

# THE WINTER PLAN

*Developed by the Interagency Council on Homelessness (ICH)  
To Protect the Lives of Those Who Are Homeless  
During the Winter of 2011–2012  
In the District of Columbia*



Important Telephone Numbers:

Shelter Hotline: 1-800-535-7252

or

Mayor's Call Center: 311

*Those who are homeless may call these numbers to seek assistance, and the general public may call these numbers to get help for someone who is homeless and in need of assistance.*

## **INTRODUCTION**

In compliance with the Homeless Services Reform Act of 2005 (HSRA), this Winter Plan for the 2011-2012 season has been developed by the Interagency Council on Homelessness (ICH) to describe how member agencies and their partners will coordinate to provide hypothermia shelter for those who are homeless, consistent with the right of consumers to shelter in severe weather conditions. In this document, specific sites that will be used as hypothermia shelters for the 2011-2012 season are identified, and the outcomes of the 2010-2011 hypothermia season are also noted.

The Government of the District of Columbia is committed to protecting individuals who are homeless from cold weather injury by meeting the demand for shelter during hypothermia season. Should the need for shelter exceed levels of capacity identified in this plan, the District will open additional facilities to meet the need for shelter.

This Winter Plan articulates and implements coordination among local agencies and providers within the Continuum of Care who will participate in providing hypothermia shelter and services to persons who are homeless in Washington, D.C. during the winter season of 2011-2012. The season begins on November 1, 2011 and ends on March 31, 2012. The season may be extended beyond March 31<sup>st</sup> if hypothermic conditions persist. Hypothermia services begin whenever the actual or forecasted temperature, including the wind chill factor, is 32 degrees Fahrenheit (F.) or below.

Mayor's Order 2001-161, dated October 31, 2001, continues to guide activities during hypothermia season, such as the notification of hypothermia alerts, the coordination of outreach efforts, and other life-saving activities. The order calls for coordination of outreach activities among the Department of Human Services (DHS), the Homeland Security and Emergency Management Agency (HSEMA), the Metropolitan Police Department (MPD), the Fire and Emergency Medical Services Department (FEMS), the Department of Mental Health (DMH), the Department of Health (DOH), and both public and private outreach programs.

## **THE NEED FOR SERVICES DURING HYPOTHERMIA SEASON FOR THOSE WHO ARE HOMELESS**

Hypothermia is a life-threatening condition occurring when a person's body temperature goes below 95 degrees F. due to exposure to cold and wet conditions. It is particularly dangerous for persons who are affected by substance abuse or mental illness and who may be unaware that their body temperature has fallen to the point of danger. Many deaths on the street that occur in hypothermic conditions are associated with substance abuse, particularly alcohol, which causes blood vessels at the surface of the skin to dilate and lose body heat very quickly.

Once a person is suffering from hypothermia, he or she must be removed from the street, and medical intervention is usually required. At times, a person at risk of becoming hypothermic will voluntarily accept help, but sometimes they must be helped involuntarily. Outreach workers are trained to recognize the symptoms of hypothermia and to take the appropriate action.

## **PROTECTING CONSUMERS' RIGHTS**

The Winter Plan implements provisions of the Homeless Services Reform Act of 2005. The law was enacted to ensure that persons who are homeless are protected from injury and death from hypothermia by providing shelter and services for them during the winter season. The District of Columbia provides hypothermia assistance whenever the actual or forecasted temperature falls below 32 degrees F. or the wind chill factor creates the effect of 32 degrees F. or below. As is the practice, efforts will continue to protect the right of consumers to shelter during the 2011-2012 hypothermia season.

## **THE WINTER OF 2010–2011: SUMMARY OF ACTIVITIES**

While the winter of 2010-2011 presented challenges, the District provided a system of shelter and outreach services that responded to the needs of those who were homeless. Shelters offered a warm place for those who came in from the cold, and for those who did not, outreach workers took food, blankets, and supplies into the streets. The major objective of activities and services during hypothermia season is to save lives.

During the winter of 2010-2011, DHS, The Community Partnership for the Prevention of Homelessness (TCP), and nonprofit and government partners worked collaboratively to create the shelter facilities and deliver the services that protected the lives of Washington D.C.'s homeless population. Of the 151 days in the 2010-2011 winter season that extended from November 1, 2010 to March 31, 2011, there were hypothermia alerts on 88 or 58% of those days. When alerts were called, additional shelter capacity was created, and all permanent shelters remained open during daytime hours so that clients would have warm and safe places to stay.

The hypothermia public information campaign was launched on November 1, 2010, and it continued throughout the season, using a variety of media to publicize the serious health effects of extreme cold and to ensure that there was widespread awareness of the shelter hotline. The campaign's efforts included announcements on radio and television stations soliciting the public's help in identifying persons at risk and the use of print media to advertise the shelter hotline telephone number. Flyers and business cards in both English and Spanish were distributed to increase awareness of how to access hypothermia shelters and services for persons who were homeless.

TCP coordinated daily hypothermia operations in concert with city agencies and providers. This included the distribution of a daily census showing capacity levels at all shelters so that the system could be monitored and adjusted to serve clients optimally. The United Planning Organization (UPO) operated the Shelter Hotline and deployed vans for outreach services and transportation.

