelines ensures that the District is determining eligibility using an accurate depiction of public assistance applicant income thresholds.

Fiscal Year 2024 Temporary Assistance for Needy Families Emergency and Proposed Standards of Assistance and Payment Levels Rulemaking, under review.

The rulemaking modifies the District of Columbia's public assistance standards of assistance and payment levels applicable to District of Columbia residents who participate in the Temporary Assistance for Needy Families (TANF) program, General Assistance for Children, Interim Disability Assistance (IDA), and the Program on Work, Employment, and Responsibility (POWER) public benefit programs. The rule increases the payment levels by the Consumer Price Index for All Urban Consumers for all items from the preceding calendar year in accordance with D.C. Official Code § 4-205.52(d-1)(2). In addition, the rule modifies 29 DCMR § 5814.5 to direct the application of the modified payment levels for public benefits, pursuant to Chapter 72.

This year, the statutorily mandated increases to the public assistance payment levels would have resulted in the payment levels exceeding the standards of assistance, which have remained static since 1986. The standards of assistance are meant to represent the minimum needs of public assistance benefit recipients including a portion of basic costs of food, clothing, shelter, household and personal items, and certain transportation costs; whereas, the payment levels are the maximum amount that the District will provide to an assistance unit. *See* D.C. Official Code § 4-205.52(c); *Quattlebaum v. Barry*, 671 A.2d 881 (D.C. 1995). To qualify for public assistance, assistance units must pass both a standards of assistance test and a payment level test. D.C. Official Code § 4-205.10. If the payment levels exceed the standards of assistance, it would be possible for a household with income below the payment level to be determined ineligible for assistance because its income exceeds the standard of assistance.

Accordingly, the rule also updates the standards of assistance to align with the payment levels.

5. Please explain any significant impacts on your agency of any legislation passed at the federal or local level during FY 23 and FY 24, to date.

Local:

Title I and II of the Emergency Rental Assistance Reform and Career Mobility Action Plan Program Establishment Amendment Act of 2022, enacted January 10, 2023 (DC Act 24-725; 70 DCR 538) (“the Act”). The Act has been submitted to Congress and its projected law date is March 16, 2023.

Title I makes permanent previous temporary amendments to the Homeless Services Reform Act of 2005 that established higher award amounts and streamlined eligibility determination processes for the Emergency Rental Assistance Program. In addition to maintaining ERAP amendments that had been enacted in response to the COVID-19 pandemic, the ERAP provisions also amend section 501 of the Rental Housing Act of 1985. Under these amendments, an eviction proceeding for nonpayment of rent shall be stayed pending the outcome of an application for ERAP assistance. In some circumstances, the landlord must push back a scheduled eviction date at least three weeks to allow the application to be processed.

Title II authorizes DHS to establish and administer the Career MAP program to reduce and remove obstacles that low-income households confront as they pursue higher incomes through employment, including a decrease in public benefits that may result from an increase in a household's income. The legislation authorizes DHS to provide non-entitlement support services to offset loss of other benefits, address short-term household emergencies, and support career advancement activities, subject to funding availability, for up to five years to low-income District residents currently participating in other housing assistance programs; issue grants to service providers to administer aspects of the program; create additional eligibility criteria and select participants through an application and lottery process; promulgate rules; and, disregard Career MAP benefits in eligibility and benefit calculations performed under the District's Public Assistance Act. The legislation also sets forth confidentiality provisions, provides for fair hearings consistent with procedures under the Homeless Services Reform Act of 2005, and requires DHS to provide written notice of adverse actions.

This legislation allowed DHS to move forward with implementing the Career MAP program. It also provides DHS with the necessary flexibility to ensure that program benefits can be provided in a way that prevents families from losing resources before they can attain higher earnings that give them an opportunity to advance into the middle class.

GIVE SNAP A RAISE (DC Act 24-733): This legislation was passed subject to appropriations effective March 10, 2023 and was not funded. The Fiscal Impact statement concluded that the Bill required \$51.2 million in Fiscal Year (FY) 23 and a total of \$213.2 million over the four year FY23-FY26 budget and financial plan to implement. The FY23-FY26 budget and financial plan had insufficient funds to implement. If it is ever funded, the law will, update all references to "Food Stamps" in the District Food Stamp Expansion Act of 2009 to "SNAP;" and, create a locally-funded food assistance benefit equal to 10% of a Supplemental Nutrition Assistance Program (SNAP) household's maximum Federal SNAP benefit for its household size. For households

entitled to the District-funded minimum SNAP benefit to bring their food assistance up to at least \$30, the new locally-funded "raise" benefit would be paid in addition to the minimum benefit.

If the legislation is funded, it will help alleviate food insecurity for District residents. Today, approximately 8,000 households received the Local SNAP Supplement (LSS), which brings the minimum SNAP benefit to \$30. If funded, all 80,000 households in the District would receive a local supplement equal to ten percent of the maximum SNAP grant for their household size.

Fiscal Year 2024 Budget Support Act of 2023, Section 7102 (DC Law 25-50): This legislation, effective September 6, 2023, funded a benefit similar to the unfunded Give SNAP a Raise legislation. It allocated one-time funds of \$39,612,000 to DHS to provide each household participating in Federal SNAP a locally-funded benefit not to exceed 10% of the household's Federal maximum monthly SNAP allotment from January 1, 2024 through September 30, 2024. Implementation of the new benefit requires significant system and policy development, system testing, and staff training. The capped budget with unlimited entitlement to participation creates administrative complexity.

Migrant Services and Supports Temporary Amendment Act of 2022, D.C. Law 25-72. This legislation effective December 21, 2022 and which has been extended through July 10, 2024 provides the Mayor with the necessary authority to implement services and supports for recent immigrants to the United States who are present in the District.

Through the creation of the Office of Migrant Services (OMS), DHS has helped to receive and process 2,206 migrants arriving on 57 buses since October 6, 2022. As of February 2, 2023, OMS has provided accommodations for 293 families (comprising of 1,003 individuals) in temporary lodging. OMS provides food and safe shelter, case management services, access to services such as: medical treatment, vaccinations. school enrollment and connections to legal services.

Migrant Services Eligibility Clarification Emergency and Temporary Amendment Acts of 2023, D.C. Act 25-69 and D.C. Law 25-29. This legislation which is set to expire March 1, 2024 clarified eligibility criteria and detailed additional services to be provided by OMS. It also amended the HSRA to clarify eligibility for immigrants accessing homeless services in the District.

Family Re-Housing Stabilization Protection Emergency and Temporary Amendment Acts of 2023, D.C. Act 25-196 and D.C. Law 25-75. This legislation, which is set to expire July 10, 2024, amended the HSRA to establish extension criteria for clients in the Family Re-Housing and Stabilization Program (FRSP). This legislation forced DHS to halt significant revisions to program requirements and operations, further delaying planned exits from the program that had been slowed since the initial effects of the COVID-19 pandemic in 2020.

Emergency Rental Assistance Funds Reporting and Notice Requirements Amendment Act of 2023, D.C. Law 25-50. This legislation amended the HSRA to require the Mayor (via Mayor's Order, DHS) to produce monthly reports on program applications and expenditures. It required

one month of public notice before closing the program in anticipation of funding exhaustion and also required quarterly reports on the need for rental assistance once funding has been exhausted.

Federal:

The Consolidated Appropriations Act, 2023, Pub. L. No. 117-328: This Act sets the sunset dates for Emergency Supplemental Nutrition Assistance Program (SNAP) benefits, creates a summer EBT program, and sets the start of the unwinding period for Medicaid continuous enrollment.

Sunset of Emergency Allotments

- DC will be paying out **~\$14M** less in benefits every month, or **~\$168M** less per year, with a total of **~\$372M** in benefits between April 2020 and February 2023. This will affect purchasing power for residents, especially during a period of inflation and high food prices. It will also affect the local economy since this money is generally spent quickly at local food stores.
- Every family receiving SNAP will feel the impact of this loss; that represents **~90k** households who will now have a harder time accessing food
- The loss of EA will vary among households depending on the difference of their SNAP grant and the maximum federal allotment. Some families may only feel the loss of \$10, while another may see hundreds disappear each month.

Summer EBT/P-EBT Sunset

- Summer **EBT** means the final end to **P-EBT**
 - **P-EBT** paid over **85K** children over **\$60M** during FY 21-22, which will also be a loss to the same District families missing other benefits
 - Summer 2022 **P-EBT** paid each eligible child **\$391**
- The new Summer **EBT** program is extremely difficult to administer and will pay residents only a fraction of the benefit of Summer P-EBT
 - Summer **EBT** will only provide **\$40** per month per eligible child (**\$120** if they are eligible for the entire summer)
 - It also excludes children under the age of 6 who are not enrolled in school
- The program becomes much more difficult to administer
 - The program used to be 100% paid by FNS/USDA, but Summer EBT will only be paid 50%
 - Funding is not guaranteed across fiscal years, which makes it difficult to manage a seasonal program that requires a call center
 - Benefits must all be paid by September 30 each year, which is usually when the benefits are distributed. This means that on the first day of the most difficult work (handling customer inquiries, corrections, and complaints), funding is not guaranteed or secured.

Unwinding for Medicaid continuous enrollment

- **Workload**
 - Medicaid provides services for **~305k** individuals in the District, which is an increase, partially due to the requirement to continue all Medicaid benefits automatically.

- Prior to the start of the pandemic, the caseload had been ~**254k**, so there was a 20% increase in caseload during the PHE.
 - Given current enrollment, an estimated **80k Medicaid** cases (including cases with family members whose eligibility is determined together) due for renewal over the next year **cannot be redetermined without additional information**. These are referred to as non-passive renewals, which may require service center assistance.
 - The remaining **112k** will be redetermined automatically, based on data that DC can obtain through data sources we already use.
- **Coverage**
 - With the advent of renewals, there will be customers who no longer qualify for Medicaid who have been receiving coverage for some amount of time. We are expecting **at least 10% of Medicaid beneficiaries** may lose coverage due to ineligibility over the course of the year, as the renewals are staggered by initial application month.
 - Some customers will also experience a gap in coverage, even though they will retain eligibility, because they either do not recertify, or they recertify too late. It is not possible to estimate this number with the information available in this ever-changing landscape.

6. What are the agency's top five priorities? Please explain how the agency expects to address these priorities in FY 24.

See attachment 6/7.

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.

See attachment 6/7.

8. Please describe any new initiatives or programs that the agency implemented in FY 23 and FY 24, 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.

Prevention/Diversion. For the past 5 years the homelessness prevention program for families has thrived – but we did not have an equivalent for single adults. Through our streamlining intake initiative, we have expanded access to our Project Reconnect diversion program to more than double the number of diversions for single adults in FY23. This is funded through the budget for Streamlining Intake and Project Reconnect.

Non-Congregate Shelter. When diversion is not possible, we are building a robust emergency services system where we provide safe shelter to everyone who needs it. Thanks to our purchase of E Street, we will be able to provide non-congregate shelter for the first time. This will allow individuals who are medically vulnerable or individuals who cannot be served in low-barrier shelter because they have adult family members of a different gender or were not able to seek congregate care, will have a place to go. This site will build on the lessons we learned from our Pandemic Emergency Program for Medically Vulnerable

individuals which served 2,396 individuals from May 2020 to December 2023. We are also working to strengthen our emergency shelter system. For the past three years, we have given our shelter residents a safe place to be 24 hours a day, seven days a week. The funding for the E Street purchase was through the Capitol Operations budget.

Peer Case Management Institute. To allow our housing system to grow and function, we need to invest in talent to ensure that we have enough trained case managers working in our system. This January we partnered with Howard University’s School of Social Work to launch the Peer Case Management Institute. This institute will offer classroom-based and field-based training to individuals with lived experience of homelessness to become the next generation of case managers in our homeless services system. The funding for the Peer Case Management Institute is from

Operation Make Movement. In order to utilize all of the FY22 and FY23 housing vouchers, we needed to create more case management capacity to support residents through the lease up process. Through Operation Make Movement, we trained 30+ case managers from throughout the CoC to complete the voucher application. This enabled residents to complete their voucher application earlier in the process – right after being matched through CAHP and before being assigned to a PSH case manager – so that they could more quickly start their housing search. Between February 2023, when we launched Operation Make Movement, and December 30, 2023, 600+ voucher applications were submitted through this revised process and more than half of these have been approved by DCHA.

Office of Migrant Services (OMS). Investments in program development and staff expansion have strengthened our ability to effectively serve more Migrant families and children via reception, respite, meals, temporary accommodations, assistance with urgent medical care, transportation, and access to resettlement and translation services. During FY23 and FY24, DHS focused on establishing processes, rules, and protocols to improve services and better support families. Additionally, in October 2023, OMS piloted a navigator program in partnership with CARECEN. The program consisted of a series of workshops that covered topics from legal rights to financial literacy. The program awarded a total of 49 \$1,000 stipends to individuals at temporary lodging which supported their path to self-sufficiency. This pilot was conducted at no cost to DHS, leveraging partnerships and third-party grants directly awarded to CARECEN. With this pilot, OMS was able to extract lessons learned as we roll out new programing for FY24 and FY25.

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.

See below and attachment 9.

Division	Name, Title	Roles/Responsibilities	FTEs on board (as of 2/6/24)	Vacant/ Frozen*(as of 2/6/24)	FTEs (as of 2/6/24)
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Economic Security Administration (ESA)	Anthea Seymour, Administrator	ESA determines and maintains eligibility for cash, food, childcare, and medical benefits. ESA also, through a Two Generational approach, administers the Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) Employment and Training programs, which provides employment and training-related activities designed to improve long-term employability and sustaining income.	763	106	869
Family Services Administration (FSA)	Rachel Pierre, Administrator	FSA provides an array of social services and supports for District residents to solve crises, strengthen families, and connect residents to resources and programs to improve their well-being. FSA manages a system of care to make homelessness rare, brief, and non-recurring; administers a system of services and supports for youth who are at-risk of court involvement, school disengagement, homelessness and repeat teen pregnancy; and provides crisis-intervention services for families and refugees.	337	45	382
Office of the Director (OD)	Tania Mortensen, Chief Operating Officer	The Office of the Director provides executive management, policy direction, strategic and financial planning, human capital management, information technology, capital programs, legislative and community relations, legal guidance, and performance management. The Office of Program Review, Monitoring, and Investigation includes agency risk management, fraud investigation, homeless shelter monitoring, and a quality control division.	164	31	195
Total			1,264	182	1,446

* Does not include OCFO or other agency positions that are funded within DHS budget

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

DHS did not make any changes to the organizational chart in FY23.

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.

Please see attachment 11.

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.

Not applicable.

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 23 and FY 24, to date;

Please see attachment 13a.

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 23 and FY 24, to date;

Please see attachment 13b.

c. A list of travel expenses, arranged by employee for FY 23 and FY 24, to date, including justification for travel;

Please see attachment 13c.

d. A list of total workers' compensation payments paid in FY 23 and FY 24, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.

Workers' Compensation	Financial Type		
	Medical	Indemnity	Total
Fiscal Year			
FY 2023	\$12,217.38	\$7,729.32	\$19,946.70
FY 2024	\$5,373.43	\$497.64	\$5,871.07
Total	\$17,590.81	\$8,226.96	\$25,817.77

14. For FY 23 and FY 24, to date, what was the total agency cost for mobile communications and devices, including equipment and service plans?

FY23 Expenditures: \$2,489,233.72

FY24 Budget: \$2,123,361.00

15. Please separately list each employee whose salary was \$100,000 or more in FY 23 and FY 24, 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.

See attachment 15.

16. Please list in descending order the top 25 overtime earners in your agency in FY 23 and FY 24, 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.

See attachment 16.

17. For FY 23 and FY 24, 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.

See attachment 17.

18. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. Please note if the agency is currently in bargaining and the anticipated date of completion of each agreement in bargaining.

AFSCME - Comp 1 and 2, October 01, 2021 – September 30, 2025

[PR24-0645-Introduction.pdf \(dccouncil.gov\)](https://lims.dccouncil.gov/downloads/LIMS/49342/Introduction/RC24-0161-Introduction.pdf)

AFGE – Local 1403, through September 30, 2023

<https://lims.dccouncil.gov/downloads/LIMS/49342/Introduction/RC24-0161-Introduction.pdf?Id=137249> (Currently in bargaining)

19. For FY 23 and FY 24, to date, please list all intra-District transfers to or from the agency.

See attachment 19/22.

20. For FY 23 and FY 24, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:

See attachment 20.

- a. The revenue source name and code;**
- b. The source of funding;**
- c. A description of the program that generates the funds;**
- d. The amount of funds generated by each source or program;**
- e. Expenditures of funds, including the purpose of each expenditure; and**
- f. The current fund balance.**

21. For FY 23 and FY 24, to date, please list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.

Please see attachment 21.

22. Please list and provide a copy of all memoranda of understanding (“MOU”) entered into by your agency during FY 23 and FY 24, 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.

Please see attachment 19/22.

23. Please list all open capital projects and capital projects in the financial plan under the agency’s purview, including the amount budgeted, actual dollars spent so far, any remaining balances, and the status of the project. In addition, please provide a description of any projects which are experiencing delays or which require additional funding.

Please see attachment 23.

24. Please provide a table showing your agency’s Council-approved budget, revised budget (after reprogramming’s, etc.), and actual spending, by program, activity, and funding source for FY 23 and FY 24, to date. Please detail any over- or under-spending and any federal funds that lapsed.

Please see attachment 24.

25. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY 24 or FY 24. For each, include a description of the need and the amount of funding requested.

DHS works with the Mayor’s Office of Budget and Performance Management and the Office of the Deputy Mayor for Health and Human Services to develop our annual budget. The FY24 and upcoming FY25 agency budgets submitted as part of the Mayor’s budget submissions reflect those efforts.

26. Please list, in chronological order, each reprogramming that impacted the agency in FY 23 and FY 24, to date, including those that moved funds into the agency, out of the agency, and within the agency. For each reprogramming, list the date, amount, rationale, and reprogramming number.

Please see attachment 26.

27. Please list each grant or sub-grant received by the agency in FY 23 and FY 24, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.

Please see attachment 27.

28. 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?

Please see attachment 28.

29. Please list each contract, procurement, and lease entered into or extended by your agency during FY23 and FY 24, to date. For each contract, please provide the following information where applicable:

Please see attachments 29a and 29b. For contracts, contract performance evaluations can be found in the Contractor Performance Evaluation System. Viewers may need to request access from OCP. <https://dcgovict.sharepoint.com/sites/ocp-cpes/Lists/CPES%20Scorecard/Completed%20e Vals.aspx>

- a. The name of the contracting party;*
- b. The nature of the contract, including the end product or service;*
- c. The dollar amount of the contract, including amount budgeted and amount actually spent;*
- d. The term of the contract;*
- e. Whether the contract was competitively bid;*
- f. The name of the agency's contract monitor and the results of any monitoring activity; and*
- g. The funding source.*

30. What is your agency's current adjusted expendable budget for CBE compliance purposes? How much has been spent with SBEs or CBEs? What percent of the agency's current adjusted expendable budget has been spent with SBEs or CBEs?

DHS's FY24 adjusted expendable budget for CBE Compliance Purposes is \$32,743,882.82; as of 2-6-2024, DHS has spent \$15,768,487.21 with SBE/CBEs, 48% of the adjusted expendable budget.

31. 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.

Please see attachment 31.

32. 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 23 or FY 24, 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.).

See attachment 31/32.

In addition, fellow coworkers filed complaints about employee A.C. regarding their conduct and performance during an overtime assignment. Employee A.C. was barred from working overtime assignment until complaints could be investigated. Union filed grievance alleging this violated employee's rights.

33. Please list the administrative complaints or grievances that the agency received in FY 23 and FY 24, 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 23 or FY 24, to date.

FY23: Grievance, Local 2401, Alleged Overtime Violation - Development of Overtime SOP (in progress).

FY23: Grievance, Local 2401, Alleged Career Ladder Violation – Provide quarterly updates to Local 2401 on status of budget/ career ladder promotions

FY24: N/A

34. Please list and describe any spending pressures the agency experienced in FY 23 and any anticipated spending pressures for the remainder of FY 24. Include a description of the pressure and the estimated amount. If the spending pressure was in FY 23, describe how it was resolved, and if the spending pressure is in FY 24, describe any proposed solutions.

In FY23, DHS received contingency funding for the routine operations of the Office of Migrant Services (\$44M). DHS also received contingency to resolve funding pressures in the Family Rapid Re-Housing Stabilization Program (\$10.2M) plus shifted savings from other areas to Shelter Operations. In addition, despite additional budget added in FY23, the need for the Emergency Rental Assistance Program surpassed the budget.

In FY24, DHS has spending pressures in the Family Re-Housing Stabilization Program (\$25.2M), Shelter Operations (\$4M), TANF cash assistance (\$19M), and personnel (\$6M). DHS will apply any available TANF block grant carryover funds and TANF contingency to the spending pressures and is assessing other solutions for the remaining gap. DHS will also delay hiring and reduce overtime as needed to reduce the personnel funding gap.

35. Please provide the number of FOIA requests for FY 23, and FY 24, 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.

For FY23, DHS received 49 FOIA requests throughout the fiscal year. Of those 49 requests, 21 were granted, 1 was partially granted, 2 were denied, 1 was withdrawn, 16 were referrals to other agencies, 4 did not produce any responsive records, and 4 were pending, as of September 30, 2023. The average response time was 17 days. For FY23, the estimated cost of DHS' FOIA compliance is \$50,400.

For FY24, DHS received 31 FOIA requests, as of February 5, 2024. Of those, 9 requests have been granted, 3 have been partially granted, 8 requests were referrals to other agencies, 3 requests did not produce any records, 4 are pending, and 4 are awaiting clarification from the requester. The average response time is 17 days. The average number of FTE's required to process requests ranges from 2 FTEs to 10 FTEs depending on the size and complexity of the individual FOIA request. Each FOIA request takes at least eight (8) hours and some take longer depending on the size and complexity of the FOIA request. To date, the estimated cost of DHS' FOIA compliance is \$22,594 for FY 2024.

36. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency that were completed during FY 23 and FY 24, to date.

<p>2023 Annual Safeguard Security Report (SSR) – Internal Revenue Service (IRS)</p>	<p>Recipient agencies that legally receive federal tax information (FTI) directly from either the IRS or from secondary sources (e.g., Social Security Administration [SSA], Office of Child Support Enforcement [OCSE]), pursuant to IRC 6103 or by an IRS-approved exchange agreement, must have adequate programs in place to protect the data received, and comply with the requirements set forth in IRS Publication 1075, Tax Information Security Guidelines For Federal, State and Local Agencies. This annual report certifies that any outstanding actions identified by the IRS Office of Safeguards from the prior year's SSR have been addressed.</p>
<p>FY 2023 Recipient Integrity Management Evaluation (ME)</p>	<p>The Office of Quality Assurance (OQA) conducted the FY 2023 Recipient Integrity Review Management Evaluation (ME) for the first quarter of FY 2022. The purpose of this review was to determine State agency compliance with Federal statutory law and implementing regulations, and policies and directives applicable to the federally funded SNAP. This includes but is not limited to: Identifying regulatory deficiencies and vulnerabilities in the prevention, detection, and pursuance of SNAP fraud to ensure proper treatment and due process is afforded to SNAP recipients.</p>
<p>Audit of the District of Columbia Agencies' Overtime Usage (OIG No. 22-1-03MA)</p>	<p>The Office of Inspector General (OIG) identified this engagement due to increases in District agencies'</p>

	<p>overtime budgets and spending, and the effect that relying on overtime may have on District operations. Based on a preliminary risk assessment, the OIG focused on nine District agencies with some of the highest overtime expenditures, and that had employees who doubled their annual compensation in overtime pay. This audit focused on planning, management, and oversight of overtime at the nine agencies during Fiscal Year (FY) 2021.</p>
<p>FY 2022 Single Audit of Federal Awards Programs</p>	<p>This is the FY 2022 Single Audit of Federal Awards Programs awarded to DHS. Link to Single Audits: https://cfo.dc.gov/page/single-audit-reports</p>
<p>Quality Control (QC) Management Evaluation (ME) Review of the District of Columbia's Supplemental Nutrition Assistance Program (SNAP) QC</p>	<p>The purpose of the review was to verify the District's compliance with Federal regulations governing the QC review process, provide technical assistance and promote a collaborative partnership with the District of Columbia</p>
<p>FY 23 District of Columbia SNAP Quality Control Management Evaluation Report</p>	<p>The Food and Nutrition Service (FNS) is legislatively mandated to monitor program administration and operation of its Supplemental Nutrition Assistance Program (SNAP). Program oversight is a fundamental role of FNS and occurs continuously throughout the year. The SNAP Quality Control (QC) system is an integral component of FNS' responsibility to effectively administer the program to ensure families and communities receive the critical nutrition assistance for which they are found eligible. Additionally, the review is an opportunity for regional staff to provide technical assistance regarding new regulations and policy interpretations that may be needed.</p>
<p>Consolidated Semi-Annual Supplemental Nutrition Assistance Program (SNAP) Corrective Action Plan (CAP) and FY 2023 Quality Control (QC) Corrective Action Plan (CAP)</p>	<p>This is the District of Columbia Department of Human Services (DHS), Economic Security Administration (ESA), Supplemental Nutrition Assistance Program (SNAP) Corrective Action Plan (CAP) update reflecting Quality Control findings since November 2022, DHS (open findings to the AWL Appendix B, Error Data Analysis, Payment Error Rate (PER) CAP, and Case and Procedural Error Rate (CAPER) CAP). The CAP is based on the requirements of the Code of Federal Regulations 7, Subpart E, and</p>

	<p>Sections 275.16 and 275.17. Documenting information in the Corrective Action Plan is the process by which the District of Columbia determines the appropriate actions needed to substantially reduce or eliminate deficiencies in SNAP operations. Deficiencies are defined as untimely benefit delivery or inaccurate benefit determinations. Inaccurate determinations include over-issuances, under-issuances, improper denials, and improper terminations.</p>
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37. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or funded during FY 23 and FY 24, to date. Please submit a digital copy to the Committee of any study, research paper, report, or analysis that is complete.

Please see attachment 37.

