DC Department of Human Services

PEP-V
Orientation
Housing

Ann Fogel, Deputy Chief of Staff
Carmen Hernandez, MSW
Homeless Services Coordinator
# Client exits and paths to housing

**Paths to housing for clients in PEP-V (as of 8/14/20)**

<table>
<thead>
<tr>
<th>Path Description</th>
<th>Count</th>
<th>Matched to</th>
<th>Exits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent Supportive Housing</td>
<td>186</td>
<td>matched to PSH (scattered site or site-based)</td>
<td>14 exits</td>
</tr>
<tr>
<td>Targeted Affordable Housing</td>
<td>12</td>
<td>matched to TAH</td>
<td>2 exits</td>
</tr>
<tr>
<td>Complex Health Needs</td>
<td>24</td>
<td>clients with health needs that require non-PSH housing (CRF, assisted living, nursing home)</td>
<td>6 exits</td>
</tr>
<tr>
<td>Non-DHS Housing</td>
<td>11</td>
<td>clients are matched to non-DHS housing</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>57</td>
<td>clients are in process of developing housing plan</td>
<td></td>
</tr>
</tbody>
</table>

*Housing-focused case management and commitments from partners involved in housing process (DCHA, MBI, PSH providers, housing navigators, landlords)*
Partners in supporting client exits

**Paths to housing for clients in PEP-V (as of 8/14/20)**

<table>
<thead>
<tr>
<th></th>
<th>Permanent Supportive Housing</th>
<th>Targeted Affordable Housing</th>
<th>Complex Health Needs</th>
<th>Non-DHS Housing</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead</td>
<td>PSH providers</td>
<td>DHS case managers</td>
<td>DHS FSA support</td>
<td>Various</td>
<td>PEP-V case managers</td>
</tr>
<tr>
<td>Partners</td>
<td>PEP-V case managers, DHS PSH Monitor, DHS housing navigator, DCHA</td>
<td>PEP-V case managers, DCHA</td>
<td>PEP-V case managers, DBH, DACL</td>
<td>Various, depending on exit plan</td>
<td></td>
</tr>
</tbody>
</table>
Tracking client exits

- Weekly status meeting with all partners and real-time updates during the week
- In support of the goal to exit PEP-V clients to permanent housing within 60 days
CAHP Prioritization

ONE
- Chronically homeless individuals residing at PEP-V

TWO
- Chronically homeless individuals who have been approved for PEP-V placement but have declined PEP-V placement or are waiting for placement

THREE
- Chronically homeless individuals from By-Name-List

CASE CONFERENCE
- Individuals who refuse PEP-V referral/placement but have medical vulnerabilities
Project Reconnect

Arielle Mungin
Program Analyst, Project Reconnect
What is Project Reconnect?

- Project Reconnect is a shelter diversion and rapid exit program for unaccompanied adults experiencing homelessness.
- The goal of Project Reconnect is to assist households in quickly securing temporary or permanent solutions to homelessness outside of the shelter and homeless services system.
Who Do We Serve?

Individuals who are 18 and over and fit one of the following profiles:

- **New Arrivals**: Those who present at low-barrier shelters for at least one week but have no prior documentation of homelessness in HMIS;
- **Unsheltered Individuals**: Unaccompanied adults residing on the streets, or in a space considered to be uninhabitable;
- **Non-Recent Returners**: individuals who return to a low-barrier shelter for at least a week, after an extended absence from the shelter (e.g. at least one month);
- **Transitioning from System Involvement**: individuals who are transitioning from jail/prison, or are aging out of the foster care system without housing supports in place;
- **Family Engaged**: individuals who demonstrate a willingness and ability to connect with friends and family;
- **Last Milers**: Individuals whose homelessness could be ended but for one last hurdle to overcome (e.g. they just need money for a security deposit, or a small debt paid off).
# Direct Interventions

<table>
<thead>
<tr>
<th>Intervention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recurring Transportation Assistance</td>
<td>Public and/or private transportation resources to assist with returning to/from their location to help with employment/employability</td>
</tr>
<tr>
<td>One-Time Transportation Assistance</td>
<td>Private transportation resources to assist with returning to family or friends, or for a one-time repair to stabilize transportation options</td>
</tr>
<tr>
<td>Support to Host Household</td>
<td>Incentives such as grocery or utility assistance provided to offset the cost of hosting a diversion/rapid exit participant</td>
</tr>
<tr>
<td>First Month’s Rent/Security Deposit</td>
<td>Covers some or all of the cost of the first month’s rent and security deposit for a participant’s new housing agreement</td>
</tr>
<tr>
<td>Small-Denomination Arrears Payment</td>
<td>A small-debt forgiveness program, so long as the debt was accrued through legal means and can be shown as a contributing factor preventing the individual from being housed (e.g. evictions or past rental debt for current unit)</td>
</tr>
<tr>
<td>Moving Costs</td>
<td>Covers the cost of moving expenses for the participant</td>
</tr>
</tbody>
</table>
Referral Process