As we prepare for the next hypothermia season, we are confident that the ability to continue to provide appropriate needs-based services and maintain good faith and responsive relationships with all hypothermia partners will continue. The ICH is grateful to all of the agencies, organizations, and concerned citizens for their collaborative efforts to protect the lives of those who are homeless during the winter season.

## **THE WINTER OF 2010–2011: OUTCOMES**

There were 88 hypothermia alerts called during the 2010-2011 winter season. During this period, government-funded providers operated the following accommodations for those who were homeless:

- 1,151 year-round and seasonal low barrier shelter beds for men and 245 hypothermia alert beds for a total of 1,396 beds;
- 361 year-round and seasonal low barrier shelter beds for women and 70 hypothermia alert beds for a total of 431;
- 286 year-round and seasonal apartment style family units.
- In addition to the shelter beds, new supportive housing capacity was made available during the course of the season, ultimately yielding 164 units for men, 97 for women, and 80 for families for a total of 341 units.

## **ELEMENTS OF THE WINTER PLAN FOR 2011-2012**

### TYPES OF SHELTERS AND HOURS OF OPERATION

In addition to the year-round facilities, there are two types of shelters that are available to serve those who are homeless during the winter season. Some of the severe weather shelters will open from 7:00 p.m. to 7:00 a.m. during hypothermia alerts only, since they will be located in buildings that are used for other purposes during the day. These are **hypothermia shelters**.

Other single adult hypothermia beds will also be available 7:00 p.m. to 7:00 a.m., but they will open at the time of the first hypothermia alert of the season and remain open every day of the season. These are called **seasonal shelters**.

**Overflow single adult shelters** operate only when all other shelters are near capacity. These facilities have standby/on call staff that are called in to operate the overflow shelters as needed. When these shelters are activated, the Hotline provides transportation to these locations.

On days when the temperature remains at or below 32 degrees F. and a hypothermia alert is in effect, single adults using shelters will be allowed to remain in their facilities with the exception of those who are in church-based hypothermia shelters and at the Banneker Recreation Center shelter. The church-based hypothermia shelters and the Banneker Recreation Center shelter close at 7 a.m., and transportation will be provided on alert days to sites that are open.

While meals are provided nightly at the shelters for individuals, no additional meals are provided on days when there is an alert in effect. Additional meals are provided during the daytime when there is a snow emergency in effect.

It should be noted that the Harriet Tubman Women's Center in Building 9 on the campus of D.C. General is open 24 hours per day to women participating in the day program, year round, irrespective of the weather conditions.

The D.C. General family shelter will be available 24 hours per day for the winter season. If there is a hypothermia alert prior to November 1<sup>st</sup>, the family shelter will be available at the time of that alert, and it will remain open from that point to the end of the season. In the family shelter, three meals per day and snacks are served throughout the season. There are also some additional program services available to families at the D.C. General family shelter site, and these program services will be available to all families in the shelter system during the hypothermia season.

Between the hours of 8 a.m. and 3:30 p.m., Monday through Friday (except for holidays and days on which the District government is closed), families seeking emergency shelter should go to the **Virginia Williams Family Resource Center at 920A Rhode Island Avenue, NE**. After 3:30 p.m. and on weekends, during hypothermia alerts, families should call the Shelter Hotline for transportation to the D.C. General family shelter or other available family shelter. Families placed in shelter directly through the Shelter Hotline will be asked to go to the Virginia Williams Family Resource Center the following business day for assessment and verification of eligibility.

### SITES

The District government will provide public buildings and will enter into agreements with churches to operate the shelter beds required during the hypothermia season. Locations and capacities are provided in the appendices to this Plan.

## SERVICES AND PROVIDERS

The United Planning Organization (UPO) will be responsible for operation of the Hypothermia Hotline. This is the toll free number, 1-800-535-7252, for use by those who are homeless and the general public to call for assistance. Additionally, UPO provides vans to pick up and deliver persons to shelters and drivers who also perform outreach functions. Any person needing assistance may also call the Mayor's Call Center at 311.

Shelter providers will include Catholic Charities, the Community for Creative Non-Violence (CCNV), Coalition for the Homeless, Capitol Hill Group Ministries, Community of Hope, Jobs Have Priorities (JHP), and New Hope Ministries (NHM). Local churches will also serve as shelters, including Sacred Heart, Saint Luke's, Johnson Memorial Baptist, and New Covenant Baptist.

## OUTREACH AGENCIES

To receive information regarding outreach providers or to utilize outreach services, please call Shelter Hotline at 1-800-535-7252 or the Mayor's Call Center at 311. The Mayor's Call Center representatives will link callers to the appropriate outreach providers based on the location of the caller.

The agencies listed in the following table have contracted with the District government to develop strategies and means for providing outreach services during hypothermia season and extreme weather conditions. These agencies provide an array of services that may include street outreach, crisis intervention, transportation, and referrals to hypothermia shelter and services. Additionally, sleeping bags, blankets, food, water, and essential items to guard against the effects of the cold such as hats, gloves, scarves, socks, and thermal underwear are distributed to those who are homeless.

