



PUBLIC SAFETY FORUM

November 20, 2024

Tonight's Agenda

- 6:30 PM: Program Begins
- Opening Remarks from Councilmember Frumin
- Guest Presentations
 - Metropolitan Police Department (MPD)
 - Office of Unified Communications (OUC)
 - Office of the Attorney General (OAG)
 - Department of Human Services (DHS)
- Community Questions from the Room and Zoom
- Closing Remarks from Councilmember Frumin
- 8:00 PM: Program ends



Councilmember Matt Frumin

Opening Remarks

Ward 3

Updated Mon Nov 18 2024 -
Data from Jan 1 to Oct 31 each year

Ward 3	2024	2023	2019	2018	2014	2013
Total Crime	1445	1673	1618	1514	1523	1590
All Violent Crime	55	79	65	52	82	73
Homicide	2	2	3	0	0	0
Sex Abuse	8	6	9	4	10	10
Assault w/Dangerous Weapon	13	26	21	18	25	16
Robbery	32	45	32	30	47	47
All Property Crime	1390	1594	1553	1462	1441	1517
Burglary	33	53	71	53	179	148
Theft f/Auto	378	586	538	581	483	629
Theft/Other	881	817	862	704	715	684
Motor Vehicle Theft	98	137	82	124	63	56
Arson	0	1	0	0	1	0

Data for Ward 3 and ANCs collected from DC Crime Cards: CrimeCards.DC.gov



Metropolitan Police Department (MPD)

Presentation



Office of Unified Communications (OUC)

Presentation

OFFICE OF UNIFIED COMMUNICATIONS



*** GOVERNMENT OF THE
WE ARE WASHINGTON DISTRICT OF COLUMBIA
DC MURIEL BOWSER, MAYOR

The Office of Unified Communications (OUC)'s goal is to answer every call, ensure fast and accurate dispatches, and retain and support our growing team. To this end, we are strengthening hiring and retention, upgrading our technology, and expanding training.

