Ward 3 Short-term Family Housing Advisory Team Meeting
Tuesday, September 20, 2016
Chevy Chase Community Center - 5601 Connecticut Ave N.W. - Washington, DC 20015
7 pm – 8:30pm

Ward 3 Advisory Team Members

Name	Inviting Organization	Affiliations	Attendance
Carl Roller	ANC 3C	ANC 3C Chairperson, SMD 3C06 Commissioner, Advisory Team Co-Chair	Present
Margaret Siegel	ANC 3C	ANC 3C Treasurer, SMD 3C05 Commissioner	Present
Angela Bradbery	ANC 3C	Community Representative	Present
Melody Molinoff	ANC 3C	John Eaton Elementary, LSAT Chair	Present
Ann Scoffier	ANC 3C	Community Representative	Not present*
Ruth Caplan	Cleveland Park Citizens Association	Cleveland Park Citizens Association, President; Community Representative	Present
Pamela Korbel	Cleveland Park Citizens Association	Cleveland Park Citizens Association; Community Representative	Present
Ann Hamilton	Cleveland Park Citizens Association	Cleveland Park Citizens Association; Community Representative	Not present*
Mary Cheh	Councilmember Cheh's Office	Ward 3 Councilmember	Present
Jeffrey Davis	Councilmember Cheh's Office	Community Representative	Present
Deborah Linde	Department of Human Services (DHS)	Community Representative; 30-year resident of McLean Gardens	Present
Rabbi Aaron Alexander	Department of Human Services (DHS)	Community Representative; Rabbi of Adas Israel Congregation	Not present*
Kelly McShane	Interagency Council on Homelessness (ICH)	Ward 3 Resident; President and CEO, Community of Hope	Present
Melvin Gresham	Metropolitan Police Department (MPD)	Commander, 2nd District MPD	Present
Laura Zeilinger	Department of Human Services (DHS)	DHS Director; Advisory Team Co-Chair; Ward 3 Resident	Present
Agyei Hargrove	Department of General Services (DGS)	DGS Project Manager	Present

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Additional Support Staff Present

Phil Thomas	Mayor's Office of Community Relations	Ward 3 Community Liaison (MOCR)
Anthony Cassillo	Councilmember Cheh's Office	Deputy Director of Constituent Services
Jay Melder	Department of Human Services (DHS)	Chief of Staff
Kathy Haines	Office of the Deputy Mayor for Health and Human Services	Capital City Fellow
Wanda Sherrod	Department of General Services (DGS)	Program Manager: Health and Human Services Cluster

Agenda

1. Welcome and Introductions
2. Purpose and Scope of Advisory Team
3. Update on STFH Process in Ward 3
4. Identifying Community Issues
5. How to Get Advisory Team Input on Design
6. Summary of Next Steps & Adjourn

Meeting Minutes

1. Welcome and Introductions
- The meeting began at 7:10pm
- Introductions were made of the Advisory Team Members
- *The following persons could not make the initial meeting but will participate in future meetings:
  - Ann Scoffier
  - Rabbi Alexander
  - Ann Hamilton

2. Purpose and Scope of the Advisory Teams
- Director Zeilinger and Commissioner Roller discussed the purpose and scope of the Advisory Team

Purpose: (Slide 3)

1. Coordinate community feedback and input opportunities on issues and concerns related to the development of Short-term Family Housing and share information.
2. Provide feedback on concerns related to residents' quality of life during construction
3. Develop Good Neighbor Agreements.

Scope: (Slide 4)

- In-scope for the Advisory Team:

- o Gathering community input on exterior design.
  - o Listening and responding to concerns and questions regarding quality of life issues during construction and how the program impacts the community.
  - o Coordinating the sharing of information amongst stakeholder groups. Information shall not include anything that may be construed to relate to active litigation.
  - o Working with the program service provider to establish shared expectations for both the community and the program regarding being "good neighbors."
- Out-of-scope for the Advisory Team:
  - o Program Components and Rules and Regulations relating to the Short-term family housing program.
  - o Legislative or judicial processes relating to the Short-term family housing program.
  - o Any question, concern, or comment about active litigation is off the table.

