

Ward 5 Short-term Family Housing Program The Sterling Good Neighbor Protocol

I. Background & Purpose of Protocol

On February 11, 2016, the District of Columbia 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 the summer of 2019. The building was named The Sterling by the community.

The purpose of this Good Neighbor Protocol is to outline the responsibilities and shared goals of the Contracted Service Provider for the site, National Center for Children and Families, who was selected through a competitive selection process; the District 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 Protocol

- **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.
- **National Center for Children and Families (NCCF)** 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, and enforcement of program rules. They are also responsible for facilitating communication and resolution across stakeholder groups when questions or issues arise.
- **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 Protocol

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,

Through their consolidated maintenance contract, DGS:

- Maintains 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.
- Makes any necessary repairs to the building as quickly as possible, in accordance with established maintenance and communication protocols.¹
- Develops and implements a “trash plan” for the site. Trash and recycling is picked up three days per week 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.
- Develops and implements an integrated pest management strategy for the site, the execution of which will be monitored on a monthly basis.
- Treats adjacent sidewalks in advance of inclement weather (e.g., freezing rain, snow); remove snow during/following a weather event.
- Ensures landscaping services are being provided by the District’s consolidated maintenance contract.
- Ensures that landscaping vehicles do not idle.

DHS:

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

NCCF:

- Keeps 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.

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 orders, whether an outside contractor must be hired, etc.

- Develops a parking plan in coordination with any client staying at the property that owns a vehicle.
- Monitors 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.

Neighbors:

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

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:

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

DHS:

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

NCCF:

- Has contracted security on-site 24 hours a day, 7 days a week and ensures security walks the perimeter of the building according to their post duties.
- Secures criminal background checks for staff and unsupervised volunteers, in compliance with their DHS contract.
- Ensures de-escalation training is provided to security staff.
- Completes and files an Unusual Incident Report, in compliance with the DHS contract. For example, this is done anytime MPD or FEMS is called to the site.

Neighbors:

- Are observant about activities happening in the area, as they 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:

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

NCCF:

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

Neighbor:

- Are friendly, courteous, and respectful to the residents at 1700 Rhode Island Ave NE as they would to any other neighbors.
- As interested, participate in volunteer opportunities offered by the provider. Unsupervised volunteers would need to complete a background check.
- Communicate responsibly to the service provider, NCCF, regarding any and all concerns about Sterling client behaviors.

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.

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.



DHS:

- Identifies 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.
- Assist with the annual review of this agreement (see Section IV below).

NCCF:

- Identifies a clear point of contact for the site, making the information widely available (e.g., via the internet, the ANC, an onsite placard).
- Acknowledges receipt of any inquiries or concerns raised about the facility within 24 business hours; provides a plan for remediation within 72 business hours; and provides weekly email updates on the status of remediation until the issue is resolved. Client privacy will be protected in this correspondence.
- Attends meetings when the community group has a planned agenda item that involves the Short-term Family Housing program. Provider will also attend meetings of the ANC on a quarterly basis - two ANC 5B and two ANC 5C meetings each year.
- Provides notification to neighbors if programming may 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, the Chairs of ANC 5B and 5C, and putting flyers on adjacent properties.
- Maintains a webpage with information about the program's point of contact for any community concerns.

Neighbors:

- Promptly and courteously report any issues or concerns to the NCCF point of contact.
- Notify the provider of community events in which the provider and residents may wish to participate.

IV. Updating the Protocol

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.



The Advisory Team meets in-person as needed, but at least twice annually after the program opens. The selected service provider takes over the co-chair responsibilities on behalf of the District. The ANC designates a community co-chair.

DHS Point of Contact: Jenna Cevasco, Short-term Family Housing Program Manager

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