



DC | DEPARTMENT of
HUMAN SERVICES

Department of Human Services (DHS) – JAO

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Central Purpose

The mission of the District of Columbia Department of Human Services (DHS), in collaboration with the community, is to assist low-income individuals and families to maximize their potential for economic security and self-sufficiency.

The mission of DHS is achieved via the following agency programs:

- **Agency Management Program (AMP)/ Office of the Director (OD)** – provides administrative and operational support to achieve programmatic results.
- **Family Services Administration**
 - **Homeless Services** – provides a continuum of emergency and ongoing support and services to individuals and families who are homeless or at risk of homelessness, so that they can obtain and/or maintain improved housing;
 - **Family Services** – provides social services, case management and crisis intervention to meet the needs of vulnerable adults and families with children to help reduce risk and promote self-sufficiency;
- **Economic Security Administration**
 - **Eligibility Determination Services** – Determines eligibility for the Temporary Assistance for Needy Families (TANF) program, the Supplemental Nutrition Assistance Program (SNAP also known as Food Stamps) and the District of Columbia's child care subsidy program, Refugee Assistance, Burial Assistance, Interim Disability Assistance, and an array of Federal and District medical assistance programs, including Medicaid, Children's Health Insurance Program (CHIP), D.C. Healthcare Alliance Program, and DC Health Link.

○ **Economic Wellbeing and Support Services–**

- Administers TANF, which provides temporary income support assistance for low-income families while helping them improve their long-term employability and achieve family-sustaining income;
- Administers the Food Stamp program, which is designed to provide supplemental nutrition assistance to individuals and families in need, and support their return to long-term employability; and
- Administers the District of Columbia Interim Disability Assistance program, which provides assistance to Supplemental Security Income (SSI) applicants pending SSI determination. Administers the POWER program, for TANF eligible recipients who are exempt from participating in work or work related activities. Eligible participants receive assistance with applying and obtaining approval for SSI.

Key Facts

- Establishment Legislation: Reorganization Plan No. 3 of 1986, Effective January 3, 1987
- The Department of Human Services serves approximately 240,000 customers or more than 40% of the District's population annually
- Monthly average of customers receiving Food Stamps: 134,888
- Monthly average of customers receiving TANF: 44,725 (17,166 families)
- Monthly average of customers receiving Medical Assistance: 253,572

- Number of literally homeless single persons according to the 2014 Annual Point in Time (PIT) count was 3,953
- Number of literally homeless persons in families according to the 2014 Annual Point in Time (PIT) count was 1,231
- Number of individuals who are chronically homeless in the District according to the 2014 Annual Point in Time was 1,785

Goals/Performance Measures

- In FY15, Department of Human Services, Department of Health Care Finance, DC Health Benefit Exchange and Office of Chief Technology Officer will be working to further improve production services and complete the design and development of software programs that will migrate the administration of Medicaid (non-MAGI) onto the DCAS platform. After extensive testing and approval by federal funding agencies, DHS expects to Go-Live with all the new functionality in 2016.
- In FY 15, DHS aims to launch Phase 2 of the Homeless Services Integration (HSI). Phase 2 is designed to extend the integration of the TANF Redesign and Family Homeless Services to the Homeless Services Continuum of Care, as well as broaden the reach of the integrated business process and prevention efforts in motion at VWFRC.
- In order to expand integrated service delivery and continue to improve stability of families in crisis and improve outcomes,
- ESA will expand the partnerships with sister agencies to include the Rehabilitation Services Administration of the Department of Disability Services (DDS) as well as the Department of Employment Services (DOES) and the Office of the State Superintendent for Education (OSSE). OSSE is building Reengagement Centers for youth ages 18-24, and DHS hopes to leverage those services to serve TANF customers in that universe. In addition, ESA will implement an asset-building program to ensure that participants are afforded the opportunity to increase their knowledge and understanding of asset building

Programs/Services

- **Agency Management Program (AMP)/Office of the Director**

The Agency Management Program provides administrative and operational support to achieve programmatic results. Programs within the AMP include Human Resources, Office of Administrative Services, Office of Emergency Management, Office of Program Review, Monitoring and Investigation, Office of Capital Operations, Office of Information Services and Delegated Procurement Authority.

- **Economic Security Administration**

TANF- The Temporary Assistance for Needy Families (TANF) Program provides cash assistance to help head-of-households meet the needs of children less than 19 years of age who live with their parents or a relative and are in school. Customers are assessed for barriers to employment and provided with a customized plan for services and supports. Services include barrier, skill, and education remediation as well as connection to education, job training and soft skill activities designed to find and maintain employment. Services are augmented by the New Heights Program, the Teen Parent Assessment Program, trauma informed crisis intervention services and treatment, substance abuse treatment services, Family to Family peer mentoring program, domestic violence assessment and services, creative expression and communication services, financial awareness and budgeting, and legal services. In FY 14, the number of families receiving TANF per month was 17,166.

Supplemental Nutrition Assistance Program- The Federally funded SNAP, formerly known as Food Stamps program helps low-income residents and families buy the food they need for good health. The program provides SNAP Education and Training services, including job training and work readiness services, transportation services to Able Bodied Adults without Dependents (ABAWD). In FY 14, the average number of residents on SNAP per month was 134,888.

Interim Disability Assistance-The Interim Disability Assistance (IDA) program is designed to provide temporary financial assistance to those that are unable to work due to a disability and have a high probability of receiving federal Supplemental Security Income (SSI). IDA payments are issued until SSI eligibility is approved or denied, after which the IDA payment ends. In FY14, the IDA program assisted approximately 1,000 customers monthly.

Burial Assistance- The Burial Assistance program provides assistance to low-income residents who need help with funeral expenses.

Child Care Subsidy: The program is administered by the Office of the State Superintendent of Education and DHS conducts eligibility for the subsidized child care program to that low income families can find and maintain employment. The child care subsidy is based on an assessment of need, income and family size. Over \$39M is transferred from DHS to the Office of the State Superintendent for Education for subsidy payments for low income families.

- **Family Services Administration**

Adult Protective Services-Adult Protective Services (APS), investigates confidential complaints of suspected abuse, neglect, self-neglect, or exploitation of vulnerable adults (18 years of age and older) living in the community. APS provides temporary services and supports voluntarily or by court intervention until an appropriate long term intervention is coordinated and in place.

Parent and Adolescent Support Services- The PASS program works with youth ages 10-17 who are committing status offenses (truant, running away from home, violating curfew, and/or being extremely disobedient).

