

Exhibit  
Select Examples  
Ward 1 STFH Referred by City Officials as  
Emergency Housing/Shelter

- Mayor's July 1, 2019 Press Release on Ward 1 STFH Groundbreaking
- Deputy Mayor Website Defining STFH as Emergency Shelter
- Councilmember Nadeau's Press Release on Accomplishments
- DGS Good Neighbor Protocol Draft With Track Changes Showing Document Modified from Other Ward Emergency Shelter Protocol
- DGS FAQs for Ward 1 Shelter

Office of the Mayor

## Mayor Bowser Breaks Ground on Ward 1 Short-Term Family Housing



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[Ask the Mayor](#)



[Muriel Bowser](#)  
Mayor

Tuesday, July 2, 2019



(Washington, DC) – Today, Mayor Bowser broke ground on the Ward 1 Short-Term Family Housing, the final building in the Mayor’s plan to replace the DC General Family Shelter with dignified, service-enriched programs across DC. Programs in Wards 4, 7, and 8 opened in Fall 2018, programs in Wards 5 and 6 will open in Fall 2019, and Ward 3’s program is scheduled to open in 2020.

“When our neighbors experience a housing crisis, we’re going to be there for them with programs in all eight wards that are safe, service-enriched, and support a quick return to permanent housing,” said Mayor Bowser. “Closing DC General was only the first step. We’re also investing in resources and supports to ensure fewer families in our city ever experience homelessness in the first place. When they do, though, we will have the shelter and programming in place to help them get back on their feet quickly.”

Establishing an effective crisis response system, including the development of smaller, community-based short-term family housing programs, is one part of Mayor Bowser’s strategic plan to end homelessness in the District. Short-term family housing buildings provide a safe, clean, and private place for up to 50 families while they work to obtain permanent housing. Each building is equipped with places for children of all ages to play and do homework and will include services to help families quickly stabilize and exit shelter. The Ward 1 site will include 35 apartment-style emergency shelter units for families and 15 permanent supportive housing apartments for senior women.

“Being able to deliver these services in a space that shows our families that we care about them is part of building trust and enabling better outcomes for families,” said Department of Human Services Director Laura Zeilinger. “One example of this is that we are seeing a families exit shelter and regain permanent housing more quickly. We are extremely grateful to Mayor Bowser, the DGS team and all of the other amazing partners who have helped us design this beautiful building.”

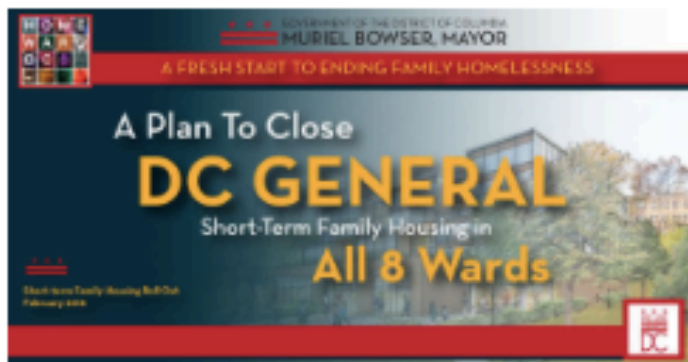
## July 1, 2019 Mayor Bowser Press Release Equating Ward 1 STFH with “Emergency Shelter”

Since the implementation of Homeward DC, the District has seen a nearly 22% decrease in homelessness, driven by a 45% reduction in homelessness among family households, and chronic homelessness is the lowest it has been in 15 years. The Mayor's Fiscal Year 2020 budget invested \$37 million in new funds to continue the implementation of Homeward DC to make homelessness rare, brief, and non-recurring, including over \$20 million to support the new short-term family housing programs and help residents transition into permanent housing.

“Emergency shelter is a critical component of any homeless service system,” said DC Interagency Council on Homelessness Director Kristy Greenwalt. “Ensuring that we have facilities that are of a more appropriate scale and quality is an essential part of the Homeward DC plan.”

The Mayor was joined at the groundbreaking by Ward 1 Councilmember Brianne Nadeau, administration officials, members of the Ward 1 Short-Term Family Housing Advisory Team, and community members.