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

- Office of Chief Medical Examiner, Child Fatality Review Committee
- Office of Chief Medical Examiner, Child Fatality Review Committee, Infant Mortality Review Workgroup
- Office of Chief Medical Examiner, Maternal Fatality Review Committee
- Office of Chief Medical Examiner, Violence Fatality Review Committee
- Office of Chief Medical Examiner, Opioid Fatality Review Committee
- DBH Behavioral Healthcare Planning Council (BHPC)
- HHS’s Thriving Families Safer Children Statewide Steering Committee (TFSC)
- CFSA’s Thriving Families Strengthening Communities Local Steering Committee renamed as Keeping DC Families Together. (TFSC to KDFT)
- CFSA’s Local Thriving Families Safer Children Warmline Sub-Committee (TFSC to KDFT)
- CFSA’s Local Thriving Families Safer Children Impact Evaluation Sub-Committee (TFSC to KDFT)
- CFSA’s Local Thriving Families Safer Children Diversity Equity, Inclusion and Belonging (DEIB) Sub-Committee (TFSC to KDFT)
- CFSA’s Mayor’s Child Abuse and Neglect (MCCAN) Housing Stabilization Learning Cohort
- Executive Office of the Mayor, Alternative Strategies to Prostitution Working Group
- DC Collaborative on Domestic Violence and Human Services
- DC Health Information Exchange Policy Board
- Executive Office of the Mayor, Commission on African American Affairs
- Interagency Council on Homelessness, Executive Committee

- Interagency Council on Homelessness, Strategic Planning
- Interagency Council on Homelessness, Strategic Planning, Medicaid Workgroup
- Interagency Council on Homelessness, Emergency Response and Shelter Operations Committee
- Interagency Council on Homelessness, Veterans
- Interagency Council on Homelessness, Youth Committee
- Interagency Council on Homelessness, Singles Committee
- Interagency Council on Homelessness, Families Committee
- Food Policy Council
- Workforce Investment Council
- Health Benefit Exchange
- Poverty Commission
- State Early Education Coordinating Council (SECDCC)
- American Public Human Services Association (membership and Leadership Council)
- National Alliance to End Homelessness Leadership Council
- Criminal Justice Coordinating Council

43. Please provide a breakdown of federal rental assistance funding received in FY 23 and FY 24, to date, and how it has been or will be expended.

ERAP Funding	FY23	FY24
Local Funds	\$43,010,632	\$42,457,974
Federal ERA	\$6,700,000*	\$20,600,000
Total	\$49,710,632.00	\$62,536,389

*In FY23, the District received an additional \$42,070,442 in ARPA State and Local Fiscal Recovery Fund. FY23 ARPA funds were used as follows:

Supplier Name	ARPA	ERA2	Local	Grand Total
Catholic Charities of the Archdiocese of	\$5,423,096.56	-	\$576,903.44	\$6,000,000.00
Greater Washington Urban League	\$5,073,445.00	-	-	\$5,073,445.00
Housing Counseling Service	\$12,277,265.04	\$3,722,734.96	-	\$16,000,000.00
Salvation Army	\$9,500,000.00	-	-	\$9,500,000.00
The Community Partnership	\$8,596,637.23	\$2,603,362.71	-	\$11,199,999.94
United Planning Organization	\$1,200,000.00	-	-	\$1,200,000.00
TOTAL ERAP GRANTS	\$42,070,443.83	\$6,326,097.67	\$576,903.44	\$48,973,444.94

44. Please provide the number of people assisted by the Emergency Rental Assistance Program (ERAP), by quarter, in FY 23 and FY 24, to date.

FY	Qtr1	Qtr2	Qtr3	Qtr4	Total
FY23	2,711	2,699	1,976	1,084	8,470*
FY24 to Date	1,010	656	-	-	1,666*

*indicates total number of applicants assisted with FY funds. The 8,470 applications in FY23 include cases that were submitted and approved in FY22 but paid from FY23 funding. There were 7,765 applications approved in FY23.

45. For each quarter, please enumerate the number of residents who successfully completed an application but who did not receive benefits, specifying the reason by category.

Denial Reason	FY24		FY23			
	Qtr1	Qtr2	Qtr1	Qtr2	Qtr3	Qtr4
Beyond the scope of ERAP (not rental expenses)	9	22	65	75	24	24
ERAP assistance will not substantially alleviate the emergency	109	235	403	397	299	220

ERAP payment shall only be made once in any 12-month period from the date of application	141	56	120	70	22	44
Not a resident of the District of Columbia	2	9	30	34	5	24
Not an emergency situation in which immediate action is necessary to avoid homelessness or eviction, to re-establish a home, or prevent displacement from a home	99	174	464	558	242	235
Over income	39	56	40	52	20	62
Resources available to obtain or retain housing	6	13	72	44	16	30
The application included misrepresentative information	6	6	-	-	-	-
The arrearage is not the applicant's liability because the applicant's name does not appear on the lease or rental agreement	2	5	-	-	2	-
The ERAP award amount cannot be calculated	18	14	-	-	25	-
The ERAP payment cannot be processed because your landlord has not provided payment processing information	29	31	-	-	33	-
The provider has not received the information required to determine your eligibility for ERAP and your application is considered abandoned	57	46	-	-	347	-
Multiple denial reasons	-	-	835	393	271	685
Grand Total	517	667	2029	1623	1306	1324

46. Please provide the average amount of overdue rent due by ERAP applicants and recipients by quarter in FY 23 and FY 24, to date

FY	Qtr1	Qtr2	Qtr3	Qtr4
FY23	\$6,751.74	\$6,127.99	\$6,634.49	\$6,364.35
FY24	\$7,945.20	\$7,561.59	-	-

47. Please describe DHS's efforts to improve the ERAP portal and reform procedures in FY 23 and FY 24 to avoid outages and ensure equitable access to the program.

DHS is working to ensure that there are no potential threats to system security prior to opening the portal for customers to apply. The agency has secured an additional server that can sustain the high volume of customer interaction with the system to avoid similar outages. Further, to ensure equitable access to the program, DHS' ERAP call center staff will continue to assist callers who have limited access to technology by entering the application for the customer.

48. Please identify all entities with which DHS has contracted in FY 23 and FY 24, to date, for Homelessness Prevention Program services for families and for each, please provide:

a. The amount of funds allocated to that provider by fiscal year;

Provider	FY23	FY24 YTD
Community of Hope	\$1,754,925.00	\$1,550,000.00
Wheeler Creek CDC	\$1,954,925.00	\$1,800,000.00
Everyone Home DC	\$1,754,925.00	\$1,550,000.00
MBI	\$1,754,925.00	\$1,550,000.00
DC Safe	N/A	\$1,000,000.00

b. The number of staff each provider allocated to the program, including the number of case managers;

Provider	Number of HPP staff			
	FY23 Staff	FY23 Case Managers	FY24 Staff	FY24 Case Managers
Community of Hope	6	4	6	4
Wheeler Creek CDC	9	4	9	4
Everyone Home DC	6	3	6	3
MBI	5	3	5	2
DC Safe	N/A	N/A	2	1

c. The number of families served by each provider by fiscal year;

In FY23, 2,274 families were served by the Homelessness Prevention Program. In FY24 to date, 839 families have been served.

HPP Providers	FY 23 Households Served	FY 24 YTD Households Served
Community of Hope	684	277
Wheeler Creek CDC	435	254
Everyone Home DC	548	232
MBI	607	72*
DC Safe	N/A	4*
Total	2,274	839

- *MBI and DC Safe received a low number of referrals while their grant is finalized in the first quarter.

d. The amount of funding allocated for administrative costs by fiscal year; and

The amount of funding allocated for administrative costs associated with HPP was \$2,379,522.14 in FY23 and \$324,947.55 in FY24.

HPP Providers	FY 23 Administrative Cost	FY 24 Administrative Cost
Community of Hope	\$581,988.86	\$57,904.16
Wheeler Creek CDC	\$697,915.55	\$130,032.62
Everyone Home DC	\$700,510.00	\$93,818.38
MBI	\$399,107.73	\$43,192.39
DC Safe	N/A	N/A
Total	\$2,379,522.14	\$324,947.55

e. *The average cost per family assisted by the program by fiscal year.*

The average cost per family was \$1,020.00 in FY23 and \$998.00 in FY24.

Project Reconnect

**49. How many individuals were served by Project Reconnect in FY 23 and FY 24, to date?
For these individuals please provide:**

	No. Of Individuals with Completed Service Plan	No. Of Individuals Received Financial Assistance	Average Disbursement Per Person
FY23	487	356	\$1655.29
FY24	100	83	\$1373.08

a. The total number of individuals with a completed service plan;

FY23: 487
FY24: 100

b. The total number of individuals who received financial assistance; and

FY23: 356
FY24: 83

c. The average disbursement per person.

FY23: \$1,655.29
FY24: \$1,373.08

**50. What metrics does DHS use to measure success in the Project Reconnect program?
Please share those metrics for FY 23 and FY 24, to date.**

Currently DHS uses two main metrics to measure the success of Project Reconnect including:
Number of Assessments Completed, Number of Successful Diversions.

	Number of Assessments Completed	Number of Successful Diversions
FY23	2,101	487
FY24	302	100

51. Of the funding available for Project Reconnect in FY 24, how much has been expended, how much has been committed, and how much is unspent?

Expended: \$159,443.58
Committed: \$1,393,591.81
Unspent: \$1,234,148.23

52. How many individuals were deemed ineligible by Project Reconnect in FY 23 and FY 24, to date?

FY23: 1,614
FY24: 227

53. Please list each immediate dispositions of an encampment performed in FY 23 and FY 24, to date. For each, please provide:

a. The documented reason for the immediate disposition;

See attachment 53 - Encampment Engagement Protocol Report.

No Immediate Dispositions have been conducted in FY24; however, Immediate Dispositions are employed when there is a public health, safety, or security hazard that doesn't allow for the standard 14 days' notice of a regular cleanup (standard disposition). In most cases, DMHHS will work to provide a maximum of 24-hours' notice to the resident via a posted notice on-site as well as to DHS, DBH, DPW, and the contracted DHS Outreach provider of that catchment area unless the health and safety concern requires a same-day Protocol Engagement.

b. If notice was given;

As noted in the previous response, notice is typically given 24 hours prior to conducting the Protocol Engagement unless the health and safety concern warrants a same-day response.

c. How long it took the immediate disposition to be performed; and

Although the completion time frame of an Immediate Disposition once on-site varies depending upon what items and hazards are present, the average timeframe is approximately 30-45 minutes to complete.

d. If DHS contractors or staff were able to go to the site before the clearing to provide services.

Most Immediate Dispositions have allowed for a 24-hours' notice to allow for resident notice and resident engagement and attempts towards service connection by DHS, DBH, and the outreach provider. Additionally, the service partners are also requested to be present on-site prior to all scheduled Protocol Engagements to provide final attempts towards service connection the day of. DHS providers were present to engage the day of, as well as before for nearly every single one of these events. In the rare circumstance where engagement wasn't possible, this was communicated to DMHHS as quickly as possible, and the DHS internal outreach team was present on the day of the event.

54. How many complaints did DHS' Homeless Shelter Monitoring Unit (HSMU) receive in FY 23 and FY 24 to date?

a. Please provide a breakdown of the number and types of complaints received;

Incident Types	CY23	CY24	# of Incidents
Abuse or Neglect	1	0	1
Assault	20	0	20
Discrimination	4	0	4
Drug Overdose	1	0	1
Environmental Issue	129	8	137
Illness	1	0	1
Injury	2	0	2
Mental Health Evaluation	5	0	5
Misconduct (Contractor)	6	0	6
Misconduct (Employee)	7	0	7
Professional Medical Care (On-site or Transport to)	1	0	1
Program Rule Violation	105	1	106
System Outage	1	0	1
Theft	5	0	5
Threat	13	0	13
Total	301	9	310

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

See attachment 54 - HMSU

c. Please provide the outcomes or corrective actions to address each complaint/HSRA violation;

See attachment 54 - HMSU

d. Note all complaints that have not been resolved; and

See attachment 54 - HMSU

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

See attachment 54 - HMSU

55. Provide a list of food vendors at shelter sites, including:

a. The site served;

See table below in 55b.

b. The price per meal; and

Site	Food Service Provider	Cost for Breakfast	Cost for Lunch	Cost for Dinner
PEP-V-sites	N/A	N/A	N/A	N/A
ISAQ/PEPV	N/A	N/A	N/A	N/A
Migrant Services site	Henry's	\$4.00 cold \$4.75 hot	\$7.23	\$7.23
801 East Shelter	Henry's	\$3.20	\$5.78	\$8.10
Harriet Tubman	Henry's	\$3.25	N/A	\$5.78
Adams Place	Henry's	\$3.25	N/A	\$5.78
New York Ave	Henry's	\$3.25	N/A	\$5.78
Pat Handy	DC Central Kitchen	\$7.50	N/A	\$8.00
Short term Family Housing- The Brooks	Henry's	\$3.00	\$5.78 (summer)	\$5.78
Short term Family Housing- The Aya	Henry's	\$2.40	DC Summer Meals Program	\$5.18
Short term Family Housing- The Sterling	Heart and Soul	\$5.75	\$5.50 (summer)	\$10.50
Short term Family Housing- The Kennedy	Heart and Soul	\$5.75	\$5.50 (summer)	\$10.50
Short term Family Housing- The Horizon	Henry's	\$2.40	DC Summer Meals Program	\$5.18
Short term Family Housing- The Triumph	Top Spanish	\$6.00 cold	\$10.00	\$10.00

c. Any complaints received about the services and any remedial actions taken based on those complaints.

In FY23 minimal complaints were received by the FSA-Ops teams regarding food services. For those that were received, the following remedial actions were taken:

- ISAQ/PEP-V: Occasional complaints were received regarding food arriving late. As a remedial action, the provider adjusted to improve timeliness in food delivery.

56. How does DHS determine the level of security needed on-site for shelters?

DHS Security Analyst and DGS/PSD collaboratively work with contracted providers to identify site-based threat assessments and determine adequate levels of security needed based on the building structure, number of floors, and number of residents at the site. For properties owned by the District government, DHS utilizes a standard protocol for security. For properties that are independently owned and leased by providers, providers take the lead on what security is needed. DHS also provides technical assistance and training to providers who lease properties not owned by the government to help providers understand best practices in security services and makes recommendations on procedures and security staffing complements.

a. How does this standard differ by facility type (youth, family, singles, etc.)?

Standards are based on whether the property is owned or leased by the District or a private entity. None of the youth programs are in District-owned or District leased facilities.

b. How does DHS ensure adequate security through its shelter management contracts?

DHS ensures adequate security through its shelter management contracts by the following:

- DHS establishes security requirements through the terms outlined in the Human Care Agreements or the Continuum of Care (CoC) Management Contract.
- DHS personnel oversee the approval of post orders for security vendors and continuously monitor adherence through regular site visits.
- Contract Administrators (CAs) conduct monthly site visits at shelters for various purposes: verifying the implementation of planned security measures and posts, evaluating their effectiveness, and identifying areas for improvement. Additionally, CAs ensure compliance through monthly invoice reconciliation and approval.
- DHS CAs and providers maintain regular communication with DHS's Security Analyst, seeking guidance as needed to ensure that security measures align with best practices in the industry and comply with DC Government regulations.
- Furthermore, DHS convenes regular security meetings involving shelter providers, security vendors, and DHS CAs to discuss and address security-related matters.

42. Regarding the reported trends of weapons and drug use within the shelter system:

a. Does DHS track security issues within the shelter system?

Yes, DHS requires that Unusual Incident Reports (UIRs) be submitted when security issues occur.

b. How has DHS worked to address drug abuse and gun violence in youth drop-in centers, transitional housing, and shelters in particular?

DHS monitors Unusual Incident Reports and tracks issues of drug abuse, weapons, and incidents involving violence in youth homeless services programs. Part of DHS' daily review of UIRs includes following up with providers to ensure each incident is properly resolved, identifying areas for technical assistance, and implementing appropriate follow up measures to prevent recurrence. When safety issues present and a young person can no longer be served at a particular program, DHS works closely with youth providers to initiate client transfers, process emergency terminations, and/or to problem-solve complex cases, often in coordination with behavioral health services. DHS actively partners with DBH, including working with DBH's CORE Services Agencies, Transition Age Youth (TAY) specific providers, and Crisis Response Team (CRT) and Transitional Age Youth-Assertive Community Treatment Teams (TACT) to provide services to young people with complex mental health needs, including co-occurring mental health and substance abuse needs. Although DHS provides consultation, performance expectations, and technical assistance, DHS funded providers are considered the experts in determining their programs' security needs.

In the first quarter of FY 24, in response to escalated safety concerns at the youth drop-in centers, DHS worked with the drop-in centers and youth shelters to implement more rigorous security protocols. DHS provided on-site security walk-throughs to help these providers identify opportunities to improve security procedures specific to their physical location. DHS also facilitated training on non-costly procedures that can be incorporated into day-to-day operations based on DHS' expertise in securing adult shelter and DC government facilities. Recommended procedures have included that upon entry, every individual undergoes a comprehensive security screening, including bag checks to detect any illicit substances or potentially harmful items, the utilization of wands to ensure no concealed weapons are brought in, visual monitoring of entrants, and enhancement of the staff to youth ratio to increase engagement and supervision.

DHS will coordinate on-site follow-up meetings with these providers in late February to assess security procedures that have been put in place and any additional measures needed. At Zoe's Doors, the largest and only 24-hour youth drop-in center, DHS provided additional technical assistance including providing sample security procedures that can be customized for the Zoe's Door Drop-in Center. DC Doors (provider who operates Zoe's Doors) determined that additional security was needed, including security personnel, enhanced lighting, cameras, and equipment; DHS provided additional funding to assist with many of these enhancements. DHS will continue to work in partnership with providers to assess security and the need for additional improvements to ensure clients and staff are safe when operating critical services for youth experiencing homelessness.

57. How many shelter beds for youth are currently needed in the District to meet the documented need?

According to the District's 2023 annual Point in Time (PIT) Count, there was a 3% increase in unaccompanied youth homelessness. This increase is almost entirely related to single, unaccompanied youth. Youth experiencing homelessness are among the hardest to enumerate because they often use services on the periphery of the system such as drop-in centers or staying in multiple places over time. There are 715 beds dedicated specifically to homeless youth, with 510 designated to unaccompanied young people ages 18-24. There are 190 beds for youth that are heads of households, 15 beds dedicated to unaccompanied minors, and 8 beds dedicated to pregnant and parenting minors.

On any given day, roughly 65% of youth shelter beds are occupied, however some youth prefer to use adult shelter beds due to the diversity of adult shelter locations across the city. Extended Transitional Housing, Permanent Supportive Housing, and Rapid Rehousing programs are almost always full, and we believe that for these housing types, more youth specific beds are needed. Historically, Transitional Housing has been the largest type of housing in the youth system. Roughly 60% of Transitional Housing beds are filled each day.

Based on the results of the 2023 PIT Count, the District is meeting the current documented need of homeless youth. However, we believe that there are additional youth experiencing homelessness that have not been counted due to stigmas attached to homelessness or the consequences of disclosing their housing instability. DHS is also assessing if underutilized transitional housing beds should be reconfigured into permanent housing beds to better meet the needs of homeless youth.

a. How was this figure arrived at?

The annual PIT count, as well as the annual Homeless Youth Count, bed utilization rates, and Youth-Coordinated Assessment Housing Program data, provide data to assess the needs of homeless youth and help determine if additional resources are needed.

b. How many beds are currently available?

Program Type	# of Beds
Minor Shelter	15
Minor Shelter	8
Shelter/Emergency Housing	88
Transitional	215
Transitional	85
Extended Transitional Housing	93
Rapid ReHousing	88
Rapid ReHousing	69
PSH	26

PSH	28
TOTAL BEDS	715

58. Please provide a breakdown of youth homelessness services grant and contract funding in FY 23 and FY 24 to date, by service provider and program type.

a.

DHS Direct Funded Non-Housing Program

Provider	Program Type	FY 23 Award	FY 24 Award
Friendship Place	Street Outreach	\$250,016	\$250,016
LAYC	Drop-in center	\$315,000	\$390,000
Sasha Bruce Youthwork	Drop-in center	\$451,500	\$451,500
Sasha Bruce Youthwork	Stabilization Services	\$113,400	\$130,000
DC Doors	24-hour Drop-in Center	\$1,743,000	\$2,018,000
Damien Ministries	TGNC Wrap Around Workforce Development Program	\$320,000	\$320,000
Us Helping Us	TGNC Wrap Around Workforce Development Program	\$300,000	\$275,000
HIPS	TGNC Wrap Around Workforce Development Program	\$222,221	\$275,000
MOLGBTQ Affairs (MOU)	LGBTQ Cultural Competency Training & services	\$165,000	\$165,000

TCP Funded Housing Programs

Provider	Program Type	FY 23 Grant Amount	FY 24 Grant Amount
Covenant House Washington	Transitional Housing	\$396,023	\$396,023
Echelon Community Services	Transitional Housing	\$1,701,254	\$1,701,254
Echelon Community Services	Transitional Housing	\$959,810	\$959,810
Edgewood Brookland	Transitional Housing	\$450,000	\$0
Latin American Youth Center	Transitional Housing	\$232,524	\$232,524
Latin American Youth Center	Transitional Housing	\$296,924	\$296,924
Sasha Bruce Youthworks	Crisis Beds	\$777,146	\$842,503
Sasha Bruce Youthworks	Transitional Housing	\$195,182	\$211,895
Sasha Bruce Youthworks	Transitional Housing (YHOH)	\$403,590	\$439,473

Sasha Bruce Youthworks	Transitional Housing (YHOH)	\$0	\$210,000
Sasha Bruce Youthworks	Transitional Housing	\$325,503	\$355,311
Wanda Alston	Transitional Housing	\$354,329	\$354,329

HUD Funded Housing Programs

Provider	Type	FY 23 Grant Amount	FY 24 Grant Amount
Community Connections	Rapid Rehousing	\$534,817	\$559,808
Community Connections	Joint Transitional Rapid Rehousing	\$602,180	\$624,862
Sasha Bruce Youthworks	Transitional Housing	\$132,061	\$200,977
Sasha Bruce Youthworks	Joint Transitional Rapid Rehousing	\$2,541,641	\$1,337,842
SMYAL (LGBTQ)	Rapid Rehousing	\$1,443,726	\$733,863
St. John's Community Services	Permanent Supportive Housing	\$307,672	\$629,974

DHS Direct Funded Programs Housing Programs

Provider	Program Type	FY 23 Grant Amount	FY 24 Grant Amount
Collaborative Solutions for Communities	Rapid Re-Housing	\$735,000	\$735,000
Covenant House	Low-Barrier, Short-term Shelter, & Short-term LGBTQ Shelter	\$2,011,265	\$2,011,265
Covenant House	Transitional Housing	\$1,240,788	\$1,300,000
DASH	Transitional Housing (DV)	\$928,665	\$928,665
DC Doors	Transitional Housing	\$603,750	\$161,749
DC Doors	Extended Transitional Housing	\$1,155,000	\$1,155,000
Echelon Community Services	Extended Transitional Housing	\$577,500	\$577,500
Healthy Babies	Shelter Beds for pregnant/parenting minors and youth up to age 21	\$556,532	\$566,928
Housing Up	Transitional Housing	\$1,354,345	\$677,172
LAYC	Transitional Housing – LGBTQ & PSH	\$826,655	\$0.00
LAYC	Transitional Housing	\$441,000	\$0.00
LAYC	Transitional Housing (former TH programs combined and expanded)	-	\$1,824,920
Sasha Bruce	Transitional Housing	\$210,000	\$0.00

Sasha Bruce	Extended Transitional Housing	\$1,132,617	\$1,132,617
Sasha Bruce	Low Barrier Shelter & Extended Transitional Housing Programs	\$1,108,035	\$1,108,035
SMYAL	Transitional Housing - LGBTQ	\$489,300	\$115,196
SMYAL	Transitional Housing - LGBTQ	\$614,250	\$719,117
SMYAL	Extended Transitional Housing - LGBTQ	\$630,000	\$630,000
Wanda Alston Foundation	Extended Transitional Housing - LGBTQ	\$577,500	\$577,500

b. How does DHS perform oversight of these programs and services?

DHS conducts annual site visits to review all grant-outlined items, including case management services and documentation, resources provided to youth, ADA accommodations, on-site services and assessment of youth living spaces. Site visits also review administrative items, including program rules, fire drill logs, pest control records, and compliance posters. Providers are given a site visit report sharing any feedback DHS has with them.

When DHS is in receipt of an anonymous complaint, a site visit is done outside of the regularly scheduled site visit project, to review items related to the complaint and partner with providers and youth in rectifying related concerns. In 2023, all DHS funded providers received a site visit and a feedback report outlining areas requiring remediation.

DHS funds TCP through a sole source grant who in turn fund subgrant agreements to youth homeless services providers. TCP provides oversight and monitoring to TCP funded youth homelessness programs. DHS in its oversight of TCP, reviews and approves TCP’s monitoring plans for their subgrantees. DHS meets weekly with TCP to provide oversight as well as technical assistance with issues that arise and to discuss any concerns or challenges. DHS thoroughly review TCP’s monthly invoices and through DHS’ OPRMI Division, routinely monitors Unusual Incident Reports from TCP funded programs and investigate complaints.

59. How many homeless youth and minors were served by DHS in FY 23 and FY 24 to date? Please break down the data by the following characteristics, where available:

a. Race;

Youth Served, FY23	Unaccompanied	Parenting Youth
American Indian, Alaska Native, or Indigenous (HUD)	22	0
Asian or Asian American (HUD)	7	0
Black, African American, or African (HUD)	1637	141
Latino/Hispanic (Other) (HUD)	1	0
Multi-Racial (Historical)	0	1
Native Hawaiian or Pacific Islander (HUD)	8	0

White (HUD)	120	10
Data not collected	144	2
Youth Served, FY24 to date	Unaccompanied	Parenting Youth
American Indian, Alaska Native, or Indigenous (HUD)	19	0
Asian or Asian American (HUD)	7	0
Black, African American, or African (HUD)	1515	93
Native Hawaiian or Pacific Islander (HUD)	4	0
White (HUD)	107	6
Data not collected	194	4

b. Sexual Orientation;

Youth Served, FY23	Unaccompanied	Parenting Youth
Heterosexual	973	138
LGBTQ	299	6
Data not collected	667	10
Youth Served, FY24 to date	Unaccompanied	Parenting Youth
Heterosexual	886	90
LGBTQ	279	8
Data not collected	681	5

c. Gender Identity

See table in part d.

d. Parenthood status;

Gender	Unaccompanied	Parenting Youth
Youth Served FY23		
Different Identity	1	0
Man (Boy, if child)	536	5
Non-Binary	19	0
Non-Binary; Questioning	1	0
Questioning	3	0
Transgender	23	0
Woman (Girl, if child)	640	149
Woman (Girl, if child); Transgender	15	0
Data not collected	701	0
Youth Served, FY24 to date		
Different Identity	1	0
Man (Boy, if child)	479	4
Non-Binary	18	0
Non-Binary; Questioning	1	0
Questioning	2	0

Transgender	20	0
Woman (Girl if child)	564	95
Woman (Girl if child); Transgender	11	0
Data not collected	750	4

e. English Language Learner (ELL) status;

Youth Served, FY23	Unaccompanied	Parenting Youth
No	716	61
Yes	523	93
Data not collected	700	0
Youth Served, FY24 to date	Unaccompanied	Parenting Youth
No	650	46
Yes	447	53
Data not collected	749	4

f. Age; and

Youth Age, FY23	Unaccompanied	Parenting Youth
11	1	0
12	2	0
13	18	0
14	28	0
15	31	0
16	27	0
17	32	2
18	64	12
19	120	16
20	173	17
21	160	29
22	273	28
23	288	18
24	306	12
25	238	14
26	178	6
Youth Age, FY24 to date	Unaccompanied	Parenting Youth
11	0	0
12	7	0
13	12	0
14	16	0
15	16	0
16	21	0
17	29	3

18	69	9
19	116	12
20	169	15
21	174	16
22	281	19
23	284	15
24	281	7
25	206	5
26	165	2

g. Employment or education status.

