



Department of Human Services
Office of the Director | 64 New York Avenue N.E., Suite 600 | Washington, DC 20002

**FAQs: Ward 3 Short-term Family Housing
October 20, 2016**

- **What programs are happening on-site?**

Response: The wrap-around services provided and/or coordinated onsite include emergency housing; linkages to permanent housing programs (e.g. rapid rehousing, targeted affordable housing, and permanent supportive housing); permanent housing search assistance; early childhood screening and liaisons to schools; education, training and employment services; health care and behavioral health care; financial and budget management counseling; and 24 hour social work 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 (much in the same way that the Hoya Clinic operates at DC General), space for enrichment programming, case management services and social service provision, and a dining room where meals will be provided three 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.

- **What programs will be off-site?**

Response: Offsite programs include connections to employment, training and education services (like those provided in the TANF Employment Program), childcare, and primary health care. Some services are provided both onsite and offsite, such as behavioral health care, housing assistance, and case-management services.

- **Why will childcare be off-site?**

Response: Off-site childcare both facilitates easier transitions for families back into permanent housing, and connects families with experienced high-quality early learning centers. Short-term family housing offers a balance of on-site programs, as well as off-site, community-based programs. Connecting families to off-site programs is important as family involvement in off-site programs can continue after exiting emergency shelter, thus easing the family's transition to permanent housing in the community. The Department of Human Services (DHS) supports families with access to subsidized childcare in partnership with the Office of the State Superintendent for Education (OSSE). Families are assisted with access to existing high-quality early childhood programs such as Head Start, Early Head Start, and the Early Learning Quality Improvement Network (QIN).

- **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. The Homeless Children’s Playtime Project and DC Central Kitchen both provide services in our continuum of care.

- **What is the impact on traffic during operations once it’s open?**

Response: The impact on traffic will be assessed as part of the Board of Zoning Adjustments review process, and presented to both the Advisory Team and the ANC. Both the architectural firm and the District Department of Transportation will conduct separate transportation analyses and submit them as part of the formal case record that will be available on the Office of Zoning website.

- **What is the latest information on the number of families that will live there? How many persons will live there?**

Response: The site is expected to accommodate 50 family 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 the site.

- **What is the density of the building?**

Response: The building design has not yet been created by the architects. There is a two part process for community input on exterior design. First, the Advisory Team will host a listening session with the project architect before designs are made to inform the design at the outset. Advisory Team members are encouraged to seek input from the community groups that they represent and present these ideas and feedback directly to the architects. Second, once initial designs are made with input from the Advisory Team, the District will host a community-wide meeting to present the initial designs and seek feedback and input from the community.

- **What will the impact be on Second District Metropolitan Police Department operations?**

Response: The design and siting of the facility will fully support the programmatic requirements of the Department of Human Services, as well as operational needs of the Metropolitan Police Department’s Second District. Leadership from the Second District is involved in the Ward 3 Advisory Team and will be fully consulted with during the design process to ensure co-location with the Short-term Housing Facility allows for full operational efficiency and effectiveness for MPD. Once initial designs are completed, they will be shared with the community via the Advisory Team, and include details on how the design supports MPD 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?**

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 currently attend more than 50 schools the District, in every Ward.

Although data shows that the vast majority of students at DC General do not choose to attend the in-boundary schools, the District intends to accommodate any increase in school enrollment as it would for any school experiencing an increase in enrollment. Additionally, as the short-term family housing programs are not scheduled to open until late 2018 and 2019, there is additional time to assess any potential impact on enrollment and plan accordingly. Typically, 9-10 months prior to any given school year, DCPS begins to work on school enrollment projections. This involves working with each school leader and community on determining what the expected student population will be the upcoming school year. During this time, community factors like new housing and school openings/closings will be considered as it relates to the impact on enrollment. DCPS works closely with DGS and other relevant agencies to ensure the space and programs are ready for students, including making any necessary facility accommodations for an increase in enrollment. In addition, DCPS continuously monitors enrollment increases with respect to staffing needs to ensure they provide additional staff allocations on an ongoing basis should a school experience an unexpected influx of students at any point during the year.

● **What is the age range of the children who will reside at the site? Small children? High school age?**

Response: Of the children residing at DC General, approximately 41 percent are infant/toddler aged, 48 percent are Elementary School aged, and approximately 11 percent are Middle or High School aged. The number and ages of children may change over time, depending on the composition of families.