Alternatives to the Court Experience (ACE)-The ACE Diversion Program is a joint initiative developed by the DHS Parent and Adolescent Support Services (PASS) program in collaboration with the Department of Behavioral Health (DBH), the Office of the Attorney General (OAG), Court Social Services

(CSS), and community-based service providers. The overall goal of the initiative is to create a sustainable diversion system to reduce the number of Court-involved youth by linking them with clinically appropriate behavioral health services.

Teen Parent Assessment Program (TPAP) -TPAP works with teen parents under the age of 18 that are receiving their own TANF benefits because they do not live at home with their parent(s). In addition to certifying the youth's living arrangements, TPAP works with the teen parents to ensure they are pursuing an educational program (either GED or high school) to comply with their TANF work requirements and moving toward self-sufficiency. Youth certified by the TPAP program are placed in POWER to preserve their TANF months until they are 19 years old or no longer in school.

Community Services Block Grant (CSBG) – the CSBG program is a federally funded anti-poverty program. Grants are provided to States for the purpose of reducing poverty, revitalizing low-income communities and empowering low-income families and individuals to become self-sufficient. The Department of Human Services/Family Services Administration/CSBG program serves as the State office for the District of Columbia and is responsible for administering the operation of the CSBG program. Funding is provided to a designated Community Action Agency (CAA) which is the United Planning Organization (UPO). UPO coordinates the delivery of services through its network of service providers.

Homeless Services- The Homeless Services Program oversees and coordinates the provision of homeless services to individuals and families in the District of Columbia. A majority of the services are delivered through a contract with The Community Partnership for the Prevention of Homelessness. The management contract covers the provision of outreach, low barrier and temporary shelter services, rapid rehousing, transitional, and permanent supportive housing, and related support services. DHS also provides direct services for housing the homeless; providing case management

and other supportive services to meet the needs of clients.

Office of Refugee Resettlement- the Office of Refugee Resettlement promotes economic self-sufficiency as quickly as possible for refugees through the effective, coordinated use of cash assistance, medical assistance, and supportive social services. Emphasis is placed on minimizing dependency on public assistance cash grants by concentrating on preparation for work, self-help, job placement, and language training, and by encouraging the development and use of voluntary community resources. ORR also coordinates services for children and youth under the Unaccompanied Refugee Minor (URM) program who have been determined refugee or special juvenile status by the federal Department of Homeland Security.

Strong Families Program- The Strong Families Program provides short term case management for District of Columbia residents who are experiencing a personal crisis and need to be connected to District, community or private resources to address their crisis. In addition, Strong Families provides critical case management and coordinates services and supports for TANF families who are experiencing significant barriers to employment.

First Quarter CY2015 Hot Button Issue(s)

Family Homeless Services

- Over 800 families are expected to need shelter placement this winter, under the District's legal obligation to provide shelter on demand when the temperature, including wind chill, is 32 degrees Fahrenheit or below, for any family (or individual) that does not have access to another housing arrangement,. Currently, the District has 369 year-round emergency shelter units for families and has two strategies to meet the increased demand.

First, DHS has developed the following Overflow Plan to meet the additional seasonal demand. Instead of paying for one hotel unit at a time, DHS plans to secure entire hotel facilities (which are the facilities available to DHS at this time) and operate

these sites as emergency shelter with a contracted provider providing on-site services and 24 hour monitoring. This will allow DHS to ensure that all families receive the same set of services that will help them quickly transition to other community housing options. The Invitation for Bid (IFB) has been developed with the Office of Contracting and Procurement and will be issued by Friday, October 31, 2014.

Second, DHS is increasing investment in both family homelessness prevention and helping families who must enter shelter to exit more quickly. Providing alternatives to shelter is a vital strategy. Shelter does not solve homelessness for families, and shelter can be detrimental to both parents and children in many ways—physical, behavioral, developmental, and educational. Also, it costs the District twice as much to provide a family with shelter as it does to provide the same family with housing assistance in the community. As such, DHS is opening community-based prevention sites, and continues to acquire housing units to match with families that qualify for Rapid Re-Housing and other housing assistance.

Finally, because of the District's long-standing policy to continue shelter services for families until families have access to another housing arrangement, the cost of family homeless services may exceed the agency's annual appropriation for these services. The answer to family homelessness, however, is not more shelter. Rather it is continued investment in long-term housing solutions for families, such as increasing the stock of affordable housing for extremely low-income families and individuals, and other policies and investments that maintain and increase housing options for those with 0-30% area median income.

DC Access System

Background:

- The District is a national leader in the development and implementation of its new multi-functional information system, which includes both the Health Benefit Exchange, which is the Affordable Care Act

mandated information system, and the District's new shared eligibility, enrollment, and case management system, called the DC Access System (DCAS). DCAS is replacing outdated DHS legacy information systems that have historically provided the eligibility determinations for Medicaid, Food Stamps, and Temporary Assistance for Needy Families (TANF). This shared eligibility and case management system is being developed in response to the Office of the Inspector General recommendation following the tragic murder of four children by their mother. The DCAS system is funded largely by federal grants from the US Department of Health and Human Services (DHHS) Centers for Medicare and Medicaid Services and the USDA Food and Nutrition Service, under an OMB A-87 waiver that allows the District to claim 90/10 Federal Financial Participation (FFP) in Medicaid funding for any shared functionality developed in the system that serves the Medicaid program.

Issue #1: Contract Issue – January 2015

The primary contractor for DCAS implementation is InfoSys Public Services (IPS). DCAS implementation is planned in three Releases. DHS owns the contract with IPS, however Release 1's contract administrator is currently the HBX Chief Information Officer and the Release 2 and 3 is the contracting administrator is the DHS Chief Information Officer.

[REDACTED]

The Exchange operates and maintains the system for the Health Care Reform module, including the Affordable Care Act programs. DHS operates and maintains the DCAS portion of the system, which are the deliverables under Release 2 and 3.

[REDACTED]

[REDACTED]

[REDACTED]

Issue #2a: Medicaid Renewals – Beginning December 1, 2014

- Beginning mid-December 2014, new complex Medicaid renewal requirements will result in a 10-20% increase in both call volume and customer visits to DHS Service Centers. The reason for this spike is that prior to the Affordable Care Act a one (1) page renewal form has been changed to a seventeen (17) page form for any Medicaid recipient that cannot be passively renewed using the new data verification systems put in place by the Affordable Care Act mandated Health Benefit Exchange.