## Ending Homelessness in the District of Columbia



**Mayor Bowser has a plan to end homelessness.** As part of that plan, her administration is transforming the shelter system to ensure that any family in the District that experiences a housing crisis has a safe, dignified place to get back on their feet.

In October, 2018 Mayor Bowser delivered on her promise to close DC General Family Shelter once and for all. DC General was too big, too old, and too isolated to serve families.

In its place, Mayor Bowser is developing a new **Short-term Family Housing** program in each ward. These neighborhood-based programs will provide wrap around services, 24/7 security, and a safe environment to ensure that families who have fallen on hard times have a fair shot at a second chance.

Three Short-term Family Housing programs are already serving families. *The Kennedy* in Ward 4, *The Horizon* in Ward 7, and *The Triumph* in Ward 8 were opened by Mayor Bowser in fall 2018 and are operating with support from their new communities.

In 2019 and 2020, the Mayor will open the final four Short-term Family Housing programs in Wards 1, 3, 5, and 6.

### [What is Short-term Family Housing?](#)

Short-term Family Housing is dignified, service-enriched emergency shelter for families experiencing homelessness. Each Short-term Family Housing site will accommodate up to 50 families. The sites will be small, safe and clean with private rooms, and will give families a dignified place to stay until they get back to a place they can call home. Unlike DC General, these buildings have places for children of all ages to play and do homework. They also include the kind of services that help families exit shelter as quickly as possible.

### [Short-term Family Housing in Your Neighborhood](#)

Because homelessness is an all eight wards problem, it requires an all eight wards solution. That is why Short-term Family Housing programs are being developed across the District. To ensure that every Short-term Family Housing program fits into the fabric of its community, Advisory Teams have been established in each neighborhood where Short-term Family Housing is being developed so that residents and civic leaders can help guide the development of each site. Learn more about

[Advisory Teams.](#)

**Councilmember Nadeau on Ward 1 STFH – As stated on:  
<https://www.brianneknadeau.com/issues/human-services>**

## **What I've Done**

- As chair of the Committee on Human Services, I recently funded several important items in the FY2020 budget, including:
  - 585 new units of Permanent Supportive Housing
  - Fully funded the Solid Foundations plan to end youth homelessness
  - Created a Homelessness Street Outreach Program, with three outreach teams working across the District
  - Fully funded the Safe Shores program, which provides aid to youth and adolescents affected by violence and abuse
  - Funded the New Heights Program for Expectant and Parenting Students
  - Increased funding for Rapid Rehousing by \$1M to help prevent families from falling into homelessness
  - Enhanced the Emergency Rental Assistance Program by an additional \$215,000
- Oversaw the closing of the DC General Shelter and its replacement with new Short Term Family Shelters across the District, including the Ward 1 facility, currently under construction.

# Good Neighbor Protocol

## Ward 1 Short-term Family Housing

### 2500 14<sup>th</sup> Street, NW

**Commented [SJ(1)]:** General ideas to work into agreement:  
-How best to incorporate Rita Bright  
-How best to distinguish the seniors living in the PSH  
-Big neighborhood priorities: trash, loitering, pick up/drop off area.

#### Background

On February 11, 2016, after more than a year of careful work and planning, Mayor Muriel Bowser unveiled an all 8 Ward strategy to close and replace DC General before the end 2018. Since then residents across the District have signed a pledge reaffirming their belief that every neighborhood, and every resident, has a stake in preventing homelessness and supporting people who experience homelessness. In that pledge, residents expressed their support for smaller, **more dignified emergency housing for families across the District.**

#### Purpose

The purpose of this Good Neighbor Protocol is to outline the commitment and shared responsibilities of [the provider] and the Department of Human Services (DHS), the Department of General Services (DGS), and the neighbors in establishing and maintaining positive relationships. We agree that our community is stronger when we support one another.