Director Zeilinger's Comments:

- We are not able to discuss active litigation in this setting.
- We can absolutely discuss what features will make a successful program and environment for families and the community.
- First and foremost, the facility must support the function of DHS programming.
- We are happy to hear from the Advisory Team about ideas and address concerns; however ultimately the programming that occurs inside the facility is a function of the Department of Human Services.
- Focus of the Advisory Team in terms of design is on exterior features.
- About Open Meeting Law – According to the DC Board of Ethics and Government Accountability (BEGA), this Advisory Team does not fall under Open Meeting Law. However, our intention is to be completely transparent. The whole purpose of this activity is information sharing. We want you to share this information.

Commissioner Roller's Comment:

- To support what Director Zeilinger said about not discussing the litigation or related matters here, any concerns about the appropriateness of the site need to be left outside the door to be handled and addressed through the appropriate process. The question in this room is how to make this shelter work in the community.

Community Representatives' Comments:

- Community members with expertise in this field have concerns about this program: (e.g. "Why isn't x or y happening on site? What is happening on site?). We want to know what we can talk about inside the box of the building (and not). Also, recognize that there are residents with expertise in this area; how can we leverage their expertise and gain their approval? These residents could be a resource to the shelter residents.

- o **Director Zeilinger's Response**: *Absolutely. We will continue to share and discuss the program. I am happy to talk about these attributes, for example why onsite daycare versus not onsite? This is why we have a family homeless services provider present in this group (in addition to the Department of Human Services staff). We are happy to use the input of community members to make this the best program possible. A great degree of thoughtfulness went into the programmatic design for short-term family housing, but we are still open to input and your best ideas.*
- I got the sense from this evening's introduction that the facility will be in the community, but not part of the community. It should be 'part of the community.' It almost sounded like an island, with no interaction, like the kids might go to the school, but not go to the playground. Needs to be part of the community.
    - o **Director Zeilinger's Response**: *I do not disagree. This program should absolutely be a part of the community. I'm not sure what was said to give an impression, otherwise. I'm sorry if it was not articulated well. Though families are here for a temporary purpose while they are supported on a path to permanent housing, they will be a part of the community while they are here, and it is our intent that the program fit well within the community.*

3. Update on STFH Process in Ward 3

Advisory Team Milestones: (Slide 5)

1. Launch Advisory Team
2. Provide input on facility design
3. Receive BZA application and presentation (formally presented to ANC)
4. Receive Final design and construction timeline presentation
5. Develop a good neighbor agreement with Short-term Family Housing program

Director Zeilinger's Comments:

- Although the issues we may choose to discuss and focus on in Ward 3 may differ the issues other Advisory Teams in other Wards decide to focus on and visa-versa, each Ward shares these milestones in common:
    1. First milestone, Advisory Team formation: Working with ANCs and Civic Associations, each Ward will form an Advisory Team, which we have done tonight.
    2. Second milestone, Design Presentation and Input: Advisory Teams will have a listening session with the Design Team to give initial input on design; we will also have a design input session with the community at-large.

3. Third milestone, Pre-BZA submission presentation: Each Advisory Team, in conjunction with the local ANC, will receive a presentation on any necessary Board of Zoning Adjustment applications.
4. Forth milestone, Final Design and Construction Timeline Presentation: the Advisory Team will receive a presentation on final designs and be briefed on construction timelines. The Advisory Team will continue to coordinate to raise and solve quality of life issues during construction.
5. Develop Good Neighbor Agreement: the Advisory Team and the service provider will develop a "good neighbor agreement," which will be an agreement between the STFH service provider and the Advisory Team on behalf of the community to set forth expectations and commitments regarding exterior facility and landscape maintenance, safety and security, mutual codes of conduct and respect, and clear and expedient process for communication and problem solving.