<b>HYPOTHERMIA 2011-2012 OUTREACH PROVIDER</b>	<b>AREA</b>
Neighbors' Consejo (emphasis on the Latino population)	Ward 1
Rachael's Women's Center	Ward 2
Salvation Army Grate Patrol	Ward 2 (Downtown and Mall area)
Georgetown Ministry Center	Wards 2, 3
Community Council for the Homeless at Friendship Place	Ward 3
First Seventh-Day Adventist Church (No street outreach is available.)	Ward 4
Capital Hill Group Ministries	Ward 6
DC Central Kitchen's "First Helping" Program	Wards 2, 7, 8
Unity Health Care Medical Outreach (includes medical attention and referrals to emergency medical care or hypothermia shelter and services)	Wards 1, 2, 3, 4, 5, 6, 7, 8
United Planning Organization (vans provide items to guard against the effects of the cold, transportation, and information about hypothermia and shelter locations)	Wards 1, 2, 3, 4, 5, 6, 7, 8

Additionally, the Downtown Business Improvement District (BID) will use its Safety and Maintenance Ambassadors (SAMs) to identify and assist persons in need of shelter this winter in its 140 block (one square mile) designated area in portions of Wards 2 and 6. The SAMs receive special training in engaging the homeless population. The Mt. Vernon Triangle BID also operates in Ward 6 in collaboration with the Downtown BID to ensure comprehensive coverage.

The NoMa BID covers the 35 block area north of Massachusetts Avenue in the Capitol Hill North neighborhood, and it has outreach ambassadors who work daily with those who are homeless.

The Capitol Hill BID offers services in a five linear mile area from Union Station to Barney's Circle at Pennsylvania Avenue and 15<sup>th</sup> Street, SE. The Capitol Hill BID has specially trained Homeless Outreach/Safety Ambassadors, and its member Clean Team is staffed by formerly homeless associates. The Capitol Hill BID covers an area that includes the U.S. Capitol, the Library of Congress, Eastern Market, and Barracks Row.

The Golden Triangle BID covers 43 blocks of public space in the central business district, roughly within the boundaries of the White House to Dupont Circle and 16th Street, NW to New Hampshire Avenue, NW. Golden Triangle collaborates with "Block by Block" to offer nutritional and social service assistance to those who are homeless, and it has outreach specialists who actively engage the homeless population in its coverage area to meet their immediate needs and to connect them to case management and to other providers.

#### POLICE AND OUTREACH PROVIDERS COOPERATION

The Metropolitan Police Department (MPD) is committed to assisting homeless outreach agencies and workers who wish to enter a vacant building to engage a person who is homeless whenever there is a safety risk, in the opinion of the outreach representative. Assistance from MPD may be obtained by calling the 311 non-emergency number to request an officer. In an emergency situation, the 911 number should be used.

#### HYPOTHERMIA ALERT

The District's Homeland Security and Emergency Management Agency (HSEMA) shall notify TCP, UPO, and DHS by 9:00 a.m. on any day the hypothermia alert is scheduled to be put into effect. Once in effect, the alert stays on until it is called off by HSEMA. An alert may be put into effect after 9:00 a.m. if weather conditions warrant it.

Daily consultations are held between HSEMA and meteorologists at the National Weather Service (NWS) in Sterling, Virginia to determine real time weather conditions and the likely conditions in the next 24 hours. The NWS is part of the National Oceanic and Atmospheric Administration of the U.S. Department of Commerce.

When HSEMA calls an alert, TCP, UPO, and DHS are notified. UPO then notifies all shelter providers to open hypothermia shelters from 7:00 p.m. to 7:00 a.m., and to keep these and designated severe weather and low barrier shelters open as warming spaces until such time as HSEMA calls off the alert. Shelter providers are not permitted to require that clients exit until the alert is called off by HSEMA. Shelter providers may call the UPO Hypothermia Hotline at (202) 399-7093 at any time to determine the alert status.

## COMMUNICATIONS

The success of the Winter Plan depends upon open and constant communications among all stakeholders, including the public, providers of shelter and other services, and those who are homeless. Important components of the communications effort are the Hypothermia Hotline and Emergency Assistance telephone numbers. These are as follows:

- Hypothermia Hotline for Use by Service Providers: (202) 399-7093. This number is staffed by UPO.
- Emergency Assistance Hotline Number for Persons who are Homeless and the General Public: 1-800-535-7252 (staffed by UPO) or 311 (Mayor's Call Center).

The 800 number and the 311 Mayor's Call Center line will be widely publicized. They will appear in advertisements in both print and electronic media, and they will be printed on business cards that will be distributed to those who are homeless by outreach agencies and other partners. The District's Office of Unified Communications (OUC) will be notified of the 800 number to ensure coordination of service requests originating from law enforcement agencies. Police officers, including patrol officers of the MPD and the U.S. Park Police (USPP), will request services through the OUC for any citizen who is homeless and in need of assistance. Law enforcement agencies may also use the 311 line.

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

The hypothermia media campaign is implemented and managed by the D.C. Department of Human Services (DHS). The campaign, beginning on November 1, 2011, will include the following activities:

- Metro Advertisements: DHS will request advertising space on Metro buses and in subway locations as available for the upcoming hypothermia season. Also, Metro drivers will be informed about the emergency assistance telephone numbers and when to call to assist someone who is homeless and in need of assistance.
- Public Service Announcements (PSAs): DHS will develop and release television and radio announcements featuring the hypothermia shelter hotline number and information designed to educate the public about the dangers of hypothermia. These announcements will publicize the emergency assistance telephone numbers and encourage District residents to call to seek help if they are homeless or to report the location of individuals who are homeless and possibly in need of assistance, especially in hypothermic weather conditions.
- Paid Advertising: DHS will purchase radio airtime for 30-second informational spots to air during peak coverage hours during hypothermia season. Informational announcements will also air on appropriate channels on local cable television during the season.
- Newspapers: Quarter-page hypothermia shelter hotline advertisements will be placed in community newspapers throughout the season. In the past, publications such as *Hill Rag*, *DC North*, *East of the River*, and *Street Sense* have been used.
- Business Cards: Pocket-sized business cards will be printed and distributed that will include the emergency assistance telephone numbers and a list of participating shelters. The cards will be available in both English and Spanish, and they will be distributed to the outreach community, to providers, and to those who are homeless so that they have the 800 number, the 311 number, and a list of shelter locations at hand in the event that assistance is needed.