People



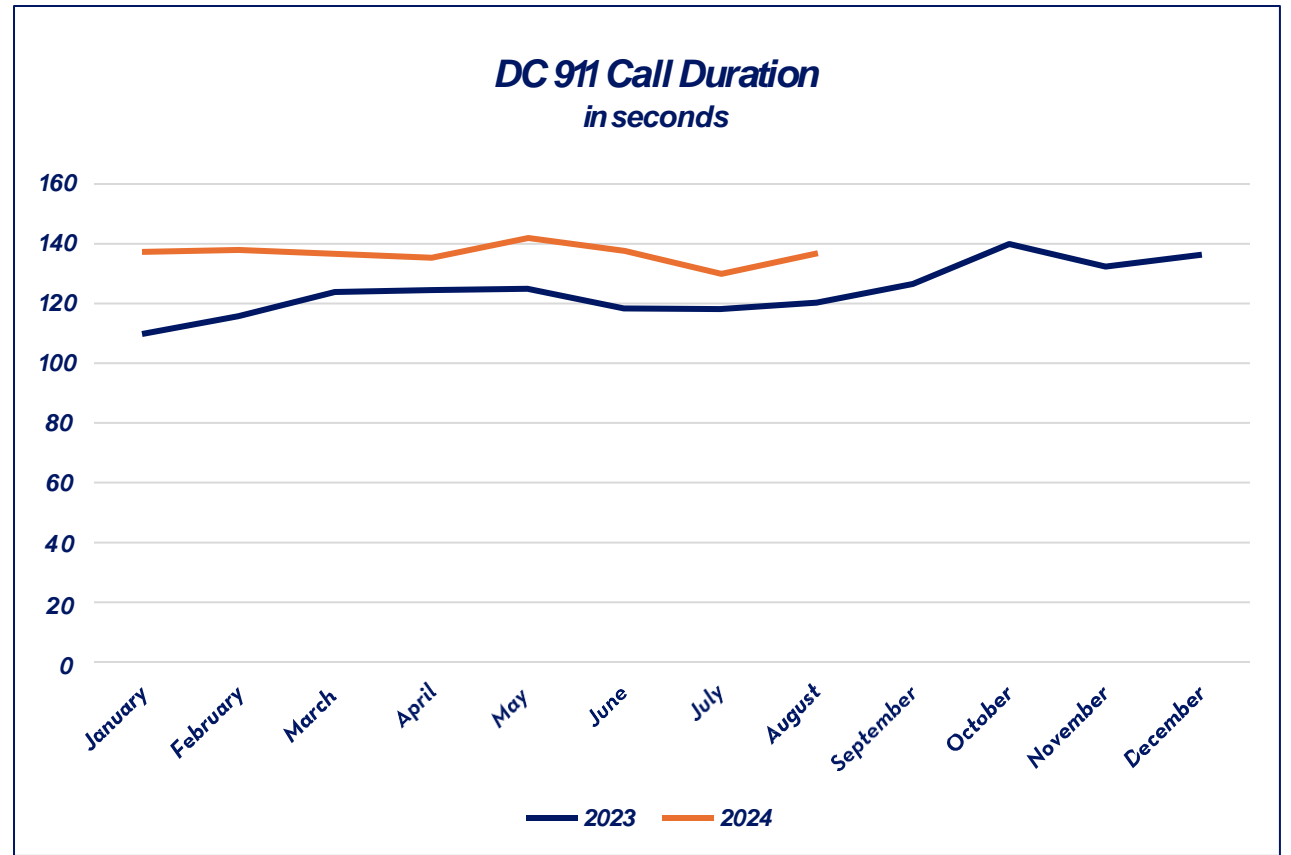
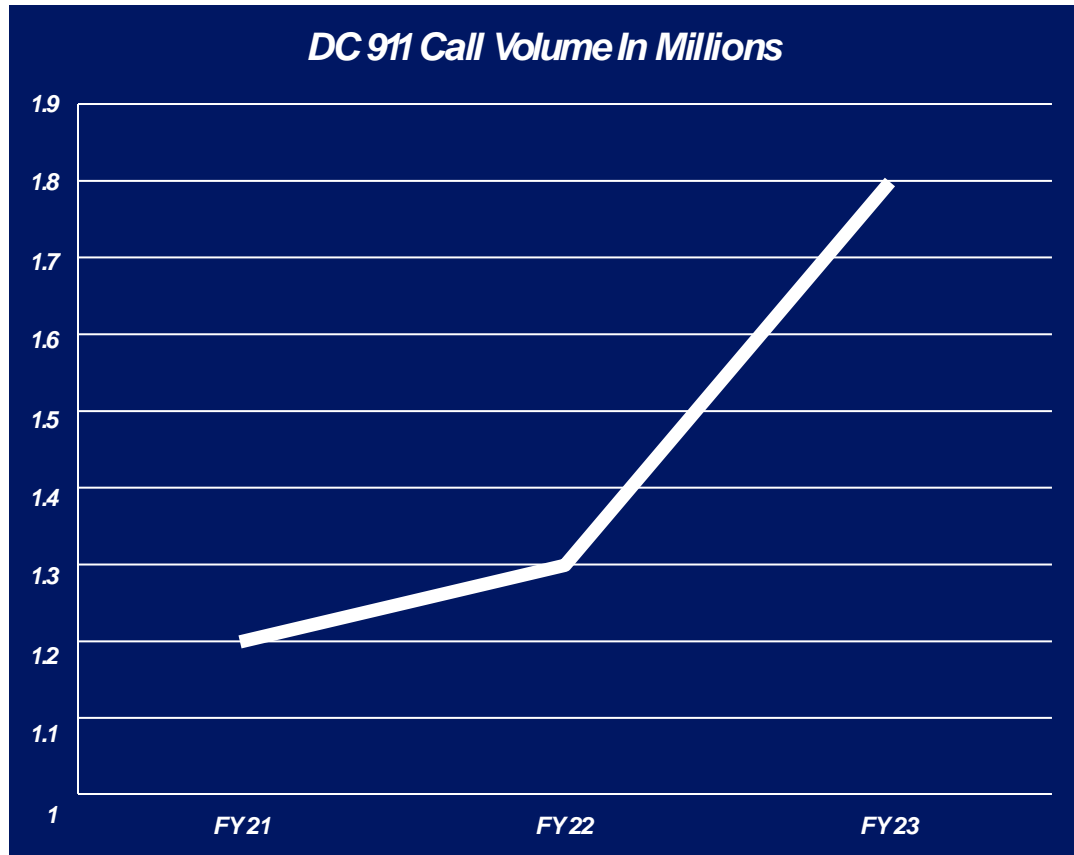
Training



Technology



DC's 911 center has seen a significant surge in call volume and longer call durations, reflecting increased demand on 911 services.