#### Roles and Responsibilities/Definitions

- **The Department of Human Services (DHS)**, through contracts with providers, offers emergency shelter for families experiencing a housing crisis. DHS is responsible for oversight of contracted providers who provide this emergency shelter.
- **The Department of General Services (DGS)** is the real estate arm of the District government responsible for managing the construction at 2500 14<sup>th</sup> Street, NW and provides building management services for facilities owned or operated by the District.
- **[The Provider]** is the organization who operates the short-term family housing program for families experiencing homelessness at 2500 14<sup>th</sup> St. NW through a contract with DHS.
- **The Advisory Team** is made up of community and 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 an individual or family receiving services at DHS at 2500 14<sup>th</sup> Street NW.
- **Neighbor** means an individual who lives in the community surrounding 2500 14<sup>th</sup> Street NW.

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## 1. Maintenance of Property

Clean, well-kept neighborhoods attract residents, increase property values and give the impression that people care about their community. Property owners and residents share the responsibility for keeping their property well-maintained, presentable and within the design standards of the community. To maintain the property,

### [The Provider]:

- a) Keeps the sidewalks, tree boxes, curbs and alleys adjacent to the property free of litter and other debris;
- b) Acknowledges neighborhood concerns related to the property within one business day and shares a response about how the concern may be remediated within three business days; and
- c) Designates a smoking area for the site, which is outlined in the Program Rules for the site.

### DGS:

- a) Maintains facilities, grounds and parking lots to ensure they are well-lit and in good condition;
  - b) Maintains building management systems;
  - c) Makes any necessary repairs to the building as quickly as possible, providing a timeline for repairs when something is not able to be repaired within three business days; and
- Develop a schedule for trash removal that meets the needs of the building and starts at three times per week, ensuring that pickups do not take place before or after hours permitted by the city.
  - Develops of schedule for pest control that start with x times a month and readjusting as needed.

### Rita Bright

- a) Keeps their adjoining sidewalks, tree boxes, curbs and alleys adjacent to their property free of litter and other debris;
- b) Coordinates with [the Provider] on the upkeep and maintenance of any shared spaces, e.g. the parking garage.

### As a neighbor, I:

- a) Keep the sidewalks, tree boxes, curbs and alleys adjacent to my property free of litter and other debris;
- b) Provide a response within two business days to any neighborhood concerns related to my property that outlines how issues will be remediated;
- c) Maintain my property and parking areas to ensure they are well-lit and in good condition; and
- d) Make any necessary non-structural repairs to my property as quickly as possible, addressing safety concerns within three business days after they are reported or identified.

## 2. 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

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**Deleted:** Develops a routine schedule for pest control and trash removal.

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**Commented [SJ(2):** Explore language that address queuing.



and security,

[The Provider]:

- a) Provides contracted security on-site 24 hours a day, 7 days a week and ensures that security walks the perimeter of the building in the property line;
- b) Provides secure criminal background checks for individuals and unsupervised volunteers, employees, and applicants for employment in compliance with the contract with DHS; and
- c) Investigates and responds to confirm receipt within 24 hours and provide detailed response within three business days to any client-related concerns reported by neighbors when possible without breaking client confidentiality.

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DGS:

- a) Ensures sufficient signage and lighting on the grounds of the property;
- b) Installs exterior cameras which are monitored by on-site security; and
- c) Through its Protective Services Division, assists the contracted on site security as needed during emergencies.

As a neighbor, I:

- a) Stay observant about activities happening at or around the program, as I would in any other part of the neighborhood, and alert District agencies of activities as appropriate.

**Commented [SJ(3)]:** Dig into MPD's role further.

### 3. Conduct and Behavior

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

[The Provider]:

- a) Develops and enforces rules that encourage respect inside the short-term family housing program and in the surrounding neighborhood, and quickly addresses rule violations when they occur. These rules are shared with the Advisory Team;
- b) Prohibits loud music, threatening language and behavior, and weapons in and on the property; and
- c) Enforces leash laws and ensures pet waste is disposed of appropriately on the property when clients have service animals.

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As a neighbor, I:

- a) Am friendly with, and courteous to, all neighbors by refraining from playing loud music and using threatening language and behavior in the community; and
- b) Abide by leash laws, ensure pet waste is disposed of appropriately, and not walk dogs on the STFH site property.

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### 4. Communication and Mutual Respect

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.