Ward 3 Project Process: (Slide 6)

- July – request for proposal for architects
- September – architects awarded
- October – Community Input on design
- October – development of test fit & approval
- November – BZA submission
- December/January 2017 – BZA hearing
- Late Fall 2017 – Estimated construction start

Director Zeilinger's Comments:

- The slide deck includes an overview of the timeline in Ward 3; we are at the phase where the Department of General Services (DGS) is in the final negotiations to hire the architects. The architects have deliverables about how many days they have to produce a test fit design for the site.
- We will hold a listening session with the architect and the Advisory Team in early October.
- We will also hold a larger design meeting with the broader community.
- We are hoping for a November 2016 Board of Zoning Adjustment (BZA) submission, and a December/January BZA hearing, followed by late 2017 construction and program opening in 2019.

Commissioner Roller's Comments:

- BZA applications first need to go through ANC 3C's Planning & Zoning Committee, then two weeks later to the full ANC committee

4. **Identifying Community Issues (activity led by Commissioner Roller)**

- The goal of the exercise is to come to a consensus on top issues that the community (represented by Advisory Team) would like to bring to the attention of this group for discussion, more information, consideration, etc.

[Advisory Team Members were asked to create a list of concerns and issues that need to be addressed with the community. Issues raised by the Advisory Team will be addressed in writing by the District of Columbia and shared publically. Director Zeilinger offered responses to some of the concerns during the course of the meeting, and those responses are captured below.]

Community Issues Raised by Community Representatives:

- What are the opportunities for the community to volunteer?
- What is the impact on traffic during operations once it's open?
- What is the latest information on the number of families that will live there? How many persons will live there?
- What is the density of the building?
- What will the impact be on 2nd District Metropolitan Police Department operations?
- What will the impact be on John Eaton Elementary School, in terms of:
    - Enrollment
    - Funding - the way funding flows is on a per pupil population, the community is concerned that high-needs funding may not follow the individual student if the student is here on a temporary basis; if the school budget is set one year in advance; how will we capture the number of students coming?
    - Can we increase nursing staff?
    - What is the age range of the children who will reside at the site? Small children? High school age for Wilson?
- The community should understand the thoughtfulness with which the site was selected to help residents to become more comfortable with the process.
- People have raised concerns about public safety.
- A big part of the concern is that people don't have a clue about what's going on; there needs to be a clear campaign on the process, that this is where we are; this is where we are going for the next 6 months; we will have x, y, z meetings, and we will have opportunities to engage. What are opportunities to get information?
- The District should make a statement about the status of the litigation.
- What is the plan for facility maintenance long term?
- What will be the process for input on the design (exterior, and the appearance of the facility)? The community cares about how their buildings look.
- What will be the parking situation? Will it be meters or residential parking?
- What programs will be onsite vs. offsite?

- How will these families actually be moved to permanent housing? We should at least acknowledge this is a challenge.
- How is the city dealing with the lack of options for affordable housing?
- There is also a fear of the unknown.
- We are getting questions that are hard to answer in the community such as "Who are these new people coming into the community? Are these mothers with little kids? Mothers with teenagers?"
- How will people decide who goes to which shelter? Will there be a profile for the residents of the shelter?
- The number of families keeps changing, doesn't give confidence in the project. We keep hearing that the impact on Eaton will be small, but acknowledge that there are concerns about potential impact on the school.
- Do we know who the providers of services are?
    - **Director Zeilinger's Response**: *No; the Department of Human Services will do a competitive process with a Request for Proposals (RFP). We will put out a scope of work about what the provider will do and use a Technical Panel to look at past experience, responsiveness, etc. and then will issue a contract. We will not do that until we are much closer to occupying the building. We have not selected a provider.*
- Will there be any city staff working at the site?
    - **Director Zeilinger's Response**: *At the moment, our programs are run by contractors; city government staff play an oversight role.*
- There are people who want to help, but don't know how to. There are a lot of opportunities.
- We say that program components are out of scope, but that will determine what type of providers we need.
    - **Director Zeilinger's Response:** *We know that we need people who can support the appropriate kinds of on-site services, activities for children to engage in age-appropriate activities, and the right kind of social service supports. We have statutes about amenities and services; provisions around room and bathroom configuration, etc. Also, this group can talk about whether there should be x or y in the building, but there are certain requirements that are needed to operate a program that are decisions made within the Department of Human Services and governed by law. The building must accommodate the services, but it is not for this group to say that the homework room needs to look like x, not y. It is in everyone's interest for children to have appropriate homework space. It is not the best use of time for the Advisory Team to weigh in on an issue like this.*
- We may not want to talk about the shape of the homework room, but will there be a child development center on site, and can we volunteer? If there are teenagers, how can we

support them? Might be helpful to have the parameters on what the contract with the architects is e.g. how much community space per resident, etc.

