

Good Neighbor Protocols for Short-term Family Housing

The Triumph - 4225 6th 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 that 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 Community of Hope, 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 these providers.
- **The Department of General Services** is the real estate arm of the District government responsible for managing the construction on site and provides building management services for facilities owned or operated by the District.
- **Community of Hope** is the organization who operates the short-term family housing program for families experiencing homelessness 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 through DHS at the Short-term Family Housing program.
- **Neighbor** means an individual who lives in the community surrounding the Short-term Family Housing program.



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,

Community of Hope:

- 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;
- c) Makes any necessary nonstructural repairs to the building as quickly as possible, addressing safety concerns within 48 hours after they are reported or identified; and
- d) 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 that are well-lit and in good condition;
- b) Maintains building management systems;
- c) 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;
- d) Develops a routine schedule for pest control and trash removal;
- e) Ensures that grass on-site is well-maintained year-round; and
- f) Repairs broken lights as soon as possible after they are reported or identified ensuring that the building and grounds are well lit at all times.



2. Safety and Security

All residents want to 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,

Community of Hope:

- 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) Investigates and responds within three business days to any client-related concerns reported by neighbors when possible without breaking client confidentiality;
- c) Attends monthly PSA meetings run by MPD 706 and 708 when the planned agenda impacts the Short-term Family Housing program;
- d) Discourages loitering by residents on or adjacent to the sidewalk in front of the building;
- e) Provides clear guidance to residents on where smoking can occur to mitigate impact to children residing in the facility; and
- f) Ensures that regular emergency preparedness drills are conducted, and that residents of the program understand protocols for lock-downs, active shooter scenarios, and fire emergencies.

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) Assists the contracted on site security as needed during emergencies.

As a neighbor, I:

- a) Report dangerous or illegal activity on my block to 911, and encourage other neighbors to do the same; and
- b) Join neighborhood crime-watch organizations and groups.



3. Conduct and Behavior

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

Community of Hope:

- a) Creates and enforces rules that encourage respect inside short-term family housing and in the surrounding neighborhood, and quickly addresses rule violations;
- b) Prohibits loud music, threatening language and behavior, and weapons in and around the property;
- c) Enforces leash laws and ensures pet waste is disposed of appropriately when clients have service animals; and
- d) Provides an orientation program for new residents of the program to review expectations for program rules, and an orientation to the neighborhood, and details about nearby amenities.

As a neighbor, I:

- a) Invite residents of the Short-term Family Housing program to join community events by sharing event details with residents and the contracted provider.



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.

Community of Hope:

- a) Keeps the lines of communication open and provides a clear point of contact to respond to community;
- b) Takes an active role in the community by participating in ANC, 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;
- d) Provides opportunities for neighbors to volunteer;
- e) Ensures that any issues raised by community members receive an acknowledgement within one business day and a response within three business days;
- f) Arranges a meet-and-greet event to introduce the Advisory Team, ANC Commissioners, and the contracted service provider; and
- g) Provides notification to neighbors when programming may impact the neighborhood.

As a neighbor, I:

- a) Participate in volunteer opportunities offered by the provider; and
- b) Create a community resource guide for clients at the Short-term Family Housing program so that they may locate community amenities. The resource guide may include contact information for ANC leaders, transportation information, school information, and details about nearby businesses.



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. Community of Hope takes over the co-chair responsibilities on behalf of the government. The ANC designates a community co-chair.
- b. This protocol is reviewed annually by the Advisory Team and may be updated.

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