[The Provider]:

- a) Keeps the lines of communication open and provides a clear point of contact to respond to community;

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[Contact info]

**Deleted:** Nicole Flowers, NCCF - The Kennedy Program Director 240-372-3289  
Janice Wellington, NCCF, Administrator, Family Services 202-543-3217 ext. 245  
Ralph D. Belk, NCCF, Deputy Executive Director, 301-365-4480 ext. 120



- b) Takes an active role in the community by participating in meetings of Advisory Neighborhood Commission 1B, Civic Associations or other formal and informal neighborhood groups when the community group has a planned agenda that addresses the Short-term Family Housing program;
- c) Provides notification to neighbors when programming might have an impact on the surrounding neighborhood which at a minimum includes notification by email to x;
- d) Provides opportunities for neighbors to volunteer;
- e) Meets with the Advisory Team in-person at least two times annually; and
- f) Reviews and updates Good Neighbor Protocols with the Advisory Team annually.

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As a neighbor, I:

- a) Participate in volunteer opportunities offered by the provider, which requires going through the Chapter 5, Title 27 DCMR process for background checks; and
- b) Notify the provider of community events in which the provider and residents may wish to participate.

DHS Point of Contact: Jenna Cevasco, Short-term Family Housing Program Manager  
[Jenna.Cevasco@dc.gov](mailto:Jenna.Cevasco@dc.gov)  
 (202) 255-1031

DGS Point of Contact: Rob Tate, Project Manager  
[rob.tate@dc.gov](mailto:rob.tate@dc.gov)  
 202-480-7792

**Deleted:** Agyei Hargrove

**Deleted:** [Agyei.Hargrove@dc.gov](mailto:Agyei.Hargrove@dc.gov)  
 (202) ...

**Deleted:** [698-4151](tel:698-4151)





**Frequently Asked Questions (FAQs)  
Short-Term Family Housing (STFH)**

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**Ward 1 & 1420 CLIFTON-SPECIFIC INFORMATION**

**FAQ 1: Where is the new project, and what type of housing/program will be there?**

Response: As part of the Homeward DC strategic plan (see FAQ 12 below), the District is building 35 units of short-term emergency housing for families, along with 15 Permanent Supportive Housing units for seniors. The address of the project is 2500 14<sup>th</sup> Street.

**FAQ 2: Who is the contractor for the Ward 1 STFH project?**

Response: The architect on the project is [Cunningham-Quill](#), and contractor is [GCS, Inc.](#)

**FAQ 3: Who represents 1420 Clifton on the Advisory Team? How can residents be sure to get updates? (Note: See FAQ 27 for information on the purpose/role of the Advisory Team.)**

Response: Since the AT launched in in February of 2018, there have been three designated seats for residents of 1420 Clifton. The individuals that were initially identified attended a few meetings in 2018, but have since stopped attending. There is currently no one from 1420 Clifton attending the AT meetings, though we continue to welcome participation if anyone is willing to volunteer. Absent someone from the building who is willing to participate and help disseminate information to other residents of 1420 Clifton, residents should be sure to sign up for Commissioner Bristol’s listserv at <https://www.jenbristoldc.com/> to get important updates on project status, construction-related street closures, or other project news. Residents can also view Advisory Team meeting minutes and materials at [www.mayor.dc.gov/homewarddc](http://www.mayor.dc.gov/homewarddc).

**FAQ 4: When is the project expected to be completed?**

Response: Substantial Completion is currently anticipated for September of 2020, and Final Completion anticipated in November of 2020 with residents beginning to move in shortly thereafter.

**FAQ 5: What are construction hours at the site?**

Response: The Advisory Team worked with District Officials and the team at GCS, Inc. to develop the attached Construction Guidelines, which attempt to proactively identify concerns and identify solutions so as to minimize impact on neighborhood residents. As the Construction Guidelines state, standard permitted working hours in the District are Monday through Saturday from 7a to 7p. At this site, per Advisory Team discussions, we will begin ramping down work at 3p each day as schools let out and foot

traffic in the neighborhood picks up. Any work outside of the standard permitted hours (weeknights after 7p, weekends, or holidays) must be approved by the ANC.