- Would like information on whether there is 24-hour staff; we have zero information.
  - **Director Zeilinger's Response:** *I have copies of a slide deck that describes some of the information. [LZ held up a slide deck that was used at other meetings and passed it around the room for inspection.] E.g. We will perform a housing assessment, help families with their housing searches, provide early childhood development staff and work with school staff to connect with services; provide connections to broader services for parents' educational development and connections to employment services; connections with various healthcare organizations (e.g. the Georgetown Hoya Clinic at DC General Family Emergency Shelter); will help with credit counseling; provide partnerships with other organizations for mentoring, tutoring; provide 24-hour staffing and security. Those are already the requirements built-in to the program. Please refer to the slide decks available on our website: http://www.mayor.dc.gov/homewarddc. This is the website where past slide decks and information are housed.*

[Advisory Team concludes listing topics of concern]

Director Zeilinger's Comments:

- Thank you.
- These topics mentioned were not new to us, and you may be pleased about the information on the topics that are already available.
- We want to get information out in a quick and meaningful way; let's try to prioritize.
- Most of this information is already available and can be shared easily.

Community Representatives' Comments:

- You [Director Zeilinger] may have said this information multiple times all over the city, but I haven't heard some of these answers. Also, prioritization is important because wards are different, and the locations where the facilities are located are different so we may have different priorities.
  - **Director Zeilinger's Response:** Yes. T*hat is exactly why this group exists, to help share information that the community needs.*

Commissioner Roller's Comments:

- Please note that this is also not a closed universe. This is a venue to discuss any concerns, so we can add new items of concern as time goes on.

Community Representatives' Comments:

- A reminder that each participant is speaking on behalf of the communities that they represent.

Voting on the Top Issues

[Dot voting system – the four flip charts with the issues identified above were placed around the room. Community members were each given three dots to vote.]

Director Zeilinger's Comment:

- The purpose of the activity is to prioritize the issues the community needs addressed.
- A common question is how are we not disrupting MPD operations? What are we doing about parking, shift turn-over, etc.? The answer is that part of the architect's job is to meet with the folks at the police department, understand those things and come back to us and say these are the requirements of the DHS program, and the 2nd District MPD, and present a plan to achieve both.

Community Representatives' Comments:

- Don't wait until the answers are available; explain the process of how the answers will be obtained to the community.
- We can't have too much information.
    - **Director Zeilinger's Response:** *Point taken and I agree.*

Record of Prioritization by Dot Voting

[Nine team members voted with three dots each. An additional dot was allotted to "provider process," since the interested party had not seen this selection on the charts. Total of 28 votes.]

Top five items

1. John Eaton Elementary School. What will the impact be in terms of: issues with funding per pupil, enrollment, overcrowding, nursing staffing, age of students? (5 votes)
2. Clear understanding of program (4 votes); what *services will be offered at the facility? How long will the residents stay at the facility? What are the ages of the parents and the children?*
3. What will the impact be on 2nd District Metropolitan Police Department operations? (3 votes)
4. What is the density of the building? (2 votes)
5. What will be the process for input on the design (exterior, and the appearance of the facility)? The community cares about how their buildings look. (2 votes)

Items with one vote each

- Age range of residents
- Clear communications on the process / 6 months in advance
- Degree of thoughtfulness in site selection
- Facility maintenance – long-term
- Fear of the unknown (who are the families?)
- How can people help?
- Impact on traffic (operations)
- Long-term solutions for families (homelessness in general)
- Number of families/census
- Opportunities to be a part of the community
- Programmatic design specifications
- Provider process

Items that did not receive a vote

- Parking (meters vs. residential parking)
- Placement of families (Profiles for each Ward?)
- Public Safety
- Statement on litigation

Director Zeilinger's Comments:

- We will still point you toward all of the information available
- We want to make sure you are equipped to talk to your groups and neighbors with a complete answer, or know that you can come to us to secure an answer.