## TRANSPORTATION

### How the Transportation Operates

Transportation is a scarce resource for those who are homeless, especially during the winter months, and we intend to use the transportation system to serve the largest number of those who are homeless in the most efficient and effective way. Except where there is an emergency situation, we will operate the transportation system on a rational, scheduled basis to serve both those who are homeless and the shelter providers optimally. Like any other “public” transportation system, we will not be able to offer customized or individualized service, since this decreases availability and is disadvantageous to the general ridership.

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

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

### Resources and Outreach

Beginning on November 1, 2011, UPO will provide five (5) vans from 8:00 a.m. to 4:00 p.m. and seven (7) vans from 4:00 p.m. to 8:00 a.m. On each shift, two of the vans deployed by UPO will be accessible for people who have disabilities. Additionally, UPO will operate a radio communications system on a 24-hour schedule to coordinate hypothermia services on the streets.

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

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

In the event of a disruption of regular transportation capacity, Covenant House of Washington will provide supplemental van support. Covenant House will be available to deploy up to three vans from 9:00 a.m. to 1:00 a.m., Monday through Friday. Also, Covenant House services, including shelter and wrap around services, will be available for persons from 18 to 21 years of age.

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

## The Transportation System and Schedules

There will be both scheduled and unscheduled transportation. The scheduled transportation is limited and is designed to provide general transportation in the mornings and evenings from and to specific locations for groups of individuals that are homeless, as listed later in this section.

Unscheduled transportation is provided to shelter from random locations based on requests from individuals and families. The unscheduled transportation operates every night during the hypothermia season, beginning at 6:30 PM. In addition, when a hypothermia alert is on for daytime hours, the unscheduled transportation operates 24 hours a day.

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

- Women's Transportation

Morning Transportation Schedules for Women

In the morning, women who are shelter residents at Nativity Shelter (formerly Hermano Pedro) receive Metro tokens for transportation. Women who are residents at the Harriet Tubman shelter, and the New Covenant Baptist Church will be transported to programs as shown in the following schedule.

<b>Pick Up Time</b>	<b>Location</b>	<b>Destination(s)</b>
6:30 a.m.	New Covenant Baptist Church 1301 W Street, SE*	Harriet Tubman at DC General, Building 9
6:30 a.m. 7:15 a.m. 8:15 a.m.	Harriet Tubman at DC General, Building 9	Union Station; So Others Might Eat (SOME) (71 O Street, NW); Rachael's Women's Center; Bethany Women's Center at N Street Village

\* This site does not remain open after 7 a.m. during daytime hypothermia alerts, so transportation from the New Covenant Baptist Church is provided only during daytime hypothermia alerts. On alert mornings, the Hotline will call this site to determine if service is needed. Pick ups are made only when there are women at this site who request transportation.

Accessible transportation for persons with disabilities is provided upon request.

Additional transportation outside of the schedules listed above also is provided upon request.

Evening Transportation Schedules for Women

In the evening, women who are shelter residents at Nativity Shelter (formerly Hermano Pedro) will be transported to Nativity Shelter (formerly Hermano Pedro) from the Sacred Heart Church. Additionally, women will be transported from the corner of 4<sup>th</sup> and E Streets NW to Harriet Tubman, and to the New Covenant Baptist Church.

<b>Pick Up Time</b>	<b>Location</b>	<b>Destination(s)</b>
6:30 p.m.	Sacred Heart Church 16 <sup>th</sup> Street and Park Road, NW	Nativity Shelter (formerly Hermano Pedro)
6:30 p.m. 7:15 p.m. 8:15 p.m.	Corner of 4 <sup>th</sup> and E Streets NW	Harriet Tubman at DC General; New Covenant Baptist*

\*Transportation to the New Covenant Baptist Church is provided only during hypothermia alerts.

Accessible transportation for persons with disabilities is provided upon request.

Additional transportation outside of the schedules listed above also is provided upon request.

Men's Transportation

Morning Transportation Schedules for Men

In the morning, men will be picked up from the Adams Place, 801 East, and New York Avenue shelters and dropped off at various locations in the downtown area. Additionally, men will be picked up in the morning from the Seventh Day Adventist Church, the Banneker Recreation Center, and Saint Luke's Church and dropped off at SOME during hypothermia alerts only.

