

Good Neighbor Protocols for Short-term Family Housing The Horizon – 5004 D Street, SE

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 Life Deeds, 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. The GNA shall also set forth clear expectations for ongoing Advisory Team engagement and coordination throughout the existence of the Ward 7 Short-term Family Housing program located in Marshall Heights, at 5004 D Street, SE. According to building code, the maximum occupancy for this building is 422 people; however, there are beds for 121 people and approximately 25 pack 'n plays available for infants.

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 5004 D Street, SE and provides building management services for facilities owned or operated by the District.
- **Life Deeds** is the organization who operates the short-term family housing program for families experiencing homelessness at 5004 D Street, SE 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 5004 D Street, SE.
- **Neighbor** means an individual who lives in the community surrounding 5004 D Street, SE (Marshall Heights).



1. Maintenance of Property

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

Life Deeds:

- a) Keeps the immediate sidewalks and property grounds free of litter and other debris and Ensures the immediate outside areas of the grounds, and parking lots are debris free;
- b) Ensures when clients exit the program voluntarily or involuntarily, the Program will not place left behind property on the sidewalk; and
- c) Designates a smoking area for the site, which is outlined in the Program Rules for the site.

DGS:

- a) Makes any necessary repairs to the building as quickly as possible, and provides a timeline for repairs when something is not able to be repaired within three business days; and
- b) Ensures there are a sufficient number of rodent proof dumpsters for the program.

As a neighbor, I:

- a) Endeavor to keep the property and the surrounding areas clean and free of debris;
- b) Report illegal dumping and/or other maintenance needs in the public space around the properties to 311; and
- c) Bundle trash in rodent proof containers and only put them out the morning of trash collection.



2. Safety and Security

Residents should feel and have the right to feel safe and secure in their homes. Property owners and residents are encouraged to work together to create a safe and secure community.

Life Deeds:

- a) Ensures enough staff is present at all times to properly execute the program and to secure the building. This includes program and security staff;
- b) Ensures sufficient signage and lighting on the grounds of the property;
- c) Ensures security cameras are well-maintained;
- d) Joins the Ward 7 Yahoo Group: <https://groups.yahoo.com/neo/groups/Ward7/info> and the Marshall Heights neighborhood in the next Door App to share information;
- e) Joins other neighborhood listservs identified by the Advisory Team and alerts the community if and when there are safety concerns that might impact the broader community;
- f) Discourages loitering by residents on the sidewalk in front of the building;
- g) Develops and enforces rules that encourage respect inside the Short-term Family Housing program and in the surrounding neighborhood, and quickly addresses rule violations;
- h) Assigns the appropriate staff to participate at the Police Service Area (PSA) and Neighborhood Watch meetings for the immediate area to collect and report information and updates;
- i) Participates in the Safer Stronger DC programming or Summer Crime Initiatives as appropriate; and
- j) Ensures that all deliveries to the facility are made by utilizing the 40' designated loading zone located immediately in front of the main entrance. In the event that multiple delivery vehicles are present at the same time and the loading zone is already in use, the other delivery vehicles may use any parking space available, but only so long as to make their delivery. All delivery vehicles must adhere to DC Parking Regulation 2418.3 which spells out the rules governing idling vehicles.

DGS:

- a) Ensures digital state-of-the-art security cameras are present on all sides of the building to minimize blind spots. The amount of security cameras and their placement are approved by DGS.

As a neighbor, I:

- a) Sponsor quarterly Neighborhood Watch training sessions through community organizations such as the Marshall Heights Civic Association;
- b) Invite and encourage residents to attend the monthly PSA meetings, engaging in opportunities to partner with MPD to keep the neighborhood safe;
- c) Encourage residents to report crime to MPD; and
- d) Encourage residents to use crime prevention recommendations; e.g., avoid leaving valuable items visible in parked cars and lock doors and windows.



3. Conduct and Behavior

The general well-being of individuals and societies, outlining negative and positive features of life is quality of life. It observes life satisfaction, including everything from physical health, family, education, employment, wealth, religious beliefs, finance and the environment. Thus, it is logical the behavior of individuals with societies or communities contributes to the quality of life.

Life Deeds:

- 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.

As a neighbor, I:

- a) Invite the clients and staff of the program to attend and/or partner with the planning, execution and attendance of community events.



4. Communication and Mutual Respect

Communication between neighbors is extremely important in communities. Respect for property and privacy should be provided and expected.

Life Deeds:

- a. Provides the appropriate staff to serve as the point(s)-of-contact for the Advisory Team;
Dr. Marla Wyche, The Horizon Director: (202) 560-8781,
m.wyche@lifedeeds.org
Kymberleighe Richardson, Program Administrator: (443) 858-9784,
k.richardson@lifedeeds.org
Allieu Kamara, Executive Director: (301) 219-3408, A.Kamara@lifedeeds.org
- b. Shares information about community events and/or other service activities with clients;
- c. Assigns the appropriate staff to serve as point of contact in the community: ANC7E, the Marshall Heights Civic Association and other formal community groups within the neighborhood, and attends the ANC 7E's monthly meeting;
- d. Provides notification to residents when programming may impact the neighborhood; e.g., parking and deliveries;
- e. Ensures each family attends an orientation at the facility which covers the rules, policies and programs of the facility, provides the clients with information regarding the Marshall Heights community, which includes information regarding local businesses, schools, the ANC, the Civic Association, crime safety concerns, and transportation options;
- f. Creates a page on the website to have contact information for the service provider; and
- g. Sends employment opportunities to the Advisory Neighborhood Commission 7E and the Marshall Heights Civic Association. Contact information:
Advisory Neighborhood Commission 7E: 7E@anc.dc.gov
Advisory Neighborhood Commissioner, 7E05: 7E05@anc.dc.gov
Marshall Heights Civic Association: info@MarshallHeightsDC.org



DHS:

- a) Send staff, as appropriate, to report on the program's performance as requested by the Advisory Team;
- b) Provides the Advisory Team with a point of contact list that contains the titles, emails, phone numbers, and business address; and
- c) As an addendum to this protocol, creates a list of contacts at the provider, DHS, and DGS, with whom AT or community members may contact with comments or concerns. At the request of the Advisory Team, this is called the Wheel of Responsibility.

As a neighbor, I:

- a) Provide information related to available housing, employment or other programs aimed to help assist the clients of the STFH to secure permanent housing; and
- b) Participate in housing seminars and job preparation workshops in the Marshall Heights for all Ward 7 residents.



5. Frequency of Additional Meetings and Process of Updating Protocol

- a. The Advisory Team meets in-person as needed, but at least twice annually after the program opens. Life Deeds takes over the co-chair responsibilities on behalf of the government. The ANC designates a community co-chair.
- b. The Advisory Team includes representation from Advisory Neighborhood Commission 7E and impacted area Civic Association (at this time Marshall Heights Civic Association), MPD 6D (specifically PSA 604), a representative from DHS, DGS, the MOCRS, and a representative from Life Deeds.
- c. This protocol is reviewed annually by the Advisory Team and may be updated.

DHS Point of Contact: Jenna Cevalco, Short-term Family Housing Program Manager
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(202) 255-1031

DGS Point of Contact: Tommie Jones, Chief of External Affairs
Tommie.Jones@dc.gov
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