● **The community should understand the thoughtfulness with which the site was selected to help residents to become more comfortable with the process.**

Response: Please visit www.mayor.dc.gov/homewarddc for information related to the plan to Close DC General and replace it with Short-term Family Housing. The website is updated regularly.

● **People have raised concerns about public safety.**

Response: Short-term Family Housing will have security personnel on site, as well as social service staff, around the clock. In addition, coinciding with the contracting for Short-term Family Housing service provision at each site, the Advisory Team and the service provider will develop a “good neighbor agreement,” which will be an agreement between the Short-term Family Housing 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. The agreement will also set forth clear expectations for ongoing Advisory Team engagement and coordination.

- **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?**

Response: Each site's Advisory Team ensures that there is a representative voice from the surrounding community during the development phase of Short-term Family Housing facilities. The Advisory Team members will both coordinate community feedback and input from their representative groups as well as share information with those same groups. In addition, minutes and presentations from the Advisory Team meetings will be posted on the following website: www.mayor.dc.gov/homewarddc.

- **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 maintenance 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 Agreements which will be developed between the Advisory Team and the service provider will ensure that the community has input on maintenance commitments and expectations.

- **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.**

Response: There is a two part process for community input on exterior design. First, the Advisory Team will host a listening session with the project architect before designs are made to inform the design at the outset. Advisory Team members are encouraged to seek input from the community groups that they represent and present these ideas and feedback directly to the architects. Second, once initial designs are made with input from the Advisory Team, the District will host a community-wide meeting to present the initial designs and seek feedback and input from the community.

- **What will be the parking situation? Will it be meters or residential parking?**

Response: Parking will be assessed as part of the traffic assessment (see above). Furthermore, the vast majority of families receiving short-term housing services do not have cars and utilize public transportation as do many District residents. For on-street parking, the current zoned parking regulations apply.

- **How will these families actually be moved to permanent housing? We should at least acknowledge this is a challenge.**

Response: In fiscal year 2016, nearly 1,250 families exited emergency shelter in the District to permanent housing. Families work with their case managers on individual housing plans to overcome barriers to housing (such as active rental debt, eviction history and poor credit) and

to obtain permanent housing that is suitable to their family's needs. Eligible families also have access to permanent housing resources such as rapid rehousing, targeted affordable housing, and permanent supportive housing.

- **How is the city dealing with the lack of options for affordable housing?**

Mayor Bowser has invested \$200 million in affordable housing over the last two fiscal years (FY17 and FY16), and she has committed to invest \$100 million in affordable housing for every year of her Administration. In addition, over the last two years the Mayor and Council have made unprecedented investments in resources that are proven to end homelessness (rapid rehousing, targeted affordable housing, and permanent supportive housing) amounting to more than \$60 million in new resources.

- **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?”**

Response: For basic demographic information about families experiencing homelessness, please see slide 2 of the following presentation:

<http://mayor.dc.gov/sites/default/files/dc/sites/mayormb/publication/attachments/Ward-1-ANCIB-Economic-Development-Committee.pdf>

- **Do we know who the providers of services are?**

Response: No, not at this time. The service provider will be selected through a competitive contract process. The Department of Human Services will issue a Request for Proposals (RFP) for the provision of services for Short-term Family Housing programs. A Technical Panel will score proposals based on a number of factors including past experience and responsiveness to the needs of the programs. The most competitive proposal will be awarded the contract. This competitive contracting process will occur closer to the time when the construction of the facility is complete.

- **Will there be any city staff working at the site?**

Response: Competitively selected homeless service providers currently provide services at most of District-funded homeless service programs. District government plays an oversight role.

- **Who are the architects for the Ward 3 site?**

Response: Ayers Saint Gross is a 100+ year old architecture and planning firm headquartered in Baltimore, with offices in Washington, DC and Tempe, AZ. They specialize in projects with mission driven clients, and count numerous colleges & universities as well as private organizations such as the Smithsonian Institution as valued clients. In the District of Columbia, their projects include Bancroft Elementary in Mt. Pleasant, the Town Hall Education Arts Recreation Campus (THEARC) in Congress Heights, the Ward 5 Industrial Land Use Transformation Study, the Sustainable DC Plan, and residence halls for Georgetown University, George Washington University, and American University. Their approach to contextual design solutions and expertise in multiple dwelling unit types will be of great benefit to the design of the Ward 3 Facility.