Pick Up Time	Location	Destination(s)
6:30 a.m. 7:15 a.m. 8:15 a.m.	2210 Adams Place, NE	Union Station; SOME (71 O Street, NW); 9 <sup>th</sup> & P Streets, NW; 9 <sup>th</sup> & G Streets, NW (MLK Library)
6:30 a.m. 7:15 a.m. 8:15 a.m.	801 East Shelter, 801 Making Life Better Lane, St. Elizabeth's Hospital Campus, 2700 Martin Luther King, Jr. Ave., SE	Union Station; SOME; 9 <sup>th</sup> & P Streets, NW; 9 <sup>th</sup> & G Streets, NW (MLK Library)
6:30 a.m. 7:15 a.m. 8:15 a.m.	1355-57 New York Avenue, NE	Union Station; SOME; 9 <sup>th</sup> & P Streets, NW; 9 <sup>th</sup> & G Streets, NW (MLK Library)
6:30 a.m.	Banneker Recreation Center* 2500 Georgia Avenue, NW	SOME
6:30 a.m.	Saint Luke's Church* 3655 Calvert Street, NW	SOME
8:30 a.m.	MLK Library at 9 <sup>th</sup> & G Streets, NW	Sacred Heart Church 16 <sup>th</sup> Street and Park Road, NW

\* These sites do not remain open after 7 a.m. during daytime hypothermia alerts, so transportation from the First Seventh Day Adventist Church, Banneker Recreation Center, and Saint Luke's Church is provided only during daytime hypothermia alerts.

Accessible transportation for persons with disabilities is provided upon request.

Additional transportation outside of the schedules listed above will be provided upon request.

Evening Transportation Schedules for Men

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

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

Accessible transportation for persons with disabilities is provided upon request.

Additional transportation outside of the schedules listed above will be provided upon request.

### MENTAL HEALTH SERVICES

If a client has a mental health issue that may indicate a psychiatric impairment, a request will be made to the Homeless Outreach Program (HOP) of the Department of Mental Health (DMH). If appropriate, the HOP will link or re-link the consumer to mental health services or provide a crisis assessment and initiate the appropriate intervention. DMH staff will provide outreach workers with orientation, training, and written materials to increase their understanding of psychiatric impairments and how to make an initial determination whether DMH involvement is needed. The overarching goal is to protect the health and safety of the consumer, especially during severe weather conditions. HOP services are available on Monday through Friday from 8:30 a.m. until 9:00 p.m. The telephone number for the HOP is 202-671-0388. DMH also has a Mobile Crisis Service (MCS) that is available seven days per week from 9 a.m. until 1 a.m. The MCS telephone number is 202-673-9300.

### HEALTH SERVICES

Unity Health Care (UHC) is under contract with the Department of Health (DOH) to operate year-round clinics at various shelter locations. It also operates a mobile medical outreach van for the non-sheltered homeless. Persons in need of non-emergency medical care or treatment and who are able to wait until the clinics open the next day, will be referred to UHC for follow-up. Persons needing more serious or emergency health care will be referred to the D.C. Fire and Emergency Medical Services Department for pick-up and transport to a hospital. DOH will provide medical consultation to shelter providers, as deemed necessary. Additionally, DOH will disseminate hypothermia fact sheets throughout the community to educate the public, with the intention of preventing hypothermia-related deaths and illnesses among the homeless population. DOH will offer in-service training for shelter providers and staff members to raise awareness about the medical aspects of hypothermia and to educate them in how to help someone who may be hypothermic. Detoxification at a DOH facility will be available for those requiring it.

### TRANSPORTATION TO DETOX FACILITIES

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

### DETOX FACILITIES

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

### SERVICES FOR THE LATINO COMMUNITY

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

### INTERPRETATION SERVICES

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

### SUPPLIES

TCP works closely with volunteers and nonprofit agencies to secure supplies for distribution and use during the hypothermia season. The District and its partners will distribute blankets per a written protocol, and an ample inventory of other supplies will be on hand, namely, sleeping bags and essential items to guard against the effects of the cold such as hats, gloves, scarves, socks, and thermal underwear. TCP and the UPO hypothermia staff will coordinate the retrieval and storage of all supplies.

### TRAINING

Hypothermia training for outreach workers and shelter providers will be conducted by TCP in conjunction with DHS, and it is currently scheduled to begin in the third week of October 2011 and no later than November 1, 2011. All agency directors or designated staff directly involved in the provision and management of hypothermia related services will be asked to attend an initial review of protocols, processes, communications, and responsibilities related to the upcoming hypothermia season that begins on November 1, 2011 and ends on March 31, 2012.

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

### PREVENTION

The best strategy to deal with homelessness is to prevent it, and we are fully committed to this approach. The District's permanent supportive housing program will continue, and available federal funds for prevention and rapid rehousing will be used in the most effective ways as the funds are received by the District.

### SHELTER MONITORING

DHS monitors shelter operations year round to ensure that clients are being served well and to note any corrective actions that must be taken. When necessary, these actions must be accomplished within a given time, and DHS confirms that they have been completed. The Shelter Monitoring Unit may be contacted with specific concerns at its toll free customer service number, 1-866-454-1554.

### YOUTH SERVICES:

Homeless youth and young adults are a unique and vulnerable population that requires developmentally appropriate services. While the District does have youth specific emergency and short term housing options, we recognize that these facilities will not be able to meet the anticipated need over the course of the hypothermia season. Consequently, adult shelters will likely encounter more young people than in years past. As a result, the training conducted by TCP in conjunction with DHS will include an overview of youth service providers and a brief discussion of best practices in working with this population.