Because the information now required for Medicaid eligibility are different than the former Medicaid

program, DHS has determined that most existing Medicaid recipients will need assistance in completing and filing the renewal. The impact on DHS will be twofold:

- (1) Under the Affordable Care Act, DHS must provide customers with the opportunity to be assisted by phone. Currently, the HBX Contact Center, due to performance issues, is not ready to handle the additional call volume. DHS is in the process of securing additional call center support; however, with the additional call volume due to re-certifications coinciding with additional volume expected under Open Enrollment beginning November 15, providing the additional support in time is a race against the clock.
- (2) Those unable to be assisted over the phone will seek help from the agency starting mid-December, seeking assistance in person, will create a significant spike in walk-in traffic for DHS Service Centers, which already experience heavy volume. To meet this increased demand, DHS is taking actions in four fronts:
 - Increased staffing to work at Service Centers- DHS is in the process of recruiting new eligibility staff approved by CMS.
 - Launching self-help centers for clients to get support to complete their renewal form online
 - Contracting with community based organizations who were trained as Assistors for the Health Benefit Exchange (HBX) in 2013 to resource a call center for customers to receive over the phone services
 - Training community based organizations to support their clients in filling-out the forms

Issue #2b: Open Enrollment

November 15 is the start of the 2015 open enrollment season for Congress, individuals, and small businesses to apply for health insurance through the HBX.



Potential FY 16 budget impacts:

Preventing the Loss of Food Stamp benefits for Certain DC Residents

- The District currently has what is called an Able Bodied Adults Without Dependents (ABAWD) waiver – meaning that because of the previously distressed economic conditions in the District, all eligible individuals are entitled Food Stamp benefits without regard to the Food Stamp requirement that able-bodied adult recipients engage in certain work activities. Because of improving economic conditions in the District, there is a significant risk that the District will lose this waiver in FY16.

If the District loses the ABAWD waiver, certain food stamp recipients will lose their benefits after three months, unless they are able to meet the program's work requirements. To help those at risk of losing their benefits, DHS has the opportunity to access federal dollars to fund work development, placement, and other work readiness activities.

Office of Refugee Resettlement

- DHS is the District agency charged with providing refugee services, including the Unaccompanied Refugee Minor (URM) program, which is federally-funded by the Department of Health and Human Services' Administration of Children and Families' Office of Refugee Resettlement. To improve outcomes for these children and allow the District to meet the federal government expectations for the program, DHS and CFSA are working to transition the program from CFSA foster care

arrangements to private legal custody with the Lutheran Social Services (LSS), the non-profit company that provides services to URMs in the District.

DHS is drafting legislation for the Mayor's consideration that will establish a framework for services for private legal custody in a child placing agency that meets or exceeds the standards required by the federal law. DHS will retain oversight of this program with custody and all services to URM's provided by LSS. This will allow the URM program to meet the needs of unaccompanied minors grow at the rate which has been requested by the federal government.

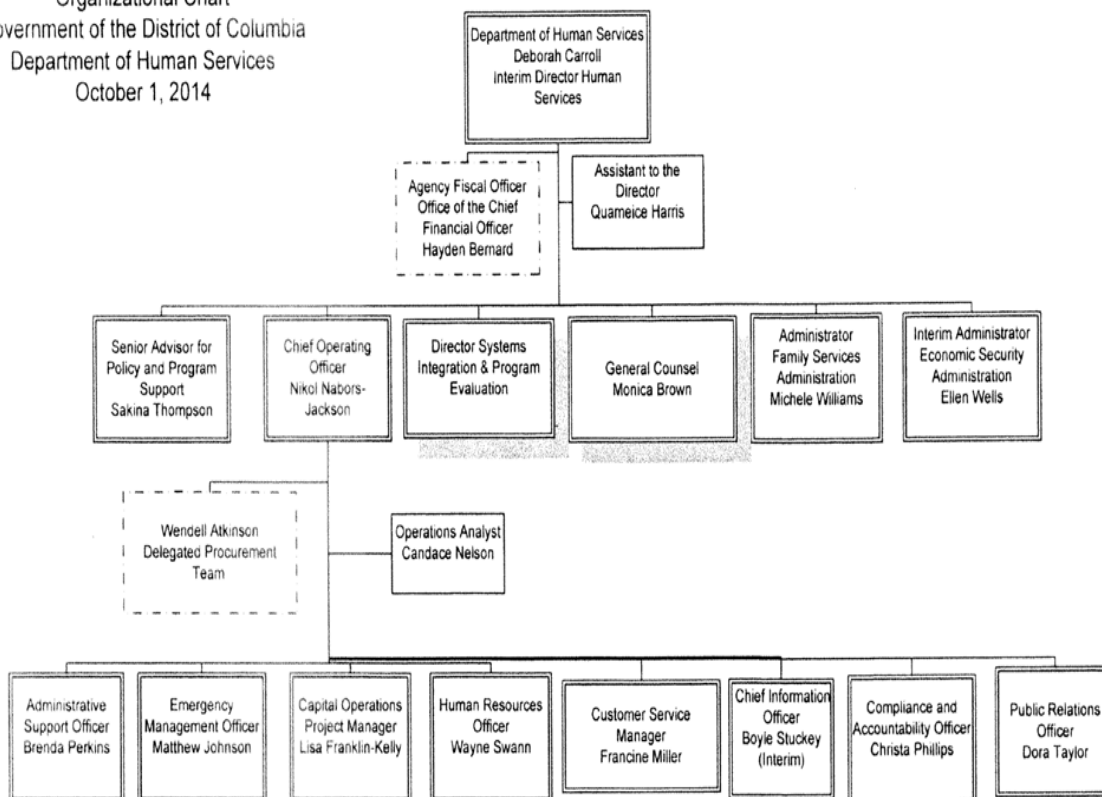
Adult Protective Services

- Adult Protective Services is a critical, investigative and protective service program within DHS, whose mission is to identify, protect, and assist vulnerable adults at risk of or experiencing abuse, neglect, or self-neglect. Because the needs of vulnerable adults are complex and intersect with multiple agencies and systems, the District needs an updated and comprehensive framework for its Adult Protective Services program that is aligned national best practices.

DHS is preparing a recommendation for the Mayor's consideration regarding changes to the APS legislation that will create the new framework that will govern and guide a new vision of how the District will appropriately meet the needs of this vulnerable population.