Community Representatives' Comments:

- Would there be a written document or memo for all of these things?
  - **Director Zeilinger's Response**: *We have written documents in the public sphere that can answer many of these things. For those that aren't covered, we will put together a document to cover the missing areas. We want to make sure you have what you need in your hands and brains to be accurate and complete.*

5. **How to Get Advisory Team Input on Design**

Input: (Slide 8)

1. Gather meaningful input from stakeholder groups on what is important to them in building design.
2. Advisory Team holds listening session with Design Team to give input on design.
3. Design Team presents draft design to community and receives feedback.

Input, continued: (Slide 9)

- What aspects of the facility does your stakeholder group want the design team to focus on or consider while during the site massing process?
- What exterior design attributes would your stakeholder group want reflected in the final design, and provide examples?
- What exterior design elements would your stakeholder group absolutely not want included as part of the final design, and provide examples?
- What other aspects of the design and site should the program or design team take into account while designing the W3 STFH?

Director Zeilinger's Comments:

- As noted, DGS is in final architect selection stages. We would like to reconvene in about two weeks' time to hear from you about what you want the architects to think about as they put together their first proposals for city. They will do a listening session, and then work on their design, and there will be an iterative process with DGS and DHS on design requirements. We will then do a larger community meeting open to the broad public, for the community to have a direct voice. To recap, in October we will hold a listening session with you; then when the architects are ready, with the community
- We want to understand what your stakeholder group wants with respect to siting the building on the parcel (e.g. Ward 6 wants to know where the parking is, where the loading dock is, where the door faces); these are all questions in the massing phase. Tell us your input.
- Some wards really care about which way the front door is oriented. Perhaps there are different concerns in this community. E.g. would we like it to resemble certain elements of Cathedral Commons, or McLean Gardens? What things do we like the look and feel of, or what are things to avoid? We want to see as much material as possible.

Community Representatives' Comments:

- There were roundtables with the architects for the prior design on the former site, and that was a useful process. There was discussion about how the design fit in with the neighborhood. It had a good feeling for those who did not walk out of the meeting.
  - **Director Zeilinger's Response:** W*e will still do the group roundtables with this site, but we want an earlier input session for the Advisory Team. We agree it is hard to do this work in the abstract. We debated internally the degree to which this activity might be valuable. However, we feel early input on design is important, especially for those closest to the site.*
  - **Jay Melder's Response**: *We don't want the architect to design in the dark either; having community input will help them to understand what elements are important to the community.*

- o **Councilmember Cheh's Response***: This activity does not replace the large public design meeting; this is a supplemental and earlier step in the feedback process.*
- o **Community Representatives' Response:** *Those who live far away may not care as much; would be important to really consult with those who live close.*
- o **Director Zeilinger's Response:** *That is part of the intent with our member selection for this group.*
- o **Community Representatives' Response:** *Don't make it look like the Tenleytown Library.*

Next Steps & Adjourn: (Slide 9)

- Make sure we have the best email address for you (see Kathy Haines)
- Next Meeting: First Week in October
- Website: mayor.dc.gov/homewarddc
- Thank you for participating!

Director Zeilinger's Comments:

- Do you understand your homework? These are the conversations we would like you to have with your community groups. Our next session would be a listening session with the architect. The next meeting we will also bring a lot of answers to the prioritized answers. We will also point you in the right direction about answers.
  - o **Community Representatives' Response:** *Please share answers by e-mail in advance.*
- Scheduling: we will work with everyone to find a time in early October (maybe through a poll) to try to find a time that works for people. Is there a night of the week that works best?
  - o **Community Representatives' Response**
    - ▪ *Please note that Wednesdays are McLean Gardens Board meetings*
    - ▪ *Please send out a roster*
- The Co-Chairs are open to feedback, and we are committed to making this work.

[Adjournment at 8:37 pm]