**FAQ 6: I have heard construction starting before 7a. What can we do to address this?**

Response: Concerns should be flagged immediately to both Dan McCarthy, GCS, Inc. Project Executive, and Datillo Radcliff, Department of General Services (DGS) Project Manager. That said, this issue was discussed at a recent Advisory Team meeting, and GCS indicated that moving forward, the gates will not be open until 7a to prevent an early start time.

**FAQ 7: I am concerned that the construction may cause damage to my unit. What should I do?**

Response: The Department of General Services conducted baseline assessments of adjacent buildings (exterior and interior, as permitted by residents) to document pre-construction conditions. Many owners at 1420 Clifton took advantage of these assessments, so please be sure to keep this documentation on hand. DGS uses state-of-the-art seismic monitoring to monitor the vibrations associated with the construction activity, so although neighbors will feel vibrations and it may be noisy (especially while the foundation work is happening), it is very unusual for adjacent buildings to be damaged. If an immediate neighbor does notice damage caused by construction, they should file a claim through the DC Office of Risk Management. Information on how to file a claim is attached.

**FAQ 8: If the new STFH site is being built right up to the property line, will residents of 1420 Clifton facing into the courtyard still have egress in the case of emergencies?**

Response: Per zoning requirements, DGS can build to the property line. The 1420 Clifton courtyard is not used as an egress area of refuge for their building, therefore egress from the existing courtyard is not required. DGS will continue to be a good neighbor and has designed a passageway at grade level to allow access to/from the courtyard from the 1420 Clifton Parking Lot.

**FAQ 9: Why did some residents of 1420 Clifton have to move their cars? What will happen once the project is complete?**

Response: As discovered in the 1420 Clifton existing condo docs included in the plot plan, 1420 Clifton's parking lot extended over the property line, and the District needed to reclaim this property to move forward with construction. This issue was flagged to members of the Board in early 2019 to help facilitate a smooth transition, however, information was not passed along to the owners and/or renters of those parking spaces until very late in the process.

To help minimize the impact on 1420 Clifton, GCS regraded the area behind Rita Bright Recreation Center to allow for temporary parking for the impacted residents throughout the construction process. This parking area will be reconfigured to allow for access to the trash room and loading area serving the new STFH site. Accordingly, 1420 Clifton residents will not have permanent access to any temporary construction parking.

The lot currently is large enough to accommodate the same number of cars simply by restriping the lot. The District has offered to help 1420 Clifton by restriping the lot at no cost to the condo association. However, the District would need Board approval to do so, along with help coordinating a day/time when all cars will be off the lot. This would happen towards the end of the construction. We have asked the 1420 Clifton Board to communicate a decision to DGS by March 31, 2020. If no request is made, the

District will assume the Board will manage the situation on their own (though again, the temporary spots behind Rita Bright will no longer be available once construction is complete).

**FAQ 10: I have seen construction workers parking in the neighborhood. Parking for residents is already very limited. How can we prevent this?**

Response: The Advisory Team had extensive discussion about parking during the construction phase, including how to enforce parking by those without resident parking permits. The attached Construction Guidelines outline the parking plan for contracted workers at the site. As discussed at the June Advisory Team meeting, GCS was not able to rent space from Sherman Williams, but instead was able to find a vacant lot behind 2420 14<sup>th</sup> Street (Capitol View Apartments) which is being used for employee and subcontractor parking. Although residents have reported other construction workers they have seen parking in the neighborhood, the District has been able to confirm by the color of vests and hardhats in the photos provided that they are not affiliated with the District's project. Residents can and should continue to send documentation to the contacts listed in FAQ 11 if they see illegal parking and the District will follow up accordingly.

**FAQ 11: Who should I contact if I have a question or concern?**

Response: If you have an immediate and time-sensitive concern about a construction-related issue, contact the onsite Project Executive from GCS, Inc. Dan Waldo at [dwaldo@gcs-sigal.com](mailto:dwaldo@gcs-sigal.com) or 240-498-8567.

If you have a general question about Homeward DC, the Ward 1 STFH site, Advisor Team process, or neighborhood impacts, you can reach out to any of the following and we will help get your question addressed.