Organization Chart

Organizational Chart
Government of the District of Columbia
Department of Human Services
October 1, 2014



Deborah Carroll
Director DHS

10/10/14
Date

Boards and Commissions relevant to the agency (if any) Board Name	Name of Chairperson	No. of Members
Commission on African Affairs	Nana Seshibe	15
Age Friendly Task Force	Steve Knapp & BB Otero	22
Truancy Council	BB Otero/Abigail Smith	30
State Early Childhood Children's Development Coordinating Council (SECDCC)	Jesus Aguirre	21
Workforce Investment Council	Michael Harreld & Joslyn Williams	33
American Public Human Services Association (APHSA)	Tracy Wareing	TBD
Interagency Council on Homelessness (ICH)	Allen Lew	29
Juvenile Justice Advisory Council	Carol Daughtery	20
Commission on African America Affairs	Maurice Jackson	30
Child Fatality Review Committee	Roger Mitchell	TBD
MRDDA Fatality Review Committee	TBD	TBD

Budget FY2015

Total Budget	\$ 420M
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No. of Employees

Current No. of FTEs	1,040
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Union Representation

Union(s)	Union Representative	No. of Members
American Federation of State, County & Municipal Employees (AFSCME) Local 2401	[REDACTED]	849
American Federation of Government Employees (AFGE) Local 1403	[REDACTED]	5

Facility Location(s)

Facility Name / ID	Address	Zip Code	Ward	Main Phone No.
DHS- Main Office	64 New York Avenue, NE	20002	6	202-671-4200
Taylor Street Service Center	1207 Taylor Street, NW	20011	8	202-576-8000
H Street Service Center	609 H Street, NE (Anticipated relocation to 645 H Street in December 2015)	20002	8	202-698-4350
Congress Heights Service Center	4001 South Capitol Street, SW	20032	7	202-645-4546
Anacostia Service Center	2100 Martin Luther King Avenue, SE	20020	5	202-645-4614/202-727-5355
Fort Davis Service Center	3851 Alabama Avenue, SE	20020	6	202-645-4500/202-727-5355

Facility Name / ID	Address	Zip Code	Ward	Main Phone No.
Virginia Williams Family Resource Center	920 Rhode Island Ave, NE	20002	5	202-526-0017/202-727-5355
Erna's House	1107 11th Street NW	20005	2	202-939-2056
Valley Place	1355 Valley Place SE	20020	8	202-610-5560
Adam's Place	2210 Adam's Place NE	20018	5	202-832-8317
Wayne Place- Sweat Equity Permanent Housing	107 Wayne Place SE	20032	7	N/A
Wayne Place Shelter	117 Wayne Place SE	20032	7	N/A
La Casa Transitional Rehabilitation Program	1131 Spring Rd NW	20010	3	N/A
Girard Street Family Apartment Shelter	1413 Girard Street NW	20009	1	202-232-7356
La Casa Veterans Permanent Supportive Housing	1444 Irving Street NW	20009	1	202-882-1237
Kramer- Family Shelter ADA	1626 Kramer St NE	20002	6	N/A
V Street- Family Permanent Supportive Housing	1701-1711 V Street SE	20020	8	202-889-2071
Emery - Men's Workbed Shelter	1725 Lincoln Rd NE	20002	5	202-635-1041
Corcoran-Single Family Shelter ADA	1861 Corcoran Street NE	20002	5	N/A
DC General Family Shelter Core Bldg	1900 Massachusetts Ave. SE	20003	7	202-547-5702
DC General Family Shelter Bldg 12	1900 Massachusetts Ave. SE	20003	7	202-547-5702
Harriet Tubman-Women's Shelter	1900 Massachusetts Ave. SE	20003	7	202-547-1924
36th Street – Scattered Site unit	2305 36th Street SE	20020	7	N/A
Naylor Rd- Family Apartment Shelter	2601 Naylor Rd SE	20020	8	202-575-2847
Naylor Rd-Family Apartment Shelter	2603 Naylor RD SE	20020	8	202-575-2847
801 East Men's Shelter	2700 Martin Luther King Jr. Ave SE	20032	8	202-561-4014
Partner Arms 3 Transitional Housing	342 37th Street SE	20019	7	202-291-5535
Federal City Shelter-DHS	425 2nd Street NW	20001	6	202-508-0500
Community for Creative Nonviolence	425 2nd Street NW	20001	6	202-393-1909
John Young - Women's Shelter	425 2nd Street NW	20001	6	202-639-8469
Open Door- Women's Shelter	425 2nd Street NW	20001	6	202-639-8093

Facility Name / ID	Address	Zip Code	Ward	Main Phone No.
Unity Health Clinic	425 2nd Street NW	20001	6	202-508-0506
Sargent Rd- Single Family Shelter	4925 Sargent Rd NE	20017	5	N/A
Blair Transitional Program	633 I Street	20002	6	202-727-2832
Madison -House of Ruth Temporary Shelter	651 10th St NE	20002	6	202-547-2600
New Endeavors Transitional Program	611 N St NW	20001	6	202-682-5826

Key Projects/Initiatives

Project/Initiative Name	Brief Description	Delivery Date
TANF Redesign	<p>In 1996, the federal assistance program known as TANF (Temporary Assistance to Needy Families) shifted its focus from maintaining families on welfare to rapid employment, through job readiness and job placement services. States were given significant flexibility in designing their approach. In the District, however, the focus remained on maintaining financial supports for families with little attention to either accountability or enhanced services.</p> <p>As a result, families in D.C. languished on TANF: by January 2011, 40% of the work-eligible TANF population had been receiving benefits for more than the federally mandated 60-month time limit; at least 25% had been receiving TANF benefits for 8 years or more. Compounding these challenges in the District, the Department of Human Services (DHS, operator of the TANF program) practiced a one-size-fits-all model of service delivery that did little to address the distinct needs of families and their varying levels of preparation for employment.</p> <p>In response to these challenges, over a 3 year period—and with extensive stakeholder engagement and research on best practices -- DHS completely redesigned its TANF program. The new approach provides individualized services to overcome barriers but also holds DHS, providers and families accountable for moving clients from poverty to economic security.</p> <p>ESA is in the final phase of redesigning its TANF program. This includes the integration of services and unification of service plans with sister agencies. To date, ESA revised its contracts with employment providers to require case management services and payments made based on meaningful outcomes, responsibility for customer assessments were transferred to DHS and over 26,000 TANF recipients have received a comprehensive strength based work readiness assessment customized to meet the District's needs.</p> <p>In FY14, the DHS Ft. Davis Service Center was renovated to co-locate the Office of Work Opportunity (OWO). This has transformed the center into a one stop shop. Customers that visit the center are able apply for benefits, complete a TANF assessment and develop an Individual Responsibility Plan at the same location. OWO aims to connect all customers in the program with employment and in FY14 there were multiple hiring events, in which 91 customers were connected with employment vendors, and several received offers of employment. DHS continues to assess and improve the TANF program in an effort to maximize its effectiveness.</p>	Ongoing