1) **Identify Consumer**

2) **Complete Project Reconnect Assessment**
   a) Change Enter Data As (EDA) to Project Reconnect
   b) Click **search**
   c) Under “Provider Search” type in **Project Reconnect**
   d) Click **search**
   e) Provider search results will pop down
   f) Click **green plus** (+) sign
   g) Search consumer name and proceed to the box that hold SPDAT assessments
   h) Click add **entry/exit**
   i) Complete Assessment

3) **Schedule the appointment in Acuity**
   a) Select location
   b) Designate a Diversion Specialist
   c) Enter additional notes to assist the Diversion Specialist during interview (e.g. HMIS number)
Initial Assessments
# PEP-V Housing Questionnaire

## Purpose

- To gather additional background information regarding:
  - Housing Motivation
  - Additional Contact Information
  - Criminal Background
  - Housing Preferences (scattered-site vs. site-based)

## Who completes?

- PEP-V Case Worker will complete PEP-V Housing Questionnaire with client upon placement in PEP-V

## Where is it completed?

- Smartsheet Form (hardcopy is available but it will need to be entered into Smartsheet Form)
- I-CAHP Pre-Housing Surveys PEP-V+

## How is it used?

- Informs DHS and TCP which housing programs will fit the clients needs
Creating the Housing Plan in HMIS
## Clients Matched to PSH

<table>
<thead>
<tr>
<th>PEP-V Placement</th>
<th>PSH Enrollment</th>
<th>Housing Application</th>
<th>Application Approval</th>
<th>Unit Identification</th>
<th>Voucher Briefing</th>
<th>Lease-Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelter/Outreach Provider referrals client to PEP-V</td>
<td>Chronically homeless individuals will be assigned to PSH Provider (provided resources are available)</td>
<td>PSH Provider will assist client complete client’s housing application via seamless doc (or hardcopy).</td>
<td>DHS will notify the PSH Provider of application approval</td>
<td>PSH Provider and/or DHS Housing Navigation Team will assist the client identify a unit, complete Unit Viewing &amp; Submission Form and have LL complete LL Packet</td>
<td>When unit passes inspection PSH CM will request a virtual voucher briefing from DHS</td>
<td>PSH CM will submit request and facilitate socially distant or virtual lease-up</td>
</tr>
<tr>
<td>TCP confirms clients chronic homeless status</td>
<td>PSH Provider will contact client via hotel phone, client cell or through PEP-V CM</td>
<td>PEP-V CM will assist with the completion and submission of housing application to PSH Provider, if needed</td>
<td>DHS will provide a Letter of Intent for Unit Search</td>
<td>DHS will submit completed LL Packet will be submitted to DCHA for unit inspection</td>
<td>DCHA will host voucher briefing via WebEx and send Voucher and Certification of Voucher Briefing to PSH CM for client signature</td>
<td>PSH Provider will provide DHS with copies of all signed lease-up documents to prompt security deposit and rental payments</td>
</tr>
<tr>
<td>PEP-V will provide any essential documents acquired for the client</td>
<td>PSH Provider will submit to DHS for final submission to DCHA</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Housing Application
- PSH Provider will assist client complete client’s housing application via seamless doc (or hardcopy).  
- PEP-V CM will assist with the completion and submission of housing application to PSH Provider, if needed  
- PSH Provider will submit to DHS for final submission to DCHA

### Application Approval
- DHS will notify the PSH Provider of application approval  
- DHS will provide a Letter of Intent for Unit Search

### Unit Identification
- PSH Provider and/or DHS Housing Navigation Team will assist the client identify a unit, complete Unit Viewing & Submission Form and have LL complete LL Packet  
- DHS will submit completed LL Packet will be submitted to DCHA for unit inspection

### Voucher Briefing
- When unit passes inspection PSH CM will request a virtual voucher briefing from DHS  
- DCHA will host voucher briefing via WebEx and send Voucher and Certification of Voucher Briefing to PSH CM for client signature  
- PSH CM will have client sign the voucher and certification to submit to DCHA

### Lease-Up
- PSH CM will submit request and facilitate socially distant or virtual lease-up  
- PSH Provider will provide DHS with copies of all signed lease-up documents to prompt security deposit and rental payments

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**DHS PSH Program Monitor: Abi Akodu**
- Detailed to provide coordination support to PSH scattered-site assigned clients at PEP-V to ensure they are moving through the housing process by facilitating coordination between PEP-V CM, PSH Provider, DHS Housing Navigation Team, etc.
PEP-V Clients with Complex Health Needs

• Dr. Sheila Jones
• Chief, Adult Protective Services
• Family Services Administration
PEP-V Clients with Complex Health Needs

DHS provides follow-up and case status for the clients currently at PEP-V who are in need of home health aide services and/or unable to live independently. Clients who are unable to live independently, DHS will seek to identify long term care options such as assisted living or nursing home placement.
DHS Responsibilities

- Providing case status for PEP-V clients who are unable to live independently;
- Identifying long term permanent housing options for clients who are unable to live independently;
- Assisting clients who can live independently in PSH, but would benefit from the assistance of a home health aide;
- Working with clients’ PEP-V Case Managers to develop housing plan and coordinate next steps;
- Participating in weekly case conferencing sessions with clients’ case managers;
- Reporting clients’ progress in the weekly status meetings