FULL STAFFING BY THE NUMBERS

How Did We Improve Staffing Levels?



Additional Staff:
*27 call takers and 5 FEMS
dispatchers completed training*



Incentives:
*\$800 attendance bonus
& \$2500 hiring bonus*



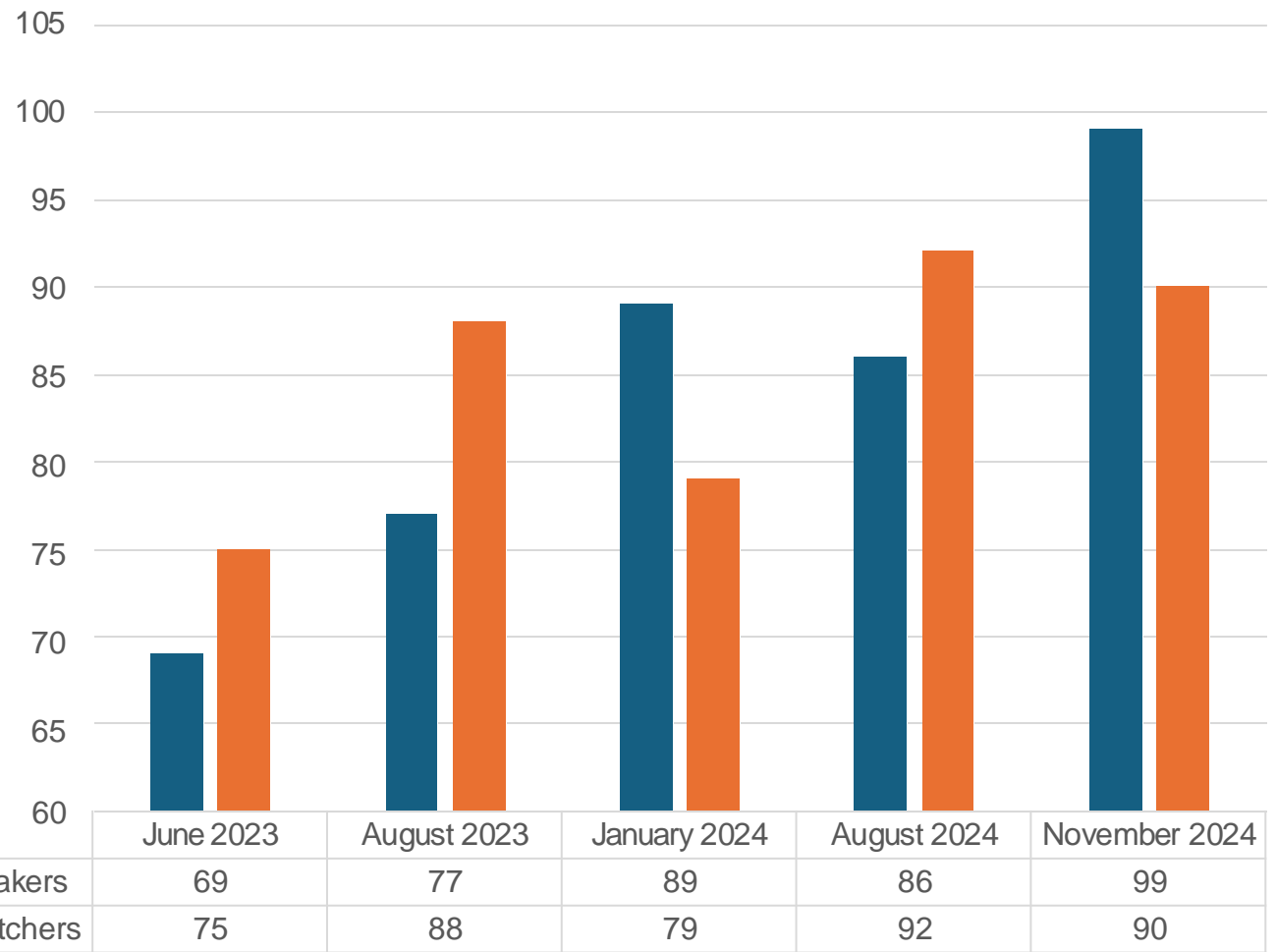
Accountability:
*Unscheduled leave
review performed*



