

THE WINTER PLAN

*Developed by the Interagency Council on Homelessness (ICH)
To Protect the Lives of Those Who Are Homeless
During the Winter of 2009–2010
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 2009-2010 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 2009-2010 season are identified, and the outcomes of the 2008-2009 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 address 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 2009-2010. The season begins on November 1, 2009 and ends on March 31, 2010. The season may be extended beyond March 31st 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 our practice, efforts will continue to protect the right of consumers to shelter during the 2009-2010 hypothermia season.

THE WINTER OF 2008–2009: SUMMARY OF ACTIVITIES

While the winter of 2008-2009 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. However, there were two hypothermia-related deaths during the 2008-2009 season.

During the winter of 2008-2009, 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 2008-2009 winter season that extended from November 1, 2008 to March 31, 2009, there were hypothermia alerts on 112 or 74.2% of those days. Alerts were called whenever the actual or forecasted temperature or the wind chill fell or was expected to fall to 32 degrees F. or below. On these days, additional shelters were opened, and all permanent shelters remained open during daytime hours so that clients would have warm and safe places to stay. On days when the temperature was near 32 degrees F., shelters were ordered to remain open to protect the health and safety of those who were homeless.

The hypothermia public information campaign was launched on November 1, 2008, 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.

Shelter providers included Catholic Charities, Coalition for the Homeless (CFH), Community for Creative Nonviolence (CCNV), Families Forward, and New Hope Ministries (NHM). Local churches also served as shelters, including First Seventh Day Adventist, Sacred Heart, St. Luke's, Community of Christ, Meridian Hill Baptist, St. Aloysius, and New Covenant Baptist.

As we prepare for the next hypothermia season, we are confident that our 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 2008–2009: OUTCOMES

There were 112 hypothermia alerts called during the 2008-2009 winter season. During this period, government-funded providers operated the following accommodations for those who were homeless:

- 1,245 year-round and seasonal low barrier shelter beds for men and 155 hypothermia alert beds for a total of 1,400 beds;
- 415 year-round and seasonal low barrier shelter beds for women and 95 hypothermia alert beds for a total of 510;
- 75 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 325 units for men, 60 for women, and 80 for families for a total of 465 units.

ELEMENTS OF THE WINTER PLAN FOR 2009-2010

BUDGET

The District is budgeting approximately \$2.2 million for the winter season of 2009-2010 to operate the hypothermia shelter locations shown in Appendix C. See Appendix D for shelter capacity tables.

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., a hypothermia alert is in effect, and 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 only. 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 DC General is open 24 hours per day, year round, irrespective of the weather conditions because of the various programs offered there for its residents.

The D.C. General family shelter will open officially on November 1, 2009, and it will be available 24 hours per day for the winter season. If there is a hypothermia alert prior to the official November 1st opening date, the family shelter will open 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.

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.

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, Families Forward, House of Ruth, and New Hope Ministries (NHM). Local churches will also serve as shelters, including First Seventh Day Adventist, Sacred Heart, Saint Luke’s, Johnson Memorial Baptist, Community of Christ, and New Covenant Baptist.

OUTREACH AGENCIES

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.

HYPOTHERMIA 2009-2010 OUTREACH PROVIDER	AREA
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)	All Wards

HYPOTHERMIA 2009-2010 OUTREACH PROVIDER	AREA
United Planning Organization (vans provide items to guard against the effects of the cold, transportation, and information about hypothermia and shelter locations)	All Wards

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 four 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 15th Street, SE. The Capitol Hill BID has four specially trained Homeless Outreach/Safety Ambassadors, and its fifteen 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 42 blocks of public space in the central business district from the White House to Dupont Circle and 16th Street, N.W. to 21st Street, N.W. Golden Triangle collaborates with DC Central Kitchen’s “First Helping” Program 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.

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 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 turn out clients 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).
- Register for emergency alerts through Alert DC, an emergency notification system that provides different ways to get real-time information to help you prepare for and respond to emergencies and disasters. Sign up for Alert DC at the District of Columbia's website at dc.gov or at <https://textalert.ema.dc.gov>.

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.

The hypothermia media campaign is implemented and managed by the D.C. Department of Human Services (DHS). The campaign 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.

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.