Youth Served, FY23	Unaccompanied	Parenting Youth
Employed		
No	712	85
Yes	425	29
Data not collected	802	40
Enrolled in Job Training		
No	952	142
Yes	164	10
Data not collected	823	2
Enrolled in School		
No	904	124
Yes	389	30
Data not collected	646	0
Youth Served, FY24 to date	Unaccompanied	Parenting Youth
Employed		
No	660	63
Yes	380	29
Data not collected	806	11
Enrolled in Job Training		
No	846	90
Yes	153	8
Data not collected	847	5
Enrolled in School		
No	845	78
Yes	319	21
Data not collected	682	4

60. In FY 23 and FY 24 to date, how many beds in emergency shelter, transitional housing, extended transitional housing, Permanent Supportive Housing (PSH), and Targeted Affordable Housing (TAH) have been reserved for:

a. Homeless youth (18-24);

There are 692 dedicated beds for unaccompanied homeless youth and homeless youth heads of household that are 18 – 24 years old.

b. Homeless minors (under age 18); and

There are 15 shelter beds reserved for unaccompanied homelessness minors and 8 shelter beds reserved for pregnant and parenting minors under 18.

h. Minors or youth who identify as LGBTQ.

Sasha Bruce House is the sole shelter bed facility for minors with capacity to serve 15 youth. The District does not have beds specifically reserved for minor youth who identify as LGBTQ. Bruce House has a dedicated space for LGBTQ youth that can be used as needed based on client preference. Listed below are all the beds in the Youth System that are dedicated to LGBTQ youth between the ages of 18-24 as of February 1, 2024:

Program Name	Program Type	Provider	Bed Capacity
SHINE	Emergency Housing	Covenant House of Greater Washington	24
SMYAL House 2	Transitional Housing	SMYAL	14
Allies	Transitional Housing	LAYC	24
Wanda Alston 1	Transitional	Wanda Alston	9
LGBTQ Transitional Housing	Transitional Housing	LAYC	6
Wanda Alston House 2	Extended Transitional Housing	Wanda Alston	12
SMYAL House 3	Extended Transitional Housing	SMYAL	12
SMYAL	Rapid Rehousing	SMYAL	20
Total LGBTQ Beds			121

61. How many beds are reserved for young people who have just aged out of the youth system? How many of these are being utilized?

The youth system does not have an age when youth age out. However, entry into the youth system is limited to those individuals 24 years old and younger. The youth system is a relatively young (was established in 2016) and through our continued system improvement efforts, DHS and the provider community identified that there was no “age” that determined when a youth was considered an adult and could no longer occupy a youth designated bed. To provide clarity on this, DHS began working with the provider community to gather input, including looking at the average age of individuals currently served by youth homelessness system, as well as analyzing the average time of housing and case management intervention for the majority programs in the

youth system (two years or less). After gathering feedback from the provider community as well as the ICH Youth Advisory Board, which took place in spring and summer 2023, it was determined that 27 would be the age of aging out. This policy will be documented in the DHS Approved Program Rules, which are in draft form, and include provider specific language. These rules are now under review by DHS General Council. Once the Program Rules are approved, this policy will be thoughtfully implemented in collaboration with the provider community which is anticipated in late 2024.

DHS identified this

62. How many referrals for substance abuse and mental health services were made for homeless minors and youth in FY 23 and FY 24, to date?

FY23 referrals:

- Substance abuse: 6
- Mental health: 78

FY24 to date referrals:

- Substance abuse: 6
- Mental health: 64

63. How many youth were served by the Parent Adolescent Support Services (PASS) program in FY 23 and FY 24, to date?

In FY 23, 466 youth were served by PASS. In the first quarter of FY 24, 287 youth were served.

a. How many youth are currently being served?

Currently, 184 youth are served by PASS and 68 youth in PASS Intensive Case Management+ (ICM+) at Kramer Middle School.

b. Please describe any changes to the program in FY 23 and FY 24 to date.

PASS ICM started a pilot Truancy Reduction Initiative (“Initiative”). This Initiative is in Kramer Middle School and provides intensive case management and supplemental services such as tutoring, mentoring, lunch groups, etc. to improve school attendance and address other status-offending behaviors. Thus far a 7% attendance improvement has been noted as compared to the attendance of this same group of students at this time last school year.

c. Please describe any waitlists or capacity constraints for the program that occurred in FY 23 and FY 24, to date.

PASS ICM does not have a waitlist currently. PASS has been experiencing increased demand for services and an increase in referrals. Once case managers have reached their maximum number

of cases per case manager (15 youth per case manager), new referrals will be closed until the program has additional capacity or cases close.

d. Please describe the metrics used to measure the success of the PASS program and provide those metrics for FY 23 and FY 24, to date.

PASS utilizes three key performance measures which are 1) legal involvement during program involvement, 2) improved school attendance while in program (when a youth is truant), and 3) improved behavioral functioning in the areas of school, home, community, moods, substance abuse, and self-harm. FY 23 and FY 24 Q1 metrics for these performance measures are as follows:

Metric	FY23 Total	FY24 Q1
KPI 1	97%	96%
KPI 2	58%	64%
KPI 3	80%	89%

64. How many youth were served by the Strengthening Teens Enriching Parents Program (STEP) in FY 23 and FY 24, to date?

In FY 23, STEP received a total of 1,749 MPRs from MPD. This total represents 1,464 unique youth who had one or more MPR within the last 12-month period.

During FY 23, 543 of those cases closed early, 450 of those youth were involved and receiving services from a Partner Agency and/or DHS-YSD Program including: (CFSA, CSS, DYRS), 111 youth were assigned to the STEP Program; 148 youth were served by another DHS YSD Program (ACE, PASS, FFT, PCAST).

The remaining 921 families were contacted by the STEP Triage Social Worker. Most of these youth had only one MPR over a year. These families either declined services for various reasons or accepted services and remained with the STEP program through program completion or termination. All families that decline STEP services receive a Resource Letter with information about the STEP program and other community resources that the family can access on their own. 61 youth were actively enrolled in the STEP program in FY 23 with 25 completing the program by the end of FY 23. In the first quarter of FY 24, 32 youth were served, and 8 youth completed the STEP program.

a. How many youth are currently being served?

STEP is currently screening an average of 7-12 missing persons daily and 39 youth are currently enrolled in the STEP program.

b. Please describe any changes to the program in FY 23 and FY 24, to date.

STEP continues to work with public safety partners to develop responsive solutions to youth who are reported missing. In FY 23, STEP began working in partnership with OAG and MPD to pilot

a new initiative, CARES, that will respond more therapeutically and proactively to domestic related disputes between children and parents that result in an arrest for assault. In this new initiative, STEP will work closely with OAG and a community partner to offer respite and family support services in lieu of prosecution for eligible youth. This trauma responsive approach will decrease the number of arrests and increase the number of youth and families accessing respite services. This pilot will start in a PSA designated by MPD. The CARES initiative is expected to launch as a pilot effort in the third quarter of FY 24. The youth and family will receive counseling and mediation services for 90 days up to six months.

i. What percentage of youth in STEP or who completed STEP since FY 20 did not have additional Missing Persons Reports in FY 23 and FY 24, to date?

- FY 20: 56% of youth did not have additional Missing Persons reports at exit. 78% of youth did not have additional Missing Persons reports 6 months post-program exit.
- FY 21: 48% of youth did not have additional Missing Persons reports at exit. 52% of youth did not have additional Missing Persons reports 6 months post-program exit.
- FY 22: 90% of youth did not have additional Missing Persons reports at exit. 90% of youth did not have additional Missing Persons reports 6 months post-program exit.
- FY 23: 95% of youth did not have an additional Missing Persons report at exit. 94% of youth did not have additional Missing Persons report 6 months post-program exit.
- FY24 (Qtr 1): 100% of youth did not have an additional Missing Persons report at exit, however 6 months post exit has not yet occurred

j. What percentage of youth who completed STEP in FY 23 and FY 24, to date, showed improved functioning based on their Child and Adolescent Functional Assessment Scale (CAFAS).

In FY 23, 84% of youth that completed STEP showed improvement in their functioning based on their Child and Adolescent Functional Scale

In FY 24 YTD: 100% of youth that completed STEP showed improvement in their functioning based on their Child and Adolescent Functional Scale

k. What percentage of youth who completed STEP since FY 20 had legal involvement in FY 23 and FY 24, to date?

One key performance indicator for youth in STEP is legal involvement with an expected target of 85% of youth who complete the program to have no legal involvement. Data for youth in STEP who had legal involvement is only measured at program exit.

- FY 20: 4% of youth had legal involvement by the date of program exit.
- FY 21: 11% of youth had legal involvement by the date of program exit.
- FY 22: 11% of youth had legal involvement by the date of program exit.
- FY 23: 4 % of youth had additional legal involvement by the date of program exit.

- FY 24 (Qtr. 1): 0% of youth had additional legal involvement as of the date of this report.

The Youth Services Division does not currently obtain information on legal involvement after program completion. This may be an area for expansion with proper data sharing mechanisms with public safety partners.

65. How many youth were served by the Extended Transitional Housing Program (ETH) in FY 23 and FY 24 to date, broken down by provider?

Provider	Youth Served in FY23
DC Doors	28
Echelon Community Services	15
Sasha Bruce	36
Sasha Bruce	21
SMYAL	17
Wanda Alston Foundation	11
Provider	Youth Served in FY24 YTD
DC Doors	22
Echelon Community Services	12
Sasha Bruce	26
Sasha Bruce	11
SMYAL	11
Wanda Alston Foundation	9

a. How many youth served by the ETH were matched to Permanent Supportive Housing (PSH) in FY 23 and FY 24, to date?

Four youth were matched to PSH from ETH in FY23 and four youth were matched to PSH in FY24 YTD.

b. Please provide the metrics used to determine the success of the ETH.

DHS tracks changes in SPDAT scores, income, education attainment, behavioral health connections and exits to permanency. Extended Transitional Housing (ETH) is designed to give the youth up to six years to overcome any barriers to housing stability. The model is relatively new and the majority of the first cohort of youth that enrolled in ETH have been in the program for only 4 of the 6 years. The most anticipated outcomes are transition to permanency and reducing returns to the homelessness system. However, some youth have transitioned from ETH to PSH.

66. Please identify the number of families seeking shelter placement at Virginia Williams each month in FY 23 and FY 24, to date.

FY23	VWFRC Intakes
October	276
November	243
December	189
January	260
February	236
March	348
April	273
May	395
June	421
July	373
August	402
September	349
FY 24 YTD	VWFRC Intakes
October	264
November	290
December	211

67. How many families received shelter placement at Virginia Williams each month in FY 23 and FY 24, to date?

FY 23: 983

FY 24 to date: 210 families

68. How many families were denied shelter placement at Virginia Williams in FY 23 and FY 24, to date? Please breakdown these cases by the reason for denial.

Reason for Determination	FY23	FY24 YTD
Access to Safe Housing	17	3
Failure to Complete Eligibility Process	2	0
Not a DC Resident	18	16
No Minor Children in Custody	12	4

69. Please share the District's current average nightly expenditure for sheltering families, categorized by placement type.

The District pays \$224.42 per night per unit for all STFH sites and \$251.54 for apartment style.

70. Please provide the number and age of children in each Short-Term Family Housing Facility in FY 23 and FY 24, to date. Please include percentages of children under 5 with completed developmental screenings.

Children in Shelter, by Age Age at Shelter Entry									
shelter	FY 2023				FY 2024				Grand Total
	0-5	6-10	11-18	Total	0-5	6-10	11-18	Total	
Community of Hope	1	1		2		1	2	3	5
New Beginning	101	34	42	177	26	6	7	39	216
The Aya	105	68	64	237	44	39	22	105	342
The Brooks	124	61	40	225	25	16	17	58	283
The Horizon	85	79	48	212	24	14	16	54	266
The Kennedy	95	54	35	184	21	19	28	68	252
The Sterling	99	61	47	207	44	31	26	101	308
The Terrell	123	127	106	356	41	41	40	122	478
The Triumph	165	110	78	353	50	29	24	103	456
Grand Total	898	595	460	1,953	275	196	182	653	2,606

Twenty-two (22) referrals were made to Strong Start and Early Stages in FY23, with 18 referrals going to Early Stages and 4 referrals going to Strong Start. Of the children under 5 years old in shelter in FY23, 1% were referred to and/or had a child development screening completed.

FY24 to date, there have been two (2) referrals made to Early Stages and no referrals to Strong Start. Of the children under 5 years old in shelter in FY24, less than 1% were referred to and/or had a child development screening completed. (two children).

71. Provide information for each Short-Term Family Housing site, including:

a. Number of family slots available at each site;

Program	Capacity	Number of Families
New Beginnings	43	31
The Kennedy	45	30
The Sterling	46	39
The Aya	50	40
The Horizon	35	34
The Triumph	50	34
The Brooks	50	30
The Terrell	35	30

*Data as of 1.4.24

b. Average length of stay (median and mean); and

Provider	FY23		FY24	
	LOS Average	LOS Median	LOS Average	LOS Median
New Beginnings	69	56	50	51
The Kennedy	93	57	44	41
The Sterling	59	48	46	48
The Aya	81	81	63	83
The Horizon	72	60	52	50
The Triumph	62	49	40	36
The Brooks	137	118	45	51
The Terrell	90	67	51	51

*The total average LOS for all short-term family housing sites in FY23 was 63 days and 56 days thus far in FY24. (data as of 1.4.24)

c. Longest recorded stay.

Provider	FY23	FY24
New Beginnings	129	50
The Kennedy	170	44
The Sterling	128	46
The Aya	136	63
The Horizon	138	52
The Triumph	142	40
The Brooks	189	45
The Terrell	174	51

*Data as of 1.4.24

72. Specify the number of families in Short-Term Family Housing on the waitlist for permanent vouchers in FY 23 and FY 24, to date, broken down by the type of voucher (e.g., PSH).

DHS does not maintain a waitlist for PSH but rather clients, who meet the eligibility criteria, are matched through our FCAHP process.

73. Please provide the number and percentage of families entering shelter in FY 23 and FY 24, to date, who had previously exited shelter in the District within the past 6, 12, 18, and 24 months.

FY23: Of the total number of families served in FY23 (1142), a total of 38 (3%) families returned to shelter within the intervals mentioned below.

FY23	Number of returning Households	Percentage
0-6 Months	14	1.20%
7-12 months	17	1.48%
13-18 Months	2	0.17%

19-24 Months	8	0.70%
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FY24: Of the shelter entries from October-December FY24 (494), a total of 26 (5%) returned to shelter within the intervals mentioned below.

FY24	Number of returning Households	Percentage
0-6 Months	16	3.23%
7-12 months	3	0.60%
13-18 Months	3	0.60%
19-24	4	0.81%

74. Please provide the percentage of head of households in Short-Term Family Housing who were employed in FY 23 and FY 24, to date.

	Percentage Employed
FY23	51%
FY24	40%

75. Please share the median income of families residing in Short-Term Family Housing in FY 23 and FY 24, to date.

All income data for FSA-F is self-reported:

Median Income of Families in Short-Term Family Housing for FY23 (10/22 - 09/23) was \$851.00.

Median Income of Families in Short-Term Family Housing for FY24 to date (10/23 - 12/23) is \$885.00.

76. Please provide the number and percentage of singles entering shelter in FY 23 and FY 24, to date, who had previously exited shelter in the District within the past 6, 12, 18, and 24 months.

	FY23		FY24 to date	
	# entering shelter	%	# entering shelter	%
Total for FY	6,257	100	3,935	100
Previously exited within 0-6 months*	941	15	588	15
Previously exited within 7-12 months*	310	5	196	4
Previously exited within 13-18 months*	33	1	13	>1
Previously exited within 19-24 months*	34	1	12	>1

77. For each provider running singles shelters, please provide the following details for FY 23 and FY 24, to date:

- a. Contract amount;**
- b. Case manager to client ratio;**
- c. Number and percentage of clients engaged in case management;**
- d. Number and percentage of clients moving from shelter to permanent housing; and**
- e. Number and percentage of clients moving from shelter to Rapid Re- Housing.**

See attachment 77 for 77a, b, c, d, e, and f.

78. Please provide the maximum bed capacity for each low-barrier shelter serving individuals.

The current bed capacity for year-round low barrier shelters without hypothermia shelters:

- Men: 769
- Women: 340

79. Please report the number of additional beds brought online during hypothermia season in FY 23 and FY 24, to date. Please specify the locations and number of beds at each location.

Additional FY23 hypothermia season beds

- Men: 237
- Women: 114

Additional FY24 hypothermia season beds:

- Men: 576
- Women: 216

FY24 Hypothermia Sites

Site Name	Address	Population	Capacity
Eve's Place (APDC)	2210B Adams Place NE	Women	40
2-South (CCNV)	425 2 nd St. NW	Women	48
Bradley & Associates	1809 Rhode Island Ave. NE	Women	25
Harbor Lights (Salvation Army)	2100 New York Ave. NE	Women	35
Faith United Church of Christ	4900 10 th St. NE	Women	35
Naylor Rd. -2603	2601 Naylor Rd. SE	Women	33
MEN			
801 East Day Center	2722 Martin Luther King Jr Ave. SE	Men	40
Federal City (1-North)	425 2 nd St. NW	Men	164
Church of Epiphany	1317 G St. NW	Men	30
KBEC-Family Life Center	4100 South Capitol St. SE	Men	40
Salvation Army	3335 Sherman Ave. NW	Men	40
Emery (overflow)	1725 Lincoln Rd. NE	Men	60
CCNV Drop-In Center	425 2 nd St. NW	Men	134

a. When was the Winter Plan for this winter season approved?

The Winter Plan was approved October 31, 2023

b. Are there plans to approve the Winter Plan earlier in late 2024?

In collaboration with the ICH the plan is to have the Winter Plan approved by the end of September 2024. Yes, DHS and ICH will be assessing the performance of the 2022-2023 winter plan immediately after the hypothermia season. DHS will evaluate shelter utilization and capacity, assessing gaps in service, forecasting 2024-2025 needs in the spring of 2024. This process will allow for the Winter Plan to be approved by the legislative deadline.

80. Please provide the number of beds dedicated for women in the District.

Inclusive of hypothermia shelter there are 556 beds dedicated to women in the District.

81. Please share the number of medical respite beds in the District in FY 23 and FY 24, to date.

In FY23, the number of medical respite beds (MRB) increased from 12 to 36 with the addition of 24 MRBs at 801 East. That same number of beds are operating in FY24.

82. Please specify the number of medical respite beds needed in the District to meet the demand. Please share how demand is determined.

Medical respite beds are reserved for people experiencing homelessness who are too ill or frail to recover from a physical illness or injury in shelter or on the streets but are not ill enough to be in a hospital. Based on this definition, it is difficult to measure or anticipate what the need will be. Working with Medical Respite providers we were able to break the umbrella term of Medical Respite into categories to project the following need:

	Short Term Medical Respite	Medically Complex	Sick Beds
Anticipated # of beds needed	20-30	40-60	24 for Men 24 for Women

DHS will expand the number of medical respite beds and beds for seniors/medically fragile with the redesign of the New York Avenue shelter as well as other upcoming shelter redesign projects.

83. Please provide the following for participants in the Family Rehousing Stabilization Program and the Rapid Rehousing Program in FY 23 and FY 24, to date:

a. The number and percentage of participants on the DCHA waitlist for subsidized housing;

Families Response:

DHS is unable to provide this data for FY23 and FY24, as a current data sharing agreement with the District of Columbia Housing Authority is not in place to share this information.

RRH-Individual Response:

DHS is unable to provide this data for FY23 and FY24, as a current data sharing agreement with the District of Columbia Housing Authority is not in place to share this information.

b. The number and percentage of participants that receive TANF and/or SNAP;

Families Response:

FY23: Of the 4,396 families that received case management, 2,671 (61%) were receiving TANF benefits. Of the families that received case management, 3,463 or 87%, received SNAP benefits.

FY24 to date: Of the 3,051 families currently receiving case management, 1,871 (61%) are receiving TANF benefits. Of the families that are currently receiving case management, 2,708 or 84%, receive SNAP benefits.

RRH-Individual Response:

FY23: Of the 600 participants in the RRH Program 0 clients (0%) received TANF, while 140 (23%) received SNAP.

FY24: Of the 600 participants in the RRH-I program 0% is receiving TANF and 351 (59%) is receiving SNAP.

c. The number and percentage of participants that receive SSI or SSDI;

Families Response:

FY23: 209 (4.32%)

FY24 to date: 8 (4.30%)

RRH- Individual Response:

FY23 SSI/SSDI: 80 (13%)

FY24 to date: SSI/SSDI: 38 (7%)

d. The number of families who entered the program in FY 23 and FY 24, to date.

Families Response:

FY23: 2,391 families entered FRSP case management.

FY24: 221 families entered FRSP case management.

RRH- Individual Response:

FY23: 315 Individuals entered the RRH-I Program

FY24: 156 Individuals entered the RRH-I Program

e. The number of families who exited the program in FY 23 and FY 24, to date.

Families Response:

FY23: 1,282 families

FY24: 140 families

	FY23		FY24	
Moved in with Friends or Family	11	1%	6	4%
Moved to More Affordable Housing	49	4%	5	4%
Other*	203	16%	6	4%
Pursued Shared Housing	1	0%		0%
Stayed in Unit w Sufficient Earnings	3	0%	1	1%
Stayed in Unit w/o Sufficient Earnings	1	0%	-	0%
Terminated	8	1%	1	1%
Transfer to Career Map	603	47%	22	16%
Transfer to DC Flex	1	0%	-	0%
Transfer to PSH	264	21%	83	59%
Transfer to TAH	138	11%	16	11%
Grand Total	1282	100%	140	100%

**Various reasons families withdrew from the program*

Rapid Rehousing-Individual Response:

FY23: 571 Individuals were exited from the program.

FY24: 169 individuals were exited from the program.

Exit Reasons	FY23		FY24	
Abandoned Program	0	0%	1	1%
Abandoned Unit	5	1%	3	1%
Deemed Ineligible	34	6%	9	6%
Exited to Permanent Housing	158	27%	63	37%
Incarcerated	4	1%	2	1%
Other	1	0%	7	4%
Refused Housing	36	6%	6	4%
Relocated out of DC	16	4%	2	1%
Self- Sufficient- Does not need RRH	10	2%	4	3%

Staying with Family/friends	18	3%	3	2%
Termination	110	19%	13	8%
Transferred to FRSP	5	0%	1	1%
Transferred to PSH	18	3%	1	1%
Unable to Engage	155	27%	54	31%
Transferred to a High Level of Care	1	0	0	0
Grand Total	571	100%	169	100%

f. The average income of participants at time of entry and exit of the program in FY 23 and FY 24, to date; and

	FY 23		FY 24 (to date)	
	Unaccompanied Individuals	Families	Unaccompanied Individuals	Families
Average Monthly Income at Entry	\$721.16	\$1,175	\$1,106.00	\$1,204
Average Monthly Income at Exit (this is “last update, not necessarily “at exit”)	\$963.00	\$1,321	\$900.00	\$1,370

g. The average length of time that participants in the program had been housed in the program at the end of FY 23.

Families Response:

In FY23, participants received an average of 21 months of FRSP case management services.

Measure	FY23	FY24
Average LOS-Payment (months)	30	27
Average LOS-Case Management (months)	21	26

For families who are matched to Targeted Affordable Housing (TAH) or Permanent Supportive Housing (PSH), the case management of the family is transferred to the TAH or PSH case manager, while the FRSP subsidy generally remains until the family completes the DCHA Housing Choice Voucher Program application and completes the leasing process for the new or existing unit.

RRH-Individual Response:

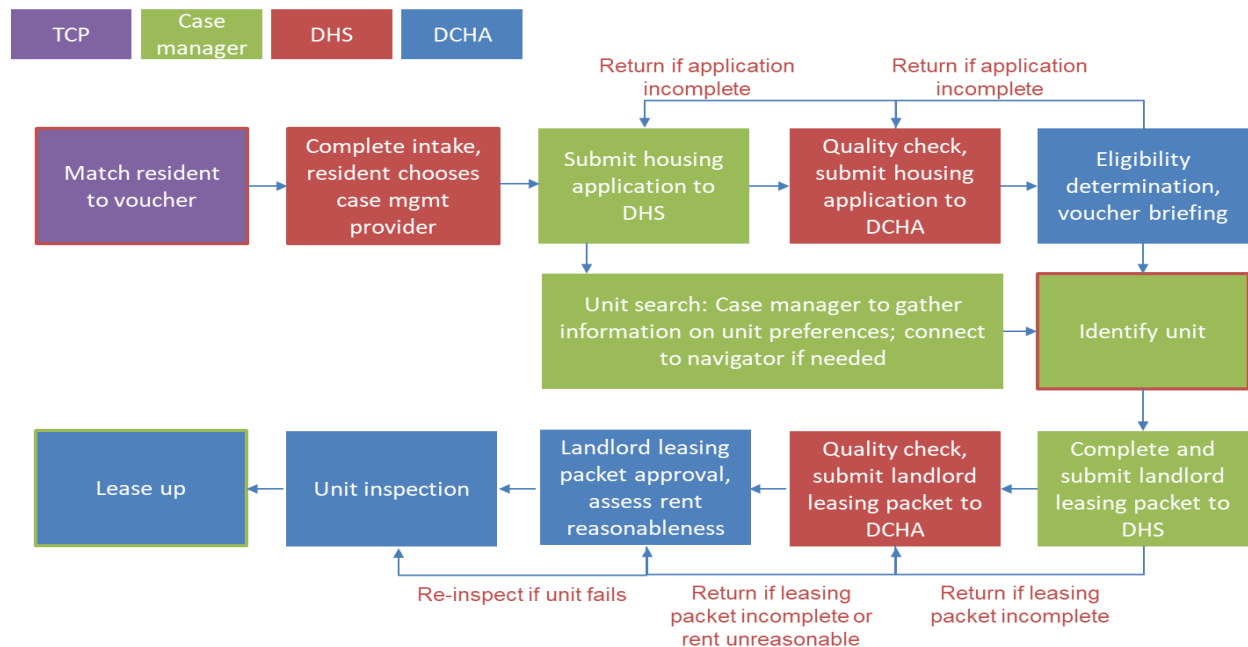
The average length of time housed in the program at the end of FY23 was 11 months.