Wellness:
*Full-time wellness
coordinator onboarded*



911 STAFFING



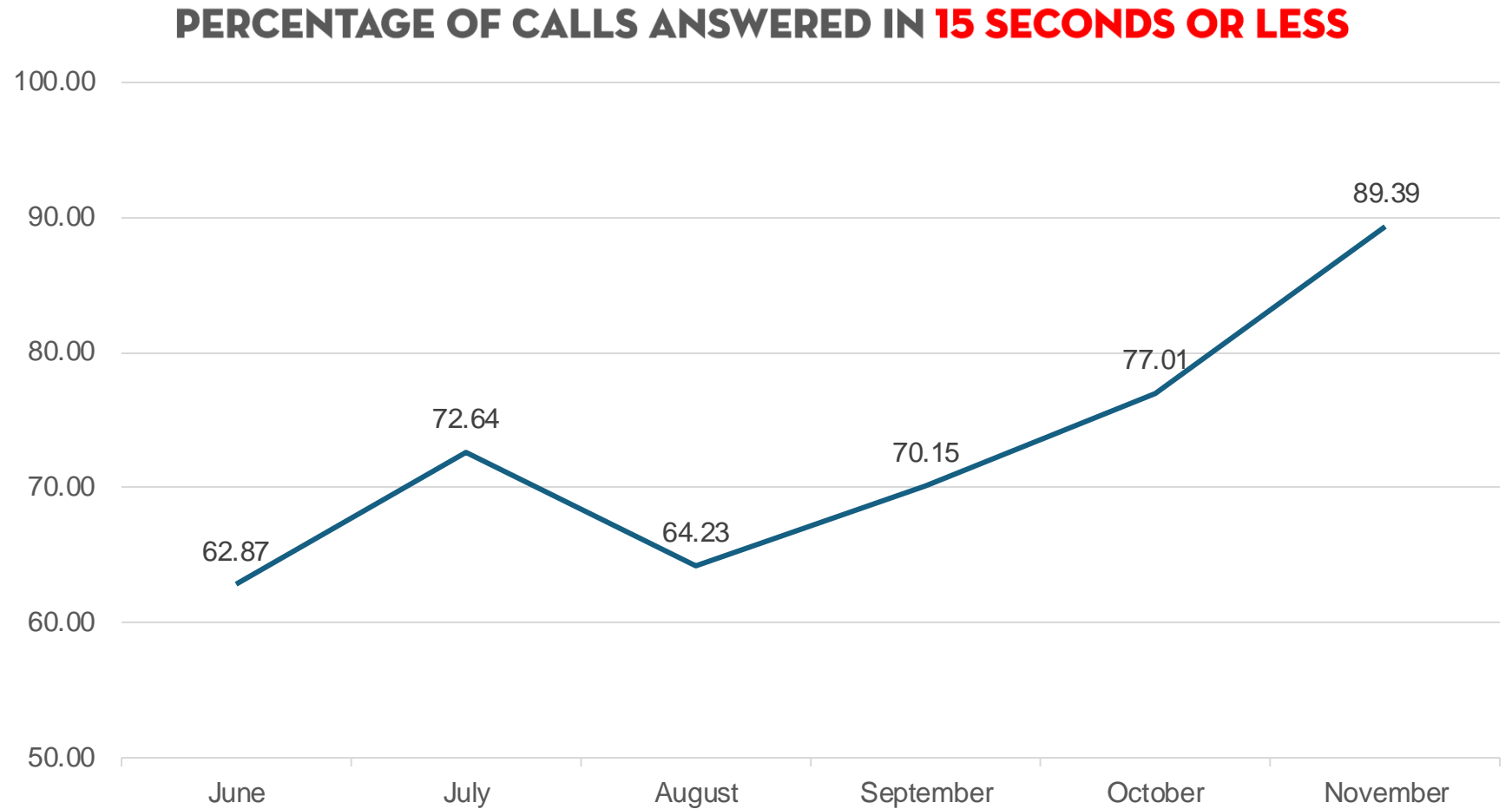
In June of 2023, OUC had 36 call taker vacancies.

As of November 2024, OUC has 6 call taker vacancies.