TRANSPORTATION

How We Operate

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 emergent 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 select 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, 2009, 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 distribute blankets and other supplies to persons who are homeless and living on the streets and 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 extremely severe weather or 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.

The Transportation System and Schedules

Transportation services will be provided 24 hours a day, seven (7) days a week during the hypothermia season. There will be both scheduled and unscheduled transportation. The scheduled transportation will be limited, and it is designed to provide general transportation in the mornings and evening from and to specific locations for groups of homeless individuals. Schedules are published later in this section. Unscheduled transportation will be provided 24 hours per day to shelters from random locations based on individual requests. Listed below are summaries of transportation services that will be provided for women and men.

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

- Women’s Transportation

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, the New Covenant Baptist Church, and the Community of Christ Church will be transported to programs as shown in the following schedule.

Morning Transportation Schedules for Women

Pick Up Time	Location	Destination(s)
6:30 a.m.	New Covenant Baptist Church* 1301 W Street, S.E.	Harriet Tubman at DC General, Building 9
6:30 a.m.	Community of Christ Church* 3526 Massachusetts Ave., N.W.	Rachael’s Women’s Center; Bethany Women’s Center at N Street Village
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

* These sites do not remain open after 7 a.m. during daytime hypothermia alerts, so transportation from the New Covenant Baptist Church and the Community of Christ Church is provided only during daytime hypothermia alerts. On alert mornings, the Hotline will call these sites to determine if service is needed. Pick ups are made only when there are women at these churches who request transportation.

Accessible transportation for persons with disabilities is provided upon request.

Additional transportation outside of the schedules is provided upon request.

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 Thrive DC (formerly Dinner Program for Homeless Women), located at 309 E Street, N.W., to Harriet Tubman, New Covenant Baptist Church, and the Community of Christ Church. The schedule is provided next.

Evening Transportation Schedules for Women

Pick Up Time	Location	Destination(s)
6:30 p.m.	Sacred Heart Church 16 th Street and Park Road, N.W.	Nativity Shelter (formerly Hermano Pedro)
6:30 p.m. 7:15 p.m. 8:15 p.m.	Thrive DC (formerly Dinner Program for Homeless Women)	Harriet Tubman at DC General; New Covenant Baptist Church*; Community of Christ Church*

*Transportation to the New Covenant Baptist Church and the Community of Christ 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 is provided upon request.

▪ Men's Transportation

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. The schedule is provided next.

Morning Transportation Schedules for Men

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 th & P Streets, NW; Martin Luther King, Jr. Library (MLK Library), 9 th & G Streets, NW
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 th & P Streets, NW; 9 th & 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 th & P Streets, NW; 9 th & G Streets, NW (MLK Library)
6:30 a.m.	First Seventh Day Adventist Church* 801 Shepherd St., N.W.	SOME
6:30 a.m.	Banneker Recreation Center* 2500 Georgia Avenue, N.W.	SOME
6:30 a.m.	Saint Luke's Church* 3655 Calvert Street, N.W.	SOME

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

Evening Transportation Schedules for Men

Pick Up Time	Location	Destination(s)
6:30 p.m. 7:15 p.m. 8:15 p.m.	MLK Library at 9 th & G Streets, NW	2210 Adams Place, NE
6:30 p.m. 7:15 p.m. 8:15 p.m.	MLK Library at 9 th & G Streets, NW	801 East Shelter
6:30 p.m. 7:15 p.m. 8:15 p.m.	MLK Library at 9 th & 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. Additionally, DOH will provide detoxification and other supportive services, in

collaboration with mental health workers, to persons who are homeless and who are transported directly to the DMH Sobering Center by outreach workers, police officers, or ambulance workers on hypothermia alert days.

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, 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.

POLICE AND OUTREACH PROVIDERS COOPERATE

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.

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 2009 and no later than November 1, 2009. 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, 2009 and ends on March 31, 2010.

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.

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.