84. According to DHS's publicly available data, there are four core stages in the timeline for leasing PSH and TAH vouchers. These stages are outlined as follows: (1) Assignment to Submission, (2) Submission to Decision, (3) Approved to Unit Viewing, and (4) Unit Viewing to Lease Up. In consideration of this timeline, please provide details on the following:

a. Specify the detailed actions to be completed at each stage of the timeline, including when inspections occur;

1. Assignment to Submission references the time between the assignment to a case manager and the submission of the voucher application, which is used to determine eligibility for the LRSP voucher. The steps include program intake which includes the client's selection of a PSH provider; case manager assignment and initial meeting; voucher application completion by the case manager; voucher application quality control and review by DHS; and submission of the completed application to DCHA.
2. Submission to Decision references the time it takes DCHA to review a submitted voucher application and determine eligibility.
3. Approved to Unit Viewing references the time it takes to identify and select a housing unit. The steps include client attendance at the DCHA voucher briefing and DCHA's issuance of the voucher; unit and selection; submission of unit viewing form to DHS; and application to housing unit.
4. Unit Viewing to Lease Up references the time it takes to lease-up once a unit is identified. The steps include landlord completion of the Request for Tenancy Approval Packet (RFTA packet); RFTA packet quality control and review by DHS; submission of the RFTA packet to DCHA; rent reasonableness determination; unit inspection by DCHA; issuance of the Housing Assistance Payment contract (HAP contract) and scheduling the lease up.

b. At each stage of the timeline, clarify the distinct roles played by DHS and DCHA; and



c. Outline the number of DHS staff assigned to each stage of the timeline and elucidate their respective responsibilities.

The Housing Support Program (HSP) team liaises between PSH/TAH and DCHA. They are responsible for providing review and quality control of the voucher applications and RFTA packets before they are submitted to DCHA; following up on missing information that is preventing packets or applications from moving forward; requesting voucher briefings once a client is deemed eligible; requesting rent reasonableness assessments; requesting unit inspections once unit is deemed rent reasonable and RFTA packet is completed; and requesting the HAP contract and lease-up date. This team is staffed by 1 Supervisory Homeless Coordinator, 1 Program Analyst, and 5 Program Support Specialists.

For PSH clients, there is a PSH monitoring team who supports them during the lease up process. Program intake/annual assessment is a short phone conversation completed with each client at intake and annually while in the program. This is completed by a team staffed with 2 program support specialists and 1 homeless coordinator. As needed, this team is supplemented by contracted intake specialists, especially during annual assessments.

PSH housing navigation monitors provide oversight to their assigned portfolio of PSH providers. The monitors review all documents submitted to DHS and meet with their assigned providers at least biweekly to discuss progress towards lease up for every unhoused client. There are 5 program analysts.

For TAH clients, services are provided by DHS case managers and supervisors. Each TAH client has an assigned case manager; during the lease up process, clients are assigned to a case manager on the housing navigation/intake team who specializes in the application and lease up process. There are 30 TAH Case Managers or Social Workers; 4 Program Support Specialists; and 6 supervisors, including 4 supervisory social workers (LICSWs).

These staff in HSP, the PSH Monitoring team, and the TAH team support “Assignment to Submission”, “Approved to Unit Viewing”, and “Unit Viewing to Lease Up”. The only step where we do not have dedicated staff is “Submission to Decision” since this is completed by DCHA’s eligibility staff.

85. Please provide the number of District residents being served by PSH and TAH in FY 23 and FY 24, to date. For each fiscal year, please provide the number of residents who entered and exited each program by month.

	TAH-I	TAH-F	PSH-I	PSH-F	Unit-Based-I	Unit-Based-F
Served FY23	374	1,173	3,488	1,727	662	167
Served FY24 YTD	362	1,375	3,520	1,833	635	170

FY23	TAH-I		TAH-F		PSH-I		PSH-F		Unit-Based-I		Unit-Based-F	
	Entered	Exited	Entered	Exited	Entered	Exited	Entered	Exited	Entered	Exited	Entered	Exited
October	0	5	36	0	36	39	17	2	26	5	1	1
November	0	0	2	0	11	9	22	0	26	5	4	3
December	0	0	2	2	13	29	7	2	30	12	3	0
January	0	7	0	0	36	30	20	2	33	10	3	0

February	0	0	0	2	134	13	14	0	10	7	23	1
March	0	7	13	6	113	35	41	2	14	6	1	0
April	0	2	5	2	94	37	30	1	12	11	7	1
May	1	0	10	2	70	45	18	2	4	10	1	0
June	0	0	10	3	48	37	27	2	14	4	3	1
July	0	0	12	5	45	23	7	1	8	7	0	3
August	0	0	27	0	37	18	38	0	10	3	4	0
September	0	0	11	1	67	22	59	4	8	3	0	1
TOTAL	1	21	128	23	704	337	300	18	195	83	50	11
FY24	TAH-I		TAH-F		PSH-I		PSH-F		Unit-Based-I		Unit-Based-F	
	Entered	Exited	Entered	Exited	Entered	Exited	Entered	Exited	Entered	Exited	Entered	Exited
October	0	4	4	3	36	17	24	0	11	7	1	0
November	0	4	9	2	80	15	39	1	10	7	0	0
December	0	2	1	2	127	12	20	1	7	7	5	0
January	0	0	13	1	78	16	29	0	10	2	7	0
TOTAL	0	10	27	8	321	60	112	2	38	23	13	0

86. As of the date of this report, for individuals and families in PSH and TAH in FY 24, how many:

a. *Have been matched to a voucher;*

All clients in PSH and TAH are matched through CAHP before they enter the programs, so all individuals and families in PSH and TAH in FY24 are matched to a voucher.

b. *Have been leased up; and*

See table in part c.

c. *Remain unmatched.*

	TAH-I	TAH-F	PSH-I	PSH-F	Unit-Based-I	Unit-Based-F
Total Served FY24 YTD	362	1375	3520	1833	635	170
Housed	350	1040	2500	1279	496	130
Not yet housed on voucher	2	327	960	552	116	40
Exited	10	8	60	2	23	0

87. Please provide the number of funded, but unused vouchers as of the date of this report.

All funded vouchers have been matched to a resident except for:

- FY24 vouchers - 150 PSH vouchers for individuals and 80 PSH vouchers for families, which we anticipate matching this FY.
- FY23 vouchers – 938 vouchers are still to be matched and we expect to match by the end of Q3.

Of the vouchers that are matched, as indicated in the above table, there are still 1,841 tenant-based vouchers that are assigned to a resident but not yet leased up.

88. Please provide a list of PSH service providers, including:

a. The number of clients assigned to each;

See table in part c.

b. The amount of funding provided to each; and,

See table in part c.

c. The current ratio of clients to case managers or case workers at each.

Provider	# clients assigned	Avg. caseload (1:X)	DHS local funding (FY23)	Medicaid funding (FY23)
Bradley & Associates	41	20.5	\$792,067.19	\$152,434.83
Catholic Charities	313	20.7	\$1,601,795.02	\$1,609,338.96
Community Connections	964	17.2	\$2,226,776.31	\$4,541,845.34
Community of Hope	311	11	\$2,231,045.02	\$1,533,923.40
CORE DC	183	19.1	\$189,497.39	\$871,809.93
DC Doors	294	17.9	\$2,434,837.79	\$527,526.87
Everyone Home DC	63	15	\$1,030,308.93	\$88,465.73
Friendship Place	493	19.4	\$1,822,456.26	\$2,063,904.20
Housing Up	229	13.3	\$2,423,043.64	\$83,578.87
Jaydot	70	22.3	\$1,109,544.99	\$599,871.05
KC Community Services	246	23.2	\$1,556,341.40	\$3,966,089.36
MBI Health Services	875	17.7	\$2,458,788.83	\$3,472,048.28
Metropolitan Educational Solutions	681	16.6	\$1,842,306.23	\$975,454.48
Miriam's Kitchen	299	14.1	\$921,898.16	\$288,422.15
N Street Village	118	14.8	\$1,078,101.24	\$797,558.17
Open Arms Housing	387	23.9	\$1,848,301.59	\$1,427,336.14
Pathway Homes	31	14	\$1,051,382.69	\$1,510.40
Pathways to Housing	496	17.7	\$1,554,609.32	\$2,795,821.17
The National Centers for Children and Families	151	13.5	\$2,110,062.69	\$850,739.55
United Planning Organization	106	17.3	\$902,654.44	\$478,818.24

Wheeler Creek	277	20.7	\$2,156,953.79	\$824,871.77
Woodley House	40	13.3	\$1,057,050.69	\$10,784.34

**This excludes program managers/supervisors who are carrying less than 3 clients on their caseload given that this would otherwise skew the average caseload per case manager*

89. For PSH generally, please describe:

a. The anticipated services to be provided to PSH clients;

The PSH Program provides two core services: 1) a rental subsidy which pays for rent that exceeds 30% of a participant’s income, and 2) intensive case management services (when the participant is not yet housed with their voucher, a minimum of four contacts per month, including two face to face; once a participant is housed, a minimum of two contacts per month, including one face to face in the home). PSH is designed to assist households who require ongoing, wrap-around services and can live independently. This includes connecting participants to other supportive services, such as behavioral health, ensuring participants are receiving eligible federal and local benefits, and supporting parents to ensure their children are thriving. The goals are to maintain stable housing and move toward wellness as defined by the participant.

b. How DHS determines the relative efficacy of service provision for each provider;

DHS closely monitors and regularly assesses the performance of each service provider. Each provider has two dedicated program monitors – one focused on the services provided to clients in housing navigation and a licensed social worker focused on the services provided to clients in housing stabilization. Each provider also has an assigned contract liaison specialist who monitors provider compliance with the Human Care Agreement. Each of these monitors meets with their assigned provider at least monthly to review client cases, concerns, and provide support to resolve barriers to housing stability. There is also a monthly meeting for all PSH providers with program leadership to share information and address concerns that are emerging program wide.

In addition to the regular monitoring, starting in summer 2023, each provider is now graded through a quarterly report card. The focus of these report cards is on service quality during housing stabilization and each report card incorporates findings from an audit of 15-25% of clients randomly selected from the provider’s caseload. We plan to develop another report card focused on housing navigation during FY24.

At a program level, we are regularly reviewing data on program performance, including by provider, including:

- Unusual incidence reports (UIRs)
- Voucher utilization and number of lease ups monthly.
- Time to lease up by program.

c. How DHS intervenes when adequate services are not provided by providers; and,

The DHS PSH monitoring team regularly provides training and technical assistance during the monthly meeting with all providers and during the individual meetings with their monitoring team. These very regular touchpoints can provide support in resolving minor challenges.

However, the DHS PSH monitoring team proactively intervenes when more serious concerns are raised, which can happen through regular monitoring activities, site visits, annual assessments with clients, or complaints submitted by clients, neighbors, landlords, or other stakeholders. For concerns related to individual cases, PSH monitors work closely with providers to develop a detailed plan and resolution and then will track progress carefully. For concerns related to overall provider performance, the monitoring team will take additional steps such as pausing all new referrals to a provider; developing a Performance Improvement Plan; or the contract liaisons specialists will develop a corrective action plan, if necessary. These plans have specific timelines and targets that must be achieved; if sufficient progress and improvement is not demonstrated, the provider can lose their task order or Human Care Agreement.

d. The type and number of interventions by DHS when DHS PSH contractors or employees did not provide adequate services in FY 23 and FY 24, to date.

The most common source of client complaints about service quality is related to unit conditions, maintenance requests, and time to lease up for initial or relocation moves (which is often connected to processing time for eligibility at DCHA). These are complaints and concerns that we follow up on according to established protocols, but generally do not reflect inadequate service provision by PSH case managers. Any client concern that is received is tracked in our database; in FY23 and Q1 FY24, there were 35 client cases that were initially raised as concerns about provider performance and were monitored intensively to resolution. When there are specific concerns about case manager behavior, DHS's program monitoring and contracts monitoring team will work with the PSH provider to understand the disciplinary plan, if warranted, and next steps. During FY23, there were 5-6 providers where there were serious enough performance concerns that DHS paused all new referrals until improvements were made. A frequent reason for pausing referrals to a provider was due to concern about their ability to move clients through housing navigation to lease up, resulting in a large percentage of clients on a caseload in housing navigation; in these cases, the monitoring team set clear expectations and guidelines for lease ups that needed to be met before referrals could be restarted. No PSH providers had a PIP or corrective action plan.

90. Regarding the Career MAP Program:

a. Of the funding available, how much has been expended, how much has been committed, and how much is unspent?

DHS spent the full amount of funding appropriated to Career MAP in FY23. The program's original budget was \$4,349,978 for FY23, established through federal ARPA funding. The original budget allocation did not factor in the decision to expand the program from 300 to 600 participants that was made in September 2022 and also did not factor in housing assistance for participants, assuming that would remain covered through the FRSP program. Accordingly, DHS actually spent \$14M, a significantly higher amount on Career MAP than budgeted in FY23, leveraging other local funds.

For FY24, the budget is \$17,816,308. DHS anticipates spending 100% of this amount during FY24, with 64% of the budget expended to date.

b. How many families has DHS supported through Career Map in FY 23 and FY 24, to date?

The Career MAP program reached its cap of 600 families fully enrolled and receiving program services in spring 2023, about 6 months after enrolling our first participants. As of February 1, 2024, there are currently 581 families in Career MAP. A total of 629 families have enrolled in Career MAP, but 48 have exited to date – primarily due to matches to other permanent housing programs.

c. How does DHS define success in the Career Map program?

DHS defines success in the Career MAP program as families exiting the program after 5 years with significant earnings increases that allow them to afford to live without an ongoing direct rental subsidy. We are also hoping to see improvements in overall family well being, including increased educational attainment for parents and children. DHS is collaborating with The Lab @ DC on the program's evaluation, and this effort will produce rigorous analyses that assess differences in employment, earnings, and measures of educational progress between participants and a control group of families that applied for the Career MAP lottery but were not accepted.

d. What percentage of families participating in Career Map have been able to successfully exit the program as a result of increased income?

The Career MAP program is designed to keep families enrolled for the full 5 year time limit, regardless of how successful they are. We purposely refrained from including any maximum income threshold for the program because we thought it would be important to allow families that time to grow their earnings and build assets that will help them

succeed in the long-run. All of our most successful families in terms of income increases remain enrolled in the program as planned.

e. For families that have exited the program, does DHS track whether those families have been able to maintain housing or if they have had to subsequently re-apply for housing programs?

DHS does attempt to track the housing outcomes of all families. Of 48 program exits to date, 44 were for transfers to either PSH (35) or TAH (9). Two others were for transfers to DCHA Housing Choice vouchers, one moved to Maryland, and one is deceased. All other Career MAP families are housed in rental units in the District that are subsidized through Career MAP.

91. Regarding the Homeless Wrap-Around Workforce Development Program for Transgender, Non-Binary, and Gender Non-Conforming Individuals:

a. Of the funding available, how much has been expended, how much has been committed, and how much is unspent;

Us Helping Us: \$275,000.00.
HIPS: \$275,000.00
Damien Ministries: \$320,000.00
Total Amount: \$870,000.00

The amount spent up to the most recent invoice period of December 31, 2023, is \$152,498.02. October 2023, November 2023, and December 2023 invoices have been received to date.

Us Helping Us: \$52,382.37
HIPS: \$38,005.17
Damien Ministries: \$62,110.48
Total Amount Unspent for FY24 to Date is: \$717,501.98.

b. How many participants have this program served in FY 23 to FY 24, to date;

A total of 50 participants were served in FY23 and 28 participants were served in FY24 YTD.

c. What services have participants received; and

Participants in the TGNC Workforce Development Program receive access to job readiness training, subsidized and unsubsidized work experience, occupational skills training, certifications for industry credentials (such as phlebotomy, community health workers, and eyelash technicians), and linkage to part-time and full-time employment, as well as wrap-around case management to address issues that create roadblocks to obtaining and sustaining employment. Each grantee approaches workforce development in a different way, with one grantee working with clients over the course of the year via a cohort model, one grantee providing a six-week workforce development program, job shadowing, and linkages to employment, and another grantee working with clients in an individualized model where job readiness training is provided and customized employment search supports. During Q1 of FY 24, participants have obtained subsidized work experience via fellowships at Us Helping Us, participation in We the People Community Health Corps, and have obtained employment at Whitman Walker Health and Eaton Hotel.

d. What contractors have been selected to provide wrap-around services?

The three grantees (Us Helping Us, HIPS, and Damien Ministries) are non-profit organizations that provide workforce development and wrap-around services. These wrap-around services include (but are not limited to) linkages to food and housing resources, in-house or linkage to medication management, workforce clothing resources, and linkages to or in-house mental and physical healthcare.

92. How many individuals and families served through the Continuum of Care identified domestic violence as a housing barrier or contributing factor to homelessness in FY 23 and FY 24, to date?

Information collected during the 2023 PIT Count shows that 888 (or 24%) single adults and 256 (or 55%) of the adults in families counted reported that they had an experience of domestic violence in the past. Among those persons, 411 single adults and 136 adults in families indicated that domestic violence caused their current episode of homelessness.

93. How many families assessed at Virginia Williams in FY 23 and FY 24, to date, were identified as, or disclosed being, survivors of domestic violence?

FY 23: 653 families; FY24 YTD: 179 families. All families were referred to services.

94. Please provide a list of all contractors and grantees under DHS that offer assistance to victims and survivors of domestic violence in FY 23 and FY 24, to date, including:

a. The amount of funding provided to each; and

See table in part b.

b. The services anticipated from each contractor and grantee.

Grantee	Services	Funding Amount FY23	Funding Amount FY24
Asian Pacific Islander	Public Awareness/Education	\$88,094.59	\$88,094.59
AYUDA	Case management, counseling, education, and outreach	\$187,219.66	\$187,219.73
District Alliance Safe Housing	Survivor counseling @ VW; Technical assistance of VW staff, Youth transitional housing, Emergency Shelter Services	\$1,833,932.61	\$1,833,932.61
House of Ruth	Special/Shelter beds, shelter services, education, and outreach	\$1,006,109.68	\$992,580.00
JCADA	Education and outreach	\$85,826.12	\$85,826.12
My Sister's Place	Case management, counseling, shelter beds, and shelter services	\$655,550.17	\$655,550.17
NVRDC	Case management and counseling	\$78,371.71	\$75,000.00
DC SAFE	Shelter services and TANF POWER	\$365,575.00	\$365,575.00

Sexual Assault			
NVRDC	Sexual Assault – Mental Health services	Executed	\$178,584.33 Carry-over from FY23

95. Please list all reductions in funding for domestic violence contractors in FY 23 and FY 24, to date, specifying the impact and rationale behind each cut.

DHS did not make any funding reductions for DV contractors in FY23 and FY24.

96. *Please provide the number of migrants who received services from DHS or DHS contractors in FY 23 and FY 24, to date.*

FY 23: 8,667 migrants

FY 24 to date: 1,830 migrants

97. *Please list the contracted or partner organizations assisting DHS with migrant services, specifying the funding amount provided to each, and describe the services offered.*

Provider/Service	Description	Thru FY23	FY24 Projected
IEM	Staffs and manages each temporary lodging facility (hotels) and day to day operations.	\$9,234,184	\$10,005,715
Hagerty	Incident Command Team setting up Office of Migrant Services policies, procedures, and protocols.	\$3,186,163	\$1,268,732
II Kings	Twice-weekly deep cleaning and sanitization of hotel rooms.	\$4,329,872	\$4,395,916
Henry's Soul Food Cafe	Three (3) meals per day including weekends and holidays for all migrant clients	\$4,932,490	\$3,857,481
Catholic Charities	Case management services for OMS clients.	\$2,392,421	\$4,387,772
K & V Limousine Transportation	On-call and routine transportation services for migrants requiring transportation from designated locations throughout the District and surrounding areas	\$350,500	\$255,000
Family Laundry	Personal linen and laundry cleaning services (wash, dry, and fold) for clients and room linen cleaning for Hampton Inn.	\$1,404,236	\$1,227,218
Security Assurance Management/ Preeminent Security	Site security, access control at pedestrian and vehicle entry points, and roving patrols for Temporary Lodging Facilities (hotels).	\$6,726,066	\$8,874,744
Days Inn	Temporary sleeping quarters (private hotel rooms) Scheduled to close 03/30/2024	\$9,736,290	\$4,950,900
Hampton Inn	Temporary sleeping quarters (private hotel rooms),	\$5,797,088	\$6,713,500
Quality Inn	Temporary sleeping quarters (private hotel rooms),	\$3,753,548	\$7,335,840
Translation/ Interpretation	Translation, interpretation, and services for OMS programs and migrant clients. Includes printing of materials.	\$2,500/ month coordinated through DHS	
SAMU	Staff and management of services at OMS Welcome Center, Respite, and Temporary Lodging sites. Basic/initial needs assessment, case management pre-screening, distribution of information to assist with short-term planning and onward travel and ensure access to healthcare and trauma informed care language	\$3,334,660	\$14,769,690

	services, food, sleeping arrangements, access to education for school-aged children, and local and regional transportation assistance.		
Midtown Staffing	Supplemental staffing for OMS facilities. In charge of front desk sign in duties and room wellness checks	\$853,600	\$2,015,696
Salvation Army	Licensed agreement to operate as OMS' Reception and Respite Center at the Harbor Light facility	\$770,598	\$770,598
Office of Risk Management MOU	Insurance coverage for OMS' Reception and Respite Center as required per the lease agreement.	\$170,564	\$200,000
Office of Chief Technology Officer MOU	Internet access and related services for OMS' Reception and Respite Center.	N/A	\$238,380
CHUMC and WCOB	Licensed agreement to operate as OMS' Temporary Welcome Center.	\$256,394	N/A

98. Please describe the temporary shelter options in congregate and non-congregate settings, respite, and housing provided by DHS to migrants. Please include the number of migrants currently being served by each option.

Harbor Light Center - Operational since June 2023, Harbor Light serves as the OMS Reception and Respite Center for newly arrived migrants.

- Reception Center is designated for the initial arrival and processing of migrants and organizing onward travel or next steps.
- Respite Center offers short-term semi-congregate lodging for migrant families.
- Harbor Light currently hosts 75 families representing 251 individuals.

Temporary Lodging Facilities (TLF) - OMS manages three (3) non-congregate TLF sites. These facilities were established to serve as an emergency response measure that provided immediate respite for the migrant population arriving in the District. The facilities worked as initial sheltering spaces for the District while a Respite Center was established.

Current occupancy at the three sites is:

- **Days Inn:** 24 families representing 79 individuals.
- **Hampton Inn:** 96 families representing 326 individuals.
- **Quality Inn:** 79 families representing 296 individuals.

Single adult migrants receive basic information at the Reception Center and are referred to low-barrier shelters in the District.

99. Please provide the number of migrants who received assistance obtaining identification in FY 23 and FY 24, to date.

DHS has no authority over the issuance of official, government-issued identification such as a limited use identification card (issued by the DMV). Individuals applying are required to follow the requirements outlined by the DMV regarding required documentation.

DHS, through our case management contractors, are working closely with migrants in OMS programs to help facilitate access to important services including health insurance through DC Alliance, WIC, birth certificates, etc. and to work through any challenges that lack of formal identification may present.

100. Please describe DHS's approach to resettlement for migrants.

Over the past year, OMS has developed a resettlement approach tailored to the specific situations of migrants who newly arrive in the District. DHS's approach aims to balance length of stay and how families are progressing toward stabilization. The approach allows for flexibility to adjust to the conditions of each family. Case management currently leads the process with families as they complete their housing plan.

The housing plan documents all the steps both the client and the case manager will take to support the client in moving towards permanent housing and independent living. The plan addresses the steps needed to build on the client's resources and addresses their barriers. There are clear benchmarks and timelines so that when the plan is developed responsibilities and expectations are clear. Upon completion of the housing plan, families identify goals needed to work towards long-term housing stability. As part of the plan, families explore housing options, with the support of case management, in alignment with goals and assessment parameters. It is each family's responsibility to look for housing options that best fit their needs.

This approach to resettlement involves families meeting specific milestones, including completion of basic medical and mental health assessment, development of an education plan, building financial literacy, and developing other essential life skills. By working collaboratively, OMS supports families with their sustainability goals self-sustainable, in collaboration with community partners and direct service providers. OMS works alongside other District agencies such as the Department of Health and OSSE to address different areas of the housing plan. Additionally, local non-profit organizations complement services to ensure families have sufficient support, resources, and information to complete their goals under their housing plan. By having this multi-stakeholder approach and the clients' ownership of their plan, OMS hopes to set forth a strong path to self-sufficiency.

101. Please provide the number of migrants who received assistance with relocation in FY 23, and FY 24, to date.

Onward travel data for migrants that received assistance at the Harbor Light Reception and Respite Center in FY 23 and FY 24 is as follows:

- **FY 23:** 692 at Harbor Light Respite and 2,222 at Harbor Light Reception.
- **FY 24 to date:** 311 at Harbor Light Respite and 828 at Harbor Light Reception

For families who have moved out of OMS temporary lodging facilities in coordination with Case Management support, Catholic Charities case managers conduct a one-month check-in with relocated OMS families.

- **FY 23:** 97 families moved out of OMS Temporary Lodging Facilities
- **FY 24 to date:** 102 families moved out of OMS Temporary Lodging Facilities

102. Please describe the process for notifying migrants of the denial or termination of any assistance.

A key goal of the Office of Migrant Services is to provide a safe, stable location for newly arrived migrant families as well as the tools they need to achieve self-sufficiency either within the Washington, DC region or beyond. Migrant families who are staying in the Temporary Lodging Facilities are matched with case managers through Catholic Charities. Catholic Charities provides an array of services to help migrants adjust to the region and learn vital skills. One essential component of the case management relationship is the development of robust housing plans. These plans are designed collaboratively with Catholic Charities and migrant families and have multiple milestones that must be worked towards on the path to self-sufficiency. As the housing plans are completed and the milestones achieved, families get closer to being able to identify housing on their own and support their families. Catholic Charities provides resources to help the migrant families identify suitable apartments or houses and assistance with other required paperwork. Families who have completed their housing plan and milestones and have been staying in the temporary lodging facility for nearly a year, are given a recommended 30-day time limit to identify housing options which is communicated verbally by case management. or. If, for some reason, families in this situation are unable to identify a housing option, extensions will be considered based on the needs of the families.

Unlike the Temporary Lodging Facilities, the goal of the Respite Center is to offer very short-term lodging as families plan for the next step in their journey. When families arrive, they are informed that they have 3-5 days to identify their next step. While many newly arrived families can connect with suitable housing options within that time frame, some cannot. In those instances, families are referred for case management to make a short-term plan to identify next steps. While it is essential to the sustainability of the Respite Center that families cycle through the system, DHS OMS is committed to doing what is needed to link families to safe options and does not force families out if they are unable to do so unless there are safety concerns to other residents or excessive code of conduct violations.