In June of 2024, **62.87%** of 911 calls were answered in 15 seconds or less.

In November 2024, **89.39%** of 911 calls were answered in 15 seconds or less.



At times, DC 911 might experience a spike in call volume. If you ever call DC 911 and hear the hold message - please don't hang up! Remain on the line and keep your place in the queue.

MAKE THE RIGHT CALL

CALL 911	CALL 311
 Crimes in Progress	 City Services and Information
 Medical Emergencies	 Noise Complaints
 Fire, Smoke, or Smell of Gas	 Unoccupied Vehicle Related Incidents
	 Vandalism, Destruction, and Property Damage

For more information, visit ouc.dc.gov.

  GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR





Office of the DC Attorney General (OAG)

Presentation



Department of Human Services (DHS)

Presentation

Agenda

Introductions

Department of Human Services (DHS) Overview

Economic Security Administration (ESA)

Prevention & Diversion Housing Stabilization Plan

Prevention and Safety Net

Short-Term Placement & Interim Housing

Permanent Housing

Housing Focused Case Management Overview

Questions & Answers

DHS Points of Contact



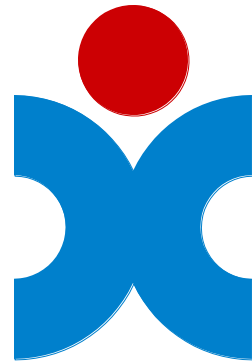
DHS Overview

DHS is dedicated to supporting district residents through a range of services promoting stability, economic mobility, and well-being.

- **Support** residents by providing housing, food assistance, and social services.
- **Alongside** individuals with lived experiences, community leaders, and service providers, The Bowser administration is committed to ending homelessness by ensuring it is rare, brief, and non-recurring.
- **Offer** financial assistance through programs like TANF, SNAP, and Medicaid for low-income residents.
- **Focus** on long-term solutions by promoting workforce development, education, and self-sufficiency.

DHS Mission

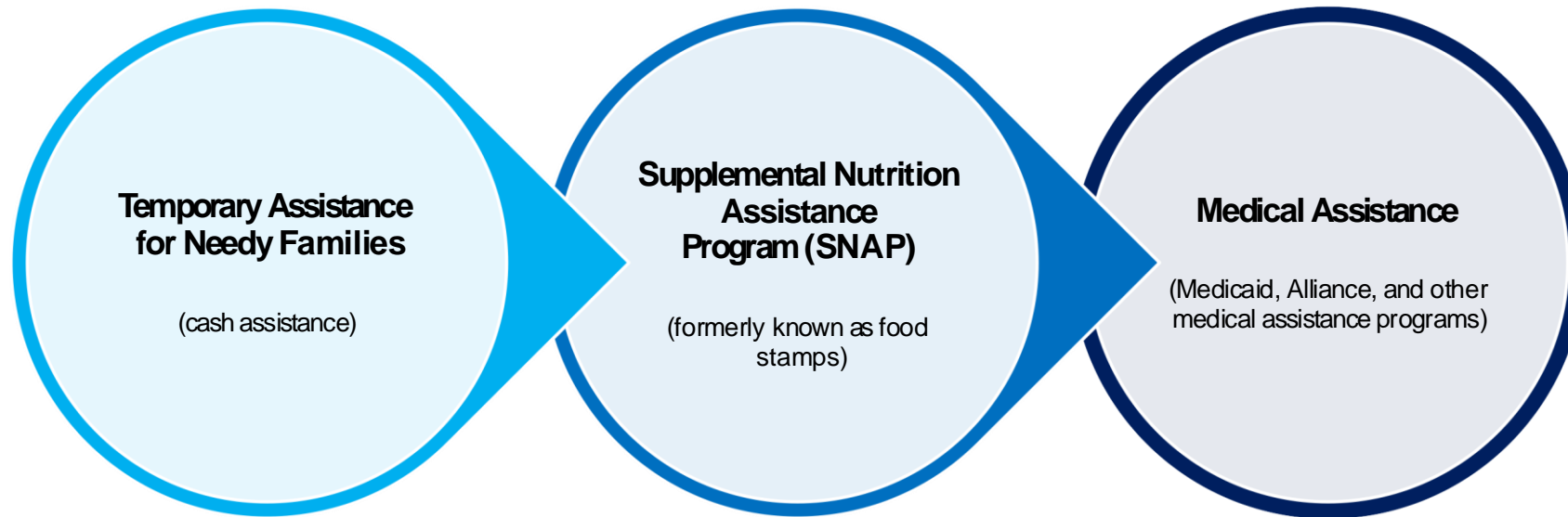
The mission of the District of Columbia Department of Human Services (DHS), is to empower every District Resident to reach their full potential by providing meaningful connections to work opportunities, economic assistance and supportive services.