Project/Initiative Name	Brief Description	Delivery Date
Homeless Services Integration	<p>Beginning in FY12, the DHS Economic Security and Family Service Administrations collaborated to plan and implement the DHS Director's Homeless Services Integration Initiative. This goal of this initiative, known as the Homeless Services Integration, (HSI) is to better address the needs of families with children in order to help them achieve their goals and to become more self-sufficient. Under HSI, Virginia Williams Family Resource Center (VWFRC) continues to serve as the central resource for families experiencing housing instability. With HSI, however, VWFRC now use the framework and resources of the District's TANF Redesign to help families with housing instability to increase both their housing and economic stability in both the short and long-term.</p> <p>The HSI model also allows VWFRC staff to work collaboratively with families to prevent homelessness by exploring ways to keep them housed, helping them to identify housing options without entering shelter, and providing other services such as public benefits, childcare, and employment assistance. In FY 15, DHS expects to complete the second phase of HSI, which is a full expansion of the integrative service delivery model to the Homeless Services Continuum of Care providers, including Apartment Style Shelter, Rapid Re-Housing, Transitional Housing, and Permanent Supportive Housing providers. This effort will significantly bolster unified case planning and provide integrated and informed service coordination and delivery to families across the District.</p>	Ongoing
500 Families, 100 Days Quality Housing Now	<p>In an effort to address the demand for housing for homeless families Mayor Gray launched the '500 Families 100 Days Quality DC Housing Now' Campaign on April 1, 2014. Through this campaign, the Department of Human Services (DHS), in collaboration with The Community Partnership (TCP) and Transitional Housing Corporation (THC), has launched an aggressive initiative to identify 500 apartments for formerly homeless families in 100 days. To date, 690 units have been identified and 409 families have been placed in units. Even though the first 100 days of the campaign has past, all involved partners continue to work in order to identify apartments and to place families.</p> <p>Through the work of the initiative, DHS significantly increased the District's landlord outreach and streamlined the process for matching families to housing assistance. This improvement has resulted in the identification of many more new units that meet the needs of families.</p>	Ongoing

Project/Initiative Name	Brief Description	Delivery Date
FSET Expansion	<p>The Food Stamp Employment and Training program also known as SNAP E & T is in the process of expanding services. We are working to leverage federal resources for this initiative. The program is funded by 100% SNAP E & T resources and an unlimited amount of 50% matched funding. DHS is issuing an RFA to solicit partnership proposals from DC non-profits serving under employed individuals and/or homeless individuals who wish to expand services. The non-profit can use in-kind, philanthropic, local, or business revenue which can be matched by FNS by 50%. DHS passes through these resources to the non-profit which must be used to expand services to more customers or offer more services. DHS also plans to submit a grant application to FNS for the SNAP E&T innovation grants in November 2014. The District also has what is called an ABAWD waiver – meaning that because of the economic conditions in the District, individuals are entitled Food Stamp benefits. There is the potential that, because of improving economic conditions, the District will no longer be eligible for the waiver in FY16. If this is the case, then non-exempt individuals will need to begin working or engaging in work activities within a period of time to remain eligible for benefits. To accomplish this DHS will need to increase the services available, otherwise there is a risk that their important safety net will be limited to three months.</p>	Ongoing

Project/Initiative Name	Brief Description	Delivery Date
DCAS	<p>In FY 12, DHS submitted an Advanced Planning Document (APD) to the Federal government to acquire the software and hardware necessary for an integrated benefit acquisition system. The APD was approved, and the funding was utilized to develop the DC Access System (DCAS) a multi-year, multi-agency effort lead by DHS to modernize the District's eligibility and enrollment system. The other agencies included in this initiative are the Department of Health Care Finance; Department of Insurance Securities and Banking; Office of the Chief Technology Officer and the Health Benefit Exchange.</p> <p>The first product of this new system was an online application for District residents to apply for health insurance as mandated by the 2010 Affordable Care Act.</p> <p>In FY 14, The District of Columbia continued to improve services provided through the DC Access System (DCAS) for the residents, employee and employers of the District. This past year, 51,029 people enrolled through DC Health Link in private health plans or Medicaid:</p> <ul style="list-style-type: none"> ▪ 12,530 people enrolled in private health plans through the DC Health Link individual and family marketplace. ▪ 13,779 people enrolled through the DC Health Link small business marketplace. ▪ 24,720 people were determined eligible for Medicaid coverage through DC Health Link. <p>While the system is operating, the next phase of the project, Release 2, was started in January 2014. In FY15, the sister agencies will be working to further improve production services and complete the design and development of software programs that will migrate the administration of Medicaid (non-MAGI) onto the DCAS platform. After extensive testing and approval by federal funding agencies, DHS expects to Go-Live with all the new functionality in 2016.</p>	Ongoing
Medicaid Renewals	<p>Because of Health Care Reform, Medicaid beneficiaries have not been required to recertify for the last 24 months. Beginning in December, 2014 – and over the ensuing 12 months, consumers will be required to recertify. This will be a consuming process as there is a new recertification form, which is 16 pages (opposed to the previous two page recertification form).</p>	1/1/16

Project/Initiative Name	Brief Description	Delivery Date
DC General Family Shelter Replacement Plan	<p>In early October 2014, the Mayor released the “DC General Family Shelter Replacement Plan”, a comprehensive plan to close the DC General Family Shelter and replace it with units and services that are better suited to meet the needs of low income and homeless individuals. Currently, the District provides 121 units through community-based shelter programs of between 20 and 45 units at each location, and 288 units at the DC General Family Shelter. The DC General Family Shelter Replacement Plan lays out the specific facilities needed in order to close the DC General Family Shelter under two basic options, including legal considerations, facility development strategies and processes, cost estimates, closure schedule options and timeline considerations. The District is committed to closing the DC General Family Shelter at the earliest possible time. The Plan recommends a one-to-one replacement of the number of units currently provided at the DC General Family Shelter be available in other, more appropriate facilities before closure. The Plan also recommends that at least the main building of the DC General Family Shelter should be closed in its entirety all at once, rather than in a piecemeal fashion, to avoid an unplanned expansion of the overall shelter capacity.</p>	11/2015
Unified Case Planning	<p>Over the past three years, as a part of the District’s Temporary Assistance to Needy Families (TANF) reform, DHS has developed a unified case planning model that uses the DHS TANF redesign as the overarching framework for unifying the case plans of families receiving TANF, family homeless services, and potentially other agency services and supports. DHS is nearing completion of the initial phase, in which families receiving services from DHS, including TANF and Homeless Services, CFSA and DBH will be served using a coordinated approach using the TANF Redesign as the framework. Next steps include designing the new DCAS system to support serving families at risk through a fully coordinated approach across the health, human services, and education systems. .</p>	Ongoing