APPENDICES

Appendix A. Locations of 12–Hour Low Barrier Shelters (As of November 1, 2009)

Table 1. Shelters for Men who are Homeless

Name of Shelter	Location	Telephone	Accessible
La Casa Shelter	1436 Irving Street, N.W.	(202) 673-3592	
New York Avenue Shelter	1355-57 New York Ave., N.E.	(202) 832-2359	
801 East Shelter	801 Making Life Better Lane, S.E.	(202) 561-4014	Yes
Adams Place Shelter	2210 Adams Place, N.E.	(202) 832-8317	

Table 2. Shelters for Women who are Homeless

Name of Shelter	Location	Telephone	Accessible
Madison-House of Ruth-Low Barrier	651 10 th Street, N.E.	(202) 547-2600	
Open Door	425 2 nd Street, N.W. (at E St.)	(202) 639-8093	
Nativity Shelter (formerly Hermano Pedro Shelter)	6010 Georgia Avenue, N.W.	(202) 409-0180	
D.C. General Building 9-Harriet Tubman	1900 Massachusetts Ave., S.E.	(202) 547-1924	
John Young	117 D Street, N.W.	(202) 639-8469	

Appendix B. Locations of 24–Hour Temporary and Transitional Shelters (As of November 1, 2009)

Table 1. Shelters for Men who are Homeless

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

Key: TRP: Transitional Rehabilitation Program

Table 2. Shelters for Women who are Homeless

Name of Shelter	Location	Telephone	Accessible
Madison-House of Ruth-Transitional	651 10 th Street, N.E.	(202) 547-2600	
Calvary Women's Shelter	928 5 th Street, N.W.	(202) 783-6651	
New Endeavors by Women	611 N Street, N.W	(202) 682-5825	
Hannah House	612 M Street, N.W.	(202) 289-4840	
Community for Creative Non-Violence (CCNV)	425 Second Street, N.W.	(202) 393-1909	Yes

Appendix C. Locations of Hypothermia Shelters (As of November 1, 2009)

Table 1. Shelters for Men who are Homeless

Name of Shelter	Location	Telephone	Accessible
First Seventh Day Adventist Church	801 Shepherd St., N.W.	To be announced	
Sacred Heart Church	16 th Street and Park Road, N.W.	To be announced	
801 East Shelter	801 Making Life Better Lane S.E.	(202) 561-4014	Yes
Community for Creative Non-Violence (CCNV)	425 Second Street, N.W.	(202) 393-1909	Yes
Saint Luke's Church	3655 Calvert Street, N.W.	(202) 333-4949	
Banneker Recreation Center	2500 Georgia Avenue, N.W.	To be announced	
Adams Place Shelter	2210 Adams Place, N.E.	(202) 832-8317	
LaCasa (formerly the TRP Program facility)	1436 Irving Street, NW	(202) 673-3592	

Table 2. Shelters for Women who are Homeless

Name of Shelter	Location	Telephone	Accessible
Open Door	425 2 nd Street, N.W. (at E St.)	(202) 639-8093	
Community of Christ	3526 Massachusetts Ave., N.W.	(301) 728-8307	
Nativity Shelter (formerly Hermano Pedro Shelter)	6010 Georgia Avenue, N.W.	(202) 409-0180	
Community for Creative Non-Violence (CCNV)	425 2 nd Street, N.W.	(202) 399-2359	Yes
Johnson Memorial Baptist Church	800 Riggs Road, S.E.	(301) 728-8307	

Name of Shelter	Location	Telephone	Accessible
New Covenant Baptist Church	1301 W Street, S.E.	(202) 728-8307	

Table 3. Shelters for Families that are Homeless

Name of Shelter	Location	Telephone	Accessible
D.C. General Main Building	1900 Massachusetts Avenue, S.E.	(202) 547-5702	

Appendix D. Hypothermia Season 2009-201 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 address the need for shelter.

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Hypothermia Night Beds	Total	Accessible
First Seventh Day Adventist Church	CC	0	0	25	25	
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	135	0	135	Yes
CCNV 3 South ¹	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	
La Casa Shelter	CFH	90	0	0	90	
New York Avenue	CC	360	0	0	360	
LaCasa (formerly the TRP Program facility)	To be announced	0	0	105	105	
Subtotal of Available Capacity		980	261	250	1491	
New supportive housing capacity created since April 1, 2009 for men who spent most nights outside.					35	
New supportive housing capacity created since April 1, 2009 for men who spent most nights in shelter.					26	

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Hypothermia Night Beds	Total	Accessible
New supportive housing capacity to be created before November 1, 2009 for men who spend most nights outside.					70	
New supportive housing capacity to be created before November 1, 2009 for men who spend most nights in shelter.					32	
TOTAL					1654	

Key: CC: Catholic Charities; CFH: Coalition for the Homeless.