OMS also operates a Reception Center that is co-located with the Respite Center at the Harbor Light building. The Reception Center's core function is to provide the immediate, initial intake of all newly arrived migrants. Key data are collected at intake that help guide decisions around eligibility for respite, case management, and other OMS services. After the intake assessment, the individuals or families are told what, if any, OMS services they are eligible for. Additionally, all newly arrived migrants are given access to food, clothing, and financial support for onward travel regardless of OMS eligibility.

103. Provide the conduct policies at the temporary lodging sites for migrants and under what circumstances families may be asked to leave temporary lodging.

OMS has developed Code of Conduct policies for clients placed in OMS temporary shelters (See Attachment #103) in alignment with the OMS Rulemaking Document. OMS Clients receive a copy of the Code of Conduct upon entry into the OMS program to inform them of rules and requirements. OMS may terminate services to a client when the client violates OMS Code of Conduct requirements on three (3) separate occasions and is notified of these violations when they occur or reasonably prompted thereafter. OMS may immediately terminate services to a client in an OMS temporary shelter if the client is responsible for a severe violation of the OMS Code of Conduct. In such instances, the client is asked to leave temporary lodging. In addition to the policy described above for individual OMS clients, OMS does not ask family units to leave in such situations, and instead works with Catholic Charities to support families with developing and completing 30-, 60-, or 90-day housing plans.

104. Please provide a list of all temporary lodging sites for migrants, indicating the capacity of each and current occupancy at each location

Days Inn capacity: 180 rooms, 24 rooms occupied. Occupancy at Days Inn is low in anticipation of closure of this facility by 3/31/2024.

Hampton Inn capacity: 125 rooms, 96 rooms occupied.

Quality Inn capacity: 130 rooms, 79 rooms occupied.

105. Please detail the support DHS offers migrants with Asylum applications and proceedings.

Families arriving into the District in need of shelter are in different stages of their asylum process. For those arriving within a few weeks of release from detention, OMS ensures that service providers facilitate the families' arrival to their initial court appointment. For some cases this requires a change of venue or request for extension. Additionally, clients receive basic "Know Your Rights" presentations through OMS Partners (i.e., Catholic Charities, CARECEN, Ayuda, Workers United). As part of the case management plan, Catholic Charities ensures families are in understanding of their immigration process and are aware of important deadlines.

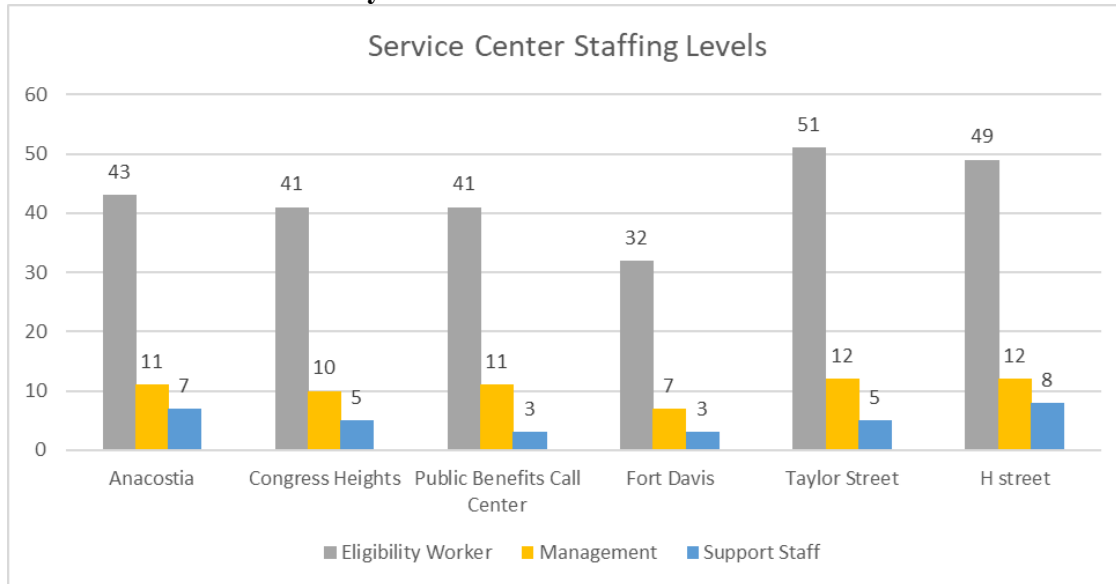
Case managers also provide the appropriate referrals to previously vetted organizations to support the completion of the asylum case. Following the announcement of the U.S. Citizenship and Immigration Services (USCIS) extension and redesignation of Temporary Protective Status (TPS) for Venezuelans, OMS proactively started working with current partners to make sure that OMS clients have information on and access to the application. Currently, Catholic Charities and CARECEN are providing legal support to OMS clients to complete and submit the individual TPS applications and work permits. Clients work with our partners to identify funds and waivers for legal and processing fees when eligible.

106. Please describe the relationship the Office of Migrant Services has with Immigrant Justice Legal Services (IJLS).

OMS is in coordination and communication with IJLS, to build understanding of the services provided by OMS and the evolving needs of its clients. Additionally, OMS works actively with partners within the IJLS network (e.g., CARECEN, Workers United, AYUDA, Latin American Youth Center, and Briya Public Charter School) to ensure organizations can engage with OMS clients and that services are provided to this population.

107. Please list the number of current staff and the number of funded staff positions at each DHS service center.

Number of Funded Staff by Service Center Location



Position Vacancies

Vacancies	Total
Management	12
Eligibility Worker	20
Support Staff	13
Total	45

108. Please indicate how wait times at in-person service centers are tracked and provide data on wait times at each service center in FY 23 and FY 24, to date.

Wait times are not currently being tracked in the lobby. During the modified business process, all incoming work is filtered to “Non-Lobby.” We will be able to resume wait time analysis upon reimplementing “Lobby” services with a tentative date of 02/19/2024.

109. Please provide the number of calls received by the DHS call center by program and by month in FY 23 and FY 24, to date.

FY23 Calls Received				
Month	Alliance & Medicaid	SNAP and TANF	Other Calls	Grand Total
October 2022	7,990	18,989	51,104	78,083

November 2022	9,471	20,716	48,729	78,916
December 2022	10,111	22,493	50,050	82,654
January 2023	10,744	22,666	55,713	89,123
February 2023	8,079	19,043	44,607	71,729
March 2023	10,702	21,906	48,354	80,962
April 2023	9,247	15,654	37,203	62,104
May 2023	10,170	13,204	39,790	63,164
June 2023	10,684	12,704	38,538	61,926
July 2023	12,093	12,521	40,147	64,761
August 2023	15,230	14,273	47,386	76,889
September 2023	12,880	14,776	46,894	74,550
Grand Total	127,401	208,945	548,515	884,861

110. Please provide the call center average hold times and abandon rates by month during FY 23 and FY 24, to date.

FISCAL YEAR 23						
Month	Total Calls Received	# Calls Served	# Calls Abandoned	Abandonment Rate	Wait (Hold) Time (minutes)	Average Handle Time (AHT) (minutes)
October 2022	77,253	60,060	14,192	19%	11.5	9
November 2022	79,085	65,943	8,622	13%	9	8
December 2022	88,205	73,959	8,694	12%	10	8.5
January 2023	94,171	101,046	9,958	13%	11	8.5
February 2023	73,843	65,275	6,253	11%	8	9
March 2023	83,293	72,796	8,008	12%	8	9
April 2023	63,502	55,192	6,698	14%	5	9.5
May 2023	62,310	56,369	6,376	15%	7.5	10.5
June 2023	61,550	56,941	15,064	13%	6	10
July 2023	64,122	59,523	5,168	12%	6	10

August 2023	75,660	70,324	6,552	13%	6	10
September 2023	76,452	64,644	9,296	17%	13.5	11
Total	899,446	802,072	104,881			
Average	74,954	66,839	8,740	13%	9	9
FISCAL YEAR 24, Q1						
October 2023	86,687	67,570	17,649	9%	7.8	10.6
November 2023	91,756	70,553	16,509	8%	5	10.3
December 2023	71,065	60,388	10,424	9%	4	10.9
Total	252,508	198,511	44,582			
Average	84,169	66,170	14,861	8.6%	5.6	10.6 Minutes

111. Please provide the following data for the life of the STAY DC program by type of assistance:

a. The number of applicants approved and denied;

Approved tenant applications (Stage = Payment) = 54,452

Denied tenant applications (Stage = Application Rejected) = 6,843

b. The number of households receiving assistance;

	# of Unique Households
Rent + Utilities Payments	12,433
Rent Payments Only	22,537
Utility Payments Only	3,253
Total	38,223

c. The ward of households assisted;

Assistance Type	Ward Unknown	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Grand Total
Rent + Utilities	387	938	214	123	902	1,660	1,332	2,712	4,259	12,527
Rent Only	836	2,333	1,151	854	2,092	2,973	2,891	4,170	5,327	22,627
Utility Only	106	184	21	21	204	432	278	800	1,212	3,258
Grand Total	1,329	3,455	1,386	998	3,198	5,065	4,501	7,682	10,798	38,412

Note: In some cases, a household has submitted multiple applications in different wards.

d. The mean and median amount of assistance granted for applicants approved;

Mean assistance application level = \$5,102.70

Median assistance application level = \$3,500.97

Mean assistance household level = \$7,222.91

Median assistance household level = \$4,994.75

e. The mean and median income of households assisted; and

Mean 2020 income for HH's assisted = \$24,108.98

Median 2020 income for HH's assisted = \$18,000.00

Mean 2021 income for HH's assisted = \$16,806.81

Median 2021 income for HH's assisted = \$12,000.00

Note: A HH can report different 2020 or 2021 HH incomes across multiple applications

f. The mean and median household size of households assisted.

Mean size of HH's assisted = 2.07

Median size of HH's assisted = 2

Note: A HH can report different sizes across multiple applications

112. Pursuant to DC Code § 4–205.05, "direct cash assistance payments received from District-based cash assistance programs or pilot programs that provide unrestricted cash" are not considered income. Does the District typically request waivers for our local cash supplement programs (i.e. Strong Families-Strong Futures DC) to ensure families linked to federal programs like SNAP are not kicked out due to exceeding the income limit?

DHS has worked to coordinate policy across programs and initiatives to ensure that program interactions are anticipated and planned for, and that we pursue any available flexibilities that can mitigate the effect of the interaction of program rules on our customers.

In designing the Career Mobility Action Plan (Career MAP), a program that removes obstacles that low-income District households confront as they pursue higher income through employment, including a decrease in public benefits that may result from an increase in a household's income, DHS did extensive due diligence to minimize the interactions between the program and the Supplemental Nutrition Assistance Program (SNAP), the Temporary Assistance to Needy Families (TANF) and other cash programs.

DHS also worked closely with Council staff to provide technical assistance in drafting amendments to the District Earned Income Tax Credit (EITC) to exclude periodic EITC payments from the determination of eligibility for public assistance. In response to enactment of *Earned Income Tax Credit Expansion Clarification Amendment Act of 2022*, DHS submitted a Simplified Income Plan to the Food and Nutrition Service (FNS) to align definitions of income between SNAP and TANF. FNS subsequently denied this request because the Agency deems monthly State EITC payments as *regular payments from a government source*, which are explicitly excluded by regulation from being excluded from SNAP income, even if the State excludes the payment from TANF.

113. Does DHS have recommendations for the Council on how to exclude certain payments from the federal income definition, allowing individuals to receive both cash payments and federal benefits?

DHS is eager to work with the Council on ways to minimize the impact of cash payments on federal benefits, including looking at alternative ways to deliver benefits that are not in the form of cash.

In response to questions about subsidies provided through a variety of initiatives targeted to low-income District residents, including income supplements, grocery gift cards, subsidies for diapers, and other in-kind assistance, DHS developed a guide entitled, *SNAP: What Counts and What Doesn't? Assessing the Impact of Additional Cash Assistance or In-Kind Benefits on SNAP*. The document is a quick-reference guide that outlines factors to consider in designing a program that can mitigate the potential impact of a new cash or in-kind benefit on a household's SNAP benefits. The document is in a question and answer format that breaks out how specific design features – for example, the nature of the benefit (cash, in-kind, voucher or gift card); the source of funding (government, charitable, mixed); frequency of receipt; value of the benefit; and how the benefit is treated by other assistance programs will determine how the benefit will be treated by SNAP.

See question 114, below, for linked locations of the guidance.

114. *How does DHS provide clear information to recipients of cash payments and subsidies about how accepting these payments may affect their eligibility for federal benefits?*

We have posted *SNAP: What Counts and What Doesn't?* on the DHS website. Assessing the Impact of Additional Cash Assistance or In-Kind Benefits on SNAP on three different pages on the DHS website:

1. <https://dhs.dc.gov/page/esa-frequently-asked-questions>
2. <https://dhs.dc.gov/page/apply-recertify-benefits>
3. <https://dhs.dc.gov/service/snap-eligibility-general-requirements>

The [document is a quick-reference guide](#) that outlines how cash or in-kind benefits are treated in determining income for SNAP. The document is in a question and answer format that breaks out how specific design features – for example, the nature of the benefit (cash, in-kind, voucher or gift card); the source of funding (government, charitable, mixed); frequency of receipt; value of the benefit; and how the benefit is treated by other assistance programs will determine how the benefit will be treated by SNAP.

115. *Does DHS collaborate with CFSA to provide comprehensive education to grandparents and caregivers applying for monthly financial assistance subsidies, such as the expanded EITC, ensuring they are informed about the potential impact on their federal benefits?*

ESA and CFSA have a standing monthly meeting to facilitate cross coordination and collaboration. We have not designed a collaborative curriculum for grandparents and caregivers. Rather, ESA has a Grandparent Support program which includes financial management and budgeting workshops presented by Department of Insurance, Securities and Banking (DISB), *Bank on DC* and the Marshall Heights Community Development Organization. CFSA also supports grandparents and caregivers with financial literacy. DHS and CFSA will continue to have ongoing conversation about these topics in monthly meetings to provide information about services.

116. How many residents received benefits from the Burial Assistance Program in FY 23 and FY 24, to date?

- FY 23: 245 residents
- FY 24 (Q1): 43 residents

a. How much was expended by the program in FY 23 and FY 24, to date?

Burial Assistance	FY 23	FY 24 as of 12/31/23
Approved Budget	\$438,231	\$438,231
Expenditure/Obligation	\$112,100	\$130,250

** It should be noted that the Burial Assistance Program always has a lag in spending, largely due to inconsistent and untimely invoicing from vendors. Further, access to Federal COVID funding for burials offset significant demand for DHS burial support.*

b. What is the average cash benefit given to each recipient?

The Burial Assistance Program provides \$1,000 for burial assistance and \$650 for cremation.

117. Please provide the following for Interim Disability Assistance (IDA) for each month in FY 23 and FY 24, to date:

a. Total number of IDA applications;

See Table below with requested totals by Fiscal Year.

b. Average processing time for an IDA application;

The average processing time for FY23 and FY24 is 92 minutes.

c. Total number of approvals for IDA; and

See Table below with requested totals.

d. Total number and reason for IDA denials.

The DCAS system does not track number of denials nor the reasons.

Interim Disability Assistance (IDA)	
FY23	
Month	# of Applications Approved
October 2022	54
November 2022	61
December 2022	60
January 2023	70
February 2023	64
March 2023	84
April 2023	70
May 2023	68
June 2023	86
July 2023	63
August 2023	88
September 2023	72
FY23 Total	840
FY24	
October 2023	85
November 2023	70
December 2023	53
FY24 Total	208
Grand Total (FY23+FY24)	1,048

118. Please provide the following for households receiving Supplemental Nutrition Assistance Program (SNAP) in FY 23 and FY 24, to date:

a. Number of households served, by ward;

FY23 SNAP Households		FY24 SNAP Households	
Ward	# of Households	Ward	# of Households
No Ward Designation	1,372	No Ward Designation	1,014
Ward 1	7,712	Ward 1	6,495
Ward 2	3,901	Ward 2	3,375
Ward 3	2,245	Ward 3	1,854
Ward 4	9,864	Ward 4	8,274
Ward 5	14,780	Ward 5	12,583
Ward 6	13,012	Ward 6	11,484
Ward 7	23,504	Ward 7	19,896
Ward 8	28,813	Ward 8	24,464

b. Average processing time for applications for SNAP benefits;

1. FY23: 71 minutes
2. FY24: 75 minutes

c. The number of applications that took longer than 30 days to review;

DHS prioritizes cases that need to be processed based on specific criteria. Eligibility staff uses multiple systems including the eligibility system, DCAS, in addition to the workload management system called, Current. As of 2/27/2024, the date of the oldest SNAP application waiting to be claimed in Current is 6 days. That does not mean that the case is disposed (approved or denied) in 6 days, but rather, the case has an initial review in 6 days. Our business practice is to process the case with a first touch resolution. However, for many cases, further information is needed from the applicant, and communication is mailed to the customer seeking additional required information. DHS strives to process cases as quickly as possible, but the workload exceeds our staffing capacity. Staff works overtime in the evenings and weekends to process cases.

d. Average size of households;

- FY23: 1.6
- FY24: 1.6

e. The SNAP benefit paid to households by household size by month; and

Household size	Average Monthly Benefit	Number of Households
1	\$194	54,824
2	\$347	13,544


3	\$506	8,827
4	\$604	5,920
5	\$701	3,400
5 and above	\$879	2,924

f. Number of individual children in households served.

- FY23: 58,293
- FY24: 52,648

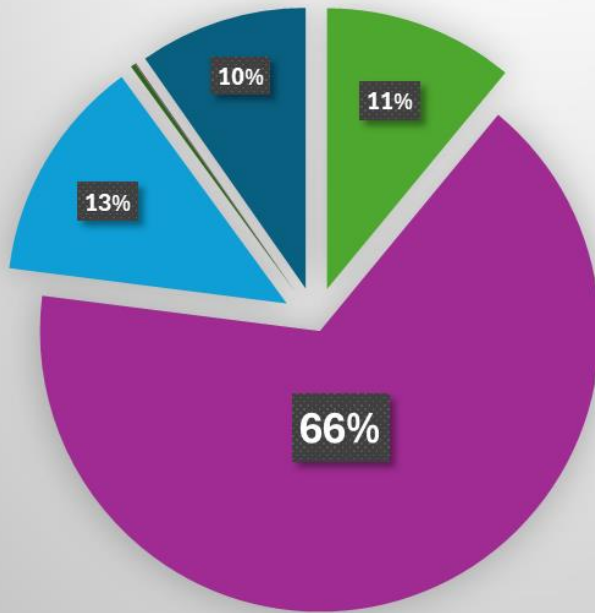
119. Please provide the number of SNAP terminations in FY 23, and FY 24, to date, broken down by cause of termination; including if the termination was made in error.

Closure Reason	Case Count
FY23	43,842
Customer Withdrew/Duplicate	4,820
Did not Complete Recert/Midcert/Interim Contact	28,944
Did not Provide Verification	5,674
Did not Respond to Agency Notice	120
End of one time Benefit	21
Ineligible At Time of Reported Update	4,263
FY24	18,790
Customer Withdrew/Duplicate	104
Did not Complete Recert/Midcert/Interim Contact	14,173
Did not Provide Verification	3,147
Did not Respond to Agency Notice	3
End of one time Benefit	17
Ineligible At Time of Reported Update	1,346
Grand Total	62,632

Year 

Case Count

FY 23 Case Closure Reasons



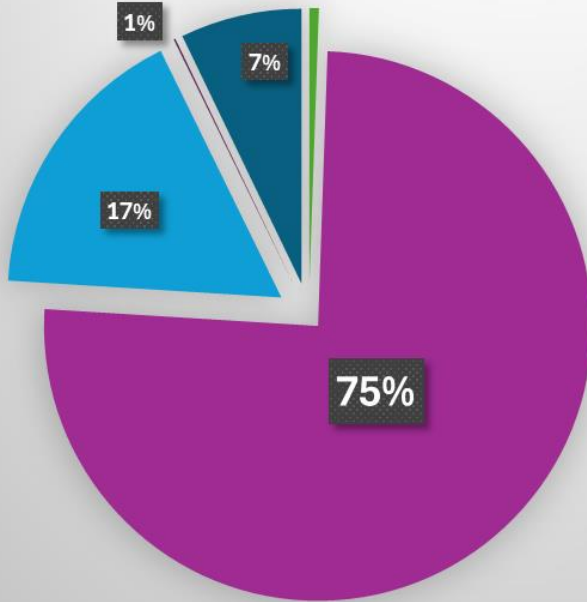
Termination Reason 

-  Customer Withdrew/Duplicate
-  Did not Complete Recert/Midcert/Interim Contact
-  Did not Provide Verification
-  Did not Respond to Agency Notice
-  End of one time Benefit
-  Ineligible At Time of Reported Update

Year ▾

Case Count

FY 24 Case Closure Reasons



Termination Reason ▾

- Customer Withdrew/Duplicate
- Did not Complete Recert/Midcert/Interim Contact
- Did not Provide Verification
- Did not Respond to Agency Notice
- End of one time Benefit
- Ineligible At Time of Reported Update

120. Please provide the following for households receiving Temporary Assistance for Needy Families (TANF) in FY 23 and FY 24, to date:

a. Number of households served, by ward;

	Total Households (FY23)	Total Households (FY24 as of 12/31/2023)
Ward 1	1,037	842
Ward 2	282	229
Ward 3	253	198
Ward 4	1,350	1,069
Ward 5	2,320	1,895
Ward 6	1,432	1,213
Ward 7	4,660	3,805
Ward 8	6,437	5,297
Undetermined	166	125
Total	17,937	14,673

b. Average processing time for these applications;

1. FY23: 73 Minutes
2. FY24 (as of 12/31/2023): 83 Minutes

c. Average size of households; and

See Table below

d. Number of individual children served in households served.

See Table below

Measures	FY23	FY24 (as of 12/31/23)
C: Average size of households	2.7	2.7
D: Number of individual children served in households served	32,301	27,563

121. How many new applications for Medicaid were submitted in-person and on-line in FY 23 and FY 24, to date?

Medicaid Applications Received				
Month	Total applications	Applications submitted in person	Online applications	Other Submission Methods (i.e.mail, fax)
October 2022	1,077	365	579	133
November 2022	1,040	308	606	126
December 2022	1,057	302	648	107
January 2023	1,278	337	852	89
February 2023	918	246	597	75
March 2023	1,124	290	765	69
April 2023	860	194	603	63
May 2023	1,050	246	768	36
June 2023	1,135	272	831	32
July 2023	1,362	343	986	33
August 2023	1,294	224	1,040	30
September 2023	978	106	848	24
FY23	13,173	3,233	9,123	817
October 2023	965	128	823	14
November 2023	994	90	881	23
December 2023	1,025	112	868	45
FY24	2,984	330	2,572	82

a. Please provide the average processing time for these applications.

Data generated from CURRENT		
	Online	In-Person
	Average Transaction Time	Average Transaction Time
FY23	62 minutes	63 minutes
FY24 (through 12/31/2023)	42 minutes	47 minutes

122. For the Child Care Assistance Program, please provide for FY 23 and FY 24, to date:

a. The number of applicants for the program;

- FY 23 (October 2022 - September 2023): 7,133 applicants
- FY 24 (Q1) (October 2023 - December 31, 2023): 1,632 applicants

b. The number of residents assisted;

Type	FY 23	FY 24 YTD (Q1 of FY 24)
Childcare	7,802	5,472

c. The amount of funding allocated to the program;

- FY 23: \$24,278,715
- FY 24: \$24,278,465

**Note: This amount does not represent the entire budget for the childcare subsidy program, including federal funds and other funds for childcare subsidies. It only represents the funding which ESA sends to OSSE via MOU.*

d. The eligibility requirements for the program;

To be eligible for the childcare subsidy program, a resident must:

- Be a District of Columbia resident;
- Be a citizen or legal immigrant in the United States;
- Have a child under the age of 13 years old, or under 19 years old if the child has special needs;
- Establish relationship to the child; and
- Meet the requirements for one of the categories of need: working, attending a job training or education program; and income.

e. The average income of families assisted by the program; and

Annual Income	FY23	FY 24 YTD (Q1 of FY 24*)
Average Annual Income	\$20,685	\$20,672
Median Annual Income	\$16,986	\$15,600

**FY24 Q1 includes October, November, and December 2023. .*

f. A breakdown of families assisted by the program by family size.