Project/Initiative Name	Brief Description	Delivery Date
Interagency Council on Homelessness	<p>The Interagency Council on Homelessness (ICH) is a group of cabinet-level leaders, providers of homeless services, advocates, homeless and formerly homeless leaders that come together to inform and guide the District's strategies and policies for meeting the needs of individuals and families who are homeless or at imminent risk of becoming homeless in the District of Columbia. The ICH Executive Director is Kristy Greenwalt and she reports to the City Administrator. DHS is represented on the main body and all subcommittees of the ICH and works as a leading partner in moving the ICH's initiatives forward. Currently, the ICH in coordination with DHS is spearheading three high level initiatives to reduce homelessness and promote self-sufficiency among District low income and homeless residents:</p> <ol style="list-style-type: none"> <li data-bbox="527 709 1339 850">1. 25 Cities - The U.S. Department of Veterans Affairs has launched the 25 Cities Initiative to help communities with high concentrations of homeless Veterans to intensify and integrate their local efforts to end Veteran homelessness by 2015. <li data-bbox="527 892 1339 1102">2. Coordinated Entry for Individuals – Currently the District employs a coordinated entry system for families which provides access to a full range of services. The District is in the process of creating a coordinated system of entry for individuals using a "no wrong door" approach, while doing so through a standardized process from initial engagement to successful housing placement <li data-bbox="527 1144 1339 1375">3. Youth 100 Day Initiative – Youth serving District agencies and service providers in the Continuum of Care are currently undertaking a 100 Day Youth Homelessness Initiative with the objectives of: selecting a common assessment tool for youth clients; developing a coordinated entry system for youth; and ensuring that there is a program to serve a youth client regardless of the youth's characteristics. 	<p>12/2015</p> <p>Ongoing</p> <p>January 16, 2015</p>

Project/Initiative Name	Brief Description	Delivery Date
One Congregation. One Family	The One Congregation. One Family (OCOF) program was launched in June 2014. It is a faith-based initiative to help end homelessness and housing instability. It involves a partnership between the Department of Human Services, the Office of Religious Affairs and the local faith community. Congregations form Faith Mentor Teams and make a six month commitment to provide mentoring services to families who have recently exited shelters and found housing through the Rapid Re-housing program. After receiving training, volunteer mentors engage their full network of resources and support to provide encouragement and motivation to families seeking self-sufficiency and independence. Examples of mentoring services include budgeting, nutrition, family literacy and parenting. To-date, 81 families have expressed interest in participating in the OCOF program of which 55 are in shelters, 26 recently moved into their housing unit. A diversity of denominations and faith groups representing 59 congregations/organizations have attended informational sessions; 21 congregations have received training. While ten Faith Mentorship Teams are currently in varying stages of formation, three have been matched with families. At least four more congregations are prepared to be matched with families in November. Recruitment of congregations and families is ongoing. Faith Mentor Team trainings take place on a monthly basis.	Ongoing

Capital Program(s)

Project Name	Budget ID	Funding Source	Project Budget	Current Balance	Delivery Date
DCAS	Capital	Capital	\$30,877,476.65	\$17,063,899.06	Multi-year
DCAS	Master Lease	Master Lease	\$5,500,000	\$4,964,909.00	Multi-year
DCAS	Federal Capital	Federal Capital	\$75,452,079.00	\$35,630,304.00	Multi-year

Important/Significant Dates

Event	Brief Description	Delivery Date
New Medicaid "Passive Renewal" Notices	Nearly 100,000 existing Medicaid recipients over the course of 12 months will receive new very complex notices that DHS anticipates will result in an increase in the number of visits to the Service Centers. The first set of notices will be sent on December 1, 2014.	12/1/2014-1/31/2016
La Casa Ribbon Cutting	The La Casa Men's shelter closed in October 2010 due to the decision of the property owner to complete planned development for the property. The shelter has re-opened in its new space, still in Columbia Heights, and the Department will commemorate its reopening.	12/2014

Event	Brief Description	Delivery Date
645 H Street Ribbon Cutting	The Department of Human Services in partnership with the Department of General Services anticipate that renovations to the H Street Service Center will be completed in December and a Ribbon Cutting will take place shortly thereafter.	2015
Congress Heights Ribbon Cutting	The Department of Human Services in partnership with the Department of General Services has completed the renovation process for most of its service centers. Customers are now able to be served in a modern, state-of-the-art environment often with co-located services from partnering sister agencies. Congress Heights is the next center to be completed.	02/ 2015

Key Contracts

Project Name	Vendor Name	Total Contract Value	Contract Term
DCAS	InfoSys Public Services (IPS)	\$74,329,101.38	1/2/2013 – 1/2/2015
Management Oversight for shelter programs under the homeless services continuum of care	The Community Partnership for the Prevention of Homelessness	\$13,408,838.34	02/1/2014 2014-01/31/2015
The Community Partnership for the Prevention of Homelessness	Management Oversight Homeless Services Continuum	\$61,327,892.04	02/ 2014-01/31/2015
Q5i	Mathematica	\$95,000	11/1/2014 2014-10/31/2015
Home Chore Aide(s)	Home Care Partners	\$250,000	11/1/2014 2014-10/31/2015
DIMS	Source Corps	\$826,450	9/22/2014-9/21/ 2015
TANF Employment Program (WR)	Opportunities Industrialization Center of DC (OIC/DC, Inc.)	\$1,368,748	01/27/2012 - 01/26/2015
TANF Employment Program (WR)	America Works Group of DC	\$1,863,083	03/01/2012 - 02/28/2015
TANF Employment Program (WR)	Career TEAM, LLC	\$2,427,926	03/01/2012 - 02/28/2015
TANF Employment Program (WR)	Maximus Human Services, Inc.	\$3,013,276	03/01/2012 - 02/28/2015
TANF Employment Program (JP)	America Works Group of DC	\$845,099	01/27/2012 - 01/26/2015
TANF Employment Program (JP)	Career TEAM, LLC	\$963,813	01/27/2012 - 01/26/2015
TANF Employment Program (JP)	KRA Corporation	\$1,380,650	01/27/2012 - 01/26/2015
TANF Employment Program (JP)	Maximus Human Services, Inc.	\$1,077,979	02/12/2012 - 02/11/2015
TANF Employment Program (JP)	ARBOR E&T/ dba ResCare	\$1,588,907	04/24/2012 - 04/23/2015