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

Notes:

- **Total actual shelter bed availability for men in 2008-2009 was 1,400, which exceeded capacity listed in the 2008-2009 Winter Plan by 10 beds.**
- **DHS will also expand capacity outside the emergency shelter system during the winter season. In October 2009 the District will implement the Homeless prevention Rapid-rehousing Program (HPRP). Through this initiative, men at-risk of homelessness will be provided resources to maintain their housing and currently homeless men will be provided resources to obtain housing. Additionally, the District will partner with the Veterans Administration to implement a permanent supportive housing program for veterans. Through this initiative, 105 veterans will be housed.**

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 address the need for shelter.

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Hypothermia Night Beds	Total	Accessible
Open Door	NHM	108	0	10	118	
Community of Christ Church	CC	0	0	25	25	
Nativity Shelter (formerly Hermano Pedro Shelter)	CC	20	0	5	25	
Community for Creative Non-Violence (CCNV) 2 South ¹	CCNV	0	48	0	48	Yes

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Hypothermia Night Beds	Total	Accessible
Johnson Memorial Baptist Church	CC	0	0	25	25	
New Covenant Baptist Church	CC	0	0	30	30	Yes
DC General Building 9-Harriet Tubman	CC	100	0	0	100	
John Young	CC	85	0	0	85	
Madison-House of Ruth-Low Barrier	HR	39	0	0	39	
Subtotal of Available Capacity		352	48	95	495	
New supportive housing capacity created since April 1, 2009 for women for who spent most nights outside.					10	
New supportive housing capacity created since April 1, 2009 for women who spent most nights in shelter.					15	
New supportive housing capacity to be created before November 1, 2009 for women who spend most nights outside.					20	
New supportive housing capacity to be created before November 1, 2009 for women who spend most nights in shelter.					18	
TOTAL					558	

Key: NHM: New Hope Ministries; HR: House of Ruth

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

Notes:

- **Total bed availability for women in 2008-2009 was 510, or 85 beds fewer than the amount included in the 2008-2009 Winter Plan. While the 85 year-round beds at CCNV had been included in the plan as part of winter capacity, they did not operate as low-barrier beds. Therefore, they were excluded from the census numbers during the season.**
- **DHS will also expand capacity outside the emergency shelter system during the winter season. In October 2009 the District will implement the Homeless prevention Rapid rehousing Program (HPRP). Through this initiative, women at-risk of homelessness will be provided resources to maintain their housing and currently homeless women will be provided resources to obtain housing. Additionally, the District will partner with the Veterans Administration to implement a permanent supportive housing program for veterans. Through this initiative, the District will house 105 veterans.**

Table 3. Capacity of the Shelter for Families that are Homeless

Capacities shown in this table reflect the best estimates of demand for shelter in the upcoming hypothermia season for families that 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 address the need for shelter.

Name of Shelter	Provider	Year-round Units/Beds	Seasonal Units	Hypothermia Night Units	Total	Accessible
D.C. General Hospital	Families Forward	0	75 units	0	75 units	
Family Overflow DC General	To be announced	0	25 units	0	25 units	
Girard Street	Community of Hope	20 units	0	0	20 units	
Naylor Road	JHP Inc.	28 units	0	0	28 units	
Park Road	Families Forward	45 units	0	0	45 units	
Spring Road	CFH	28 units	0	0	28 units	
Congregation-Based	Capital Hill Group Ministries	7 units	0	0	7 units	
Subtotal of Available Capacity		128 units	100 units	0	228 units	
New supportive housing capacity for families ¹					73	
TOTAL					301	

¹ This figure represents the expected transition of families from homelessness to permanent supportive housing beginning in April 1, 2009. Additionally, the District will also have access to Rapid Re-Housing Demonstration funds and Homelessness Prevention and Rapid Re-Housing Program (HPRP) funds through the Department of Housing and Urban Development (HUD) to assist families.

Note: Total unit availability during the 2008-2009 hypothermia season (including new permanent supportive housing capacity and the year-round sites) was 210 units.

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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 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.