

Ward 5 Short-term Family Housing

Background

As you may know, the District is developing a Short-term Family Housing program in Ward 5 located at **1700 Rhode Island Ave NE** and will begin serving families in summer 2019. The District has launched community Advisory Teams in each of the neighborhoods where a Short-term Family Housing program will be located. These Advisory Teams are made up of representatives from both the government and the community and they are responsible for:

1. Providing feedback on concerns related to quality of life during construction;
2. Disseminating information to other neighbors and constituent groups;
3. Working with the partners to develop Good Neighbor Agreements.

It is through these Good Neighbor Agreements (GNA) that the community will articulate mutual expectations of common courtesy, safety, and respect for all persons living in the neighborhood (both those living in the new program, and those in the vicinity). The GNA covers maintenance of property, safety and security, conduct and behavior, and communication and mutual respect between neighbors, District agencies, and Short-term Family Housing program service providers.

The scope of the GNA covers the maintenance and daily operations of the Short-term Family Housing program. The GNA does not pertain to other government services in the neighborhood or the programming that happens inside the Short-term Family Housing building. Once the GNA is finalized, expectations included in the GNA will be included in DHS's contract with the selected service provider for the Short-term Family Housing program.

Seeking your input

Attached you will find a draft of the GNA developed by the Ward 5 Advisory Team with input from the Department of Human Services (DHS) and the Department of General Services (DGS). The Advisory Team is seeking feedback from community members on the contents of the draft. As a reminder, the purpose of the Good Neighbor Agreement is not to dictate how services are provided inside the building, but to set expectations for how the building will operate in the community.

We look forward to continuing the collaboration with residents to ensure that this new program becomes an asset to the community and that neighbors, both existing and new, experience a high quality of life. For more information on the Mayor's plan to close and replace DC General Family Shelter, please visit: mayor.dc.gov/HomewardDC.

Ward 5 Short-term Family Housing Draft Good Neighbor Agreement

I. Background & Purpose of Agreement

On February 11, 2016, the District announced an all 8 Ward strategy to close and replace DC General before the end of 2018. As part of that plan, Short-term Family Housing programs are being developed in every Ward to provide families experiencing homelessness with a dignified and safe place to get back on their feet. The Short-term Family Housing program in Ward 5 is located at **1700 Rhode Island Ave NE** and will begin serving families in summer 2019.

The purpose of this Good Neighbor Agreement is to outline the commitment and shared responsibilities of the Contracted Service Provider for the site (to be determined through a competitive selection process), the Department of Human Services (DHS), the Department of General Services (DGS), and the surrounding neighbors in establishing and maintaining positive relationships. We agree that our community is stronger when we support one another.

II. Partners to this Agreement

- **The Department of Human Services (DHS)**, through contracts with nonprofit service providers, is the District government entity responsible for providing emergency housing for families experiencing a housing crisis. DHS is responsible for oversight of their contracted providers.
- **The Department of General Services (DGS)** is the real estate arm of the District government responsible for managing the construction at 1700 Rhode Island Ave NE and subsequently providing building management services for the facility, either directly or through a contracted vendor.
- **[Contracted Service Provider]** is the onsite operator for the short-term family housing at 1700 Rhode Island Ave NE under contract with DHS. They are responsible for day-to-day management of the site, including delivery of services to the families assigned to the site via the District's central intake center, enforcement of program rules, and communication across stakeholders when questions or issues arise to facilitate resolution.
- **The Advisory Team** is made up of community and Advisory Neighborhood Commission (ANC) representatives and is responsible for ensuring the community's voice is represented as the building is developed and the program becomes operational.
- **Client** means a family household staying at 1700 Rhode Island Ave NE while they are working on stabilization and identifying permanent housing.
- **Neighbor** means an individual who resides in the community surrounding 1700 Rhode Island Ave NE.

III. Terms of the Agreement

A. Maintenance of the Property

Clean, well-kept neighborhoods attract residents and businesses and demonstrate that people care about their community. To maintain the property at 1700 Rhode Island Ave,

[DGS] will:

- Maintain building management systems, including plumbing, lighting, electricity, and heating and cooling, in good working order, so as to avoid any structural, aesthetic, safety, or other negative impacts on building residents and neighborhood residents.
- Make any necessary repairs to the building as quickly as possible, in accordance with established maintenance and communication protocols.¹
- Develop and implement a “trash plan” for the site. Trash and recycling will be picked up every other day during the first 90 days of operation, during which DGS will monitor trash accumulation to inform a more detailed strategy for the site that covers frequency of pick up, timing, type of truck, etc.
- Develop and implement an integrated pest management strategy for the site, the execution of which will be monitored on a monthly basis.
- Treat adjacent sidewalks in advance of inclement weather (e.g., freezing rain, snow); remove snow during/following a weather event.
- Designate a smoking area for the site, which will be outlined in the Program Rules for the site (see footnote #2 below).
- Landscaping services will be provided by the District’s consolidated maintenance contract.
- Ensure that landscaping vehicles do not idle.

[DHS] will:

- Monitor the Contracted Service Provider’s compliance with the terms of their contract.
- Ensure contracts centrally held by DHS outline expectations related to vehicle noise (parking, idling, etc.).