Datillio Radcliff  
Ward 1 STFH Project Manager  
Department of General Services  
[datillo.radcliffe@dc.gov](mailto:datillo.radcliffe@dc.gov)

Kristy Greenwalt (Ward 1 AT Co-Chair)  
Director to End Homelessness  
Executive Office of the Mayor  
[Kristy.greenwalt@dc.gov](mailto:Kristy.greenwalt@dc.gov)

Jennifer Bristol (Ward 1 AT Co-Chair)  
ANC Commissioner for SMD 1B06  
[1B06@anc.dc.gov](mailto:1B06@anc.dc.gov)

Reuben Forman  
Ward 1 Liaison, Mayors Office of Community Relations  
[Reuben.Forman@dc.gov](mailto:Reuben.Forman@dc.gov)

## HOMELESS SERVICES SYSTEM REFORM

### **FAQ 12: What is the overall plan for reforming the homeless services system the District?**

Response: In March of 2015, the District launched the [Homeward DC Plan](#)<sup>1</sup> to begin efforts to transform the City's response to homelessness – from one focused only on shelter to a system that a) prevents housing loss whenever possible, b) offers dignified short-term emergency housing when people need it, and c) helps people exit homelessness to permanent housing as quickly as possible. The overarching goal of the Homeward DC is to ensure that homelessness is a rare, brief, and nonrecurring event in the District of Columbia. The plan includes over 40 strategies to help accomplish this objective, of which the Short-Term Family Housing (STFH) initiative is just one. Since the first year of plan implementation in 2016 through 2019, homelessness in the District decreased 21.9% overall, driven by a 45% reduction in homelessness among families. Over 4,600 families and another 4,800 single adults have exited the streets or emergency shelter to permanent housing during this time. While our data tells us we are going in the right direction, much work remains. The ICH is currently in the process of updating the Homeward DC plan to guide the District through the next phase of implementation.

### **FAQ 13: What is the purpose of the Short-Term Family Housing Initiative?**

Response: As Chapter 4 of the Homeward DC plan explains, as homelessness in the District grew, the District became increasingly reliant on large, District-owned buildings to meet the emergency shelter needs of residents. These are buildings that were not designed to serve as housing (short or long-term), are poorly suited for that task, and over time have become more difficult and costly to maintain.

Accordingly, in addition to scaling permanent housing resources, Homeward DC calls for the replacement of these large facilities with smaller, more dignified, community-based emergency housing programs. The Short-Term Family Housing initiative was launched in 2015 to replace the capacity of the District's largest family shelter, housed at the old DC General Hospital. In addition, some of the new shelters (e.g., the Ward 1 site) will help meet other gaps in the family system. In later years of plan implementation, the District anticipates taking on similar projects to replace capacity of sites serving single adults.

### **FAQ 14: Are all the Short-Term Family Housing sites similar? How many families will be housed at each of the sites?**

Response: The majority of sites that are part of the DC General replacement strategy will have between 45 and 50 units, though the smallest site will have 35 units (see table below). All of the DC General replacement sites will have a unique aesthetic but must comply with the design principles outlined in the Homeless Shelter Replacement Act of 2016. These facilities will all be private room accommodations but not full apartments (e.g., shared bathrooms and dining).

In addition to the DC General replacement sites, per the District's Homeless Services Reform Act (HSRA), the District must maintain a certain number of apartment-style shelter units to accommodate families with special needs. The Ward 1 site will replace one of the District's apartment-style shelters, a building with a lease that recently expired.

<sup>1</sup> The Homeward DC plan is available on the Interagency Council on Homelessness website at <http://ich.dc.gov/page/homeward-dc-ich-strategic-plan-2015-2020>.