Family Size	Families Served in FY23	Families Served in FY 24 YTD (Q1 of FY 24*)
2	2,130	1,527

3	1,881	1,394
4	1,105	833
5	472	351
6	134	100
7 +	43	36

**FY24 Q1 includes October, November, and December 2023.*

Annual Encampment Protocol Engagements_Report_2023

2023 Encampment Protocol Engagements				
<u>Number of Engagements</u>	<u>Month / Quadrant</u>	<u>Date of Engagement</u>	<u>Location</u>	<u>Type of Cleanup</u>
	January			
	Monthly Bulk Trash Removals - 33			
	NW	1/5/2023	12th and Q St NW	Immediate Disposition
	NW	1/13/2023	2nd and D St	Immediate Disposition
	NE	1/13/2023	West Virginia Ave and Corcoran St	Immediate Disposition
	NW	1/17/2023	1400 M St (Thomas Circle)	Immediate Disposition
	NW	1/19/2023	Georgia Ave and Missouri Ave	Immediate Disposition
	NE	1/19/2023	1st Street (Union Station)	Immediate Disposition
	NE	1/25/2023	Minnesota Ave and Clay St	Immediate Disposition
	SW	1/26/2023	555 South Capitol St/Expressway Underpass	Full Cleanup/Closure
	NW	1/31/2023	1400 M St (Thomas Circle)	Immediate Disposition
	February			
	Monthly Bulk Trash Removals - 28			
	NW	2/2/2023	8th and Rhode Island Ave	Full Cleanup
	SE	2/7/2023	14th and U St	Full Cleanup/Closure
	NW	2/7/2023	13th and Vermont Ave	Immediate Disposition
	NW	2/9/2023	111 Massachusetts Ave	Full Cleanup
	SE	2/9/2023	K St Underpass	Immediate Disposition
	NW	2/14/2023	Thomas Circle	Immediate Disposition
	NW	2/14/2023	Logan Circle	Immediate Disposition
	NW	2/28/2023	10 Q St	Immediate Disposition
	March			

	Monthly Bulk Trash Removals - 35			
	NW	3/2/2023	Connecticut and Q St (DuPont Circle)	Full Cleanup/Closure
	NE	3/2/2023	Clay Pl and Minnesota Ave	Full Cleanup
	SE	3/9/2023	3rd and Virginia Ave	Full Cleanup
	NW	3/16/2023	1909 9 1/2 St (Grimke School)	Immediate Disposition
	NW	3/23/2023	NY Ave Rec Center Field	Immediate Disposition
	NE	3/23/2023	K St Underpass	Immediate Disposition
	NW	3/30/2023	Florida Ave and Vermont Ave	Immediate Disposition
	SE	3/31/2023	11th St Underpass	Immediate Disposition
	April			
	Monthly Bulk Trash Removals - 32			
	NW	4/13/2023	664 Glick Ct	Immediate Disposition
	NE	4/13/2023	4915 Quarles St	Full Cleanup/Closure
	NW	4/20/2023	111 Massachussetts Ave	Full Cleanup/Closure
	NW	4/24/2023	1438 U St (Adjacent to gas station)	Immediate Disposition
	NW	4/27/2023	Burke Park	Immediate Disposition
	NW	4/27/2023	1317 G St	Full Cleanup/Closure
	SE	4/28/2023	11th St Underpass	Immediate Disposition
	NE	4/28/2023	12th and H St (Bus Stop)	Immediate Disposition
	May			
	Monthly Bulk Trash Removals - 29			
	NW	5/4/2023	1133 19th St	Full Cleanup/Private Property
	NW	5/4/2023	4th and NY Ave	Trash Only Cleanup
	NW	5/9/2023	10 Q St	Immediate Disposition
	SW	5/10/2023	Randall Rec Center/Pool	Immediate Disposition
	NW	5/10/2023	1604 K St	Immediate Disposition
	NW	5/12/2023	2001 Bryant St	Immediate Disposition
	NE	5/17/2023	4519 Quarles St	Immediate Disposition

	SE	5/17/2023	198 Skate Park	Trash Only Cleanup
	SE	5/17/2023	11th St Underpass	Immediate Disposition
	NE	5/25/2023	4th and Franklin St (Park)	Full Cleanup/Closure
	NE	5/25/2023	LeDroit Park	Immediate Disposition
	NW	5/25/2023	600 T St	Immediate Disposition
	NW	5/26/2023	North Capital and K St	Immediate Disposition
	June			
	Monthly Bulk Trash Removals - 28			
	NE	6/1/2023	111 K St	Full Cleanup/Closure
	NW	6/6/2023	430 Lamont St (Rear Alleyway)	Full Cleanup/Closure
	NW	6/7/2023	1st and C St/2nd and D St	Immediate Disposition
	NE	6/28/2023	Under Souza Bridge	Trash Only Cleanup
	July			
	Monthly Bulk Trash Removals - 30			
	SW	7/6/2023	555 South Capital St (Expressway Underpass)	Full Cleanup
	NW	7/7/2023	600 Blk of T St	Full Cleanup
	NW	7/13/2023	1st and C St/2nd and D St	Full Cleanup
	NE	7/13/2023	1st and G St (sidewalk)	Immediate Disposition
	August			
	Monthly Bulk Trash Removals - 31			
	NW	8/2/2023	600 Blk of T St NW	Full Cleanup
	NE	8/3/2023	1st and G St NE	Full Cleanup
	NE	8/16/2023	RFK (Souza Bridge) NE	Trash Only Cleanup
	SE	8/23/2023	3rd and Virginia Ave SE	Full Cleanup
	NW	8/31/2023	600 Blk of T St NW	Full Cleanup
	September			
	Monthly Bulk Trash Removals - 28			
	NW	9/12/2023	1st and C/2nd and D St NW Tunnels	Full Cleanup

	NW	9/27/2023	3166 Mount Pleasant St NW	Full Cleanup
	NW	9/27/2023	5th and H St NW	Immediate Disposition
	NE	9/28/2023	North Capitol and P St/64 NY Ave NE	Full Cleanup
	October			
	Monthly Bulk Trash Removals - 25			
	NW	10/3/2023	1365 Quincy Street NW alleyway	Immediate Disposition
	SE	10/4/2023	Suitland Parkway SE	Full Cleanup
	NW	10/11/2023	26th and L St NW	Immediate Disposition
	NW	10/13/2023	1111 14th St NW	Full Cleanup/Closure
	NE	10/25/2023	1st and G St NE	Full Cleanup/Closure
	NE	10/26/2023	2nd St NE (DDOT Underpass)	Full Cleanup/Closure
	NE	10/31/2023	1st and H St NE	Immediate Disposition
	November			
	Monthly Bulk Trash Removals - 29			
	NW	11/1/2023	1st and C/2nd and D St NW (Tunnels)	Full Cleanup
	NE	11/15/2023	16th and New York Ave NE	Full Cleanup
	SE	11/17/2023	5th and Virginia Ave SE	Immediate Disposition
	NE	11/28/2023	RFK (Souza Bridge) NE	Trash Only Cleanup
	SW	11/29/2023	555 South Capitol St SW (Underpass)	Full Cleanup
	NW	11/30/2023	1133 19th St NW	Full Cleanup
	SE	11/30/2023	3rd and Virginia SE (Underpass)	Trash Only Cleanup
	December			
	Monthly Bulk Trash Removals - 21			
	NE	12/6/2023	New York Ave and Montello St NE	Full Cleanup
	NE	12/12/2023	New York Ave Men's Shelter (Rear Alley)	Full Cleanup/Closure
	NE	12/12/2023	2nd St NE (DDOT Underpass)	Immediate Disposition
	NW	12/20/2023	26th and L St NW	Immediate Disposition
	NW	12/20/2023	1301 New York Ave NW	Full Cleanup

Attachment 54

Date Created	Incident Types	Program/Location of Incident
10/4/2023 20:14	Professional Medical Care (On-site or Transport To)	635 I STREET NE
3/31/2023 11:55	Environmental Issue	810 5th Street, NW (Patricia Handy Legacy)
4/14/2023 10:51	Environmental Issue	810 5th Street, NW (Patricia Handy Legacy)
11/7/2023 16:21	Environmental Issue	Access Housing 840 Chesapeake Street SE Washington, DC 20032
12/26/2023 13:26	Environmental Issue	Access Housing 840 Chesapeake Street SE Washington, DC 20032
4/10/2023 13:37	Environmental Issue	Calvary Women's Services,Calvary Women's Shelter,1217 Good Hope Rd.SE
4/10/2023 13:37	Environmental Issue	Calvary Women's Services,Calvary Women's Shelter,1217 Good Hope Rd.SE
4/11/2023 11:28	Environmental Issue	Calvary Women's Services,Calvary Women's Shelter,1217 Good Hope Rd.SE
6/7/2023 10:05	Environmental Issue	Calvary Women's Services,Calvary Women's Shelter,1217 Good Hope Rd.SE
7/24/2023 13:08	Program Rule Violation	Calvary Women's Services,Calvary Women's Shelter,1217 Good Hope Rd.SE
7/11/2023 13:03	Program Rule Violation	Calvary Women's Services,Calvary Women's Shelter,317 H Street NW(TEN)
6/7/2023 17:01	Environmental Issue	Catholic Charities, Permanent Supportive Housing Program
6/7/2023 17:03	Environmental Issue	Catholic Charities, Permanent Supportive Housing Program
12/8/2023 11:16	Environmental Issue	Catholic Charities, Permanent Supportive Housing Program
8/1/2023 10:02	Drug Overdose	Catholic Charities, Spring Flats PSH-I
5/31/2023 14:40	Environmental Issue	Catholic Charities, St. Josephine Bakhita
6/1/2023 11:12	Program Rule Violation	Catholic Charities, St. Josephine Bakhita
1/11/2023 14:19	Assault	Catholic Charities,2210 Adams Place,NE
10/4/2023 15:17	Assault	Catholic Charities,2210 Adams Place,NE

10/4/2023 15:30	Assault	Catholic Charities,2210 Adams Place,NE
2/28/2023 15:52	Environmental Issue	Catholic Charities,2210 Adams Place,NE
3/8/2023 11:58	Environmental Issue	Catholic Charities,2210 Adams Place,NE
5/16/2023 10:18	Environmental Issue	Catholic Charities,2210 Adams Place,NE
5/24/2023 17:03	Environmental Issue	Catholic Charities,2210 Adams Place,NE
8/21/2023 9:37	Environmental Issue	Catholic Charities,2210 Adams Place,NE
8/28/2023 9:13	Environmental Issue	Catholic Charities,2210 Adams Place,NE
10/21/2023 14:24	Environmental Issue	Catholic Charities,2210 Adams Place,NE
1/9/2024 13:47	Environmental Issue	Catholic Charities,2210 Adams Place,NE
6/29/2023 19:36	Mental Health Evaluation	Catholic Charities,2210 Adams Place,NE
12/18/2023 14:44	Mental Health Evaluation	Catholic Charities,2210 Adams Place,NE
5/9/2023 16:05	Misconduct (Employee)	Catholic Charities,2210 Adams Place,NE
2/3/2023 17:23	Program Rule Violation	Catholic Charities,2210 Adams Place,NE
8/10/2023 9:05	Program Rule Violation	Catholic Charities,2210 Adams Place,NE
10/6/2023 18:11	Program Rule Violation	Catholic Charities,2210 Adams Place,NE
1/24/2024 2:58	Program Rule Violation	Catholic Charities,2210 Adams Place,NE
3/28/2023 15:34	Theft	Catholic Charities,2210 Adams Place,NE
1/24/2023 10:47	Assault	Catholic Charities,801 Making Life Better Lane,SE
5/11/2023 12:26	Assault	Catholic Charities,801 Making Life Better Lane,SE
3/27/2023 14:49	Environmental Issue	Catholic Charities,801 Making Life Better Lane,SE
6/26/2023 12:36	Environmental Issue	Catholic Charities,801 Making Life Better Lane,SE
7/18/2023 3:43	Environmental Issue	Catholic Charities,801 Making Life Better Lane,SE

9/6/2023 9:41	Environmental Issue	Catholic Charities,801 Making Life Better Lane,SE
11/22/2023 10:07	Environmental Issue	Catholic Charities,801 Making Life Better Lane,SE
6/20/2023 23:44	Misconduct (Contractor)	Catholic Charities,801 Making Life Better Lane,SE
6/30/2023 12:34	Program Rule Violation	Catholic Charities,801 Making Life Better Lane,SE
7/6/2023 14:23	Program Rule Violation	Catholic Charities,801 Making Life Better Lane,SE
7/24/2023 14:48	Program Rule Violation	Catholic Charities,801 Making Life Better Lane,SE
9/6/2023 13:41	Program Rule Violation	Catholic Charities,801 Making Life Better Lane,SE
9/7/2023 14:08	Program Rule Violation	Catholic Charities,801 Making Life Better Lane,SE
9/8/2023 10:41	Program Rule Violation	Catholic Charities,801 Making Life Better Lane,SE
5/1/2023 8:43	Theft	Catholic Charities,801 Making Life Better Lane,SE
11/27/2023 15:48	Theft	Catholic Charities,801 Making Life Better Lane,SE
8/17/2023 15:41	Program Rule Violation	Catholic Charities,Case Management for FRSP,Scattered Sites
6/15/2023 11:50	Assault	Catholic Charities,Harriett Tubman Center at DC General Hospital
6/27/2023 10:13	Assault	Catholic Charities,Harriett Tubman Center at DC General Hospital
12/4/2023 12:48	Assault	Catholic Charities,Harriett Tubman Center at DC General Hospital
5/16/2023 9:09	Environmental Issue	Catholic Charities,Harriett Tubman Center at DC General Hospital
11/8/2023 12:19	Injury	Catholic Charities,Harriett Tubman Center at DC General Hospital
1/25/2023 11:51	Program Rule Violation	Catholic Charities,Harriett Tubman Center at DC General Hospital
2/14/2023 13:01	Program Rule Violation	Catholic Charities,Harriett Tubman Center at DC General Hospital
3/13/2023 13:49	Program Rule Violation	Catholic Charities,Harriett Tubman Center at DC General Hospital
5/3/2023 9:39	Program Rule Violation	Catholic Charities,Harriett Tubman Center at DC General Hospital
4/8/2023 15:13	Environmental Issue	Catholic Charities,Nativity/Hermano Pedro

4/12/2023 15:47	Environmental Issue	Catholic Charities,Nativity/Hermano Pedro
12/15/2023 15:20	Assault	CCNV 425 2nd street NW
2/8/2023 13:26	Environmental Issue	CCNV 425 2nd street NW
2/14/2023 12:35	Environmental Issue	CCNV 425 2nd street NW
1/17/2024 8:44	Environmental Issue	CCNV 425 2nd street NW
10/24/2023 11:42	Misconduct (Employee)	CCNV 425 2nd street NW
12/22/2023 10:08	Program Rule Violation	CCNV 425 2nd street NW
5/5/2023 13:21	Environmental Issue	Coalition for the Homeless,Blair Shelter 635 I Street,NE
12/13/2023 14:24	Program Rule Violation	Coalition for the Homeless,Blair Shelter 635 I Street,NE
8/10/2023 13:37	Program Rule Violation	Coalition for the Homeless,Emery Work Bed Program, 87 New York Avenue, NW, 20001
6/15/2023 14:20	Environmental Issue	Coalition for the Homeless,Emery Working Shelter,1725 Lincoln Road,NE,20002
1/8/2024 8:44	Environmental Issue	Coalition for the Homeless,Emery Working Shelter,1725 Lincoln Road,NE,20002
9/24/2023 4:09	Threat	Coalition for the Homeless,Emery Working Shelter,1725 Lincoln Road,NE,20002
7/20/2023 15:30	Program Rule Violation	Coalition for the Homeless,La Casa TRP
11/21/2023 14:10	Program Rule Violation	Coalition for the Homeless,Valley Place 1355-57 Valley Place SE
4/20/2023 21:15	Theft	Coalition for the Homeless,Webster House,4326 14th Street,NW
10/20/2023 5:29	Program Rule Violation	Collaborative Solutions for Communities, Rapid Re-Housing
2/8/2023 16:20	Environmental Issue	Community Connections 801 E Men's Shelter, 2700 Martin Luther King Jr Ave SE
9/27/2023 10:31	Program Rule Violation	Community Connections 801 E Men's Shelter, 2700 Martin Luther King Jr Ave SE
5/5/2023 14:00	Environmental Issue	Community Connections, Permanent Supportive Housing, Site-Based
12/4/2023 9:36	Environmental Issue	Community Connections, Permanent Supportive Housing, Site-Based
12/7/2023 13:31	Threat	Community of Hope, Case Management for FRSP, Scattered Sites

12/7/2023 13:32	Threat	Community of Hope, Case Management for FRSP, Scattered Sites
11/17/2023 10:09	Program Rule Violation	Community of Hope, Homelessness Prevention Program (HPP), 4 Atlantic St, SW
9/15/2023 15:10	Environmental Issue	Community of Hope, Short Term Family Housing (STFH), 4225 6th Street SE
8/11/2023 15:24	Program Rule Violation	Community of Hope, Short Term Family Housing (STFH), 4225 6th Street SE
8/25/2023 9:32	Program Rule Violation	Community of Hope, Short Term Family Housing (STFH), 4225 6th Street SE
11/21/2023 11:47	Program Rule Violation	CORE DC, Short Term Family Housing (STFH), The Aya, 850 Delaware Ave, SW
10/19/2023 14:28	Assault	CORE DC, Short Term Family Housing (STFH), The Horizon, 5004 D Street, SE
9/19/2023 10:48	Environmental Issue	CORE DC, Short Term Family Housing (STFH), The Horizon, 5004 D Street, SE
6/22/2023 10:14	Program Rule Violation	CORE DC, Short Term Family Housing (STFH), The Horizon, 5004 D Street, SE
10/20/2023 13:34	Program Rule Violation	CORE DC, Short Term Family Housing (STFH), The Horizon, 5004 D Street, SE
7/29/2023 8:12	Environmental Issue	CORE DC, Short Term Family Housing (STFH), The Terrell, 2500 14th Street, NW
7/29/2023 8:13	Environmental Issue	CORE DC, Short Term Family Housing (STFH), The Terrell, 2500 14th Street, NW
11/20/2023 10:12	Misconduct (Employee)	CORE DC, Short Term Family Housing (STFH), The Terrell, 2500 14th Street, NW
12/1/2023 19:47	Program Rule Violation	Covenant House Washington: Rights of Passage II (Transitional Housing), 1623 Holbrook Avenue NE
2/23/2023 13:23	Misconduct (Contractor)	DASH (District Alliance for Safe Housing), Right to Dream
6/28/2023 12:41	Program Rule Violation	DC Doors, PSH-Families
7/26/2023 12:33	Program Rule Violation	DC Doors, PSH-Individuals
4/12/2023 14:57	Environmental Issue	DC Doors, Zoe's Doors (Youth Drop-In Center), 900 Rhode Island Avenue, NE

12/5/2023 16:41	Environmental Issue	DC Doors, Zoe's Doors (Youth Drop-In Center), 900 Rhode Island Avenue, NE
3/4/2023 10:32	Environmental Issue	DHS - Downtown Day Center (DC Bid and Pathways to Housing), New York Avenue Presbyterian Church, 1313 New York Avenue NW
4/30/2023 19:56	Discrimination	DHS - Headquarters - 64 NY Avenue, NE
11/7/2023 21:38	Environmental Issue	DHS - Headquarters - 64 NY Avenue, NE
11/9/2023 10:41	Environmental Issue	DHS - Headquarters - 64 NY Avenue, NE
1/27/2023 16:07	Program Rule Violation	DHS - Headquarters - 64 NY Avenue, NE
1/31/2023 16:18	Program Rule Violation	DHS - Headquarters - 64 NY Avenue, NE
12/29/2023 17:04	Program Rule Violation	DHS - Headquarters - 64 NY Avenue, NE
11/16/2023 15:45	Program Rule Violation	DHS - Permanent Supportive Program - Direct Services
1/9/2023 12:55	Environmental Issue	DHS - Rapid Re-Housing Program - Direct Services
1/30/2023 10:33	Environmental Issue	DHS - Rapid Re-Housing Program - Direct Services
2/7/2023 12:03	Environmental Issue	DHS - Rapid Re-Housing Program - Direct Services
5/26/2023 14:58	Environmental Issue	DHS - Rapid Re-Housing Program - Direct Services
9/13/2023 12:06	Environmental Issue	DHS - Rapid Re-Housing Program - Direct Services
1/23/2024 21:24	Environmental Issue	DHS - Rapid Re-Housing Program - Direct Services
3/1/2023 15:27	Program Rule Violation	DHS - Rapid Re-Housing Program - Direct Services
11/1/2023 14:57	Program Rule Violation	DHS - Rapid Re-Housing Program - Direct Services
2/1/2023 9:38	Program Rule Violation	DHS - Virginia Williams Family Resource Center - 920 Rhode Island Avenue, NE
5/15/2023 12:58	Mental Health Evaluation	DHS Service Center - Anacostia - 2100 Martin Luther King Jr. Avenue, SE
4/4/2023 14:20	Program Rule Violation	DHS Service Center - Anacostia - 2100 Martin Luther King Jr. Avenue, SE
2/8/2023 15:07	Environmental Issue	Downtown Day Services Center

2/22/2023 14:30	Environmental Issue	Downtown Day Services Center
7/7/2023 7:31	Environmental Issue	Downtown Day Services Center
6/29/2023 19:40	Mental Health Evaluation	Downtown Day Services Center
5/5/2023 10:56	Program Rule Violation	Downtown Day Services Center
12/6/2023 12:56	Threat	Downtown Day Services Center
5/25/2023 7:31	Misconduct (Employee)	Downtown Day Services Center
5/22/2023 12:09	Environmental Issue	Echelon Community Services, Kia's Place 4, 302 V Street, NE, Washington,DC 20002
6/2/2023 18:49	Environmental Issue	Echelon Community Services, Kia's Place 4, 302 V Street, NE, Washington,DC 20002
6/2/2023 18:52	Misconduct (Employee)	Echelon Community Services, Kia's Place 4, 302 V Street, NE, Washington,DC 20002
12/29/2023 15:24	Program Rule Violation	Edgewood Brookland Family FSC,Case Management for FRSP,Scattered Sites
1/6/2023 9:46	Environmental Issue	Erna's House, 1107 11th Street
4/20/2023 11:05	Environmental Issue	Erna's House, 1107 11th Street
5/4/2023 9:39	Environmental Issue	Erna's House, 1107 11th Street
5/4/2023 9:54	Environmental Issue	Erna's House, 1107 11th Street
3/14/2023 14:11	Program Rule Violation	Erna's House, 1107 11th Street
8/30/2023 10:14	Program Rule Violation	Far Southeast Family Strengthening Collaborative, FRSP
1/8/2024 11:50	Environmental Issue	Friendship Place- Valley Place Bridge Housing Transitional Program
2/14/2023 13:11	Environmental Issue	Friendship Place, La Casa, Irving Street PSH
5/26/2023 14:47	Program Rule Violation	Friendship Place, PSH Individuals, Scattered Site
5/26/2023 14:49	Program Rule Violation	Friendship Place, PSH Individuals, Scattered Site
5/26/2023 14:50	Program Rule Violation	Friendship Place, PSH Individuals, Scattered Site
5/26/2023 14:50	Program Rule Violation	Friendship Place, PSH Individuals, Scattered Site
12/22/2023 16:50	Assault	Friendship Place, Short Term Family Housing (STFH), The Brooks, 3318 Idaho Ave NW
5/19/2023 16:12	Misconduct (Employee)	Friendship Place, Short Term Family Housing (STFH), The Brooks, 3318 Idaho Ave NW

2/8/2023 12:49	Program Rule Violation	Friendship Place, Short Term Family Housing (STFH), The Brooks, 3318 Idaho Ave NW
11/6/2023 15:05	Program Rule Violation	Friendship Place: Street Outreach Program, 4713 Wisconsin Ave NW, WDC 20016
10/19/2023 15:52	Assault	Harriett Tubman Shelter for Women
10/23/2023 16:22	Assault	Harriett Tubman Shelter for Women
1/23/2023 8:31	Environmental Issue	Harriett Tubman Shelter for Women
3/14/2023 10:17	Environmental Issue	Harriett Tubman Shelter for Women
4/6/2023 13:09	Environmental Issue	Harriett Tubman Shelter for Women
5/16/2023 10:34	Environmental Issue	Harriett Tubman Shelter for Women
1/3/2024 15:54	Environmental Issue	Harriett Tubman Shelter for Women
6/14/2023 17:33	Illness	Harriett Tubman Shelter for Women
11/29/2023 22:51	Mental Health Evaluation	Harriett Tubman Shelter for Women
2/7/2023 7:10	Misconduct (Contractor)	Harriett Tubman Shelter for Women
2/7/2023 7:13	Misconduct (Contractor)	Harriett Tubman Shelter for Women
7/5/2023 10:19	Program Rule Violation	Harriett Tubman Shelter for Women
9/9/2023 1:41	Program Rule Violation	Harriett Tubman Shelter for Women
9/9/2023 1:41	Program Rule Violation	Harriett Tubman Shelter for Women
1/24/2023 10:20	Theft	Harriett Tubman Shelter for Women
4/3/2023 15:21	Program Rule Violation	House of Ruth - Families First Herspace
11/6/2023 8:25	Threat	House of Ruth, Madison,651 10th Street, NE
4/6/2023 11:26	Injury	House of Ruth, Madison,651 10th Street, NE
2/9/2023 11:55	Misconduct (Contractor)	House of Ruth, Madison,651 10th Street, NE
9/12/2023 11:50	Environmental Issue	Housing Up, FRSP
11/21/2023 15:43	Threat	Housing Up, Transitional Housing, The Summit, 166 Mississippi Avenue, SE
1/26/2023 11:30	Environmental Issue	Housing Up, Case Management for FRSP, Scattered Sites
7/27/2023 12:39	Environmental Issue	Housing Up; 935 Kennedy St. NW
3/17/2023 11:19	Assault	KBEC Group, FRSP Rapid Re-Housing
4/4/2023 14:00	Assault	Latin American Youth Center: Permanent Support Housing, 2321 4th St NE, WDC 20002
9/28/2023 9:25	Environmental Issue	MBI Health Services, Homelessness Prevention Program (HPP), 5010 Sheriff Road NE

1/30/2023 12:03	Program Rule Violation	MBI Health Services, Homelessness Prevention Program (HPP), 5010 Sheriff Road NE
12/5/2023 8:38	Program Rule Violation	MBI Health Services, Homelessness Prevention Program (HPP), 5010 Sheriff Road NE
12/7/2023 10:01	Environmental Issue	MBI Health Services, PSH Families
4/24/2023 15:32	Program Rule Violation	MBI Health Services, PSH Families
10/13/2023 11:23	Environmental Issue	MBI Health Services, PSH Individuals
1/4/2023 12:04	Program Rule Violation	MBI Health Services, PSH Individuals
5/18/2023 7:32	Program Rule Violation	MBI Health Services, PSH Individuals
7/10/2023 11:57	Program Rule Violation	MBI Health Services, PSH Individuals
7/30/2023 14:07	Program Rule Violation	MBI Health Services, PSH Individuals
4/19/2023 17:33	Program Rule Violation	Metropolitan Education Solutions, PSH Families
6/2/2023 8:42	Environmental Issue	Metropolitan Education Solutions, PSH Individuals
10/25/2023 22:21	Program Rule Violation	Migrant Program - IEM - Days Inn: 2700 New York Ave NE, Washington, DC 20002
12/26/2023 5:45	Discrimination	Migrant Program – OMS - Harbor Light: 2100 New York Ave, NE, Washington, DC 20002
12/26/2023 5:47	Discrimination	Migrant Program – OMS - Harbor Light: 2100 New York Ave, NE, Washington, DC 20002
10/24/2023 9:11	Environmental Issue	Migrant Program – OMS - Harbor Light: 2100 New York Ave, NE, Washington, DC 20002
10/24/2023 9:16	Environmental Issue	Migrant Program – OMS - Harbor Light: 2100 New York Ave, NE, Washington, DC 20002
10/24/2023 9:40	Environmental Issue	Migrant Program – OMS - Harbor Light: 2100 New York Ave, NE, Washington, DC 20002
10/24/2023 10:05	Environmental Issue	Migrant Program – OMS - Harbor Light: 2100 New York Ave, NE, Washington, DC 20002
10/25/2023 13:57	Environmental Issue	Migrant Program – OMS - Harbor Light: 2100 New York Ave, NE, Washington, DC 20002
11/6/2023 11:24	Environmental Issue	Migrant Program – OMS - Harbor Light: 2100 New York Ave, NE, Washington, DC 20002