[Contracted Service Provider] will:

- Keep the lawn, tree boxes, and sidewalk and alley adjacent to the property free of litter and other debris, conducting a walk-through for litter and debris pickup at least once per week.
- Develop a parking plan in coordination with any client staying at the property that owns a vehicle.
- Monitor vehicle noise of delivery drivers (e.g., idling, loud radios), communicating directly to vendors if modifications are needed, and communicating with DHS if support is needed from contract monitors.

Neighbors will:

- Report any issues associated with the property promptly to the Contracted Service Provider point of contact.

¹ Timelines for addressing maintenance issues will vary depending on the nature of the issue (e.g., health and safety issues versus more routine maintenance), whether parts must be ordered, whether an outside contractor must be hired, etc.

B. Safety and Security

All residents should feel safe and secure in their homes. Property owners and residents are encouraged to work together to create a safe and secure community. In order to promote safety and security,

DGS will:

- Ensure facilities, grounds, and parking lots are well-lit in accordance with designs produced by DGS and their architecture team. Lighting levels will be consistent with applicable public space codes, and will reflect community priority to use lower-Kelvin, warm lighting.
- Install minimally four exterior cameras, which will be monitored by on-site security and will record data for follow up by DGS Protective Services Division (PSD) and the Metropolitan Police Department if ever needed.
- Assist the contracted onsite security as needed during emergencies.

DHS will:

- Review Unusual Incident Reports filed by the Contracted Service Provider to determine if any contractual changes are required.

[Contracted Service Provider] will:

- Have contracted security on-site 24 hours a day, 7 days a week and ensure security walks the perimeter of the building according to their post duties.
- Secure criminal background checks staff and volunteers, in compliance with their DHS contract.
- De-escalation training will be provided in the contract for security staff.
- Complete an Unusual Incident Report, in compliance with their DHS contract and filed with DHS, in compliance with their DHS contract, for example anytime MPD or FEMS is called to the site.

Neighbors will:

- Be observant about activities happening in the area, as you would in any other part of the neighborhood.

C. Conduct/Behavior and Mutual Respect

Respectful behavior is the standard for the quality of life in a community. In order to promote good conduct and respectful behavior,

DHS will:

- Monitor the Contracted Service Provider's client orientation to and enforcement of Short-term Family Housing Program Rules.²
- Provide the Advisory Team with copies of the Program Rules.

[Contracted Service Provider] will:

² All District-funded homeless service system programs must have written program rules, which outline client rights, responsibilities, and general behavior/conduct. These rules must be reviewed with clients at orientation, and a signed copy must be kept in the client's file. Noncompliance with program rules may be cause for termination or transfer of the client, depending on the severity of the issue.

This document is a working draft, and does not reflect final language.

- Orient new clients to the Program Rules, and evenly enforce adherence to Program Rules.
- Enforce leash laws and ensure animal waste is disposed of appropriately if/when any clients have service animals on the Short-term Family Housing property.
- Provide structured opportunities for neighbors wishing to volunteer.

Neighbors will:

- Be friendly, courteous, and respectful to the residents at 1700 Rhode Island Ave NE as you would to any other neighbors.
- As interested, participate in volunteer opportunities offered by the provider. Neighbors wishing to volunteer will need to go through the Chapter 5, Title 27 DCMR process for background checks.

D. Communication Among Stakeholders

Communication between neighbors is extremely important in communities. In the spirit of mutual respect, if a concern arises, we ask that you let us know promptly and directly. We ask that you welcome clients as you would any other, and also understand the need for privacy and confidentiality with personal information.

DHS will:

- Identify a District government point of contact for 1700 Rhode Island Ave NE to the ANC 5B03 Commissioner, Councilmember's office, and other AT members in case issues/concerns need to be elevated and to assist with the annual review of this agreement (see Section IV below).

[Contracted Service Provider] will:

- Identify a clear point of contact for the site, making the information widely available (e.g., via the internet, the ANC, an onsite placard).
- Acknowledge receipt of any inquiries or concerns raised about the facility within 24 business hours; provide a plan for remediation within 72 business hours; and provide weekly email updates on the status of remediation until the issue is resolved. If the issue will take longer than one week to resolve, the provider will copy their DHS monitor, ANC 5B03 Commissioner, and the Councilmember's Constituent Services Director of the plan for remediation. Client privacy will be protected in this correspondence.
- When the community group has a planned agenda that addresses the Short-term Family Housing program, community members will invite the provider to join the meeting. Provider will also attend meetings of the ANC on a quarterly basis - two ANC 5B and two ANC 5C meetings each year.
- Provide notification to neighbors if programming may ever have an impact on the surrounding neighborhood (e.g., a special event for residents). At a minimum, this should include notification by email to ANC 5B03 Commissioner and flyering adjacent properties.
- Maintain a webpage with information about the program's point of contact for any community concerns.

Neighbors will:

- Promptly and courteously report any issues or concerns to the Contracted Service Provider point of contact.

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- Notify the provider of community events in which the provider and residents may wish to participate.

IV. Updating the Agreement

The terms of this agreement shall be reviewed annually by the contracted provider and the Department of Human Services and presented via a public meeting, such as a monthly ANC 5B meeting. Based on feedback solicited, DHS will determine if any updates to the agreement are needed.