For youth, shelter providers are encouraged to refer the client to organizations that provide programs and services that are tailored to meet the needs of adolescents and young adults. The following organizations currently work with homeless or unstably housed youth and may be able to assist the client in obtaining additional supportive services:

Agency Name	Contact Information	Program Name	Program Type	Units for Families Headed by Youth/Young Adults	Beds for Youth/Young Adults
Covenant House Washington	Emergency Line: 1-800-999-9999 Community Outreach: 202-610-9514	Crisis Center	Temporary Shelter	8	47
		My Place	Perm. Supp. Housing	2	27
		Rites of Passage	Transitional Housing	8	20
Echelon Community Services	Referrals via Virginia Williams Family Resource Center	New Start at Kia's Place	Transitional Housing	11	0
Latin American Youth Center	Street Outreach Program: 202-319-2624	Hope's House	Transitional Housing	3	0
		Extended Housing Prog.	Transitional Housing	0	5
Sasha Bruce Youthworks	Emergency Hotline: 202-547-7777	Belmont Crossing	Transitional Housing	10	0
		Olaiya's Cradle	Transitional Housing	5	0
		Bruce House	Temporary Shelter	0	15
		Family Preservation	Temporary Shelter	0	12
		Independent Living Prog.	Transitional Housing	0	12
		Transitional Living Prog.	Transitional Housing	0	11
Transgendered Health Empowerment	General Contact: 202-636 - 1646	Wanda Alston House (LGBTQ Specific)	Transitional Housing	0	8
Trinity Youth Services	Referrals via Virginia Williams Family Resource Center	Transitional Housing for Youth	Transitional Housing	19	0
Sexual Minority Youth Assistance League	202-546-5940	Youth Center	Counseling and related support services and referrals for LGBTQ Youth.	0	0

## APPENDICES

### Appendix A. Locations of 12-Hour Low Barrier Shelters (As of November 1, 2011)

Table 1. Shelters for Men who are Homeless

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

Table 2. Shelters for Women who are Homeless

<b>Name of Shelter</b>	<b>Location</b>	<b>Telephone</b>	<b>Accessible</b>
Open Door	425 2 <sup>nd</sup> Street, NW (at E St.)	(202) 639-8093	
Nativity Shelter (formerly Hermano Pedro Shelter)	6010 Georgia Avenue, NW	(202) 487-2012	
D.C. General Building 9-Harriet Tubman	1900 Massachusetts Ave., SE	(202) 547-1924	
John Young	117 D Street, NW	(202) 639-8469	

**Appendix B. Locations of 24-Hour Temporary and Transitional Shelters**  
 (As of November 1, 2011)

Table 1. Shelters for Men who are Homeless

<b>Name of Shelter</b>	<b>Location</b>	<b>Telephone</b>	<b>Accessible</b>
La Casa TRP	1131 Spring Road, NW	(202) 882-1237	
Emery Workbed Program	1725 Lincoln Road, NE	(202) 635-1041	
Homeless Assistance Center at the New York Avenue Shelter	1355-57 New York Ave., NE	(202) 832-2359	
801 East Shelter (TRP)	801 Making Life Better Lane, SE	(202) 561-4014	Yes
Community for Creative Non-Violence (CCNV)	425 Second Street, NW	(202) 393-1909	Yes

Key: TRP: Transitional Rehabilitation Program

Table 2. Shelters for Women who are Homeless

<b>Name of Shelter</b>	<b>Location</b>	<b>Telephone</b>	<b>Accessible</b>
Madison-House of Ruth-Transitional	651 10 <sup>th</sup> Street, NE	(202) 547-2600	
Calvary Women's Shelter	928 5 <sup>th</sup> Street, NW	(202) 289-2111	
New Endeavors by Women	611 N Street, NW	(202) 682-5825	
Community for Creative Non-Violence (CCNV)	425 Second Street, NW	(202) 393-1909	Yes

**Appendix C. Locations of Hypothermia Shelters**

(As of November 1, 2011)

Table 1. Shelters for Men who are Homeless

<b>Name of Shelter</b>	<b>Location</b>	<b>Telephone</b>	<b>Accessible</b>
Sacred Heart Church	16 <sup>th</sup> Street and Park Road, NW	To be announced	
First Rising Baptist Church	602 N Street NW	To be announced	
801 East Shelter	801 Making Life Better Lane, SE	(202) 561-4014	Yes
Community for Creative Non-Violence (CCNV)	425 Second Street, NW	(202) 393-1909	Yes
Saint Luke's Church	3655 Calvert Street, NW	(202) 333-4949	
Banneker Recreation Center	2500 Georgia Avenue, NW	To be announced	
Adams Place Shelter	2210 Adams Place, NE	(202) 832-8317	
D.C General Cafeteria	1900 Massachusetts Ave, SE	To be announced	

Table 2. Shelters for Women who are Homeless

<b>Name of Shelter</b>	<b>Location</b>	<b>Telephone</b>	<b>Accessible</b>
Open Door	425 2 <sup>nd</sup> Street, NW (at E St.)	(202) 639-8093	
New Covenant Baptist	1301 W Street, SE	(301) 728-8307	
Nativity Shelter (formerly Hermano Pedro Shelter)	6010 Georgia Avenue, NW	(202) 487-2012	
Community for Creative Non-Violence (CCNV)	425 2 <sup>nd</sup> Street, NW	(202) 399-2359	Yes

Table 3. Shelters for Families that are Homeless

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

## Appendix D. Hypothermia Season 2011-2012 Capacity Tables

Table 1. Capacities of Shelters for Men who are Homeless

Capacities shown in this table reflect the best estimates of demand for shelter in the upcoming hypothermia season for men who are homeless. The Government of the District of Columbia is committed to protecting individuals who are homeless from cold weather injury by meeting the demand for shelter during hypothermia season. Should the need for shelter exceed levels of capacity identified in this plan, the District will open additional facilities to meet the need for shelter.