11/9/2023 9:47	Program Rule Violation	Miriam's Kitchen, Homeless Street Outreach
7/19/2023 12:15	Environmental Issue	My Sister's Place
3/9/2023 15:31	Misconduct (Employee)	My Sister's Place
4/12/2023 14:08	Program Rule Violation	My Sister's Place
10/12/2023 15:32	Program Rule Violation	My Sister's Place, FRSP
1/10/2023 14:49	Environmental Issue	N Street Village, Erna's House
2/14/2023 14:46	Environmental Issue	N Street Village, Erna's House
2/14/2023 14:52	Environmental Issue	N Street Village, Erna's House
2/16/2023 9:52	Environmental Issue	N Street Village, Erna's House
3/8/2023 8:42	Environmental Issue	N Street Village, Erna's House
6/14/2023 14:51	Environmental Issue	N Street Village, Erna's House
7/17/2023 12:21	Environmental Issue	N Street Village, Erna's House
9/11/2023 15:12	Environmental Issue	N Street Village, Erna's House
12/13/2023 15:29	Environmental Issue	N Street Village, Erna's House
1/22/2024 11:14	Environmental Issue	N Street Village, Erna's House
2/14/2023 15:03	Program Rule Violation	N Street Village, Erna's House
7/18/2023 13:45	Program Rule Violation	N Street Village, Erna's House
7/18/2023 13:54	Program Rule Violation	N Street Village, Erna's House
11/7/2023 10:09	Program Rule Violation	N Street Village, Eve's Place
6/21/2023 16:25	Assault	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001
2/24/2023 15:01	Environmental Issue	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001
2/28/2023 11:30	Environmental Issue	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001
11/22/2023 15:34	Environmental Issue	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001
11/22/2023 15:55	Environmental Issue	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001
1/30/2023 11:55	Program Rule Violation	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001
2/3/2023 14:29	Threat	N Street Village, Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001
1/5/2023 14:30	Discrimination	N Street Village, Shelter, 1009 11th Street, NW

1/10/2023 14:55	Environmental Issue	N Street Village, Shelter, 1009 11th Street, NW
1/11/2023 11:13	Environmental Issue	N Street Village, Shelter, 1009 11th Street, NW
5/2/2023 16:50	Program Rule Violation	N Street Village, Shelter, 1009 11th Street, NW
10/10/2023 17:36	System Outage	National Center for Children and Families, Short Term Family Housing (STFH), The Kennedy, 5505 5th Street, NW
2/16/2023 12:30	Assault	Nativity Women's Shelter
1/10/2023 17:11	Environmental Issue	Nativity Women's Shelter
1/17/2023 11:21	Environmental Issue	Nativity Women's Shelter
1/18/2023 17:04	Environmental Issue	Nativity Women's Shelter
2/8/2023 15:10	Environmental Issue	Nativity Women's Shelter
2/11/2023 16:24	Environmental Issue	Nativity Women's Shelter
2/21/2023 14:25	Environmental Issue	Nativity Women's Shelter
4/17/2023 12:32	Environmental Issue	Nativity Women's Shelter
1/9/2023 12:44	Threat	Nativity Women's Shelter
1/19/2023 11:05	Threat	Nativity Women's Shelter
1/30/2023 9:48	Threat	Nativity Women's Shelter
2/2/2023 10:04	Threat	Nativity Women's Shelter
2/18/2023 14:25	Threat	Nativity Women's Shelter
3/24/2023 16:03	Environmental Issue	New York Ave. Men's Shelter 1355 New York Ave., NE
5/4/2023 14:36	Environmental Issue	New York Ave. Men's Shelter 1355 New York Ave., NE
9/9/2023 5:21	Misconduct (Contractor)	New York Ave. Men's Shelter 1355 New York Ave., NE
10/30/2023 13:02	Environmental Issue	New York Ave. Men's Shelter 1355 New York Ave., NE
7/28/2023 15:38	Environmental Issue	New York Ave. Men's Shelter 1355 New York Ave., NE
8/1/2023 11:01	Environmental Issue	North Capitol Collaborative Inc. System - Rapid Re-Housing
8/8/2023 14:38	Environmental Issue	North Capitol Collaborative Inc. System - Rapid Re-Housing
4/25/2023 15:31	Environmental Issue	Open Arms Housing, PSH-Individuals
10/24/2023 18:37	Program Rule Violation	Open Arms Housing, PSH-Individuals
5/9/2023 17:26	Abuse or Neglect	Other
9/25/2023 23:14	Assault	Other
12/26/2023 0:31	Assault	Other
1/26/2023 10:48	Environmental Issue	Other
2/8/2023 15:51	Environmental Issue	Other

3/31/2023 16:21	Environmental Issue	Other
4/4/2023 1:50	Environmental Issue	Other
7/7/2023 17:25	Environmental Issue	Other
7/8/2023 9:07	Environmental Issue	Other
10/4/2023 2:08	Environmental Issue	Other
10/18/2023 11:07	Environmental Issue	Other
11/22/2023 21:12	Environmental Issue	Other
1/15/2024 20:32	Environmental Issue	Other
1/27/2023 13:13	Program Rule Violation	Other
2/6/2023 8:52	Program Rule Violation	Other
3/3/2023 12:47	Program Rule Violation	Other
3/27/2023 11:47	Program Rule Violation	Other
5/26/2023 17:23	Program Rule Violation	Other
5/26/2023 17:24	Program Rule Violation	Other
5/26/2023 17:24	Program Rule Violation	Other
6/15/2023 15:45	Program Rule Violation	Other
8/21/2023 13:48	Program Rule Violation	Other
9/18/2023 13:15	Program Rule Violation	Other
10/25/2023 22:29	Program Rule Violation	Other
12/18/2023 13:13	Program Rule Violation	Other
1/25/2023 9:47	Assault	Other
1/9/2023 10:25	Program Rule Violation	Other
1/19/2023 12:40	Program Rule Violation	Other
2/27/2023 10:15	Program Rule Violation	Other
11/27/2023 13:15	Program Rule Violation	Other
1/10/2023 10:52	Threat	Other
3/13/2023 13:40	Environmental Issue	Other /undisclosed location
3/23/2023 11:57	Environmental Issue	Other /undisclosed location
4/20/2023 13:17	Environmental Issue	Other /undisclosed location
5/30/2023 9:28	Environmental Issue	Other /undisclosed location
9/5/2023 15:59	Environmental Issue	Other /undisclosed location
11/20/2023 14:20	Environmental Issue	Other /undisclosed location
1/20/2023 17:46	Program Rule Violation	Other /undisclosed location
2/8/2023 11:25	Program Rule Violation	Other /undisclosed location
1/11/2023 8:25	Environmental Issue	Other /undisclosed location
11/27/2023 13:17	Environmental Issue	Other /undisclosed location
3/27/2023 10:58	Environmental Issue	Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001
5/1/2023 11:25	Environmental Issue	Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001
12/4/2023 12:02	Environmental Issue	Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001
1/9/2023 11:03	Program Rule Violation	Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001

6/15/2023 13:58	Program Rule Violation	Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001
7/6/2023 16:21	Program Rule Violation	Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001
7/7/2023 14:59	Program Rule Violation	Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001
7/7/2023 22:42	Program Rule Violation	Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001
9/12/2023 11:28	Program Rule Violation	Patricia Handy Place for Women, 810 5th St NW, Washington, DC 20001
3/3/2023 12:40	Program Rule Violation	Permanent Supportive Housing, 1333 N Street NW Washington, DC 20005
8/9/2023 11:39	Environmental Issue	Trinidad Recreation Center, 1310 Childress St, NE, WDC 20002
8/18/2023 14:30	Program Rule Violation	Trinidad Recreation Center, 1310 Childress St, NE, WDC 20002
11/21/2023 10:47	Program Rule Violation	United Planning Organization,Hotline Transportation Services,301 Rhode Island Ave.,NW,20001
1/11/2023 14:54	Program Rule Violation	VWFRC
8/2/2023 16:55	Environmental Issue	Wanda Alston Foundation, Wanda Alston House, Extended Transitional Housing - 1228 Fairmont Street, NW
8/6/2023 17:45	Program Rule Violation	Wanda Alston Foundation, Wanda Alston House, Extended Transitional Housing - 1228 Fairmont Street, NW
8/12/2023 21:31	Environmental Issue	Wanda Alston Foundation, Wanda Alston House, Extended Transitional Housing - 248 57th Street, NE
8/21/2023 14:41	Environmental Issue	Wanda Alston Foundation, Wanda Alston House, Extended Transitional Housing - 248 57th Street, NE
8/21/2023 15:40	Program Rule Violation	Wanda Alston Foundation, Wanda Alston House, Extended Transitional Housing - 248 57th Street, NE
8/21/2023 15:40	Program Rule Violation	Wanda Alston Foundation, Wanda Alston House, Extended Transitional Housing - 248 57th Street, NE

LEGEND **CY23 Blue; CY24 Green**

	Substantiated	Unsubstantiated
CY 2023	173	118
CY 2024	0	3

Total	173	121
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Response Time	
Longest	180
Median	27
Mean	27

Attachment 77

<u>Provider Name</u>	<u>Program Type</u>	<u>Contract Amount</u>	<u>Capacity</u>	<u># of Clients Served</u>
Bradley & Bradley Associates	<u>Low Barrier Hypo</u>	\$193,710.00	25	0
Calvary Women's Services	<u>Calvary Transitional Housing</u>	\$830,384.15	45	36
Calvary Women's Services	<u>Sisters Rise (EHV)</u>	\$593,280.00	25	does not use hmis
Catholic Charities	<u>St. Josephine Bahkita Shelter Women's Shelter</u>	\$600,699.68	25	74
Catholic Charities	<u>Mt. Carmel House</u>	\$129,507.29	19	21
Catholic Charities	<u>801 East</u>	\$1,405,280.00	356	799
Catholic Charities	<u>New York Ave</u>	\$554,747.90	225	467
Catholic Charities	<u>Harriet Tubman</u>	\$500,000.00	175	392
Catholic Charities	<u>Adams Place</u>	\$313,036.51	150	224
Catholic Charities	<u>Blair</u>	\$472,606.21	72	310
CCNV	<u>2 South & Drop in center</u>	\$141,622.80	182 (134 drop in and 48 2 South)	434
Christ House	<u>Medical Beds</u>	\$310,656.18	11	13
Church Of Ephiphany	Church Of Ephiphany	\$276,862.52	30	0
Coalition for the Homeless	<u>Salvation Army</u>	\$120,000.00	40	331
Coalition for the Homeless	<u>Emery Hypo Beds</u>	\$180,000.00	130	596
Coalition for the Homeless	<u>Park Road</u>	\$350,672.93	12	15
Coalition for the Homeless	<u>Webster House</u>	\$351,344.93	12	15
Coalition for the Homeless	<u>Mickey Leland</u>	\$290,932.83	100	20
Coalition for the Homeless	<u>Davidson</u>	\$254,786.61	15	11
Coalition for the Homeless	<u>La Casa TRP</u>	\$323,754.83	40	38
Community of Hope	<u>Hope Apartments</u>	\$1,142,270.00	22	25
Covenant House Greater Washington	<u>Rites of Passage 1</u>	\$407,904.38	8	6
Everyone Home DC	<u>Shelter Plus Care</u>	\$219,620.06	15	15
Friendship Place	<u>Bridges 3</u>	\$47,271.42	10	12
Friendship Place	<u>Valley Place</u>	\$286,897.50	40	75
Friendship Place	<u>Irving Street PSH</u>	\$120,000.00	40	43
House of Ruth	<u>Shelter Plus Care</u>	\$169,750.14	11	17
House of Ruth	<u>Madison</u>	\$212,500.01	64	55
House of Ruth	<u>New Pathways</u>	\$126,549.47	10	8
House of Ruth	<u>EHV</u>	\$494,400.00	25	does not use hmis
KBEC	Naylor Road	\$298,692.27	101	235
KBEC	Family Life Center	\$327,611.72		142

KBEC	<u>50th Street Shelter (Case Management)</u>	\$799,692.00	59	52
Latin American Youth Center	<u>Extended Housing Program</u>	\$246,684.71	6	7
N Street Village	Harbor Lights	\$348,026.00	21	192
N Street Village	<u>Holistic Housing</u>	\$535,032.03	7	13
N Street Village	<u>Shelter Plus Care</u>	\$56,914.04	40	10
N Street Village	<u>Erna's House PSH</u>	\$62,499.99	30	25
N Street Village	<u>Pat Handy Place for Women</u>	\$662,500.01	213	207
N Street Village	<u>Adam's Place Overflow</u>	\$225,085.00	40	305
New Endeavors by Women	<u>New Transitions</u>	\$191,287.50	24	25
New Endeavors by Women	<u>Shelter Plus Care</u>	\$56,914.31	9	10
New Endeavors by Women	<u>New Journeys</u>	\$142,744.10	6	5
New Endeavors by Women	<u>New Journey's 2</u>	\$212,180.00	15	13
Right Inc.	<u>Shelter Plus Care</u>	\$149,984.90	19	14
Sasha Bruce Youthworks	<u>Sasha Bruce House</u>	\$852,007.14	15	50
Sasha Bruce Youthworks	<u>Independent Living Program</u>	\$210,841.44	12	5
Sasha Bruce Youthworks	<u>Re*Generation House</u>	\$376,029.79	8	4
United Planning Organization	<u>Shelter Plus Care</u>	\$119,853.62	15	15
Wanda Alston Foundation	<u>Wanda Alston House</u>	\$375,907.84	8	8

<u>Case Manager</u> <u>s</u>	<u>Case Manager to</u> <u>Client Ratio</u>	<u>% Engaged</u> <u>in Case</u> <u>Management</u>	<u># Engaged in</u> <u>Case</u> <u>Management</u>
0	0:25	-	-
3	1:11	100%	36
1	1:25	-	-
1	1:25	100%	74
1	1:15	100%	21
1	1:19	100%	799
10	1:23	75%	350
5	1:35	81%	317
4	1:38	67%	150
3	1:24	55%	171
0	0:182	-	-
1	1:11	100%	13
0	0:00	-	-
0	0:40	-	-
1	1:130	100%	596
1	1:12	100%	15
1	1:12	100%	15
3	1:33	100%	20
4	1:04	100%	11
3	1:13	100%	38
2	1:11	100%	25
1	1:08	100%	6
2	1:08	100%	15
2	1:05	100%	12
3	1:13	100%	75
2	1:20	100%	43
2	1:06	100%	17
3	1:22	100%	55
1	1:10	100%	8
2	1:13	-	-
0	0:101	-	-
		-	-

2	1:29	100%	52
1	1:06	100%	7
2	1:11	100%	192
3	1:02	100%	13
0	0:40	100%	10
0	0:30	100%	25
4	1:53	100%	207
0	0:40	-	-
		100%	25
1	1:09	100%	10
1	1:06	100%	5
0	0:15	100%	13
1	1:19	100%	14
1	1:15	100%	50
1	1:12	100%	5
1	1:08	100%	4
1	1:15	100%	15
1	1:08	100%	8

Days Inn Code of Conduct

District of Columbia Department of Human Services Office of Migrant Services Temporary Lodging at Days Inn Code of Conduct

(Last Updated 05/17/2023)

This Code of Conduct applies to clients placed at the District of Columbia ("District" or "DC") Department of Human Services (DHS) Office of Migrant Services (OMS) Temporary Lodging Site.

OMS may move OMS clients to different rooms or Temporary Lodging Facilities at any time. OMS may also consolidate into one room OMS approved families, related or not related, as needed.

OMS Client Temporary Lodging Rules

1. All occupants designated a room at the OMS Temporary Lodging Facility at the Days Inn must comply with all Temporary Lodging rules and expectations. You are expected to comply with the OMS Visitor Policy attached. All visitors must sign in with OMS Security at the Security Desk of Days Inn Lobby. No visitors are permitted past the Days Inn Lobby at any time.
 - a. OMS management, with notification to the Site Manager and Site Security, may authorize the following government agencies and non-profit organizations to visit OMS clients at the Days Inn Temporary Lodging Site:
 - i. DC Child and Family Services Agency for the purpose of investigating reports of an unattended child or children or domestic violence at the Days Inn Temporary Lodging Site.
 - ii. DC Department of Behavioral Health for the purpose of assessing the living environment and the safety of OMS clients who may have mental health challenges.
 - iii. US Health and Human Services, Office of Refugee Resettlement for reunification cases.
 - iv. Non-Profit Organizations contracted by OMS to provide assistance to OMS clients with mental health challenges or documented disabilities.
2. You may not visit other OMS client rooms unless the client room is occupied by a direct family member(s) of the visiting OMS client (e.g., mother, father, siblings, cousin, stepparents, aunts and uncles). Additional exception: Temporary caregivers watching children, when the parent or guardian is off-site, and the temporary caregiver is identified

in writing via the OMS Child Care Agreement that was shared in advance with the Temporary Lodging Site Manager and Case Manager).

3. You must not interfere with OMS site team, security officers, case managers, and District first responders as they assist in situations involving resolving client health and safety situations (e.g., administering medical assistance, ambulance transports)
4. You must be in your room during curfew hours (a requirement that individuals stay in their rooms during specific hours at night). OMS Temporary Lodging Facility curfew hours are:
 - a. 9:30PM through 5:00AM Sunday through Thursday.
 - b. 11:00PM through 5:00AM Friday through Saturday.
 - i. You and all of your family members are required to return to the Facility and remain in your rooms by the scheduled curfew time.
 - ii. You must sign the "Client Sign-In Sheet" with Security in the Lobby by curfew each evening, stating that all children are present.
 - iii. Curfew hours are posted in the Lobby area and are subject to change with written notice.
 - iv. You may request a curfew extension or adjustment for employment, special events, and medical reasons. To obtain a curfew extension or adjustment, you must request approval from the Site Manager, who will send to OMS Incident Management Team Operations Section for approval. In your request, you must provide documentation of your work schedule, childcare arrangements, or other evidence supporting your request.
5. You must abide by OMS Temporary Lodging quiet hours, which are:
 - a. 10:00PM through 6:00AM
 - b. Please keep noise levels down during quiet hours.
6. Minors (children under 18 years of age) must be supervised by the OMS parent or guardian at all times. The District's Child and Family Services Agency and Child Protective Services Agency may be engaged in response to unattended minors in communal spaces or in client rooms.
 - a. OMS parents or guardians who are required to leave the site for activities such as, work and medical appointments may, in coordination with case management, request in writing to assign a responsible friend/family member (who also stays at the OMS Temporary Lodging Site) supervise their minor children as a temporary caretaker. All rules that apply to parents/guardians around supervision also apply to the temporary caretaker (e.g., children must be supervised at all times). Any OMS parent or guardian who chooses to use a temporary caregiver must fill out the "OMS Client Childcare Agreement Form" and Case Manager and Site Manager prior to the temporary caregiver beginning care.
 - b. OMS Parents or guardians may not assign an onsite Childcare Provider (as outlined in 6a above) to watch their child(ren) for more than 15 hours in a 24-hour period.
7. Cooking is not permitted in rooms or common spaces;

- a. No open flames permitted (e.g., candles or camping stoves).
 - b. "Cooking appliances" not already provided in the rooms by the hotel (e.g. microwave) are prohibited due to safety, maintenance, sanitation, and contract obligations. Only microwaves and refrigerators are permitted for use, where available. Appliances must be kept in a clean and sanitary condition. Contractors and hotel staff, including cleaning staff, are not responsible for cleaning appliances or disposing of food waste. Failure to follow guidelines or maintain living areas in clean, sanitary conditions may result in removal.
 - c. You must not grill food with a grill of any kind in your room or on site.
8. You must maintain your OMS Temporary Lodging room in a safe, clean, and healthy manner and not leave items or trash in common areas of the site.
9. You are put on notice that personnel responsible for operating the temporary lodging site staff or security staff will enter your room after knocking if they have a reasonable suspicion that illegal activity or serious safety / security concern is happening or is about to happen in the room. In these cases, the only notice to be provided is site staff or security staff knocking on the door.
10. You are not permitted to use the pool.
11. Alcohol and alcohol consumption is not permitted on site.
12. Smoking of any substance is not permitted within the Temporary Lodging site or OMS client rooms. There is a designated outside smoking area.
13. Vehicles (e.g., cars, motorcycles, mopeds, etc.) are not allowed to be parked on site. Vehicles will be towed at your own expense. Child non-motorized bikes and scooters are an exception but should be stored in your room.
14. You will not engage in unsafe or disrespectful behavior at the Temporary Lodging site, such as:
- a. Loitering in front or near the premises of the building.
 - b. Smoking, eating/drinking, throwing trash in public areas of building.
 - c. Not responding to calls/wellness checks.
 - d. Non-compliance with emergency procedures / tampering with emergency equipment.
15. Pets and Service Animals
- a. You are not allowed to have pets or animals on the OMS Temporary Placement Site premises.
 - b. Exceptions to this rule will be made for service or emotional support animals in accordance with the District's reasonable modification policy, the Americans with Disabilities Act (ADA), and for emotional support animals, the Fair Housing Act (FHA).
 - c. If you have a service or emotional support animal on-site:
 - i. The animal must be always with you and under your control. Animals may not be left in a client room or anywhere on-site without you present.
 - ii. You are expected to feed, clean, clean up after, and take the animal out.

- iii. You may not bathe the animal in the bathroom at the OMS Temporary Lodging Sites. It is expected that OMS clients take the animal to a groomer off-site.
 - iv. If the animal is showing behavior that is threatening towards yourself or others on site (e.g., staff or OMS clients), the animal will be required to leave.
16. Grounds for potential immediate client removal from OMS program include but are not limited to the following:
- a. Commit violence, assault, and threats of violence.
 - i. You must not use or possess weapons or use any object as a weapon.
 - ii. You must not assault or batter any individual or threaten to do so.
 - iii. You must not commit any other acts that endanger the health or safety of yourself or any other staff or individual at the Temporary Lodging location.
 - b. Commit bullying: "Bullying" means any severe, pervasive, or persistent act or conduct, whether physical, electronic, or verbal that:
 - i. (i) May be based on a youth's actual or perceived race, color, ethnicity, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, intellectual ability, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intrafamily offense, place of residence or business, or any other distinguishing characteristic, or on a youth's association with a person, or group with any person, with one or more of the actual or perceived foregoing characteristics; and
 - ii. (ii) Can be reasonably predicted to:
 - 1. Place the youth in reasonable fear of physical harm to his or her person or property;
 - 2. Cause a substantial detrimental effect on the youth's physical or mental health;
 - 3. Substantially interfere with the youth's academic performance or attendance; or
 - 4. Substantially interfere with the youth's ability to participate in or benefit from the services, activities, or privileges provided by an agency, educational institution, or grantee.
 - c. Commit sexual assault and / or conduct / support human trafficking.
 - d. Possession of items listed on the "Prohibited Items List" are strictly prohibited and will be confiscated by Security and/or Site Team.
 - e. Use, sell, purchase, or distribute any form of illegal drugs, drug paraphernalia, marijuana, or alcohol on the OMS premises or in client room is strictly prohibited as well as permitting anyone on the premises for such purposes.
 - f. Have possession of or use of weapons of any kind.
 - g. Participation in prostitution on OMS premises.

- h. You must not commit any other acts that endanger the health or safety of yourself or any other staff or individuals.
- i. Intentionally or maliciously vandalize, destroy, or steal the property of any person on the hotel premises as well as less severe damage to the facility/hotel room including graffiti.
- j. Unauthorized absence from Temporary Lodging room for over three (3) days or more.

Client Expectations

1. For emergencies, call 911. Please report any urgent or emergency matters to security or site staff immediately after informing the authorities. For urgent issues that may require police assistance, but do not require an immediate response, please use the nonemergency DC Police Department number, 311.
2. Site, maintenance, and cleaning staff have the right to enter rooms after knocking and announcing themselves on a scheduled and ad hoc basis, including for Wellness Checks and Code of Conduct compliance checks.
3. Every client (including children) must sign in and sign out with Security upon arrival at the Site; All clients are subject to wanding (Body checked over with a handheld electronic metal detection device) and bag checks by Security.
4. To be implemented in May 2023 with client notification flyer with meal distribution: Clients must leave their room key card with the Site Security Guard at the main entrance and pick it up upon return for room access.
5. All client packages will be subject to inspection by Security with the client present. Site Staff will give clients their packages. Clients will be required to open packages for inspection.
6. Clients will pick up family meals from the Site Team Office during designated times each day.
7. Clients will bring their personal laundry (i.e., clothes) to the designated laundry area on the designated laundry day(s) and time.
8. Do not put food, hair, sanitary napkins, tampons, or other objects down sink drains or toilets. Dispose of all solid items in trash cans.
9. Clients must notify the Site manager and their case manager if the client plans to permanently vacate the Site or case management program. Upon check-out from the Site, clients will no longer have access to all OMS Temporary Lodging (e.g., case management) services.
 - a. Note: When clients are moving out of Temporary Lodging, clients must coordinate with Site Staff at least 24-hours in advance to arrange for personal vehicles to be allowed on Site and escorted for a maximum of 2 hours between 8:00AM and 12:00PM. Clients should organize and pack all belongings prior to bringing the car on Site during the requested 2-hour window of time.

Appendix C: Hampton Inn Code of Conduct

District of Columbia Department of Human Services Office of Migrant Services Temporary Lodging at Hampton Inn Code of Conduct

(Last Updated 05/17/2023)

This Code of Conduct applies to clients placed at the District of Columbia ("District" or "DC") Department of Human Services (DHS) Office of Migrant Services (OMS) Temporary Lodging Site.

OMS may move OMS clients to different rooms or Temporary Lodging Facilities at any time. OMS may also consolidate into one room OMS approved families, related or not related, as needed.

OMS Client Temporary Lodging Rules

1. All occupants designated a room at the OMS Temporary Lodging Facility at the Hampton Inn must comply with all Temporary Lodging rules and expectations. You are expected to comply with the OMS Visitor Policy attached.
 - a. OMS management, with notification to the Site Manager and Site Security, may authorize the following government agencies and non-profit organizations to visit OMS clients at the Hampton Inn Temporary Lodging Site:
 - i. DC Child and Family Services Agency for the purpose of investigating reports of an unattended child or children or domestic violence at the Hampton Inn Temporary Lodging Site.
 - ii. DC Department of Behavioral Health for the purpose of assessing the living environment and the safety of OMS clients who may have mental health challenges.
 - iii. US Health and Human Services, Office of Refugee Resettlement for reunification cases.
 - iv. Non-Profit Organizations contracted by OMS to provide assistance to OMS clients with mental health challenges or documented disabilities.
2. You may not visit other OMS client rooms unless the client room is occupied by a direct family member(s) of the visiting OMS client (e.g., mother, father, siblings, cousin, stepparents, aunts and uncles). Additional exception: Temporary caregivers watching children, when the parent or guardian is off-site, and the temporary caregiver is identified in writing via the OMS Child Care Agreement that was shared in advance with the Temporary Lodging Site Manager and Case Manager).

