



October 28, 2024

The Honorable Phil Mendelson
Chairman, Council of the District of Columbia
Members of the Council of the District of Columbia
1350 Pennsylvania Avenue, NW
Washington, DC 20004

Dear Chairman Mendelson and Councilmembers,

On behalf of the Cleveland Park Community Association (CPCA), we urge the Council to request an immediate, comprehensive, and independent review of the caseworker wraparound services provided to beneficiaries of the housing assistance voucher programs. The services are administered with the involvement of the Department of Human Services (DHS) under the oversight of the Department of Behavioral Health (DBH) through its contractor(s) to beneficiaries of the housing assistance voucher programs.

Individuals and families who receive federal and DC housing vouchers are entitled to receive certain wraparound services to support their transitions to their new living situations. We have heard repeatedly from neighborhood tenants, voucher recipients and property managers that many voucher tenants are not receiving supportive services. Voucher tenants and property managers share that they often do not know who their caseworkers are or how to contact them. This claim merits a factual evaluation.

We ask that the Council direct a thorough review of the case management practices employed by DBH and its contractor(s) to provide, track, and report on support services to D.C. housing voucher clients and to evaluate the quality of oversight provided by DBH of its contractors. Naturally, personally identifiable information and personal health records should be safeguarded. We are interested in aggregate data.

This review will help DBH, DHS, and the Council to understand the sufficiency of the existing standards and systems. The review also would yield actionable recommendations to DBH, the

Council, the District of Columbia Housing Authority (DCHA), DHS and other District and federal agency stakeholders.

This review should consider, among other things:

- Whether current case management practices, provide DBH and other stakeholders with sufficient information to effectively a) determine eligibility for support services, b) tailor services to the individual needs of different client individuals and families, and c) monitor the delivery of such services and client success, including reporting on unsuccessful efforts to reach clients;
- Whether DBH and/or its contractors are consistently tracking case visits, monitoring caseworkers' caseloads, monitoring the provision of approved services, and acting upon the recommendations and findings in case files;
- Whether DBH and/or its contractors have adequate data and case management systems in place to monitor the effectiveness of support programs for housing voucher assistance clients, and to provide timely and accurate reporting to the Council, the agencies involved, and the public about the program's performance;
- Whether DBH's case management contractors' performance meets the expectations laid out under the terms of the relevant contracts;
- Whether changes to policy or law could strengthen the performance and accountability of these programs; and,
- What are the reasons that the voucher recipients who are entitled to supportive services are not receiving them?

To be clear: CPCA strongly supports the Housing Choice Voucher Programs, whether federally or DC funded, including Permanent Supportive Housing. We welcome participants in these programs to Cleveland Park. Persistent questions have been raised about the availability and efficacy of wraparound services for voucher tenants. A thorough and independent accounting of the current systems, procedures, and data collected to manage and deliver services to program clients is the place to start to establish the facts.

Barr Weiner

President

Cleveland Park Community Association

cc: Councilmembers of the Council of the District of Columbia