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Hypothermia Night Beds	Total	Accessible
Sacred Heart Church	CC	0	0	50	50	
801 East Shelter	CC	380	52	0	432	Yes
Community for Creative Non-Violence (CCNV) Drop-In Center	CCNV	0	0	135	135	Yes
CCNV 3 South <sup>1</sup>	CCNV	0	44	0	44	Yes
Saint Luke's Church	CC	0	0	30	30	
Banneker Recreation Center	CC	0	0	40	40	
Adams Place Shelter	CC	150	30	0	180	
First Rising Baptist	CC			25	25	
New York Avenue	CC	360	0	0	360	
D.C. General Cafeteria	CC	0	0	35	35	
<b>Subtotal of Available Capacity</b>		<b>890</b>	<b>126</b>	<b>315</b>	<b>1,331</b>	
<b>TOTAL</b>					<b>1,331</b>	

Key: CC = Catholic Charities

<sup>1</sup> The 44 seasonal beds at CCNV (3 South) will operate as 24 hour low barrier beds.

Table 2. Capacities of Shelters for Women who are Homeless

Capacities shown in this table reflect the best estimates of demand for shelter in the upcoming hypothermia season for women who are homeless. The Government of the District of Columbia is committed to protecting individuals who are homeless from cold weather injury by meeting the demand for shelter during hypothermia season. Should the need for shelter exceed levels of capacity identified in this plan, the District will open additional facilities to meet the need for shelter.

<b>Name of Shelter</b>	<b>Provider</b>	<b>Year-round Beds</b>	<b>Seasonal Beds</b>	<b>Hypothermia Night Beds</b>	<b>Total</b>	<b>Accessible</b>
Open Door	NHM	108	0	10	118	
New Covenant Baptist	CC	0	0	25	25	
Nativity Shelter (formerly Hermano Pedro Shelter)	CC	20	0	6	26	
Community for Creative Non-Violence (CCNV) 2 South <sup>1</sup>	CCNV	0	48	0	48	Yes
D.C. General Building 9-Harriet Tubman	CC	100	0	0	100	
John Young	NHM	85	0	0	85	
<b>Subtotal of Available Capacity</b>		<b>313</b>	<b>48</b>	<b>41</b>	<b>402</b>	
<b>TOTAL</b>					<b>402</b>	

Key: NHM = New Hope Ministries, CC = Catholic Charities

<sup>1</sup> The 48 seasonal beds at CCNV (2 South) will operate as 24 hour low barrier beds.

Table 3. Capacity for Families that are Homeless

Capacities shown in this table reflect the estimates of demand for shelter in the upcoming hypothermia season for families that are homeless, based on information currently available as well as the following assumptions:

1. There will be a minimum of 57 spaces vacant at D.C. General shelter as of November 1, 2011;
2. The average length of stay at D.C. General shelter will be equal to or less than 64 days; and,
3. The rate at which the Government of the District of Columbia places family in non-shelter housing equals or exceeds the rate at which such placements were made during the 2010-2011 hypothermia season.