DC | DEPARTMENT *of*
HUMAN SERVICES

Economic Security Administration (ESA)

DHS determines eligibility for medical assistance, food, and cash benefits programs available in the District, which helps residents enhance their economic stability and well-being. Delivery of these services is done through five Service Centers located in neighborhoods throughout the city.



Prevention & Diversion Housing Stabilization Plan

Programs to assist those in immediate risk of experiencing homelessness or are at risk of being evicted.

**Project Reconnect
(Individuals)**

a shelter diversion and rapid-exit program for unaccompanied adults experiencing homelessness.

**Homelessness Prevention Program
(Families):**

Prevention includes emergency cash assistance, conflict resolution support, and legal assistance to prevent evictions.

**Housing Options Prevention Education
(Youth):**

Prevents youth homelessness by diverting from shelters and reuniting with natural supports through mediation and family support when safe.

Emergency Rental Assistance (ERAP):

Provides funds for overdue rent, late fees, and court costs to prevent eviction, plus support for security deposits and first month's rent for new apartments.

Prevention and Safety Net

Street Outreach Programs

Engage unsheltered individuals and youth to provide connections to homeless services and behavioral health system resources, and implement harm reduction interventions to increase the health, safety, and wellbeing of individuals and youth experiencing unsheltered homelessness.

Drop-in Day Centers

- Youth drop-In Centers are facilities that offer youth-specific day services to youths facing housing crises.
- Drop-in day services to adult individuals experiencing homelessness. Locations utilizes a Housing First method to move individuals into housing by connecting them with supportive services.

Prevention and Safety Net

Emergency Shelter

- **Low Barrier Shelter (Individuals):** Shelters are operated by partner organizations under contract with DHS. Shelters provide a warm and safe place to stay and offer additional support services and case management. Shelter capacity is expanded during the winter months for residents who are at risk of hypothermia.
- **Short-term Family Housing Program (Families):** Dignified temporary housing options for families experiencing homelessness. Sites provide supportive services including case management, housing navigation and linkage to supportive services. Sites are operated by organizations contracted by DHS and located in all 8 wards.
- **Youth Emergency Housing:** Youth-friendly shelters and services to youth facing housing instability ranging from one night to up to three months to enable them to grow and move toward independence.

Short-term Placement & Interim Housing

Transitional Housing

Therapeutic, communal environment for populations with a desire for more structure and onsite support. Short-term (12 months) supportive living environment.

Youth-headed family households

Victims of domestic violence

Work Beds

Individuals with substance abuse issues

Rapid Rehousing

Provides housing location and stabilization services and short- to medium-term rental assistance (up to 18 months) to help an individual or family experiencing homelessness transition into stable permanent housing.

Rapid Rehousing (RRH)

Family Stabilization and Re-Housing Program (FRSP)

Supportive Services for Veteran Families (SSVF)

Collaborative Solutions for Communities (CSC)

Permanent Housing

- **Permanent Supportive Housing (PSH):** Is rental assistance through a Local Rent Supplement Program (LRSP) voucher or PSHP Local Subsidy and supportive services for an unrestricted period to assist individuals and families experiencing or at risk of chronic homelessness to obtain and maintain permanent housing and to live as independently as possible. Tiered levels of support including light, regular, and intensive supportive services.

–Tenant-based Model- LRSP or PSHP Local Subsidy are attached to the participant/HOH

Housing Focused Case Management Overview

Since **2010** DHS used the Housing First Model. In **2022**, DHS began the PSH3 Housing Supportive Services, where intensive case management services are reimbursed by Medicaid.