Ward	Address	# of Units	DC General Replacement?
1	2500 14 <sup>th</sup> St NW	35 apartment style units +15 PSH units	No - Replacing Spring Road Apartment-Style Shelter
2	810 Fifth Street NW	N/A (congregate)	No - Replacing John Young/Open Doors Shelter for Women
3	3320 Idaho Avenue NW	50	Yes
4	5505 Fifth Street NW	45	Yes
5	1700 Rhode Island Ave NE	46	Yes
6	850 Delaware Ave SW	50	Yes
7	5004 D Street SE	35	Yes
8	4225 6 <sup>th</sup> Street SE	50	Yes

**FAQ 15: Where is the permanent housing in DC that families will transition to following time in STFH?**

Response: Families exiting emergency shelter move on to a variety of destinations. Each family makes a unique decision based on the availability of family and social supports as well as the availability of governmental housing subsidies, whether within or outside the District. Destinations for families exiting emergency shelter most typically include subsidized rental housing, market-rate rental housing, and reunification with friends or family.

**ON SITE SERVICES**

**FAQ 16: What services are happening on-site?**

Response: The wrap-around services provided and/or coordinated onsite include linkages to permanent housing programs and housing search assistance; early childhood screening and liaisons to schools; connection to education, training and employment services; connection to health care and behavioral health care; financial and budget management counseling; and 24-hour program and security staffing. The program will also partner with community service organizations to provide and/or coordinate services onsite, including health and wellness programs; mentoring and tutoring; and programming and enrichment activities for children and parents. The program will have age-appropriate outdoor and indoor recreational space, study rooms and computer labs, a health and wellness room for health care providers to examine and treat residents, space for enrichment programming, case management services and social service provision, and a dining room where meals will be provided twice times daily. The program will also provide families with private living quarters with refrigerators and access to other food storage and preparation spaces as well as laundry facilities onsite. (Note - meals are not provided in apartment-style shelter, as most residents receive SNAP benefits and are able to cook in their own units.)

**FAQ 17: What services will be offsite?**

Response: Offsite programs include connections to employment, training and education services, childcare, and primary health care. Some services are provided both onsite and offsite, such as behavioral health care and case management services.

**FAQ 18: Do we know who will provide services at the sites?**

Response: The service provider at each site will be selected through a competitive procurement process. The Department of Human Services will issue a Request for Proposals (RFP) for the provision of services for each Short-term Family Housing site. A Technical Panel will score proposals based on a number of factors including past experience and responsiveness to the needs of the program. The most competitive proposal will be awarded the contract.

**NEW NEIGHBORS****FAQ 19: What is the typical family background and composition?**

Response: Of the families experiencing homelessness, approximately 80 percent previously lived with family or friends, approximately 75 percent are single-parent households, and approximately 43 percent are headed by transition-aged youth (aged 18 to 24 years old).

**FAQ 20: How many families and persons will live in each site?**

Response: The Homeless Shelter Replacement Act of 2016 legislated the number of units at each Short-term Family Housing site. The largest site will have 50 units. The average family size for families experiencing homelessness is approximately 2.5 persons per family. That means roughly 125 people will be living at a 50-unit site, but this changes on a daily basis.

**FAQ 21: What is the age range of the children who will reside at the site?**

Response: Of the children residing at DC General, approximately 41 percent were infants/toddlers, 48 percent were elementary school-aged, and approximately 11 percent were middle or high school-aged. The number and ages of children may vary slightly over time, but on average, the majority of children in the family shelter system are in 5<sup>th</sup> grade or younger.

**NEIGHBORHOOD IMPACTS****FAQ 22: What will be the likely effect on property values?**

Response: Research suggests that adding this type of programming to a neighborhood rarely has any impact on property values or crime. In some cases, adding a program in a vacant space has increased adjacent property values and decreased crime. For reference, you may find relevant studies here:

<https://www.hudexchange.info/resources/documents/TheQuestionofPropertyValues.pdf>

[https://shnny.org/uploads/Project\\_HOME.pdf](https://shnny.org/uploads/Project_HOME.pdf)

[https://www.huduser.gov/Publications/pdf/support\\_1.pdf](https://www.huduser.gov/Publications/pdf/support_1.pdf)

[http://furmancenter.org/files/publications/Impact\\_of\\_Supportive.pdf](http://furmancenter.org/files/publications/Impact_of_Supportive.pdf)

In addition to making these buildings great for the families that live there, we want to make sure that they are great for our neighborhoods. That's why we are committed to designing high-quality buildings that match the character of the neighborhood. La Casa, a permanent supportive housing site in Columbia Heights for formerly homeless men, has won several architectural awards in the past several years. We hope to achieve the same with these new sites.