Project Name	Vendor Name	Total Contract Value	Contract Term
Asset building; financial literacy	Capacity Area Asset Builders (CAAB)	\$250,000	10/1/2014 – 9/30/2015
Database Management - Q5i Enterprise Support and Programming Services	Data Builders	\$93,863	10/1/2014 – 9/30/2015
Food Stamp Outreach	DC Hunger Solutions/Food Research & Action Center	\$98,050	10/1/2014 – 9/30/2015
Data Matching Agreement / Immigration Status Services	DHHS ADMIN.	\$3,000	10/1/2014 – 9/30/2015
DIMS Filenet Capture and Business Licenses	Document Systems, Inc.	\$235,919	10/1/2014 – 9/30/2015
Customer address validation svcs./Credit Investigations	Experian QAS/Sunrise Credit Services	\$13,000	10/1/2014 – 9/30/2015
Family Development Empowerment Credentialing	HFTC	\$8,400	10/1/2014 – 9/30/2015
JAVA OWRA Consultant	ICF Inc	\$19,500	10/1/2014 – 9/30/2015
RMS/ Cost Allocation	ICS	\$155,331	10/1/2014 – 9/30/2015
TABF Technical Asst	Mathematica	\$85,616	10/1/2014 – 9/30/2015
EBT Benefits	Office of Treasury	\$258,500	10/1/2014 – 9/30/2015
Java Developer	OST Inc	\$145,000	10/1/2014 – 9/30/2015
ITSA Developer	OST Inc	\$50,000	10/1/2014 – 9/30/2015
ITSA Developer	OST Inc	\$50,000	10/1/2014 – 9/30/2015
ITSA Developer: CATCH	OST INC.	\$60,000	10/1/2014 – 9/30/2015
New Heights II	OST INC.	\$45,645	10/1/2014 – 9/30/2015
New Heights II Implementation	P.C.S. FOR STUDENT SUPPORT SVCS.	\$260,927	10/1/2014 – 9/30/2015
Customer Assessment, Tracking, and Case History Application (CATCH) Support	PSI	\$175,000	10/1/2014 – 9/30/2015
TANF Redesign Consultant	Sooraj Lall Balgobin	\$250,000	10/1/2014 – 9/30/2015
Support, case record indexing, scanning and Temp Services contract for DIMS	Source Corp	\$210,000	10/1/2014 – 9/30/2015
DIMS Case records indexing	SourceCorp or Other	\$100,000	10/1/2014 – 9/30/2015
DIMS Case records scanning/ indexing	SourceCorp or Other	\$340,000	10/1/2014 – 9/30/2015

Project Name	Vendor Name	Total Contract Value	Contract Term
Case Management Support Srvcs/Employment Verification Svcs	TALX	\$60,000	10/1/2014 – 9/30/2015
Case Management Support Srvcs/Employment Verification Svcs/various contracts	TALX/TBD	\$174,000	10/1/2014 – 9/30/2015
Building Trades Apprenticeship Training Program (Sweat Equity III) for low income families	United Planning Org	\$673,962	10/1/2014 – 9/30/2015
Home Visit	Catholic Charities	\$350,000	10/1/2014 – 9/30/2015
Home Visit	Union Temple Baptist Church	\$400,000	10/1/2014 – 9/30/2015
Home Visit	Southeast Children's Fund	\$250,000	10/1/2014 – 9/30/2015
Home Visit	East River Strengthening	\$200,000	10/1/2014 – 9/30/2015
Family to Family	Latin American Youth Center	\$160,000.00	10/1/2014 – 9/30/2015
Family to Family	Community Family Life Services	\$190,000.00	10/1/2014 – 9/30/2015
Family to Family	Catholic Charities	\$50,000.00	10/1/2014 – 9/30/2015
Family to Family	National Center for Children and Families	\$166,894.00	10/1/2014 – 9/30/2015
Family to Family	Opportunities Industrialization Center of DC	\$150,000.00	10/1/2014 – 9/30/2015
Family to Family	Center for Empowerment and Employment and Training	\$100,000.00	10/1/2014 – 9/30/2015
Family to Family	Family Voices of the District of Columbia	\$133,106.00	10/1/2014 – 9/30/2015
Teen Pregnancy Prevention	Big Brothers Big Sisters	\$320,000.00	10/1/2014 – 9/30/2015
Teen Pregnancy Prevention	Boys & Girls Club	\$275,000.00	10/1/2014 – 9/30/2015
Teen Pregnancy Prevention	Latin American Youth Center	\$145,000.00	10/1/2014 – 9/30/2015
Teen Pregnancy Prevention	Metro Teen AIDS	\$250,000.00	10/1/2014 – 9/30/2015
Teen Pregnancy Prevention	OIC/DC	\$160,000.00	10/1/2014 – 9/30/2015
Teen Pregnancy Prevention	Rockson Community	\$180,000.00	10/1/2014 – 9/30/2015
Teen Pregnancy Prevention	YOUR Community Center	\$120,000.00	10/1/2014 – 9/30/2015
DV	My Sister's Place	\$275,000.00	10/1/2014 – 9/30/2015