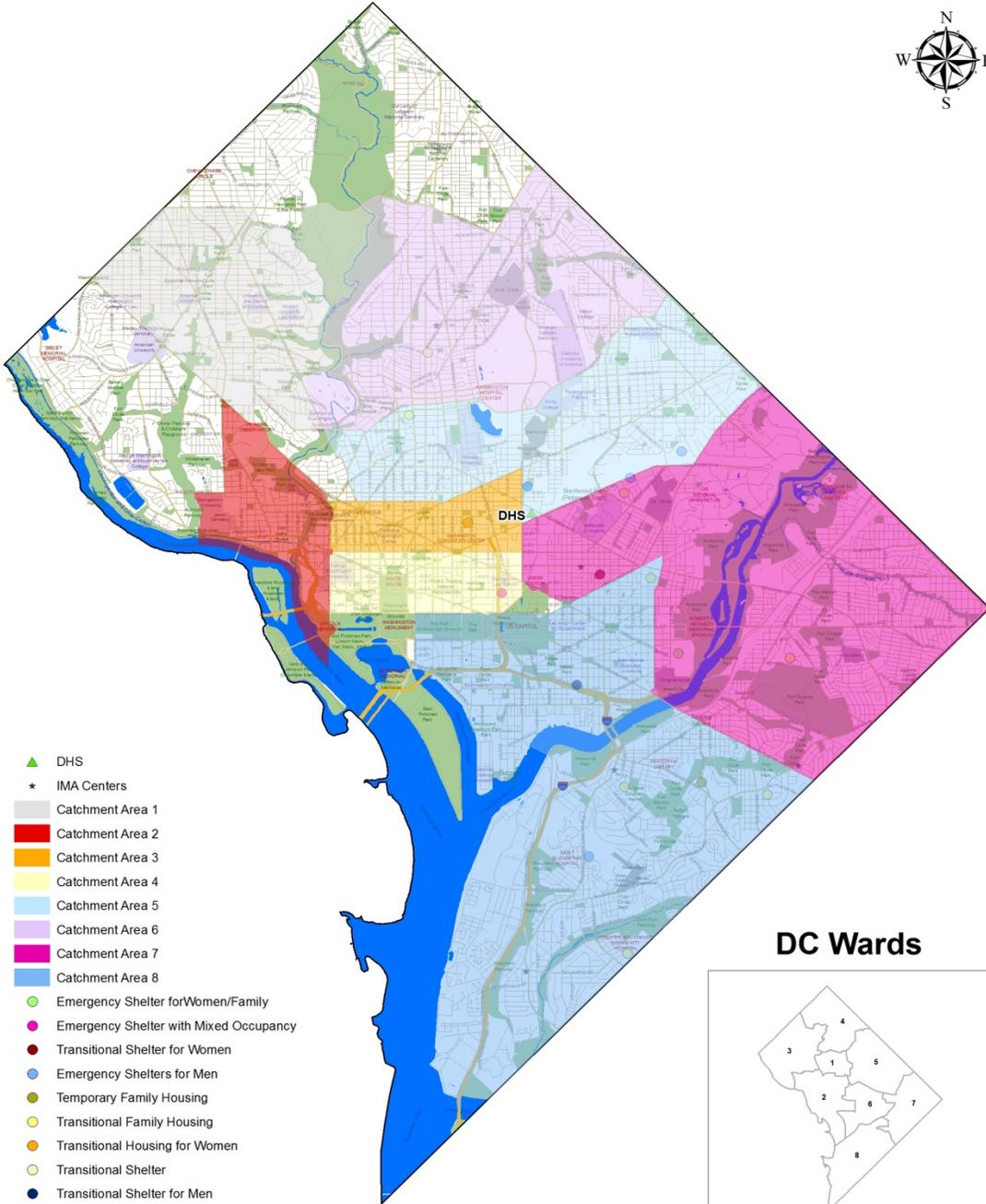
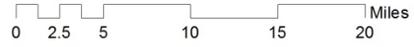
The Government of the District of Columbia is committed to protecting individuals and families who are homeless from cold weather injury by meeting the demand for shelter during hypothermia season. Should the need for shelter exceed levels of capacity identified in this plan, the District will identify additional capacity to meet the need for shelter.

Source of Capacity	Provider	Transitional Units	Seasonal Units	Housing Units	Total	Accessible
D.C. General Hospital	TCP	0	108 units	0	108 units	Yes
D.C. General Building 12	TCP	0	45 units	0	45 units	Yes
Community Based Units (CBUs)	TBD		6 units		6 units	
Housing Units	TBD	0		150 units	150 units	
<b>Subtotal of Available Capacity</b>		0 units	159 units	150 units	309 units	

Year Round Shelter	Provider	Year-round Units/Beds	Seasonal Units	Hypothermia Night Units	Total	Accessible
Girard Street	Community of Hope	16 units	0	0	16 units	
Naylor Road	JHP Inc.	28 units	0	0	28 units	
Park Road	TCP	45 units	0	0	45 units	
Spring Road	CFH	28 units	0	0	28 units	
Congregation-Based	Capitol Hill Group Ministries	7 units	0	0	7 units	
<b>Subtotal of Available Capacity</b>		<b>124 units</b>		<b>0</b>	<b>124 units</b>	
<b>TOTAL</b>					<b>433 units</b>	

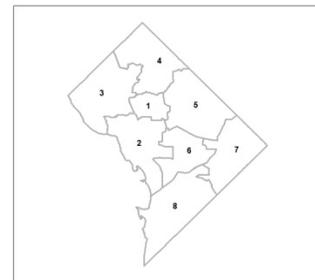


# Map of 2011 Catchment Areas for Homeless Outreach Services



- ▲ DHS
- ★ IMA Centers
- Catchment Area 1
- Catchment Area 2
- Catchment Area 3
- Catchment Area 4
- Catchment Area 5
- Catchment Area 6
- Catchment Area 7
- Catchment Area 8
- Emergency Shelter for Women/Family
- Emergency Shelter with Mixed Occupancy
- Transitional Shelter for Women
- Emergency Shelters for Men
- Temporary Family Housing
- Transitional Family Housing
- Transitional Housing for Women
- Transitional Shelter
- Transitional Shelter for Men
- Transitional Work Housing for Men

## DC Wards



DC Department of Human Services

Data Sources: DHS FSA/U.S. Census 2000

Map Designed by Han Lee, Policy Analyst, OD, DHS

**HELP**  
BRING THE HOMELESS IN FROM THE COLD

Those who are homeless may call the numbers for assistance, and the general public may call the numbers to seek assistance for someone who is homeless and in need of help.

SHELTER HOTLINE:  
1.800.535.7252

**311**

Important Telephone Numbers:

The Shelter Monitoring Unit's Customer Service Number is 1-866-454-1554 or you may call 311 with specific customer service concerns.

For assistance, especially during cold weather, call:

**Shelter Hotline: 1-800-535-7252 or the Mayor's Call Center: 311**

**TTY/TDD #: 1-855-986-6700 (toll free)**

*Those who are homeless may call these numbers to seek assistance, and the general public may call these numbers to get help for someone who is homeless and in need of assistance.*

###

**ACKNOWLEDGEMENT**

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