3. You must not interfere with OMS site team, security officers, case managers, and District first responders as they assist in situations involving resolving client health and safety situations (e.g., administering medical assistance, ambulance transports)
4. You must be in your room during curfew hours (a requirement that individuals stay in their rooms during specific hours at night). OMS Temporary Lodging Facility curfew hours are:
 - a. 9:30PM through 5:00AM Sunday through Thursday.
 - b. 11:00PM through 5:00AM Friday through Saturday.
 - i. You and all of your family members are required to return to the Facility and remain in your rooms by the scheduled curfew time.
 - ii. You must sign the "Client Sign-In Sheet" with Security in the Lobby by curfew each evening, stating that all children are present.
 - iii. Curfew hours are posted in the Lobby area and are subject to change with written notice.
 - iv. You may request a curfew extension or adjustment for employment, special events, and medical reasons. To obtain a curfew extension or adjustment, you must request approval from the Site Manager, who will send to OMS Incident Management Team Operations Section for approval. In your request, you must provide documentation of your work schedule, childcare arrangements, or other evidence supporting your request.
5. You must abide by OMS Temporary Lodging quiet hours, which are:
 - a. 10:00PM through 6:00AM
 - b. Please keep noise levels down during quiet hours.
6. Minors (children under 18 years of age) must be supervised by the OMS parent or guardian at all times. The District's Child and Family Services Agency and Child Protective Services Agency may be engaged in response to unattended minors in communal spaces or in client rooms.
 - a. OMS parents or guardians who are required to leave the site for activities such as, work and medical appointments may, in coordination with case management, request in writing to assign a responsible friend/family member (who also stays at the OMS Temporary Lodging Site) supervise their minor children as a temporary caretaker. All rules that apply to parents/guardians around supervision also apply to the temporary caretaker (e.g., children must be supervised at all times). Any OMS parent or guardian who chooses to use a temporary caregiver must fill out the "OMS Client Childcare Agreement Form" and Case Manager and Site Manager prior to the temporary caregiver beginning care.
 - b. OMS Parents or guardians may not assign an onsite Childcare Provider (as outlined in 6a above) to watch their child(ren) for more than 15 hours in a 24-hour period.
7. Cooking is not permitted in rooms or common spaces;
 - a. No open flames permitted (e.g., candles or camping stoves).
 - b. "Cooking appliances" not already provided in the rooms by the hotel (e.g. microwave) are prohibited due to safety, maintenance, sanitation, and contract

obligations. Only microwaves and refrigerators are permitted for use, where available. Appliances must be kept in a clean and sanitary condition. Contractors and hotel staff, including cleaning staff, are not responsible for cleaning appliances or disposing of food waste. Failure to follow guidelines or maintain living areas in clean, sanitary conditions may result in removal.

- c. You must not grill food with a grill of any kind in your room or on site.
8. You must maintain your OMS Temporary Lodging room in a safe, clean, and healthy manner and not leave items or trash in common areas of the site.
9. You are put on notice that personnel responsible for operating the temporary lodging site staff or security staff will enter your room after knocking if they have a reasonable suspicion that illegal activity or serious safety / security concern is happening or is about to happen in the room. In these cases, the only notice to be provided is site staff or security staff knocking on the door.
10. You are not permitted to use the pool.
11. Clients are not permitted to use the stairwell at any time except in case of an emergency.
12. Alcohol and alcohol consumption is not permitted on site.
13. Smoking of any substance is not permitted within the Temporary Lodging site or OMS client rooms. There is a designated outside smoking area.
14. Vehicles (e.g., cars, motorcycles, mopeds, etc.) are not allowed to be parked on site. Vehicles will be towed at your own expense. Child non-motorized bikes and scooters are an exception but should be stored in your room.
15. You will not engage in unsafe or disrespectful behavior at the Temporary Lodging site.
 - a. Loitering in front or near the premises of the building.
 - b. Smoking, eating/drinking, throwing trash in public areas of building.
 - c. Not responding to calls/wellness checks.
 - d. Non-compliance with emergency procedures / tampering with emergency equipment.
16. Pets and Service Animals
 - a. You are not allowed to have pets or animals on the OMS Temporary Placement Site premises.
 - b. Exceptions to this rule will be made for service or emotional support animals in accordance with the District's reasonable modification policy, the Americans with Disabilities Act (ADA), and for emotional support animals, the Fair Housing Act (FHA).
 - c. If you have a service or emotional support animal on-site:
 - i. The animal must be always with you and under your control. Animals may not be left in a client room or anywhere on-site without you present.
 - ii. You are expected to feed, clean, clean up after and take the animal out.
 - iii. You may not bathe the animal in the bathroom at the OMS Temporary Lodging Sites. It is expected that OMS clients take the animal to a groomer off-site.

- iv. If the animal is showing behavior that is threatening towards yourself or others on site (e.g., staff or OMS clients), the animal will be required to leave.
17. Grounds for potential immediate client removal from OMS program include but are not limited to the following:
- a. Violence, assault, and threats of violence.
 - i. You must not use or possess weapons or use any object as a weapon.
 - ii. You must not assault or batter any individual or threaten to do so.
 - iii. You must not commit any other acts that endanger the health or safety of yourself or any other staff or individual at the temporary lodging location.
 - b. Bullying: "Bullying" means any severe, pervasive, or persistent act or conduct, whether physical, electronic, or verbal that:
 - i. (i) May be based on a youth's actual or perceived race, color, ethnicity, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, intellectual ability, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intrafamily offense, place of residence or business, or any other distinguishing characteristic, or on a youth's association with a person, or group with any person, with one or more of the actual or perceived foregoing characteristics; and
 - ii. (ii) Can be reasonably predicted to:
 - 1. (I) Place the youth in reasonable fear of physical harm to his or her person or property;
 - 2. (II) Cause a substantial detrimental effect on the youth's physical or mental health;
 - 3. (III) Substantially interfere with the youth's academic performance or attendance; or
 - 4. (IV) Substantially interfere with the youth's ability to participate in or benefit from the services, activities, or privileges provided by an agency, educational institution, or grantee.
 - c. Sexual assault and human trafficking.
 - d. Possession of items listed on the "Prohibited Items List" are strictly prohibited and will be confiscated by Security and/or Site Team.
 - e. Use, sell, purchase, or distribute any form of illegal drugs, drug paraphernalia, marijuana, or alcohol on the OMS premises or in client room is strictly prohibited as well as permitting anyone on the premises for such purposes.
 - f. Possession or use of weapons of any kind on OMS premises.
 - g. Participation in prostitution on OMS premises.
 - h. You must not commit any other acts that endanger the health or safety of yourself or any other staff or individuals at the OMS Site.

- i. Intentionally or maliciously vandalize, destroy, or steal the property of any person on the hotel premises as well as less severe damage to the facility/hotel room including graffiti.
- j. Unauthorized absence from room for over three (3) days or more.

Client Expectations

1. For emergencies, call 911. Please report any urgent or emergency matters to security or site staff immediately after informing the authorities. For urgent issues that may require police assistance, but do not require an immediate response, please use the nonemergency DC Police Department number, 311.
2. Site, maintenance, and cleaning staff have the right to enter rooms after knocking and announcing themselves on a scheduled and ad hoc basis, including for Wellness Checks and Code of Conduct compliance checks.
3. Every client (including children) must sign in and sign out with Security upon arrival at the Site; All clients are subject to wand (Body checked over with a handheld electronic metal detection device) and bag checks by Security.
4. To be implemented in May 2023 with client notification flyer with meal distribution: Clients must leave their room key card with the Site Security Guard at the main entrance and pick it up upon return for room access.
5. All client packages will be subject to inspection by Security with the client present. Site Staff will give clients their packages. Clients will be required to open packages for inspection.
6. Clients will pick up family meals from the Site Team Office during designated times each day.
7. Clients will bring their personal laundry (i.e., clothes) to the designated laundry area on the designated laundry day(s) and time.
8. Do not put food, hair, sanitary napkins, tampons, or other objects down sink drains or toilets. Dispose of all solid items in trash cans.
9. Clients must notify the Site manager and their case manager if the client plans to permanently vacate the Site or case management program. Upon check-out from the Site, clients will no longer have access to all OMS Temporary Lodging (e.g., case management) services.
 - a. Note: When clients are moving out of Temporary Lodging, clients must coordinate with Site Staff at least 24-hours in advance to arrange for personal vehicles to be allowed on Site and escorted for a maximum of 2 hours between 8:00AM and 12:00PM. Clients should organize and pack all belongings prior to bringing the car on Site during the requested 2-hour window of time.

Appendix D: Quality Inn Code of Conduct

District of Columbia Department of Human Services Office of Migrant Services Temporary Lodging at Quality Inn Code of Conduct

(Last Updated 05/17/2023)

This Code of Conduct applies to clients placed at the District of Columbia ("District" or "DC") Department of Human Services (DHS) Office of Migrant Services (OMS) Temporary Lodging Site.

OMS may move OMS clients to different rooms or Temporary Lodging Facilities at any time. OMS may also consolidate into one room OMS approved families, related or not related, as needed.

OMS Client Temporary Lodging Rules

1. All occupants designated a room at the OMS Temporary Lodging Facility at the Quality Inn must comply with all Temporary Lodging rules and expectations. You are expected to comply with the OMS Visitor Policy attached, highlighting that no visitors are allowed.
 - a. OMS management, with notification to the Site Manager and Site Security, may authorize the following government agencies and non-profit organizations to visit OMS clients at the Quality Inn Temporary Lodging Site:
 - i. DC Child and Family Services Agency for the purpose of investigating reports of an unattended child or children or domestic violence at the Quality Inn Temporary Lodging Site.
 - ii. DC Department of Behavioral Health for the purpose of assessing the living environment and the safety of OMS clients who may have mental health challenges.
 - iii. US Health and Human Services, Office of Refugee Resettlement for reunification cases.
 - iv. Non-Profit Organizations contracted by OMS to provide assistance to OMS clients with mental health challenges or documented disabilities.
2. You may not visit other OMS client rooms unless the client room is occupied by a direct family member(s) of the visiting OMS client (e.g., mother, father, siblings, cousin, stepparents, aunts and uncles). Additional exception: Temporary caregivers watching children, when the parent or guardian is off-site, and the temporary caregiver is identified in writing via the OMS Child Care Agreement that was shared in advance with the Temporary Lodging Site Manager and Case Manager).

3. You must not interfere with OMS site team, security officers, case managers, and District first responders as they assist in situations involving resolving client health and safety situations (e.g., administering medical assistance, ambulance transports)
4. You must be in your room during curfew hours (a requirement that individuals stay in their rooms during specific hours at night). OMS Temporary Lodging Facility curfew hours are:
 - a. 9:30PM through 5:00AM Sunday through Thursday.
 - b. 11:00PM through 5:00AM Friday through Saturday.
 - i. You and all of your family members are required to return to the Facility and remain in your rooms by the scheduled curfew time.
 - ii. You must sign the "Client Sign-In Sheet" with Security in the Lobby by curfew each evening, stating that all children are present.
 - iii. Curfew hours are posted in the Lobby area and are subject to change with written notice.
 - iv. You may request a curfew extension or adjustment for employment, special events, and medical reasons. To obtain a curfew extension or adjustment, you must request approval from the Site Manager, who will send to OMS Incident Management Team Operations Section for approval. In your request, you must provide documentation of your work schedule, childcare arrangements, or other evidence supporting your request.
5. You must abide by OMS Temporary Lodging quiet hours, which are:
 - a. 10:00PM through 6:00AM
 - b. Please keep noise levels down during quiet hours.
6. Minors (children under 18 years of age) must be supervised by the OMS parent or guardian at all times. The District's Child and Family Services Agency and Child Protective Services Agency may be engaged in response to unattended minors in communal spaces or in client rooms.
 - a. OMS parents or guardians who are required to leave the site for activities such as, work and medical appointments may, in coordination with case management, request in writing to assign a responsible friend/family member (who also stays at the OMS Temporary Lodging Site) supervise their minor children as a temporary caretaker. All rules that apply to parents/guardians around supervision also apply to the temporary caretaker (e.g., children must be supervised at all times). Any OMS parent or guardian who chooses to use a temporary caregiver must fill out the "OMS Client Childcare Agreement Form" and Case Manager and Site Manager prior to the temporary caregiver beginning care.
 - b. OMS Parents or guardians may not assign an onsite Childcare Provider (as outlined in 6a above) to watch their child(ren) for more than 15 hours in a 24-hour period.
7. Cooking is not permitted in rooms or common spaces;
 - a. No open flames permitted (e.g., candles or camping stoves).
 - b. "Cooking appliances" not already provided in the rooms by the hotel (e.g. microwave) are prohibited due to safety, maintenance, sanitation, and contract

obligations. Only microwaves and refrigerators are permitted for use, where available. Appliances must be kept in a clean and sanitary condition. Contractors and hotel staff, including cleaning staff, are not responsible for cleaning appliances or disposing of food waste. Failure to follow guidelines or maintain living areas in clean, sanitary conditions may result in removal.

- c. You must not grill food with a grill of any kind in your room or on site.
8. You must maintain your OMS Temporary Lodging room in a safe, clean, and healthy manner and not leave items or trash in common areas of the site.
9. You are put on notice that personnel responsible for operating the temporary lodging site staff or security staff will enter your room after knocking if they have a reasonable suspicion that illegal activity or serious safety / security concern is happening or is about to happen in the room. In these cases, the only notice to be provided is site staff or security staff knocking on the door.
10. Clients are not permitted to use the stairwell at any time except in case of an emergency.
11. Alcohol and alcohol consumption is not permitted on site.
12. Smoking of any substance is not permitted within the Temporary Lodging site or OMS client rooms. There is a designated outside smoking area.
13. Vehicles (e.g., cars, motorcycles, mopeds, etc.) are not allowed to be parked on site. Vehicles will be towed at your own expense. Child non-motorized bikes and scooters are an exception but should be stored in your room.
14. You will not engage in unsafe or disrespectful behavior at the Temporary Lodging site, such as:
 - a. Loitering in front or near the premises of the building.
 - b. Smoking, eating/drinking, throwing trash in public areas of building.
 - c. Not responding to calls/wellness checks.
 - d. Non-compliance with emergency procedures / tampering with emergency equipment.
15. Pets and Service Animals
 - a. You are not allowed to have pets or animals on the OMS Temporary Placement Site premises.
 - b. Exceptions to this rule will be made for service or emotional support animals in accordance with the District's reasonable modification policy, the Americans with Disabilities Act (ADA), and for emotional support animals, the Fair Housing Act (FHA).
 - c. If you have a service or emotional support animal on-site:
 - i. The animal must be always with you and under your control. Animals may not be left in a client room or anywhere on-site without you present.
 - ii. You are expected to feed, clean, clean up after and take the animal out.
 - iii. You may not bathe the animal in the bathroom at the OMS Temporary Lodging Sites. It is expected that OMS clients take the animal to a groomer off-site.

- iv. If the animal is showing behavior that is threatening towards yourself or others on site (e.g., staff or OMS clients), the animal will be required to leave.
16. Grounds for potential immediate client removal from OMS program include but are not limited to the following:
- a. Commit violence, assault, and threats of violence.
 - i. You must not use or possess weapons or use any object as a weapon.
 - ii. You must not assault or batter any individual or threaten to do so.
 - iii. You must not commit any other acts that endanger the health or safety of yourself or any other staff or individual at the Temporary Lodging location.
 - b. Commit Bullying: "Bullying" means any severe, pervasive, or persistent act or conduct, whether physical, electronic, or verbal that:
 - i. (i) May be based on a youth's actual or perceived race, color, ethnicity, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, intellectual ability, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intrafamily offense, place of residence or business, or any other distinguishing characteristic, or on a youth's association with a person, or group with any person, with one or more of the actual or perceived foregoing characteristics; and
 - ii. (ii) Can be reasonably predicted to:
 - 1. Place the youth in reasonable fear of physical harm to his or her person or property;
 - 2. Cause a substantial detrimental effect on the youth's physical or mental health;
 - 3. Substantially interfere with the youth's academic performance or attendance; or
 - 4. Substantially interfere with the youth's ability to participate in or benefit from the services, activities, or privileges provided by an agency, educational institution, or grantee.
 - c. Commit sexual assault and / or conduct / support human trafficking.
 - d. Possession of items listed on the "Prohibited Items List" are strictly prohibited and will be confiscated by Security and/or Site Team.
 - e. Use, sell, purchase, or distribute any form of illegal drugs, drug paraphernalia, marijuana, or alcohol on the OMS premises or in client room is strictly prohibited as well as permitting anyone on the premises for such purposes.
 - f. Have possession of or use of weapons of any kind.
 - g. Participation in prostitution on OMS premises.
 - h. You must not commit any other acts that endanger the health or safety of yourself or any other staff or individuals.

- i. Intentionally or maliciously vandalize, destroy, or steal the property of any person on the hotel premises as well as less severe damage to the facility/hotel room including graffiti.
- j. Unauthorized absence from Temporary Lodging room for over three (3) days or more.

Client Expectations

1. For emergencies, call 911. Please report any urgent or emergency matters to security or site staff immediately after informing the authorities. For urgent issues that may require police assistance, but do not require an immediate response, please use the nonemergency DC Police Department number, 311.
2. Site, maintenance, and cleaning staff have the right to enter rooms after knocking and announcing themselves on a scheduled and ad hoc basis, including for Wellness Checks and Code of Conduct compliance checks.
3. Every client (including children) must sign in and sign out with Security upon arrival at the Site; All clients are subject to wand (Body checked over with a handheld electronic metal detection device) and bag checks by Security.
4. To be implemented in May 2023 with client notification flyer with meal distribution: Clients must leave their room key card with the Site Security Guard at the main entrance and pick it up upon return for room access.
5. All client packages will be subject to inspection by Security with the client present. Site Staff will give clients their packages. Clients will be required to open packages for inspection.
6. Clients will pick up family meals from the Site Team Office during designated times each day.
7. Clients will bring their personal laundry (i.e., clothes) to the designated laundry area on the designated laundry day(s) and time.
8. Do not put food, hair, sanitary napkins, tampons, or other objects down sink drains or toilets. Dispose of all solid items in trash cans.
9. Clients must notify the Site manager and their case manager if the client plans to permanently vacate the Site or case management program. Upon check-out from the Site, clients will no longer have access to all OMS Temporary Lodging (e.g., case management) services.
 - a. Note: When clients are moving out of Temporary Lodging, clients must coordinate with Site Staff at least 24-hours in advance to arrange for personal vehicles to be allowed on Site and escorted for a maximum of 2 hours between 8:00AM and 12:00PM. Clients should organize and pack all belongings prior to bringing the car on Site during the requested 2-hour window of time.

Appendix E: Harbor Light Code of Conduct

District of Columbia Department of Human Services Office of Migrant Services

Harbor Light Reception and Respite Center Code of Conduct

(Last Updated 06/29/2023)

This Code of Conduct applies to clients placed at the District of Columbia ("District" or "DC") Department of Human Services (DHS) Office of Migrant Services (OMS) Harbor Light Reception and Respite Center. All OMS client lodging at Harbor Light Reception and Respite Center is temporary.

OMS Client Harbor Light Reception and Respite Rules

1. All occupants designated a cot in the OMS Harbor Light Reception and Respite Center must comply with all OMS rules and expectations. You are expected to comply with the OMS Harbor Light Visitor Policy attached.
 - a. OMS management, with notification to the Site Manager and Site Security, may authorize the following government agencies and non-profit organizations to visit OMS clients at the Harbor Light Reception and Respite Center:
 - i. DC Child and Family Services Agency for the purpose of investigating reports of an unattended child or children or domestic violence at the Harbor Light Reception and Respite Center.
 - ii. DC Department of Behavioral Health for the purpose of assessing the living environment and the safety of OMS clients who may have mental health challenges.
 - iii. US Health and Human Services, Office of Refugee Resettlement for reunification cases.
 - iv. Non-Profit Organizations and Community-Based Partners contracted by OMS to provide assistance to OMS clients with mental health challenges or documented disabilities.
2. You may not visit dorm rooms other than your assigned room.
3. You must be respectful towards the OMS site team, security officers, case managers, and District first responders at all times including, but not limited to, situations involving resolving client health and safety situations (e.g., administering medical assistance,

ambulance transports), case management sessions, respite operations, and feeding operations.

4. You must be in your room during curfew hours (a requirement that individuals stay in their rooms during specific hours at night). OMS Harbor Light Reception and Respite Center curfew hours are:
 - a. 9:30PM through 5:00AM Sunday through Thursday.
 - b. 11:00PM through 5:00AM Friday through Saturday.
 - i. You and all of your family members are required to return to the Facility and remain in your rooms by the scheduled curfew time.
 - ii. You must sign the "Client Sign-In Sheet" with Security in the Lobby by curfew each evening, stating that all children are present.
 - iii. Curfew hours are posted in the Lobby area and are subject to change with written notice.
5. You must abide by OMS Harbor Light Reception and Respite Center quiet hours, which are:
 - a. 10:00PM through 6:00AM
 - b. Please keep noise levels down to a minimum during Quiet Hours.
6. Minors (children under 18 years of age) must be supervised by the OMS parent or guardian at all times. The District's Child and Family Services Agency and Child Protective Services Agency may be engaged in response to unattended minors in communal spaces or in client dorm rooms:
 - a. OMS parents or guardians who are required to leave the site for activities such as, work and medical appointments may request from the Site Manager in writing to assign a responsible friend/family member (who also stays at the OMS Harbor Light Reception and Respite Center) to supervise their minor children as a temporary caretaker. All rules that apply to parents/guardians around supervision also apply to the temporary caretaker (e.g., children must be supervised at all times). Any OMS parent or guardian who chooses to use a temporary caregiver must fill out the "OMS Client Childcare Agreement Form" and Site Manager prior to the temporary caregiver beginning care.
 - b. OMS parents or guardians may not assign an onsite Childcare Provider (as outlined in 6a above) to watch their child(ren) for more than 15 hours in a 24-hour period.
7. Cooking is not permitted in dorm rooms or common spaces:
 - a. No open flames permitted (e.g., candles or camping stoves).
 - b. "Cooking appliances" (e.g. microwave, stove tops, etc.) are prohibited due to safety, maintenance, sanitation, and contract obligations. Failure to follow guidelines or maintain living areas in clean, sanitary conditions may result in removal.
8. You must maintain your OMS Harbor Light Reception and Respite Center space in a safe, clean, and healthy manner and not leave items or trash in common areas of the site.

9. You are put on notice that personnel responsible for operating the site will enter shared spaces and dorm rooms, particularly if given a reasonable suspicion that illegal activity or serious safety / security concern is happening or is about to happen in the space. In
10. Alcohol and alcohol consumption are not permitted on site.
11. Smoking of any substance is not permitted within the OMS Harbor Light Reception and Respite Center There is a designated outside smoking area.
12. Vehicles (e.g., cars, motorcycles, mopeds, etc.) are not allowed to be parked on site. Vehicles will be towed at your own expense.
13. You will not engage in unsafe or disrespectful behavior at the OMS Harbor Light Reception and Respite Center, such as:
 - a. Loitering in front or near the premises of the building.
 - b. Smoking, eating/drinking, throwing trash in public areas of building.
 - c. Not responding to calls/wellness checks, participate in case management sessions, and/or development of family housing plan.
 - d. Non-compliance with emergency procedures / tampering with emergency equipment.
14. Pets and Service Animals
 - a. You are not allowed to have pets or animals on OMS premises.
 - b. Exceptions to this rule will be made for service or emotional support animals in accordance with the District's reasonable modification policy, the Americans with Disabilities Act (ADA), and for emotional support animals, the Fair Housing Act (FHA).
 - c. If you have a service or emotional support animal on-site:
 - i. The animal must be always with you and under your control. Animals may not be left in a dorm room or anywhere on-site without you present.
 - ii. You are expected to feed, clean, clean up after, and take the animal out.
 - iii. You may not bathe the animal in the bathroom at OMS Harbor Light Reception and Respite Center. It is expected that OMS clients take the animal to be groomed off-site.
 - iv. If the animal is showing behavior that is threatening towards yourself or others on site (e.g., staff or OMS clients), the animal will be required to leave.
15. Sexual conduct is not permitted.
16. Pornography is not permitted.
17. **Grounds for potential immediate client removal from the OMS program include but are not limited to the following:**
 - a. Commit violence, assault, and threats of violence.
 - i. You must not use or possess weapons or use any object as a weapon.
 - ii. You must not assault or batter any individual or threaten to do so.
 - iii. You must not commit any other acts that endanger the health or safety of yourself or any other staff or individual at the OMS location.

- b. Commit bullying: "Bullying" means any severe, pervasive, or persistent act or conduct, whether physical, electronic, or verbal that:
 - i. (i) May be based on actual or perceived race, color, ethnicity, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, intellectual ability, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intrafamily offense, place of residence or business, or any other distinguishing characteristic, or on association with a person, or group with any person, with one or more of the actual or perceived foregoing characteristics; and
 - ii. (ii) Can be reasonably predicted to:
 - 1. Place the client in reasonable fear of physical harm to his or her person or property;
 - 2. Cause a substantial detrimental effect on the client's physical or mental health;
 - 3. Substantially interfere with the client's academic performance or attendance; or
 - 4. Substantially interfere with the client's ability to participate in or benefit from the services, activities, or privileges provided by an agency, educational institution, or grantee.
- c. Commit sexual assault and / or conduct / support human trafficking.
- d. Possession of items listed on the "Prohibited Items List" are strictly prohibited and will be confiscated by Security and/or Site Team.
- e. The Use, sale, purchase, or distribution of any form of illegal drugs, drug paraphernalia, marijuana, or alcohol on the OMS premises and/or in dorm room is strictly prohibited, as is permitting anyone on the premises for such purposes.
- f. Have possession of or use of weapons of any kind-
- g. Participation in prostitution on OMS premises.
- h. You must not commit any other acts that endanger the health or safety of yourself or any other staff or individuals.
- i. Intentionally or maliciously vandalize, destroy, or steal the property of any person on the hotel premises as well as less severe damage to the facility/ dorm room including graffiti.
- j. Unauthorized absence from Harbor Light Respite for over 24 hours or more.

Client Expectations

- 1. For emergencies, call 911. Please report any urgent or emergency matters to security or site staff immediately after informing the authorities. For urgent issues that may require police assistance, but do not require an immediate response, please use the non-emergency DC Police Department number, 311.



- 2. OMS Site Team, maintenance, and cleaning staff have the right to enter common spaces as well as dorm rooms after knocking and announcing themselves on a scheduled and ad hoc basis.
- 3. Every client (including children) must sign in and sign out with Security upon arrival at the Site as well as be wanded and subject to a bag check; All clients are subject to wandings (Body checked over with a handheld electronic metal detection device) and bag checks by Security.
- 4. Clients will have an opportunity for meals during the designated times each day.
- 5. Do not put food, hair, sanitary napkins, tampons, or other objects down sink drains or toilets. **Dispose of all solid items in trash cans.**
- 6. Clients must notify the OMS Site Team when the client plans to permanently vacate the Respite Center. Upon check-out from the Respite Center, clients will no longer have access to OMS Reception and Respite Center Services.