Key Agreement(s) / Memorandum(s) of Understanding

Project Name	Brief Description	Agreement Term
MOU between the Department of Health (DOH) and the Department of Human Services (DHS)	The purpose of this MOU is for DHS to recruit volunteers to receive first responder training from HERPA	10/1/14 – 9/30/15
MOU between Department of Human Services (DHS) and the Office of the Attorney General (OAG)	OAG shall provide legal services to Family Services Administration, Adult Protective Services Division.	10/1/14 – 9/30/15
Modification Number One to the MOU between Department of Human Services (DHS) and the Office of the Chief Technology Officer (OCTO)	The purpose of this MOU is for OCTO and DHS to coordinate and implement the DC Consumer Access Reporting and Eligibility System, and for implementation of a new Medicaid and Human Services eligibility, enrollment and integrated case management system.	10/1/14 – 9/30/15
MOU between Justice Grants Administration (JGA) and Department of Human Services (DHS)	The purpose is for DHS to administer the PASS Program. PASS is to assist District of Columbia youth and their families to reduce truancy, curfew violations, running away, and disobedience, by referring families and their youth to the appropriate supports that will assist them in reducing these behaviors.	10/1/14 – 9/30/15
MOU between Department of Health (DOH), HIV/AIDS, Hepatitis, STD and TB Administration and DHS	The purpose of the original MOU was for ESA to determine the eligibility of District residents to receive services from the AIDS Drug Assistance Program (ADAP) and to transmit information into the Medicaid Management Information System (MMIS).	10/1/14 – 9/30/15
Modification Number One to the MOU between Department of Human Services (DHS) and the Department of Behavioral Health (DBH)	The purpose is for DBH to collocate identified mental health personnel at two Economic Security Administration assessment centers for the purpose of identifying and conducting in-depth assessments of TANF customers, and making referrals to mental health services.	10/1/14 – 9/30/15
MOU between Department of Human Services (DHS) and the Office on Asian and Pacific Islander Affairs (OAPIA)	The purpose of this MOU is for DHS to provide Asian-American Pacific Islanders (AAPI) with social services administered by DHS. DHS shall hire a full-time employee who will provide AAPI residents, with a particular focus on limited or non-English proficient Vietnamese residents, assistance to access public benefits and other DHS services.	10/1/14 – 9/30/15

Project Name	Brief Description	Agreement Term
Modification Number Two to the MOU between Department of Human Services (DHS), Economic Security Administration (ESA) and the University of the District of Columbia (UDC), School of Business and Public Administration (SBPA)	The purpose of the MOA is for UDC to provide Paving Access Trails for Higher Security (PATHS) training and employment support services to DHS TANF families.	10/1/14 – 9/30/15
Modification Number Four to the MOU between Department of Human Services (DHS), Economic Security Administration (ESA) and the University of the District of Columbia (UDC), Department of Mass Media, Visual and Performing Arts, Theater Arts Program	The purpose of the MOA is for UDC to provide TANF participants with training to improve the participant's communication skills through interactive drama-based exercise and techniques, while also learning to master the interviewing process and develop conflict resolution and team building skills.	10/1/14 – 9/30/15
Modification Number Three to the MOU between Department of Human Services (DHS) , Economic Security Administration (ESA) and DC Public Schools (DCPS) New Heights I	For DHS to obtain services from DCPS to assist 250 TANF recipients and other low-income teen parents with case management services to address the unique academic and developmental issues confronting teen parents and to assist in reducing the incidence of repeated pregnancies.	10/1/14 – 9/30/15
Modification Number Three to the MOU between Department of Human Services (DHS), Economic Security Administration (ESA) and the Office of the State Superintendent of Education (OSSE)	The purpose of the original MOU, which was executed on April 23, 2012, was for OSSE to provide financial assistance for eligible recipients of TANF to pursue post-secondary degrees or certificate programs offered by accredited colleges, universities or two-year community colleges.	10/1/14 – 9/30/15

Project Name	Brief Description	Agreement Term
Modification Number Three to the MOU between Department of Human Services (DHS), Economic Security Administration (ESA) and the Department of Behavioral Health (DBH)	For DBH to provide approximately 230 ESA customers with the necessary substance abuse treatment and prevention services that are not provided or reimbursed through Medicaid.	10/1/14 – 9/30/15
MOU between DHS, ESA and the Department of Behavioral Health for the <i>12 Cities Contract/Project</i>	The purpose of the MOU is for ESA and DBH to collaborate and coordinate resources, services and expertise through the execution the <i>12 Cities Contract/Project</i> , to assist TANF customers who need to address and overcome mental health and/or substance abuse related barriers, and are living with or at the risk of contracting HIV/AIDS.	10/1/14 – 9/30/15
MOA by and Amongst Health Benefit Exchange Authority (HBX) the Department of Health Care Finance (DHCF) and Department of Human Services (DHS)	The objective of this MOA is for the Authority, DHCF and DHS to agree on a plan for the Authority to provide information technology services for the DC Access System (DCAS) implementation and maintenance.	10/1/14 – 9/30/15
MOA by HBX and DHS for HBX eligibility	The MOA is allows OSSE to provide technical assistance and eCasas assessments.	10/1/14 – 9/30/15
MOU with DOH for Emergency Preparedness	The purpose of this MOU is for DHS to recruit volunteers to receive first responder training from HERPA.	10/1/14 – 9/30/15
Modification Number One to the MOU between CFSA and DHS, ESA for Temporary Assistance for Needy Families Benefits and Services	The purpose of the original MOU was for CFSA to transfer funds to DHS to provide low-income families with TANF benefits and services to maintain a safety net for families who would otherwise have very little to no financial resources to maintain the basic necessities for their children.	10/1/14 – 9/30/15

Grant(s) Awarded (or Pending Award) to Agency

Grant Name	Name of Grantor	Total Grant Amount	Current Grant Balance	Grant Expiration
TANF	DHHS	\$113,272,353.77	\$113,272,353.77	Available until expended
Food Stamp Bonus	DHHS	\$350,000.00	\$350,000.00	Available until expended
Indirect Cost	DHHS	\$6,657,971.41	\$6,657,971.41	09/2015
Food Stamps	DHHS	\$10,777,395.61	\$10,777,395.61	09/2015
Medicaid	DHHS	\$11,601,967.09	\$11,601,967.09	09/2015
Social Service Block Grant	DHHS	\$7,805,052.43	\$7,805,052.43	09/2016

Grant Name	Name of Grantor	Total Grant Amount	Current Grant Balance	Grant Expiration
Community Services Block Grant	DHHS	\$11,025,732.80	\$11,025,732.80	09/2016
Family Violence	DHHS	\$704,220.00	\$704,220.00	09/2015
Refugee Cash Medical Assistance	DHHS	\$1,264,770.68	\$1,264,770.68	09/2016
Refugee Social Services	DHHS	\$317,640.00	\$317,640.00	09/2016
DC Veterans Administrations	DC Veterans Hospital	\$1,305,614.69	\$1,305,614.69	09/2016
Shelter Plus Care	HUD	\$4,773,708.00	\$4,773,708.00	02/2016
Emergency Shelter Grant	HUD	\$1,121,032.01	\$1,121,032.01	09/2016

Active Litigation(s)

Project Name	Brief Description
N/A	

Consent Decree(s)

Project Name	Brief Description	Agreement Term
N/A		