**FAQ 23: What will the impact be on school enrollment and funding?**

Response: Of the school-aged children residing at DC General near the end of the 2016 school year, less than 10 percent attended the in-boundary elementary school. Students at DC General attend more than 50 schools across every Ward of the District. Although data shows that the vast majority of students at DC General do not choose to attend the in-boundary schools (this trend continues in Short-term Family Housing), the District intends to accommodate any increase in school enrollment as it would for any school experiencing an increase in enrollment.

**FAQ 24: What is the anticipated impact on parking?**

Response: The vast majority of families staying in emergency shelter do not have cars and utilize public transportation, as do many District residents. For on-street parking, the current zoned parking regulations apply. Parking for staff and deliveries will be contemplated as part of each site’s design and will be discussed during the Advisor Team meetings.

**FAQ 25: What is the plan for facility maintenance long-term?**

Response: District-owned facilities are maintained and secured by the Department of General Services (DGS). DGS will either use a Consolidated Maintenance Contract (CMC) or will use employees in the Facilities Maintenance Division (FMD) of DGS to manage the facility maintenance requirements, which will include interior, exterior and landscaping elements. Additional custodial and security will also be provided through the service provider contracts (the homeless service provider that will manage the short-term housing program). The service provider will be chosen through a competitive process that will be conducted before the facility is opened. Furthermore, Good Neighbor Protocols, which will be developed between the Advisory Team (see FAQ 27 below) and the service provider will ensure that the community has input on maintenance commitments and expectations.

**FAQ 26: What type of security will be at the site?**

Response: District-owned facilities are maintained and secured by the Department of General Services (DGS) in partnership with the service provider, who will be selected through a competitive procurement process. Currently, our Short-term Family Housing programs provide 24-hour security and have curfews and evening and weekend programming for children and parents. In addition, the “good neighbor protocol,” for each site will set forth clear expectations for ongoing Advisory Team engagement and coordination.

**GETTING INVOLVED**

**FAQ 27: How will the District solicit input from and provide updates to neighborhood residents?**

Response: Across all of the new STFH sites, the District will be using an Advisory Team process to stay in touch with community members during planning, construction, and operations. The AT will consist of neighborhood residents from the Single Member District where the new building will be located. The role of the AT members is to share feedback with District leaders on behalf of the surrounding community, as well as to help distribute updates and information back out to the community following meetings. The AT members will also recommend other meetings that District official should attend (e.g., ANC or Civic Association meetings) or host (e.g., special town hall or listening sessions) to ensure

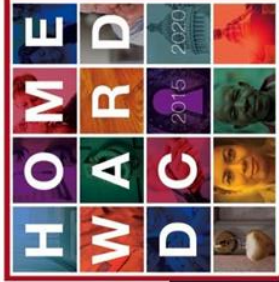
information is well-disseminated. The Advisory Teams are expected to meet monthly during the planning phase, quarterly during construction (more often if/as requested), and at least twice per year once the program launches. Written minutes and presentations from the Advisory Team meetings are posted on the following website: [www.mayor.dc.gov/homewarddc](http://www.mayor.dc.gov/homewarddc).

**FAQ 28: What is the “Good Neighbor Protocol”?**

Response: The Advisory Team will help the District develop a “good neighbor protocol,” which will be an agreement between the District and the Advisory Team on behalf of the community to set expectations and commitments regarding exterior and landscape maintenance, safety and security, mutual codes of conduct and respect, and clear and expedient process for communication and problem solving. The agreement will also set forth clear expectations for ongoing Advisory Team engagement and coordination/communication with the selected service provider.

**FAQ 29: Are there opportunities for the community to volunteer?**

Response: Yes, there will be opportunities to volunteer. Volunteer opportunities will be available through the contracted service provider as well as with the community-based partners that will provide programs and services to families, such as tutoring, mentoring, health and wellness and enrichment programs for children and families. We also encourage community members to continue to take advantage of volunteer opportunities that exist now to support families and individuals experiencing homelessness.



# Ward 1 Short-term Family Housing

## Advisory Team Meeting

October 23, 2019