Three phases of Intensive Case Management

Intake

All participant who are deem eligible and prioritized by CAHP are matched to PSH. They must complete an intake with the goal of selecting their goals and their PSH Provider

Housing Navigation

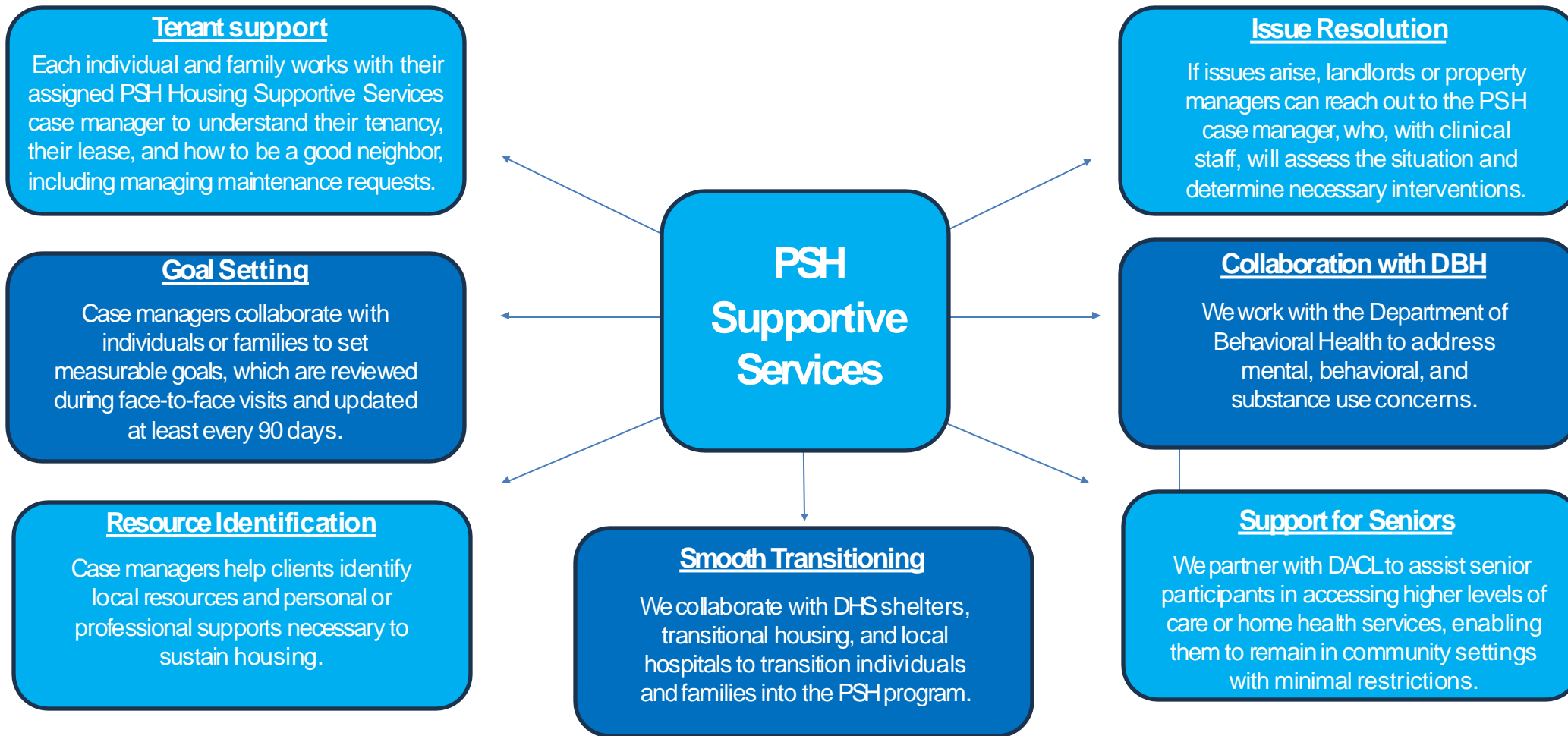
From PSH Provider assignment to lease up (120 days), the PSH case manager has a minimum of 4 contact per month (2 in person and 2 other types of contacts)

Housing Stabilization

From Initial or relocation lease up, the PSH Case Manager has a minimum of 2 contact per month (1 in person and 1 other type)

HOUSING FOCUSED Case Management

Overview





Questions & Answers



D.C. Department of Human Services
Contact Information

Chief of Staff, David Ross - David.Ross@dc.gov
Special Assistant, Tyler Edge – Tyler.Edge1@dc.gov



PUBLIC SAFETY FORUM

Thank you for attending.